TransactionVision 9.10 Release Notes

for the Windows and Linux operating systems

Software version: 9.10

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This file provides information about TransactionVision 9.10:

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About this Release of TransactionVision

This release of TransactionVision is compatible only with HP Business Service Management (BSM) 9.12.

WARNING: TransactionVision 9.10 Processing Server may only be used with BSM servers that are at the BSM 9.12 patch level or greater. Before proceeding with this install or upgrade, please be certain that your BSM servers have been or will be updated to at least the BSM 9.12 patch level. The *TransactionVision 9.10 Deployment Guide* contains full details regarding version compatibility.

This release includes the following components:

NOTE: The following versions of the HPDiagTV.NetAgt_9.10* and HPDiagTVJavaAgt_9.10* Agents supersede the BSM 9.10 and Diagnostics 9.10 Agents released earlier.

- TransactionVision Processing Server; file names: HPTVProcServer_9.10_win.exe, HPTVProcServer_9.10_linux.tgz
- TransactionVision Java Agent; file names: HPDiagTVJavaAgt_9.10_win.exe, HPDiagTVJavaAgt_9.10_aix.bin, HPDiagTVJavaAgt_9.10_linux.bin, HPDiagTVJavaAgt_9.10_hppa.bin, HPDiagTVJavaAgt_9.10_sol.bin, HPDiagTVJavaAgt_9.10_hpia.bin, HPDiagTVJavaAgt_9.10_unix.tgz, HPDiagTVJavaAgt_9.10_zos.tgz
- TransactionVision .NET Agent; file names: HPDiagTV.NetAgt_9.10_win32.msi, HPDiagTV.NetAgt_9.10_win64.msi

- TransactionVision WMQ Agent; file name: HPTVWMQAgent_9.10_win.exe, HPTVWMQAgent_9.10_ aix.tgz, HPTVWMQAgent_9.10_hpia.tgz, HPTVWMQAgent_9.10_hppa.tgz, HPTVWMQAgent_9.10_linux.tgz, HPTVWMQAgent_9.10_sol.tgz, HPTVWMQAgent_9.10_zlinux.tgz
- TransactionVision Tuxedo Agent; file names: HPTVTuxedoAgent_9.10_aix.tgz, HPTVTuxedoAgent_9.10_hppa.tgz. HPTVTuxedoAgent_9.10_sol.tgz
- TransactionVision NonStop TMF Agent; file name: HPTVTMFAgent_9.10_ns.zip
- TransactionVision z/OS Agent; file name HPTVZOSAgent_9.10.zip

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

Documentation Updates

The TransactionVision documentation in the BSM documentation library 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.
3. **Operating System**.
4. Preferred **Language**.
5. Document title.
6. Click **Open** or **Download**.

You must have Adobe Reader installed to view files in PDF format (*.pdf). To download Adobe Reader, go to the Adobe web site.

Documentation Library

Refer to the PDF versions of all TransactionVision documentation for the most up-to-date information. The PDFs are available by clicking the PDF symbol for each manual in the Transaction Management portal in the BSM Documentation Library, or by downloading them from HP Software Product Manuals.

What's New

This release contains the following enhancements to TransactionVision:

- Upgrade support for 8.0x and 9.0x to 9.10.
- Alerting on incomplete and late transactions (including visibility in BSM/Service Health).
- Better extensibility to support custom event sources.
    - New Correlation user interface
    - Server correlation and topology features

    - Generic event format and API
    - Event collection from any .NET application using event generation definitions in a points file
- Report usability improvements in the Transaction Topology, Summary, Tracking and Over Time reports.
    - Provides quick visualization of metrics, response time thresholds, flow problems and paths in reports and topologies.
    - Provides enhanced tooltip information for nodes in transaction topologies such as node type, host, application server, and so on.
- Platform support.
    - Official WebSphere MQ Agent and Java Agent support for SUSE z/Linux.
    - Official Java Agent support for TIBCO BusinessWorks and Jetty.
    - Java Agent support for new versions of JBoss and Tomcat.
    - Improved z/OS Agent performance for CICS and WMQ-CICS.
    - z/OS Agent support for new versions of z/OS.
- Enhanced tooling support for field engineers.
    - TransactionVision Java Agent POC/Supportability "Toolkit" and Improved POC supportability features.
    - New Processing Server utility to aid in investigation of correlation issues.
- Virtualization.
    - WebSphere MQ and Tuxedo Agent support for VMware ESX Server 4.
- BSM mandates.
    - Support for Two-way SSL.
- Many enhancements, product improvements, and defect fixes.

