

TransactionVision 9.20 Release Notes

for the Windows and Linux operating systems

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About this Release of TransactionVision

This release of TransactionVision is compatible only with HP Business Service Management (BSM) 9.20.

WARNING: TransactionVision 9.20 Processing Server may only be used with BSM servers that are at the BSM 9.20 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 9.20 patch level. The *TransactionVision 9.20 Deployment Guide* contains full details regarding version compatibility.

This release includes the following components:

- TransactionVision Processing Server; file names: HPTVProcServer_9.20_win.exe, HPTVProcServer_9.20_linux.tgz
- TransactionVision WebSphere MQ Agent; file name: HPTVWMAgent_9.20_win.exe, HPTVWMAgent_9.20_aix.tgz, HPTVWMAgent_9.20_hpia.tgz, HPTVWMAgent_9.20_hppa.tgz, HPTVWMAgent_9.20_linux.tgz, HPTVWMAgent_9.20_sol.tgz, HPTVWMAgent_9.20_zlinux.tgz
- TransactionVision Tuxedo Agent; file names: HPTVTuxedoAgent_9.20_aix.tgz, HPTVTuxedoAgent_9.20_hppa.tgz, HPTVTuxedoAgent_9.20_sol.tgz
- TransactionVision NonStop TMF Agent; file name: HPTVTFMAgent_9.20_ns.zip
- TransactionVision z/OS Agent; file name HPTVZOSAgent_9.20.zip

NOTE: The HP Diagnostics/TransactionVision Java Agent and .NET Agent install packages that are shared with the HP Diagnostics product are not included in the TransactionVision 9.20 release. To obtain the 9.20 versions of these packages, please first check the HP Software Support Online download page to see if newer

9.2x releases of these components are available. If not, the 9.20 versions of these packages can be obtained from the HP Diagnostics 9.20 media.

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

What's New

This release contains the following enhancements to TransactionVision:

- New Simplified OS Instance Licensing Model
- Significant performance and stability improvements, and simplified install in the z/OS Agent
- Processing Server and Agent platform support updates
- Improved Stability: over 70 maintenance updates
- New Transaction Management UI localization support for German, Japanese, Korean, Russian, and Spanish
- Upgrade support for 8.0x, 9.0x, and 9.1x to 9.20

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 9.20

- On Linux, the WebSphere MQ Agent may not be able to acquire the host IP address and/or MAC address. If this is the case, TransactionVision will be unable to publish the related WebSphere MQ CIs to BSM RTSM. (CR75287)
- On Windows, if a 32-bit WebSphere MQ 7.x client application is linked against mqic.dll instead of the legacy mqic32.dll, the WebSphere MQ Library Agent will not be able to monitor it. (CR75278)
- .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 Java Agent 9.20 or earlier, 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
<WebSphere_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.

- Simultaneous rule Browsing JMS GETS are no longer collected by TransactionVision even though the Data Collector Filter user interface indicates otherwise. (QCCR1I64617)
- The Data Collection Filter option **Client Host/IP** in the Servlet category works only for client IPs, not for client host names. (QCCR1I65305)
- 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\wmqjmsra.rar

2 Unzip <WAS_HOME>\lib\WMQ\ra\wmqjmsra.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. (QCCR1I66196 and QCCR1I64939)
- 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.

- 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.x Publish/Subscribe feature. As part of this limitation, MQPUT and MQGET API using topics will not be correlated. (QCCR1I45059)
- 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 9.20 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_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.

TransactionVision Support Matrixes

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

NOTE: The TransactionVision 9.20 Processing Server requires BSM 9.20 or the latest BSM 9.2x path level as a prerequisite.

TransactionVision	Versions of Agent Compatible with 9.20 Processing Server	Versions of Processing Server Compatible with 9.20 Agent
HP Diagnostics/TransactionVision Java Agent	8.0x, 9.0x, 9.10, 9.12, 9.20	9.20 ²
HP Diagnostics/TransactionVision .NET Agent	8.0x, 9.0x, 9.10, 9.12, 9.20	9.20 ²
WebSphere MQ Agent	8.0x, 9.0x, 9.10, 9.20	9.20
DataPower Agent	9.02, 9.10, 9.20	9.20
CICS, WMQ Batch, WMQ CICS, WMQ IMS, and IMS Bridge Agents on z/OS	8.0x, 9.0x, 9.10, 9.20	8.0x, 9.0x, 9.10, 9.20
Tuxedo Agent	8.0x, 9.00, 9.10, 9.20	9.20
NonStop TMF Agent	8.00, 9.02, 9.10, 9.20	9.20

Note: If you require use of a 9.20 agent with an older Processing Server/Analyzer, contact HP TransactionVision Support for potential product compatibility/incompatibility details.

²Note that the shared HP Diagnostics/TransactionVision 9.20 Java and .NET Agents referenced here were previously shipped with the HP Diagnostics 9.20 release.

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.

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- 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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This product includes software developed by the MX4J project (<http://mx4j.sourceforge.net>).

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