

webMethods Optimize for Process 10.2 Readme

April 2018

This is an innovation release. Innovation releases have a much shorter support cycle than standard releases. To learn more, please visit <http://empower.softwareag.com/innovationrelease/>.

This file contains important information you must read before using webMethods Optimize for Process 10.2. You can find user documentation on the [Documentation website](#) or the [TECHcommunity website](#). At those locations, you can also find the suite-related information listed below.

Included in this file is information about functionality that has been added, removed, deprecated, or changed for this product. Deprecated functionality continues to work and is supported by Software AG, but may be removed in a future release. Software AG recommends against using deprecated functionality in new projects.

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1.0 Critical Information

This section lists any critical issues for the current release that were known when this readme was published. For critical information found later, go to the Knowledge Center on the [Empower website](#).

- webMethods Optimize for Process 10.2 is compatible for execution only with the latest 10.2 versions of other webMethods products.

- When using Broker Basic Authentication, do not set ACL on the Analysis client group.

2.0 Known Issues

This section lists any issues for the current release that were known when this readme was published. For known issues found later, go to the Knowledge Center on the [Empower website](#).

- OBE-8297
In Optimize, when you create a rule for a KPI with a condition equal to value zero and you select the Generate historical rule violations option, attempting rules back-population fails. There is currently no workaround for this issue.
- OBE-9314
The Optimize Analytic Engine process might continue running after you execute the shutdown.sh script.
When Analytic Engine is running on the Red Hat Linux operating system, the Analytic Engine process does not stop after you execute the shutdown.sh script on it.
To work around this issue, use the kill command to stop the Analytic Engine process.
- OBE-9612
Optimize Analytic Engine might continuously log the same JMS error message. The issue occurs when Universal Messaging is stopped.
To work around this issue, ensure that Universal Messaging is running and then restart Analytic Engine.
- OBE-9738
In Optimize, editing a standardized error type might fail.
In My webMethods, on the Instance Analytics tab in the Edit Process page, when you click the Edit Error Type icon for a standardized error type, the Edit Error Type dialog might not appear. As a result, you cannot edit the standardized error type. The issue occurs when you attempt editing a standardized error type more than once without leaving the Edit Process page between the attempts.
To work around this issue, navigate to another page and then open the Edit Process page again.

3.0 Usage Notes

This section provides any additional information you need to work with the current release of this product.

- webMethods Broker is deprecated for use with webMethods 10.2. If you are starting development using webMethods 10.2, you should use webMethods Universal Messaging instead of webMethods Broker. If you are upgrading to webMethods 10.2, you should consider migrating to Universal Messaging. If you choose to continue to use webMethods Broker, you will still be fully supported, but only until the announced end-of-life dates for

webMethods Broker.

- The integration between Optimize and ARIS Process Performance Manager (PPM) has been deprecated and will be removed in the next release.
- To maintain the Optimize performance, increase the number of database connections on the Database Pool Connection page in My webMethods. For typical systems, increase the maximum number of connections to 80. To change the number of available database connections, navigate to Administration > System-Wide > Environments > Database Pool Connections, and then on the Pool Settings panel, change the value in the Maximum Connections field from 36 to 80.
- The KPI Summary Page does not support extended display durations. If you want to keep the KPI Summary page active for longer periods without user interaction, add a workspace and use the Refresh Page portlet to keep the page current.
- SSL registration of Analytic Engine web services is not supported.
- Optimize supports Dynamic Business Orchestrator version 10.1.

4.0 Fixes Included in Each Release

This section lists the latest fix level that has been included in each release for each product component. A release is listed in this section only if changes occurred in that release. Go to the Knowledge Center on the [Empower website](#) for detailed information about fixes.

