webMethods Optimize for Process 9.10 Readme

April 2016

This file contains important information you must read before using webMethods Optimize for Process 9.10. 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.

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 9.10 is compatible for execution only with the latest 9.10 versions of other webMethods products.

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

- In order for Optimize for Process 9.10 to function correctly, it is strongly recommended that all customers install OPT_9.10_Fix1.

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-8255
  The KPI Summary page permanently displays a Loading message.
  In My webMethods Server, on the KPI Summary page, a Loading message appears while data for the KPI Performance panel is being loaded. If you have selected or deselected several KPIs, the Loading message might fail to disappear even when loading is completed. As a result, you might not be able to view the displayed data.
  This issue is resolved by OPT_9.10_Fix1.

- OBE-8213
  Analytic Engine produces cyclic exception errors caused by failed attempts to send a large amount of messages to Universal Messaging.
  When Analytic Engine attempts to send a large amount of messages to Universal Messaging, the sending fails and cyclic exception errors are displayed by the Windows/Unix console and logged in the Analytic Engine log.
  This issue is resolved by OPT_9.10_Fix1.

- OBE-8188
  KPI Instance Detail page does not update the displayed data when using the time range and the Max Results filter.
  In My webMethods Server, on the KPI Instance Detail page, when you change the date range or enter a Max Results option and click Go, the displayed data is not updated according to your filter criteria.
  This issue is resolved by OPT_9.10_Fix1.

- OBE-8267
  When you add a new field to an existing event map, Analytic Engine deletes the existing runtime data that is associated to this event map.
  In My webMethods Server, on the Appliations > Administration > Analytics > KPIs > Business Data page, when you click an event map and add a new field to it by using the Add Field button, Analytic Engine deletes the existing runtime data that is associated to the selected event map.
  This issue is resolved by OPT_9.10_Fix1.

- OBE-8169
  The WmOptimize home page in Integration Server is not displayed properly.
  In webMethods Integration Server, when you navigate to Packages > Management and you click the Home button next to the WmOptimize package, the page that loads is not displayed properly.
  This issue is resolved by OPT_9.10_Fix1.

3.0   Usage Notes

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

- To maintain performance, Optimize now requires a greater quantity of database connections than are provided by default in the webMethods Database Pool Connection settings. For typical systems, the maximum number of connections should be increased 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 the KPI Summary page to remain active for long periods of time without user interaction, you must add a workspace and use the Workspace Refresh portlet to keep the page current.

- SSL registration of Analytic Engine web services is not supported.

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 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

Release 9.7

- OPT_8.0_SP3_Fix10

- OPT_8.2_SP1_Fix12

- OPT_9.0_SP1_Fix6

- OPT_9.5_SP1_Fix3

- OPT_9.6_SP1_Fix1

Release 9.6

- OPT_8.0_SP3_Fix9

- OPT_8.2_SP1_Fix11

- OPT_9.0_SP1_Fix1

- OPT_9.5_SP1_Fix2

Release 9.5

- OPT_7.1_SP2_Fix15

- OPT_8.0_SP3_Fix9

- OPT_8.2_SP1_Fix11

- OPT_9.0_SP1_Fix1

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 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.

Release 9.7

- OBE-6466
  The Analytic Engine logs an SQL error when deploying KPI definitions where a large number of events were processed before the definition was defined.
  The following error is written to the AE log when deploying KPI definitions containing a large number of events that were processed before the definition was created:
  "TemporaryEventStage.UnknownKey] .... ERROR: java.sql.SQLException: [SoftwareAG][Oracle JDBC Driver][Oracle]ORA-01795: maximum number of expressions in a list is 1000", when there are over 1000 temporary events recorded within Optimize prior to defining the KPI definition.
  This issue has been resolved.

- OBE-6218
  The wmOptimize package is potentially vulnerable to attack.
  The wmOptimize IS package can expose application containers and components when an error condition is forced.
  This issue has been resolved.

- OBE-6048
  The wmOptimize package is not fully localized.
  Labels on the wmOptimize Package Configuration screen are not localized.
  This issue has been resolved.

- OBE-6031
  The Analytic Engine may not start properly on UNIX.
  The Analytic Engine fails to start properly on UNIX if the startupAnalyticEngineNoWrapper.sh is used.
  This issue has been resolved.

Release 9.6

- OBE-5983
  Optimize logging fails for the wmPRT package when the JMS Server is Universal Messaging.
  If the Optimize JNDI configuration for the wmPRT package specifies Universal Messaging as the JMS Server, Optimize logging for the wmPRT package may fail.
  This issue has been resolved.

- OBE-5878
  The My webMethods Asset Extraction page does not show some assets, when these assets share the same name.
  When using the Assets Extraction page within MWS to extract Optimize assets such as KPI definitions, rules, dimensions, and so on, assets that shared the same name are not displayed for extraction.
  This issue has been resolved

- OBE-4274

  In some cases, Analytic Engine fails to start when running under the HP UX operating system. Due to an issue with the Java Server Wrapper, when running on the HP-UX operating system, Analytic Engine fails to start properly when using the startup.sh script. No logs are created but a core dump file is created and the following error text (truncated) appears on the console:

  bash-4.2$ ./startup.sh

  bash-4.2$ wrapper | --> Wrapper Started as Console

  DLPI Error (Primitive:0x0b, Errno:0x03, UnixErr:0x00)

  DLPI Error (Primitive:0x0b, Errno:0x03, UnixErr:0x00)

  DLPI Error (Primitive:0x0b, Errno:0x03, UnixErr:0x00)

  This issue has been resolved.

