# **HP Real User Monitor**

Software Version: 9.26

### Real User Monitor What's New

Document Release Date: September 2015 Software Release Date: September 2015



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

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- 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

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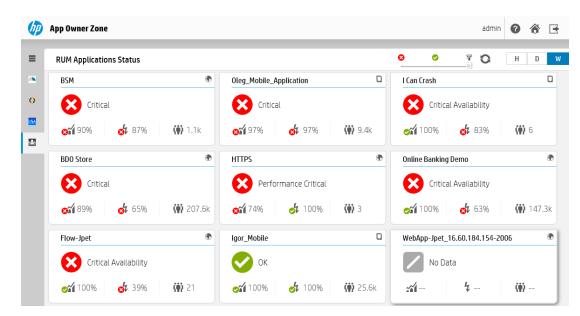
#### **Overview**

This document provides information about new features and enhancements in HP Real User Monitor 9.26, 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 9.26, see the Real User Monitor 9.26 Release Notes.

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

 Application Owner Zone – New set of RUM reports over the Application Owner Zone tailored specifically for application owners who are looking for high level status and isolation on their RUM applications

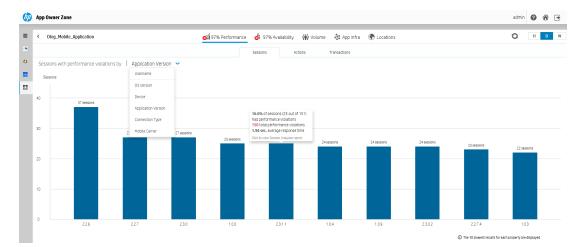


Landing Page – Displays overall status of all your applications in a single view

 App Infrastructure page – Isolate a specific problematic server causing availability/performance problems from a specific tier

AppTransTestForLloyds of	100% Perform	ance 🗴 68	3% Availabilit	y 🙀 Va	olume 🛛 🐴 Aj	op Infra 🤇	Locations	0	H D
			App I	nfrastructure					
Performance & Availability by tie	rs & servers								
Tier	Availability	Performance	Total Action Hits	Slow Action Hits	Avg Download Time(sec)	Connection Availability	Avg Tota Traffic (Mb)		Tota Connectio Attempt
✓ HTTP-Web	8 4 %	<b>V</b> 100 %	805	0	0.63	97 %	2.06	5 805	83
Server Name	Availability	Performance	Total Action Hits	Slow Action Hits	Avg Download Time (sec)	Connection Availability	Avg Total Traffic (Mb)	Total Requests	Total Connectio Attempt
f5acpro-txe01.austin.hp.com (1)	<b>O</b> 100 %	<b>O</b> 100 %	9	0	0.79	<b>O</b> 100 %	0.16	9	
mydwsus0001.hpswlabs.adapp:	🔀 0 %	N/A	750	0	0.00	100 %	1.53	9	
f5acpro-txn06.austin.hp.com (1)	100 %	100 %	5	0	0.85	<b>O</b> 100 %	0.10	9	
mydsccm01.hpswlabs.adapps.h	100 %	100 %	4	0	0.00	<b>O</b> 100 %	0.01	9	
mydsccm01.hpswlabs.adapps.h	80 0 %	N/A	24	0	0.00	8 47 %	0.02	9	
f5acpro-ccv01.houston.hp.com	0 100 %	<b>O</b> 100 %	13	0	0.63	0 100 %	0.24	9	

 Performance Sessions page – Displays segmentation of your sessions according to different attributes for both web and mobile applications



<b>()</b>	App Owner Zon	e				admin 🔮	8 3
-	< BSM	💕 85% Performance 💋 82% Availability 🗰 Volume 🖓 App Infra	a 🕐 Locations			0	H D V
*		Sessions Actions Transactions Erro	r Log				
9	Action availabil	ty summary					
•	Availability	Action	Errors	Info Events	Stopped Action Hits	Hits	
-	8 0%	http://myd-vm15450.hpswlabs.adapps.hp.com/topaz/bsmLight/SH/tocalization/sh-en-US json	425	3	0	425	^
	8 096	http://myd-vm15450.hpswlabs.adapps.hp.com/topaz/bsmLight/BSM/W78W7884p.urlW20+W20W27?locale=en_usW27]}	425	3	0	425	
	8 26%	saveFilterToHistory	209	٥	0	281	
	8 65%	Worker	534	2,266	0	1,505	
	83%	Ping	218	0	0	1,254	
	8 90%	DrawSkeleton	215	16	0	2,125	
	8 90%	updateGetState	211	1,909	0	2,120	
	100%	apLinvoke	0	0	0	3,053	
	100%	Data Transfer	0	0	0	2,010	
	100%	PingToServer	0	13	0	1,945	
	100%	Welcome	٥	13	0	1,869	~

