



TIBCO® Operational Intelligence Hawk® RedTail

Release Notes

Version 7.4.0 | June 2025

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Contents

Contents	2
New Features	3
Changes in Functionality	8
Deprecated Features	9
Removed Features	10
Migration and Compatibility	11
Closed Issues	15
Known Issues	16
TIBCO Documentation and Support Services	24
Legal and Third-Party Notices	26

New Features

The following features have been added since the last major release of TIBCO® Operational Intelligence Hawk® RedTail.

Version 7.4.0

- TIBCO Rendezvous and TIBCO Enterprise Message Service domain transports are now supported by the TIBCO® OI Hawk® RedTail Console.
- Added gRPC as a transport option for the Java Application Management Interface (AMI) API and AMI Transport in the Agent.
- Support for custom LDAP group filtering in Legacy Hawk Console.
- New Content Pack for TIBCO BusinessWorks version 5.x.
- Ability to configure reconnect interval and attempts for TIBCO Enterprise Message Service base domains on Hawk RedTail Console via environment variable named EMS_DOMAIN_RECONNECT_ATTEMPTS_AND_INTERVAL.

Version 7.3.0

- Added RHEL 8 and RHEL 9 support for Enterprise Installation.
- The following metrics have been added to the Hawk Console:
 - TS_hawk_hkc_jvm_memory_total_used
 - TS_hawk_hkc_jvm_memory_heap_used
 - TS_hawk_hkc_jvm_memory_heap_usage
 - TS_hawk_hkc_jvm_memory_heap_max
 - TS_hawk_hkc_jvm_cpu_usage
 - TS_hawk_hkc_microagent_state
 - TS_hawk_hkc_microagents_total

- The exposed Hawk Metrics can be used to monitor the number of applications at a given point.

The Microagent metric is in the below format: `hawk_hkc_microagents_total`
`{instance="hawkconsolenode:9687", job="redtailmetrics", tag_name="self"}.`
 The scenarios and outcome are shown below:

- If a tag is newly created and no microagent is matched then the value is 0.
 - If the microagent is newly connected and is matched to the tag then the value is changed to 1. And when another microagent is connected and matched to the tag then the value is incremented by 1.
 - If the microagent is disconnected and matched to the tag, then the value is decremented by 1.
 - If the tag name is updated, then the value is changed to -1.
 - If the tag is deleted, then the value is changed to -1.
- The Microagent state metric is in the given format :

```
hawk_hkc_microagent_state{display_name="Self", hk_agent_domain_
name="redtail", hk_agent_host_name="f2656bfde894", hk_agent_
ip="172.24.0.10", hk_agent_name="f2656bfde894", hk_agent_os_name="Linux",
hk_agent_os_version="5.15.49-linuxkit-pr", hk_microagent_instance="0",
instance="hawkconsolenode:9687", job="redtailmetrics",
name="COM.TIBCO.hawk.microagent.Self", tag_name="self"}
```

The values are: 1 is Running, 0 is Stopped.

- The default dashboard is shown based on the deployment Container Edition (Kubernetes) or on-premises.

Version 7.2.2

- **HawkKubernetesMA:onPodStatusChange:** This method has been introduced to monitor the life cycle of a Kubernetes pod. For more information, see *TIBCO® Operational Intelligence Hawk® RedTail Microagent Reference*.

Version 7.2.1

No new features have been added in this release of TIBCO® OI Hawk® RedTail.

Version 7.2.0

- **Enterprise Deployment for TIBCO OI Hawk RedTail:** You can now deploy and run TIBCO OI Hawk RedTail components on Linux physical/virtual machines. Based on your requirements, you can deploy TIBCO OI Hawk RedTail components as a standalone deployment or in a High Availability (HA) deployment. For more information, see *TIBCO® Operational Intelligence Hawk® RedTail Installation, Configuration, and Administration Enterprise Edition*.
- **Grafana:** Starting from this release you can use external Grafana with TIBCO OI Hawk RedTail. For more information, see "Connecting an External Grafana Server to TIBCO OI Hawk RedTail" in *TIBCO® Operational Intelligence Hawk® RedTail Installation, Configuration, and Administration*.
- **Infra Queries:** The USE OI_Config_Nodes and USE OI_Config_Machines infra queries are introduced to get the node and components status in TIBCO OI Hawk RedTail.
- **EQL:** The following new functions are introduced in EQL:
 - **topk:** This function returns the largest k elements by sample value.
 - **bottomk:** This function returns the smallest k elements by sample value.

