

webMethods Optimize for Process 9.5 SP1 Readme

November 2013

This file contains important information you must read before using Optimize for Process 9.5 SP1. You can find additional information about Optimize for Process 9.5 SP1 on the [Software AG Documentation website](#). In addition, the following suite-related information is also available at that location:

webMethods Product Suite Release Notes
webMethods System Requirements
webMethods System Cache Specifications
Using the Software AG Installer
Installing webMethods Products
Using the Software AG Update Manager (fixes)
Upgrading webMethods Products
Product Documentation

You can find the following information in the Products section of the [Empower website](#):

Security Information
Globalization Information

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1.0 Critical Information

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

- webMethods Optimize for Process 9.5 SP1 is compatible for execution only with the latest 9.5 SP1 versions of other webMethods products.
- When using Broker Basic Authentication, do not set ACL on the Analysis client group.
- It is strongly recommended that all customers using Optimize for Process 9.5 SP1 install OPT_9.5_SP1_Fix1.

2.0 Known Issues

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

- OBE-5983
Optimize logging fails in some cases.
When configuring the JNDI properties for the wmPRT package within Integration Server, Optimize logging may fail when the Integration Server default JNDI provider is webMethods Universal Messaging.
There is no workaround for this issue.
- OBE-5954
When migrating from Optimize 7.1.2 to 9.5, Broker settings are not maintained.
When importing an Optimize 7.1.2 environment using the My webMethods Environment s page and migrating to the 9.5 SP1 release, the JMS Provider settings are reset to webMethods Universal Messaging as the default which removes Broker as the JMS provider from the 7.1.2 environment.
As a workaround, edit the JMS provider setting on the Map Endpoints tab following migration to restore the original Broker settings.
- OBE-4617
When migrating from Optimize 8.2.1 to 9.0.1 with a DB2 database using a clustered environment, errors may occur.
When using a DB2 database, the following errors occurs when running the CleanupOldClusterComponents.bat script following migration from Optimize 8.2.1 to 9.0.1:
(OPTIMIZE) [Analytic Engine v9.0.0.0.CleanupOldClusterComponents.UnknownKey] 2013-05-20 18:01:06.502 EDT ERROR: java.sql.SQLException: [SoftwareAG][DB2 JDBC Driver][DB2]ADMINISTRATOR.NULL IS AN UNDEFINED NAME
There is no workaround for this issue.

- OBE-4286
In some cases, the pushStepControlOperation service may not function correctly.
The step information is not properly passed to the "pushStepControlOperation" service exposed by the Optimize Web Service Data Collector when using the Integration Server web service connector to connect to the "pushStepControlOperation" service.
There is no workaround for this issue.
- OBE-4245
You cannot navigate between process instances on the Process Instance Detail page as expected when linked from the Process Analytics page Step Instances table.
On the Process Analytics page, when clicking on a process instance detail link from within the Step Instance table the resulting Process Instance Detail page will display PREV/NEXT buttons as disabled.
As a workaround to view the previous or next process instance, click the Close button on the Process Instance Details page. The display will return to the Process Analytics page where you can choose the applicable process instance.
- OBE-4050
A "No Matches Found" message may be erroneously displayed when searching from the Analytics Overview page.
On the Analytics Overview page, the table view does not reset the page selection setting after a new search is invoked. This issue can cause a "No Matches Found" message to be displayed if the user had previously selected a page greater than the search's resulting page size.
As a workaround, users can click on one of the table paging links to avoid the problem.
- OBE-4038
In some cases involving non-Latin based characters, a keyword search from the Process Instances page may erroneously return no results.
When performing a keyword search on the Process Instances page using non-Latin based characters, no results are returned. This issue affects only Optimize installations using SQL Server as the database.
There is no workaround for this issue.
- OBE-4037
In some cases involving non-Latin based characters, a keyword search from the Business Processes page may erroneously return no results.
When performing a keyword search on the Business Processes page using non-Latin based characters, no results are returned. This affects only Optimize installations using SQL Server as the database.
There is no workaround for this issue.
- OBE-3854
Some KPI baseline statistics may be incorrect.
Baseline statistics are incorrect for 1-hour, 2-hour, 4-hour, and 8-hour KPIs.
There is no workaround for this issue.
- OBE-4149
Deploying a process event map running in a Russian locale results in unreadable database structures.
When deploying a process-based event map from Russian user interface, Optimize takes Russian display names of built-in fields to generate database tables. This results in an unreadable database structure and

complicates creating reports with external tools.

