HP Real User Monitor

Software Version: 9.25

Real User Monitor What's New

Document Release Date: January 2015 Software Release Date: January 2015



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Overview

This document provides information about new features and enhancements in HP Real User Monitor 9.25, 9.24, 9.23, 9.22, 9.21 and 9.20.

For customer escalation fixes and internal bug fixes made to Real User Monitor 9.25, see the Real User Monitor 9.25 Release Notes.

For new features and enhancements in earlier versions of Real User Monitor, see the HP Software Support site.

- Added full support for TLS (Transport Layer Security) versions 1.1/1.2 based traffic
- Improved support for VDI-based applications:
 - Simplified configuration for applications using Citrix

Monitoring Script Rep	ository		Alerts Settings				¢
Browse Searc			Application "VDI-HTTP"		CI Properties Bus	siness Process Monitor Real User Mor	nitor Alerts Location Offs
😂 🔹 📲 🚰 🐰 🐚 🗐 I 🗙	• 🧷			General Session	Data Collection Pages	Events	
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<u></u>		New Monitoring VDI Tier	×
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Monitoring Settings	Monitoring Settings		
Settings	Status: Protocol: Template name: Tier name: Profile database: Engines Assign Application 360 licens Application Location Use both host IP ranges and fil Profile X IP Range 0.0.0255.255.255 5	Active Inactive ICA Chirx ICA VDI ICA - All probes rise * AppOS count for this application: filters to determine the application location Filter Click here to add a filter (Mandatory)	
24		< Back Next> Finish Cancel H	Help

Browse Sear			Application "VDI-	HTTP"		operties Business Process Monitor Real User Monitor	Alerts Location Offset
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Ind User Monitors		•					
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- O VDI-HTTP		0	Active	Name	Search	Content	Removable
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 testBPM 	0		v .	VDI Server IP	HTTP Header	Header name: RUM_AGENT, All content	-
 testBPMApp2 	0				N		
testBPMApp3	0				6		

• Improved Isolation Flow for Citrix-based applications.

RUM Session Analyz	er																
🖅 📪																	
Start Time 🔻	Tier	End User Subgroup	Client	VDI Server IP	User Name	VDI User Name	Locatio	Active	Duration (hh:mm:ss)	Latenc: (ms)	VDI Latency (ms)	Error Events	Informational Events	Slow Actions	Actions		Has Data for VuGen Scripts
1/7/2015 10:05 PM	HTTP-Web	Others [0.0.0.0-255.255.255.255]		10.00 10.00		Succession Statement	Palo Alto	No	00:01:45	64.45	360,38	15	0	0	34	No	
1/7/2015 3:53 PM		Others [0.0.0.0-255.255.255.255]	10.00.00.00	No. 48 (10) (10)			Palo Alto		00:01:11	60.5	360.38	14	0	0		No	
1/7/2015 3:17 PM	HTTP-Web	Others [0.0.0.0-255.255.255.255]	10.00.00.00	No. 49, 411, 412		Special Matter and spin start	Palo Alto	No	00:01:14	64.02	175.68	17	0	0	40	No	
1/7/2015 3:14 PM		Others [0.0.0.0-255.255.255.255]	10.00.00.00	10.00.00.00			Palo Alto		00:01:04	64.13	197.36	27	0	0		No	
1/7/2015 2:41 PM	HTTP-Web	Others [0.0.0.0-255.255.255.255]	10.00.00.00	10.00.00.00		Approximation Consider	Palo Alto	No	00:01:17	64.93	197.36	8	0	0	16	No	
1/7/2015 2:32 PM		Others [0.0.0.0-255.255.255.255]	10.00.00.00	10.00.00.00				No	00:00:44	60.15	197.36	11	0	0		No	
1/7/2015 1:54 PM	HTTP-Web	Others [0.0.0.0-255.255.255.255]	10.00.00.00	10.00.00.00.00		Specchalter advances.	Palo Alto	No	00:05:12	58.49	175.8	6	0	0	18	No	
								0/7		62.74	308.86	98	0	0	229		