Version 7.1.0

- **gRPC Transport:** With the introduction of gRPC transport, a single Hawk RedTail Console can be used to communicate with agents and domains on different platforms. This enables TIBCO OI Hawk RedTail to seamlessly monitor and manage applications and infrastructure on hybrid deployments such as on-premises environments and private clouds.
- **Support for Multiple Domains and Agents:** TIBCO OI Hawk RedTail can now simultaneously configure, monitor, and manage multiple cross-platform domains and agents.
- **Integration with TIBCO® Operational Intelligence Agent:** You can further enhance the log collection and forwarding capabilities of TIBCO® Operational Intelligence Hawk® RedTail - Standard Edition with the TIBCO® Operational Intelligence Agent license. This includes log collection from various log sources such as Windows events, real-time files, remote files, syslog, and command-line output. You can also configure TCP Syslog and ULDP syslog forwarders. For more information, see *TIBCO® Operational Intelligence Hawk® RedTail User Guide*.

- **Relabel Configuration for Hawk Metrics Exporter:** You can now specify the relabel configurations for Hawk Metrics Exporters. This provides better flexibility for identifying metrics for collection.
- **Secured Zookeeper Communication:** The TIBCO OI Hawk RedTail now communicates with the Apache ZooKeeper over a mutually authenticated TLS channel.
- **Clear Action:** A clear action is an action that takes place only when a test makes the transition from `true` to `false`. When defining a test condition, you can now configure a clear action for a test condition in a rulebase by using the **Advanced Options**.
- **Bloks for faster querying:** To analyze your data faster, you can create different types of Bloks in TIBCO OI Hawk RedTail and accelerate the search process. A Blok is a contextual element or filter that fits with other elements to form a search query. Bloks are reusable elements of a query. You can combine many types of Bloks together to create complex queries. For more information, see *TIBCO® Operational Intelligence Hawk® RedTail User Guide*.
- **Configuration of Database Schema:** The database schema for OI Hawk Console is now externalized. This allows you to make minor modifications to the table schema such as changing the column size.

Version 7.0.0

- **Collect and Store Metrics:** The system uses Hawk Console as an exporter to collect metrics from various Hawk microagents and external metric sources, and stores them as time series metrics in the time-series database.
- **Customizable Dashboards:** It enables you to visualize the time series metrics as line charts, tables, and gauges using multiple dashboards. You can customize the panels of those dashboards and also configure multiple queries.
- **Unified Query Language:** TIBCO OI Hawk RedTail provides Operational Intelligence Query Language to query the stored time series metrics or Hawk microagent method data in the form of data models. You can run the queries via a sophisticated search UI or programmatically using the REST API.
- **Tag-Based Rulebases:** Create high-level rulebases with tags that can match microagents. With this feature, rulebases can be automatically deployed to all the relevant Hawk agents in the domain.

- **Content Pack:** The content packs provide an out-of-the-box view, which can be product or environment specific. It is a curated collection of monitoring and visualization resources that include data models (metrics), rulebases, and dashboards. For example, the Integration content pack has out of the box resources to monitor the integration environments such as BusinessWorks applications, Kafka, or Kubernetes.
- **Integration with TIBCO LogLogic® Log Management Intelligence:** TIBCO OI Hawk RedTail is a collection of microservices monitoring different assets in the clusters. It collects logs from these clusters and then forwards these logs to LogLogic® Log Management Intelligence (LMI). Once these logs are forwarded to LogLogic® LMI, the user can configure LogLogic LMI remotely and perform search operations on these logs from TIBCO OI Hawk RedTail. Moreover, the user can also use the Grafana data source "LogLogic" to display the logs from remote LogLogic LMI on the dashboard panels.
- **Administration:** Administration enables role-based access control in TIBCO OI Hawk RedTail by granting and revoking privileges to content packs. The administrator can define roles, set up users, and give them access to resources so that operations can be conducted in a reliable and secure manner.
- **LDAP configuration via UI:** You can now configure remote LDAP authentication using the UI or REST API. (This feature is available with all types of licenses.)
- **Kubernetes Microagent:** If you have deployed TIBCO OI Hawk RedTail on Kubernetes, you can use the Kubernetes microagent methods to get information about the Kubernetes Cluster. (This feature is available with all types of licenses.)
- **Hawk Alerts:** Starting from this release, MySQL Database is used for storing alerts in TIBCO OI Hawk RedTail. This ensures that the alerts are not lost when the Hawk Console restarts or shuts down abruptly. (This feature is available with all types of licenses.)

