TransactionVision 9.26 Release Notes

for the Windows and Linux operating systems

Software version: 9.26

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About this Release of TransactionVision

This release of TransactionVision is compatible only with HP Business Service Management (BSM) 9.26.

WARNING: TransactionVision 9.26 Processing Server may only be used with BSM servers that are at the BSM 9.26 patch level. Before proceeding with this install or upgrade, please be certain that your BSM servers have been or will be updated to the BSM 9.26 patch level. The *TransactionVision 9.26 Deployment Guide* contains full details regarding version compatibility.

This release includes the following components:

TransactionVision Processing Server; file names: HPTVProcServer_9.26_win.exe, HPTVProcServer_9.26_linux.tgz

TransactionVision WebSphere MQ Agent; file name: HPTVWMQAgent_9.26_win.exe, HPTVWMQAgent_9.26_ aix.tgz, HPTVWMQAgent_9.26_hpia.tgz, HPTVWMQAgent_9.26_hppa.tgz, HPTVWMQAgent_9.26_linux.tgz, HPTVWMQAgent_9.26_sol.tgz, HPTVWMQAgent_9.26_zlinux.tgz

NOTE: The HP Diagnostics/TransactionVision 9.24 Java Agent and .NET Agent install packages that are shared with the HP Diagnostics product are included in the Diagnostics 9.24 media. To obtain the 9.24 versions of these packages, please check the Diagnostics section of the HP Software Support download page.

For information about how to access and install these components, see the *TransactionVision Deployment Guide*.

Documentation Updates

The TransactionVision documentation is updated when the Transaction Management BSM UI updates component is installed.

To check for recent updates or to verify that you are using the most recent edition, visit this URL (requires HP Passport credentials): HP Software Product Manuals

To retrieve a document, select:

1. **Product** name.
2. **Version** list.
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What's New

This release contains the following enhancement to TransactionVision:

- Ability to monitor Web Methods Integration Server

All versions of the following platforms that were supported for monitoring by TransactionVision 9.24 (or earlier) are no longer supported by their vendor. Therefore, the following Agents were removed from TransactionVision 9.25:

- Tuxedo Agent
- NonStop TMF Agent
- WebSphere DataPower Agent

System Requirements

To view a complete list of system requirements for the TransactionVision components, see the *TransactionVision Deployment Guide*.

TransactionVision Support Matrixes

The following supersedes the information in the *TransactionVision Deployment Guide*.

TransactionVision Processing Server Compatibility

BSM Version	TransactionVision Processing Server
BSM 9.26	TV 9.26

TransactionVision Processing Server and Agent Compatibility Matrix

TransactionVision Agent	Versions of Agent Compatible with 9.26 Processing Server	Versions of Processing Server Compatible with 9.26 Agent
HP Diagnostics/TransactionVision Java Agent	9.10, 9.2x	Not Applicable
HP Diagnostics/TransactionVision .NET Agent	9.10, 9.2x	Not Applicable
WebSphere MQ Agent	9.10, 9.2x	9.2x

Note: If you require use of a 9.26 agent with an older Processing Server/Analyzer, contact HP TransactionVision Support for potential product compatibility/incompatibility details.

Notes and Limitations

These notes and limitations are specific to TransactionVision. For general BSM notes and limitations, see the BSM Release Notes that corresponds to your version of BSM.

Notes and Limitations Added for Release 9.23

(Documentation Correction) Chapter 11: "Installing and Configuring the Java Agent" in the TransactionVision Deployment Guide has incorrect information related to accessing and running the installation program. See the *HP Diagnostics Java Agent Guide* for the correct installation and uninstallation procedures.

Notes and Limitations Added for Release 9.21

.NET Agent fails to properly handle configuration messages from multiple Analyzers and/or multiple communication links. (QCCR1I58719)

.NET Agent does not support User Data Matching criteria in Data Collection Filtering. (QCCR1I75650)

The Data Collection Filtering option for the JDBC Database name does not work. (QCCR1I64526)

Importing more than one rule at a time is not supported. Running two rule imports concurrently will cause one import to fail with the **java.sql.SQLIntegrityConstraintViolationException** error. (QCCR1I63237)

When you monitor WebSphere Application Server 8 with the Java Agent, you will see an error in WebSphere's System Err.log file. (QCCR1I71740)

```
[8/8/12 9:08:20:364 PDT] 00000031 SystemErr      R java.lang.NoClassDefFoundError:
javax.servlet.http.HttpServletRequest

[8/8/12 9:08:20:364 PDT] 00000031 SystemErr      R             at
java.lang.J9VMInternals.verifyImpl(Native Method)

[8/8/12 9:08:20:364 PDT] 00000031 SystemErr      R             at
java.lang.J9VMInternals.verify(J9VMInternals.java:90)

[8/8/12 9:08:20:364 PDT] 00000031 SystemErr      R             at
java.lang.J9VMInternals.initialize(J9VMInternals.java:167)

[8/8/12 9:08:20:364 PDT] 00000031 SystemErr      R             at
com.ibm.ws.webcontainer.srt.SRTServletResponse.setStatus(SRTServletResponse.java)

...
```

