

# HP Real User Monitor

For the Windows® and Linux operating systems

Software Version: 9.21

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## Release Notes

Document Release Date: November 2012

Software Release Date: November 2012



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## Acknowledgements

This product includes software developed by the Apache Software Foundation (<http://www.apache.org>).

This product includes software developed by the JDOM Project (<http://www.jdom.org>).

This product includes software developed by the MX4J project (<http://mx4j.sourceforge.net>).

## Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
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## What's New in This Release

- Supports monitoring of real-user experience using the new RUM Browser solution, based on JavaScript injection, without network sniffing.
- Supports the new RUM Server Collector (a virtual server tap) enabling the direction of traffic to the RUM probe directly from the server, without the need to perform special settings on the network.
- Supports remote span port over ERSPAN.
- New API for exporting raw data from RUM for external analysis.
- Bug fixes.

## Installation Requirements

You can find requirements and steps to install and upgrade Real User Monitor in the Real User Monitor Installation and Upgrade Guide.

## Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

## General

The RUM HTTP agent does not support http traffic generated via Internet Explorer 9.0 or above (QCCR1171219).

## Upgrade

When upgrading to Real User Monitor version 9.21 from Real User Monitor versions earlier than 9.20, previously saved poor request data is dropped and is no longer available (QCCR1171259).

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RUM Engine 8.07 cannot be upgraded to RUM Engine 9.21 directly (QCCR1179624).

**Workaround:** Either upgrade to RUM version 9.13 or 9.20 before upgrading to RUM 9.21, or create a new database schema as part of the RUM 9.21 installation.

## Documentation

When viewing the HP Real User Monitor online Help system in Internet Explorer 8 or later, numbered or alphabetical lists may appear corrupted.

**Workaround:** In IE, view the HP Real User Monitor online Help system in Compatibility View.

## Fixed Defects

The reference number for each fixed defect is the Quality Center Change Request (QCCR) number. For more information about fixed defects, visit [HP Software Support Online](#), or contact your HP Support representative directly.

**Defect causing aggregation to fail in BSM 9.12. (QCCR1174694)**

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**RUM 9.10 - Session Replay - When using RUM session validation, Session Replay does not display snapshots ( session validation is not supported by RUM ). (QCCR1160648)**

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**RUM 9.20 Import User Configuration data failed due to ArrayIndexOutOfBoundsException when reading Beatbox\_Default\_Const\_Configuration.xml. (QCCR1178137)**

