

# HP Real User Monitor

For the Windows and Linux operating systems

Software Version: 9.24

## Real User Monitor What's New

Document Release Date: April 2014

Software Release Date: April 2014



## Legal Notices

### Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

### Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

### Copyright Notice

© Copyright 2005 - 2014 Hewlett-Packard Development Company, L.P.

### Trademark Notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

AMD and the AMD Arrow symbol are trademarks of Advanced Micro Devices, Inc.

Google™ and Google Maps™ are trademarks of Google Inc.

Intel®, Itanium®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries.

iPod is a trademark of Apple Computer, Inc.

Java is a registered trademark of Oracle and/or its affiliates.

Microsoft®, Windows®, Windows NT®, Windows® XP, and Windows Vista® are U.S. registered trademarks of Microsoft Corporation.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

## Documentation Updates

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

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

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

## Support

Visit the HP Software Support Online web site at: <http://www.hp.com/go/hpsupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

## Real User Monitor What's New

**HP Software Solutions Now** accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is <http://h20230.www2.hp.com/sc/solutions/index.jsp>

# Contents

Contents .....	4
Overview .....	5
What's New in Real User Monitor 9.24 .....	6
What's New in Real User Monitor 9.23 .....	8
What's New in Real User Monitor 9.22 .....	9
What's New in Real User Monitor 9.21 .....	10
What's New in Real User Monitor 9.20 .....	11
We appreciate your feedback! .....	12

## Overview

This file provides information about new features and enhancements in HP Real User Monitor 9.24, 9.23, 9.22, 9.21 and 9.20.

For customer escalation fixes and internal bug fixes made to Real User Monitor 9.24, see the [Real User Monitor 9.24 Release Notes](#).

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

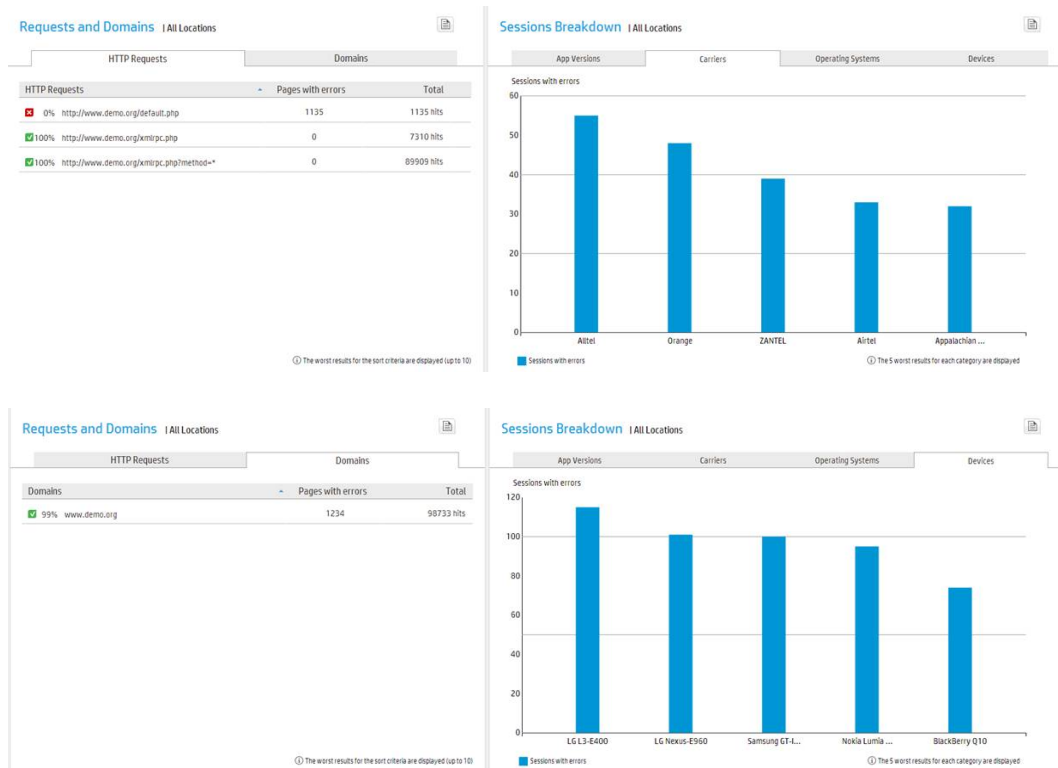
# What's New in Real User Monitor 9.24

- RUM Mobile Solution Enhancements
  - Mobile Crash analysis data – Shows crashes along with device, carrier, OS, and application version. Enables mobile developers to quickly analyze crashes.

The screenshot displays the Real User Monitor interface for a mobile application. At the top, it shows overall performance and availability metrics: Performance 97% and Availability 97%. The main view features a world map with red pins indicating crash locations. A table titled 'Worst Locations' lists the top 10 locations by number of sessions, including Illinois, Chicago (56 sessions), Moscow (43), Indiana, Indianapolis (104), Matsudo (217), Hong Kong (96), and Texas, Austin (41). Below the map, an 'Event Log' shows a specific 'Application Crash' event. The 'Session Details' section provides comprehensive information about the crash, including start time, application version, device details (Samsung GT-I8000), and a list of 'General Events' leading to the crash. A detailed 'Actions' table at the bottom tracks various HTTP requests, showing metrics like start time, application, events, total time, server time, network time, client time, think time, and total traffic.

- Application Availability broken down by device, carrier, OS, and application version; helps to quickly identify regressions due to version release and poorly supported platforms; displays errors on HTTP requests and domains; helps to identify problematic third parties and actions.

This screenshot shows the Real User Monitor interface with a focus on application availability. The top metrics show Performance 97% and Availability 97%. The world map displays green pins representing availability data across various global locations. A callout for Beijing indicates 143 sessions with 97% availability. The 'Worst Locations' table lists locations such as Kampala (35 sessions), Beijing (43), California, San Diego (45), Winterswijk (54), Cairo (96), and Gouda (100). The interface also includes a legend for session volume and a note that the top 10 worst locations are displayed.



- Enrichment of RUM single event alert with action name, description, user name and client IP data
- Updated/additions to the supportability metric
  - Support for Microsoft Windows Server 2012 R2 (64-bit) Standard Edition
  - Support for Java 6 update 45 and Java 7 update 51
  - Support for additional Internet Explorer versions (9/10/11) in VDI (RUM HTTP) solution

# What's New in Real User Monitor 9.23

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



## What's New in Real User Monitor 9.22

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

## What's New in Real User Monitor 9.21

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

## What's New in Real User Monitor 9.20

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

## We appreciate your feedback!

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 What's New (Real User Monitor 9.24)**

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [SW-Doc@hp.com](mailto:SW-Doc@hp.com).