Active Filters												
Session Properties	End User Groups	Transactions	Servers	Locations	Use	r Properties	Actions	ſ	Events	Ti	ers	
Application	Tier	Session Pr	roperty		Operator		V	alue				
VDI-HTTP	HTTP-Web	VDI Server	IP		ignore	۲						
VDI-HTTP	HTTP-Web	VDI User N	ame		ignore	T						
Session status: All Show only sessions wit Only show sessions ac Only show sessions ac	th data for generating Vu ccessed via VDI tier	Gen scripts										

Session Details 1/7/20	015 10:04 PM-10:08 PM (GMT+0	(2:00) Jerusalem										
🜔 Refresh 🛃 🖲	🚣 • 🛛 🖏											
Properties												
Start time:	1/7/2015 10:05 PM											
Application:	VDI-HTTP	Client IP:	10.00									
End user	Others (0.0.0.0-	Client host name:	N/A									
subgroup:	,	User name:	N/A									
Location:	Palo Alto	Server IP:	1.0.0									
Total Traffic (KB):	793.9	Arrived from:	N/A									
Duration (hh:mm:ss):	00:01:45	Client type:	Internet Explorer 8.0									
	Windows	HTTP version:	HTTP/1.1									
	64.45	Total action hits:	34									
Latency (ms):	64.45											
VDI Session Propertie	es											
Duration (hh:mm:ss):	06:36:14	VDI Latency (ms):	360.38	VDI Server IP:								
Start time:	1/7/2015 3:52 PM	VDI User Name:	hpswlabs\taubd									
General Events												
(i) No data was	s found.											
Actions												
Actions												
There are 34 actions in	the session with 34 frame units,	of which 34 units ar	for the selected applicatio	n.							Session Repla	y Session VuGen Script
× * 👸 📭 🛛	😤 🎄 🚚											
Action		Sta	irt Time	Application	Events	Total Time (sec)	Server Time (sec)	Network Time (sec)	Client Time (sec)	Think Time (sec)	Total Traffic (KB)	Snapshot
-	touristic recommendation for	1/7	/2015 10:05:54 PM	VDI-HTTP	Request refused	0.122						Yes
100.0010-00010-0	periods and interpretation	1/7	/2015 10:05:54 PM	VDI-HTTP		0.012	0.012	0.000	0.000	0.000	1.0	No
189, 199, 5 (1897) 7 1 189, 199, 5 (1897) 7 1	iperiale primitivation		/2015 10:05:54 PM /2015 10:05:54 PM	VDI-HTTP VDI-HTTP	•	0.012					1.0	

Session Groups Group session by VDI	User Name 🔻 🚼 🚺	e l								
Value	Number of Sessio	ns Number of Subgroups	Error Events	Info Events	Performance Events	Total Actions	Unavailable Actions	Latency (ms)	Total Traffic (KB)	VDI Latency (ms)
Special and the second s		2	1 23	(0	58	23	62.31	1,403.4	175.74 320.92
Special States (Special)		5		(0	171	75		4,053.7	
		7	98		0 0	229	98	62.74	5,457.1	308.86
Detaied Subgroups										
Value		Number of Sessions	Error Events	Info Events	Performance Events	Total Actions	Unavailable Act	ions Latency (n	is) Total Traffic	(KB) VDI Latency (ms)
N 80 100 100		2	23)	0	58	23	62.31	1,403.4 175.74
		2	23		0	0	58	23	62.31	1,403.4 175.74