Availability Actions page – View your worst actions that impact the application's availability

Availability Error Log page – View your errors that impact the application's availability

Oleg_Mobile_App	lication	🕤 97% Performance	🕉 97% Availability	🙀 Volume	🕸 App Infra	Cocations	Ö	H D W
		Sessions	Actions	Transactions	Error Lo	3		
Error log								
Event Time	Event Name	Action	Server Name	e	End User Gro	up	Event Details	
09/02/2015 14:38	Server error	Deraut	www.demo.d	arg	ouners		Status code Suo – internat Server Error	~
09/02/2015 14:37	Application Crash		Oleg_Mobile	_Application_Crashe	Others		java.lang.OutOfMemoryError: "Failed to allo	cate a
09/02/2015 14:36	Application Crash		Oleg_Mobile	_Application_Crashe	Others		RuntimeException: "This is an async exception	on" at

- Operations Analytics integration Out of the box RUM reports in OpsA that
  - Identifies root cause analysis using Dimension Analysis
  - Identifies root cause analysis using changes in RUM data (e.g., usage, performance, availability).
  - Provides business indicators about strength or weakness of the service in certain areas

Operations Analytics							opsa 🗸		• •	0
Start-typing: HP RUM Availability Isolation(	07677295ec5439375b0dd2c87bfea7c7)	Q 1 Day	~	2 Sep 1:50 -	3 58% 1:50	рм	+	D	lashboard	d 🗸
0 5:00 PM 6:00 PI	м 9:00 PM	Thu, 03 3	00 AM	6:00 AM		9:00 AM 12:00 PM	0	Ē	🖹 Playba	ack >
Availability Percentage		<b>≜</b>   ∠ ⊞ ×	U	sers Most Impacted by Action Una	wailability			<b>a</b>   /	/ II >	×
Group by: <ul> <li>Entity</li> <li>Metrics</li> </ul>	Q		Fit	ter:	Columns 🗸	Showing 13 results				
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avaitability (Moving avg)     logged in user name (Moving d	100		•	tom	Mother's	http://babydayout.com/category/maternity.asp				1
togged in user name (nowing u			•	siggi	Mother's	http://babydayout.com/category/maternity.asp				
			-	shriya	Mother's	http://babydayout.com/category/maternity.asp				
	50		-	ross	Mother's	http://babydayout.com/category/maternity.asp				
			-	rachel	Mother's	http://babydayout.com/category/maternity.asp				
			-	phoebe	Mother's	http://babydayout.com/category/maternity.asp				
	9/2/2015 4:20 PM 9	/3/2015 6:13 AM	•	peter	Mother's	http://babydayout.com/category/maternity.asp				~
Actions with Worst Availability		≜   ∕ ⊞ ×	U	sers with Worst Availability				a   /	/ 🗆 >	×
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Name		🗸 availability 🔶		100						
Welcome, http://babydayout.com/welcome/	findex.asp	100								
<ul> <li>undefined, http://babyday.com/resource/par</li> </ul>	rtners.asp	100								
Mother's, http://babydayout.com/category/r	maternity.asp	0		50						
Infant, http://babydayout.com/category/nev	wborn.asp	100								
Accessory, http://babydayout.com/category.	/stroller.asp	100								
				loat Windows 20	1035, Mac 05, G.	Tom, Windows 10	Nindows	<sup>Vindows</sup> 70	2.	
				🗖 availability (Aggregate avg)						

- RUM-PC-SHUNRA integration Enrich RUM-PC integration with network data for integrating Shunra Network Virtualization (NV)
- Mobile
  - Web view module for iOS 8
  - Show network mobile type
  - Show full stack trace on session details
  - Support MultiDex based applications
  - Allow ACRA override
- Mandates
  - MySQL upgrade for latest 5.5 version to ensure security fixes
  - Red Hat Enterprise Linux Version 7 (RHEL7) support for RUM sniffer probe and server collector
  - Java Runtime Environment Version 8 support

- 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	
End User Monitors		<b>•</b>	Application Location				M
CI	BPM	RUM	Application Default Thresholds				¥
End User Monitors							
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- O Segev		0	Enable automatic tier discovery				
<ul> <li>Tamir Mobile Test</li> </ul>		0	Backend Tiers				
<ul> <li>D Tamir Snippet Test</li> </ul>		0	* / ×				
- O VDI-HTTP		0					
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testBPMApp2     testBPMApp3	0					20	
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			VDI Tiers				
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			Tier Name	Template	e Name 🔺	Protocol	Active
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			2/				Save Carcel