Changes in Functionality

The following functionality and features have been changed in this release of TIBCO® Operational Intelligence Hawk® RedTail.

Activation

TIBCO® Operational Intelligence Hawk® RedTail requires the use of TIBCO FTL version 7.1.0 or later. The TIBCO FTL cluster servers used in conjunction with TIBCO® Operational Intelligence Hawk® RedTail must be activated before they will start.

Activation is performed by TIBCO Activation Service software which can be obtained from the TIBCO Software download site at <http://www.tibco.com/downloads>.

See the [TIBCO Activation Service documentation](#) and the *TIBCO FTL Administration Guide* for complete details on activating TIBCO FTL.

In addition to this, in container edition of Hawk RedTail, the hawkconsole component has been converted from deployment to statefulset. Please refer to the sample helm charts.

TIBCO FTL Replaces Apache Zookeeper

To facilitate license activation and reduce dependencies on external third-party software components, TIBCO FTL is now used in place of Zookeeper for process and cluster management of the OI Hawk RedTail Console. See the Migration and Compatibility section below and the *Installation, Configuration, and Administration Guides* for specific details on the use of TIBCO FTL with the TIBCO Activation Service and the OI Hawk RedTail Console.

OI Hawk RedTail defaults to Advanced Features

Segmentation and selection between Standard and Advanced Features has been removed. All users now operate with Advanced Features. With this change, the dependency on "logapplogu" has been removed and the database has been removed from the data definitions.

Deprecated Features

The following features have been deprecated as of this release of TIBCO® Operational Intelligence Hawk® RedTail.

Affected Component	Deprecated Release
Platform-specific sample Kubernetes YAMLs	7.4.0

Removed Features

The following features have been removed as of this release of TIBCO® Operational Intelligence Hawk® RedTail.

Affected Component	Description	Deprecated Release	Removed Releases
TCP Transport for TIBCO Hawk	The TCP Transport for TIBCO Hawk has been removed as of this release.	7.2.2	7.4.0
Search Screen	Search screen on the Hawk RedTail Console has been removed		7.4.0
Proxy Domain	The proxy domain functionality has been removed as of this release.	7.2.2	7.3.0
UniversalCollector microagent	The UniversalCollector microagent has been removed as of this release.	7.2.2	7.3.0
License	The TIBCO Operational Agent license type has been removed as of this release.		7.3.0
All data tables on Web UI	The ability to show/hide selective columns on all data tables in Web UI has been removed.		7.3.0
Administration Users and Roles	The ability to duplicate User and Role.		7.3.0

Migration and Compatibility

The following information provides migration procedures and a compatibility matrix for this release of TIBCO® Operational Intelligence Hawk® RedTail.

Changes in OpenSSL 3.0

As part of strengthening security, recent versions of TIBCO® Messaging products including TIBCO Enterprise Message Service, TIBCO FTL/eFTL, and TIBCO Rendezvous have transitioned from OpenSSL 1.1.1 to OpenSSL 3.0. To encrypt/decrypt PKCS#12 files (in a way that is supported by OpenSSL 3.0), TIBCO OI Hawk RedTail instances must run with the following minimum versions of Java: 8u301 (Oracle), 8u342 (OpenJDK), 11.0.12, or any 17.x build (or later).

Java 17 Update for TIBCO OI Hawk RedTail

Starting from the 7.3.0 release, Java 17 is supported for all TIBCO OI Hawk RedTail components. For information about the platforms, see the *Readme*.