System Requirements

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

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 9.10

- Documentation update: The Database host, Database name, and Database instance descriptions need to be updated as shown in the following table, which is in the "Database Connection Parameters Page" section of the "Processing Servers" chapter in the *Using Transaction Management Guide*:

UI Element	Description
Database host	Fully-qualified domain name of the host on which the database is installed. Applies to: IBM DB2, Microsoft SQL Server, Oracle.
Database name	Name of the database. Applies to IBM DB2 and Microsoft SQL Server.
Database sid	Name of the database. Applies to Oracle.
Database instance (optional)	Name of the database instance. Applies to Microsoft SQL Server.
Use Custom JDBC Driver	Some environments, such as Oracle 10g RAC, require a custom URL to access the database. Enter a custom JDBC URL and class to use with the JDBC driver manager.

- The DataDirect SQL Server JDBC driver included in TransactionVision can cause a memory leak in the Analyzer during event collection, even though the memory will be released when the collection is stopped. It is recommended that you contact HP support about the availability of an updated DataDirect driver that will fix the memory issue, and follow the steps in the following workaround. (QCCR1I65620)

  Workaround: Configure the Processing Server to use the official Microsoft JDBC driver for SQL Server using the following required steps:

  1 Copy the Microsoft SQL Server jdbc **sqljdbc4.jar** file to **<TVISION_HOME> java/lib** on the Processing Server machine before starting up the Processing Server.

  2 Whether you are creating or editing a Processing Server in the Transaction Management Administration user interface, check **Use custom JDBC driver** for the Processing Server database.

  - If you are creating a Processing Server, launch the **Processing Server Wizard** and check this option in the Database Connection Parameters dialog. For details, see the "Database Connection Parameters Page" in the Process Servers chapter of the *Using Transaction Management Guide.*
  - If you are editing a Processing Server, select the **Processing Server > Configuration** tab and check this option in the Database area. For details, see the "Processing Server Page, Configuration Tab" in the Process Servers chapter of the *Using Transaction Management Guide.*

3 Enter the following into the connection URL field, where **host**=SQL Server database host name, **port**=SQL Server database port, and **dbname**=SQL Server database name.

jdbc:sqlserver://host:port;databaseName=dbname;selectMethod=cursor;sendStringParametersAsUnicode=false

4 If you are connecting to a named instance, add the instanceName parameter in the URL:

jdbc:sqlserver://host:port;databaseName=dbname;instanceName=dbinstance;selectMethod=cursor;sendStringParametersAsUnicode=false

5 Enter **com.microsoft.sqlserver.jdbc.SQLServerDriver** into the driver class field.

6 Set the username and password as usual into the dialog fields.

- .NET Agent fails to properly handle configuration messages from multiple Analyzers and/or multiple communication links. (QCCR1I58719)
- 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)
- Simultaneous rule Browsing JMS GETS are no longer collected by TransactionVision even though the Data Collector Filter user interface indicates otherwise. (QCCR1I64617)
- The Query option **Client Host/IP** in the Servlet category does not work. (QCCR1I65307)
- The Data Collection Filter option **Client Host/IP** in the Servlet category works only for client IPs, not for client host names. (QCCR1I65305)
- The Java Agent 9.10 performance has been enhanced by eliminating querying the Servlet client host for queries and filters. However, this means that data collection filters that currently use **Client Host/IP** criteria work for IP only. The queries that use **Client Host/IP** criteria will not work. This **Client Host/IP** option will be renamed to reflect its actual usage in a future release. (QCCR1I58463)
- 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.