Release 10.2

- OPT_9.8_Fix22
- OPT_9.9_Fix18
- OPT_9.10_Fix13
- OPT_9.12_Fix12
- OPT_10.1_Fix2

Release 10.1

- OPT_9.0_SP1_Fix16
- OPT_9.5_SP1_Fix17
- OPT_9.6_SP1_Fix12
- OPT_9.7_Fix20

- OPT_9.8_Fix19
- OPT_9.9_Fix15
- OPT_9.10_Fix10
- OPT_9.12_Fix7
- OPT_10.0_Fix4

Release 10.0

- OPT_9.0_SP1_Fix15
- OPT_9.5_SP1_Fix14
- OPT_9.6_SP1_Fix10
- OPT_9.7_Fix16
- OPT_9.8_Fix15
- OPT_9.9_Fix12
- OPT_9.10_Fix7
- OPT_9.12_Fix4

Release 9.12

- OPT_9.0_SP1_Fix14
- OPT_9.5_SP1_Fix13
- OPT_9.6_SP1_Fix9
- OPT_9.7_Fix13
- OPT_9.8_Fix11
- OPT_9.9_Fix9
- OPT_9.10_Fix4

Release 9.10

- OPT_9.0_SP1_Fix12
- OPT_9.5_SP1_Fix9

- OPT_9.6_SP1_Fix7
- OPT_9.7_Fix7
- OPT_9.8_Fix6
- OPT_9.9_Fix2

Release 9.9

- OPT_9.0_SP1_Fix9
- OPT_9.5_SP1_Fix7
- OPT_9.6_SP1_Fix4
- OPT_9.7_Fix5
- OPT_9.8_Fix3

Release 9.8

- OPT_8.2_SP1_Fix14
- OPT_9.0_SP1_Fix7
- OPT_9.5_SP1_Fix5
- OPT_9.6_SP1_Fix2
- OPT_9.7_Fix2

5.0 Other Resolved Issues

This section lists the issues that were resolved in each release but were not part of the fixes listed in the previous section. A release is listed in this section only if changes occurred in that release.

Release 10.2

- OBE-10176
Optimize might display an incorrect state of a process stage.
Optimize might incorrectly display an uncompleted stage as completed. The issue occurs when the end milestone step of a stage that comes from Dynamic Business Orchestrator is in a status that is

not recognized by Optimize.
The issue is resolved.

Release 10.1

- OBE-9260
The size of the Analytic Engine log file might grow rapidly.
Sometimes when you start Analytic Engine after a fresh installation, the Analytic Engine log file grows rapidly. The issue occurs when the Universal Messaging server that is configured for Analytic Engine did not start properly.
The issue is resolved.

Release 10.0

- OBE-8414
When you change the display name of a measure attribute, the KPIs that are set for this measure stop functioning.
To work around this issue, set the display name back to the original display name.
The issue is resolved.
- OBE-8868
Optimize fails to extract large numbers of assets.
In the Asset Extraction page in Optimize, if a large number of assets is available and you select all the assets and try to export them, the page freezes.
The issue is resolved.
- OBE-8932
Back-populating rules in Optimize might fail.
In some cases, when you click the Generate Rule Violations button on the Rule List page, the initiated rule back-population operation fails. Although no error message appears, the status of the back-population job in the Job Audit page is "Failed".
The issue is resolved.

Release 9.12

- OBE-8602
In some cases, the Process Dashboards page in Optimize does not load.
In the Overview tab of the Process Dashboards page in Optimize, a "Loading Process models" message appears, indefinitely but the page does not load. The issue occurs when no process models that are enabled for analysis are deployed in the environment.
The issue is resolved.