<u></u>		New Monitoring VDI Tier	×
Application Properties	Monitoring Settings Configure the application's monitoring	setting	
Settings	Monitoring Settings		
Settings Summary	Status: Protocol: Template name: * Tier name: Profile database: Engines Assign Application 360 license Application Location Use both host IP ranges and filter * @ * IP Range 0.0.0.255.255.255.255 14	Active Inactive ICA Ctrix ICA VDI ICA - All probes * AppOS count for this application: Port SSL Filter Filter Click here to add a filter (Mandatory)	
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Browse Sear			Application "VDI-	HTTP"		operties Business Process Monitor Real User Monitor	Alerts Location Offset
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			Session Ider	ntification			¥
CI	BPM	RUM					
End User Monitors			Session Res	set			V
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- O VDI-HTTP		0	Active	Name	Search	Content	Removable
- O mydvm06121 jpetstore vi		0	~	VDI User Name	HTTP Header	Header name: RUM_AGENT, All content	-
<ul> <li>testBPM</li> </ul>	0		v .	VDI Server IP	HTTP Header	Header name: RUM_AGENT, All content	-
<ul> <li>testBPMApp2</li> </ul>	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		Events	1	Tiers	
Application	Tier	Session Prop	perty	0	perator		v	alue				
VDI-HTTP	HTTP-Web	VDI Server IP	<b>b</b>	ig	nore	Y						
VDI-HTTP	HTTP-Web	VDI User Nan	me	ig	nore	<b>Y</b>						
Session status:  All Show only sessions at Only show sessions at Only show sessions at	th data for generating Vu ccessed via VDI tier	iGen 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
100.000	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 U	Jser Name 🔻 🐮	N.								
Value	Number of Sessi	ons Number of Subgroups	Error Events	Info Events	Performance Events	Total Actions	Unavailable Actions		Total Traffic (KB)	VDI Latency (ms)
Special Sector Shado and		2	1 23	(	0	58	2	3 62.31	1,403.4	175.74 320.92
Special States (Second St.		5	1 75		0	171		5 62.88	4,053.7	
		7	98		0	229	s	8 62.74	5,457.1	308.86
Detailed Subgroups	ierver IP 🔻 🕄	*								
Value		Number of Sessions	Error Events	Info Events	Performance Events	Total Actions	Unavailable A	ctions Latency (n	ns) 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	015 10:54:30 AM-01/08/2015 10:54	4:30 AM (GMT+02:00) Jerusalem										
📆 🎭 🔹 😤 🕨 P	tun 🔁 🕶 🧥 💌 🌆											
View: Past day	Ven: Fast day • From: 1/17/15 10:54 AM To: 11/17/15 10:54 AM (GMT-402:00) Jerusalem 🐼 🐼 🔲 Set as default period											
Applications: VDI-HTTP	,											
Active Filters: None (Re	store Default Settings)											
Highlights A	pplication Network											
	and mail											
🌲 🗈 🖻 🖪	88 11											
Tier 🛎	Tier Availability (%)		w Action Hits Tot	al 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			

Dov

No data

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- 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	1   User Sessions: <b>8900</b>   Crashes: <b>0</b>   0	Custom 12/02/14 1:00 /	AM-12/04/14 12:59	) PN
	ő	Y %		Worst Locations	Response Time (pages)	Number of Sessi	ons
	9 . S	20 0 · · ·		× 80% Durban	2.95 sec	1	-
054	Y		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	80% Bene Beraq	2.68 sec	1	
9	<u>9</u>	Barcelona   5863 Sessions	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	× 83% Greece	3.04 sec	2	
	0.0	Performance 99%   1.39 sec response time		90% Karlskrona	3.21 sec	2	-
	Seal and	Property for		90% Singapore	2.99 sec	2	
·				🗙 90% Maia	2.05 sec	4	
39					(i) The 1	0 worst locations are dis	playe
a farmer		And T					
		- And a start of the	Ŷ	more than 5% of total sessions	1% to 5% of total sessions	Less than 1% of sessions	ft

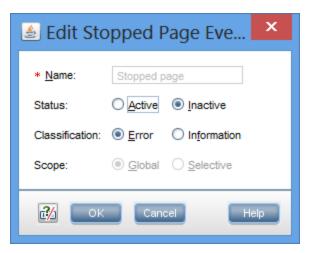
Added ability to use static configuration to extract user data with strict rules for instrumented mobile applications

Mobile Application Instrumentation for A	ndroid
Use this tool to instrument Android app	
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:	
	(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:	
Do not allow content extraction	arameters extraction, user name extraction, unhide query parameters) uration change at instrumentation time only
Apply any configuration change	es to the mobile device even after instrumentation
Instrument for Testing (use this	option to test monitoring functionality without uploading the application to the Play Store)
* Application:	Tamir Mobile Test
RUM Client Monitor Probe URL:	
	(Example: )
Instrument for Offline Testing a	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 will Compare the second difference and pro-	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. inplaced Concerns. 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	-	-
Mg, Paul and T. Capacines. Ann 2000 National Acad. No.	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