- In languages other than English, in the **Admin > Transaction Management > Configuration > Data Collection Filters > WebSphere MQ API Name** setting, when the **Do not send MQDISC exit event** check box is checked, the MQDISC exit event is incorrectly sent, instead of being disabled. Note that sending the MQDISC exit event can be a high-impact operation, so disabling it improves performance of the WMQ agent. (QCCR1I64374)
- Drilling down to the Dynamic Component Topology from the Event Analysis or Transaction Tracking report may result in a blank graph. (QCCR1I63956)

  Workaround: Click the **Run** button to generate the Component Topology.
- Selecting a SQL Statement in the **Admin > Transaction Management > Configuration > Queries > JDBC** criteria, causes a **NullPointerException** in the query engine. (QCCR1I64322)
- 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. (QCCR1I59208)
- TransactionVision Java Agent does not have the proper write permission set on a directory when using WMQ JMS as the event transport. (QCCR1I65460)

  Workaround: Set the owner of this directory to the user that runs the application server (if the application server is the only thing to be monitored), or enable the write permission on the following directory to a group and/or others that run the application server to be monitored.

  <JavaAgent_Home>/TransactionVisionAgent/integrations/OOBMQ
- A NullPointerException is seen in the Static Component Topology.. (QCCR1I65465)

  Workaround: You may be able to work around this exception by checking the **Show all statistics** option, clicking **Run**, then readjusting the time ranges as needed to rerun the query after the graph is drawn.
- When the client browser system runs Java 1.6.0_29, the Transaction Management administration applet fails to load and the Transaction Management Administration user interface in BSM does not work. (QCCR1I65531)

  The following error appears when using Java 1.6.0_29 with the Transaction Management Administration user interface in BSM:

  java.lang.NoClassDefFoundError: com/bristol/tvision/shared/CallContext

  Workaround: Revert to the previous version, java 1.6.0_27.
- The following error sometimes appears when accessing the **Transaction Management > Administration** page: **Unable to communicate with BSM**.. (QCCR1I50435)

  Workaround: Log out of BSM and log back in, and then access the Transaction Management Administration page again.

- 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.

- The Aggregated Topology has been removed from MyBSM in 9.10. The Aggregated Topology is still available in the Transaction Management application. (QCCR1I53667)

- 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 very limited support for the new WebSphere MQ 7.0 Publish/Subscribe feature. As part of this limitation, MQPUT and MQGET API using topics will not be correlated. (QCCR1I45059)

- The User Reports feature available in TransactionVision 8.0 is not available in 9.00. (QCCR1I41146)

- 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 9.10 TransactionVision APIs. Please check for an update to this manual on the HP Software Product Manuals site.

- Java Plug-in Version: TransactionVision Administration pages may fail to initialize.

  In some cases, the Admin > TransactionVision pages may not initialize. Errors such as the following appear:

  ```
  java.lang.RuntimeException: java.lang.reflect.InvocationTargetException
          at sun.plugin2.applet.Plugin2ClassLoader.defineClassHelper(Unknown Source)
          at sun.plugin2.applet.Plugin2ClassLoader.access$100(Unknown Source)
         ......
         Caused by: java.lang.NullPointerException
         at com.sun.deploy.security.CPCallbackHandler.isAuthenticated(Unknown Source)
  ```

  These errors are related to the Java Plug-in that is being used to view applets. See http://bugs.sun.com/view_bug.do?bug_id=6967414.

  Workaround: Use Version 6 Update 18 or greater of the Java Plug-in. See the *BSM Deployment Guide* for information about the supported versions of the Java Plug-in.

- All components (BSM, Diagnostics, BPI) run with TransactionVision 9.10 must be at the 9.12 software version level. For example if you are running Transaction Management 9.10, BSM must be 9.12, BPI (if installed) must be 9.12 and Diagnostics (if installed) must be 9.12.

- Java Agent installation and Setup Module response files generated with version 8.00 cannot be used to perform a silent installation of the 9.1x version of the Java Agent installation and Setup Module. Response files generated with 8.01 and later will work with 9.1x 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_910_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:

  - 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>
```

- 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.

- Restart your WebLogic server.

Fixed Issues

Issues Fixed in This Release

- Java Agent fails to send events on Tomcat 6.0 with WMQ 7.0. (QCCR1I57331)

  Workaround: In situations where WebSphere MQ JMS is monitored for non-WebSphere Application Server (WAS) environments, you might see **ClassNotFound** errors for **javax.jms.Exception** and/or **com.ibm.mq.MQEnvironment**.

  For the javax**.jms.Exception ClassNotFound** issue, modify the **appSensorLoadPath** property in the **<JavaAgentInstallPath>/DiagnosticsAgent/etc/TV.properties** file and add a fully qualified path to a **jms.jar** file. For example:
  appSensorLoadPath=C:/Program Files/IBM/WebSphere MQ/java/lib/jms.jar;...

  For the **com.ibm.mq.MQEnvironment ClassNotFound** issue, modify the **appSensorLoadPath** property in the **<JavaAgentInstallPath>/DiagnosticsAgent/etc/TV.properties** file and add a fully qualified path to the **com.ibm.mqjms.jar** and **com.ibm.mq.jar** files. For example:
  appSensorLoadPath=C:/Program Files/IBM/WebSphere MQ/java/lib/com.ibm.mqjms.jar;C:/Program Files/IBM/WebSphere MQ/java/lib/com.ibm.mq.jar;...

- WebSphere MQ Agent on UNIX produces many warnings in syslog. On supported UNIX platforms, when using the WebSphere MQ Library Agent with client applications using a client channel definition table, the agent may produce repetitive warnings in the configured TransactionVision syslog file. (QCCR1I57316)

  Workaround: If this is problematic, syslog will have to be configured to not log from the TransactionVision WebSphere MQ Agent.

- Null Pointer exception is seen **in Admin > Transaction Management > Configuration** tab (in the left panel) right after BSM login. (QCCR1I57212)

  Workaround: Click the Refresh button on the Configuration user interface. Use JRE 6.0 update 24 for all Windows platforms if this issue occurs, using these steps:

  1 Uninstall existing JRE version used in the browser.

  2 Download and install JRE 1.6 updated 24 from http://java.sun.com.

  3 Restart the browser and launch BSM.

- There are known problems with the way the Analyzer puts failed UserEvents and DataPower events to the exception queue. Such events put to the exception queue will be corrupted and cannot be reprocessed by the Analyzer by transferring them back to the event queue using ManageQueue. There is also a known defect in the Analyzer that prevents it from processing DataPower events that are put on the event queue using ManageQueue. Contact Hewlett-Packard Support if these defects have a major impact in the way you use TransactionVision. (QCCR1I57706, QCCR1I57711)

- There is a known potential issue in TransactionVision that may cause the publishing of RTSM infrastructure CI relationships to Business Transaction CIs to fail. (QCCR1I57792)

  Symptom: Errors like the following may occur in the **jobmanager.log** file:

  ```
  2011-03-09 10:19:30,267 [JobThread-ODBPopulationJob] ERROR AppLog  - TransactionVision
  Error(AddCIFailed): Unable to add CI in RTSM: BTRelationshipCIData[302,120]
  2011-03-09 10:19:30,267 [JobThread-ODBPopulationJob] ERROR AppLog  - TransactionVision
  Error(SystemModelMissingCIAttributes): Data required to populate CI not present in
  system model: BTRelationshipCIData[302,120]
  2011-03-09 10:19:30,267 [JobThread-ODBPopulationJob] ERROR AppLog  -
  com.bristol.tvision.integrations.ucmdb.CMDBPopulationException
                 at
  com.bristol.tvision.integrations.ucmdb.cidata.BTRelationshipCIData.addRelations(BTRela
  tionshipCIData.java:80)
                 at
  com.bristol.tvision.integrations.ucmdb.InfrastructureCMDBService.syncInfrastructure(In
  frastructureCMDBService.java:510)
                 at
  com.bristol.tvision.integrations.ucmdb.CmdbAccess.syncInfrastructure(CmdbAccess.java:1
  42)
                 at
  com.bristol.tvision.job.ODBPopulationJob.run(ODBPopulationJob.java:138)
                 at com.bristol.tvision.job.JobBeanThread.run(JobBeanThread.java:147)
  ```

  Workaround: If such errors occur, it may be an indication of this known issue, and the following workaround will fix the problem.

  1 Query for the System Model Business Transaction names within the Processing Server's database:

  ```
  SELECT OBJECT_NAME FROM <ProcServerSchemaName>.SYS_MDL_OBJECT WHERE
  OBJECT_TYPE=100;
  ```

  2 If any of the names in the result are "Invalid", you are experiencing the known issue. Continue with the workaround steps.

  3 Delete all System Model Business Transaction objects with the name "Invalid" from the Processing Server's database:

  ```
  DELETE FROM <ProcServerSchemaName>.SYS_MDL_OBJECT WHERE OBJECT_TYPE=100 AND
  OBJECT_NAME='Invalid';
  ```

  4 The Analyzer will automatically recreate these System Model Objects with the proper name when a new event is processed and classified under that Business Transaction. After this occurs, RTSM Publishing should be corrected.

- The Export command on all Transaction Management reports and topologies is not supported in this version. (QCCR1I50730)

- Installation of the Processing Server on Linux typically is done by the “root” user. However you can run the installation as another user, allowing that user to own all log files and the Derby database. (QCCR1I53393)

  Workaround: Change the following steps in Installing the Processing Server on Linux:

  6 Type 1 and press Enter.

  The following prompt will be displayed:

  ```
  Please enter the user name to use for running TransactionVision processes [root]:

  7 If it is desired to run the Processing Server as a different user than root, enter
  that user name.  Note, this sets appropriate permissions on the installed files and
  sets the RUN_AS_USER option in nannyWrapperRunner.sh.
  ```

The installation script installs the package, and displays the following messages:

```
...
Package tvision-sonicmq was successfully installed
Package tvision-analyzer was successfully installed

The TransactionVision component menu is displayed.

8 Type q and press Enter to quit the installation process.

9 Run <TVISION_HOME>/bin/run_topaz 'start' to start the Processing Server.
```

- On Linux hosts, the WebSphere MQ API Exit Agent unintentionally collects MQ Explorer events. (QCCR1I48689)

  Workaround: Add the following line to the **<sensor_install_directory>/wmq_exit_agent.deny** file: **/mqm/eclipse**

- The Transaction Tracing Rules Configuration page and Rule Creation wizard have an advanced parameters area. The "Attribute evaluation occurs within classify section" option on in this area is working incorrectly. Setting this should include the rule in the classify section, and vice versa, but it does not. (QCCR1I47857)

  Workaround: Use the opposite settings: To include a rule in the classify section, set the option to off. Conversely, to put a rule outside classify section, set the option to On.

- WebSphere MQ Batch z/OS Agents cannot be terminated by using the /F TVISION,STOP MQBATCH command when TVISION Manager is shared among different z/OS Agents. (QCCR1I47690)

  Workaround: Customer could start multiple TVISION Manager components, one for just the WebSphere MQ BATCH Agent, and the other for all other types of agents. This would allow the WMQ-Batch agent to be brought down gracefully, by issuing a stop command to its TVISION Manager independent of the other TVISION Manager and its agents.

- The Java Agent installation is missing the sonic_Crypto.jar and jsafe.jar files. (QCCR1I56864)

  Workaround: Perform the following steps to support SonicMQ SSL connections in the Java Agent:

  1 Copy **sonic_Crypto.jar** and **jsafe.jar** from **<Processing Server Installation Directory>/Sonic/MQ7.6/lib** to **<Java Agent Installation Directory>/TransactionVisionAgent/integrations/OOBSonic**.

  2 Edit **<Java Agent Installation Directory>/DiagnosticsAgent/etc/TV.properties** and add **sonic_Crypto.jar** and **jsafe.jar** to probeTransportLoadPath.

Previously Fixed Issues

- Logging may not function correctly after installing the 9.01 patch over previously configured (for 9.0) TransactionVision Processing Servers or Analyzers. **Workaround:** Perform the following procedure:

  For each Processing Server make the below changes. These changes are made on the **Processing Server > Configuration tab > XML Configuration tab.**

  In Job Manager Logging:

  - Change the priority value to warn:

    ```
     <root>
     <priority value="warn"/>
    <appender-ref ref="JOBMGR_LOGFILE"/>
    </root>
    ```

  - Add this category:

    ```
     <!-- LW-SSO Log -->
    <category additivity="false"
    class="com.bristol.tvision.util.log.XCategory"
    name="com.hp.sw.bto.ast.security" >
    <priority value="info"/>
    <appender-ref ref="JOBMGR_LOGFILE"/>
    </category>
    ```

  - Replace all **tvision.org.apache.log4j** with **org.apache.log4j**. You can press CTRL-R to perform a batch replace.

  - Click **Apply** to save your changes.

  In Query Engine Logging:

  - Change the priority value to warn:

    ```
     <root>
    <priority value="warn"/>
    <appender-ref ref="JOBMGR_LOGFILE"/>
    </root>
    ```

  - Add this category:

    ```
     <!-- LW-SSO Log -->
    <category additivity="false"
    class="com.bristol.tvision.util.log.XCategory"
    name="com.hp.sw.bto.ast.security" >
    <priority value="info"/>
    <appender-ref ref="QUERYENGINE_LOGFILE"/>
    </category>
    ```

  - Replace all **tvision.org.apache.log4j** with **org.apache.log4j**. You can press CTRL-R to perform a batch replace.

  - Click **Apply** to save your changes.

  For each Analyzer, make the below changes. These changes are made on the **Processing Server > Analyzer > Configuration tab > XML** tab.

In Analyzer.Logging:

- Add this category:

```
<!-- LW-SSO Log -->
<category additivity="false"
class="com.bristol.tvision.util.log.XCategory"
name="com.hp.sw.bto.ast.security" >
<priority value="info"/>
<appender-ref ref="ANALYZER_LOGFILE"/>
</category>
```

- Replace all **tvision.org.apache.log4j** with **org.apache.log4j**. You can press CTRL-R to perform a batch replace.
- Click **Apply** to save your changes

- Successful execution of the TransactionVision V9.01 WMQ CICS Agent may require additional IBM CICS maintenance when running in CICS Transaction Server V3.2 or V4.1 environments.
- Processing Server installation does not complete on some Linux systems. **Workaround**: If during the Sonic 7.6.2 upgrade portion of the Processing Server installation on Linux the display appears to hang, press Crtl-C to continue the installation. (QCCR1I49235)
- The Timeslice interval used for the Component Topology is not configurable in 9.01. The default of 60 minutes is always used.
- Customers using the TransactionVision WMQ CICS Agent for z/OS need to relink module SLDPXADM as serially reusable instead of re-entrant in order to avoid an ASRA at location +x23C within module SLDPXADM, part of the WMQ CICS Administrative UI component . The following JCL can be used for this purpose: (CR QCCR1I47728)

```
//LKEDREPL EXEC PGM=HEWLH096,REGION=0M
//*  Please make a copy of SLDPXADM before executing
//SYSLIB        DD DSN=custHLQ.SSLDLOAD,DISP=SHR
//SYSLMOD  DD DSN=custHLQ.SSLDLOAD,DISP=SHR
//SYSPRINT  DD SYSOUT=*
//*
//SYSLIN   DD DDNAME=SYSIN
//SYSIN    DD *
  INCLUDE SYSLIB(SLDPXADM)
  SETOPT  PARM(REUS=SERIAL)
  NAME    SLDPXADM(R)
/*
```

- A known issue exists for the TransactionVision product where the current license capacity “used" value is incorrectly displayed in the Capacity Details section of the License Management report. (QCCR1I47012)
- Host consolidation in ODB is mismatched with respect to z/OS host names. In order for proper host consolidation in ODB, the hostnames provided by TV events from z/OS agents need to be fully qualified domain names. (QCCR1I41816)

- The default data collection filter section is incorrect in the Using Transaction Management Guide. The corrected section appears below.

  The Default Filter

  If no data collection filter is specified, then the default filter is used. This filter can be customized but has the following initial settings:

  For WebSphere MQ: Only MQGET, MQPUT, and MQPUT1 API names are included. Do not send browsing MQGET is set.

  For JMS: send, receive, receiveNoWait, publish, and onMessage methods are included.

  For Servlet: only the first 1024 bytes of HTTP request and response data are included.

  The JDBC technology is off.

  For all technologies: event packaging is enabled and the number of events to package is set to 10 events.

- After making changes to an existing communication link and saving the changes, subsequent attempts to edit the communication link result in a "restClient failed" exception. **Workaround:** Either click the Refresh button on the main configuration tree or re-login to BSM. (QCCR1I47915)

- The SQL Alerts custom job is not supported in this release. References to this feature in the documentation should be ignored. For example, the SQL job bean example shown in the *TransactionVision Advanced Customization Guide* will not work. (QCCR1I47859)

- If the HP Business Service Management Servers are using an SSL configuration with client authentication, manual configuration of the TransactionVision Processing Servers is required as follows: (QCCR1I45864)