Workaround: To work around this issue you can do the following:

Modify **TV.properties** file under DiagnosticAgent/etc directory to add <WebShpere_home>/lib/j2ee.jar to the end of appSensorLoadPath property. For example:

appSensorLoadPath=appCL.jar;appOrProbeCL.jar;platformImpl_appCL.jar;callbacks.jar;lwcrypto.jar;bcprov-jdk14-127.jar;appOrProbeCL_jdk15.jar;c:/Program Files (x86)/IBM/WebSphere/AppServer/lib/j2ee.jar

You need to restart WebSphere server to pick up the change.

Browsing JMS GETS are no longer collected by TransactionVision even though the Data Collection Filter user interface indicates otherwise. (QCCR1I64617)

When enabling TransactionVision agents with WebSphere 7.0/WebSphere MQ 7.0, exceptions occur due to a defect in IBM WebSphere MQ 7.0.0, which has been fixed in IBM WebSphere MQ 7.0.1. (QCCR1I63151)

The exception is similar to the following in the **probe.log**:

```
 2011-09-01 09:20:44,227 SEVERE TVAgent - TechnologySensor [WebContainer : 0]
java.lang.ClassCastException: com.ibm.msg.client.jms.internal.JmsTemporaryQueueImpl
incompatible with com.ibm.mq.jms.MQQueue 2011-09-01 09:20:44,227 SEVERE TVAgent -
TechnologySensor [WebContainer : 0] java.lang.ClassCastException:
com.ibm.msg.client.jms.internal.JmsTemporaryTopicImpl incompatible with
com.ibm.mq.jms.MQTopic
```

Following is the link regarding the IBM WebSphere MQ 7.0.0 defect:

http://www-01.ibm.com/support/docview.wss?uid=swg1IC60797

Workaround: Update WebSphere to 7.0.0.19 and manually update the WebSphere MQ 7.0.0 **mq jar** files under the **<WAS_HOME>/lib/WMQ/ra** directory as follows:

1 Remove all files in the directory:
<WAS_HOME>\profiles\AppSrv01(your_profile_name)\installedConnectors\wmq.jmsra.rar

2 Unzip **<WAS_HOME>\lib\WMQ\ra\wmq.jmsra.rar** to the above directory.

Workaround: Click the **Run** button to generate the Component Topology.

Changes to the **PresentationQuery.xml** file in the Transaction Management Admin user interface (**Admin > Transaction Management > Configuration > TransactionVision** folder **> Configuration** tab **> General** tab) are not reflected until the Transaction Management Admin user interface has been reloaded. (QCCR1I62483)

If the Analyzer logging configuration is set to allow very large log files (above the default values), the log

viewer in the Transaction Management Admin user interface may display all but the last two lines of the log file. (QCCR1I64232)

> **Workaround:** The files may be viewed in their entirety on the Analyzer system.

The "**Is the queue manager in which the monitored WebSphere MQ applications are connecting to running in a VMware environment?**" option to use the TransactionVision Time Server in WebSphere MQ Communication Links for VMware environments is currently only supported by WebSphere MQ Agents. Using this option with other Agents (Java or .NET) results in inaccurate event timestamps and the possibility of the agents not collecting any events. (QCCR1I64939)

On the Status tab of the Processing Servers Summary and Processing Server page, repeated expand (+) and collapse(-) operations can disable those controls. (QCCR150530)

> **Workaround**: Click the Refresh button in the upper left portion of the page to restore the controls.

In rare cases, the Transaction Management > Administration page does not refresh correctly after some action and the following error appears: com.hp.am.bac.tvb.admin.shared.TVAdminException: An internal error occurred. (QCCR1I47950)

> **Workaround:** Navigate away from the Transaction Management Admin UI page (by going to the site map or some other page), then return to it. The page should be correctly populated.

When using BPI-TV integration, do not include attributes of type Decimal either when creating a customized data definition in the UI or when creating XDM definitions through imported XML. Use Double instead of Decimal. (QCCR1I50361)

There is limited support for WebSphere MQ 7.x applications, as follows:

1. TransactionVision does support WebSphere MQ applications running against WebSphere MQ 7.x. However, events will not be generated from new WebSphere MQ 7.x APIs added in that release, with the exception of the Pub/Sub API. Applications that only use WebSphere MQ 6 APIs are fully supported whether they are run against WebSphere MQ 6 or 7.x.

