

HP Real User Monitor

Software Version: 9.26

Release Notes

Document Release Date: September 2016
Software Release Date: September 2016



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Contents

Installation Requirements	5
Notes and Limitations	6
RUM Client Monitor Probe	6
RUM Sniffer Probe	6
Mobile	6
VDI	6
Fixed Defects	8
Send Documentation Feedback	9

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

RUM Client Monitor Probe

Client Monitor Probe does not report HTTP error events, such as 400 series error (page not found, etc.) and 500 series error (server errors).

RUM Sniffer Probe

The Stopped Page feature is supported only in the Internet Explorer browser.

RUM cannot decrypt Diffie–Hellman secured traffic. Please configure your applications to use RSA security.

Before installing the RUM Probe on a Linux machine, you must either disable it or make sure that SELinux will not block it.

If installed on Red Hat Enterprise Linux, do not install the RUM Probe on a mounted network path.

Mobile

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.

The android crash engine detects Java related crashes only.

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.

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 and RUM will not report crashes.

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

VDI

The VDI component has not changed since RUM 9.26.220 Build Patch (9.26 IP1) Windows 64bit. Install VDI using the [RUM VDI 9.26.220 Build Patch \(9.26 IP1\) Windows 64bit](#) patch that can be found

on the HPE Software Support site (<https://softwaresupport.hpe.com/group/softwaresupport/search-result/-/facetsearch/document/KM02141211>).

The RUM VDI solution does not support multiple concurrent sessions on different applications from the same user.

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 site](#), or contact your HP Support representative directly.

Cannot define custom events in the Oracle tier, only 400-599 is accepted. (QCCR1182668)

RUM Probe configuration build failed when an event referenced an inactive page/action. (QCCR1188233)

On the RUM Probe Start menu on a Window based platform, change the name of the Start/Stop options to Enable/Disable to maintain name consistency. (QCCR11106748)

RUM Data Publisher - Events should be added to "C:\HPRUM\conf\datapublisher\consumer_template_minimal.xml". (QCCR11113927)

Oracle NCA over HTTP applications should not be allowed to deselect the page titles checkbox. (QCCR1186463)

Incorrect cardinality in RUM End Users view. (QCCR1186354)

Allow mask password for URLs that have ";" and "%" in their parameter names. (QCCR1167412)

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