  Set javax.net.ssl.keyStore and javax.net.ssl.keyStorePassword properties by un-commenting and optionally updating (if not using default <TVISION_HOME>/jre/lib/security/cacerts as a keystore) the SSL_PROPERTIES variable in the <TVISION_HOME>/bin/set_env script on each TransactionVision Processing Server host. For example, below is the un-commented SSL_PROPERTIES variable in the unix set_env.sh script.

  SSL_PROPERTIES=-Djavax.net.ssl.keyStore=$TVISION_HOME/jre/lib/security/cacerts -Djavax.net.ssl.keyStorePassword=changeit -Djavax.net.ssl.keyStoreType=JKS

  After modifying the file, restart all processing server components by using the SupervisorStop and SupervisorStart scripts.

- If the TransactionVision content pack is deployed, duplicate entries might be observed in Admin>Service Health>Repositories, such as duplicate rules, context menus and actions. (QCCR1I47660)

- You may see two EJB or servlet nodes in the Component Topology or Instance topology view that only differ in application server name. For example, one with a short name such as "server1" and the other with a long name such as "cell1,node1,server1". This is the result of some events that do not have full application server information. (QCCR1I47198)

- Some of the "Correlation Measurement" metrics in the Transaction Over Time report's filter may not be applicable for Diagnostic Transactions. (QCCR1I47941)

- A "Drill to Transaction Tracking Report" button will be enabled in the Transaction Over Time report even though there is no TransactionVision data present. This button should be disabled. (QCCR1I47940)

- In the Processing Server Configuration section of the Admin UI, the Sync Interval field does not display the units of the field, which are in minutes. (QCCR1I42973)

- The Java Agent will continue to collect events even after Configuration Messages have expired or the Analyzer, SonicMQ or the TV database are not accessible. (QCCR1I47532)

- The following drilldowns from TransactionVision reports to End User Management reports do not work, and a **No data was found** error is displayed: (QCCR1I48210)
    - Transaction Tracking report drilldown to RUM End User Group Summary report
    - Transaction Summary report drilldown to RUM Transaction Summary report

TransactionVision Support Matrixes

The following Compatibility Matrix supersedes the one in chapter 2 of the *TransactionVision Deployment Guide*.

NOTE: The TransactionVision 9.10 Processing Server requires BSM 9.12 as a prerequisite and will not run with BSM 9.10 alone.

TransactionVision	**Versions of Agent Compatible with 9.10 Processing Server**	**Versions of Processing Server Compatible with 9.10 Agent**
HP Diagnostics/TransactionVision Java Agent	8.0x, 9.0x, 9.10	9.10[1]
HP Diagnostics/TransactionVision .NET Agent	8.0x, 9.0x, 9.10	9.10[1]
WebSphere MQ Agent	8.0x, 9.0x, 9.10	9.10[1]
DataPower Agent	9.02, 9.10	9.10
CICS, WMQ Batch, WMQ CICS, WMQ IMS, and IMS Bridge Agents on z/OS	8.0x, 9.0x, 9.10	9.10[1,2]
Tuxedo Agent	8.0x, 9.00, 9.10	9.10[1]
NonStop TMF Agent	8.00, 9.02, 9.10	9.10[1]

[1] If you require use of this 9.10 agent with an older Processing Server/Analyzer, contact HP TransactionVision Support for potential product compatibility/incompatibility details.

[2] TransactionVision 9.10 does not include an updated version of the WebSphere MQ Agent for i5/OS. Customers who want to use the WebSphere MQ Agent under i5/OS can use the latest version of the Agent released with TransactionVision 8.0, which is compatible with the TransactionVision 9.10 Processing Server.

HP Software Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

To access the Self-solve knowledge base, visit the Self-solve knowledge search home page.

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to: Access levels.

To register for an HP Passport ID, go to: HP Passport Registration.

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