Release 9.10

- OBE-7145
Data remains unprocessed in the Universal Messaging JMS queues when an Analytic Engine node is down.
When the Analytic Engine is running in a clustered environment, and some of the nodes are down, the data that is pushed to the respective Universal Messaging queue is not processed until the nodes come back up again.
This issue has been resolved.
- OBE-7597
On the KPI Instance Detail page, when you plot KPIs with collection intervals of 2, 4, or 8 hours, the graph displays incorrect times for reading values.
In My webMethods Server, when you plot KPIs on the KPI Instance Detail page with collection intervals of 2, 4, or 8 hours, the KPI reading values that are displayed on the graph are plotted at incorrect times.
This issue has been resolved.
- OBE-7888
Loading faulty KPI instances may lead to a NullPointerException when the Optimize Analytic Engine is restarted.
When a KPI definition contains a hierarchy with one or multiple dimensions, and Analytic Engine processes a related reading where some of the data for the dimensions is null, a faulty KPI instance is created. As a result, when the Analytic Engine is restarted afterwards, a NullPointerException is observed.
This issue has been resolved.
- OBE-7518
The Delete button on the Business Processes section in the Data Level Security tab for a role becomes inactive when you move between table pages.
In My webMethods Server, on the Applications > Administration > System-Wide > User Management > Roles page, when you edit a role and go to the Business Process section in the Data Level Security tab, the Delete button becomes inactive when you move between table pages.
This issue has been resolved.
- OBE-7511
An error prevents you from editing or copying an instant rule with no user specified.
In My webMethods Server, on the KPI Instance Detail page, when you create an instant rule without specifying a user for the Send Alert To drop-down list, and then you navigate to the Applications > Administration > Analytics > Rules > Rule List Page, you cannot edit or copy the rule. The following error is displayed in the Alerts panel on the Add/Edit/Copy Rule page: User is unknown or email address is undefined.
This issue has been resolved.
- OBE-7990
The Define Environments page allows you to create an environment with no name.

In My webMethods Server, on the Administration > System-Wide > Environments > Define Environment page, when you click Add Environment, you can save your environment with no value for Environment Name.

This issue has been resolved.

- OBE-7536
The Advanced search tab on the Problems page does not return correct results.
In My webMethods Server, on the Applications > Monitoring > System-Wide > Problems page, when you use the Advanced search tab to filter problems setting the "Field Name" to "Duration" and selecting "Greater Than" or "Less Than" as operators, your search might be misleading, since they also contain problems with duration that is equal to the selected value.
This issue has been resolved. The "Greater Than" and "Less Than" operators no longer return problems with Duration equal to the selected filter Value. Also, the following operators have been added when filtering by duration:
"Greater Than or Equal To" and "Less Than or Equal To"
- OBE-7750
The swarm line density and colors are displayed incorrectly on the Process Diagram panel of the Process Analytics page.
In My webMethods Server, on the Applications > Monitoring > Business > Process Analytics page, the Process Diagram panel displays swarm lines with incorrect density and colors.
This issue has been resolved.
- OBE-7491
The KPI Instance Detail page incorrectly aggregates KPIs of type Sum or Count to the beginning of the hour.
In My webMethods Server, on the KPI Instance Detail page, when you plot KPIs of type Sum or Count, the KPI data values are incorrectly aggregated to the beginning of the hour, instead of the end.
This issue has been resolved.
- OBE-7485
The Select All icon on the Database Pool Configuration page does not select all listed pools.
In My webMethods Server, on the Applications > Administration > System-Wide > Environments > Database Pool Configuration, when you click the Select All icon, not all listed pools are selected.
This issue has been resolved.
- OBE-7558
Email notifications at the Process Dashboards panel fail to display the end time of a stage instance.
On the Stage Instances tab of the Process Dashboards panel, when you select a stage instance and you click the Forward as Email link, the email received mistakenly displays the Stage End Date as "n/a", instead of showing the value, displayed on the Stage Instances panel.
This issue has been resolved.