RUM Tier Summary 01/07/20	15 10:54:30 AM-01/08/2015 10:	54:30 AM (GMT+02:00) Jerus	alem						
🏹 🎭 🔹 😤 📄 R	tun 🔁 🕶 🛕 🕶 🌆								
View: Past day	From: <u>1/7/15 10:54 AM</u> To:	1/8/15 10:54 AM (GMT+02:00) Jerusalem 💿 🕞 🔲 S	iet as default period					
Applications: VDI-HTTF	•								
Active Filters: None (Re	store Default Settings)								
Highlights A	oplication Network								
â 🗈 🗉 🖪 🖬	in a limit of								
• • • •	••• L.N.								
Tier 🛎	Tier Availability (%)	Total Action Hits	Slow Action Hits	Total Time (sec)	Total Requests	Connection Availability (%)	Total Connection Attempts	Total Traffic (MB)	Latency (ms)
HTTP-Web	57.67	300	0	0.44	3,183	100.00	117	7.6	73.46
ICA	-	-	-	· · ·	-	100.00	16	1.2	198.80
📕 Critical 🔳 🛛	DK 📕 Minor	No data 📄 Downtime	e 🔳 Unknown						**
			-						

- VDI Connectivity and Number of Sessions over time
 Vew as Graph
 Vew as Table

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- Enriched Application Health report showing impact of Citrix measurements on overall health

Updated Geo Location database with the IP address of the location in both mobile and sniffer-based traffic

Performance 99%	Availability 97%		HP Discover Dec 2014	User Sessions: 8900 Crashes: 0	Custom 12/02/14 1:00	AM-12/04/14 12:5	9 PN
		Y %		Worst Locations	Response Time (pages)	Number of Sessi	ions
	9 % X	Pe of 1		× 80% Durban	2.95 sec	1	
. 54	Y			80% Bene Beraq	2.68 sec	1	
	<u>e</u> 😥	Barcelona 5863 Sessions		× 83% Greece	3.04 sec	2	
A.	0.0	Performance 99% 1.39 sec response time		S 90% Karlskrona	3.21 sec	2	
	لمريح	mare the for	₩	90% Singapore	2.99 sec	2	
·			. They	🗴 90% Maia	2.05 sec	4	
					(i) The	10 worst locations are dis	play
a Carica		Array 7					
			Ŷ	more than 5% of total sessions	1% to 5% of total sessions	Less than 1% of sessions	oft

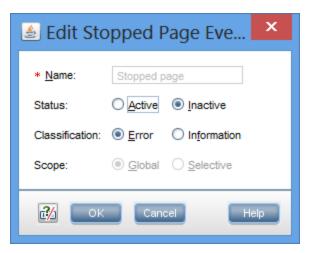
Added ability to use static configuration to extract user data with strict rules for instrumented mobile applications

Mobile Application Instrumentation for A	ndroid
Use this tool to instrument Android app	lications.
For iOS instrumentation instructions re	fer to the Real User Monitor Installation and Upgrade Guide.
* APK file: Choose File No file chose	n
Instrument for Production (use	this option to enable you to upload the instrumented application to the Play Store)
* Application:	Tamir Mobile Test
RUM Client Monitor Probe URL:	
UKL.	(Example:)
Application Signing (leave blank	if you want to sign the application later using Javas jarsigner.exe utility)
Keystore file:	Choose File No file chosen
Keystore password:	
Key alias:	
Key password:	
	annia ia da da annia da cumula da D1014 adatannia da anna dia dana 1000 a 14 da -
Add "Access Network State" p	ermission to the application (required for RUM to determine the user connection type: WiFi or Mobile)
Allow access to http content (p	arameters extraction, user name extraction, unhide query parameters)
O not allow content extraction	
Apply content extraction config	uration change at instrumentation time only
Apply any configuration change	es to the mobile device even after instrumentation
	s option to test monitoring functionality without uploading the application to the Play Store)
* Application: _ RUM Client Monitor Probe	Tamir Mobile Test 🔹
URL:	
	(Example:)
Instrument for Offline Testing	and Data Collection (In this mode the instrumented application will not report data to the RUM Client Monitor probe)
Store monitored data locally	Monitored data will be saved to "Android/data/app_package_name//data" folder on the mobile device. This data includes POST content of requests, which can assist you in defining Extracted Parameters in BSM.
	Stop Start

