

HP Service Virtualization

Software Version: 3.00

Known Issues

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Issues Fixed Since Last Release

QC9612 Split operation on multiple data models doesn't work

Observation: For REST service with two data models the split operation won't work.

QC6492 LR/UFT(ST) integration doesn't work with Authenticated SV Server.

Observation: LR/ UFT(ST) product is not able to connect to SV Server.

Known Issues

QC376 Cannot disable real service when running on a queue on TIBCO EMS

Observation: Real service is receiving requests even if virtual service is simulating.

Workaround: Stop real service before starting simulation.

QC3575 Unable to simulate a service on a TIBCO EMS dynamic destination - limitation of EMS API

Observation: Putting a service into a simulating state generates an error and the server log contains the following error:

TIBCO.EMS.ADMIN.AdminSecurityException: Properties of dynamic destinations are not mutable

Workaround: Create destination in EMS for BusinessWorks(BW) service before such service is deployed to a BW Runtime Agent to avoid the creation of dynamic destinations.

QC2700 Cannot start simulation of EMS service with admin login because of "Not allowed to change permissions of specified principal"

Observation: Putting service into the simulating state generates an error and the server log contains the following error:

TIBCO.EMS.ADMIN.AdminSecurityException: Not allowed to change permissions of specified principal

Workaround: Inform user and instruct them to reconfigure the service to avoid using an admin EMS account.

QC2547 MTOM service: SEV freezing after editing Data model.

Observation: Messages with huge attachments may cause Data model editor freezes.

Workaround: None known

QC1604 Non-admin user cannot start Designer when UAC is off

Observation: When a non-admin user (that didn't install the product) starts Designer for the first time and Windows authentication is used on SQL Server then database creation fails.

Workaround: Use SQL authentication on the SQL Server or give user db_creator privileges on MS SQL Server.

QC2875 MS Office 64bit installer is not usable when Microsoft Access Database Engine 2007 is installed.

Observation: If you need to run 64bit MS Office installer either to install or update MS Office, it will fail complaining because of MS Access driver installed by Service Virtualization installer.

Workaround: Uninstall 'Microsoft Access Database Engine 2007 Redistributable' driver prior to running MS Office 64bit installer. Afterwards, install the Access driver back.

QC3914 Conditions on activity response in the same rule that executed the activity cause the rule to not match any row

Observation: When there is any condition other than Ignore on the activity response in a rule with an enabled execution of this activity, the rule will never match.

Workaround: Set an Ignore to the **topmost** element in the activity's response and create an additional rule that will contain the original conditions from the activity's response along with all actions that should be executed when these conditions match.

QC3536 Limited support for WebLogic JMS URL

Observation: If JMS virtual service is configured and the WSDL of WebLogic JMS service is imported in Designer's virtual service wizard then WebLogic JMS URL is not parsed correctly and therefore the real destination name (real service endpoint) in the virtual service wizard is not pre-filled automatically.

Workaround: Fill-in the real destination name in the virtual service wizard manually. Note that WebLogic uses specific JMS URI format, e.g.: `jms://myHost:7001/transport/JMSTransport?URI=JMSTransportQueue` (see http://download.oracle.com/docs/cd/E12839_01/web.1111/e13735/jmstransport.htm).

QC6120 Stand-alone server resets connection under load on Windows Server 2003

Observation: Client gets errors from server, which resets existing connections.

Workaround: Go with Windows Server 2008.

QC6570 Learning breaks default rule simulation in 2.00 WebSphere MQ service

Observation: You have project containing virtual service running on WebSphere MQ migrated from HP Service Virtualization 2.00 and learned additional requests into it. Now the simulation is ends with error "*Error while sending message to jms:queue:xxx: Exception has been thrown by the target of an invocation*", the log contains

exception “*System.Reflection.TargetInvocationException: Exception has been thrown by the target of an invocation.* ---> *IBM.WMQ.MQException: MQRC_MD_ERROR*” and no message is received by client.

Workaround: Go to service description editor, edit response metadata and disable all learned WebSphere MQ properties.

QC6921 Cannot connect to Standalone server with username, password containing non-English characters

Observation: User cannot connect to secured standalone server with user name or password containing non-English characters.

Workaround: Use unsecured standalone server.

Cannot virtualize service with Basic authentication and credentials containing non-English characters on HTTP(s) Gateway agent

Observation: Virtualization of the service secured with HTTP Basic authentication fails on HTTP(s) Gateway if client credentials contain non-English characters.

Workaround: Use HTTP(s) Proxy agent to virtualize the service.

Connection to real service fails when using mutual HTTPS

Observation: Client application doesn't send client certificate to establish mutual HTTPS connection.

