

HP Real User Monitor

For the Windows and Linux operating systems

Software Version: 9.24

Real User Monitor Installation and Upgrade Guide

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Contents

Contents	4
Real User Monitor Installation and Upgrade Overview	7
Part 1: RUM System Requirements and Compatibility	8
Chapter 1: RUM System Requirements	9
Chapter 2: RUM Compatibility Matrixes	19
RUM–BSM Compatibility Matrix	19
RUM Probe–RUM Engine Compatibility	19
Part 2: Installing RUM	20
Chapter 3: Installing the RUM Engine	21
The RUM Engine Setup File	21
How to Install the RUM Engine	22
RUM Configuration Wizard	27
Import User Configuration Data Page	27
Import Source Directory Page	29
MySQL Database Properties Page (Import Settings from Previous Distributed Installation)	30
MySQL Database Properties Page	31
Connect to Database Page	32
RUM Database Connection Parameters Page	34
RUM Engine Credentials Page	35
Finish Page	37
Installing RUM on Windows Server 2008 Using Windows Remote Desktop	38
Running a Silent Installation	40
Chapter 4: Installing the RUM Sniffer Probe	45
Physically Connecting the Probe	45
How to Install the RUM Sniffer Probe	47
Running a Silent Installation	51
Stopping and Starting the Probe	51
Connecting the Probe to the RUM Engine	52

Installing an nCipher Card on the RUM Probe	52
Chapter 5: Installing the RUM Client Monitor Probe	55
The RUM Client Monitor Probe Setup File	56
How to Install the RUM Client Monitor Probe	56
Stopping and Starting the RUM Client Monitor Probe	57
Connecting the RUM Client Monitor Probe to the RUM Engine	58
Installing the JavaScript Snippet	58
Instrumenting Mobile Applications for Android	61
Instrumenting Mobile Applications for iOS	66
Monitoring Hybrid Applications	68
Chapter 6: Installing the RUM Server Collector	70
Chapter 7: Installing the RUM VDI Agent	73
Chapter 8: Uninstalling RUM	74
Uninstalling the RUM Engine on a Windows Platform	74
How to Uninstall the RUM Engine Using the Windows Control Panel	74
RUM Configuration Wizard	75
Export User Configuration Data Page	76
Export Target Directory Page	77
Finish Page	77
Running a Silent Uninstall	78
Uninstalling the RUM Sniffer Probe	78
Uninstalling the RUM Client Monitor Probe	79
Uninstalling the RUM Server Collector	80
Uninstalling the RUM VDI Agent	81
Part 3: Upgrading RUM	82
Chapter 9: Workflow for Upgrading RUM	83
Upgrading to Version 9.24 from Versions Previous to 9.2x	83
Chapter 10: Upgrading the RUM Sniffer Probe	85
Chapter 11: Upgrading the RUM Client Monitor Probe	87
Chapter 12: Upgrading the RUM Engine	88
Upgrading from a Typical Installation to a Distributed Installation	88

Upgrading from RUM Versions 8.x or Earlier, 9.02, 9.1x or Later	89
Upgrading from RUM Versions 9.00 or 9.01	90
Upgrading Database Data	92
Chapter 13: Upgrading the RUM Server Collector	94
Upgrading the RUM VDI Agent	94
Chapter 14: Upgrading RUM - Notes and Limitations	95
Renaming a MySQL Database Schema	96
We appreciate your feedback!	100

Real User Monitor Installation and Upgrade Overview

This guide provides detailed instructions on how to install and upgrade the HP Real User Monitor (RUM) data collector.

For details on hardening the RUM Sniffer Probe, RUM Client Monitor Probe, and RUM Engine, see the Real User Monitor Hardening Guide. You can download this document from the HP Software Support Online (SSO) Manuals site (<http://www.hp.com/go/hpssoftwaresupport>).

For details on designing and planning the deployment of the RUM solution, see the Real User Monitor Deployment Planning Guide. You can download this document from the HP Software Support Online (SSO) Manuals site (<http://www.hp.com/go/hpssoftwaresupport>).

For details on administering and working with RUM, see the Real User Monitor Administration Guide.

If you are an HP Software-as-a-Service customer, you must contact an HP Software Support representative to receive connection information that enables you to work with RUM.

This guide contains the following parts:

- ["RUM System Requirements and Compatibility" on page 8](#)

Describes the system requirements necessary for installing RUM and the compatibility between the different versions of RUM and Business Service Management.

- ["Installing RUM" on page 20](#)

Explains how to install and uninstall the RUM Engine. Also explains how to install one or more RUM Probes.

- ["Upgrading RUM" on page 82](#)

Describes the procedures for upgrading the RUM Engine and Probe. Also includes upgrade notes and limitations.

Part 1: RUM System Requirements and Compatibility

Chapter 1: RUM System Requirements

This chapter describes the recommended system requirements for running RUM.

Caution: For production systems, you must install the RUM Engine, Probe, and database on separate physical disks.

This chapter includes the following topics:

- ["RUM Engine Requirements" below](#)
- ["RUM Repository \(MySQL Database\) Requirements" on the next page](#)
- ["Requirements for Installing the RUM Engine and Repository \(MySQL Database\) on the Same Machine" on page 11](#)
- ["Client Requirements for Viewing the RUM Engine Web Console" on page 12](#)
- ["RUM Sniffer Probe Requirements" on page 12](#)
- ["RUM Client Monitor Probe Requirements" on page 15](#)
- ["RUM Server Collector Requirements" on page 16](#)
- ["RUM VDI Agent Requirements" on page 17](#)
- ["RUM on Virtual Platforms" on page 18](#)

RUM Engine Requirements

	Minimum	Recommended
Computer/Processor	Dual-CPU Xeon 3.0 GHz Server	Dual-CPU Xeon 3.0 GHz Dual-Core Server
Operating System	Windows: Microsoft Windows Server 2008 R2 SP1 (32/64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 R2 (32/64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 SP2 (32/64 bit) Standard and Enterprise Editions	Windows: Microsoft Windows Server 2012 R2 (64 bit) Standard Edition

	Minimum	Recommended
Memory	32 bit: 2 GB 64 bit: 4 GB	8 GB
Hard Drive	70 GB	70 GB
Network Card	Gigabit network adapter	2 Gigabit network adapters (one for database connectivity and one for probe connectivity)

RUM Repository (MySQL Database) Requirements

	Minimum	Recommended
Computer/Processor	Dual-CPU Xeon 3.0 GHz Server	Dual-CPU Xeon 3.0 GHz Server
Operating System	Windows: Microsoft Windows Server 2008 R2 SP1 (32/64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 R2 (32/64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 SP2 (32/64 bit) Standard and Enterprise Editions	Windows: Microsoft Windows Server 2012 (64 bit) Standard Edition
Memory	32 bit: 2 GB 64 bit: 4 GB	8 GB
Hard Drive	200 GB fast hard drive	2 TB SCSI disks RAID 0 (RAID 0 + 1 for high availability)
Network Card	Gigabit network adapter	Gigabit network adapter
MySQL Version	5.5.31 (installed by the RUM installation program)	5.5.31 (installed by the RUM installation program)

Requirements for Installing the RUM Engine and Repository (MySQL Database) on the Same Machine

	Minimum	Recommended
Computer/Processor	Quad-CPU Xeon 3.0 GHz Server	Quad Core CPU Xeon 3.0 GHz Server
Operating System	<p>Windows:</p> <p>Microsoft Windows Server 2008 R2 SP1 (32/64 bit) Standard and Enterprise Editions</p> <p>Microsoft Windows Server 2008 R2 (32/64 bit) Standard and Enterprise Editions</p> <p>Microsoft Windows Server 2008 SP2 (32/64 bit) Standard and Enterprise Editions</p>	<p>Windows:</p> <p>Microsoft Windows Server 2012 (64 bit) Standard Edition</p>
Memory	<p>32 bit: 4 GB</p> <p>64 bit: 4 GB</p>	8 GB
Hard Drive	<p>2 Disks:</p> <ul style="list-style-type: none"> 70 GB for the RUM Engine installation 200 GB fast hard drive for the RUM repository 	<p>2 Disks:</p> <ul style="list-style-type: none"> 70 GB for the RUM Engine installation 2 TB SCSI disks RAID 0 (RAID 0 + 1 for high availability) for the RUM repository.
	<p>Note: It is important not to install the RUM Engine on the same disk as the RUM repository. The RUM repository is configured in the MySQL data path in the Configuration wizard during the RUM Engine installation. For details, see "MySQL Database Properties Page" on page 31.</p>	
Network Card	Gigabit network adapter	Gigabit network adapter
MySQL Version	5.5.31 (installed by the RUM installation program)	5.5.31 (installed by the RUM installation program)

Client Requirements for Viewing the RUM Engine Web Console

	Minimum	Recommended
Supported Browsers	Microsoft Internet Explorer (IE) 8.0, 9.0	Microsoft Internet Explorer (IE) 9.0

Note: If you are using a 64 bit based browser, make sure you have a 64 bit based JRE. If you are using a 32 based browser, make sure you have a 32 bit based JRE.

RUM Sniffer Probe Requirements

- **Hardware and Operating System Requirements**

	Minimum	Recommended
Computer/Processor	Dual-CPU Xeon 3.0 GHz Server	Dual-CPU Xeon 3.0 GHz Server

	Minimum	Recommended
Operating System	Linux: Red Hat Enterprise Linux Version 5.x (RHEL5) – 64 and 32 bit versions Red Hat Enterprise Linux Version 6.x (RHEL6) – 64 bit version	Linux: Red Hat Enterprise Linux Version 6.x (RHEL6) – 64 bit version
	Windows: Microsoft Windows Server 2008 R2 SP1 (32/64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 R2 (32/64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 SP2 (32/64 bit) Standard and Enterprise Editions	Windows: Microsoft Windows Server 2012 R2 (64 bit) Standard Edition
Memory	32 bit: 2 GB 64 bit: 4 GB	32 bit: 4 GB 64 bit: 8 GB
Hard Drive	70 GB IDE/SATA	150 GB SCSI SCSI required for high traffic levels of more than 15 MB. Large disk space required for more than one page back on Snapshot on Error (SSOE).

	Minimum	Recommended
	<p>Note: For Linux installations, it is recommended to allocate most of the disk space to the <code>/var/spool/rum_probe</code> directory, as this directory contains the majority of the probe data. It is sufficient to allocate 10 GB of space each to the <code>/var/log/rum_probe</code> and <code>/etc/rum_probe</code> directories.</p>	
<p>Network Card</p> <p>Note: Dedicated network cards are only required for the RUM Sniffer Probe.</p>	<p>For connecting port mirrored cable:</p> <p>1 standard network card of either 1 or 10 GB.</p> <p>For connecting to management port (used by RUM Engine):</p> <p>1 Intel Pro/100 (10/100 auto-sensing) set for full duplex</p> <p>For copper connections, MT type card required.</p> <p>For fiber optic connections, MF type card required.</p>	<p>For connecting tap:</p> <p>2 standard network cards of either 1 or 10 GB.</p> <p>Caution: Two network cards are required if the TAP to which the RUM Probe is connected uses different ports for transmitting and receiving data. You can also use two network cards to monitor traffic from two separate sources, providing bandwidth restrictions are not exceeded.</p> <p>For connecting to management port (used by RUM Engine):</p> <p>1 Intel Pro/100 (10/100 auto-sensing) set for full duplex.</p> <p>For copper connections, MT type card required.</p> <p>For fiber optic connections, MF type card required.</p>
PCI Slot		1 free 133/100/66 MHz 64 bit PCI slot

• Environment and System Requirements

Requirement	Description
Linux installations only:	
Probe watchdog prerequisites	<p>The following are required for the probe watchdog and must be installed on the Linux machine prior to installing the RUM Probe:</p> <ul style="list-style-type: none"> ■ libcrypto.so ■ libssl.so <p>Note: These libraries are part of the openssl package.</p> <ul style="list-style-type: none"> ■ Perl must be installed with the following libraries: <ul style="list-style-type: none"> ○ LWP::UserAgent ○ URI::URL ■ Python (an interpreted, interactive, object-oriented programming language)
rum_probe user	<p>A user called rum_probe is automatically created during installation, but you must manually configure a password for this user. When entering the RUM Probe user and password in End User Management Administration, you must use either the root or rum_probe user (for details, see "New/Edit Real User Monitor Engine Page" in the BSM Application Administration Guide).</p>
Linux and Windows installation:	
Probe console port	<p>Port 2020 is the default port used for accessing the HP Real User Monitor probe console. By default, HTTPS with client certificate is used.</p>

RUM Client Monitor Probe Requirements

	Minimum	Recommended
Computer/Processor	Dual-CPU Xeon 3.0 GHz Server	Dual-CPU Xeon 3.0 GHz Server

	Minimum	Recommended
Operating System	Windows: Microsoft Windows Server 2008 R2 SP1 (64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 R2 (64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 SP2 (64 bit) Standard and Enterprise Editions	Windows: Microsoft Windows Server 2012 (64 bit) Standard Edition
Memory	4 GB	8 GB
Hard Drive	50 GB	70 GB
Network Card	Gigabit network adapter	2 Gigabit network adapters (one for RUM Engine connectivity and one for client data connectivity)
Supported Browser for RUM Browser Solution	Best optimized for Internet Explorer 9.0 and up, as well as Firefox and Chrome	Internet Explorer 9.0 and up, as well as Firefox and Chrome

RUM Server Collector Requirements

	Minimum	Recommended
Computer/Processor	Dual-CPU Xeon 3.0 GHz Server	Dual-CPU Xeon 3.0 GHz Server

	Minimum	Recommended
Operating System	Linux: Red Hat Enterprise Linux Version 5.x (RHEL5) – 64 bit version Red Hat Enterprise Linux Version 6.x (RHEL6) – 64 bit version	Linux: Red Hat Enterprise Linux Version 6.x (RHEL6) – 64 bit version
	Windows: Microsoft Windows Server 2008 R2 SP1 (64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 R2 (64 bit) Standard and Enterprise Editions Microsoft Windows Server 2008 SP2 (64 bit) Standard and Enterprise Editions	Windows: Microsoft Windows Server 2012 R2 (64 bit) Standard Edition
Memory	4 GB	16 GB
Hard Drive	10 GB	10 GB
Network Card	Sharing the same NIC with App/Web Server	Dedicated NIC with the same bandwidth as the main NIC(s) + 25% overhead

RUM VDI Agent Requirements

	Minimum	Recommended
Computer/Processor	XenApp server 4.5 or later (installed on Windows 2008 Server or later)	XenApp server 4.5 or later (installed on Windows 2008 Server or later)
Operating System	Windows: Microsoft Windows Server 2008 (32 and 64 bit) Standard and Enterprise Editions	Windows: Microsoft Windows Server 2012 (64 bit) Standard Edition
Hard Drive	20 MB	20 MB

Supported Browsers for HTTP Traffic

The RUM VDI Agent monitors HTTP traffic for Internet Explorer 7, 8, 9, 10, 11.

In addition to the above Internet Explorer versions, the RUM VDI Agent can support a wide range of software based on Microsoft's WebBrowser ActiveX component.

RUM on Virtual Platforms

We recommend installing RUM on physical servers when possible. However, when necessary, you can install both the RUM Engine and Probe on a virtual platform. The following virtualization platforms are supported:

- VMware ESX 3.x
- VMware ESX 4.x
- VMware ESX 5.x

For details on duplicating traffic for a RUM Probe on a virtual machine, see "Duplicating Traffic for RUM with VMware" in the Real User Monitor Administration Guide.

Note:

- For production systems, you must install the RUM Engine, Probe, and database on separate physical disks, or on any high performance storage system.
- For the RUM database, the default VMware disk performance is usually not sufficient as one physical disk is shared between several virtual machines.
- RUM installed on VMware with NAS (Network-attached storage) has been tested with a Netapp iSCSI connection with a latency of less than 10 milliseconds.

Chapter 2: RUM Compatibility Matrixes

This section includes the following information:

- ["RUM Compatibility Matrixes" above](#)
- ["RUM Compatibility Matrixes" above](#)

RUM–BSM Compatibility Matrix

The following table shows the compatibility between the different versions of the RUM Engine and BSM Server:

Compatibility Matrix	HP Business Service Management									
	9.24	9.23	9.22	9.21	9.20	9.13	9.12	9.10	9.0x	8.0x
RUM 9.24	✓	✓	✓	✓	✓	✓	✓	✓	x	x
RUM 9.23	x	✓	✓	✓	✓	✓	✓	✓	x	x
RUM 9.22	x	x	✓	✓	✓	✓	✓	✓	x	x
RUM 9.21	x	x	x	✓	✓	✓	✓	✓	x	x
RUM 9.20	x	x	x	x	✓	✓	✓	✓	x	x
RUM 9.13	x	x	x	x	x	✓	✓	✓	x	x
RUM 9.12	x	x	x	x	x	x	✓	✓	x	x
RUM 9.10	x	x	x	x	x	x	x	✓	x	x
RUM 9.02	x	x	x	x	x	x	x	x	✓	x
RUM 9.01	x	x	x	x	x	x	x	x	✓	x
RUM 9.00	x	x	x	x	x	x	x	x	✓	x
RUM 8.0x	x	x	x	x	x	x	x	x	x	✓

RUM Probe–RUM Engine Compatibility

- **RUM Sniffer Probe.** The RUM Sniffer Probe version must be the same as the RUM Engine version.
- **RUM Client Monitor Probe.** The RUM Client Monitor Probe version must be the same as the RUM Engine version.

Part 2: Installing RUM

Chapter 3: Installing the RUM Engine

To monitor real user activity, you must first install the RUM Engine on a Windows platform.

The RUM installation procedure installs both the RUM Engine and the MySQL database. You can install both the engine and the database on the same machine, or on different machines. To install the engine and database on different machines, install the MySQL database first and then install the engine and connect it to the database.

Note: Before beginning the installation, review the information in the RUM Release Notes PDF (rum_readme_<version number>.pdf) for any last minute notes and limitations, as well as for upgrade and service pack install instructions.

This section includes:

- ["The RUM Engine Setup File" below](#)
- ["How to Install the RUM Engine" on the next page](#)
- ["RUM Configuration Wizard" on page 27](#)
- ["Installing RUM on Windows Server 2008 Using Windows Remote Desktop" on page 38](#)
- ["Running a Silent Installation" on page 40](#)

The RUM Engine Setup File

The RUM Engine setup file can be accessed from one of the following locations:

- The RUM installation package.
- The HP Software Support Online web site (<http://www.hp.com/go/hpssoftwaresupport>). Go to **Software Support Online > Downloads > Software Patches** and select Application Performance Management as the product. For each version, check for RUM as a sub-product.
- The Downloads page in BSM Platform Administration. For details, see the BSM Platform Administration Guide.

