



# **TIBCO BusinessConnect™**

## **Release Notes**

*Version 7.3.0*  
*April 2022*



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# Release Notes

The release notes list the major updates in version 7.3.0 of the product. For information about an earlier version, see the release notes provided with the corresponding version. In addition, it also includes the migration procedures.

## Topics

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## New Features

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The following features have been added in this release of TIBCO BusinessConnect™.

### Updated Package Contents

The following packages are updated in this release:

- TIBCOJRE has been upgraded to release 11.0.12
- TIBCrypt 2.19.4.jar
- TIBCO Universal Installer has been upgraded to 3.7.4 V1

### Third-Party Software Bundle

The following third-party software is now bundled with BusinessConnect:

- Apache Tomcat 9.0.58
- XercesImpl.jar 2.12.2
- apache-mime4j-core-0.8.6.jar
- commons-io-2.11.0.jar
- xmlsec-2.1.7.jar
- log4j-api-2.17.1.jar
- log4j-core-2.17.1.jar
- log4j-slf4j-impl-2.17.1.jar
- slf4j-api-1.7.31.jar
- httpclient-4.5.13.jar
- httpclient-cache-4.5.13.jar
- httpmime-4.5.13.jar

## Changes in Platform Support

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Supported platforms are not affected in this release. For a complete list of supported platforms, see the Readme file.

## Changes in Functionality

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No functionality changes have been made in this release of TIBCO BusinessConnect™.

# Deprecated and Removed Features

The following features have been deprecated or removed as of this release of TIBCO BusinessConnect™.

When relevant, useful alternatives to the deprecated features are listed. As a deprecated feature can be removed in a future release, you must plan for discontinuing the use of the feature and avoid creating new dependencies that use the deprecated feature.

## Deprecated Features

Affected Component	Description	Deprecated in Version
AIX	This version of the product no longer supports AIX platform.	7.3.0
Solaris SPARC 64-bit and Solaris X86 64-bit	This version of the product no longer supports Solaris SPARC 64-bit and Solaris X86 64-bit platforms	7.3.0



## Migration and Compatibility

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The following information provides migration procedures for this release of TIBCO BusinessConnect™.



Before installing TIBCO BusinessConnect 7.3.0, ensure that you stop all running TIBCO processes, such as TIBCO Hawk and TIBCO Administrator, because an updated JRE version 1.8.0 is part of the installation package. If any TIBCO processes are running, the installer issues a warning to stop the processes.

### Migrating from Release 6.3.x, 6.4.x, or 7.x

To migrate data from TIBCO BusinessConnect 6.3.x, 6.4.x, or 7.x perform the following tasks:

- [Task A, Exporting the Old Configuration](#)
- [Task B, Exporting Domain Security Privileges](#)
- [Task C, Removing Old Applications](#)
- [Task D, Uninstalling TIBCO BusinessConnect 6.3.x, 6.4.x, or 7.x and Existing Protocols](#)
- [Task E, Installing and Configuring TIBCO BusinessConnect 7.3.0](#)
- [Task F, Importing Previously Exported Domain Security Privileges](#)
- [Task G, Importing the Old Configuration to Trigger Migration](#)
- [Task H, Upgrading the Other Database Schemas](#)

#### Task A Exporting the Old Configuration

1. Perform the following steps to export the existing TIBCO BusinessConnect 6.3.x, 6.4.x, or 7.x configuration by using TIBCO Administrator GUI:
1. Log in to TIBCO Administrator. Click **BusinessConnect** in the left panel, and then click **Manage** in the right panel.
2. In the **Management** area of the Manage Installation dialog box, click **Export**.
3. (Optional) In the Configuration Data Export dialog box, click **set** to set a password to protect the exported data.
4. Click **Export** to export the existing configuration.  
Do not exit until the export process is successfully completed.
5. Click **Download**.

You are prompted to confirm that you want to download the *InstallationName.csx* file and to specify where the file is to be saved.

The exported configuration is secure and can be imported into TIBCO BusinessConnect 7.2.1 as outlined in the following steps.

### Task B Exporting Domain Security Privileges

Export the domain security privileges along with an access-control list (ACL). Perform this task if either of the following conditions apply to your implementation:

- TIBCO Runtime Agent or TIBCO Administrator is upgraded.
- Data is migrated from one domain to another.

For more information, see *TIBCO Runtime Agent Domain Utility User's Guide*.

If the domain data remains in the same domain after the upgrade, proceed to [Task C, Removing Old Applications](#).