As a workaround, use only Latin characters for event map attributes, including the event map name, as well as for all dimension attributes.

- OBE-3592
Optimize does not support batch size deployment of assets.
You cannot use the Batch Size property when deploying Optimize assets.
As a workaround, set the Batch Size property to 0 before deploying Optimize assets. For more information about setting up the Batch Size property, see the PDF publication *webMethods Deployer Users Guide*.

3.0 Usage Notes

This section highlights product limitations and changes to product behavior introduced in this release.

- 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.
- Note the following My webMethods pages have been renamed since the 7.1.x version:
 - "Administration > Analytics > Analysis Overview" was renamed to "Administration > Analytics > Overview Configuration"
- 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.
- When using tabbed navigation in Optimize, the user interface does not remember the previously displayed portlet context. Throughout My webMethods, portlets always open in their original context regardless of their state when the user last viewed them.
- When using an Oracle database, to avoid receiving errors from the Analytic Engine when the Oracle open cursors setting is exceeded, the open cursors setting can be increased to 1000 as documented in the *Administering webMethods Optimize* guide.

4.0 Fixes and Enhancements

This section describes the fixes and enhancements included in Optimize for Process 9.5 SP1.

4.1 Fixes and Service Packs Included in This Release

This section lists the fixes and service packs for previous releases that have been included into the current release. If only some issues in a fix or service pack have been included, that partially included fix or service pack is not listed here, and those issues are listed separately in [Section 4.2 Resolved Issues](#). See the Knowledge Center section of the [Empower website](#) for more information about fixes and service packs.

- OPT_7.1_SP2_Fix15
- OPT_8.0_SP3_Fix9
- OPT_8.2_SP1_Fix11
- OPT_9.0_SP1_Fix1

4.2 Resolved Issues

This section lists issues that were resolved in this release and that are not included in the fixes and service packs listed in [Section 4.1 Fixes and Service Packs Included in This Release](#). These issues might have been resolved in a fix or service pack that was not included in its entirety into this release, or they might have been resolved since the last fix or service pack was released.

- 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.

4.3 Enhancements

For a detailed list of the enhancements included in Optimize for Process 9.5 SP1, see the Release Notes available on the [Software AG Documentation website](#).

4.4 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.

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

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

4.5 Terminology Changes

This section lists terminology that has changed since the last full release of the product.

Old Term

KPI hierarchy

Fact

Dimension Definition

New Term

Dimension hierarchy

Measure

Dimension

4.6 Added, Removed, Deprecated, or Changed Items

This section lists product functionality that has been added, removed, deprecated, or changed since the last full release of the product. Deprecated Built-In services and APIs are listed in the relevant sections that follow this one.

Added Item

Enhanced Event Map Edit Capabilities

Description

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.

Removed Item

None

Replacement Item (if applicable)

Deprecated Item

None

Replacement Item (if applicable)

Changed Item

Process Analytics

Description

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.

4.7 Added, Removed, Deprecated, or Changed Built-In Services

This section lists Built-In services that have been added, removed, deprecated, or changed since the last full release of the product.

None.

4.8 Added, Removed, Deprecated, or Changed APIs

This section lists APIs that have been added, removed, deprecated, or changed since the last full release of the product.

None.

5.0 Copyright Information

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6.0 Support

To obtain support for webMethods Product Suite components, refer to the following resources:

[Empower website](#)

Visit the Empower website to learn about support policies and critical alerts, read technical articles and papers, download products, fixes, and service packs, submit feature/enhancement requests, and more.

[Software AG Developer Community for webMethods](#)

Visit the Software AG Developer Community to access additional articles, demos, and tutorials, technical information, samples, useful resources, online discussion forums, and more.

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