- The TIBCO OI Hawk RedTail Agent is compatible with Java 8 and Java 11.
- The OI Hawk RedTail Console and Legacy Hawk Console are compatible only with Java 17.

Migrating from TIBCO® Operational Intelligence Hawk® RedTail - Enterprise Edition 7.2.x and 7.3.0

Perform the following steps before installing TIBCO OI Hawk RedTail 7.4.0 to retain the configurations of version 7.2.x or 7.3.0 if you have installed the 7.2.x or 7.3.0 agent component:

1. Navigate to *CONFIG_FOLDER*.
2. Take a backup of the autoconfig folder.
3. Take a backup of the configuration files (.cfg, .tra files).
4. Once the installation of TIBCO OI Hawk RedTail 7.4.0 is complete, copy the backed-up autoconfig folder and the configuration files in the newly installed *CONFIG_FOLDER*.

5. Disable and remove rt_zookeeper service.

```
sudo systemctl stop rt_zookeeper.service
sudo systemctl disable rt_zookeeper.service

sudo rm -rf /usr/local/bin/rt_zookeeper
sudo rm -rf /usr/local/etc/tibco_redtail_conf/zookeeper
sudo rm /etc/systemd/system/rt_webapp.service
```

5. Execute the below command to migrate 7.2.x or 7.3.0 to 7.4.0.

```
sudo ./install.sh upgrade
```

i Note: Before you run the `install.sh` script with the upgrade option, ensure to take backup of all your Content Packs, Hawk Metric Exporters, Prometheus Metric Exporters, Tag Rulebase and schedules by exporting them using the web interface. Alternatively, you can create a content pack by including all the individual components that you need backup and then exporting the content pack from the web interface.

i Note: Once you run the `install.sh` script with upgrade option, the installer shuts down existing services, and then upgrades the binaries.

Migrating from TIBCO® Operational Intelligence Hawk® RedTail - Container Edition 7.2.x and 7.3.0

Postgres Data Migration

Due to changes in the base image used for Postgres in Redtail version 7.2.2, any Postgres data from previous Redtail versions will need to be manually migrated. Please contact TIBCO Support for assistance in your particular installation.

i Note: Take the backup of existing yaml files before migration

Procedure

1. Build all the images postinstallation. For more information, see the *Building Docker*

Images for TIBCO OI Hawk RedTail section in the TIBCO® Operational Intelligence Hawk® RedTail Installation, Configuration, and Administration Container Edition.

i Note: The newly built images will have the tag as 7.4.0.

2. (Optional) You can also build the images while reusing the previously built self-signed certificates. For more information, see *TIBCO® Operational Intelligence Hawk® RedTail Installation, Configuration, and Administration Container Edition*.
3. All TIBCO OI Hawk RedTail Kubernetes YAML files are updated with the image tag 7.4.0. `redtail_prometheus.yaml` and `redtail_db.yaml` have been updated. Update your existing TIBCO OI Hawk RedTail Kubernetes YAML's in production with all the changes in 7.4.0 sample Kubernetes YAML.
4. Upgrade your existing cluster with the newly created images.

i Note: Before upgrading the cluster, ensure to take backup of all your Content Packs, Hawk Metric Exporters, Prometheus Metric Exporters, Tag Rulebase and schedules by exporting them using the web interface. Alternatively, You can create a content pack by including all the individual components that you need backup and then exporting the content pack from the web interface.

Migration Considerations

- You must manually assign the imported prometheus exporters to an agent and a domain by editing the exporter's configuration.
- The location of the certificates generated from the `build-all.sh` script has been changed as specified:
 - **Old location:** `TIBCO_HOME/hawk/<version>/redtail/docker/build-images/build-context/redtail/conf/certs`
 - **New location:** `TIBCO_HOME/hawk/7.4/redtail/docker/build-images/build-context/redtail/conf/certs`

i Note: The certificates generated when creating the image are placed at `/redtail/conf/certs` in the container images.

- You must manually upload the rulebases to the rulebase repository of TIBCO OI Hawk RedTail 7.4.0 using the UI.