Note: There may be more recent versions of RUM than the version included in the BSM Downloads page. For details, check the HP Software Support Online web site (<http://www.hp.com/go/hpssoftwaresupport>).

How to Install the RUM Engine

For details on the system requirements for installing the RUM Engine, see ["RUM System Requirements" on page 9](#).

Note:

- For production systems, you must install the RUM Engine, Probe, and database on separate physical disks.
- For better performance, we recommend installing the RUM Engine and the RUM Probe on the same local area network (LAN).
- Before installing the RUM Engine on Windows Server 2008 using Windows Remote Desktop, refer to ["Installing RUM on Windows Server 2008 Using Windows Remote Desktop" on page 38](#).

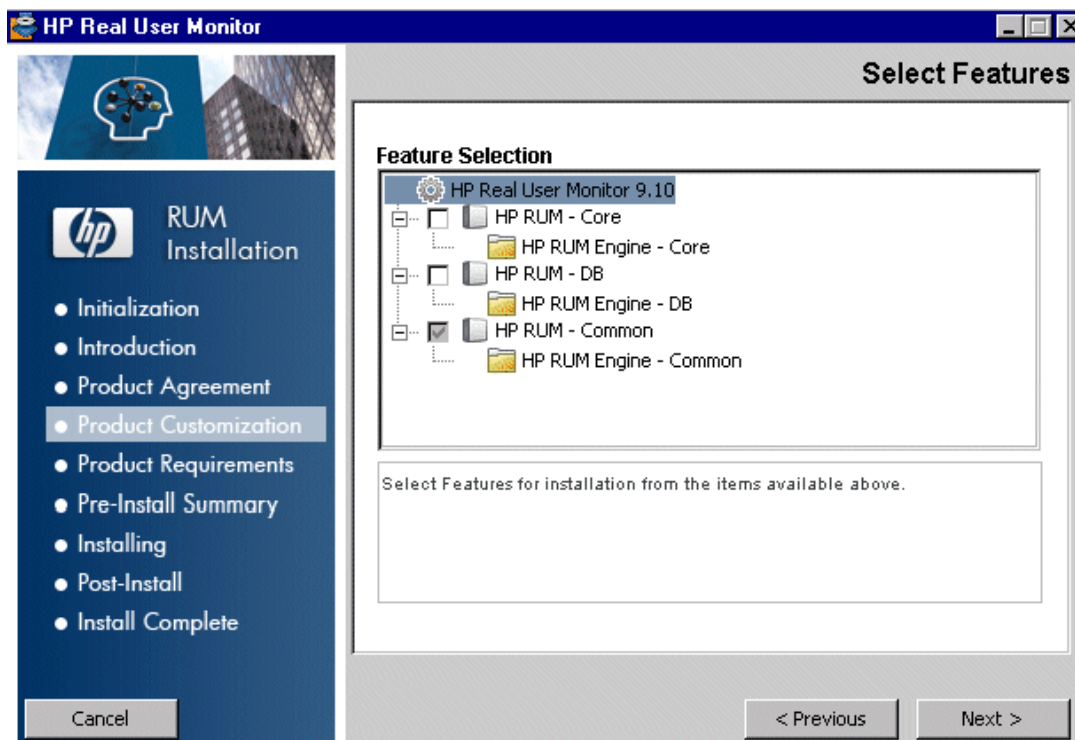
To install the RUM Engine:

1. Save the RUM setup folder for Windows on the machine on which you are installing RUM. For more details on the location of the RUM setup file, see ["The RUM Engine Setup File" on the previous page](#).
2. On this machine, navigate to the downloaded file and double-click **HPRUMEngine_<version number>_setup.exe**.
3. When prompted, select the installation language (default English) and click **OK**. The RUM Engine Setup wizard begins.
4. When the Introduction page is displayed, click **Next**.
5. Accept the terms of the license agreement and click **Next**.
6. Select whether to run a typical installation (which installs both the RUM Engine and the MySQL database), or a custom installation (in which you select specific features to install). Click **Next**.

If you select **Typical** installation, skip to step 8 below to continue.

Note: You are able to select the installation path in both types of installations (typical and custom).

7. Select the features you want to install from the following, by checking the box to the left of the required feature:
 - **HP RUM - Core.** Installs the RUM Engine.
 - **HP RUM - DB.** Installs the MySQL database.
 - **HP RUM - Common.** Installs common components required by both the RUM Engine and the MySQL database. (This feature is selected by default and you cannot change the selection.)



Click **Next**.

Note: If you select **HP RUM DB** only, the MySQL database is installed in the specified location, but no database schema is created.

8. Select the path of the folder in which you want to install the RUM Engine. Either accept the default path (**C:\HPRUM**), or click **Browse** to create a new folder in a different path. (You can reset the path to the default folder by clicking **Reset**.) Click **Next**.

Note:

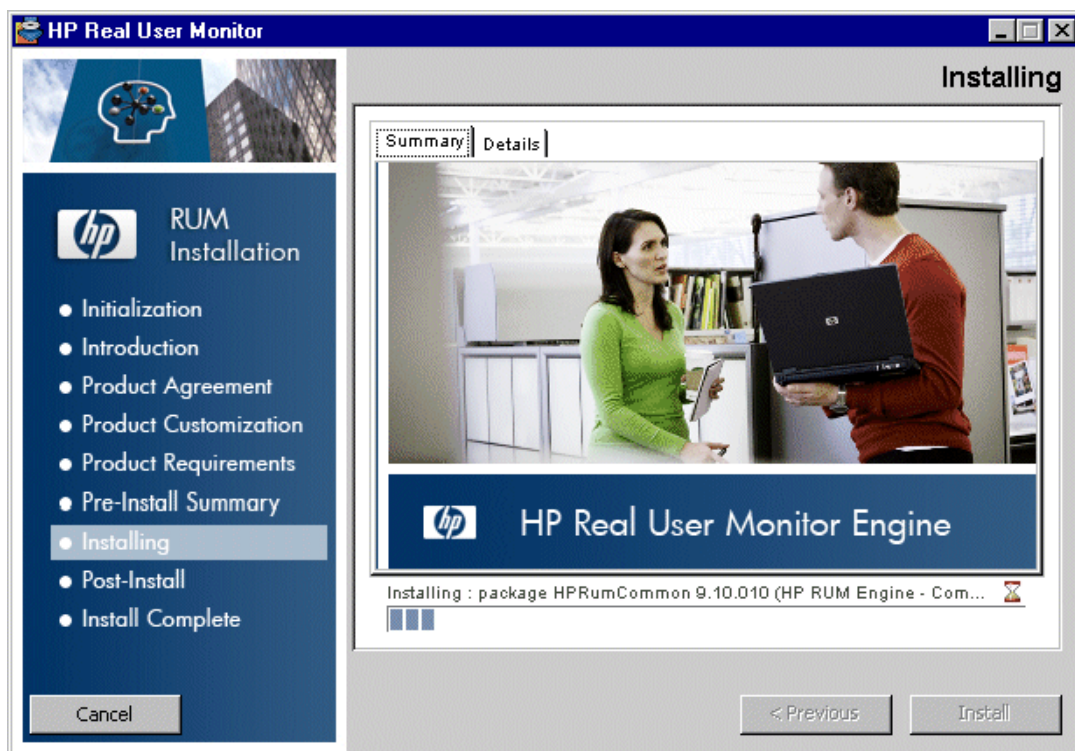
- Do not use non-ASCII characters in the RUM installation path.
- Do not select an existing folder.

9. The Setup wizard verifies the following system parameters and displays the verification details:

- Free disk space
- Previous RUM installations
- Selected components for installation
- The installation directory (which should be a new directory)

If any of the verification checks fail, go back and make the necessary corrections according to the information displayed (for example, free up more disk space, or change the selected components).

10. Read the pre-install summary information. If it is correct, click **Install** to continue with the installation. If it is not correct, click **Previous** to correct the information you previously provided.
11. The installation begins and its progress is displayed. You can choose whether to view summary or detailed progress data, by clicking the appropriate tab.



When the installation has finished, the HP RUM Configuration wizard is automatically started. The wizard includes the following pages:

Page	Enables you to ...	For user interface details, see ...
Import User Configuration Data	Select whether you want to import user data settings from a previous RUM installation.	"Import User Configuration Data Page" on page 27
Import Source Directory	Select the path from which to import user data settings from a previous RUM installation.	"Import Source Directory Page" on page 29
MySQL Database Properties	Configure the path in which the MySQL database is installed, as well as the user name and password for accessing the database.	"MySQL Database Properties Page" on page 31
Connect to Database	Configure whether to connect the RUM Engine to a MySQL database.	"Connect to Database Page" on page 32

Page	Enables you to ...	For user interface details, see ...
RUM Database Connection Parameters	Configure the parameters used by the RUM Engine to connect to its MySQL database.	"RUM Database Connection Parameters Page" on page 34
RUM Engine Credentials	Configure the credentials that the RUM Engine uses to connect to the JMX and web consoles.	"RUM Engine Credentials Page" on page 35
Finish	View the status of the Configuration wizard.	"Finish Page" on page 37

12. When the RUM Configuration wizard has finished, the status of the HP RUM Engine Setup wizard is displayed. You can choose whether to view summary or detailed status data. You can view the installation log file by clicking the **View log file** link.
13. Click **Done** to exit the Setup wizard.

After successfully installing the RUM Engine and connecting the engine to the MySQL database, start RUM on the machine on which it is installed and configure the connection settings to BSM.

To start RUM and configure connection settings:

1. Start RUM by selecting **Start > Programs > HP Real User Monitor > Administration > Enable HP Real User Monitor**.

Note: You can stop RUM by selecting **Start > Programs > HP Real User Monitor > Administration > Disable HP Real User Monitor**.

For additional information on starting and stopping RUM, see "Administering HP Real User Monitor" in the Real User Monitor Administration Guide.

2. Configure the connection settings to BSM in the RUM web console. For details, see "BSM Connection Settings" in the Real User Monitor Administration Guide.

RUM Configuration Wizard

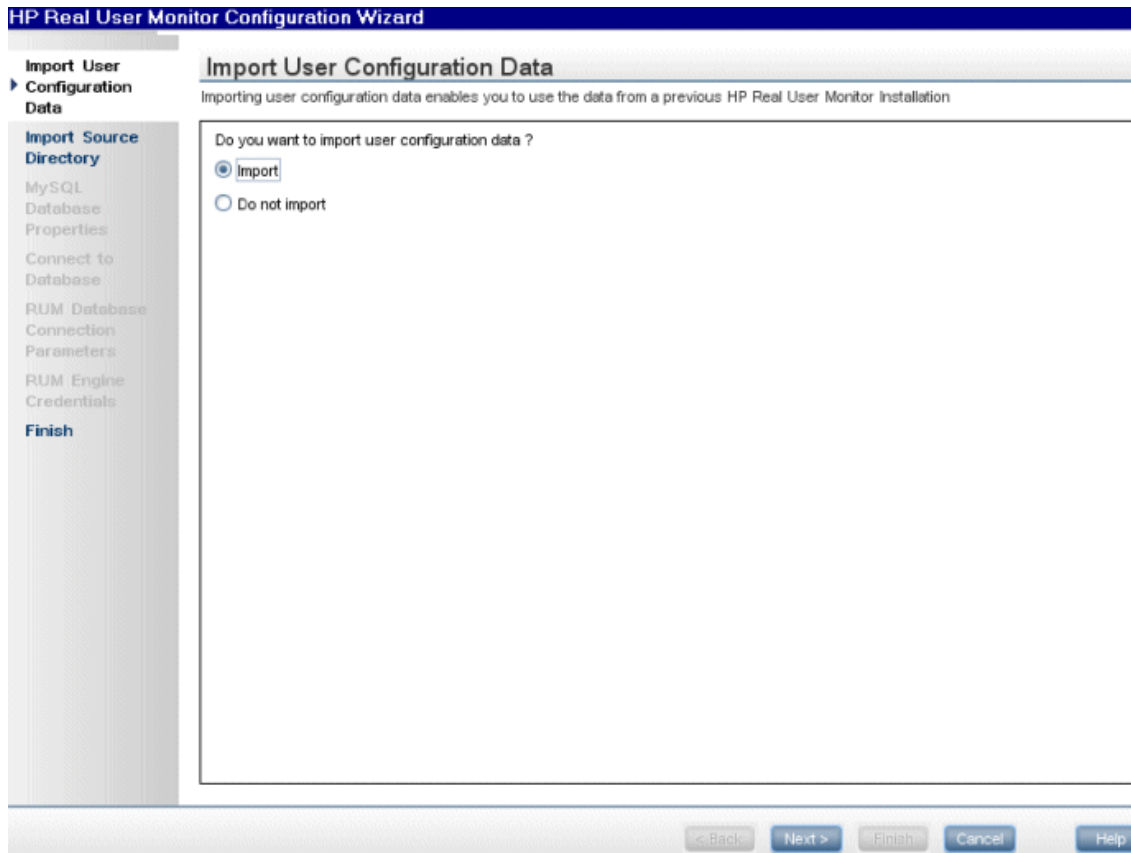
This wizard enables you to import configuration data from a previous installation, as well as to configure various connection parameters.

To access	The RUM Configuration wizard is automatically launched during a RUM installation, after the setup program has installed the RUM application.
Wizard Map	The RUM Configuration wizard contains: "Import User Configuration Data Page" below > "Import Source Directory Page" on page 29 > "MySQL Database Properties Page (Import Settings from Previous Distributed Installation)" on page 30 > "MySQL Database Properties Page" on page 31 > "Connect to Database Page" on page 32 > "RUM Database Connection Parameters Page" on page 34 > "RUM Engine Credentials Page" on page 35 > "Finish Page" on page 37
Useful Links	"Installing the RUM Engine" on page 21

Import User Configuration Data Page

This page enables you to select whether you want to import user data settings from a previous installation. This is part of the RUM Configuration wizard; refer to "[RUM Configuration Wizard](#)" [above](#) for general information.

The following is an example of the Import User Configuration Data page:



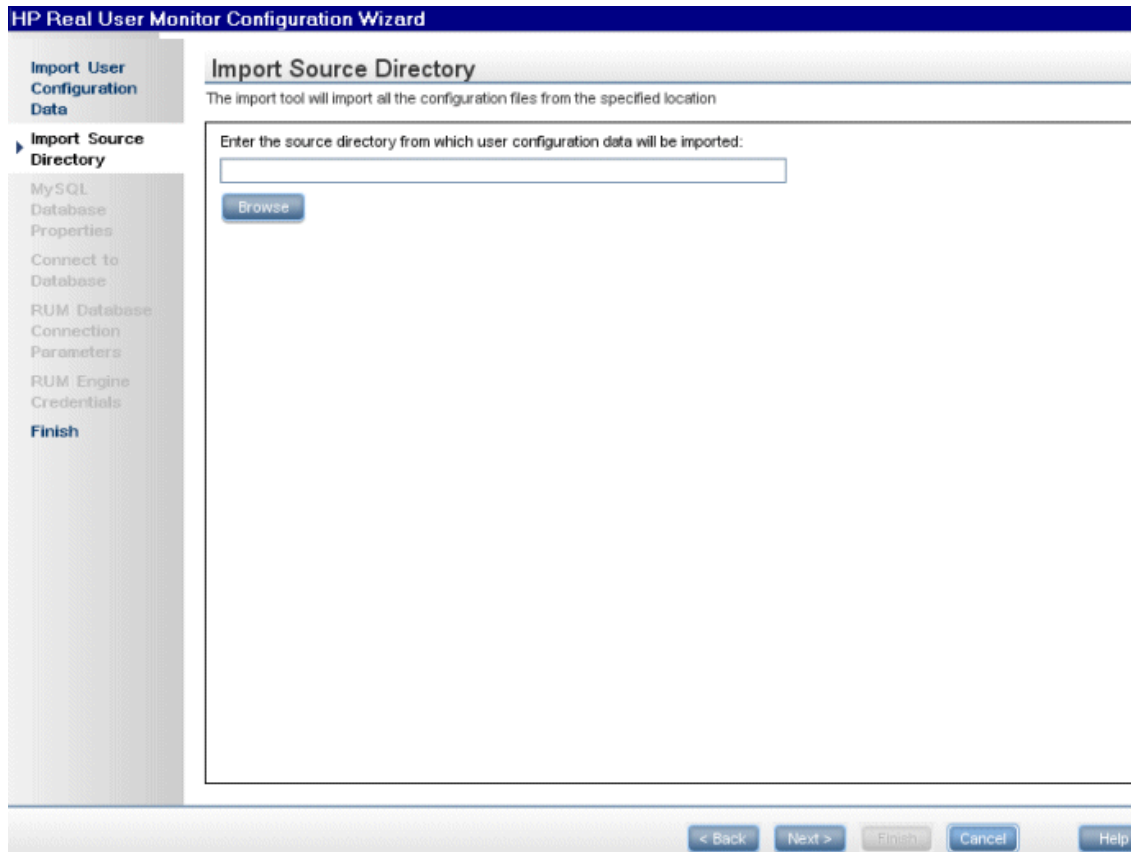
The following elements are included:

UI Element	Description
Import	<p>Select this radio button if you want to import user data settings that you exported when uninstalling a previous version of RUM.</p> <p>Note:</p> <ul style="list-style-type: none">• If you want to include settings from an earlier version as part of a RUM upgrade, you must import the user data settings you saved when uninstalling the previous version.• The <MySQL data path> must be located in the same path in which it was located in the RUM installation from which you are importing.• If you import user data settings from a previous installation of RUM, the RUM Engine Credentials page is not accessed in the wizard.
Do not import	<p>Select this radio button if you do not want to import configuration settings from a previous version of RUM.</p> <p>Note: If you select this option, the wizard continues with the "MySQL Database Properties Page" on page 31.</p>

Import Source Directory Page

This page enables you to select the path from which to import user data settings from a previous RUM installation. This is part of the RUM Configuration wizard; refer to "[RUM Configuration Wizard](#)" on page 27 for general information.