### Task C Removing Old Applications

Perform the following steps to remove old applications:

1. Undeploy any existing TIBCO BusinessConnect applications.

For more information regarding undeployment, see *TIBCO BusinessConnect Interior Server Administration*, "Removing TIBCO BusinessConnect."

2. Delete TIBCO BusinessConnect applications.

For more information regarding removing the application, see *TIBCO BusinessConnect Interior Server Administration*, "Removing TIBCO BusinessConnect."

### Task D Uninstalling TIBCO BusinessConnect 6.3.x, 6.4.x, or 7.x and Existing Protocols

To uninstall TIBCO BusinessConnect 6.3.x, 6.4.x, or 7.x and existing protocols, perform the following steps:

1. Stop all running TIBCO processes, such as TIBCO Hawk and TIBCO Administrator.
  2. Uninstall TIBCO BusinessConnect 6.3.x, 6.4.x, or 7.x and existing protocols.
- See the "Uninstallation" topic in the TIBCO BusinessConnect Installation and Configuration guide for more information about uninstalling BusinessConnect 6.3.x or 7.x.

- To uninstall existing protocols, see the installation guide of each protocol.



Ensure that the BC-HOME directory is deleted. If it still exists, you must manually delete it.

3. Restart TIBCO Administrator and TIBCO Hawk.

### Task E Installing and Configuring TIBCO BusinessConnect 7.3.0

To install TIBCO BusinessConnect 7.2.1 and appropriate protocols, perform the following steps:



After installing TIBCO BusinessConnect 7.2.1, if you want to use TIBCO BusinessConnect security features, you must install the Unlimited Strength JCE Policy files. For more information regarding the installation of the Unlimited Strength JCE Policy files, see *TIBCO BusinessConnect Installation and Configuration*.

1. Install TIBCO BusinessConnect 7.3.0.

For more information, see *TIBCO BusinessConnect Installation and Configuration*.

2. Install the appropriate protocols.

For more information, see the documentation of each protocol.

To perform migration from TIBCO BusinessConnect 6.3.x, 6.4.x, or 7.x to 7.3.0, the systems must contain an identical set of protocols.

3. Configure the TIBCO BusinessConnect 7.3.0 installation.

This operation upgrades the configuration store database schemas. For more information, see *TIBCO BusinessConnect Installation and Configuration*, Chapter 3, "Postinstallation."

4. After the installation is configured, activate the protocols.

For more information, see the documentation of each protocol.

### Task F Importing Previously Exported Domain Security Privileges

If the domain security privileges were exported as in [Task B, Exporting Domain Security Privileges](#), import them back to TIBCO Administrator.

For more information, see *TIBCO Runtime Agent Domain Utility User's Guide*.

## Task G Importing the Old Configuration to Trigger Migration

To import the saved old installation, perform the following steps:

1. Click **BusinessConnect** in the left panel, and then click **Manage** in the right panel.
2. In the **Management** area of the Manage Installation dialog box, click **Import**.
3. In the Configuration Data Import dialog box, click **change**.
4. In the Change File dialog box, click **Browse** to specify where the *InstallationName.csx* file was saved. Click **OK**.
5. If the configuration file is saved with a password, enter that password.
6. Click **Import**.
7. When the Configuration Import dialog box is displayed, click **OK** to import the exported data.

The migration process starts and the configuration store data is imported.



Do not exit this process while data is being imported. It is important to wait until this process is completed. If the data import process is interrupted for any reason, the system might be left in an unpredictable state. In this case, you have to recreate the installation and perform a new import operation.

## Task H Upgrading the Other Database Schemas

After importing the old configuration, upgrade the other database schemas.

The following logs and runtime databases schemas are required to be upgraded:

- Audit Schemas, which are used to store audit information.
- Non-Repudiation Schemas, which are used to store non-repudiation information.
- Runtime Schemas, which are used by the TIBCO BusinessConnect runtime engine.

The migration code upgrades schemas if all of the following conditions are met:

- The database specified in TIBCO BusinessConnect 7.3.0 configuration is started and is running.
- The user schema privileges are appropriate.
- Old database schemas are not removed.
- The audit, non-repudiation, and runtime handles are not different from the configuration store handle.

If any of these requirements are not met, you have to create the schema tables manually.