Release 9.8

- OBE-6748
The Process dashboards should not show processes that are not set for analysis.
The process selector within the Process Dashboards is allowing users to select processes set for analysis as well as processes that are not set for analysis. The user should only be shown processes set for analysis.
This issue has been resolved.
- OBE-6734
Central Configuration - Define Environment allows an empty environment to be created.
Central Configuration - Define Environment allows an empty environment to be created if a user presses the ENTER key before entering any value in the name field.
This issue has been resolved.
- OBE-6282
KPI Instance Detail graph is incorrectly plotting data points where a given data point is comprised of multiple events with the exact timestamp down to the millisecond.
This issue has been resolved.
- OBE-4182
Threshold rule expressions might fail if the underlying event map is renamed.
If the event map referenced by a threshold rule expression was renamed, in some cases the threshold rule evaluation will fail.
This issue has been resolved.

6.0 Documentation Changes

This section describes significant changes to the documentation, such as the addition, relocation, or removal of product guides, online help, chapters, or other major content. A release is listed in this section only if changes occurred in that release.

Release 10.1

- The “Managing webMethods Optimize Environments” chapter of the *Configuring BAM* guide has been updated with information about configuring JMX resource module settings.
- The “Discovery Assets and Monitoring Components” chapter of the *Administering webMethods Optimize* guide has been updated with information about adding JMX assets for discovery.
- The “Discovery Assets and Monitoring Components” chapter of the *Administering webMethods Optimize* guide has been updated with information about setting the monitoring of MashZone NextGen Server components (10.1 release only).

- The “Monitored KPI Definitions” chapter of the *Administering webMethods Optimize* guide has been updated with information about System Component Monitoring for Integration Server KPI definitions and System Component Monitoring for Infrastructure Data Collector KPI definitions.
- The information about the Integration Server KPI definitions and the Universal Messaging cluster KPI definitions in the “Monitored KPI Definitions” chapter of the *Administering webMethods Optimize* guide has been updated.
- Information about the Integration Server Long Running Thread rule has been added to the “Built-In Rules” chapter of the *Administering webMethods Optimize* guide.

Release 10.0

- The “Using Command Central to Manage Optimize” chapter has been moved from the *Administering webMethods Optimize* guide to the *Configuring BAM* guide. The chapter has been updated with procedures for configuring Optimize through Command Central.
- The “Managing webMethods Optimize Environments” chapter of the *Configuring BAM* guide has been updated with information about configuring Digital Event Services resource module settings.
- The “Monitored KPI Definitions” chapter of the *Administering webMethods Optimize* guide has been updated with information about Digital Event Services KPI definitions.
- The information about the Universal Messaging KPI definitions and the Infrastructure Data Collector KPI definitions in the “Monitored KPI Definitions” chapter of the *Administering webMethods Optimize* guide has been updated.
- The “Configuring the SNMP Data Collector” chapter of the *Administering webMethods Optimize* guide has been updated with information about monitoring memory consumption and processor load.
- The “Discovery Assets and Monitoring Components” chapter of the *Administering webMethods Optimize* guide has been updated with information about adding Digital Event Services assets for discovery.
- The “Discovery Assets and Monitoring Components” chapter of the *Administering webMethods Optimize* guide has been updated with information about setting a root context for My webMethods Server assets.

Release 9.12

- A new “Using Command Central to Manage Optimize” chapter has been added to the guide. This chapter is moved from the *Software AG Command Central Help*. The chapter describes the currently supported operations in Command Central for managing Optimize.

- The “Managing webMethods Optimize Environments” chapter of the *Configuring BAM* guide has been updated with information about configuring failover tuning for guaranteed consistency in Terracotta.
- The “Managing webMethods Optimize Environments” chapter of the *Configuring BAM* guide has been updated with information about configuring in-process event publication.
- The “Process Analytics” chapter of the *webMethods Optimize User’s Guide* has been updated with information about the new date range and refresh rate options, available on the Optimize Process Analytics page.
- The “Monitored KPI Definitions” chapter of the *Administering webMethods Optimize* guide has been updated with information about using additional JVM parameters for task event KPI definitions.

Release 9.10

The *Administering webMethods Optimize* guide has been revised as follows:

- The “Integration between Optimize and PPM” chapter has been added. It contains information you should have in mind when using the two products for extended analysis of business process data.