Release 9.5

- OBE-4817

  In some cases, Infrastructure Data Collector fails to collect events.

  In some cases, Infrastructure Data Collector does not collect events because the Integration Server is not functioning correctly, and as a result no Object Status rules show violations.

  This issue has been resolved.

- OBE-5878

  The My webMethods Asset Extraction page does not show some assets, when these assets share the same name.

  When using the Assets Extraction page within MWS to extract Optimize assets such as KPI definitions, rules, dimensions, etc., assets that shared the same name are not displayed for extraction.

  This issue has been resolved

- OBE-4274

  In some cases, Analytic Engine fails to start when running under the HP UX operating system. Due to an issue with the Java Server Wrapper, when running on the HP-UX operating system, Analytic Engine fails to start properly when using the startup.sh script. No logs are created but a core dump file is created and the following error text (truncated) appears on the console:

  bash-4.2$ ./startup.sh

  bash-4.2$ wrapper | --> Wrapper Started as Console

  DLPI Error (Primitive:0x0b, Errno:0x03, UnixErr:0x00)

  DLPI Error (Primitive:0x0b, Errno:0x03, UnixErr:0x00)

  DLPI Error (Primitive:0x0b, Errno:0x03, UnixErr:0x00)

  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 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.

Release 9.6

The "Monitoring System Component and Business Process Performance" chapter of the *webMethods Optimize User's Guide* now includes information about support for process stages.

Information on Analytic Engine clustering with Terracotta has been updated and enhanced in the *Configuring BAM* guide. The "Defining Event Publication Settings" topic in the Managing webMethods Optimize Environments chapter of this guide now includes information about publishing process tracking events.

Release 9.5

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

- **Universal Messaging KPIs** - Appendix A "Monitored KPI Definitions has been updated with a new section titled "Universal Messaging KPI Definitions" that lists and explains new KPIs for monitoring Universal Messaging Servers.

- **Optimize Schema Overview** - Appendix D "Optimize Schema Overview" has been added describing the Optimize database schema and components.

The *Optimize User's Guide* has been revised as follows:

- The title of the guide has been simplified with the removal of the *Optimizing BPM and System Resources with BAM* subtitle, so the guide is now simply titled *Optimize Users Guide*.

- **KPI Delete** - Chapter 2 "Monitoring Business Component and System Process Performance" has been updated to include information on a new feature of the Analytics Overview page that facilitates deletion of KPIs.

- **Process Analytics** - Process Analytics functionality has been revised, and the following chapters have been removed: Chapter 9 "Process Analytics Concepts," Chapter 11 "Analyzing How a Process is Doing," Chapter 12 "Analyzing How to Improve a Process," and Chapter 13 "Analyzing a Process as it Runs." These chapters have been replaced with a new chapter that described the revised Process Analytics functionality, Chapter 9 "Process Analytics."

Information on Analytic Engine clustering with Terracotta has been updated and enhanced in the *Configuring BAM* guide.

7.0   Terminology Changes

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

Release 9.6

Old Term	New Term
KPI hierarchy	Dimension hierarchy
Fact	Measure
Dimension Definition	Dimension

Release 9.5

Old Term	New Term
KPI hierarchy	Dimension hierarchy
Fact	Measure
Dimension Definition	Dimension

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 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.
Process Instance Control (PIC) and Process Step Instance Control (PSIC) content are now identical.	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.
Launching the Process Performance Manager (PPM) no longer depends on a Java applet	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.

Added Item	Description
Ability to delete Key Performance Indicators by date and name	You are now able to delete KPIs by date and name.
Ability to view custom MashZone Next Gen dashboards within Business Console	You are now able to view your custom dashboards within the Business Console.
Optimize User Interface provides 508 Compliance for images	The Optimize User Interface provides 508 Compliance for images ensuring all images have proper alt text.

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	User 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	▪ 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.

Release 9.6

Added Item	Description
Ability to monitor milestones	Added support for analysis of process stages and milestones. Optimize for Process now provides the following information in the form of both EDA events and REST services: stage started, stage completed, stage breached.

Added Item	Description
Support publication of process tracking events	Enabled users to select process tracking events for publication.

Release 9.5

Added Item	Description
Enhanced Event Map Edit Capabilities	Metadata enhancements to facilitate non-destructive editing of event maps. Users can now add new attributes (including facts, dimensions and transactional attributes) to an existing event map without losing the underlying collected data.

Changed Item	Description
Process Analytics	The How am I doing?, What Can I Improve? and What Is Happening Now? views on the Process Analytics page have been removed, and the page has been simplified so there is only one view. See the *webMethods Optimize User's Guide* for more information.

9.0   Added, Removed, Deprecated, or Changed APIs

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

Release 9.7

Added API	Description
Rest Services	These services enable users to access Optimize data in various ways.

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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