If one or more requirements for upgrading the other database schema tables are not met, you have to update tables for audit logs, non-repudiation logs, or runtime manually by performing the following steps:

1. In TIBCO Administrator, expand **BusinessConnect > System Settings > Audit, Non-Repudiation and Runtime Database Configuration**.
2. From the **Target Table Type** list, select the table type to upgrade:
  - **Audit Log**
  - **Non Repudiation Log**
  - **Runtime Data Store**
3. Click **Create**.
4. Perform the following actions in the Table Creation dialog box:
  - Click **Create** to remove existing tables and recreate them.
  - Click **Update** to update tables with incremental changes.
5. Click **OK**.

After the other database schemas are upgraded, the whole migration process is completed.

## Closed Issues

The following issues have been fixed in this release of TIBCO BusinessConnect™.

Key	Summary
BC-11289	The FTPS client connection fails when you send the PASV command, as the server responds with an inaccessible IP address.
BC-10932	The transactions with Error status generate NullPointerExceptions for several trading partners.
BC-10726	When you attempt to import a business agreement from TIBCO BusinessConnect version 7.1.0 to version 7.2.0, the <b>Scripts</b> field and the <b>Script Engine</b> field did not display in <b>SSH Settings</b> tab and the script engines (FESI or Nashorn) could not be selected.
BC-10684	The hibernation related exception occurs and an Error Transport message is displayed when you attempt to send messages through Inbox transport using X12 outbound process in TIBCO BusinessConnect™ EDI Protocol powered by Instream® .
BC-10677	The rollback operation performed on Microsoft SQL server fails when the <b>AutoCommit</b> mode is set to true.
BC-10672	When Interior Server engines are down, if you attempt to start the Gateway Server engine and stop it from Admin UI , the consumer count increases for <b>DMZMSH-MESSAGE-REPLY</b> queue due to accumulation of pending messages in the queue.
BC-10673	The TIBCO BusinessConnect™ Palette cannot be configured to receive messages without a specific operation ID, which result in accumulation of messages in the <b>INITIATOR.RESPONSE</b> queue.
BC-9959	The database performance is affected when TIBCO database stores procedures that use updating cursor methods.

## Known Issues

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The following issues exist in this release of TIBCO BusinessConnect™.

Key	Summary/Workaround
BC-11120	<p><b>Summary:</b> For successful Gmail transactions, records in the <b>bc_process_details</b> table do not get delete.</p> <p><b>Workaround:</b> None</p>
BC-10423	<p><b>Summary:</b> When you send an EMAIL transaction for EZComm protocol enabled either for encryption or compression, or both, with signed Request Receipt, "MIC Mismatch Error" occurs.</p> <p><b>Workaround:</b> None</p>
BC-10416	<p><b>Summary:</b> The signing verification fails for the asynchronous transaction in EZComm protocol, when you send encryption and compression together with an EMAIL transport.</p> <p><b>Workaround:</b> None</p>
BC-10284	<p><b>Summary:</b> The deep link URL or shared reports are neither copied nor displayed on Internet Explorer browser.</p> <p><b>Workaround:</b> Open the deep link URL or shared reports by using Mozilla Firefox browser or Google Chrome browser.</p>
BC-10276	<p><b>Summary:</b> TIBCO BusinessConnect does not support CAST128-CBC and HMAC_RIPEMD160 ciphers for SSHFTP protocol.</p> <p><b>Workaround:</b> None</p>
BC-10258	<p><b>Summary:</b> When you try to migrate TIBCO BusinessConnect using Oracle database from versions 6.4.0 or 7.0.0 to version 7.2.0, database initialization fails and displays "Insufficient Privileges" error message. After you provide required privileges and initialize the database, "Datastore creation Failed" error message is displayed on <b>Create Installation</b> page and "Installation Created successfully. Please Log off and Login again" message is displayed on <b>Manage Installation</b> page instead of logging off directly.</p> <p><b>Workaround:</b> None</p>

