

# HP Business Process Monitor

For the Windows and Linux operating systems

Software Version: 9.24

## Release Notes

Document Release Date: April 2014

Software Release Date: April 2014



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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>).

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.

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## Business Process Monitor 9.24 Files

Business Process Monitor 9.24 includes the following files:

File Name	Description	Zip Content
BusinessProcessMonitor Deployment.pdf	Business Process Monitor Deployment guide	N/A
BusinessProcess Monitor_ ReleaseNotes.pdf	Business Process Monitor Release Notes	N/A
BPM_V9.24_win.zip	BPM 9.24 for Windows platform - installation and documents	<ul style="list-style-type: none"> <li>• BPM_v9.24_win.exe</li> <li>• BusinessProcess Monitor_ ReleaseNotes.pdf</li> <li>• BusinessProcessMonitorAdmin.pdf</li> <li>• ScriptRepositoryFilters.zip.</li> </ul>
BPM_V9.24_linux.tar	BPM 9.24 for Linux platform - installation and documents	<ul style="list-style-type: none"> <li>• BPM_v9.24_setup.bin</li> <li>• BPM_setup.sh</li> <li>• BusinessProcess Monitor_ ReleaseNotes.pdf</li> <li>• BusinessProcessMonitorAdmin.pdf</li> <li>• ScriptRepositoryFilters.zip.</li> </ul>
Vugen_12.0.zip	HP Virtual User Generator 12.0 and documents	<ul style="list-style-type: none"> <li>• SetupVuGen.exe</li> <li>• HP LoadRunner VuGen User Guide.pdf</li> <li>• HP Virtual User Generator 12.0 Readme.txt</li> <li>• LR12.0_Readme.htm</li> </ul>

File Name	Description	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"><li>• DVD.rar</li><li>• QTP_00944.zip</li><li>• QTP_00994.zip</li><li>• QTP_00699.zip</li></ul> <p><b>Note:</b> 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"><li>• Readme.htm</li><li>• QT_Install_Guide.pdf</li></ul>
UFT_V12.0.rar	Unified Functional Testing 12.0 installation and documents	<ul style="list-style-type: none"><li>• DVD.rar</li><li>• UFT_00022.zip (SP2 installation file)</li></ul>

## 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 9.24 installation requirements and procedures.

### Prerequisites

Before installing Business Process Monitor 9.24, you must remove any previous installations of Business Process Monitor or Virtual User Generator (VuGen).

### 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 9.24 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 9.24 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 9.24.
- If you have HP Virtual User Generator (VuGen) installed, you need to uninstall it before installing BPM.
- 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 9.24.

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.

## 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](#)" on the next page.

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

created with VuGen 11.52 or VuGen 12.0. BPM can still run scripts with non-English parameters that were created with VuGen 11.51.

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.

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**.

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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.

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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**

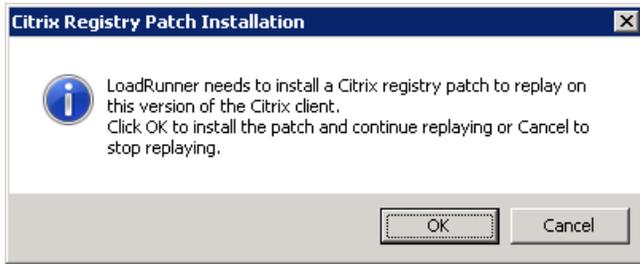
If you have script parameters that include non-English names, use the following procedures to create new parameters:

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

Coloring for the Ajax TruClient for Internet Explorer protocol are not supported.

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

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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.

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

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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.

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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

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

1. Navigate to the [Software Patches](#) page, accessed from the [Downloads page](#) on the [HP Software Support](#) web site (<http://www.hp.com/go/hpsupport>).
2. Log in with your HP Passport credentials.
3. Select the relevant product and version (for example, **Application Performance Management (BAC) > 9.24**), and click **Search**.
4. 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 symptom and resolution information for fixed issues in the **Symptoms** and **Defect Descriptions** sections of the page.
  - You can click any specific change request in the **Change Requests** section of the page to view detailed information about that CR.

## 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 9.24)**

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](mailto:SW-Doc@hp.com).