

HP Business Process Monitor

For the Windows and Linux operating systems

Software Version: 9.23

Release Notes

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Acknowledgements

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>).

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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.

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What's New in This Release

- Based on the LoadRunner (LR) 11.52 replay mechanism, which includes support for Internet Explorer (IE) 10 and Chrome emulation during script replay.
- Support for Ajax TruClient FireFox snapshot on error.
- Support for Unified Functional Testing (UFT) 11.52 (functional tests only).
- Enhanced support for VMware ESX 5.
- Support for Red Hat Enterprise Linux Version 6.3
- BPM Self-monitoring report
- Assorted security enhancement and fixes.
- The following third party software has been updated:
 - Java 7 update 45
 - Apache Tomcat Version 7.0.42

Business Process Monitor 9.23 Files

Business Process Monitor 9.23 includes the following files:

File Name	Description	Supported Platforms	Zip Content
BusinessProcessMonitor Deployment.pdf	Business Process Monitor Deployment guide	N/A	N/A
BusinessProcessMonitor_ReleaseNotes.pdf	Business Process Monitor Release Notes	N/A	N/A
BPM_v9.23_win.zip	BPM 9.23 for Windows platform - installation and documents	<ul style="list-style-type: none"> • Microsoft Windows Server 2008 SP2 (32/64 bit) Standard and Enterprise Editions • Microsoft Windows Server 2008 R2 SP1 (64 bit) Standard and Enterprise Editions • Microsoft Windows 7 SP1 (32/64 bit) • Microsoft Windows Server 2003 R2 SP2 (32 bit) Standard and Enterprise Editions • Microsoft Windows XP Professional SP3 (32 bit) 	<ul style="list-style-type: none"> • BPM_v9.23_win.exe • BusinessProcessMonitor_ReleaseNotes.pdf • BusinessProcessMonitorAdmin.pdf • ScriptRepositoryFilters.zip.

File Name	Description	Supported Platforms	Zip Content
BPM_V9.23_linux.tar	BPM 9.23 for Linux platform - installation and documents	Red Hat Enterprise Linux Version 6.3 (RHEL 6.3) – 32/64 bit versions	<ul style="list-style-type: none"> • BPM_v9.23_setup.bin • BPM_setup.sh • BusinessProcessMonitor_ReleaseNotes.pdf • BusinessProcessMonitorAdmin.pdf • ScriptRepositoryFilters.zip.
Vugen_11.50_Patch2.zip	HP Virtual User Generator 11.50 and Patch 2 installation and documents	<ul style="list-style-type: none"> • Microsoft Windows Server 2008 SP2 (32/64 bit) Standard and Enterprise Editions • Microsoft Windows Server 2008 R2 SP1 (64 bit) Standard and Enterprise Editions • Microsoft Windows 7 SP1 (32/64 bit) • Microsoft Windows Server 2003 R2 SP2 (32 bit) Standard and Enterprise Editions • Microsoft Windows XP Professional SP3 (32 bit) 	<ul style="list-style-type: none"> • SetupVuGen.exe • LRVUG_00033.exe (Patch 2 installation file) • HP LoadRunner VuGen User Guide.pdf • HP Virtual User Generator 11.50 SP2 Readme.txt • LR11.52_Readme.htm

File Name	Description	Supported Platforms	Zip Content
QTP_V11.rar	HP QuickTest Professional 11.00 and patches QTP_00944, QTP_00994, and QTP_00699 installation and documents	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • DVD.rar • QTP_00944.zip • QTP_00994.zip • QTP_00699.zip <p>Note: This patch is necessary for 64 bit operating systems only and must be installed using the "Run as Administrator" command.</p> <ul style="list-style-type: none"> • Readme.htm • QT_Install_Guide.pdf

File Name	Description	Supported Platforms	Zip Content
UFT_V11.50_SP2.rar	Unified Functional Testing 11.50 SP2 installation and documents	<ul style="list-style-type: none"> • Microsoft Windows 7 SP1 (32/64 bit) • Microsoft Windows Server 2008 R2 SP1 (64 bit) • Microsoft Windows Server 2008 SP2 (32/64 bit) • Microsoft Windows Vista SP2 (32/64 bit) • Microsoft Windows 2003 R2 (32/64 bit) • Microsoft Windows 2003 SP2 (32/64 bit) • Microsoft Windows XP SP2 (64 bit) • Microsoft Windows XP SP3 (32bit) 	<ul style="list-style-type: none"> • DVD.rar • UFT_00022.zip (SP2 installation file)

Installation Requirements

You can find requirements and steps to install Business Process Monitor in the Business Process Monitor Deployment 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 9.23 installation requirements and procedures.