Compatibility

- Ensure that the associated or dependent products that you use with TIBCO OI Hawk RedTail 7.4.0 such as TIBCO Runtime Agent, TIBCO Administrator™, and various platform microagents are compatible.
- The following microagents are not compatible with the TIBCO OI Hawk RedTail 7.4.0 agent component when configured with the AMI TCP session:
 - TIBCO Hawk® Microagent for TIBCO BusinessWorks™ Container Edition 2.1.0 and earlier.
 - TIBCO Hawk® Microagent for TIBCO ActiveMatrix BusinessWorks™ 6 6.5 - 6.7.1. Apply the TIBCO Hawk® Microagent for TIBCO ActiveMatrix BusinessWorks™ 6 6.7.1 hotfix-1 or later to resolve the compatibility issue.

Closed Issues

The following issues have been fixed in this release of TIBCO® Operational Intelligence Hawk® RedTail.

Closed Issues

Key	Summary
HK-13851	LDAP based login in Legacy Hawk Console is failing.
HK-13731	Redtail Console is unable to save schedule with TZ "GMT+8 China Taiwan Time".
HK-13691	Legacy Hawk Console fails to start properly on Windows.
HK-13646 HK-13647	Rendezvous and EMS domain transports did not reconnect properly in Hawk Console.

Known Issues

The following issues exist in this release of TIBCO® Operational Intelligence Hawk® RedTail.

Known Issues

Key	Summary and Workaround
HK-13985	<p>Summary: After a machine restart, OI Hawk RedTail Console does not start automatically as expected.</p> <p>Workaround: The service must be started manually by navigating to the installation directory and executing the appropriate start command.</p> <ol style="list-style-type: none"> 1. Navigate to the binary location. Default location is: <code>/usr/local/bin/rt_hawkconsolenode</code> <pre>cd <binary location></pre> <ol style="list-style-type: none"> 2. Run below command to start <code>rt_hawkconsolenode</code> service for Standalone. <pre>sudo /opt/tibco/ftl/<version>/bin/tibftlserver - n ftlserver1 -c /usr/local/bin/rt_ hawkconsolenode/conf/hawkConsole_ standalone.yaml -license https://<ACTIVATION_SERVER_ HOST>:<ACTIVATION_SERVER_PORT></pre> <p>OR</p> <p>Run below command to start <code>rt_hawkconsolenode</code> service for HA environment on all 3 hosts.</p> <pre>sudo /opt/tibco/ftl/<version>/bin/tibftlserver - n ftlserver1 -c</pre>

Known Issues(Continued)

Key	Summary and Workaround
	<pre> /usr/local/bin/rt_ hawkconsolenode/conf/hawkConsole_HA.yaml - license https://<ACTIVATION_SERVER_ HOST>:<ACTIVATION_SERVER_PORT> </pre>
HK-13846	<p>Summary: OI Hawk RedTail Console and FTLServer share a single logfile.</p> <p>Workaround: None</p>
HK-11028	<p>Summary: An error occurs when you create a test condition by using the Speed (Mb/s) parameter for the getConfig microagent method.</p> <p>Workaround: None</p>
HK-9193	<p>Summary: From the Exporter > Tags Rulebase menu, new Tags with condition that include spaces in the value cannot be created.</p> <p>For Example, see the following conditions: (%MicroagentDisplayName% Equals TIBCO Rendezvous) (%AgentPlatform% Equals Windows Server 2016-10.0/amd64)</p> <p>Workaround: Use "Contains" instead of "Equals" if the value contains space (s). OR Remove the space (s) from the value when using the Equals operator.</p>
HK-9187	<p>Summary: After TIBCO OI Hawk RedTail is installed, you see the 7.sr1 file in the <i>TIBCO_HOME</i>/hawk folder.</p> <p>Workaround: It is a harmless file and can be ignored.</p>
HK-9179	<p>Summary: TIBCO® Enterprise Administrator UI displays TIBCO Hawk as the product name instead of TIBCO OI Hawk RedTail.</p>

Known Issues(Continued)

