HP Business Process Monitor

For the Windows ® operating system

Software Version: 9.03

Release Notes

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This product includes software developed by the Apache Software Foundation (http://www.apache.org).

This product includes software developed by the JDOM Project (http://www.jdom.org).

This product includes software developed by the MX4J project (http://mx4j.sourceforge.net).

For information about third-party or open source license agreements, see the Open_Source_and_ Third_Party_Agreements directory on the product installation media.

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.

- Document Release Date, which changes each time the document is updated.

- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

http://h20230.www2.hp.com/selfsolve/manuals

This site requires that you register for an HP Passport and log on. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

Or click the **New users - please register** link on the HP Passport log on page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at:

http://www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest

- Submit and track support cases and enhancement requests

- Download software patches

- Manage support contracts

- Look up HP support contacts

- Review information about available services

- Enter into discussions with other software customers

- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Contents

What's New in This Release

- Supports scripts recorded in LoadRunner 11 patch 3.

- Mobile protocols - new protocols enabling you to monitor mobile applications. Traffic based analysis is used for native applications and Ajax TruClient technology is used for browser-based, mobile applications.

- Support for component breakdown in Ajax TruClient scripts.

- Tomcat version upgraded to version 7.11 to enhance security.

- Enhanced sensitive data encryption for scripts with AES 256 bits key algorithm.

- Assorted bug fixes.

Business Process Monitor 9.03 Files

Business Process Monitor 9.03 includes the following files:

File Name	Description	Supported Platforms	Zip Content
BPM_ V9.03_ win.zip	BPM 9.03 for Windows platform - installation and documents	• Microsoft Windows Server 2008 SP2, SP2R2 64 bit Standard and Enterprise Editions • Microsoft Windows 7 SP1 32/64 bit • Microsoft Windows Vista SP2 32/64 bit • Microsoft Windows Server 2003 SP2, SP2R2 32 bit Standard and Enterprise Editions • Microsoft Windows XP Professional SP3 32 bit	• HPBPM_v9.03_win.exe • version.txt • HP Business Process Monitor 9_03 Release_ notes.pdf • BusinessProcessMonitor Admin.pdf • HP Virtual User Generator 11 Readme.htm • ScriptRepositoryFilters.zip • SecurityPatch.zip
Vugen_ 11_ Patch3.zip	HP Virtual User Generator 11 and Patch 3 installation and documents	• Microsoft Windows Server 2008 SP2 32 32/64 bit Standard and Enterprise Editions • Microsoft Windows 7 • Microsoft Windows Vista SP2 32 bit • Microsoft Windows Server 2003 SP2 32 bit Standard and Enterprise Editions • Microsoft Windows XP Professional SP3 32 bit	• SetupVuGen.exe • LRVUG_00015.exe (Patch 3 installation file) • HP Virtual User Generator 11 Readme.htm • vugen.pdf
QTP_ V11.zip	HP QuickTest Professional 11.00 installation and documents	• Microsoft Windows Server 2008 SP2, SP2R2 32 & 64 bit Windows 7 32 bit • Microsoft Windows Vista SP2 32/64 bit • Microsoft Windows 2003 SP2, SP2R2 32 bit • Microsoft Windows XP SP3 32-bit	• DVD.zip Readme.htm • QTUsersGuide.pdf

BSM Support Matrixes

This section describes matrixes for various environments and components supported by BSM versions. For complete system requirement information, see the *HP Business Service Management Deployment Guide*.

In each Table, √=supported, X=not supported.

BPM 9.03 System Support Matrix

Component	Minimum	Recommended	High Volume Loaded Systems
Processor	3.00 GHz	3.00 GHz or higher	At least Intel® Core™2 DUO CPU 2.40 GHz
Memory	1 GB	2 GB	4 GB
Cache Size	N/A	N/A	At least 4 MB L2 cache
Operating Systems	Windows Server 2008 Enterprise Edition SP2 (64bit) Windows Server 2008 Standard Edition SP2 (64bit) Windows Server 2008 R2 Enterprise Edition (64bit) Windows Server 2008 R2 Standard Edition (64bit) Windows 7 SP1 (32/64bit) Windows Vista SP2 (32/64bit) Windows Server 2003 Enterprise Edition SP2 (32bit) Windows Server 2003 Standard Edition SP2 (32bit) Windows Server 2003 R2 Enterprise Edition (32bit) Windows Server 2003 R2 Standard Edition (32bit) Windows XP Professional SP3 (32bit) Note: For notes and limitations on installing and running Business Process Monitor on specific Windows platforms, refer to the Business Process Monitor Administration guide (BusinessProcessMonitorAdmin.pdf).		

Business Process Monitor Compatibility Matrix

For each BPM version, the latest supported VuGen version is mentioned. All previous versions of VuGen are supported as well.