The *Configuring BAM Guide* now includes information about creating an alert in Optimize from the PPM user interface.

The *Software AG Command Central* help contains information about administering the Web Service Data Collector using the Command Central user interface.

Release 9.9

The *Administering webMethods Optimize* guide has been revised as follows:

- The “Monitored KPI Definitions” chapter has been updated with information about KPI definitions for Apama, Presto Catalina, Presto UM, IS File Polling, and Terracotta monitoring.
- The “Adding an Asset” section of the guide now contains information about adding Apama, Presto, Terracotta, SNMP3, and Terracotta assets.
- The “Configuring and Using the Infrastructure Data Collector” section of the guide now contains information about configuring Infrastructure Data Collector for clustering.
- The “Configuring and Using the Infrastructure Data Collector” section also contains information about changing the Infrastructure Data Collector ports.
- The “Configuring Event Routing Settings for Optimize” section in this guide has also been updated with details regarding the setup of Software AG Event Routing in your Optimize system.

The *webMethods Optimize User’s Guide* now includes information about using the “Investigate” button

to jump to Process Performance Manager and further investigate process-related intrinsic data from Optimize. You will also find information about creating an alert in Optimize from the PPM user interface.

The *Software AG Command Central* help contains information about administering the Optimize Analytic Engine using the Command Central user interface.

7.0 Terminology Changes

A release is listed in this section only if changes occurred in that release.

8.0 Added, Removed, Deprecated, or Changed Items

This section lists functionality, controls, portlets, properties, or other items that have been added, removed, deprecated, or changed. A release is listed in this section only if changes occurred in that release.

Release 10.2

Added Item	Description
Support for MySQL Enterprise Edition	You can now configure Optimize to use a MySQL Enterprise Edition database.

Release 10.0

Added Item	Description
Support for MWS Root Context	The Optimize for Process and Optimize for Infrastructure user interfaces now support the MWS Root Context capability.
508 Compliance for forms in the Optimize User Interface	The Optimize user interface is 508 Compliant for all forms.
Optimize is configurable through Command Central	You can now configure Optimize for Process and Optimize for Infrastructure through Command Central.

Release 9.10

Added Item	Description
Command Central integration for Web Service Data Collector	Users can now start, stop, restart, inventory and receive the status for Web Service Data Collector using Software AG Command Central.

Added Item	Description
<p>Process Instance Control (PIC) and Process Step Instance Control (PSIC) content are now identical.</p>	<p>The content of the Process Instance Control (PIC) and Process Step Instance Control (PSIC) events are now identical for both orchestrated and un-orchestrated processes.</p>
<p>Launching the Process Performance Manager (PPM) no longer depends on a Java applet</p>	<p>PPM now is launched via Java web start which allows the PPM user interface to display properly in browsers where the Java Applet has been dropped such as Google Chrome.</p>
<p>Ability to delete Key Performance Indicators by date and name</p>	<p>You are now able to delete KPIs by date and name.</p>
<p>Ability to view custom MashZone Next Gen dashboards within Business Console</p>	<p>You are now able to view your custom dashboards within the Business Console.</p>
<p>Optimize User Interface provides 508 Compliance for images</p>	<p>The Optimize User Interface provides 508 Compliance for images ensuring all images have proper alt text.</p>

Deprecated Item

Replacement, if any

KPI Instance Detail Portlet (9.9 and prior)

For 9.10, the KPI Instance Detail portlet was replaced with a revised version. The KPI Instance Detail portlet (wm_bam_monitor_detail) prior to 9.10 has been deprecated in 9.10, and will be removed in 9.12. While the previous portlet is no longer accessible through My webMethods navigation, the portlet will still be functional on a user's workspace until it is removed in the next release (9.12). Users migrating from a release prior to 9.10 who have a KPI Instance Detail portlet added to a workspace should manually remove the old portlet instance(s) from their workspace and re-add the new KPI Instance Detail portlet using the usual procedure (see steps below).

