



# **TIBCO® Operational Intelligence Agent**

## **Release Notes**

*Software Release 3.0.0  
June 2020*

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# TIBCO Documentation and Support Services

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## How to Access TIBCO Documentation

Documentation for TIBCO products is available on the TIBCO Product Documentation website, mainly in HTML and PDF formats.

The TIBCO Product Documentation website is updated frequently and is more current than any other documentation included with the product. To access the latest documentation, visit <https://docs.tibco.com>.

## Product-Specific Documentation

The following documents for TIBCO® Operational Intelligence Agent can be found on the [TIBCO® Operational Intelligence Agent](#) documentation page:

- *TIBCO® Operational Intelligence Agent Release Notes*
- *TIBCO® Operational Intelligence Agent Installation and Configuration*
- *TIBCO® Operational Intelligence Agent User Guide*
- *TIBCO® Operational Intelligence Agent Security Guidelines*

## How to Contact TIBCO Support

You can contact TIBCO Support in the following ways:

- For an overview of TIBCO Support, visit <http://www.tibco.com/services/support>.
- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the TIBCO Support portal at <https://support.tibco.com>.
- For creating a Support case, you must have a valid maintenance or support contract with TIBCO. You also need a user name and password to log in to <https://support.tibco.com>. If you do not have a user name, you can request one by clicking Register on the website.

## How to Join TIBCO Community

TIBCO Community is the official channel for TIBCO customers, partners, and employee subject matter experts to share and access their collective experience. TIBCO Community offers access to Q&A forums, product wikis, and best practices. It also offers access to extensions, adapters, solution accelerators, and tools that extend and enable customers to gain full value from TIBCO products. In addition, users can submit and vote on feature requests from within the [TIBCO Ideas Portal](#). For a free registration, go to <https://community.tibco.com>.

## New Features

TIBCO® Operational Intelligence Agent (TIBCO OI Agent) offers the following features and functions:

Feature	Description
Windows event collection	TIBCO Operational Intelligence Agent includes a new stable and reliable Windows event collector design.
Wildcards in the <b>Directory Path</b> field for real-time file collection	<p>The <b>Directory Path</b> field supports wildcard such as asterisk (*) or the question mark (?) for matching directory names. Example:</p> <p>Example of wildcard characters in Directory Path for Real-Time collection:</p> <pre>//sharepoint/mainFolder/subFolder1/FileName1.log //sharepoint/mainFolder/subFolder2/FileName2.log //sharepoint/mainFolder/subFolder3/FileName3.log ... //sharepoint/mainFolder/subFolder70/FileName70.log</pre> <p>To collect the files from all the subFolders, enter //sharepoint/mainFolder/subFolder*/ in the <b>Directory Path</b> field and FileName*.log in the <b>File(s) Include</b> field.</p> <p>For more information, see "Wildcards in Directory Path for Real-Time File Collection" in the <i>TIBCO® Operational Intelligence Agent User Guide</i>.</p>
Java 11	<p>TIBCO OI Agent supports Java 11. Oracle Java Development Kit (JDK) 11 is bundled with TIBCO Universal Installer. You can also use Zulu or Red Hat OpenJDK instead of JDK 11.</p> <p>For versions of Java supported with TIBCO OI Agent, see the product Readme file.</p>
TIBCO Universal Installer	TIBCO OI Agent is installed by using the TIBCO Universal Installer. During the installation, you can also configure the OI Agent component and the OI Console component. JDK 11 is also included with the installer.
OI Console	In OI Console, you can remotely configure collector and forwarder rules for the OI Agent component. You can also import or export configurations and statistics for analyzing trends.

# Migration and Compatibility

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You can migrate from TIBCO LogLogic® Universal Collector 2.9.0 to TIBCO OI Agent 3.0.0.



TIBCO OI Agent is compatible with TIBCO LogLogic® Log Management Intelligence 6.2.0 or later.

For list of system and hardware requirements required during migration, see the product Readme file.

## Migration from LogLogic® Universal Collector 2.9.0 to TIBCO OI Agent 3.0.0

Migration from LogLogic Universal Collector 2.9.0 is possible both during the installation of TIBCO OI Agent 3.0.0 or after the installation:



You must stop LogLogic Universal Collector services before starting the migration process. After completing the migration process, you need to uninstall LogLogic Universal Collector 2.9.0 manually.

- **Migration during the installation:**

During the TIBCO OI Agent installation, you are prompted to provide the LogLogic Universal Collector 2.9.0 installation (UC\_HOME) directory path. The installer automatically copies all the required files from LogLogic Universal Collector 2.9.0 to TIBCO OI Agent 3.0.0.

- **Migration post installation:**

To migrate data from LogLogic Universal Collector 2.9.0 after you have installed TIBCO OI Agent, copy the `active.data` file from the existing UC\_HOME to the OIAG\_HOME.



TIBCO OI Agent does not support migration or upgrade through TIBCO LogLogic® Management Center.

For detailed information about migration, see "Migrating from LogLogic Universal Collector to TIBCO OI Agent 3.0.0" in *TIBCO® Operational Intelligence Agent Installation and Configuration*.

# Known Issues

The following known issues are identified in this release of TIBCO OI Agent.