Key	Summary and Workaround
	Workaround: None
HK-9079	<p>Summary: From the Tag Rulebases > Schedules page, you cannot import or export schedules.</p> <p>Workaround: None</p>
HK-9010	<p>Summary: Some Hawk microagent methods that require input argument(s) might not provide results using the EQL query with the 'RT_' DataModels. It is because EQL does not provide mandatory Hawk microagent method invocation input argument(s) to the query.</p> <p>Workaround: None</p>
HK-9002	<p>Summary: If you update a method in an existing tag-based rulebase and save it, it does not update the existing rule in Hawk but instead creates a new rule.</p> <p>Workaround: Manually delete the old rule.</p>
HK-8525	<p>Summary: You cannot configure a Prometheus Exporter for Microsoft Windows platform.</p> <p>Workaround: Configure HMA for the Hawk agent deployed on the Microsoft Windows platform and then manually create Hawk exporters for all the desired metrics.</p>
HK-8523	<p>Summary: The installation logs mention Hawk WebConsole even if the actual Hawk WebConsole Component is removed from TIBCO OI Hawk RedTail 7.1.0.</p> <p>Workaround: None</p>
HK-7840	<p>Summary: Rulebase deployment fails if you use TIBCO Hawk TEA Agent with TIBCO Enterprise Administrator 2.3.0, as the TIBCO Enterprise Administrator server is currently not compatible with Java 11.</p>

Known Issues(Continued)

Key	Summary and Workaround
	<p>Workaround: Follow these steps:</p> <p>Run TIBCO Hawk TEA Agent with Java 8 runtime. Update the following properties in <code>tibhawkteaagent.tra</code> file to point to Java 8 specific files and folders:</p> <ul style="list-style-type: none"> • JVM_LIB_PATH • JVM_LIB_DIR <p>Restart TIBCO Hawk TEA Agent after update.</p>
HK-7238	<p>Summary: When the database server goes down and OI Hawk Console is unable to connect to the database, OI Hawk Console asks for authentication repeatedly. Even after signing out, you cannot log in again using the correct user name and password.</p> <p>Workaround: Check the database status and restart the database. Once the database has started, try to log in to the OI Hawk Console again.</p>
HK-6677	<p>Summary: In Hawk Console, you cannot simplify or reduce complex test conditions in a single edit by using the rulebase test expression UI.</p> <p>Workaround: Perform multiple edits, modifying one expression per edit. Click Update Test after each edit to simplify the complex test condition.</p>
HK-6666	<p>Summary: There is no facility in Hawk Admin (TEA) Agent for the user to provide Clear Action.</p> <p>Workaround: Create/Edit the rulebase to add Clear action using some other Console application such as OI Hawk Console.</p>
HK-6264	<p>Summary: In the Admin Agent, the Rulebase page does not list the imported rulebase when imported if the Hawk Agent's configuration directory (<code>-auto_config_dir</code>) to auto-load</p>

Known Issues(Continued)

Key	Summary and Workaround
	<p>rulebases is empty.</p> <p>Workaround: Restart the Admin Agent.</p>
HK-6263	<p>Summary: In the Rulebase Details page of Hawk Admin Agent, the Deploy To option does not deploy the rulebase to the same agent but changes the rulebase state to Deployed.</p> <p>Workaround: None</p>
HK-6244	<p>Summary: In Hawk Admin Agent, when you close the Derive Rulebase wizard, a derived rulebase is created instead of canceling the derive operation.</p> <p>Workaround: None</p>
HK-6197	<p>Summary: If access control is activated with restrictions on updateRulebase or deleteRulebase methods, then changing the name of an existing rulebase causes the rulebase to go into an inconsistent state.</p> <p>Workaround: None</p>
HK-6126	<p>Summary: You cannot create a Clear Action for a test in Hawk Admin Agent.</p> <p>Workaround: Create or edit the rulebase to add the clear action using some other console application such as OI Hawk Console.</p>
HK-5736	<p>Summary: The Messaging microagent's sendMessage method in msghma does not set the JMS timestamp. Thus, the sent messages do not expire in the TIBCO Enterprise Message Service queue and do not fill up the queue.</p> <p>Workaround: None</p>
HK-5387	<p>Summary: Invoking the JMSController->getConsumer method fails on the CentOS platform.</p>