The following is an example of the Import Source Directory page:



The following elements are included (unlabeled UI elements are shown in angle brackets>):

UI Element	Description
<Source directory>	<p>Enter the source directory from which user configuration data will be imported. You can click Browse to locate and select a directory.</p> <p>Note: Importing data from an earlier version of RUM as part of an upgrade only changes the database structure, but does not copy old data. New, empty tables with the new database structure are created and the old tables are renamed by appending _old to their name. A warning about this is displayed when relevant. For details on copying the data from the old tables to the new ones, see "Upgrading Database Data" on page 92.</p>

If you are installing the MySQL database in a distributed installation (that is, a system in which the engine and database are installed on separate machines), the Configuration Wizard continues with the next step. Otherwise, it continues with the Finish page (for details, see ["Finish Page" on page 37](#)).

MySQL Database Properties Page (Import Settings from Previous Distributed Installation)

This page enables you to configure the user name and password for accessing the database, if you import user data settings from a previous RUM installation when installing the MySQL database in a distributed installation (that is, a system in which the engine and the database are installed on separate machines). This is part of the RUM Configuration wizard; refer to ["RUM Configuration Wizard" on page 27](#) for general information.

The following is an example of the MySQL Database Properties page, if you import user data settings from a previous RUM installation when installing the MySQL database in a distributed installation (that is, a system in which the engine and the database are installed on separate machines).

The screenshot shows the 'HP Real User Monitor Configuration Wizard' window. The title bar reads 'HP Real User Monitor Configuration Wizard'. On the left is a vertical navigation pane with the following items: 'Import User Configuration Data', 'Import Source Directory', 'MySQL Database Properties' (which is selected and highlighted), and 'Finish'. The main content area is titled 'MySQL Database Properties' and contains the instruction 'Configure the RUM engine's MySQL database properties'. Below this, it says 'Enter MySQL root user name and password'. There are two input fields: 'User name:' with the text 'rum_user' and 'Password:' with a masked password '*****'. At the bottom of the window, there are five buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'.

The following elements are included:

UI Element	Description
User name	The user name for accessing the MySQL database.
Password	The password for accessing the MySQL database.

The Configuration Wizard continues with the Finish page. For details, see ["Finish Page" on page 37](#).

MySQL Database Properties Page

This page enables you to configure the path in which the MySQL database data files are placed, as well as the user name and password for accessing the database. This is part of the RUM Configuration wizard; refer to ["RUM Configuration Wizard" on page 27](#) for general information.

Important Information	<ul style="list-style-type: none">• If you are installing the MySQL database only, after completing this page and clicking Next, the wizard continues with the Finish page and the other wizard pages are not accessed.• If you are installing the RUM Engine only, this wizard page is not accessed.
------------------------------	---

The following is an example of the MySQL Database Properties page:

The screenshot shows the 'MySQL Database Properties' page within the 'HP Real User Monitor Configuration Wizard'. The page title is 'MySQL Database Properties' and the subtitle is 'Configure the RUM engine's MySQL database properties'. On the left, there is a navigation pane with the following options: 'Import User Configuration Data', 'Import Source Directory', 'MySQL Database Properties' (which is selected and expanded), 'Connect to Database', 'RUM Database Connection Parameters', 'RUM Engine Credentials', and 'Finish'. The main content area contains a 'MySQL data path' field with the value 'C:\HPRUM_DATA' and a 'Browse' button. Below this, there is a section titled 'Enter the MySQL root user name and password' with three input fields: 'User name:', 'Password:', and 'Verify password:'. At the bottom of the wizard, there are five buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'.

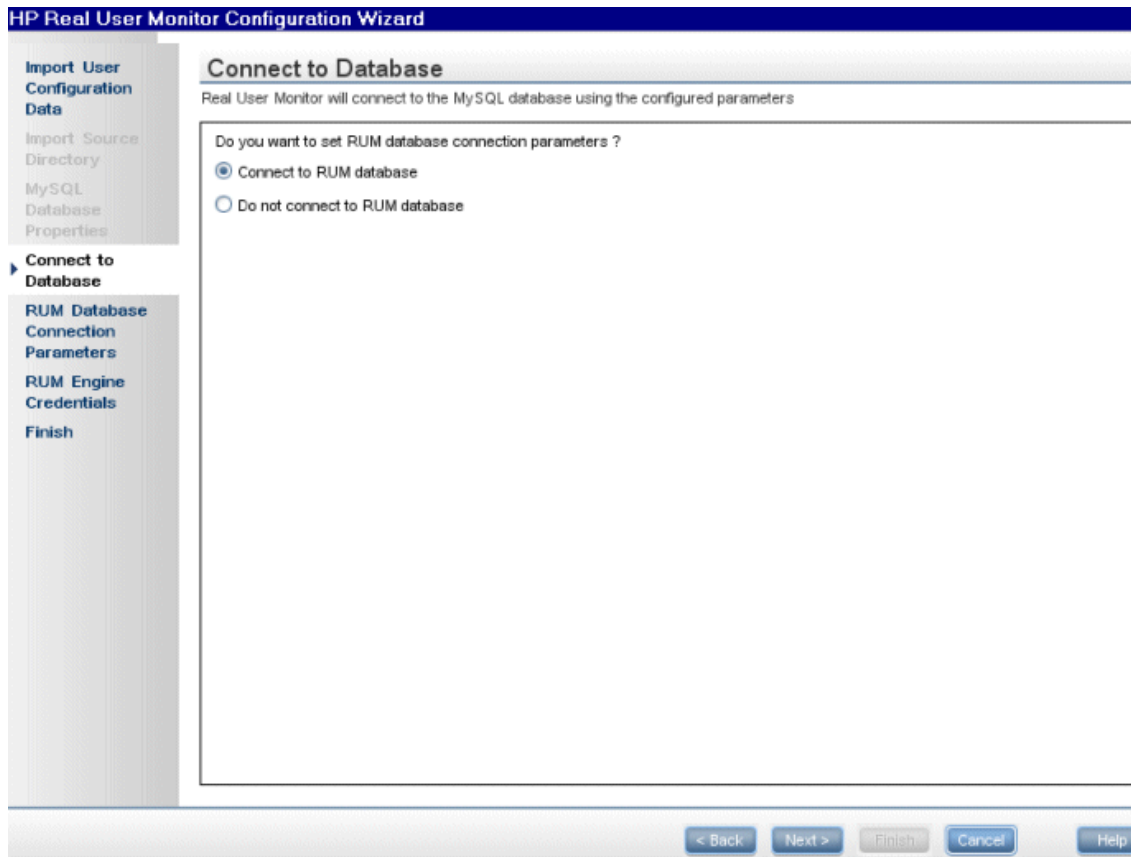
The following elements are included:

UI Element	Description
MySQL data path	<p>The path in which to install the MySQL database.</p> <p>Note:</p> <ul style="list-style-type: none">• The path should be for a directory that does not already exist, or for a directory that already contains a MySQL database.• If you enter an existing path, RUM uses the data in this directory and does not construct a new schema.• We recommend that you exclude this directory from anti-virus software scanning.
User name	The user name for accessing the MySQL database.
Password	The password for accessing the MySQL database.
Verify password	Retype the password for verification.

Connect to Database Page

This page enables you to configure whether to connect the RUM Engine to a MySQL database. This is part of the RUM Configuration wizard; refer to "[RUM Configuration Wizard](#)" on page 27 for general information.

The following is an example of the Connect to Database page:



The following elements are included:

UI Element	Description
Connect to RUM database	Select this radio button to configure connection parameters and connect the RUM Engine to a MySQL database.
Do not connect to RUM database	<p>Select this radio button if you do not want to connect the RUM Engine to a MySQL database.</p> <p>Note:</p> <ul style="list-style-type: none"> If you select this option, the wizard continues with the "RUM Engine Credentials Page" on page 35. You can connect to a MySQL database, or change an existing connection, after installing RUM, by running the RUM Configuration wizard (Start > All Programs > HP Real User Monitor > Administration > HP Real User Monitor Configuration Tool).

RUM Database Connection Parameters Page

This page enables you to configure the parameters used by the RUM Engine to connect to its MySQL database. This is part of the RUM Configuration wizard; refer to "[RUM Configuration Wizard](#)" on page 27 for general information.

The following is an example of the RUM Database Connection Parameters page:

The screenshot displays the 'HP Real User Monitor Configuration Wizard' window. The title bar reads 'HP Real User Monitor Configuration Wizard'. On the left side, there is a vertical navigation pane with the following items: 'Import User Configuration Data', 'Import Source Directory', 'MySQL Database Properties', 'Connect to Database', 'RUM Database Connection Parameters' (which is currently selected and expanded), 'RUM Engine Credentials', and 'Finish'. The main content area is titled 'RUM Database Connection Parameters' and contains the text: 'Real User Monitor will use the following parameters to connect to the MySQL database'. Below this text is a checkbox labeled 'Connect to an existing schema' which is unchecked. There are five input fields: 'Host name:' with the value 'localhost', 'Port:' with the value '3306', 'User name:' with the value 'rum_user', 'Password:' with a masked value of '*****', and 'Schema name:' which is empty. At the bottom of the window, there are five buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'.

The following elements are included:

UI Element	Description
Connect to an existing schema	Select this check box if you want to connect to an existing schema. Clear this check box if you want to create a new schema. Default value: Not selected Note: <ul style="list-style-type: none">• When upgrading from an earlier version of RUM, you must connect to the previous, existing schema.• If you connect to a schema from an earlier RUM version, RUM automatically upgrades the schema so that it is compatible with the current version.
Host name	The host name of the machine where the MySQL database resides. Default value: localhost
Port	The port number for accessing the host machine. Default value: 3306
User name	The configured user name for connecting to the MySQL database. This must match the user name that you configured as part of the database parameters in the "MySQL Database Properties Page" on page 31 .
Password	The configured password for connecting to the MySQL database. This must match the password that you configured as part of the database parameters in the "MySQL Database Properties Page" on page 31 .
Schema name	The name for the existing MySQL database schema to which you want the RUM Engine to connect, or the name of the new schema you want it to create. Syntax exceptions: <ul style="list-style-type: none">• The name must begin with a letter or digit.• The only valid special character is an underscore (_).• The name cannot end with a space.

RUM Engine Credentials Page

This page enables you to configure the credentials for the RUM JMX interface and the RUM web console. This is part of the RUM Configuration wizard; refer to ["RUM Configuration Wizard" on page 27](#) for general information.

Note: If you imported user data settings from a previous RUM installation, this wizard page is not accessed.

The following is an example of the RUM Engine Credentials page:

The following elements are included:

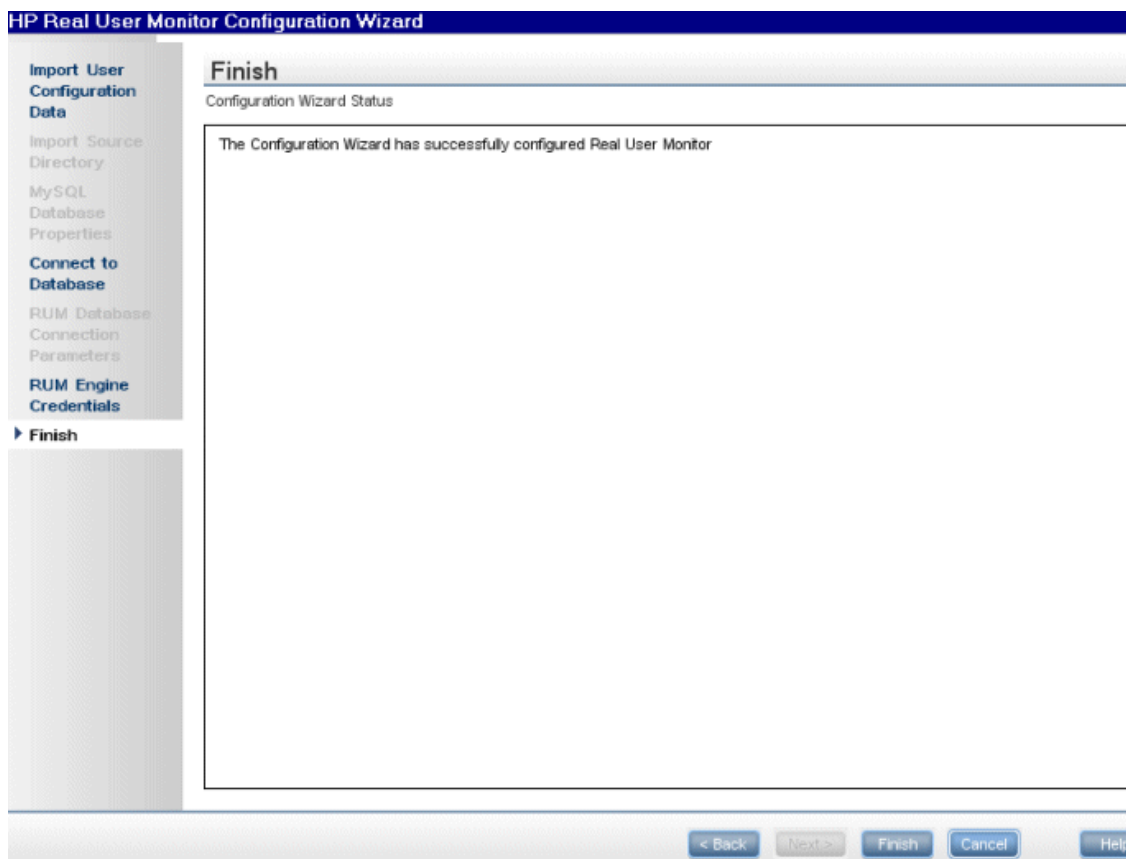
UI Element	Description
JMX console and Gateway Password	<p>The password for the JMX console and BSM Gateway user.</p> <ul style="list-style-type: none"> • Enter password: Select this radio button to enter a password of choice. • Use default password: Select this radio button to use the default password (admin). <p>Note: The JMX console and Gateway password must match the password configured for the RUM Engine connection settings in End User Management Administration in BSM. If they do not match, BSM is unable to communicate with the RUM Engine to obtain data for End User Management reports. For details on configuring RUM Engine connection settings in End User Management Administration, see "Edit Real User Monitor Engine Properties Dialog Box" in the BSM Application Administration Guide.</p>

UI Element	Description
RUM Web Console admin user name	The user name you use for accessing the RUM web console.
RUM Web Console admin password	The password for the RUM web console user.
Verify password	Retype the password (JMX console and Gateway user password, or RUM web console password) for verification.

Finish Page

This page displays a message showing the status of the Configuration wizard. Click **Finish** to exit and return to the RUM Setup wizard. This is part of the RUM Configuration wizard; refer to "[RUM Configuration Wizard](#)" on [page 27](#) for general information.

The following is an example of the Finish page:



Installing RUM on Windows Server 2008 Using Windows Remote Desktop

If you try to install the RUM Engine and/or MySQL database on Windows Server 2008 using Windows Remote Desktop, the installation may not run and an error message is displayed. In such cases, you must first install Terminal Server Role Service on the remote machine on which you want to install engine or database and then carry out the installation using the Terminal Server.

This section includes the following topics:

- ["To install the Terminal Server Role Service" below](#)
- ["To install RUM using Terminal Server" on page 40](#)

To install the Terminal Server Role Service

1. Open **Server Manager** (Start > Administrative Tools > Server Manager).
2. In the left pane, right-click **Roles** and select **Add Roles**.

3. On the **Add Roles** wizard > **Before You Begin** page, click **Next**.
4. On the **Select Server Roles** page, under **Roles**, select the **Terminal Services** check box and click **Next**.

Note: If Terminal Services is already installed on the server, the **Terminal Services** check box is selected and dimmed.

5. On the **Terminal Services** page, click **Next**.
6. On the **Select Role Services** page, select the **Terminal Server** check box and click **Next**.

Note: Installing the Terminal Server role service on a domain controller is not recommended. If you are installing the Terminal Server role service on a domain controller, a warning message is displayed. For more information, see Installing Terminal Server on a Domain Controller in the Windows Server 2008 Technical Library (<http://go.microsoft.com/fwlink/?linkid=109277>).

7. On the **Uninstall and Reinstall Applications for Compatibility** page, click **Next**.
8. On the **Specify Authentication Method for Terminal Server** page, select the appropriate authentication method for the terminal server and click **Next**. For more information about authentication methods, see Configure the Network Level Authentication Setting for a Terminal Server in the Terminal Server Help in the Windows Server 2008 Technical Library (<http://go.microsoft.com/fwlink/?linkid=109280>).
9. On the **Specify Licensing Mode** page, select the appropriate licensing mode for the terminal server and click **Next**. For more information about licensing modes, see Specify the Terminal Services Licensing Mode in the Windows Server 2008 Technical Library (<http://go.microsoft.com/fwlink/?linkid=101638>).
10. On the **Select User Groups Allowed Access To This Terminal Server** page, add the users or user groups that you want to be able to remotely connect to this terminal server and click **Next**. For more information, see Configure the Remote Desktop User Group in the Windows Server 2008 Technical Library (<http://go.microsoft.com/fwlink/?linkid=109278>).
11. On the **Confirm Installation Selections** page, verify that the Terminal Server role service will be installed and click **Install**.
12. The installation progress is displayed on the **Installation Progress** page.
13. On the **Installation Results** page, you are prompted to restart the server to finish the installation process. Click **Close** and then click **Yes** to restart the server.

14. If you are prompted that other programs are still running, do one of the following:

- To close the programs manually and restart the server later, click **Cancel**.
- To automatically close the programs and restart the server, click **Restart now**.

After the server restarts and you log on to the remote machine, the remaining installation steps are automatically completed. When the **Installation Results** page is displayed, verify that the installation was successful.

Note: You can also confirm that Terminal Server is installed using the following steps:

- Start **Server Manager**.
- Under **Roles Summary**, click **Terminal Services**.
- Under **System Services**, confirm that Terminal Services has a status of **Running**.
- Under **Role Services**, confirm that Terminal Server has a status of **Installed**.

To install RUM using Terminal Server

On the remote machine on which you are installing RUM, in the **Control Panel** select **Install using Terminal Server** and then select the RUM installation file.

Follow the installation process as described in "[How to Install the RUM Engine](#)" on page 22.

Running a Silent Installation

You can use a silent installation procedure to run the RUM setup. A silent installation is an installation that is performed automatically, without the need for user interaction. Instead, all configuration parameters are allocated predetermined values that are stored in a configuration file.

Note: When running an installation in silent mode, no messages are displayed. Instead, you can view installation information in the log files, including information on whether the installation was successful.