Prerequisites

Before installing Business Process Monitor 9.23, 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 Deployment guide (BusinessProcessMonitorDeployment.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 9.23 communicates, as follows:

- Extract the **ScriptRepositoryFilters.zip** file into a temporary folder (use the Extract Here command).
- Copy the content of the temporary folder to the **HPBAC\dat\protocols** folder on the BAC 8.x machine, or to the **<HPBSM root directory>\dat\protocols** folder on the BSM 9.x Gateway Server. Do not copy the **ScriptRepositoryFilters** directory itself.
- If prompted, overwrite any existing files.
- You do not need to restart the BAC/BSM system.

Advanced Encryption

Business Process Monitor 9.23 includes advanced encryption binary files. For instructions on working with advanced encryption, refer to the "Password Encryption" chapter in the Business Process Monitor Administration guide.

Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). 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

Note: The following updates have been made to the BPM Deployment Guide. You can access an updated version of the Deployment Guide from the [HP Software Product Manuals site](#) (h20230.www2.hp.com/selfsolve/manuals).

- If you have an older version of BPM, you need to uninstall it before installing BPM 9.23.
- If you have HP Virtual User Generator (VuGen) installed, you need to uninstall it before installing BPM; BPM 9.23 cannot run on the same machine as VuGen.
- If you have QuickTest Professional (QTP) installed on the same machine as BPM, if you do not require QTP you should uninstall it before installing BPM 9.23.

If you do require QTP:

- a. Upgrade QTP to a supported version and install the required patches as described in "*BPM-QuickTest Professional (QTP)/Unified Functional Testing (UFT) Compatibility Matrix*" in the Deployment Guide.
 - b. Integrate QTP using a clean configuration in the BPM Configuration Wizard as described in "*QuickTest Professional (QTP)/Unified Functional Testing (UFT) Integration Page*" in the Deployment Guide.
- Removed the note that response time metrics are not supported on VMware environments. VMware environments are supported in this release.

If you have BPM 9.23.build 541 (for 64 bit) or 551 (for 32 bit), the following additional limitations apply:

- You need to save and run the BPM installation from the system drive (%systemdrive%), for example, C:\
- The installation path cannot contain spaces.

Other Notes and Limitations

BPM installation fails if the temporary folder name includes non-English characters.
(QCCR1166537)

Breakdown and coloring for the Ajax TruClient for Internet Explorer protocol are not supported.

When exporting an Ajax TruClient script to a zip file, select the **only runtime files** option.

Before running an Ajax TruClient script recorded in VuGen versions earlier than VuGen LR11.50 SP1, open the script in Vugen LR11.50 SP2 and save it.

BPM cannot run multiple QuickTest Professional (QTP) or Unified Functional Testing (UFT) scripts simultaneously. We recommend that you add all UFT/QTP scripts to the same application running in classic mode.

The client machine must have Java 7 or later installed in order to open the BPM Admin interface.

Accessing the BPM Admin console from a client machine with Java version 7u45 may result in a "java.lang.reflect.InvocationTargetException" error. (QCCR1192538)

Workaround: Use one of the following options:

- In the Advanced tab of the Java control panel, deselect the "Enable the next-generation Java plug-in" check box. Note, this solves the issue for Internet Explorer only.
- Use a different update version of Java 7.

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 or later, numbered or alphabetical lists may appear corrupted.

Workaround: In IE, view the HP Business Process Monitor online Help system in Compatibility View.

Fixed Issues

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). 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.

TruClient script not sending snapshot on error, even after modifying the agent1.cfg file. (QCCR1171650)

Need for Linux based BPM. (QCCR1162204)

When using silent install, only one instance can be defined under the 'host' element in the bpm_install_config.xml file. Request for support of multiple instances under one host. (QCCR1135886)

BPM support for Loadrunner/Vugen 9.52 scripts. (QCIM1190416)

BPM creates snapshots as unread UNK files. 404 errors received for snapshots on error. (QCCR1191036)

Improper validation on the Proxy Domain field in BPM Admin. The domain cannot be set due to an underline character. (QCCR1190856)

WFC web services script with WS-Addressing 1.0 and Plain SOAP responses cannot be correctly replayed on BPM. (QCCR1185542)

BPM does not run transactions during initialization/registration of the agent. (QCCR1183337)

Address vulnerabilities of BPM Tomcat version. (QCCR1187208)

Applications missing in the BPM web console. (QCCR1186282)

After invoking a large script from BPM Admin Run Task with the 'Extended' log option, the MDRV log does not contain a full log. (QCCR1184960)

Transaction data queue issues. (QCIM1190414)

EUM Admin renames the PRM file used by a script. (QCCR1190609)

When defining a new instance, the BSM Gateway Server URL does not accept a valid URL with the suffix "/BSM". (QCCR1145682)

Cannot connect an instance to the BSM server as the BSM Gateway Server URL contains a "/" after "topaz". (QCCR1170477)

BPM uninstall process displays an error message if LG was uninstalled manually. (QCCR1193344)

Installing from non-system drive fails. (QCCR1193347)

LG 11.52 Patch 1 installation restart is not compatible with the BPM installation (QCCR1193736)

Problem installing LG prerequisites.

We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Release Notes (Business Process Monitor 9.23)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SW-Doc@hp.com.