Key	Summary/Workaround
BC-10250	<p><b>Summary:</b> When you click <b>Cancel</b> on <b>Edit InterComponent Communication Settings Intercomponent DMZ-JMS Settings (Optional)</b> tab, without making any changes and then click <b>Save</b> on <b>Edit Application Configuration</b>, the state of the BusinessConnect configuration changes to deployable state.</p> <p><b>Workaround:</b> None</p>
BC-10240	<p><b>Summary:</b> After execution of the bcappmanage commands, exception occurs on navigating to the left panel of the TIBCO Administrator.</p> <p><b>Workaround:</b> Restart TIBCO Administrator.</p>
BC-10080	<p><b>Summary:</b> By default, Email Transport is displayed under <b>Partners with Inbound Transports configured</b> custom Reports, even if Email inbound transport is enabled or disabled under <b>Allowed Inbound Transports for Partner in Business Agreement</b>.</p> <p><b>Workaround:</b> None.</p>
BC-10076	<p>An error message "java.lang.OutOfMemoryError: Java heap space" is displayed under <b>Deploy Configuration</b> tab when heap size memory allocated in tibcoadmin_&lt;domainname&gt;.tra file is 512m.</p> <p><b>Workaround:</b> Add java.heap.size.max=1024m in the tibcoadmin_&lt;domainname&gt;.tra file located in the TIBCO_HOME/administrator/domain/&lt;domainname&gt;/bin directory.</p>
BC-10073	<p><b>Summary:</b> When loading an entire dataset, latency is observed in the <b>Transactions Summary</b> report.</p> <p><b>Workaround:</b> None.</p>
BC-9660	<p><b>Summary:</b> An error message, "java.lang.NullPointerException" is displayed for <b>Operations Vs Transactions</b> and <b>Top 10 Partners</b> reports when the max heap size in the tibcoadmin_&lt;domainname&gt;.tra file is less or if TIBCO Administrator does not pick up the Jasper license file.</p> <p><b>Workaround 1:</b> Increase the max heap size in the tibcoadmin_&lt;domainname&gt;.tra file.</p> <p><b>Workaround 2:</b> Add  java.property.com.jaspersoft.jasperreports.license.location=&lt;user-home-License-folder&gt;/jasperreports.license in the admin.tra file located in the TIBCO_HOME/administrator/domain/&lt;domainname&gt;/bin directory.</p> <p><b>Note:</b> The second workaround is applicable only if the license file is missing or if an error message, "Jasper license is missing" is displayed.</p>



Key	Summary/Workaround
BC-9576	<p><b>Summary:</b> From version 7.0.0, the Secure Sockets Layer (SSL) connection with TIBCO Enterprise Message Service is supported only for version 8.4.0 and above.</p> <p><b>Workaround:</b> None.</p> <p><b>Note:</b> Add <code>java.property.Config.SecurityVendor=j2se</code> to the <code>designer.tra</code> file located in the <code>TIBCO_HOME/designer/version/bin</code> directory for private process JMS connection and Intercomponent and Private Process JMS test connection.</p>
BC-9270	<p><b>Summary:</b> When the responder fails to send a response to the initiator because of connection failures, the responder BusinessConnect server fails to recognize the failure and sends a positive responder ACK with a status code 200 and status message OK to the private process.</p> <p><b>Workaround:</b> None.</p>
BC-8730	<p><b>Summary:</b> When you create an external user in TIBCO Administrator GUI under the <b>BusinessConnect &gt; System Management &gt; Users &gt; External</b> tab, if you enable any gateway service permissions and set the authentication source to the LDAP server for external users, the <code>No Such Object</code> LDAP error is thrown. However, the user is successfully created and stored in the LDAP server.</p> <p><b>Workaround:</b> Before creating the external user, ensure that you configure a valid value for the <code>bc.ldap.rolebasedn.attribute</code> property that is located under <b>BusinessConnect &gt; System Settings &gt; Activated Protocol Plug-ins and Properties &gt; BC</b>.</p>
BC-8729	<p><b>Summary:</b> The external users that are manually created in the LDAP server or are created by a previous version of TIBCO BusinessConnect are not displayed in TIBCO Administrator GUI under the <b>BusinessConnect &gt; System Management &gt; Users &gt; External</b> tab.</p> <p><b>Workaround:</b> Log in to the LDAP server, and then add the <code>o</code> attribute and set the value of this attribute to the associated trading partner name for these external users.</p>
BC-8596	<p><b>Summary:</b> User Management under BusinessConnect fails to update automatically.</p> <p><b>Workaround:</b> None</p>
BC-8302	<p><b>Summary:</b> The sample certificate used to connect to the Gmail SMTP server can expire occasionally depending on the Gmail service.</p> <p><b>Workaround:</b> Download a new Gmail server certificate.</p>