This section includes:

- "[How a Silent Installation Assigns Values](#)" on the next page
- "[Prerequisites](#)" on the next page
- "[Silent Installation for Windows](#)" on the next page
- "[Configuring the RUMInstallationDefaults.properties File](#)" on page 42

How a Silent Installation Assigns Values

A silent installation uses the following files to obtain parameter values for use during the installation:

- **<temp directory>\ovinstallparams.ini**. This file contains values for the settings used by the setup program such as the original setup file path, the installation path, the installation type, the default maintenance mode selection, and so forth. The installation process copies this file to the machine's temp directory, if a file with the same name does not already exist in that location.
- **<temp directory>\RUMInstallationDefaults.properties**. This file contains the parameter values used by the RUM Configuration wizard (for details, see ["RUM Configuration Wizard" on page 27](#)).

The installation process copies this file to the **<RUM installation directory>\bin directory**. (The default RUM installation directory is **C:\HPRUM**.) For a silent installation, edit this file and set the values you want the silent installation to use, and then copy the file to the machine's temp directory. For details on configuring the **RUMInstallationDefaults.properties** file, see ["Configuring the RUMInstallationDefaults.properties File" on the next page](#).

Prerequisites

Before you begin a silent installation of RUM, make sure of the following:

- You must uninstall any previous versions of RUM from the machine on which you run the silent installation. For details on uninstalling RUM, see ["Uninstalling RUM" on page 74](#).
- You must have administration privileges for the machine on which you are installing RUM.
- If you want to configure specific settings to be used by a silent installation, edit the **RUMInstallationDefaults.properties** file accordingly. Make sure that the file is located in the machine's temp directory or the **<RUM installation directory>\bin** directory on the machine on which you run the silent installation, and that no other copy of this file exists in either directory. For details on configuring the **RUMInstallationDefaults.properties** file, see ["Configuring the RUMInstallationDefaults.properties File" on the next page](#).

Silent Installation for Windows

To run a silent installation, use the following procedure:

1. Download and start installing the RUM Engine. For details, see ["Installing the RUM Engine" on page 21](#).
2. When the Real User Monitor Configuration wizard opens, click **Cancel** and then quit the RUM installation.
3. Copy the **\HPRUM\bin\RUMInstallationDefaults.properties** file to the location of your choice.
4. Uninstall RUM. For details, see ["Uninstalling RUM" on page 74](#).
5. Configure the saved **RUMInstallationDefaults.properties** file with the values you want the silent installation to use, and copy the file to the machine's temp directory.

6. Run the setup program (downloaded in step 1) using the following command:

```
HPRum_<version number>_setup.exe -i silent
```

The silent installation begins.

Caution: If the same version of RUM as the one you are installing already exists on the machine, the silent installation automatically runs in uninstall mode and removes the existing installation.

Configuring the RUMInstallationDefaults.properties File

The **RUMInstallationDefaults.properties** file is used by a silent installation to obtain the parameter values required by the RUM Configuration wizard during the installation of a specific RUM machine. For details on how the silent installation assigns values, see ["How a Silent Installation Assigns Values" on the previous page](#).

The following table describes the **RUMInstallationDefaults.properties** file and the values that can be set:

Parameter	Description	Default Value
doImport	Import user data settings from a previous RUM installation.	false
importSourceDirectory	The path from which to import user data settings from a previous RUM installation.	
dbPath	The path in which the MySQL database is installed.	c:\
dbUserName	The user name for accessing the MySQL database.	
dbPassword	The password for accessing the MySQL database.	
doConnectToDB	Connect the RUM Engine to a MySQL database.	true
dbConnectionHostName	The host name of the machine where the MySQL database resides.	
dbConnectionPort	The port number for accessing the host machine.	

Parameter	Description	Default Value
dbConnectionUserName	The configured user name for connecting to the MySQL database. This must match the user name that you configured for the dbUserName parameter.	
dbConnectionPassword	The configured password for connecting to the MySQL database. This must match the user name that you configured for the dbPassword parameter.	
dbConnectionSchema	The name for the existing MySQL database schema to which you want the RUM Engine to connect, or the name of the new schema you want it to create.	
connectToExistingSchema	Connect to an existing schema.	false
webConsoleUserName	The user name you use for accessing the RUM web console.	
webConsolePassword	The password for the RUM web console user.	

Parameter	Description	Default Value
jmxPassword	<p>The password for the JMX and Gateway user.</p> <p>Note: The JMX and Gateway password must match the password configured for the connection settings of the RUM Engine in End User Management Administration. If they do not match, BSM is unable to communicate with the RUM Engine to obtain data for End User Management reports. For details on configuring RUM Engine connection settings in End User Management Administration, see "Edit Real User Monitor Engine Properties Dialog Box" in the BSM Application Administration Guide.</p>	
doExport	<p>Export user data settings for use by a future RUM installation.</p> <p>Note: This parameter is used when running a silent uninstall.</p>	true
exportDestDirectory	<p>The path to which to export RUM user data settings.</p> <p>Note: This parameter is used when running a silent uninstall.</p>	

Chapter 4: Installing the RUM Sniffer Probe

After installing the RUM Engine, you must install at least one RUM Probe. You must then set up the probe to collect real-user data and report this data to the engine.

This section describes the installation of the RUM Sniffer Probe. For details on installing a RUM Client Monitor Probe, see ["Installing the RUM Client Monitor Probe" on page 55](#).

Note:

- Before beginning the installation, review the information in the RUM Release Notes PDF (rum_readme_<version number>.pdf) for any last minute notes and limitations, as well as for upgrade and service pack install instructions.
- For production systems, you must install the RUM Engine, Probe, and database on separate physical disks.
- For details on installing and working with a probe on a VMware platform, see "Duplicating Traffic for HP Real User Monitor with VMware" in the Real User Monitor Administration Guide.

This section includes:

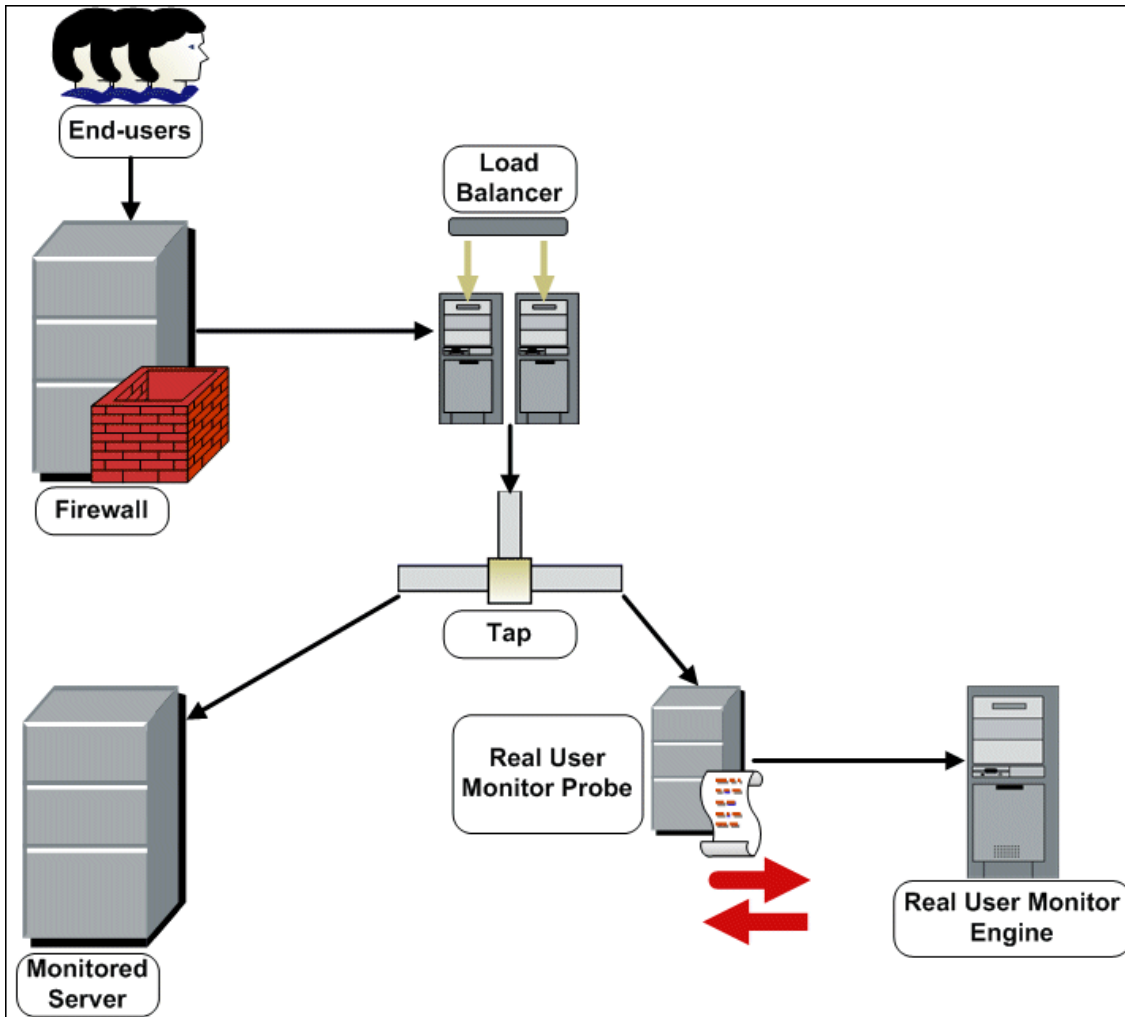
- ["Physically Connecting the Probe" below](#)
- ["How to Install the RUM Sniffer Probe" on page 47](#)
- ["Running a Silent Installation" on page 51](#)
- ["Stopping and Starting the Probe" on page 51](#)
- ["Connecting the Probe to the RUM Engine" on page 52](#)
- ["Installing an nCipher Card on the RUM Probe" on page 52](#)

Physically Connecting the Probe

This section describes how to physically connect the RUM Probe to the network.

The RUM Probe runs on a Linux or Windows machine and uses two network interfaces; one assigned to sniffing and the other assigned to management (which the RUM Engine uses to connect to the probe machine). It is recommended that the network interface used for sniffing should not have an IP address assigned to it. IP addresses are usually used for sending and receiving data and therefore it can lead to confusion between sniffed traffic and the IP address traffic. For details on the system requirements for the RUM Probe, see ["RUM Sniffer Probe Requirements" on page 12](#).

Using taps or port spanning, the sniffer interface listens to the traffic on the servers you are monitoring.



Note:

- If you are using a load balancer, it is recommended to place the network tap behind the load balancer.
- Load balancers should be configured to use the **x-forward-for** header to preserve end-user IP addresses for use by RUM.
- For small installations with a low amount of network traffic, instead of using a network tap, an Ethernet port of the RUM Probe can be connected to a switch that is configured for port mirroring for the monitored server.

How to Install the RUM Sniffer Probe

This section describes how to install the probe.

The RUM Probe is installed on a machine running either the Linux or Windows operating system. For details on the system requirements for the RUM Probe, see "[RUM Sniffer Probe Requirements](#)" on page 12.

Tip: For better performance, it is recommended to install the RUM Engine and the RUM Probe on the same local area network (LAN).

This section includes the following topics:

- "[The RUM Probe Setup File](#)" below
- "[Installing the RUM Probe on a Linux System](#)" on the next page
- "[Installing the RUM Probe on a Windows System](#)" on the next page

The RUM Probe Setup File

The RUM Probe setup file can be accessed from one of the following locations:

- The RUM installation package.
- The HP Software Support Online web site (<http://www.hp.com/go/hpssoftwaresupport>). Go to **Software Support Online > Downloads > Software Patches** and select Application Performance Management as the product. For each version, check for RUM as a sub-product.
- The Downloads page in BSM Platform Administration. For details, see the BSM Platform Administration Guide.

Note: There may be more recent versions of RUM than the version included in the BSM Downloads page. For details, check the HP Software Support Online web site (<http://www.hp.com/go/hpssoftwaresupport>).

There are different versions of the RUM Probe setup file for Windows and Linux, as well as different versions for 32 bit and 64 bit operating systems. The name of the setup file reflects the applicable operating system.

Examples:

- **HPRUMProbe_<version number>_linux64.bin** is the Probe setup file for a Linux 64 bit operating system.
- **HPRUMProbe_<version number>_win32_setup.exe** is the Probe setup file for a Windows 32 bit operating system.

Installing the RUM Probe on a Linux System

Note: The RUM Probe installation must be carried out as the root user.

To install the RUM Probe:

1. Save the RUM Probe setup folder for Linux to the `/var/tmp` directory on the machine on which you want to install the probe. Note that if you cannot save this file directly on the Linux machine on which you are installing the probe, make sure that you save it on a machine from which you can later FTP (in binary mode) the file to the Linux machine. For details on the location of the setup file, see "[The RUM Probe Setup File](#)" on the previous page.
2. Run the installation script with the following commands:

- `cd /var/tmp`

- `chmod 777 <Probe setup file name>`

For example: `chmod 777 HPRUMProbe_v<version number>_linux32.bin`

- `<Probe setup file name>`

For example: `HPRUMProbe_v<version number>_linux32.bin`

Note: You can install the probe to a non-default path using the following command:

`<Probe setup file name> --prefix=/<full path name>/`

3. Start the RUM Probe with the command

`/etc/init.d/rum_probe-capture start`.

4. Verify that the RUM Probe has successfully started with the command `/etc/init.d/rum_probe-capture status`. The following is displayed:

```
# /etc/init.d/rum_probe-capture status  
HPRUMProbe is responding properly.
```

Installing the RUM Probe on a Windows System

Note:

- The RUM Probe installation must be carried out as an administrator.
- The Windows local system must be enabled to run services. (By default, it is enabled.)
- SSL keystore files from previous probe installations that are located in `<HP Real User Monitor probe root directory>\etc\rum_probe\keystore`, are retained.

For details on the system requirements for installing the RUM Probe, see "[RUM Sniffer Probe Requirements](#)" on page 12.

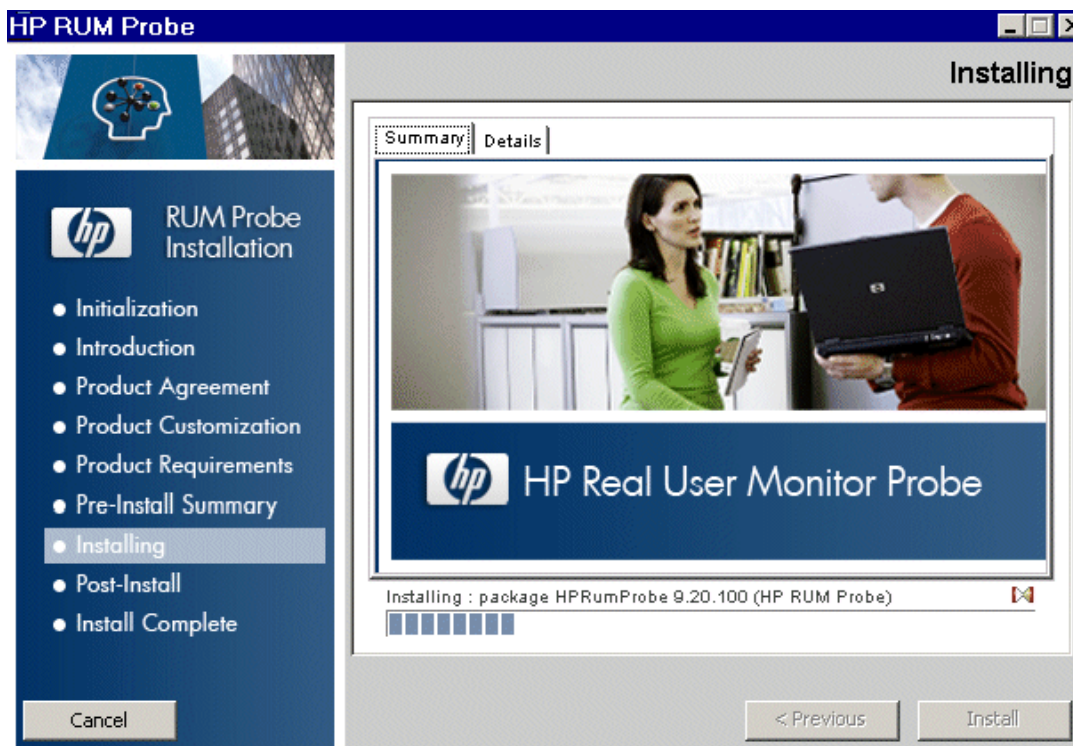
Tip: For better performance, we recommend installing the RUM Engine and the RUM Probe on the same local area network (LAN).

To install the RUM probe:

1. Save the RUM Probe setup folder for Windows on the machine on which you are installing the RUM Probe. For details on the location of the RUM Probe setup file, see "[The RUM Probe Setup File](#)" on page 47.
2. On this machine, navigate to the downloaded file and double click **HPRUMProbe_<version number>_win64_setup.exe** (or the 32-bit version of the setup.exe file).
3. When prompted, select the installation language (default English) and click **OK**. The RUM Probe Setup wizard begins.
4. When the Introduction page is displayed, click **Next**.
5. Accept the terms of the license agreement and click **Next**.
6. Select the path of the folder in which you want to install the RUM probe. Either accept the default path (**C:\HPRumProbe**), or click **Browse** to create a new folder in a different path. (You can reset the path to the default folder by clicking **Reset**.) **Click Next**.

Note:

- Do not use non-ASCII characters in the RUM installation path.
 - If you have saved SSL keystore files from a previous installation, select the same path as the previous installation.
7. The Setup wizard verifies that you have enough free disk space for the installation. If this check fails, go back and free up more disk space before continuing with the installation.
 8. Read the pre-install summary information. If it is correct, click **Install** to continue with the installation. If it is not correct, click **Previous** to correct the information you previously provided.
 9. The installation begins and its progress is displayed. You can choose whether to view summary or detailed progress data, by clicking the appropriate tab.



10. The status of the RUM Probe Setup wizard is displayed. You can choose whether to view summary or detailed status data. You can view the installation log file by clicking the **View log file** link.
11. Click **Done** to exit the Setup wizard.
12. Start the RUM Probe.
13. On the RUM Engine machine, edit (or create if it does not exist) the **probe.<IP address of the probe machine>.properties** file in the **HPRUM\conf\probes** directory. Change (or add if it does not exist) the **channelReader.type** setting to **http** (the default value is **remote**). For example: `channelReader.type=http`.
14. If you are installing the RUM Probe on Windows Server 2008:
 - a. Open **Windows Services** (In My Computer, right-click Manage and select Configuration > Services)
 - b. Edit the properties of **HPRUMProbeService**
 - c. In the **Log on** tab select **This account**
 - d. Set an administrator user
 - e. Apply the changes

Running a Silent Installation

You can use a silent installation procedure to run the RUM Probe setup for Windows. A silent installation is an installation that is performed automatically, without the need for user interaction. Instead, all configuration parameters are allocated predetermined, default values.