2. There is very limited support for the new WebSphere MQ 7.x Publish/Subscribe feature. As part of this limitation, MQPUT and MQGET API using topics will not be correlated. (QCCR1I45059)

3. Native WebSphere MQ 7.x Topics are not supported in the Component Topology or the Transaction Topologies. Links and nodes associated with the new WebSphere MQ 7.x Publish/Subscribe feature will not be visible in these views.

4. TransactionVision does not support new WebSphere MQ 7.x Message Properties. If messages are put using Message Properties without a MsgDesc parameter, TransactionVision will not be able to automatically correlate the MQPUT with an MQGET. Custom correlation will be needed in this case. Additionally, MQGET calls which do not supply an MQMD and rely exclusively on Message Properties for message selection will not be collected.

5. New WebSphere MQ 7.x MQCB and MQCTL API to support asynchronous consumption of WebSphere MQ messages is not supported by TransactionVision. These APIs will not be collected by TransactionVision.

If modifying default Time Slice Delta and/or Sample Delta settings in the "BSM Aggregate TV Data Sample" job, the Collection Interval and Aggregation Delta settings in CIs need to be set to the same value respectively. This is required for proper functioning of CI status display in BSM Service Health. (QCCR1I48216)

The *TransactionVision Advanced Customization Guide* is not fully updated with respect to the new 9.2 TransactionVision APIs. Please check for an update to this manual on the [HP Software Product Manuals site](#).

Java Agent installation and Setup Module response files generated with version 8.00 cannot be used to perform a silent installation of the 9.2x version of the Java Agent installation and Setup Module. Response files generated with 8.01 and later will work with 9.2x releases.

The TransactionVision Processing Server is installed under **/opt/HP/TransactionVision** on RedHat Enterprise Linux. While it is not possible to change the installation path, it is possible to create a soft-link to ensure that the product files are placed on a drive or partition with available space. Under normal circumstances, customers may create a soft-link from **/opt/HP/TransactionVision** to a new location prior to running the **tvinstall_921_unix.sh** installation script. However, due to a limitation in the SonicMQ installation with respect to soft-links, the SonicMQ files must be installed under the default **/opt/HP/TransactionVision/Sonic** directory. If space is a concern, customers may still create soft-links for other higher capacity directories (such as jre, jre64, java, docs, and logs) under the TransactionVision installation directory.

TransactionVision data is always saved to the default profile database in HP Business Service Management.

On WebLogic application server platforms, in rare scenarios, it is possible that some transactions have abnormal transaction duration time due to the JMS API acknowledge calls that take many minutes to complete. **Solution:** Change the Data Collection filter of your Communication Links to filter out these JMS acknowledge events.

When using the Diagnostics/TransactionVision Agent to monitor WebLogic 9.2.2 and 9.2.3 on Linux, the following error may be seen due to a problem with the version of the JVM shipped with that version of WebLogic, which causes the server to not start:

```
<Dec 3, 2008 5:41:17 PM PST> <Critical> <WebLogicServer> <BEA-000386> <Server subsystem failed.
Reason: java.lang.NullPointerException

java.lang.NullPointerException

  at weblogic.t3.srvr.SubsystemRequest.action(SubsystemRequest.java:79)

  at weblogic.t3.srvr.SubsystemRequest.start(SubsystemRequest.java:51)

  at weblogic.t3.srvr.ServerServicesManager.startService(ServerServicesManager.java:372)

  at weblogic.t3.srvr.ServerServicesManager.startInStandbyState(ServerServicesManager.java:125)

  at weblogic.t3.srvr.T3Srvr.initializeStandby(T3Srvr.java:630)

  at weblogic.t3.srvr.T3Srvr.startup(T3Srvr.java:402)

  at weblogic.t3.srvr.T3Srvr.run(T3Srvr.java:361)

  at weblogic.Server.main(Server.java:67)
```

To work around this problem, the following steps should be performed:

o   Edit the **weblogicEJBCacheCollection.xml** file under the directory **MercuryDiagnostics/JavaAgent/TransactionVisionAgent/config/sensor/instrumentDef/ Weblogic** and remove the following section:

```
<ClassName name="weblogic.management.configuration.DomainMBeanImpl">

<Action name="ForwardMethodCall">

<SensorFlagName name="com.bristol.tvision.sensor.CheckSensor.servletSensorInstalled"/>

<SensorClass name="com.bristol.tvision.sensor.servlet.ServletSensor"/>

<SensorMethodPrefix name="DomainMBeanImpl_"/>

<MethodSignature name="void setName(java.lang.String)"/>

</Action>

</ClassName>
```

o   Edit the **TV.properties** file under **MercuryDiagnostics/JavaAgent/DiagnosticsAgent/etc** directory to add the following at the end of the tvProperties line.
    ; com.hp.j2ee.domain.name=your_weblogic_domain_name
    Note that the WebLogic domain name is usually the directory containing your server.

o   Restart your WebLogic server.

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