Key	Description
OIAG-860	<p><b>Summary:</b> After you migrate data from LogLogic Universal Collector to TIBCO OI Agent, the General Settings page in TIBCO OI Agent displays blank fields (instead of displaying the autogenerated and default values).</p> <p>However, the default values are stored at the back end, and this display issue does not affect the working of the functionality in any way.</p> <p><b>Workaround:</b> None. You can enter the values in the fields, if required.</p>
OIAG-800	<p><b>Summary:</b> Remote file collector does not support message size larger than 128 KB if ULDP forwarder is used.</p> <p><b>Workaround:</b> Use TCP syslog forwarder.</p>
OIAG-797	<p><b>Summary:</b> The message count provided by the <b>Since UpTime(msg)</b> counter on the Stats page is incorrect. During remote file collection, the value of the <b>Since UpTime(msg)</b> counter increases by 1 for every file collected, instead of increasing by the number of log messages collected.</p> <p><b>Workaround:</b> None</p>
OIAG-742	<p><b>Summary:</b> When creating a ULDP forwarder, if you use the <b>Scheduled Forwarding</b> option and the forwarded logs are not received by LogLogic® LMI at the scheduled time.</p> <p><b>Workaround:</b> None</p>
OIAG-732	<p><b>Summary:</b> When you copy a log source collector by using the <b>Copy</b> icon, the copied collector is enabled by default.</p> <p><b>Workaround:</b> If required, manually disable the copied collector.</p>
OIAG-727	<p><b>Summary:</b> When creating a new real-time collector, the log source name is not automatically copied to the <b>Application Name</b> field.</p> <p><b>Workaround:</b> Manually copy the log source name to the <b>Application Name</b> field.</p>
OIAG-723	<p><b>Summary:</b> When creating a new remote file collector, the <b>Last Collected Time</b> and <b>Next Collection Time</b> information is not available in the <b>Configure Remote file Collector</b> dialog box.</p> <p><b>Workaround:</b> None</p>
OIAG-619	<p><b>Summary:</b> When creating a real-time file collector, if you enter multiple file names in the <b>File(s) Include</b> field, only the first file name in the <b>File(s) Include</b> field is validated and not the subsequent file names.</p> <p><b>Workaround:</b> Ensure you enter the correct file names in the <b>File(s) Include</b> field.</p>

Key	Description
OIAG-568	<p><b>Summary:</b> When creating a secured forwarder configuration, after you upload the certificate in the <b>Security</b> section, the certificate information is not displayed.</p> <p><b>Workaround:</b> None</p>
OIAG-542	<p><b>Summary:</b> When creating a remote file collector, in the <b>File path</b> field, if you enter the file name with the multibyte characters, the test connection fails.</p> <p><b>Workaround:</b> None</p>
OIAG-524	<p><b>Summary:</b> When the internal logs from the OI Agent component are forwarded to LogLogic LMI, they are mapped to LogLogic Universal Collector data model.</p> <p><b>Workaround:</b> None</p>
OIAG-507	<p><b>Summary:</b> When creating a remote file collector, if you enable the <b>File Rotation</b> option, the original file name is not automatically detected.</p> <p><b>Workaround:</b> Ensure you enter the correct file name in the <b>Original name</b> field.</p>
OIAG-500	<p><b>Summary:</b> TIBCO OI Agent does not support migration from LogLogic Universal Collector 2.8.0 to TIBCO OI Agent 3.0.0.</p> <p><b>Workaround:</b> Upgrade the older versions of LogLogic Universal Collector to LogLogic Universal Collector 2.9.0.</p> <p>Example: Upgrade from LogLogic Universal Collector 2.8.0 to LogLogic Universal Collector 2.9.0 and then migrate to TIBCO OI Agent 3.0.0.</p>
OIAG-426	<p><b>Summary:</b> On Windows platform, when you run TIBCO OI Agent components, you might get the following error:</p> <p>The program cannot start because &lt;some_lib&gt;.dll is missing from your computer. Try reinstalling the program to fix this problem.</p> <p><b>Workaround:</b> The issue is not related to TIBCO OI Agent software but with your Windows operating system. This issue can be fixed with 2 Microsoft updates:</p> <ol style="list-style-type: none"> <li>1. Update for Windows (KB2999226) updates the api-ms-win-crt-stdio-11-1.0.dll</li> <li>2. Microsoft Visual C++ 2015 Redistributable Update 3 RC fixes issues with a missing or older version of the vcruntime140.dll</li> </ol> <p>In addition, it is recommended that you update your Windows OS with the latest service pack and patches.</p> <p>For more information, see <a href="#">Microsoft Documentation</a>.</p>



Key	Description
OIAG-294	<p><b>Summary:</b> When you are installing OpenJDK from Zulu and creating a UDP (Syslog) forwarder, the logs are not forwarded to LogLogic LMI.</p> <p><b>Workaround:</b> Use TCP (Syslog), ULDP forwarder, or other JDK such as JDK installed through TIBCO Universal installer when you are installing OpenJDK from Zulu.</p> <p>For versions of Java supported with TIBCO OI Agent, see the product Readme file.</p>
OIAG-279	<p><b>Summary:</b> On Linux platform, multiple OI Console processes can run on the same port even if the OI Console fails to start. This can be because the OI Console port is in use.</p> <p><b>Workaround:</b> Manually stop the <b>tiboiconsole</b> processes.</p>
OIAG-126	<p><b>Summary:</b> If the Java path for TIBCO OI Agent services contains spaces (example: c:\Program Files\ ...), then TIBCO OI Agent components cannot start and a fatal error is displayed.</p> <p><b>Workaround:</b> Use a file naming convention that does not allow spaces (so that the JDK path does not contain any spaces).</p>