

# HP Real User Monitor

For the Windows and Linux operating systems

Software Version: 9.24

## Release Notes

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### Acknowledgements

This product includes software developed by the Apache Software Foundation (<http://www.apache.org>).

This product includes software developed by the JDOM Project (<http://www.jdom.org>).

This product includes software developed by the MX4J project (<http://mx4j.sourceforge.net>).

## Documentation Updates

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

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# Contents

Contents .....	4
Installation Requirements .....	5
Notes and Limitations .....	6
General .....	6
RUM Browser Probe .....	6
Mobile .....	6
VDI .....	6
Fixed Defects .....	7
We appreciate your feedback! .....	8

## Installation Requirements

You can find requirements and steps to install and upgrade Real User Monitor in the Real User Monitor Installation and Upgrade Guide.

## Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

### General

The RUM HTTP agent does not support http traffic generated via Internet Explorer 9.0 or above.

The Transaction Management Configuration applet only supports Java Runtime Environment version 7 update 51.

### RUM Browser Probe

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

### Mobile

The android crash engine detects Java related crashes only.

Crash data is limited to 250 characters which may cause the stack trace data to be truncated.

iOS crash data includes only the class name and stack trace.

iOS crashes are reported in the following application launch if the application is re-launched within two hours of the crash.

When running an application, a few of the initial crashes may be ignored.

If during instrumentation it is discovered that ACRA crash reporting (which is a third-party tool) is already instrumented on your application, the RUM crash reporting will be disabled, the instrumentation will succeed, but a warning message will appear on the console.

### VDI

When running Internet Explorer from a CMD line with a URL, the VDI agent does not report the first URL.

## Fixed Defects

The reference number for each fixed defect is the Quality Center Change Request (QCCR) number. For more information about fixed defects, visit [HP Software Support Online](#), or contact your HP Support representative directly.

The RUM Event Alert does not indicate which page/action triggered the event. (QCCR1189433)

Session properties are missing for pages that exceed 500 pages in the same session. (QCCR1193181)

When upgrading to RUM 9.24, the user name and properties do not pass to more than 500 pages in a session. (QCCR1194624)

The Client Monitor Probe installation fails during installation on French Windows 2008 R2. (QCCR1194712)

The Session ID Detection report displays the wrong detection run date/time. (QCCR1194947)

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