

# HP Real User Monitor

For the Windows and Linux operating systems

Software Version: 9.23

## 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.
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## 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 9.23 from Real User Monitor versions earlier than 9.20, previously saved poor request data is dropped and is no longer available (QCCR1171259).

### RUM Browser Probe

After instrumenting a mobile app for monitoring by RUM, you must test the instrumented app to ensure that it functions properly before uploading it to the app store.

### 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.

VuGen script auto creation includes URLs that contain unwanted characters. (QCCR1185218)

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RUM sessions are not closed in the Session Analyzer after 20 minutes. When the Probe sends a corrupt time-stamp in the session message, the Engine loses sessions due to delays. (QCCR1189394)

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Customized rp\_read\_net.sh linux script should not be overwritten during upgrade. (QCCR1190041)

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Cannot install RUM Probe on RHEL 6 (64-bit and 32 Bit). (QCCR1189229)

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RUM Server Collector documentation should state that the UTC times on the RUM Probe and RUM Server Collector machines must be identical, otherwise channels are rejected by the RUM Engine. (QCCR1190574)

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RUM Probe does not handle (crashes) large responses (~ 40MB). (QCCR1186483)

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RUM does not capture traffic from Chrome or Safari. (QCCR1176462)

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