To re-add the KPI Instance Detail portlet to a workspace:

1. Open the workspace containing the KPI Instance Detail portlet.
2. Copy the KPI instance name shown above the graph.
3. Navigate to the Analytics Overview.
4. Select the Configuration appropriate for the KPI.
5. Search for the KPI instance name copied from step 2. Surround the name with quotes ("") for an exact match.
6. Expand the tree if necessary and view the detail for the KPI instance.
7. Render the detail using the desired time range.
8. Add the detail portlet to the desired workspace.
 - 8.1 Open the portlet menu.
 - 8.2 Select Add to Workspace.
 - 8.3 Select the desired workspace.

Release 9.9

Added Item	Description
Analytic Engine emits additional EDA Events	New EDA events emitted by the Analytic Engine include ProcessInstanceStatusChange, ProcessErrorCount, StepErrorCount and StepWaitTime
Jump from PPM to Optimize with context providing ability to create an alert	If PPM is installed and configured to interact with Optimize, the user is now able to jump from PPM with context while providing the ability to create an alert related to the passed context. The current context includes the Process model
Ability to investigate a Process related Optimize Intrinsic KPI further within PPM	If PPM is installed and configured to interact with Optimize, the user is now able to investigate a process related Optimize Intrinsic KPI further within PPM by clicking on the “investigate” button on the KPI Instance Detail page
Process Dashboards now retain Stage selection on return URLs	When a user has made Stage selections on the process dashboard, this information is now retained when returning from an email or task URL.
Aesthetic enhancements for Process Dashboards	Aesthetic improvements have been made to the Process dashboards including: Principle picker now uses enter key to submit form when entering keyword characters, general control alignment and styling
Command Central integration for Analytic Engine	Users can now start, stop, restart and receive the status for the Analytic Engine using Command Central. This includes configuring event routing for the Analytic Engine
Performance and scalability improvements	<ul style="list-style-type: none">▪ 100 times improvement in clustered Analytic Engine throughput performance▪ 2 times faster Analytic Engine startup▪ 500 percent increase in dimensional handling throughput▪ 30% throughput improvement in State engine

Release 9.8

Added Item	Description
Ability for user to jump from Optimize to PPM	If PPM is installed and configured to interact with Optimize, the user is now able to jump from the Process Analytic page and Process Dashboards to PPM. The navigation includes the current process model as context.
Principle picker on escalation dialog in the Process Dashboards	A principle picker has been added to the escalation dialog within the Process dashboards. It now allows the user to easily find and choose a specific user and include their email address or user id in the escalation.
Customers can now provide a custom process instance id for a given process instance	BAM only processes now support the ability to provide a custom process instance id, also known as a display name, for a given process instance. The display name is used in place of the underlying unique id, when provided throughout the user interface.
Intrinsic Stage Metrics available in the UI	The intrinsic metrics associated with Stages are now available for use in the Analytics Overview.
New KPI Counter type	A new KPI type has been added called Counter. This KPI counts the number of data points received for a specific fact over a fixed aggregation period.
New Rule Violation/Resolution EDA event	Optimize now is able to emit Rule Violation/Resolution EDA events.

Deprecated Item	Replacement, if any
Removal of BAM_AGG_... database tables	The BAM_AGG_... database tables usage is being removed from future releases. These tables are currently used for Optimize Only UI support and will no longer be used.

9.0 Added, Removed, Deprecated, or Changed APIs

A release is listed in this section only if changes occurred in that release.

10.0 Copyright Information

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11.0 Support

Visit the [Empower website](#) to learn about support policies and critical alerts, read technical articles and papers, download products and fixes, submit feature/enhancement requests, and more.

Visit the [TECHcommunity website](#) to access additional articles, demos, and tutorials, technical information, samples, useful resources, online discussion forums, and more.

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