- Added support for Microsoft Windows Server 2012 (64-bit) Standard Edition
- Added support for Java version 7 update 72

• Enhancements

Updated calculation for stopped pages



Actions

There are 13 actions in the session with 13 frame units, of which 13 units are for the selected application

Action	Start Time	Application	User Name	Events
Rental and Constant American Street	10/2/2014 11:30:46 AM	Citrix Testing		-
No. Paul will Concerns. All No. of Surger Lock, No.	10/2/2014 11:31:10 AM	Citrix Testing	-	
No. No. of Concession, Management and	10/2/2014 11:31:27 AM	Citrix Testing	-	-
No. No. 1 and T. C. Specifics. Million Street, No.	10/2/2014 11:31:01 AM	Citrix Testing	-	
No. Paper and C. C. Specchike. As your DESCRIPTION AND AND	10/2/2014 11:31:30 AM	Citrix Testing	-	
No. Part and C. Stanowski. Million State on South State	10/2/2014 11:31:32 AM	Citrix Testing	-	-
Manhadrow Charles and States and States	10/2/2014 11:31:55 AM	Citrix Testing	-	12
No. Part and Consumers and Street and State	10/2/2014 11:31:57 AM	Citrix Testing	-	
No. inpl. of Concession. Although the second second	10/2/2014 11:32:00 AM	Citrix Testing	-	-
No. Part and C. Tapardan. Means descripts loads the	10/2/2014 11:32:30 AM	Citrix Testing	-	-
No. Inc. of Concession, and Statistical Academics	10/2/2014 11:32:33 AM	Citrix Testing	-	-
No. No. 1 and T. C. Specifics. Managina in sub-	10/2/2014 11:33:51 AM	Citrix Testing		Stopped page

 Added ability to match exact page sequence with no intermediate or repeated pages in transaction matching

Add B	usiness Transaction and i	ts Real User Monitor Configura
General Settin	gs	
* <u>N</u> ame:	MatchOrder	
Description:		
Monitoring Set	tings	
Transaction P	age Settings	
	saction matching rule.	
Include inte	rmediate pages in measurements	
Ignore page	e order	
Match exac	t sequence (only include sequences with n	o intermediate or repeated pages)
Define the page	es included in the transaction and their orde	r.
* 0 🗙	I 🏠 🐺	
	Page Name	Optional
pageA		
pageB		
pageC		
Advanced Set	tings	
	-	
2		OK Cancel

Assorted bug fixes

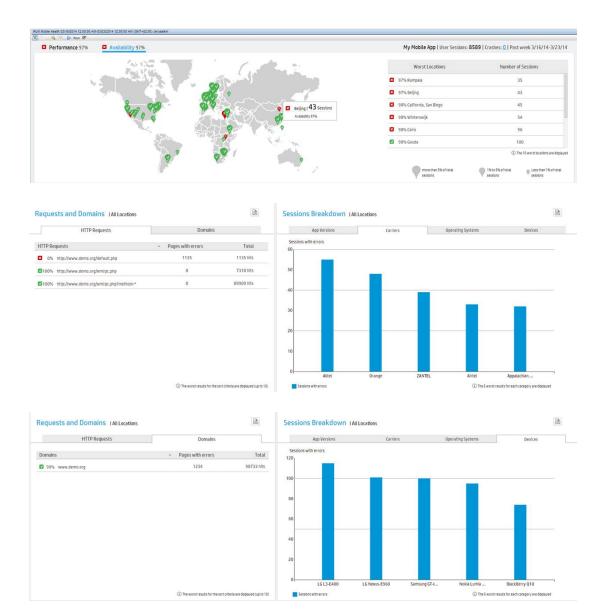
- RUM Mobile Solution Enhancements
 - Mobile Crash analysis data Shows crashes along with device, carrier, OS, and application version. Enables mobile developers to quickly analyze crashes.

