

HP Real User Monitor

For the Windows and Linux operating systems

Software Version: 9.23

Real User Monitor What's New

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What's New in Real User Monitor 9.23

This file provides information about new features and enhancements in HP Real User Monitor 9.23, 9.22, 9.21 and 9.20.

For customer escalation fixes and internal bug fixes made to Real User Monitor 9.23, see the [Real User Monitor 9.23 Release Notes](#).

For new features and enhancements in earlier versions of Real User Monitor, see the HP Software Support Online (SSO) [Product Manuals Site](#).

- RUM Mobile Solution
 - Support for mobile monitoring of iOS, Android, and hybrid applications.
 - Simplified administration for configuring and editing mobile applications in BSM, for monitoring by RUM.
 - RUM Mobile Health Report – New report that supplies an overview of mobile application end user experience.
 - Application performance, availability, and volume broken by device, carrier, OS and application version; helps to quickly identify regressions due to version release and poorly supported platforms.
 - Map view detailing the user experience in different geographies.
 - Poorly performing HTTP requests and domains; helps to identify problematic third parties and actions; ability to drill down to further investigate problems using other RUM reports or drill to HP Diagnostics.
 - RUM multi-tier monitoring provides end to end status of applications by leveraging RUM's back-end monitoring capabilities.
- Windows Communication Foundation (WCF) protocol support.
- Improved classification algorithm for web-HTTP based applications.
- Assorted bug fixes.
- Documentation Changes
 - Planning and deployment guides are now available from the HP SSO Product Manuals Site, to ensure that the most accurate and up-to-date versions of these documents are accessible to customers. The **Get_Documentation.htm** file, which is available from the Real User Monitor release media and from the Real User Monitor Online Help system, provides deep links into all the documents needed to plan and install or upgrade Real User Monitor.
 - The Real User Monitor Online Help system now uses a new Webhelp engine that improves performance, enables more robust search capabilities (including boolean and string

searching), provides quick toggling of the navigation pane, and enhances navigation with options for going to the previous or next topic.

What's New in Real User Monitor 9.22

- 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.

What's New in Real User Monitor 9.21

- 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.

What's New in Real User Monitor 9.20

- Support span port also over GRE tunnel (for Cisco Nexus virtual switches).
- Support for SAP GUI protocol.
- Bug fixes.

We appreciate your feedback!

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