Note: When running an installation in silent mode, no messages are displayed. Instead, you can view installation information in the log files, including information on whether the installation was successful.

Prerequisites

- The RUM Probe installation must be carried out as an administrator.
- The Windows local system must be enabled to run services. (By default, it is enabled.)
- **%temp%** must be a valid directory on the machine on which you are running the silent installation.
- For details on the system requirements for installing the RUM Probe, see ["RUM Sniffer Probe Requirements" on page 12](#).

Tip: For better performance, we recommend installing the RUM Engine and the RUM Probe on the same local area network (LAN).

Silent Installation for Windows

Caution: If a previous installation of the RUM Probe already exists on the machine, the silent installation automatically runs in **uninstall** mode and removes the previous installation.

To run a silent installation:

1. Save the RUM Probe setup folder for Windows on the machine on which you are installing the RUM Probe. For details on the location of the RUM Probe Setup file, see ["The RUM Probe Setup File" on page 47](#).
2. On this machine, run the following command:

```
start /wait <the RUM probe setup.exe file as downloaded in step 1>  
-DSKIPALL=true -i silent
```

Stopping and Starting the Probe

The RUM Probe is started automatically each time the machine on which it is installed is started. You can also manually start and stop the RUM Probe.

To start the RUM Probe manually on a Linux machine:

1. Log on to the RUM Probe machine as the root user.
2. Start the RUM Probe with the command `/etc/init.d/rum_probe-capture start`.

To start the RUM Probe manually on a Windows machine:

Select **Start > Programs > HP Real User Monitor > Administration > Probe > Start RUMProbe**.

To stop the RUM Probe manually on a Linux machine:

1. Log on to the RUM Probe machine as the root user.
2. Stop the RUM Probe with the command `/etc/init.d/rum_probe-capture stop`.

To stop the RUM Probe manually on a Windows machine:

Select **Start > Programs > HP Real User Monitor > Administration > Probe > Stop RUMProbe**.

Connecting the Probe to the RUM Engine

After you have installed and started the RUM Probe, you must connect it to a RUM Engine. You configure the connection using **Probe Management** in the RUM Engine web console. For details, see "Probe Management" in the Real User Monitor Administration Guide.

Installing an nCipher Card on the RUM Probe

Note: This section applies to the RUM Probe only when it is installed on a Linux system.

You can install an nCipher card on the RUM Probe to enable the probe to use high level security when monitoring SSL encrypted traffic. For details on installing and configuring the nCipher card, refer to the nCipher documentation.

This section describes:

- ["Recommendations for Uploading Keys to an nCipher Probe" below](#)
- ["Customizing RUM" on the next page](#)
- ["Troubleshooting" on page 54](#)

Recommendations for Uploading Keys to an nCipher Probe

It is recommended to load the application server keys to the nCipher module (the PCI card) without a password.

The keys must be loaded with application embed (openssl option in kSafe).

Customizing RUM

To customize RUM to work with the nCipher card, you must configure both the RUM Engine and Probe machines and send the updated engine configuration to the probe.

To configure the RUM Engine machine:

1. Edit the `\<HP Real User Monitor root directory>\conf\configurationmanager\Beatbox_Default_Const_Configuration.xml` file.

In the `static_global_params` section, under the global heading, add the line `ssl_hardware chil`.

For example:

```
<static_global_params>
<![CDATA[
[global]
max_field_length 2048
collect_server_stats false
collect_website_stats false
ssl_hardware chil
]]>
</static_global_params>
```

2. Add the PEM file created by nCipher to the keystore. For details see, "SSL Keystore Management" in the Real User Monitor Administration Guide.

To configure the RUM Probe machine:

1. Edit the `/usr/bin/rp_run_probe.sh` file.

Change the environment variable definition for `NFAST_HOME` to:

```
export NFAST_HOME=/opt/nfast
```

Note: `/opt/nfast` is the default location of the nCipher installation. If you install nCipher in a different path, use the relevant path in the export command.

2. If application server keys were not previously loaded to the nCipher module (the PCI card), edit the `/usr/bin/rp_run_probe.sh` file and modify the following line:

From: `${BEATBOX_ROOT}/bin/HPRUMProbe -D`

To: `${NFAST_HOME}/bin/preload <nCipher parameters>
${BEATBOX_ROOT}/bin/HPRUMProbe -D`

Note:

- If the preload command requires you to enter a password, the RUM Probe cannot run as a service. Running the RUM Probe not as a service is not supported.
- Consult your nCipher administrator for the parameters to add to the preload command.

3. Restart the probe with the following command:

```
/etc/init.d/rum_probe-capture restart
```

To send the updated RUM Engine configuration to the RUM Probe:

Force an update of the RUM Probe configuration by accessing the RUM Engine web console and selecting **Tools > Monitoring Configuration Information > Sync All Configuration**. For details on working with the RUM Engine web console, see "Using the HP Real User Monitor Web Console" in the Real User Monitor Administration Guide.

Troubleshooting

The probe is unable to decrypt traffic

If the probe is unable to decrypt traffic, verify if the problem is in the probe by installing the Apache Web Server and trying to connect it to the nCipher card. (The Apache Web Server connects to the nCipher card in the same way as the probe.) For details on integrating the nCipher components with the Apache Web Server installation on the RUM Probe, refer to the [Integration Guide for Apache HTTP Server](#) on the nCipher web site.

Check security world status

You can use the following commands to check the security world status:

- Check the status of the nCipher module (the PCI card): **/opt/nfast/bin/enquiry**
- Check if there are nCipher cards in the security world: **/opt/nfast/bin/nfkminfo -c**
- Check which keys are loaded in the security world: **/opt/nfast/bin/nfkminfo -l**

Chapter 5: Installing the RUM Client Monitor Probe

After installing the RUM Engine, you must install at least one RUM Probe. You must then set up the probe to collect real-user data and report this data to the engine.

This section describes the installation of the RUM Client Monitor Probe. For details on installing a RUM Sniffer Probe, see ["Installing the RUM Sniffer Probe" on page 45](#).

Note:

- For production systems, you must install the RUM Engine, Probe, and database on separate physical disks.
- Before beginning the installation, review the information in the RUM Release Notes for any last minute notes and limitations, as well as for upgrade and service pack install instructions.

The RUM Client Monitor Probe is installed on a machine running the Windows operating system. For details on the system requirements for the RUM Client Monitor Probe, see ["RUM Client Monitor Probe Requirements" on page 15](#).

Tip: For better performance, it is recommended to install the RUM Engine and the RUM Client Monitor Probe on the same local area network (LAN).

This section includes:

- ["The RUM Client Monitor Probe Setup File" on the next page](#)
- ["How to Install the RUM Client Monitor Probe" on the next page](#)
- ["Stopping and Starting the Probe" on page 51](#)
- ["The RUM Client Monitor Probe Setup File" on the next page](#)
- ["Installing the JavaScript Snippet" on page 58](#)
- ["Instrumenting Mobile Applications for Android" on page 61](#)
- ["Instrumenting Mobile Applications for iOS" on page 66](#)
- ["Monitoring Hybrid Applications" on page 68](#)

The RUM Client Monitor Probe Setup File

The RUM Client Monitor Probe setup file can be accessed from one of the following locations:

- The RUM installation package.
- The HP Software Support Online web site (<http://www.hp.com/go/hpssoftwaresupport>). Go to **Software Support Online > Downloads > Software Patches** and select Application Performance Management as the product. For each version, check for RUM as a sub-product.
- The Downloads page in BSM Platform Administration. For details, see the BSM Platform Administration Guide.

Note: There may be more recent versions of RUM than the version included in the BSM Downloads page. For details, check the HP Software Support Online web site (<http://www.hp.com/go/hpssoftwaresupport>).

How to Install the RUM Client Monitor Probe

Note:

- The RUM Client Monitor Probe installation must be carried out by an administrator.
- The Windows local system must be enabled to run services. (By default, it is enabled.)

For details on the system requirements for installing the RUM Client Monitor Probe, see "[RUM Client Monitor Probe Requirements](#)" on page 15.

Tip: For better performance, we recommend installing the RUM Engine and the RUM Client Monitor Probe on the same local area network (LAN).

To install the RUM Client Monitor Probe:

1. Save the RUM Client Monitor Probe setup folder for Windows on the machine on which you are installing the probe. For details on the location of the RUM Client Monitor Probe setup file, see "[The RUM Client Monitor Probe Setup File](#)" above.
2. On this machine, navigate to the downloaded setup file (**HPRUMClientMonitorProbe<version number>_setup.exe**) and double-click it.
3. When prompted, select the installation language (default English) and click **OK**. The RUM Client Monitor Probe Setup wizard begins.
4. When the Introduction page is displayed, click **Next**.

5. Accept the terms of the license agreement and click **Next**.
6. The features to be installed are displayed (by default, all features are selected). Click **Next**.
7. Select the path of the folder in which you want to install the RUM Client Monitor Probe. Either accept the default path (C:\HPRUMClientMonitorProbe), or click **Browse** to create a new folder in a different path. (You can reset the path to the default folder by clicking **Reset**.) Click **Next**.

Note: Do not use non-ASCII characters in the installation path.

8. The Setup wizard performs a number of system checks (free disk space, previous installations, and port availability). If any of these checks fails, go back and make the necessary changes before continuing with the installation.
9. Read the pre-install summary information. If it is correct, click **Install** to continue with the installation. If it is not correct, click **Previous** to correct the information you previously provided.
10. The installation begins and its progress is displayed. You can choose whether to view summary or detailed progress data, by clicking the appropriate tab.
11. The status of the RUM Client Monitor Probe Setup wizard is displayed. You can choose whether to view summary or detailed status data. You can view the installation log file by clicking the **View log file** link.
12. Click **Done** to exit the Setup wizard.

The RUM Client Monitor Probe starts automatically when the installation is completed.

After installing the RUM Client Monitor Probe, open the Probe to the network. If you get a 405 error, then the installation was done correctly and the Probe will be able to send data.

Stopping and Starting the RUM Client Monitor Probe

The RUM Client Monitor Probe is started automatically each time the machine on which it is installed is started. You can also manually start and stop the RUM Client Monitor Probe.

- **To start the RUM Client Monitor Probe manually on a Windows machine:**

Select **Start > Programs > HP Real User Monitor > HP RUM Client Monitor > Start HP RUM Client Monitor**.

- **To stop the RUM Client Monitor Probe manually on a Windows machine:**

Select **Start > Programs > HP Real User Monitor > HP RUM Client Monitor > Stop HP RUM Client Monitor**.

Connecting the RUM Client Monitor Probe to the RUM Engine

After you have installed and started the RUM Client Monitor Probe, you must connect it to a RUM Engine. You configure the connection using **Probe Management** in the RUM Engine web console. For details, see "Probe Management" in the Real User Monitor Administration Guide.

When you configure the connection between the RUM Engine and the RUM Client Monitor Probe, the RUM Engine port 2020 is used for the connection by default. If you change this port number when configuring the connection in the RUM Engine web console, you must update the new port number in the following files on the RUM Client Monitor Probe machine:

- **HPRUMClientMonitorProbelapache-tomcat\conf\server.xml** (change port 2020 to the new port number)
- **C:\HPRUMClientMonitorProbe\conf\cm.properties** (change the value of the **enginePort** parameter to the new port number)

Installing the JavaScript Snippet

You use the RUM client monitor solution to enable the RUM Client Monitor Probe to acquire web application data through Internet browsers. This requires you to install a small JavaScript snippet in each of the specific HTML pages you want to monitor.

Tip: Multiple pages in a web site may share a common component. For example, the header part of pages may derive from the same source. In such instances, it may be possible to find a single location for the snippet that updates all the other pages you want to monitor.

The snippet must be added immediately after the **HEAD** opening tag of the page. The following is an example of the snippet:

```
<html>
  <head>
    <script type="text/javascript" src="/cm-app/clientmon.js"
id="id_hp_cmMonitorJsE1"></script>
    <script type="text/javascript">
      cm_impl.init({ probeURL: "cm_probe_url" });
    </script>
    ...
    ...
  </head>
  ...
  ...
</html>
```

The JavaScript snippet comprises two lines:

- The first line imports the RUM Client Monitor JavaScript file (clientmon.js). This file includes the code for performing the monitoring of the pages's data and its components, and for sending the monitored data to the RUM Client Monitor Probe for processing and analysis.
- The second line sets the parameters (mandatory and optional) used by the JavaScript file. Parameters must be separated by a comma. The following table describes the valid parameters:

Parameter Name	Description	Mandatory/Optional
probeURL	The URL of the RUM Client Monitor Probe to which the monitored client data is sent. The format for the parameter is: <protocol>://<host>:<port>/hpclientmon/data Note: The value must be enclosed with quotation marks ("value"). Example: "http://probeHostName:8080/hpclientmon/data"	Mandatory
sProbeURL	The URL of the RUM Client Monitor Probe to which the monitored client data is sent, if using https. The format for the parameter is: <protocol>://<host>:<port>/hpclientmon/data Note: The value must be enclosed with quotation marks ("value") Example: "https://probeHostName:2021/hpclientmon/data"	If any of the application pages are (or may be) accessed using https, this parameter is mandatory.
Monitoring Parameters		
enableCbd	If set to true , collects component breakdown information for each page.	Optional
cmRespContLen	If specified, this parameter represents the total number of bytes sent in the entire response data, including SSL bytes.	Optional
cmReqContLen	If specified, this parameter represents the total number of bytes sent in the entire request data, including SSL bytes.	Optional
cmCPort	If specified, this parameter represents the port number on the client machine that sent the request.	Optional

Parameter Name	Description	Mandatory/Optional
cmCMethod	If specified, this parameter represents the HTTP request method used (for example: GET, POST, HEAD). Note: The value must be enclosed with quotation marks ("value").	Optional
cmUserName	If specified, this parameter represents the user name that activated the page. The user name is used in reports. Note: The value must be enclosed with quotation marks ("value").	Optional
cmPageEvents	If specified, this parameter represents specific events that occurred on the page. Note: You configure a list of the required event IDs. To locate an event ID, in the RUM web console select Tools > Monitoring Configuration Information > Events and use the search box to locate an event by name.	Optional
Integration Parameters		
cmHpCamColor	If specified, this parameter represents the X-HP-CAM-COLOR header that is sent at the request. Note: The value must be enclosed with quotation marks ("value").	Optional
cmHpTvColor	If specified, this parameter represents the X-HP-TV-COLOR header that is sent at the request. Note: The value must be enclosed with quotation marks ("value").	Optional

You can also set the above parameters dynamically, using the **set_cm_value** method within JavaScript code. While you can do this for any of the parameters, the most common use cases are for dynamically setting user names and events. The following are examples of the scripts for such use cases.

Setting a User Name

```
<script>
  var username = '-';
  var match = /Logged user: (.*) -
```

```
/g.exec(document.getElementById('loginDataBar').innerHTML);
  if(match.length > 0){
    username = match[1];
  }
  set_cm_value('cmUserName', username);
</script>
```

Setting an Event

Setting an event without extracting text:

```
<script>
  set_cm_value('cmPageEvents', '554');
</script>
```

Setting an event extracting text:

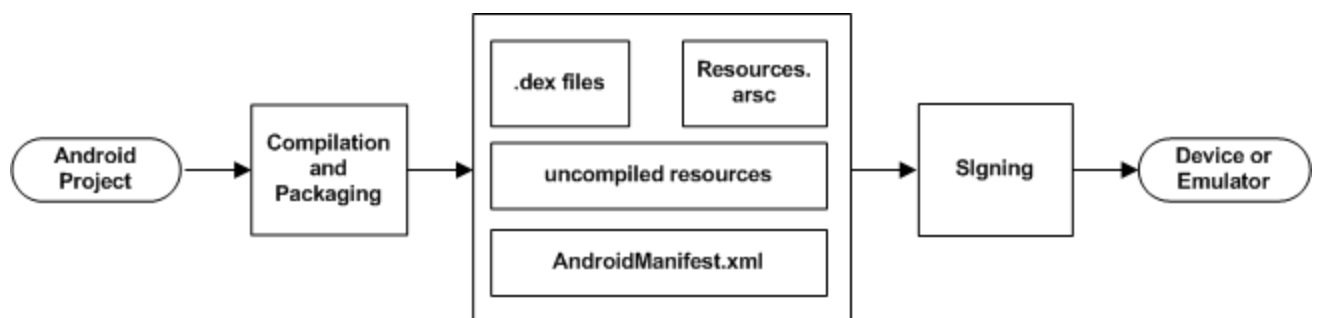
```
<script>
  set_cm_value('cmPageEvents', '554{39$}');
</script>
```

Instrumenting Mobile Applications for Android

You use the RUM mobile solution to enable the RUM Client Monitor Probe to acquire mobile application data through mobile devices. This requires you to instrument the mobile applications. This section describe how to instrument Android APKs. For details on instrumenting iOS apps, see "[Instrumenting Mobile Applications for iOS](#)" on page 66.

Tip: For a short movie showing how to instrument an Android app, see <http://hpsw.co/o8T2Qew>.

The following diagram shows the development flow of an Android application:



You use the ApkInfuser to instrument an APK. The instrumentation is made to the compiled Java classes in the APK and does not modify any source code, as it is done in the post-build stage.

You can instrument an APK using:

- The RUM web console. For details, see "Mobile Application Instrumentation" in the Real User Monitor Administration Guide.
- The **ApkInfuser.bat** file.

The **ApkInfuser.bat** file is located in the **<RUM installation directory>\tools\ApkInfuser** directory on the RUM Engine machine. Java 7 update 51 is required to run this file in standalone mode.

You run the **ApkInfuser.bat** file from a command line in the following format:

```
<RUM installation directory>\tools\ApkInfuser\ApkInfuser.bat <parameters> <path and name of the APK you are instrumenting>
```

You must specify the following parameters:

- **-u <Probe URL>**. The URL of the RUM Client Monitor service on the RUM Client Monitor Probe (for example, <https://123.12.1.2:2021/hpmobilemon/data>).
- **-h <Probe host>**. The RUM Client Monitor Probe's host name or IP address.

Note: Either the Probe URL (-u) or Probe host (-h) must be included in the command options.

- **-o <Output file>**. The full path and name of the new APK that is generated.

Note: The file name must include the file type (**.apk**) or instrumentation will fail.

- **<Source APK file>**. The full path and name of the source APK you are instrumenting.