Known Issues(Continued)

Key	Summary and Workaround
	Workaround: None
HK-5379	<p>Summary: Even though a database user might have full privileges, the user encounters an error when trying to upload a .mar file using the Configuring Monitoring tool from its command mode. However, all privileges work if using the GUI.</p> <p>Workaround: Select Read, Write, and Administer permissions for Monitoring Management folder before selecting Read Write and Administer permissions for TIBCO Administrator folder while creating a user.</p>
HK-5093	<p>Summary: The HMA microagent methods do not work after invoking the <code>getStatistics()</code> method in the Network microagent.</p> <p>Workaround: None</p>
HK-5031	<p>Summary: In UNIX the <code>getVirtualMachineInfo</code> and <code>getProcess</code> methods return no results when the process name in the argument is more than 15 characters. Also, when the methods are executed with empty arguments, they return all the process names truncated to 15 characters. The issue occurs because both these methods read the process details from the <code>/proc/<process ID>/stat</code> file, where the Linux kernel limits the process name to 15 characters only.</p> <p>Workaround: Run the <code>getVirtualMachineInfo</code> or <code>getProcess</code> methods with a truncated (15 characters) process name. This returns information on all processes matching the supplied first 15 characters. You can identify the information about the required process name using the Command Line (in the <code>getVirtualMachineInfo</code> method) or Command (in <code>getProcess</code> method) column.</p>
HK-4722	<p>Summary: Start two TIBCO Enterprise Messaging Service agents (one with SSL and another without SSL) with the same</p>

Known Issues(Continued)

Key	Summary and Workaround
	<p>name but in different Hawk domains. Now if you configure the Hawk microagent for the SSL Hawk domain and agent, only the microagent is added to both the agents.</p> <p>Workaround: None</p>
HK-4044	<p>Summary: A Hawk event cannot batch commit records in the database. Each record is written in the database using separate commit commands.</p> <p>Workaround: None</p>
HK-3723	<p>Summary: If the Java process uses IBM JDK and Hawk Agent uses Sun JDK the JVM microagent cannot discover the JVMs running in the Java process.</p> <p>Workaround: Make sure that Hawk Agent uses the same JDK (IBM JRE version 1.6 that includes the support for attach APIs) as that used by the Java process.</p>
HK-3573	<p>Summary: Adding Hawk domain with SSL to TIBCO Administrator results in errors.</p> <p>Workaround: None</p>
HK-2912	<p>Summary: On the SUSE Linux 11 64-bit platform, the <code>COM.TIBCO.hawk.hma.TibRendezvous:onRvDaemonStatus</code> method returns a wrong value for the Inbound Data Loss field.</p> <p>Workaround: None</p>
HK-307	<p>Summary: Uploading the Monitoring Console plug-in in the TIBCO Administrator fails with an exception.</p> <p>Workaround: Performing a standalone installation of TIBCO Hawk on the same machine resolves the issue.</p>
HK-143	<p>Summary: On Windows platforms, Japanese characters are</p>

Known Issues(Continued)

Key	Summary and Workaround
	<p>not supported for use in regular expressions in the HMA microagents Performance, Process, and Filestat. Currently, only ASCII characters can be used for pattern matching.</p> <p>Workaround: None</p>
TAHK-169	<p>Summary: The clear and suspension details for an alert are not displayed after alert suspension.</p> <p>Workaround: None</p>

TIBCO Documentation and Support Services

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

How to Access TIBCO Documentation

Documentation for TIBCO products is available on the [Product Documentation website](#), mainly in HTML and PDF formats.

The [Product Documentation website](#) is updated frequently and is more current than any other documentation included with the product.

Product-Specific Documentation

The documentation for this product is available on the [TIBCO® Operational Intelligence Hawk® RedTail Documentation](#) page.

How to Contact Support for TIBCO Products

You can contact the Support team in the following ways:

- To access the Support Knowledge Base and getting personalized content about products you are interested in, visit our [product Support website](#).
- To create a Support case, you must have a valid maintenance or support contract with a Cloud Software Group entity. You also need a username and password to log in to the our [product Support website](#). If you do not have a username, 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 [TIBCO Community](#).

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