

HP Real User Monitor

For the Windows and Linux operating systems

Software Version: 9.22

Release Notes

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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.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

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What's New in This Release

- RUM Mobile for Android apps helps ensure user mobile experience by monitoring Android native applications from the actual user device. Troubleshoot application performance problems across devices, networks, and back-end layers.
- RUM User Flow Analytics report identifies application flows which are frequently accessed by real users. The report provides visibility to real user sessions that include the flow and presents a simplified approach to configure RUM transactions. The report is based on an advanced HP Labs analytics algorithm.
- RUM Engine performance was significantly enhanced. A RUM Engine can now process up to 2000 pages per second.
- RUM Sniffer Probe stability improvements.
- Security fixes.
- Java, MySQL, and JBoss updates.
- Support for smart card authentication.

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).

The Probe Management Interface Configurations option in the RUM Engine Web Console does not support the RUM Server Collector (QCCR1185919)

Description: Currently, the RUM Web Console cannot be used to manage a RUM Sniffer Probe that is connected to a RUM Server Collector. For example, the RUM Probe Health Monitors do not display data for such probes and the Probe Management Interface Configuration options are not functional.

Upgrade

When upgrading to Real User Monitor version 9.22 from Real User Monitor versions earlier than 9.20, previously saved poor request data is dropped and is no longer available (QCCR1171259).

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.

In EUM alerts, an Event Data Value can not be added to RUM Event Alert filter. (QCCR1169978)

Session Analyzer - when running report on back-end tiers, no data is generated. (QCCR1180781)

Action Properties in Session Analyzer report is not showing correct data. (QCCR1182462)

Tomcat vulnerabilities in 5.0.28 (RUM current version). (QCCR1153163)

Apache Tomcat is prone to multiple information disclosure vulnerabilities because it fails to adequately sanitize user-supplied data. (QCCR1156825)

Customer change the user on the RUM Probe from root to rum_probe. (QCCR1172644)

Snapshot on event disappears after several times, but re-appears after restart of RUM Engine. (QCCR1174423)

RUM Probe crashes when MSSQL traffic detection is enabled. (QCCR1176320)

RUM Probe using ncipher configuration not decrypting traffic. (QCCR1177396)

Logic behind BSM EUM RUM config "Calculate suggested thresholds wizard" output. (QCCR1182629)

In performance raw data report, the value of Net time does not tally with the remaining data reported for the transactions. (QCCR1183005)

RUM Probe: Fix "Unable to set Cork to socket" error in capture log. (QCCR1182339)

Throughput reported by traffic discovery looks too low in some cases. (QCCR1182760)

Unable to install RUM engine on a non default drive. (QCCR1186281)