Note:

- This parameter must be the last one in the command line or instrumentation will fail.
- The file name must include the file type (**.apk**) or instrumentation will fail.

- **<Signing option>**. For details, see ["Signing an APK" on the next page](#).
- **-ak <Application key>**. An application key is assigned to a mobile application configured in BSM. The application key is used by the RUM Client Monitor Probe to associate monitored data of a mobile application to the configured application in BSM. For details on configuring an application key in BSM, see "Real User Monitor Administration User Interface > Monitoring Settings Page" in the BSM Application Administration Guide.
- **-nocrashreport**. Disables crash reporting. (Crash reporting is enabled by default.)

Note: If during instrumentation it is discovered that ACRA crash reporting is already instrumented on your application, RUM crash reporting will be disabled, instrumentation will succeed, but a warning message will appear on the console.

You can also include additional, optional parameters. To display a list of all the valid parameters, run the `ApkInfuser.bat` file without any parameters.

The following is an example of the command line for running the `ApkInfuser.bat` file:

```
<RUM installation directory>\tools\ApkInfuser.bat -u https://123.12.1.2:2021/hpmobilemon/data -signdebug -ak appkey1234 -o c:\MyInstrumentedAPK.apk c:\MySourceAPK.apk
```

Note:

- 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.
- You can only instrument an APK once. If you want to make changes to the properties of an already instrumented APK, you must instrument the original source (non-instrumented) APK again.

Signing an APK

When you instrument an APK, you must specify a signing option. You can choose to skip the signing process completely, sign the APK with a self-signed, debug certificate that is dynamically generated by the `ApkInfuser`, or fully sign the APK using a Java keystore file containing a private key. Using a self-signed, debug certificate is satisfactory for testing the APK, but to be able to upload the APK to the Google Play store it must be fully signed. You can fully sign the APK later using Java's `jarsigner.exe` tool (see "[Signing an APK using Java's jarsigner.exe Tool](#)" on page 65).

The following table explains the signing parameter options:

Command Line Parameter	Description	Mandatory	Example
You must include one of the following three options in the <code>APKInfuser</code> command line:			

Command Line Parameter	Description	Mandatory	Example
-skipsigning	Do not sign the APK after instrumentation. The user is responsible to sign the APK before uploading it to the Google Play store or installing it on a device.	One of these three options must be included in the APKInfuser command line.	<pre><RUM installation directory>\tools\ApkInfuser\ApkInfuser. bat -u https://123.12.1.2:2021/hpmobilemon/dat a -skipsigning -ak appkey1234 -o c:\MyInstrumentedAPK.apk c:\MySourceAPK.apk</pre>
-signdebug	Sign the APK with a self-signed debug certificate. This is sufficient for testing the APK on a device, but not for uploading it to the Google Play store.		<pre><RUM installation directory>\tools\ApkInfuser\ApkInfuser. bat -u https://123.12.1.2:2021/hpmobilemon/dat a -signdebug -ak appkey1234 -o c:\MyInstrumentedAPK.apk c:\MySourceAPK.apk</pre>
-keystore <Keystore File>	Fully sign the APK using a Java keystore file with a private key. You must include the path and name of the keystore file. Note: The keystore file name must include the file type (.jks) or instrumentation will fail.		<pre><RUM installation directory>\tools\ApkInfuser\ApkInfuser. bat -u https://123.12.1.2:2021/hpmobilemon/dat a -keystore C:\KeyStores\MyKeyStore.jks -alias MyAlias -storepass MyKeyStorePassword -keypass MyPrivateKeyPassword -ak appkey1234 -o c:\MyInstrumentedAPK.apk c:\MySourceAPK.apk</pre>

Command Line Parameter	Description	Mandatory	Example
<p>If you select the -keystore signing option in the APKInfuser command line, the following parameters are applicable:</p> <p>Note: When using the -keystore signing option and the mandatory -alias option, we recommend setting passwords for both the keystore and for the private key.</p>			
-alias <Private Key alias>	An alias to the private key entry in the keystore.	Mandatory	<pre><RUM installation directory>\tools\ApkInfuser\ApkInfuser. bat -u https://123.12.1.2:2021/hpmobilemon/dat a -keystore C:\KeyStores\MyKeyStore.jks -alias MyAlias -storepass MyKeyStorePassword -keypass MyPrivateKeyPassword -ak appkey1234 -o c:\MyInstrumentedAPK.apk c:\MySourceAPK.apk</pre>
-storepass <Keystore password>	A password for the keystore.	Optional	
-keypass <Private Key password>	A password for the private key entry in the keystore.	Optional Note: If you set a keystore password (recommended) this option is then mandatory.	

Signing an APK using Java's jarsigner.exe Tool

After generating an unsigned instrumented APK, you can sign the APK using Java's jarsigner.exe tool.

1. From a cmd window, enter:

```
jarsigner.exe -verbose -sigalg SHA1withRSA -digestalg SHA1 -keystore <KEYSTORE_FILE_FULL_PATH> -storepass <KEYSTORE_PASSWORD> -keypass <KEY_PASSWORD> <APK_FILE_FULL_PATH> <ALIAS>
```

Parameter	Description
KEYSTORE_FILE_FULL_PATH	The path to the keystore file
KEYSTORE_PASSWORD	The password to the keystore
KEY_PASSWORD	The password for the private key entry in the keystore
APK_FILE_FULL_PATH	The full path for the APK file
ALIAS	The alias to the private key entry in the keystore.

2. (Optional) Use Java's zipalign utility for memory optimization. From a cmd window, enter:

```
zipalign.exe -f -v 4 <SOURCE_APK_FILE_FULL_PATH> <TARGET_APK_FILE_FULL_PATH>
```

Parameter	Description
SOURCE_APK_FILE_FULL_PATH	The full path to the source APK file
TARGET_APK_FILE_FULL_PATH	The full path to the target APK file

Storing URL Request Data

When instrumenting an APK, you can add the **-data** parameter to the ApkInfuser.bat file command line. This option causes the application's URL network data (such as Method, Headers, Post Data, and Response Headers) to be stored to a local file on the mobile device, rather than being sent to the RUM Probe (and subsequently to the RUM Engine and to BSM). This is a debug option that enables you to analyze the data to help determine what data to use to extract user names and parameters when configuring an application in BSM. (For details on configuring data extraction for an application in BSM, see **Real User Monitor Administration User Interface > Search Area** in the BSM Application Administration Guide.

When you include the **-data** parameter, the URL request data is saved on the mobile device in **android\data\application ID\files\hp-app-network-data.txt**.

Note: If you use the **-data** parameter, the only other parameter you can use in the command line is a signing option. For details, see ["Signing an APK" on page 63](#).

Notes and Limitations

There are number of known limitations when instrumenting Android applications. For example, using some bytecode obfuscation techniques that employ "junk byte injection" technique will cause APK instrumentation to fail.

Instrumenting Mobile Applications for iOS

You use the RUM mobile solution to enable the RUM Client Monitor Probe to acquire mobile application data through mobile devices. This requires you to instrument the mobile applications. This section describe how to instrument iOS apps. For details on instrumenting Android apps, see ["Instrumenting Mobile Applications for Android" on page 61](#).

To instrument an iOS app, you must make changes to the project Xcode. The changes include adding a number of frameworks to the project, but no code changes are made.

To instrument an iOS app for RUM:

1. From the RUM Engine machine (<HPRUM engine root>\tools\mobile\ios), copy the following files:
 - -RUMService.framework
 - -hprummonitor.plist

Note: Alternatively, using CocoaPods you can add the RUMService.framework as a dependency to the project. To do this, edit the Podfile in your project and add **pod 'HPRumService', '1.2'**.

2. In the Build Phases - Link Binary, add the following native libraries and RUMService.framework to the project:
 - -SystemConfiguration.framework
 - -CoreTelephony.framework
 - -libz.1.2.5.dylib
 - -libstdc++.dylib
 - -RUMService.framework
3. In the build settings, under Other Linker Flags, add the **-ObjC** linker flag.
4. Copy the hprummonitor.plist file that you copied in step 1 and add it as a supporting file to the project.

Note: If working with a CocoaPod dependency, create a new hprummonitor.plist file in your project.

5. In the hprummonitor.plist file, set the following:
 - **Mandatory Parameters**
 - **AppId**. The application key. An application key is assigned to a mobile application configured in BSM. The application key is used by the RUM Client Monitor Probe to associate monitored data of a mobile application to the configured application in BSM. For details on configuring an application key in BSM, see "Real User Monitor Administration User Interface > Monitoring Settings Page" in the BSM Application Administration Guide.
 - **cmUrl** . The URL of the RUM Client Monitor Probe to which monitored data is sent. The format is:

`http://<RUM Client Monitor Probe host name>:8080/<path to the RUM Client Monitor Probe on the host>`

For example: `http://myhost.com:8080/hpmobilemon/data`

If you have an https certificate installed on your RUM Client Monitor Probe (see the RUM Hardening Guide), the format is:

`https://<RUM Client Monitor Probe host name>:2021/<path to the RUM Client Monitor Probe on the host>`

For example: `https://myhost.com:2021/hpmobilemon/data`

■ **Optional Parameters**

- **EnableDynamicConfiguration.** Enable the application to use any extracted content (parameter settings, username detection, or allowed POST parameters) configured for it in BSM, when the application runs.

Default value: YES

- **Data.** – Set to YES to test the application offline and collect data locally only. Collected network data is not sent to the probe and is stored locally in the application folder on the mobile device. This data includes the POST content of requests, which can assist you in defining extracted parameters for the application in BSM. For details on extracted parameters, see "Parameter Extraction Area" in the Real User Monitor Application General Page in the BSM Application Administration Guide.

Default value: NO

6. Compile the app. The compiled app includes all the necessary components to enable RUM to monitor the mobile application and monitoring is automatically activated when you run the app.

Note: 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.

Monitoring Hybrid Applications

A hybrid application is a cross-platform app that runs inside an embedded client monitors and implements web technologies such as JavaScript. Such apps usually include Ajax technology over JavaScript.

When instrumenting a hybrid app, the required operations to monitor every page load and Ajax network operation are automatically included. This means that no manual server-side instrumentation is required.

Note: By default, RUM monitors Ajax operations so that it can report on the network. However, if Java is disabled for an app, Ajax is also disabled so RUM will not be able to

monitor the Ajax operations or page loads.

For details on instrumenting apps for Android, see ["Instrumenting Mobile Applications for Android" on page 61](#) and for details on instrumenting apps for iOS, see ["Instrumenting Mobile Applications for iOS" on page 66](#).

Chapter 6: Installing the RUM Server Collector

This section describes how to install the RUM Server Collector on a server running applications that you want to monitor. The RUM Server Collector can be installed on servers running on Windows or Linux operating systems.

This section includes the following topics:

- ["The RUM Server Collector Setup File" below](#)
- ["Installing the RUM Probe on a Linux System - Prerequisite" below](#)
- ["Installing the RUM Server Collector" on the next page](#)

The RUM Server Collector Setup File

The RUM Server Collector setup file can be accessed from the HP Software Support Online web site (<http://www.hp.com/go/hpssoftwaresupport>). Go to **Software Support Online > Downloads > Software Patches** and select Application Performance Management as the product. For each version, check for RUM as a sub-product.

Installing the RUM Probe on a Linux System - Prerequisite

Before installing the RUM Server Collector on Red Hat Enterprise Linux operating systems for supported 5.x versions and 6.x versions, you must install the following RPM packages:

• glibc	• libXext
• glibc-common	• libXtst
• nss-softokn-freebl	• compat-libstdc++-33
• libXau	• libXrender
• libxcb	• libgcc
• libX11	• openssl098e
• compat-expat1	• rpm-devel

For supported 5.x versions of Red Hat Enterprise Linux operating systems, you must install the following additional RPM packages:

• libXi	• libuuid
• alsa-lib	• unixODBC
• apr	• expat
• apr-util	

To install the RPM packages listed in the upper table, run the RPM installation tool:

<BSM9.24_install_folder>/rhel_oe1_installation_fix/rpm_installer.sh.

- If the script fails to install any of the RPM packages, the following message appears:

```
!!! ERROR: package <package name> has not been installed successfully  
In this case, refer the problem to your system administrator.
```

- If the script detects that an RPM package is already installed, it skips that package and continues with the next package.

However, you can force the tool to try to re-install any pre-installed packages by adding the **f** parameter to the command:

<BSM9.24_install_folder>/rhel_oe1_installation_fix/rpm_installer.sh f

If the Yum Linux upgrade service is not functional on your machine, you will need to download and install the necessary RPM packages manually by running the following command:

```
yum install -y openssl098e glibc.i686 glibc-common.i686 nss-softokn-freebl.i686  
libXau.i686 libxcb.i686 libX11.i686 libXext.i686 libXtst.i686 compat-libstdc++-33.i686  
libXrender.i686 libgcc.i686 compat-expat1 rpm-devel
```

The version of these packages changes from system to system. You can download the packages from any RPM repository site that matches your system specifications. The following RPM search tool can assist you in this task (<http://rpm.pbone.net/>).

To determine the package version you need to download, execute the following command in a terminal window:

```
rpm -qa ${PACKAGE_NAME} (ex: rpm -qa glibc )
```

The command will return the following text:

```
# rpm -qa glibc  
glibc-2.12-1.132.el6.x86_64
```

This text indicates the package version required for your machine.

In this case, you would need to download the i686 architecture package with the same version - glibc-2.12-1.132.el6.i686 – and install it manually.

Installing the RUM Server Collector

To install the RUM Server Collector:

1. Save the RUM Server Collector setup folder (for Windows or Linux) on the machine on which you are installing the probe. For details on the location of the RUM Server Collector setup file, see "[The RUM Server Collector Setup File](#)" on the previous page.
2. Ensure that the **packages** directory is in the same location as the Server Collector setup file.
3. Run the setup program:

- **Windows:** Navigate to the downloaded setup file (**RUMSC_<version number>_win64_setup.exe**) and double-click it.
 - **Linux:**
 - Login as the **root** user.
 - Assign full permissions to the setup file: `chmod 777 ./RUMSC_<version number>_linux64_setup.bin`
 - Run the setup file:
 - On a machine with X-Server (X11) enabled, run **./RUMSC_<version number>_linux64_setup.bin**
 - On a machine without X11, run **./RUMSC_<version number>_linux64_setup.bin -i silent**
4. Follow the online instructions until the setup has successfully completed.
5. The RUM Server Collector is automatically started after the installation.

Chapter 7: Installing the RUM VDI Agent

The setup file for installing the RUM VDI Agent is **HPRumVDIAgent_v-<Version number>setup.exe**. The RUM VDI Agent Setup file can be accessed from the RUM installation package.

To install the RUM VDI Agent:

1. Save the RUM VDI Agent setup folder to the machine on which you want to install the RUM VDI Agent.
2. Run the setup program by double-clicking the downloaded file.
3. Follow the online instructions. (During the installation, you are prompted to select the program location.)
4. After the installation completes, close and restart all Internet Explorer and Firefox instances.
5. When restarting Internet Explorer and/or Firefox, enable the **HPRUMIEAgentBHO** plugin if you are asked to do so.

Note: The RUM VDI Agent delivers digitally signed DLL files.

Chapter 8: Uninstalling RUM

If you no longer want to use RUM, you can uninstall the engine and probe.

This section includes:

- ["Uninstalling the RUM Engine on a Windows Platform" below](#)
- ["Uninstalling the RUM Sniffer Probe" on page 78](#)
- ["Uninstalling the RUM Client Monitor Probe" on page 79](#)
- ["Uninstalling the RUM Server Collector" on page 80](#)
- ["Uninstalling the RUM VDI Agent" on page 81](#)

Uninstalling the RUM Engine on a Windows Platform

You can uninstall the RUM Engine using the Windows Control Panel, or by running a silent installation.

This section includes:

- ["How to Uninstall the RUM Engine Using the Windows Control Panel" below](#)
- ["RUM Configuration Wizard" on page 27](#)
- ["Running a Silent Uninstall" on page 78](#)

How to Uninstall the RUM Engine Using the Windows Control Panel

To uninstall the RUM Engine:

1. On the machine from which you are uninstalling the RUM Engine:
 - a. Go to the **Control Panel**
 - b. Select the option to add and remove programs
 - c. Select **HP Real User Monitor**
 - d. Select the remove option
2. When prompted, select the installation language (default English) and click **OK**. The RUM Engine Setup wizard begins.

3. When the Application Maintenance page is displayed, select **Uninstall** and click **Next**.
4. The pre-uninstall summary information displays the RUM components that will be removed. Click **Uninstall**.

The RUM Configuration wizard is automatically started. For details on the user interface, see ["RUM Configuration Wizard" below](#).

Note: When uninstalling a MySQL database only, the RUM Configuration wizard is not accessed and the uninstall procedure continues directly with step 5.

5. When the Real User Monitor Configuration wizard has finished, the uninstall process begins and its progress is displayed. You can choose whether to view summary or detailed progress data by clicking the appropriate tab.
6. After the RUM Engine has been uninstalled, you can view the uninstall log file by clicking the **View log file** link.
7. Click **Done** to exit the uninstall process.

Note: If you uninstall the MySQL database only, the RUM Engine does not work without the MySQL database.