Solution: Make sure that Trusted Root Certificate Authorities list on the machine where Service virtualizations are installed does not contain too many installed authorities (50-100). Clean unused or not needed authorities to keep the list small. Mutual HTTPS requires the list of trusted authorities to be send to client in packed of limited size. The client uses the list to select correct client certificate. If there are too many authorities the sent list will be truncated – your required authority may be in truncated part.

QC7066 Limited message import of COBOL messages for all related protocols

Observation: Import of COBOL message messages for all COBOL related protocols has following limitations:

1. File content is previewed with invalid characters
2. Default encoding/character set is used to processed content. Default value is IBM037 (IBM COM EUROPE EBCDIC)

Workaround:

1. No current workaround
2. Modify the Designer/Server application configuration file (named HP.SV.StandaloneServer.exe.config or VirtualServiceDesigner.exe.config) and add/update following lines and replace the value to desired encoding.

```
<configuration>
  <appSettingsOverride>
    ...
    <add key="ImsMessageProcessor.DefaultCodePage" value="IBM037" />
    <add key="CobolMessageProcessor.DefaultCodePage" value="IBM037" />
    ...
  </appSettingsOverride>
</configuration>
```

QC7130 Error when creating duplicate of data model containing Dynamic Data function

Observation: Error message appears when some Dynamic data function (e.g. Sequential number generator) is set in a data model and then a copy of this data model is created using the Duplicate functionality in the virtual service editor.

Workaround: Set the Ignore function to column(s), where the Dynamic Data function is used, create a copy of the model and then set the Dynamic Data function back in both original and new model.

QC8081 Cannot connect to IPv4 address via HTTP proxy agent

Observation: Error message similar to *"Bad Request - Invalid Hostname - HTTP Error 400. The request hostname is invalid"* appears in browser when trying to connect to service using IPv4 address (something like 16.55.195.180).

Workaround: Either use service's host name instead of IPv4 or set proxy server to HTTP proxy agent's IPv4 address instead of host name.

QC8061 Test Endpoint in new VS Wizard uses randomly selected agent

Observation: New VS wizard by defaults sets first available agent for given virtual service type and the Test Endpoint on the Service Properties page of the wizard uses this agent.

Workaround: Continue to the last (Virtualization Summary) page of the wizard, then use the Change link in the Virtual Service section to select a custom agent and use the Test Endpoint again. If a project is also created along with a virtual service, choose a project server before changing agent – use the Change link in the Project section of the Virtualization Summary page

QC8700 Error during simulation of Websphere JMS service: The value for 'JMS_IBM_Character_Set':sim_default_JMS_IBM_Character_Set' is not valid.

Observation: During simulation of Websphere JMS service client doesn't receive any response and SV produces error such as: The value for 'JMS_IBM_Character_Set':sim_default_JMS_IBM_Character_Set' is not valid.

Workaround: Open data model editor for affected data model and expand the Default Rule. Either fill proper value for the *JMS_IBM_Character_Set* column in response or set as Not Present (if you don't see such column use Change Columns dialog to show proper column). Repeat for all necessary operations.

QC9557 No response received from MQ service in simulation mode

Observation: MQ Client receives timeout or long delayed response and/or SV produces error such as "Unable to get destination 'hp.sv.dynamic.response.queue.1': MQ reason code is 2085, MQ error is MQRC_UNKNOWN_OBJECT_NAME. ---> IBM.WMQ.MQException: MQRC_UNKNOWN_OBJECT_NAME".

This may happen because MQ Server and SV Server have different time and performance model then records big response time.

Workaround: All peers should have proper time synchronization set. To fix recorded time difference either edit performance model and update the *response time* value or use the *None* performance model for simulation.

QC9500 Wrong simulation of default rule of COBOL/MQ service

Observation: Simulation COBOL over MQ service can fail in some cases. This can be caused by added default value of *MQIIH* header from the *Default rule*.

Workaround: Edit data model of the service and in the *Default rule* set *Not Present* value to the *MQIIH* header.

QC9452 DataDriving timeout when starting simulation of data-driven service with single data model containing multiple data driven rules or multiple data models with data driven rule

Observation: When a service with single data model containing multiple data driven rules or with multiple data models with a data driven rule is switched to simulation mode a DataDriving timeout can occur and data from MS Excel file are not refreshed.

Workaround: Turn off data synchronization of some data driven rule and manually refresh external data when needed.

QC9616 Fail to update schema for XLM service in case type is part of xml inheritance

Observation: Manual modification of complex xml schema type in service description is not supported in case when the complex type is either created by type derivation (restriction or extension), or is base type in complex type derivation.

Workaround: Create new service using modified service description.

