

webMethods Optimize for Infrastructure 9.6 Readme

April 2014

This file contains important information you must read before using Optimize for Infrastructure 9.6. You can find additional information about Optimize for Infrastructure 9.6 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 and Intelligent Business Operations System Requirements
webMethods System Cache Specifications
Using the Software AG Installer
Installing webMethods and Intelligent Business Operations Products
Using the Software AG Update Manager (fixes)
Upgrading webMethods and Intelligent Business Operations 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 Infrastructure 9.6 is compatible for execution only with the latest 9.6 versions of other webMethods products. However, you can use webMethods Optimize for Infrastructure 9.6 to monitor earlier versions of 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 Infrastructure 9.6 install OPT_9.6_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](#).

- WID-917
In some cases, KPI data collection for Integration Server Cluster (IS Cluster) components may be stopped. KPI data is not collected for IS Cluster components if the Integration Server through which the connection is established is suspended or deleted.
As a workaround, rediscover an Integration Server asset which is part of an IS Cluster configuration, if the connection has been suspended or deleted.
- WID-985
In some cases, KPI data is not collected for Terracotta based Integration Server clusters. Optimize does not collect KPI data for Terracotta based Integration Server clusters in some situations. This problem occurs because of DNS resolution in the network. If a fully qualified host name is required to connect from Infrastructure Data Collector to an Integration Server host then IS Cluster monitoring fails. There is no workaround for this issue.
- WID-987
The Infrastructure Data Collector migrate.sh migration utility fails on Solaris
When the Infrastructure Data Collector ./migrate.sh script is executed, it fails to run and throws the following exception
bash-3.00\$ pwd
/FS/fs0311/CV/home/wmguest/SoftwareAG96/InfrastructureDC/bin/migrate
bash-3.00\$ cd ./migrate.sh
bash: cd: ./migrate.sh: Not a directory
bash-3.00\$./migrate.sh
./migrate.sh: syntax error at line 13: `INSTALL_DIR=\$' unexpected

As a workaround, locate the following line in the migrate.sh script:

```
INSTALL_DIR=$(cd "$(dirname "$0")/../../.."; pwd)
```

and replace it with the following:

```
CDIR=`dirname "$0`
```

```
INSTALL_DIR="{CDIR}/../../.."
```

```
INSTALL_DIR=`cd "${INSTALL_DIR}" && pwd`
```

The script should now run correctly.

- **WID-991**
The Infrastructure Data Collector version 8.2.2 to version 9.6 data migration utility fails in some cases. The Infrastructure Data Collector migration{bat|sh} which migrates data from version 8.2.2 to 9.6 fails with a file not found exception. There is no workaround for this issue.
- **WID-287 (was 1-1SIKWH)**
Deleted assets are not immediately removed from the Monitored Components page. Depending on the number of monitored components, it can take some time for deleted assets to be removed from the Monitored Components and Analytics Overview pages. As a workaround, after deleting the asset, wait a few moments before verifying that the information on the Monitored Components and Analytics Overview pages has been updated.
- **RGHBAM-5471**
Optimize for Infrastructure cannot discover assets that use an IPv6 address. The Optimize Analytic Engine does not function with IPv6, so Optimize for Infrastructure must be run on IPv4 while it monitors resources running on IPv6. As a workaround, users need to discover Software AG applications running on IPv6 using the appropriate hostname rather than the IPv6 address.

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.
- 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 Infrastructure 9.6.

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_8.0_SP3_Fix9
- OPT_8.2_SP1_Fix11
- OPT_9.0_SP1_Fix1
- OPT_9.5_SP1_Fix2

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.

- WID-849
Discovery of an Integration Server asset may fail on an HTTPS configured port.
Attempting to discovery an Integration Server asset may fail on an HTTPS configured port, even though the security configuration for the asset is correct. The message provided for the failed discovery is not helpful.
This issue has been resolved.

- WID-941

Excessive and spurious entries may appear in the Infrastructure Data Collector log when discovering and monitoring a Universal Messaging environment.

When discovering and monitoring a Universal Messaging environment CMP can generate warnings on an SSL context repeatedly and create excessive trivial entries in the Infrastructure Data Collector log. As a workaround, users can set their log level debug, to minimize entries related to this issue.
- WID-972

The Infrastructure Data Collector Windows service cannot be uninstalled and reinstalled. If you uninstall the Infrastructure Data Collector service in Windows, it cannot be re-installed. This issue has been resolved.
- 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 can cause a "No Matches Found" message to be displayed if the user had previously selected a page greater than the searches resulting page size.

There is no workaround for this issue.
- OBE-6158

Cross site scripting (XSS) issues have been identified in Optimize.

The My webMethods Optimize for Infrastructure Asset Discovery page is vulnerable to cross site scripting (XSS).

This issue has been resolved.
- OGI-343

The JMX server fails when the CTP profile is started with a disabled IPv6 on a SUSE Linux Enterprise Server 11.

When the CTP profile is started on Linux systems where IPv6 is present in the kernel or as a loadable module, but is disabled in the kernel runtime configuration, the JMX server fails.

As a workaround, enable IPv6 in the kernel runtime configuration.
- 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
```

This issue has been resolved.

- OBE-6064
After applying fixes, Optimize may erroneously report Integration Server problems. After applying the OPT_8.2_SP1_Fix11 fix, Optimize rules erroneously report violations in regard to Integration Server monitoring. The rule violations indicate that Integration Server is not functioning correctly when, in fact, there are no problems. In particular, the IntegrationServer Failure Status rule violates repeatedly despite the fact that the Integration Server is operating correctly. This issue has been resolved.

4.3 Enhancements

For a detailed list of the enhancements included in Optimize for Infrastructure 9.6, 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” the “Universal Messaging KPI Definitions” that lists and explains KPIs for monitoring Universal Messaging Servers has been updated with additional KPIs.

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	New Term
KPI hierarchy	Dimension hierarchy
Fact	Measure
Dimension Definition	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	Description
Universal Messaging Monitoring of Threadpools and Interfaces	Optimize for Infrastructure can now monitor Threadpools and Interface KPIs.
Removed Item	Replacement Item (if applicable)
None.	
Deprecated Item	Replacement Item (if applicable)
None.	
Changed Item	Description
None.	

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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