RUM Configuration Wizard

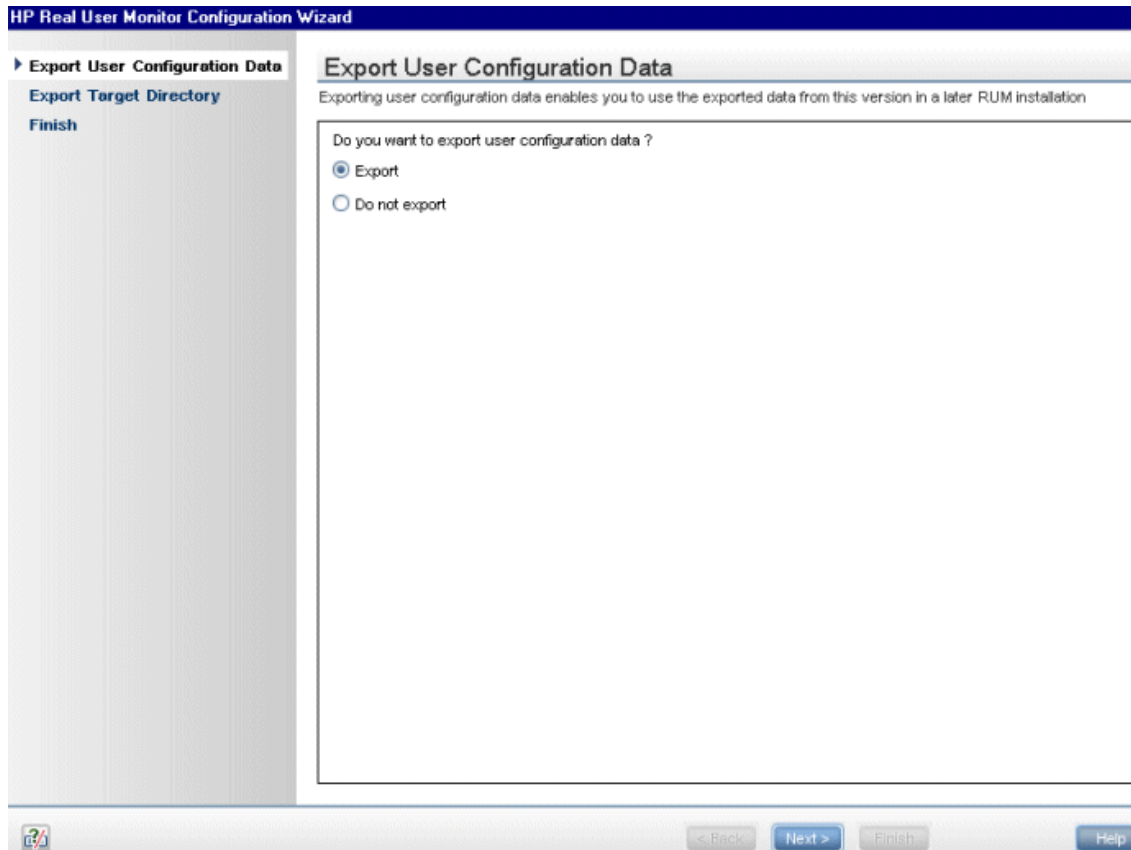
This wizard enables you to export user configuration data for use in a future RUM installation.

To access	The RUM Configuration wizard is automatically launched as part of the RUM uninstall procedure.
Important information	<ul style="list-style-type: none">• If you are uninstalling RUM as part of an upgrade, you must export the user data settings so that you can import them when installing the new version of RUM.• If you export user data settings, do not delete the hprum_data directory or you will lose all the data stored in the database.
Wizard Map	The RUM Configuration wizard contains: "Export User Configuration Data Page" on the next page > "Export Target Directory Page" on page 77 > "Finish Page" on page 77
Useful Links	"Installing the RUM Engine" on page 21

Export User Configuration Data Page

This page enables you to select whether you want to export user data settings for use by a future RUM installation. This is part of the RUM Configuration wizard; refer to "[RUM Configuration Wizard](#)" on the previous page for general information.

The following is an example of the Export User Configuration Data page:



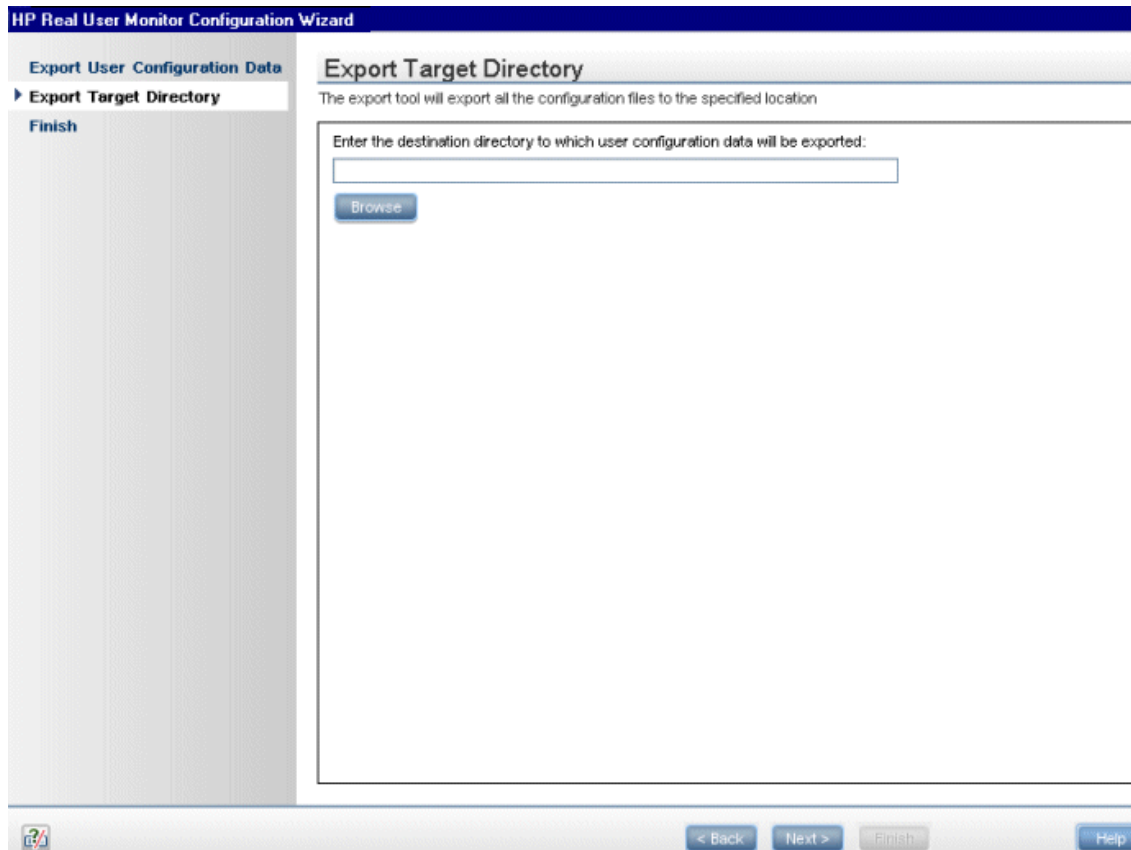
The following elements are included:

UI Element	Description
Export	Select this radio button if you want to export user data settings for use when installing a later version of RUM. Note: If you are uninstalling RUM as part of an upgrade, you must export the user data settings for importing when you install a later version of RUM.
Do not export	Select this radio button if you do not want to export configuration settings from a previous version of RUM. Note: If you select this option, the wizard continues with the " Finish Page " on the next page.

Export Target Directory Page

This page enables you to select the path to which to export user data settings. This is part of the RUM Configuration wizard; refer to ["RUM Configuration Wizard" on page 75](#) for general information.

The following is an example of the Export Target Directory page:



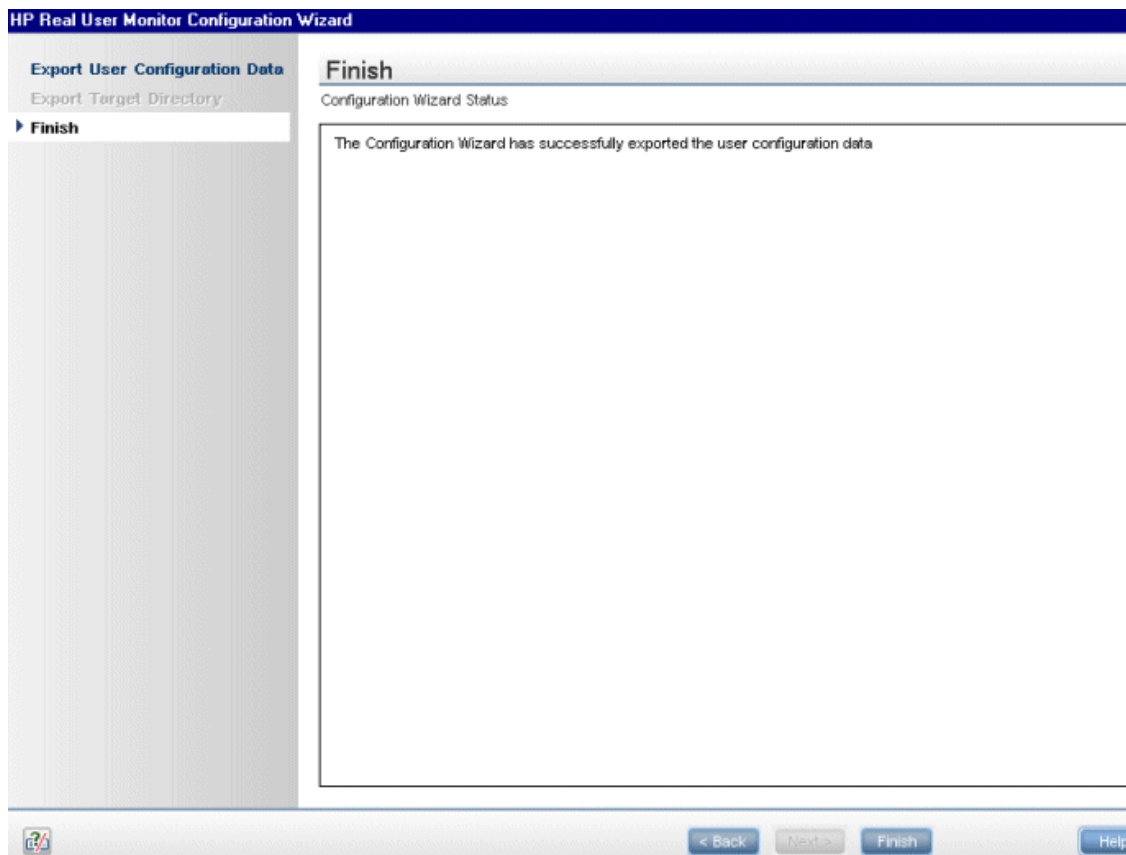
The following elements are included:

UI Element	Description
<Target directory>	Enter the target directory to which user configuration data will be exported. You can click Browse to locate and select a directory.

Finish Page

This page displays a message showing the status of the Configuration wizard. Click **Finish** to exit and return to the HP RUM Engine Setup wizard. This is part of the RUM Configuration wizard; refer to ["RUM Configuration Wizard" on page 75](#) for general information.

The following is an example of the Finish page:



Running a Silent Uninstall

You can use a silent procedure to uninstall the RUM Engine. You uninstall the RUM Engine silently by running a silent installation, which automatically runs in uninstall mode when it detects a similar version of RUM already installed on the machine on which it is running. For details of the silent installation, see ["Running a Silent Installation" on page 40](#).

Uninstalling the RUM Sniffer Probe

The procedure for uninstalling the RUM Sniffer differs according to the operating system on which it is installed.

This section includes:

- ["Uninstalling the RUM Probe on a Windows System" on the next page](#)
- ["Uninstalling the RUM Probe on a Linux System" on the next page](#)

Uninstalling the RUM Probe on a Windows System

To uninstall the RUM Probe:

1. On the machine from which you are uninstalling the RUM Probe:
 - a. Go to the **Control Panel**
 - b. Select the option to add and remove programs
 - c. Select **HP RUM Sniffer Probe**.
 - d. Select the remove option
2. When prompted, select the installation language (default English) and click **OK**. The RUM Engine Setup wizard begins.
3. When the Application Maintenance page is displayed, select **Uninstall** and click **Next**.
4. The pre-uninstall summary information displays the RUM components that will be removed. Click **Uninstall**.
5. The uninstall process begins and its progress is displayed. You can choose whether to view summary or detailed progress data by clicking the appropriate tab.
6. After the RUM Probe has been uninstalled, you can view the uninstall log file by clicking the **View log file** link.
7. Click **Done** to exit the uninstall process.

Uninstalling the RUM Probe on a Linux System

To uninstall the RUM Probe on a Linux system, log in as a root user and run the following commands:

- `rpm -e rum_probe-capture`
- `rpm -e rum_probe-capture-geodata`

Uninstalling the RUM Client Monitor Probe

Uninstalling the RUM Client Monitor Probe on a Windows System

To uninstall the RUM Client Monitor Probe:

1. On the machine from which you are uninstalling the RUM Client Monitor Probe:
 - a. Go to the **Control Panel**
 - b. Select the option to add and remove programs

- c. Select **HP RUM Client Monitor Probe**.
 - d. Select the remove option
2. When prompted, select the installation language (default English) and click **OK**. The RUM Engine Setup wizard begins.
3. When the Application Maintenance page is displayed, select **Uninstall** and click **Next**.
4. The pre-uninstall summary information displays the RUM components that will be removed. Click **Uninstall**.
5. The uninstall process begins and its progress is displayed. You can choose whether to view summary or detailed progress data by clicking the appropriate tab.
6. After the RUM Client Monitor Probe has been uninstalled, you can view the uninstall log file by clicking the **View log file** link.
7. Click **Done** to exit the uninstall process.

Uninstalling the RUM Server Collector

This section describes how to uninstall the RUM Server Collector.

Caution: After uninstalling the RUM Server Collector, the Server Collector configuration file and default security keys and certificates are no longer available.

Uninstalling on Windows

To uninstall the RUM Server Collector from Windows, use one of the following options:

- Invoke the Uninstall wizard - C:\<RUM Server Collector installation directory>\Uninstall\RUMSC\setup.exe
- Use standard Windows tools

Uninstalling on Linux

To uninstall the RUM Server Collector from Linux:

1. Stop the RUM Server Collector: `/etc/init.d/rum_server-collector stop`
2. Navigate to the directory containing the uninstall command: `cd /opt/HP/RUMSC/Uninstall/RUMSC`
3. Run the setup file: `sudo ./setup.bin -i silent`

Uninstalling the RUM VDI Agent

This section describes how to uninstall the RUM VDI Agent.

To uninstall the RUM VDI Agent:

1. Click **Start > Control Panel > Add or Remove Programs**.
2. Select **RUM VDI Agent** and click **Remove**.
3. Reboot the computer.

Part 3: Upgrading RUM

Chapter 9: Workflow for Upgrading RUM

Note: The RUM Sniffer Probe and the RUM Client Monitor Probe version must be the same as the RUM Engine version. However, when upgrading RUM, you first upgrade the Probes and then upgrade the Engine, so the Probe versions will be newer than the RUM Engine until the upgrade is complete. For details about specific versions, see ["Upgrading the RUM Sniffer Probe" on page 85](#) and ["Upgrading the RUM Client Monitor Probe" on page 87](#).

To upgrade RUM, upgrade the following components in the order shown:

1. RUM Sniffer Probe (see ["Upgrading the RUM Sniffer Probe" on page 85](#))
2. RUM Client Monitor Probe (see ["Upgrading the RUM Client Monitor Probe" on page 87](#))
3. RUM Server Collector (see ["Upgrading the RUM Server Collector" on page 94](#))
4. RUM Engine (see ["Upgrading the RUM Engine" on page 88](#))
5. BSM (see the appropriate BSM Upgrade Guide)

Note: When upgrading BSM, RUM persists the data samples to send to BSM. Persistency is limited by the amount of unsent sample data and by time. To increase the amount of unsent sample data, see [Configuring the Amount of Unsent Sample Data to Store in RUM in the Real User Monitor Administration Guide](#).

6. After completing this workflow, check the status of the Publisher in the Health report. If the status is not OK, check the publisher log to see if the samples are being sent. If no samples are being sent, restart the RUM Engine and check the status of the Publisher in the Health report again.

Upgrading to Version 9.24 from Versions Previous to 9.2x

The RUM Sniffer Probe version must always be equal to or greater than the RUM Engine version.

Therefore, if the RUM Sniffer Probe and the RUM Engine can be upgraded at the same time (for example, during a downtime), you can upgrade both directly to version 9.24.

However, if you are not able to upgrade the RUM Engine at the same time as the RUM Sniffer Probe, upgrade the RUM Sniffer Probe and RUM Engine to version 9.22 before upgrading to version 9.24. Version 9.22 provides an improvement modification in the communication between the RUM Engine and RUM Sniffer Probe.

For example, if the RUM Sniffer Probe and RUM Engine are both version 9.13 and you want to

upgrade them to version 9.24, and you cannot perform the upgrade to both the Probe and Engine on the same day, you need to do the following:

1. Upgrade the RUM Sniffer Probe to version 9.22.
2. Upgrade the RUM Engine to version 9.22.
3. Upgrade the RUM Sniffer Probe to version 9.24.
4. Upgrade the RUM Engine to version 9.24.

Chapter 10: Upgrading the RUM Sniffer Probe

The procedure for upgrading the RUM Sniffer Probe differs according to the platform on which it is installed.

This section includes:

- ["Upgrading the RUM Probe - Linux" below](#)
- ["Upgrading the RUM Probe - Windows" below](#)

Upgrading the RUM Probe - Linux

To upgrade Linux installations of the RUM Probe:

1. Stop the RUM Probe:
 - Log in to the RUM probe machine as the root user.
 - Stop the RUM Probe with the following command: `/etc/init.d/rum_probe-capture stop`
2. If you are upgrading the probe from version 9.x to version 9.24, uninstall the old probe as described in ["Uninstalling RUM" on page 74](#).

Note: If you are upgrading the probe from version 8.x or earlier, you do not need to uninstall the old probe.

3. Save the RUM Probe Setup file for Linux to the `/var/tmp` directory on the RUM Probe machine. For details on the location of the RUM Probe setup file, see ["The RUM Probe Setup File" on page 47](#).
4. Run the installation script as described in ["Installing the RUM Sniffer Probe" on page 45](#).

Note: Install the new probe to the exact path of the old one (default `/var/HPRUMProbe`).

5. Start the RUM Probe with the following command: `/etc/init.d/rum_probe-capture start`

Note: The above procedure should take less than a minute and therefore results in minimal data loss.

Upgrading the RUM Probe - Windows

To upgrade Windows installations of the RUM Probe:

1. Save the RUM Probe setup file for Windows on the machine on which you are upgrading the probe. For details on the location of the RUM Probe setup file, see ["The RUM Probe Setup](#)

[File](#)" on page 47.

2. Stop the old probe by selecting **Start > Programs > HP Real User Monitor > Administration > Probe > Stop RUMProbe**.
3. Uninstall the old probe by selecting **Start > Control Panel > Add or Remove Programs > HP RUMProbe**.
4. Install the new Windows probe as described in "[Installing the RUM Sniffer Probe](#)" on page 45.

Note: Install the new probe to the exact path of the old one (default C:\HPRUMProbe).

5. Start the new probe by selecting **Start > Programs > HP Real User Monitor > Administration > Probe > Start RUMProbe**.

Chapter 11: Upgrading the RUM Client Monitor Probe

When upgrading the RUM Client Monitor Probe to version 9.24, the RUM Engine version must be at least 9.23. If necessary, upgrade the RUM Engine to version 9.23 before upgrading the RUM Client Monitor Probe to version 9.24.