Key	Summary/Workaround
BC-8262	<p><b>Summary:</b> The audit log of the UNPACKAGE_MSG state is not present for inbound PGP packaged files by using the SSHFTP transport, when a script is specified for retrieving and un-packaging the files.</p> <p><b>Workaround:</b> None.</p>
BC-8141	<p><b>Summary:</b> Inbound messages sent by using FTPS, SSHFTP or TIBCO PartnerExpress plug-ins are not counted to the InboundReceived count in TIBCO Hawk monitoring of Gateway Servers. This can only be resolved in the new release of each plug-in.</p> <p><b>Workaround:</b> None.</p>
BC-7903	<p><b>Summary:</b> If you use the TIBCO BAppManage tool to create a deployment, the <b>BusinessConnect</b> tab is not displayed on the <b>Application Management &gt; BusinessConnect &gt; Configuration &gt; BusinessConnect link &gt; Edit Application Configuration</b> page. You can also see null pointer exceptions if you select <b>BusinessConnect</b> in the left panel and click <b>Manage</b> in the installation section.</p> <p><b>Workaround:</b> Restart TIBCO Administrator.</p>
BC-7831	<p><b>Summary:</b> When using the TIBCO BAppManage tool to import .csx configuration files, Java class-loading errors are displayed occasionally after the import operation is completed in TIBCO Administrator.</p> <p><b>Workaround:</b> Restart TIBCO Administrator.</p>
BC-7818	<p><b>Summary:</b> If you delete a tibbr subject in TIBCO BusinessConnect at the trading partner level, TIBCO BusinessConnect does not post messages to valid system level tibbr subjects. This behavior occurs because of the way TIBCO BusinessConnect interacts with the tibbr API.</p> <p><b>Workaround:</b> None.</p>
BC-7776	<p><b>Summary:</b> Signed multiple attachments sent by using the AS1 email are not verified by TIBCO BusinessConnect.</p> <p><b>Workaround:</b> None.</p>
BC-7742	<p><b>Summary:</b> If you attempt to save a tibbr subject that has been deleted in either <b>BusinessConnect &gt; System Settings &gt; Visibility &gt; tibbr</b> or <b>BusinessConnect &gt; Participants &gt; Edit Participant &gt; Visibility</b>, an error message is displayed. This is because tibbr subject names must be unique. After a subject is created in tibbr, it cannot be recreated, even if you have deleted it. tibbr retains subjects internally to preserve old messages posted to that subject.</p> <p><b>Workaround:</b> Use a different subject name.</p>

Key	Summary/Workaround
BC-7608	<p><b>Summary:</b> When the <b>Host Logo</b> field in the Host Partner Type option contains a file reference type to an image that is not reachable, then the imported host gets deactivated and disables the <code>PartnerSelfService</code> protocol if TIBCO BusinessConnect Trading Community Management is installed and activated.</p> <p><b>Workaround:</b> Make sure that the <b>Host Logo</b> field has an image uploaded.</p>
BC-7604	<p><b>Summary:</b> When TIBCO BusinessConnect Trading Community Management is installed in the TIBCO BusinessConnect environment and changes are made to Property Metadata Editor to make protocol -specific properties self-serviceable, these self-serviceable attributes are not exported.</p> <p><b>Workaround:</b> To make the properties self-serviceable, you must enable them explicitly after importing the configuration.</p>
BC-7242	<p><b>Summary:</b> When the Email transport is configured under <b>BusinessConnect &gt; System Settings &gt; Inbound Public Transport Types</b>, the setup under <b>Application Management &gt; BusinessConnect &gt; Configuration</b> must be changed and saved for the Email transport to work after redeployment.</p> <p><b>Workaround:</b> The setup under <b>Application Management &gt; BusinessConnect &gt; Configuration</b> must be edited and saved.</p>
BC-7233	<p><b>Summary:</b> After Gateway tokens are created and deployed, if the value in the <b>Installation Name</b> or <b>Installation Prefix</b> field is changed under <b>BusinessConnect &gt; System Settings &gt; General</b>, Gateway Server does not come up even after the tokens are reexported from <b>BusinessConnect &gt; Gateway &gt; Gateway Tokens</b>.</p> <p><b>Workaround:</b> Delete the previously created Gateway tokens and create new ones for the changes to take place.</p>
BC-7216	<p><b>Summary:</b> TIBCO BusinessConnect can send the AS2_HTTPS message to TIBCO BusinessConnect™ Remote only if <b>ENTRUST</b> is selected from the <b>bc.securityVendor.sockets</b> list. The SUN and IBM providers are not supported in TIBCO BusinessConnect Remote.</p> <p><b>Workaround:</b> None.</p>
BC-7165	<p><b>Summary:</b> Shadow credentials are not supported for the TIBCO BusinessConnect server keys; they are supported only for public certificates.</p> <p><b>Workaround:</b> None.</p>
BC-7133	<p><b>Summary:</b> PGP credentials are not supported with the TIBCO BCAppManage tool.</p> <p><b>Workaround:</b> Only the TIBCO Administrator GUI can be used for exporting and importing PGP credentials.</p>