Compatibility Matrix	HP Business Service Management 9.x	HP Business Availability Center 8.x	HP Business Availability Center 7.5x	HP Business Availability Center 7.0
BPM 9.03 (LR Replay 11 SP 3)	√ (Recommended)	√	√	√
BPM 9.02 (LR Replay 11 SP 1)	√ (Recommended)	√	√	√
BPM 9.01 (LR Replay 9.5 SP 2)	√ (Recommended)	√	√	√
BPM 9.00 (LR Replay 9.5 SP 2)	√	√	√	√
BPM 8.03 and later (LR Replay 9.5 SP2)	√	√ (Recommended)	√	√
BPM 8.02 (LR Replay 9.5)	√	√ (Recommended)	√	√
BPM 7.5x (LR Replay 9.1)	√	√	√ (Recommended)	√
BPM 7.0 (LR Replay 9.0)	√	√	√	√ (Recommended)

Business Process Monitor/QuickTest Professional (QTP) Compatibility Matrix

Compatibility Matrix	Business Process Monitor 9.0x	Business Process Monitor 8.03, 8.04, 8.05	Business Process Monitor 8.02	Business Process Monitor 7.5x	Business Process Monitor 7.0
QTP 11.0	√	√	√	X	X
QTP 10.0	√	√	√	X	X
QTP 9.5	X	X	√	√	X
QTP 9.1/2	X	X	X	√	√
QTP 9.0	X	X	X	√	√
QTP SAP R/3 7.31	X	X	X	√	√

Installation Requirements

You can find requirements and steps to install Business Process Monitor in the Business Process Monitor Administration Guide on the product installation media or in the download package.

After installation, the Business Process Monitor Administration Guide is available at this location:

- Online version - In the BPM Web Console's help menu.

- PDF version - On the BPM machine, select Start menu > All programs > HP Business Process Monitor > Documentation.

Installation Notes

This section describes the BPM 9.03 installation requirements and procedures.

Prerequisites

Before installing Business Process Monitor 9.03, you must remove any previous installations of Business Process Monitor.

Business Process Monitor Installation

For Business Process Monitor installation instructions, refer to the Business Process Monitor Administration guide (BusinessProcessMonitorAdmin.pdf).

BSM/BAC Manual Update Procedure

Update the HP Business Availability Center 8.x or HP Business Service Management 9.x systems with which Business Process Monitor 9.03 communicates, as follows:

- Extract the ScriptRepositoryFilters.zip file and copy its content to the HPBAC\dat folder on the BAC 8.x machine, or to the HPBSM\dat folder on the BSM 9.x machine.

- If prompted, overwrite any existing files.

- You do not need to restart the BAC/BSM system.

Advanced Encryption

Business Process Monitor 9.03 includes advanced encryption binary files. To work with advanced encryption in HP Virtual User Generator 11 or HP Business Process Monitor 9.02, you must manually install the required binary files.

For instructions on installing the binary files and working with advanced encryption, refer to the documentation included in the SecurityPatch.zip file, which is part of the BPM_V9.03_ win.zip file.

Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCR*xxxxxxxx*). Use this number when looking for more information about the problem on the HP Software Support web site, or when communicating with your HP Support representative.

Business Process Monitor

Single transaction scripts for HTTPS URLs may not work (that is, the destination is unreachable).

Workaround: Record a script in VuGen.

WebTraces do not work over UDP protocols.

You must run BPM instances on Windows 7 as a system user (default) or as a user with administrator privileges.

BPM cannot run scripts for which the Data Format Extensions (DFE) flag is checked, or that use DFE APIs (QCCR1I55181).

Mobile App (HTTP/HTML), Mobile TruClient, and Ajax TruClient protocols do not support Snapshot on Error.

Mobile TruClient and Ajax TruClient transactions are not colored for requests sent to an application monitored by HP Diagnostics or TransactionVision.

Documentation

If you experience a JavaScript error when opening the Business Process Monitor online Help system, disable the "Show Exception Dialog Box" in the Java Console and open the help again.

When viewing the HP Business Process Monitor online Help system in Internet Explorer 8, numbered or alphabetical lists may appear corrupted.

Multilingual Support

French is not included in the installation UI for BPM (QCCR1I45161).

Fixed Issues

Problems and limitations are identified with a Change Request number (QCCR*xxxxxxxx*). Use this number when looking for more information about the problem on the HP Software Support web site, or when communicating with your HP Support representative.

EUM App - PCBD page: Failed to retrieve PCBD data if URL contains French characters (QCCR1I58145)

Enable BPM to allow German umlauts for location name (QCCR1I34722)

Update BPM - Tomcat SSL configuration (QCCR1I54769)