

HP Business Process Monitor

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Release Notes

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Business Process Monitor Release Notes

This file provides information about Business Process Monitor (BPM) 9.25.

What's New in This Release

BPM 9.25 has the following new features:

- New interface for AppPulse Active flows in the BSM App Owner Zone
- Mobile Real Device monitoring with HP Mobile Center
- Support for the latest version of LoadRunner \ UFT, version 12.02
- New copy and paste functionality for the BPM application in EUM Admin
- Support for Internet Explorer 11.0 and Mozilla Firefox 31.x ESR
- LoadRunner 12.02 replay now contains OpenSSL version 1.0.1j, incorporating all the latest security fixes
- LoadRunner 12.02 Oracle - Web: This new enhanced protocol replaces Oracle Web App 11i
- LoadRunner 12.02 support for the latest versions of Flex and GraniteDS
- LoadRunner 12.02 Web Services support for SOAP 1.2
- TruClient: New object identification method, providing better control over scripting and allowing you to create an extensibility mechanism
- LoadRunner 12.02 support for the latest versions of XenDesktop and NetScaler Access Gateway
- LoadRunner 12.02 proxy recording for Java over HTTP, Oracle NCA, and Oracle - Web protocols
- LoadRunner 12.02 support for GWT 2.5 and 2.5.1
- VuGen 12.02: Reduced memory consumption for VuGen and new runtime settings for Web-based protocols

Business Process Monitor 9.25 Files

Business Process Monitor 9.25 includes the following files:

Windows

BACBPM_<Patch ID>.zip - this zip file includes the following:

- BPM_9.25_setup.exe
- BusinessProcess Monitor_ReleaseNotes.pdf
- BusinessProcessMonitorAdmin.pdf
- ScriptRepositoryFilters.zip
- Packages folder (contains installation files for LG and BPM packages)

Linux

BACBPM_<Patch ID>.zip - this zip file includes the following:

- BPM_9.25_setup.bin
- BPM_setup.sh
- BusinessProcess Monitor_ReleaseNotes.pdf
- BusinessProcessMonitorAdmin.pdf
- ScriptRepositoryFilters.zip.
- Packages folder (contains installation files for LG and BPM packages)

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.

Prerequisites

Before installing Business Process Monitor 9.25, you must remove any previous installations of Business Process Monitor or Virtual User Generator (VuGen).

This version of BPM can only coexist with VuGen 12.02.

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 9.25 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 9.1 or 9.2 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 9.25 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.

Non-English Language Limitations

Virtual User Generator (VuGen) 12.0 has the following known limitations when working with non-English character sets such as Cyrillic or Japanese:

- **Script Names with Non-English Characters** - In VuGen 12.0 you cannot include non-English characters in script names or re-save scripts that were created with earlier versions of VuGen that include non-English characters in the name. BPM can still run scripts with non-English characters in the script name that were created with VuGen 11.51.

For a solution to this problem, see "[Workarounds](#)" below.

- **Script Parameters** - BPM cannot run scripts that have non-English parameters.

For a solution to this problem, see "[Workarounds](#)" below.

- **Transaction Name** - BPM cannot run scripts that have a transaction name that includes Japanese characters. BPM can run scripts with Russian or German characters in the transaction name.
- **Files** - Scripts cannot contain files with non-English characters.

For a complete list of limitations, see the VuGen Help file in the section **VuGen Help > Advanced Topics > Non-English Language Support > Foreign Languages - Troubleshooting and Limitations**.

The following Japanese characters are not supported: 表蚕十能暴欺曾禄噂彌

These characters cannot be used in a BSM application name, BTF name, script name, or transaction name. (QCCR1195170).

Please contact support for resolution to this issue.

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

Workarounds

Script Names with Non-English Characters

If there are script names with non-English characters, if you have VuGen 11.51 or earlier installed, open the script in VuGen and save the script with a new name using only English Characters.

If you do not have an earlier version of VuGen, you can create a new script name with English characters and transfer the old transactions to the new script.

1. In BSM, select **Admin > End User Management > Monitoring** and select a business transaction flow in the Tree that appears in the left pane.
2. In the Scripts area, add a new script that contains the same transaction names as the old script.
3. Delete the old script that had non-English characters in the name.

Script Parameters

If you have script parameters that include non-English names, use the following procedures to create new parameters:

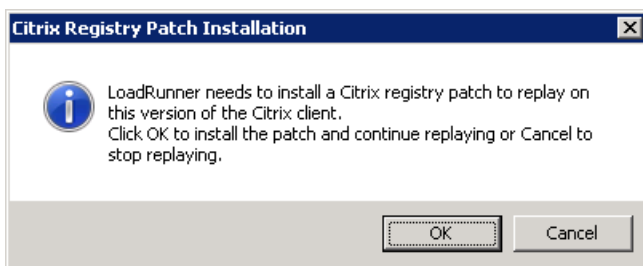
1. In BSM, create a backup file of relevant parameters (if required):
 - a. Select **Admin > End User Management > Monitoring > Search and Replace**.
 - b. Select **Entity type - Script Monitor Parameter**.
 - c. Click **Search**.
 - d. Select the relevant parameters.
 - e. Click **Export to Excel** to create a backup file in Excel format.
2. In VuGen 12.0, rename the script parameters using English characters.
 - a. Open the script in Vugen 12.0
 - b. Open the Parameter List wizard.
 - c. Delete the old parameters, and create new parameters with English names.
 - d. Replace the parameters in the script with the new parameters.
3. If there are script names with non-English characters, update the script names:
 - a. Update the script names. For details, see "[Script Names with Non-English Characters](#)" on the [previous page](#).
 - b. Continue with step 5 below.
4. If script names have English characters, upload the revised script:
 - a. Select **Admin > End User Management > Script Repository**.
 - b. Select the old script and check it out.
 - c. Upload the new script that you created in step 2 above.

5. Update parameters (if required):
 - a. Select **Admin > End User Management > Monitoring > Search and Replace**.
 - b. And update the new parameters values.

Citrix Script Failing

If Citrix scripts consistently fail, the version of Citrix on the client may not be compatible with the version of Citrix on the server (including required patches).

To test if this is the problem, manually run the script using the Command Prompt. If you have incompatible versions of Citrix, you will receive an error message similar to the following:



Other Notes and Limitations

The directory name into which you save, and from which you run, the BPM setup program cannot contain spaces or special characters.

Diagnostics coloring for the TruClient - Internet Explorer protocol are not supported.

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

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 Runtime Environment 7u72 in order to open the BPM Admin interface.

If you have VuGen standalone and BPM installed together on a single machine, and you remove BPM, you must run a Repair installation on VuGen.

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.

If you encounter a problem replaying a TruClient - Internet Explorer script in BPM, but the script replays successfully in VuGen, replay the script while running BPM as a process.

To run BPM as a process, open a command prompt and run the following commands:

```
> CD <BPM installation directory>/BPM/ServletContainer/bin  
> catalina.bat run
```

TruClient - Internet Explorer runs with low resolution when it runs with zero session ID. We recommend that you run TruClient - IE scripts with a non-zero session ID.

UFT requires a Remote Desktop (RDP) connection to the session that is always active and is not locked. UFT cannot reconnect to a session that is locked and cannot reopen a closed session. (QCCR11103204)

UFT does not support multiple Remote Desktop connections to the same session.

For a Single Transaction Script, we recommend using the TLS protocol instead of SSL. (QCCR11103177)

To use the TLS protocol you need to modify the template as follows:

1. Open the file **<BSM root directory>\data\templates\BaseScript\action1.c**
2. Add the highlighted text to the Action section of the file as shown in the following example:

```
Action1(){  
    web_set_sockets_option("SSL_VERSION", "TLS");  
    web_cache_cleanup();  
    web_cleanup_cookies();  
    web_add_auto_header("Accept-Encoding", "gzip, deflate");  
    lr_start_transaction("##ALIAS_NAME##");  
    if(##IS_USE_AUTH##){  
        web_set_user(lr_decrypt("##AUTH_USER##"), lr_decrypt("##AUTH_PWD##"),  
        "##AUTH_URI##");  
    }  
}
```

3. Save the file.

When you create new Single Transaction Scripts, BPM will use the updated template with the TLS protocol.

To update existing Single Transaction Scripts to work with the new template, open the Single Transaction Script configuration and click **Save** (without making any modifications).

The snapshot on error resolution is based on the screen resolution of the machine running TruClient. This means that there will be different results if the script is run with different screen resolutions.

If the following error message appears, you can ignore the message, BPM will install correctly.

```
/bin/bash: module: line 1: syntax error: unexpected end of the file  
/bin/bash: error importing function definition for 'module'
```

BPM 9.25 with UFT 12.02 requires patch UFT_00119. This patch is available from the HP Software Support Site

https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/LID/UFT_00119

Performance issues occur when running UFT 12.02 scripts in BPM 9.25 on Windows 7 32 bit.

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: View the HP Business Process Monitor online Help system in Compatibility View.

Fixed Issues

For a complete list of the problems and limitations fixed in this release that have been made visible to customers for tracking, and for enhancement requests that were addressed in this release:

1. Navigate to the [Self-Solve Knowledge Search](https://softwaresupport.hp.com/) page, on the [HP Software Support](https://softwaresupport.hp.com/) site (<https://softwaresupport.hp.com/>).
2. Select the relevant product, version, and operating system, (for example, Business Process Monitor, 9.25 and Windows), and click **Search**.
3. Click the name of the patch for which you want to see fixed issues (or that you want to download). A page containing information about the patch and a link to download the patch displays.
 - You can review a summary of the fixed issues in the **Summary** section of the page.
 - You can click any specific service request in the **SR (service requests)** section of the page to view detailed information about that SR. Alternatively, you can search for a specific CR using the search box at the top of the page.

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Feedback on Release Notes (Business Process Monitor 9.25)

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We appreciate your feedback!