Key	Summary/Workaround
BC-6930	<p><b>Summary:</b> If any changes other than Email are made under <b>BusinessConnect &gt; System Settings &gt; Inbound Public Transport Types</b>, Interior Servers and Gateway Servers must be restarted. For the Email transport, a redeployment of Interior Servers is required.</p> <p><b>Workaround:</b> None.</p>
BC-4398	<p><b>Summary:</b> The server plugin property <code>bc.maxAuditLogEntriesPerView</code> fails to immediately implement in all the log viewers of TIBCO BusinessConnect.</p> <p><b>Workaround:</b> Log out and log in back to the TIBCO Administrator.</p>



# TIBCO Product Documentation and Support Services

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For information about this product, you can read the documentation, contact TIBCO Support, and join the TIBCO Community.

## 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.

## Product-Specific Documentation

The following documentation for this product is available on the [TIBCO BusinessConnect](#) page.

- *TIBCO BusinessConnect Release Notes*
- *TIBCO BusinessConnect Installation and Configuration*
- *TIBCO BusinessConnect Concepts*
- *TIBCO BusinessConnect Scripting Deployment User's Guide*
- *TIBCO BusinessConnect Interior Server Administration*
- *TIBCO BusinessConnect Trading Partner Administration*

## Other TIBCO Product Documentation

When working with TIBCO BusinessConnect, you may find it useful to read the documentation of the following TIBCO products:

- **TIBCO Administrator™:** This software allows you to manage users, machines and applications defined in a TIBCO Administration Domain. The TIBCO Administrator graphical user interface enables users to deploy, monitor, and start and stop TIBCO applications.
- **TIBCO ActiveMatrix BusinessWorks™:** This software is a scalable, extensible, and easy to use integration platform that allows you to develop integration projects. TIBCO ActiveMatrix BusinessWorks includes a graphical user interface (GUI) for defining business processes and an engine that executes the process.
- **TIBCO Designer™:** This graphical user interface is used for designing and creating integration project configurations and building an Enterprise Archive

(EAR) for the project. The EAR can then be used by TIBCO Administrator for deploying and running the application.

- **TIBCO Runtime Agent™:** This software suite is a prerequisite for other TIBCO software products. In addition to TIBCO Runtime Agent components, the software suite includes the third-party libraries used by other TIBCO products such as TIBCO Designer, Java Runtime Environment (JRE), TIBCO Hawk®, and TIBCO Rendezvous®.
- **TIBCO Rendezvous®:** This software enables programs running on many different kinds of computers on a network to communicate seamlessly. It includes two main components: the Rendezvous programming language interface (API) in several languages, and the Rendezvous daemon.
- **TIBCO Enterprise Message Service™:** This software provides a message service that enables integration of applications within an enterprise based on the Java Message Service (JMS) specification. This software is a prerequisite for other TIBCO software products.
- **TIBCO BusinessEvents®:** This software helps companies identify and quantify the impact of events; it notifies people and systems about meaningful events so processes can be adapted on-the-fly. TIBCO BusinessEvents uses a unique model-driven approach to collect, filter, and correlate events and deliver real-time operational insight.
- **TIBCO Hawk®:** This software is a tool for monitoring and managing distributed applications and operating systems. The software is designed specifically for monitoring distributed systems, so there is no centralized console or frequent polling across the network.
- **tibbr®, tibbr Service, tibbr Community, and tibbr Community Service:** This software is the first workplace communication tool with which you can follow subjects that relate to your work and interests besides following people as you do in typical social networking applications. That way, you have much more flexibility in obtaining the right information at the right time in the right context. In fact, the information will find you.
- **TIBCO BusinessConnect™ Palette:** This software is about the resources available in the TIBCO BusinessConnect Palette for TIBCO ActiveMatrix BusinessWorks.

## How to Contact TIBCO Support

Get an overview of [TIBCO Support](#). You can contact TIBCO Support in the following ways:

- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the [TIBCO Support](#) website.

- 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 [TIBCO Support](#) website. 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, visit [TIBCO Community](#).



# Legal and Third-Party Notices

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