Z Serformance 97%	Availability 97%	essions: 8589 Crashes: 9 Past week 3/16/14-3/23/1		
		Worst Locations	Response Time (pages)	Number of Session
		96% Binois, Chicago	2.17 sec	56
		S 96% Moscow	2.17 sec	43
	Stores States and States	96% Indiana, Indianapolis	2.14 sec	104
		S 96% Matsudo	2.14 sec	217
		96% Hong Kong	2.10 sec	96
		96% Texas, Austin	2.08 sec	41
	a * a * 1		(i) The	10 worst locations are displ
		more than 5% of total	1% to 5% of total sessions	Less than 1% of tota sessions

Event Log 04/06/2014	01:05:15 PM-04/07/2014 01:05:15 PM (GMT+02:00) Jerusalem				
V	⊳ Run 🕙 * 🚑 * 🥙 🔣					
Time 🛋	Event Name	Tier	Server	Action Name	End User Group	Event Details
4/7/2014 12:27 PM	Application Crash	Mobile Application	Crashes		Others	StackOverflowError: "" at android, graphics, drawable, NinePatchDrawable, setNinePatchDtate(NinePatchDrawable, java:136) at android, graphics, drawable, NinePatchDrawable, https://www.able.gov.at49)

	014 12:27 PM-1:23 PM (GMT+02)	0) Jerusalem										
👂 Refresh 🎦 🕈	A. 16 18											
Properties												
Start time:	4/7/2014 12:19 PM											
Application:	calific	Client host name:	N/A									
End user	Others (0.0.0.0-	User name:	N/A									
subgroup:	255.255.255.255]	Server IP:	N/A									
Location:	France	Total action hits:	8									
Total Traffic (KB):	27.2	Application Version:	1.5									
Duration (hh:mm:ss):	00:07:29	Connection Type:	WE									
		Device:	Samsung GT-N8000									
Operating system:	Andreid	Mobile Carrier:	WEI									
Latency (ms):	0.00	OS Version:	Android 4.1.2									
Client IP:	15.203.162.24	Ca veraion.	A10100 4.1.2									
General Events												
22 14												
	Event	Name 🔺		Description								
Application Crash				SackSordwichten: "I ale administ particular dan walke like/BackSotate/NewPathDites/NewPathDite NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/NewPathDites/N								
Actions												
× * 87 💽	1											
Action			Start Time	Application	Events	Total Time (sec)	Server Time (sec)	Network Time (sec)	Client Time (sec)	Think Time (sec)	Total Traffic (KB)	
https://Restservices	entsion="&OperatingSyste	n+*	4/7/2014 12:19:34 PM	cathe		0.853	0.836	0.017	0.000	4.888		2.
https://restservices.	onlndroidButtonimageRegul	ar.png	4/7/2014 12:19:39 PM	1000		0.077				0.002		8.
	onlndroidButtonimageOnCli		4/7/2014 12:19:39 PM	1994		0.052				40.621		8.
	onl.sion=*&OperatingSyste		4/7/2014 12:20:20 PM	1994		3.323		0.005		0.065		0.
	entsion+*&OperatingSyste		4/7/2014 12:20:23 PM	1994		0.821				1.428		1
	onl.DebtLevel="SDebitType		4/7/2014 12:20:28 PM	0844		2.628		0.008		0.079		2
	onlsion="&OperatingSystem"		4/7/2014 12:20:28 PM	1994		3.916		0.007	0.000	0.018		1.
https://Restservices	onl.DebtLevel="&DebtType		4/7/2014 12:20:32 PM	CHINA .		3.699	3.683	0.016	0.000	0.000		2

 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.



- 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

- 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 backend 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.

- 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.

- 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.

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

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Feedback on Real User Monitor What's New (Real User Monitor 9.25)

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