This section describes how to upgrade the RUM Client Monitor Probe.

To upgrade the RUM Client Monitor Probe:

1. Uninstall the old RUM Client Monitor Probe.
2. Install the new RUM Client Monitor Probe as described in ["Installing the RUM Client Monitor Probe" on page 55](#).

Chapter 12: Upgrading the RUM Engine

The procedure for upgrading the RUM Engine to version 9.24 differs according to which version you are upgrading from. Refer to the table below for the required procedure.

RUM Engine Version	See...
8.x or earlier	"Upgrading from RUM Versions 8.x or Earlier, 9.02, 9.1x or Later" on the next page
9.00	"Upgrading from RUM Versions 9.00 or 9.01" on page 90
9.01	"Upgrading from RUM Versions 9.00 or 9.01" on page 90
9.02	"Upgrading from RUM Versions 8.x or Earlier, 9.02, 9.1x or Later" on the next page
9.1x or later	"Upgrading from RUM Versions 8.x or Earlier, 9.02, 9.1x or Later" on the next page

This section includes:

- ["Upgrading from a Typical Installation to a Distributed Installation" below](#)
- ["Upgrading from RUM Versions 8.x or Earlier, 9.02, 9.1x or Later" on the next page](#)
- ["Upgrading from RUM Versions 9.00 or 9.01" on page 90](#)
- ["Upgrading Database Data" on page 92](#)

Upgrading from a Typical Installation to a Distributed Installation

Regardless of your upgrade path, if you are upgrading from a typical installation (in which both the MySQL database and the RUM Engine are installed on the same machine) to a distributed installation (in which the MySQL database and the RUM Engine are installed on separate machines), you must incorporate the following steps into the instructions detailed below for the relevant upgrade paths:

On the Source (Typical) Machine

When you uninstall RUM on the source machine, you must export the user data settings and configuration when prompted.

On the Destination MySQL Database Machine

1. Copy the exported user data settings and configuration directory, as well as the **HPRUM_**

DATA directory, from the previous version to the new MySQL database machine.

Note:

- You can copy the **HPRUM_DATA** directory only after the RUM Engine is stopped, and after verifying that the MySQL Windows service is not running.
- The **HPRUM_DATA** directory must be located in the same path on the new (MySQL database) machine as it was in the source (typical) machine.
- **HPRUM_DATA** is the default directory used by the RUM setup program. If you changed the name of this directory in the previous version of RUM, ensure that you use the same name in the new version.

2. When installing the new version of RUM, select the option to install the MySQL database only.
3. During the installation, import the saved user data settings and configuration from the previous version, when prompted.

On the Destination Engine Machine

1. Copy the exported user data settings and configuration directory from the previous version to the new engine machine.
2. In this directory, edit the **<export directory>\AppServer\deploy\mysql-ds.xml** file and modify the **<connection-url>** parameter setting to point to the new MySQL database machine. (Usually, this will involve changing the setting from **localhost** to the new machine name.)
3. When installing the new version of RUM, select the option to install the RUM Engine only.
4. During the installation, import the saved user data settings and configuration from the previous version, when prompted.

Upgrading from RUM Versions 8.x or Earlier, 9.02, 9.1x or Later

Note: If you are upgrading from a typical installation (in which both the MySQL database and the RUM Engine are installed on the same machine) to a distributed installation (in which the MySQL database and the RUM Engine are installed on separate machines), you must incorporate the steps detailed in "[Upgrading from a Typical Installation to a Distributed Installation](#)" on the previous page into the following procedure.

1. In the RUM Engine web console, synchronize configuration data by selecting **Tools > Monitoring Configuration Data > Sync All Configuration**. Ensure that the synchronization

is successful. For details, see the Real User Monitor Administration Guide.

2. Uninstall the existing version of the RUM Engine. During the uninstall process you must export the user data settings and configuration when prompted. For details on uninstalling the RUM Engine, see ["Uninstalling RUM" on page 74](#).

Note: Uninstalling the RUM Engine also uninstalls the MySQL schema database, but does not delete the data files. These data files are located in the **HPRUM_DATA** directory. Do not make any manual changes to this directory, or to the files in it.

3. Save the RUM setup file for Windows on the machine on which you are upgrading RUM and run the setup. For details on locating the RUM setup file and installing the RUM Engine, see ["Installing the RUM Engine" on page 21](#).

Note:

- As part of the installation process, you must import the saved user data settings and configuration from a previous version.
- As part of the upgrade, during the installation you must connect to the previous, existing MySQL database. The database structure is automatically upgraded.

4. Start the RUM Engine by selecting **Start > Programs > HP Real User Monitor > Administration > Enable HP Real User Monitor** on the RUM Engine machine.
5. Configure the upgraded RUM Engine to connect to the upgraded BSM system. You configure the connection settings in the RUM Engine web console by selecting **Configuration > BSM Connection Settings**.

If you have upgraded BSM using the Staging Data Replicator (SDR), ensure that the upgraded RUM Engine is configured to connect to the upgraded BSM system.

Upgrading from RUM Versions 9.00 or 9.01

Note: If you are upgrading from a typical installation (in which both the MySQL database and the RUM Engine are installed on the same machine) to a distributed installation (in which the MySQL database and the RUM Engine are installed on separate machines), you must incorporate the steps detailed in ["Upgrading from a Typical Installation to a Distributed Installation" on page 88](#) into the following procedure.

Tip: Before upgrading the RUM Engine to version 9.24, make note of:

- The current connection settings to BSM. You can view the connection settings in the RUM Engine web console by selecting **Configuration > BSM Connection Settings**.
- Any configuration changes you made to the RUM system using the **Interfaces Configuration** or **Server Filter Settings** options in the RUM web console.

1. Stop the RUM Engine by selecting **Start > Programs > HP Real User Monitor > Administration > Disable HP Real User Monitor** on the RUM Engine machine.
2. Save the following file to a temporary folder, together with any files in the HPRUM folder that you have manually changed: **HPRUM\conf\configurationmanager\configuration\probes_config.xml**

Note: Do not save the **HPRUM\conf\configurationmanager\Beatbox_Default_Const_Configuration.xml** file. If you manually changed this file for any reason, you must make the same changes to the file after the upgrade is complete.

3. Save the following file to a temporary folder: **HPRUM\conf\topologyengine\conf.properties**
4. Uninstall the existing version of the RUM Engine. During the uninstall process, **do not export** the user data settings and configuration when prompted. For details on uninstalling the RUM Engine, see ["Uninstalling RUM" on page 74](#).

Note: Uninstalling the RUM Engine does not uninstall the MySQL schema database. Do not make any manual changes to the database files, including move or rename.

5. Save the RUM setup file for Windows on the machine on which you are upgrading RUM and run the setup. For details on locating the RUM setup file and installing the RUM Engine, see ["Installing the RUM Engine" on page 21](#).

Note:

- As part of the installation process, do not import the user data settings and configuration from a previous version.
- As part of the upgrade, during the installation, you must connect to the previous, existing MySQL database (by selecting the **Connect to an existing schema** check box in the RUM Configuration wizard). The database structure is automatically upgraded.

6. Copy the files you saved in step 2 to the same locations in the new installation.

Note: Do not copy the `conf.properties` file that you saved in step 3.

7. Execute the following commands, individually, on the RUM schema in the MySQL database:
 - `ALTER TABLE `cm_config_per_data_type` MODIFY `configuration` LONGTEXT NOT NULL;`
 - `ALTER TABLE `cm_config_per_module` MODIFY `configuration` LONGTEXT NOT NULL;`
8. Start the RUM Engine by selecting **Start > Programs > HP Real User Monitor > Administration > Enable HP Real User Monitor** on the RUM Engine machine.
9. Configure the upgraded RUM Engine to connect to the upgraded BSM system. You configure the connection settings in the RUM Engine web console by selecting **Configuration > BSM Connection Settings**.

Tip: If you are connecting to the same BSM machine as previously, you can use the BSM connection settings that you noted prior to the RUM upgrade.

10. Copy the values for the following fields from the `HPRUM\conf\topologyengine\conf.properties` file that you saved in step 3, to the same fields in the `HPRUM\conf\configurationmanager\configuration\BacSettings.XML` file (that was automatically created when you configured the BSM connection settings in the previous step):
 - `<rtsm_rum_integration_user_name>`
 - `<rtsm_rum_integration_password>`
11. If you made any configuration changes in your pre-upgraded RUM system using the **Interfaces Configuration** or **Server Filter Settings** options in the RUM Engine web console, make the same changes in the upgraded RUM 9.24 system.
12. In the RUM Engine web console, synchronize configuration data by selecting **Tools > Monitoring Configuration Data > Sync All Configuration**. Ensure that the synchronization is successful. For details, see the Real User Monitor Administration Guide.
13. In BSM, verify that the correct RUM Engines and Probes are correctly assigned to each configured application and application tier.

Upgrading Database Data

When upgrading to RUM 9.24 from a version earlier than RUM 9.22, if you import an old RUM Engine configuration, or connect to the existing database of an older version, new, empty database tables are created with the new structure and the old database tables are renamed by appending `_old` to their name. However, the actual contents of the tables (that is, the RUM data) is not copied

to the new tables. To copy data to the new tables, run the **upgrade_data_to_new_version.bat** batch file from a command line on the RUM Engine, using the following format:

```
<RUM installation directory>\mysql\scripts\upgrade_data_to_new_version.bat <MySQL user name> <MySQL password> <MySQL database schema name>
```

We recommend that you run this batch file during off-peak hours as depending on the size of your database, the process can take a long time and may affect RUM Engine performance.

You can stop or pause the batch file after it has been started by running the batch file:

```
<RUM installation directory>\mysql\scripts\stop_upgrade_data_to_new_version.bat <MySQL user name> <MySQL password> <MySQL database schema name>
```

To restart the batch file from the point it was stopped, re-run the **upgrade_data_to_new_version.bat** file as described above.

Notes and Limitations:

- Until you copy the data from the old tables to the new ones, the data in the old tables is not accessible and any End User Management reports that are based on raw data will be empty (for example, the RUM Session Analyzer report).
- By default, RUM only stores raw data for two weeks back, so no more than this is copied by the batch file.
- Raw data monitored by RUM after you have upgraded to version 9.24 is automatically saved to the new database tables and is included in EUM reports.

Chapter 13: Upgrading the RUM Server Collector

This section describes how to upgrade the RUM Server Collector.

To upgrade the RUM Server Collector:

1. Uninstall the old RUM Server Collector as described in ["Uninstalling the RUM Server Collector" on page 80](#).
2. Install the new RUM Server Collector as described in ["Installing the RUM Server Collector" on page 70](#).

Note: Security configuration files, certificates and encryption keys you have added are not deleted or overwritten by the upgrade procedure.

Upgrading the RUM VDI Agent

This section describes how to upgrade the RUM VDI Agent (in previous versions known as RUM HTTP Agent).

To upgrade the RUM VDI (HTTP) Agent:

1. Uninstall the RUM VDI (HTTP) Agent (see ["Uninstalling the RUM VDI Agent" on page 81](#)).
2. Install the new version of the RUM VDI Agent (see ["Installing the RUM VDI Agent" on page 73](#)).

Chapter 14: Upgrading RUM - Notes and Limitations

This section describes the following notes and limitations relevant to upgrading RUM:

- If the RUM Engine is working with SSL and:
 - a customer self-signed Certification Authority (CA) certificate is being used for one of the connections;
 - the self signed CA certificate is in the default JRE truststore (cacerts), and not in a separate keystore;

You will have to export the CA certificate manually from the original JRE truststore that is saved in the exported data directory to the new JRE used by the upgraded RUM Engine. If you are using a certificate that is trusted by a well-known CA, or a self-signed certificate in a separate keystore file that is located outside of the <Real User Monitor Engine root directory>, you do not have to perform this procedure.

- If you are upgrading a RUM Engine that is running on a different port than the default one (8180), you must manually change each occurrence of port 8180 within the **<Real User Monitor Engine root directory>\EJBContainer\bin\mercury_run.bat** file to the port that the RUM Engine is using.
- A database schema with a name containing invalid characters may cause a RUM upgrade to fail. For details on renaming a database schema, see ["Renaming a MySQL Database Schema" on the next page](#).
- After upgrading to RUM 9.24, the following locations are not supported and traffic monitored from these locations is reported with an unknown location:
 - Democratic Republic of the Congo
 - United States Minor Outlying Islands
 - Republic of Macedonia
 - South Georgia and the South Sandwich Islands
 - Democratic People's Republic of Korea
- The following limitations apply to RUM data saved in the RUM MySQL database that is upgraded from RUM 8.x to RUM 9.x:
 - Snapshots are not supported.
 - Sessions that are open during the time of the upgrade will either not be available at all, or will appear as closed sessions.

- In BSM End User Management reports:
 - Filters that did not exist in BSM 8.x cannot be applied to upgraded RUM data.
 - Entities created after the upgrade that are used in report filters cannot be applied to upgraded RUM data.
 - In the Session Analyzer report, the location field is empty for locations that do not have any related cities.
 - The following reports will not include upgraded RUM data:
 - RUM Action Summary, when filtered by transactions, end-user groups, events, or locations.
 - RUM Transaction Summary, when filtered by transactions with threshold violations or by end-user groups.
 - Production Analysis reports, when filtered by transactions with threshold violations.
 - RUM Session Analyzer, when filtered for the past week (that includes upgraded data) for a single transaction.

Renaming a MySQL Database Schema

The only valid characters for use when naming a MySQL database schema are letters, digits, and the underscore character (_). A schema name that contains other characters may prevent you from successfully upgrading RUM. If your schema name contains invalid characters, rename it so that only valid characters are used.

If you have already uninstalled the RUM Engine as part of an upgrade, but cannot successfully connect to the old database schema, carry out all of the steps in the following procedure. If you have not yet uninstalled the RUM Engine, start from step 3 and carry out all the subsequent steps.

To rename a MySQL database schema

1. Copy the installation files for the old RUM Engine (from which you are upgrading and which match the old database schema version) to the machine on which the old schema is located.

Note: If you do not have access to the old RUM Engine installation files, continue with step 2 below.

- a. Run the RUM Engine setup file and when prompted, select “Real User Monitor – Custom installation” (distributed).
- b. Select the “HP RUM – DB” component and continue with the installation.
- c. In the Configuration Wizard:

- o Select “Do not import” user configuration data.
 - o Enter the path for the new MySQL database schema.
 - o Use the same MySQL credentials that were configured in the previous RUM installation from which you are upgrading.
- d. When the installation is complete, select **Start Menu > Administrative Tools > Services** and stop the MySQL service.
- e. Edit the `\<HP Real User Monitor root directory>\MySQL\rum_options.ini` file, and ensure that in the `[mysqld]` section, the value for the `datadir` parameter is the path to the old HPRUM_DATA folder.
- f. Navigate to the old `<datadir>` folder (default HPRUM_DATA) and manually delete the `ib_logfile0` and `ib_logfile1` files.
- g. Select **Start Menu > Administrative Tools > Services** and start the MySQL service.
- h. Continue with step 3 below.
2. If you do not have access to the old RUM Engine installation files, download the relevant MySQL service from the MySQL website. To determine the correct MySQL version number, search for `version` in the `<datadir>\<HOST-NAME>.err` file.
- a. Copy the MySQL installation files to the machine on which the old schema is located.
- b. In a `cmd` window, navigate to the directory containing the downloaded MySQL installation files (for example, `cd "C:\Program Files\MySQL\MySQL Server 5.1\bin\"`).
- c. Run the command `mysqld --install MySQL --defaults-file==<RUM export directory>\MySQL\rum_options.ini`.
- When completed, the message "service successfully installed" is displayed.
- d. Navigate to the old `<datadir>` folder and manually delete the `ib_logfile0` and `ib_logfile1` files.
- e. In the `cmd` window, start the `mysql` service with the command `net start mysql`.
- When the `mysql` service is running, the message "the mysql service was started successfully" is displayed.
3. Ensure that the MySQL service is started. (Open the **Task Manager** and in the **Services** tab, verify that the MySQL service is **Running**.)
4. Open any `mysql` editor (for example, `dbeaver` or `mysql workbench`) and connect to the old (badly named) schema.

5. Open a query tab and run the following script (if successful, a **rename_database** folder is created under **Routines**):

```
DELIMITER $$
DROP PROCEDURE IF EXISTS rename_database $$
CREATE PROCEDURE rename_database(oldSchemaName VARCHAR(64), newSchemaName
VARCHAR(64))
BEGIN
DECLARE done INT DEFAULT 0;
DECLARE tableName VARCHAR(64);
DECLARE tableListCursor CURSOR FOR
SELECT TABLE_NAME
FROM INFORMATION_SCHEMA.TABLES
WHERE TABLE_SCHEMA=oldSchemaName
ORDER BY TABLE_NAME;
DECLARE CONTINUE HANDLER FOR SQLSTATE '02000' SET done = 1;
SET @createNewSchema = CONCAT_WS(' ', ' CREATE DATABASE ', newSchemaName);
PREPARE statement from @createNewSchema;
EXECUTE statement;
DEALLOCATE PREPARE statement;
OPEN tableListCursor;
REPEAT
FETCH tableListCursor INTO tableName;
IF NOT done THEN
SET @moveTable = '';
SET @moveTable = CONCAT_WS(' ', @moveTable, ' RENAME TABLE ', '', old
DatabaseName, '', '.', tableName, ' \n');
SET @moveTable = CONCAT_WS(' ', @moveTable, ' TO ', '', newDatabaseNam
e, '', '.', tableName, ' \n');
PREPARE statement from @moveTable;
EXECUTE statement;
DEALLOCATE PREPARE statement;
END IF;
UNTIL done END REPEAT;
CLOSE tableListCursor;
END $$
```

6. Open another query tab and run the following script (if successful, a new schema is created and data is moved from the old schema to the new one, leaving the old schema empty):

```
call rename_database('<BAD SCHEMA NAME>', '<NEW GOOD SCHEMA NAME>');
```

7. After the schema has been successfully renamed:

- If you carried out step 1 of this procedure, uninstall the RUM database component using the Control Panel (**Control Panel > Programs > Uninstall HP Real User Monitor**).

- If you carried out step 2 of this procedure, uninstall the MySQL service by running the command `sc delete "MySQL"` in a **cmd** window, and then restarting the machine.
8. Continue with the RUM upgrade and when prompted, connect to the new, renamed schema.

We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Real User Monitor Installation and Upgrade Guide (Real User Monitor 9.24)

Just add your feedback to the email and click send.

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