

webMethods Optimize for Process 9.6 Readme

April 2014

This file contains important information you must read before using Optimize for Process 9.6. You can find additional information about Optimize for Process 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 Process 9.6 is compatible for execution only with the latest 9.6 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 9.6 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](#).

- OBE-6031
The Linux startup script for the Analytic Engine does not function correctly.
Users encounter problems when attempting to start up the Optimize Analytic Engine using the optimize/analysis/bin/startupAnalyticEngineNoWrapper.sh script. Shortly after startup a nerv config error is thrown followed by series of out of memory errors. In addition, the Analytic Engine process may function erratically.
There is no workaround for this issue.
- OBE-6166
In some cases, process instance duration information may be incorrect in Optimize.
Process Tracker does not always pass process duration information to the Analysis component in an appropriate manner.
There is no workaround for this issue.
- OBE-6178
In the WmOptimize package, events may be formatted incorrectly.
There are problems with namespaces and other event formatting issues with some events generated when using the WmOptimize package.
There is no workaround for this issue.

- OBE-6231
Some Optimize generated events may not be in the correct namespace
Events generated by webMethods Optimize may be located in the incorrect namespace. The following events have been identified in connection with this issue: ProcessInstanceChange, ProcessStepInstanceChange, Process InstanceError, ProcessStepInstanceError.
As a workaround, apply OPT_96_Fix1.
- 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-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.

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 Process 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.

- 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, 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 9.6, 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 “Monitoring System Component and Business Process Performance” chapter of the *webMethods Optimize User’s Guide* now include 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.

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

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.

Support publication of process tracking events

Enabled users to select process tracking events for publication.

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.

OPTPROC-RM-96-20140415