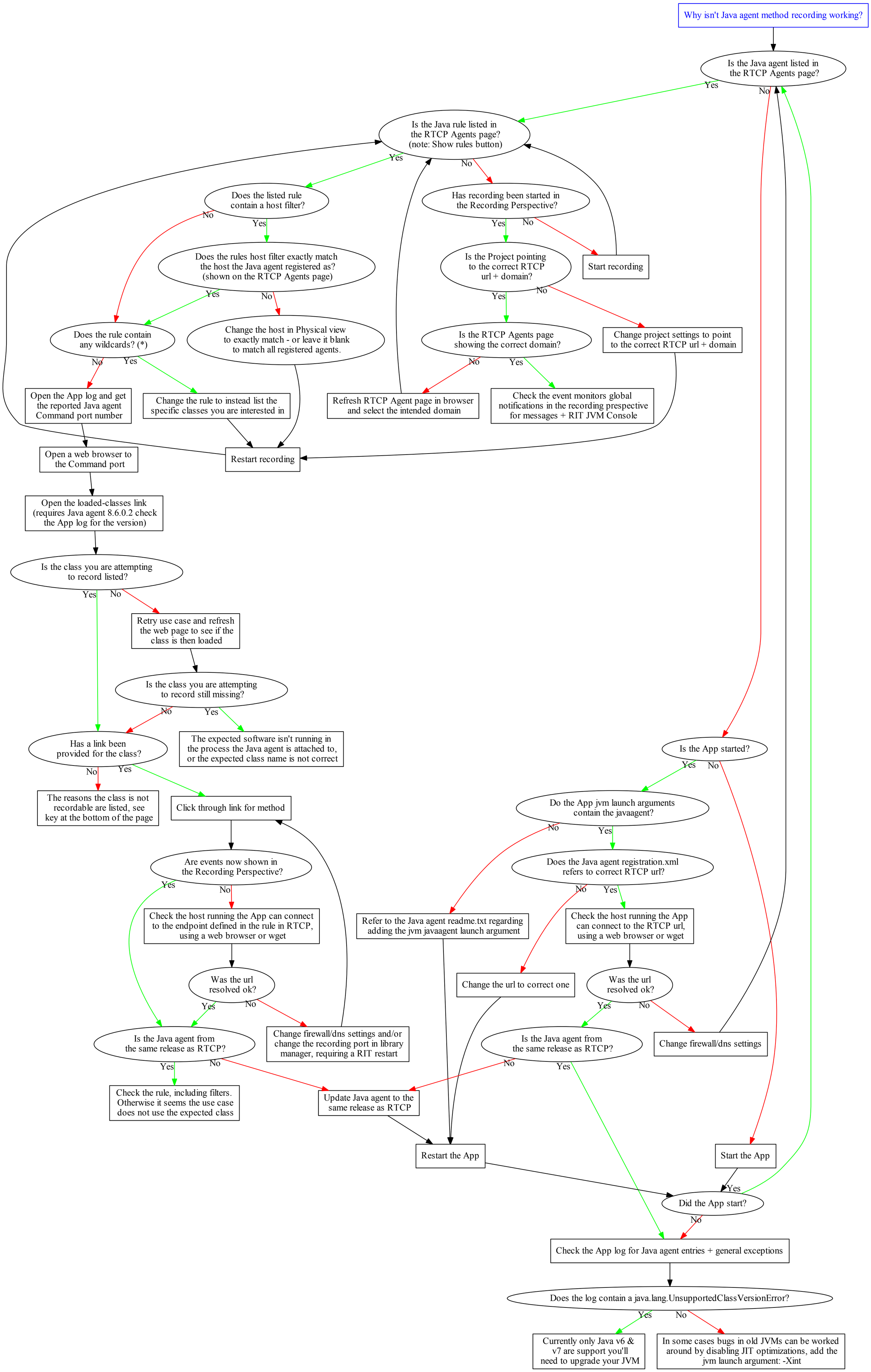
Why isn't Java agent method recording working?
Is the Java agent listed in the RTCP Agents page?
Yes
No
Is the Java rule listed in the RTCP Agents page? (note: Show rules button)
Yes
No
Does the listed rule contain a host filter?
No
Yes
Has recording been started in the Recording Perspective?
Yes
No
Does the rules host filter exactly match the host the Java agent registered as? (shown on the RTCP Agents page)
Yes
No
Is the Project pointing to the correct RTCP url + domain?
Start recording
Yes
No
Does the rule contain any wildcards? (*)
No
Yes
Change the host in Physical view to exactly match - or leave it blank to match all registered agents.
Is the RTCP Agents page showing the correct domain?
Change project settings to point to the correct RTCP url + domain
No
Yes
Open the App log and get the reported Java agent Command port number
Change the rule to instead list the specific classes you are interested in
Refresh RTCP Agent page in browser and select the intended domain
Check the event monitors global notifications in the recording prespective for messages + RIT JVM Console
Open a web browser to the Command port
Restart recording
Open the loaded-classes link (requires Java agent 8.6.0.2 check the App log for the version)
Is the class you are attempting to record listed?
Yes
No
Retry use case and refresh the web page to see if the class is then loaded
Is the class you are attempting to record still missing?
No
Yes
Has a link been provided for the class?
The expected software isn't running in the process the Java agent is attached to, or the expected class name is not correct
No
Yes
The reasons the class is not recordable are listed, see key at the bottom of the page
Click through link for method
Is the App started?
Yes
No
Do the App jvm launch arguments contain the javaagent?
No
Yes
Are events now shown in the Recording Perspective?
Yes
No
Does the Java agent registration.xml refers to correct RTCP url?
No
Yes
Check the host running the App can connect to the endpoint defined in the rule in RTCP, using a web browser or wget
Refer to the Java agent readme.txt regarding adding the jvm javaagent launch argument
Check the host running the App can connect to the RTCP url, using a web browser or wget
Was the url resolved ok?
Change the url to correct one
Was the url resolved ok?
Yes
No
Yes
No
Is the Java agent from the same release as RTCP?
Change firewall/dns settings and/or change the recording port in library manager, requiring a RIT restart
Is the Java agent from the same release as RTCP?
Change firewall/dns settings
Yes
No
No
Yes
Check the rule, including filters. Otherwise it seems the use case does not use the expected class
Update Java agent to the same release as RTCP
Restart the App
Start the App
Yes
Did the App start?
No
Check the App log for Java agent entries + general exceptions
Does the log contain a java.lang.UnsupportedClassVersionError?
Yes
No
Currently only Java v6 & v7 are support you'll need to upgrade your JVM
In some cases bugs in old JVMs can be worked around by disabling JIT optimizations, add the jvm launch argument: -Xint