QC9204: Service Virtualization Management - Unresponsive script ext-all-dev.js while performing bulk actions for multiple services

Observation: Problem is specific to Firefox and may be caused by 3rd party add-ons or insufficient time configured for scripts as default.

Workaround: See Firefox support article: <http://support.mozilla.org/en-US/kb/warning-unresponsive-script> and this knowledgebase article: http://kb.mozillazine.org/Unresponsive_Script_Warning

QC8447 Uploading files to a Service Virtualization resource from the ALM client corrupts the project.

Observation: In the ALM Resources module, uploading files to a Service Virtualization resource corrupts the Service Virtualization project/service.

Workaround: Do not upload files to a Service Virtualization resource using the ALM client.

QC8501 Cannot connect to QC 10 with SSL.

Observation: in some cases connecting to QC10 with SSL from Designer will cause Designer to hang.

Workaround: Connect to QC from IE first to download QC client (can be done once), after that you will be able to connect through the Designer.

QC9917 Cannot connect to ALM when UAC is enabled.

Observation: If a non-administrator user starts the Designer and tries to connect ALM when Windows UAC Is enabled, the connection fails. This is due to the ALM connection attempting to install the ALM client on the local machine, but does not have authorization.

Workaround: Start the Designer in Windows administrator mode mode, or disable UAC.

QC8518 Connect to ALM from Designer installed on Windows 8.

Observation: If you are working in the Designer installed on Windows 8, you cannot connect to ALM.

Limitation: The ALM integration is not supported on Windows 8

QC10068 Service Virtualization Management - Fail to download project from ALM on IE9

Observation: In certain IE configurations, the user is unable to download files from an encrypted page.

Workaround: See Microsoft support article: <http://support.microsoft.com/kb/2549423> (in most cases unchecking the option 'Do not save encrypted pages to disk' inside the advanced settings of IE solves the problem).

QC10093 Deadlocks during concurrent undeployment

Observation: When undeploying multiple Virtual Service with a large recording, deadlocks on Recording database table can occur.

Workaround: Undeploy virtual services serially one after another.

QC10099 Virtual Service remains in Downing state when undeployment fails

Observation: When undeployment of a Virtual Service fails, VS can remain in Downing state and it is not possible to do work with it anymore.

Workaround: Restart standalone server, VS should be put back to Down state.

QC10140 No authentication supported in SAP PI support service

Observation: User is able to send data with any credentials that are not stored in Credential Store of the VS. That means no authentication supported in PI support.

Workaround: Don't use the credentials store. The credentials for the default user are specified in the PI summary file.

QC10015 Functions defined in the summary file should be added to service description upon service creation

Observation: No support for dynamic functions registration in PI support 3rd party.

Workaround: The function names are specified in the PI summary file.

QC10145 [PI] No support for non-Unicode RFC communication channel

Observation: If the RFC communication channel of the PI is configured to non-Unicode, our 3rd party server crashes on receiving a function call.

Workaround: Configure the PIs RFC communication channel to Unicode. (Add to the parameter table a row with Name=PCS and Value=2.

QC10146 [PI] No support for Sessions Management

Observation: All functions calls received from different server sessions are conveyed to the real server in a single session.

Workaround: N/A.

QC10100 [Authorization] Repeated Errors in Problem List when User does not Belong to SV Publishers or SV Operators Groups

Observation: When a project, deployed on a secured standalone server, is open in the Designer, and the user authenticated to the server does not belong to the SV Publishers or SV Operators groups, repeated errors are logged in the Problem List mentioning lack of authorization to view virtual service information.

Workaround: N/A.

QC9798 [Authorization] Info and Undeploy Buttons are Enabled when User does not Belong to any of the Service Virtualization groups

Observation: The 'info' button in the Service Overview pane, and the 'undeploy' menu item in the Runtime View pane are enabled when a user who does not belong to any of the service virtualization groups is authenticated to the server.

Workaround: N/A.

QC10086 Designer stops working at the end of learning when multiple rules use export to the same external file.

Observation: Learned rule is exported to external xlsx file and data model is duplicated. The virtual service is switched to learning mode and some data are recorded. When learning is finished, designer stops working.

Solution: This problem may happen with old version of "Microsoft Office Access 2007 Runtime and 2007 Microsoft Office System Driver". Try to install service pack 2 available at <http://www.microsoft.com/en-us/download/details.aspx?id=7020>.

QC10169 [Data Model Editor] Row Detail presents JSON message incorrectly and throws exceptions.

Observation: When editing an array in the Row Detail dialog box, the Type field (common for JSON protocol) cannot be changed. In addition, editing the JSON message may cause Service Virtualization to crash.

Workaround: Edit JSON messages directly in the Data Model Editor table.