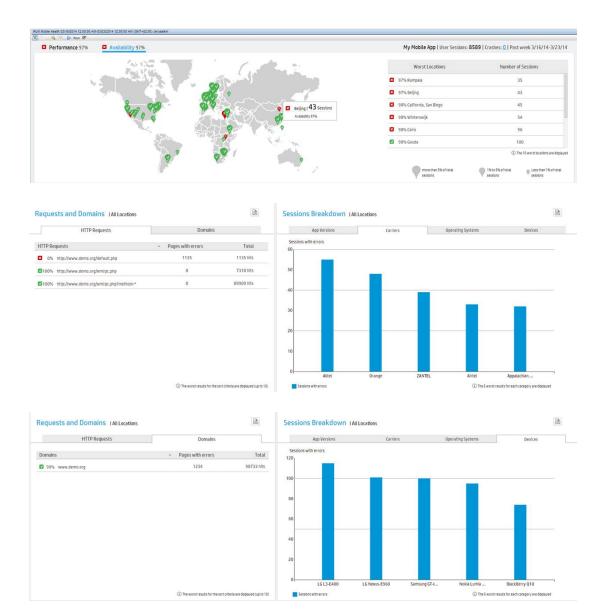
- RUM Mobile Solution Enhancements
  - Mobile Crash analysis data Shows crashes along with device, carrier, OS, and application version. Enables mobile developers to quickly analyze crashes.

Serformance 97%	Availability 97%	My Mobile App   User Se	ssions: 8589 Crashes: 9 Past w	veek 3/16/14-3/23/
		Worst Locations	Response Time (pages)	Number of Session
		96% Blinois, Chicago	2.17 sec	56
		S 96% Moscow	2.17 sec	43
	States and shares	96% Indiana, Indianapolis	2.14 sec	104
		S 96% Matsudo	2.14 sec	217
		S 96% Hong Kong	2.10 sec	96
		96% Texas, Austin	2.08 sec	41
	a * a * 1		(i) The	e 10 worst locations are displ
		more than 5% of total sessions	1% to 5% of total sessions	Less than 1% of total sessions

Event Log 64/06/2014 01:05:15 PM-64/07/2014 0											
電 🔅 🐐 🐘 Run 🔁 🔹 🧸 🐲 - 55											
Time 🛋	Event Name	Tier	Server	Action Name	End User Group	Event Details					
4/7/2014 12:27 PM	Application Crash	Mobile Application	own_Crashes		Others	StackOverflowError: "at android, graphics, drawable, NinePatchDrawable, setNinePatchDState(NinePatchDrawable, java: 136) at android, graphics, drawable, NinePatchDrawable, <int>(NinePatchDrawable, java: 449)</int>					

	1014 12:27 PM-1:23 PM (GMT+02:0	0) Jerusalem										
	≥ Refeash 🔁 × 🚴 × 🕸 🗷											
Properties												
Start time: 4/7/2014 12:19 PM												
Application:	califu	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):												
Duration (hhummoss):	00:07:29		WE									
		Device:	Samsung GT-N8000									
Operating system:	Andreid		WEI									
Latency (ms):	0.00	OS Version:	Android 4.1.2									
Client IP:	15.203.162.24	Oa veraion.	ANU 00 4.1.6									
General Events												
\$2 II												
	Event	Name 🔺						Description				
Application Crasl	h			StackOverflowError: "" at android graphics at android graphics drawable NinePatchDra at android graphics drawable NinePatchDra	wable. <init>(NinePat</init>	Drawable set/linePatchState schDrawable java 449)	(NinePatchDra wable java: 13	16)				
Actions												
× * 87 💽	🖻 🌸 🗢											
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	aonlsion="&OperatingSystem	)+°	4/7/2014 12:19:34 PM	Calify		0.853				4.888		2.
https://restservices.	onlndroidButtonimageRegula	ir.png	4/7/2014 12:19:39 PM	Calific .		0.077				0.002		8.
	onlndroidButtonimageOnClic		4/7/2014 12:19:39 PM	0894	· · ·	0.052				40.621		8
	sonlsion=*&OperatingSystem		4/7/2014 12:20:20 PM	1994		3.323		0.005		0.065		0
			4/7/2014 12:20:23 PM	calls.		0.821				1.428		1
			4/7/2014 12:20:26 PM	cathe		2.628		0.008		0.079		2
	s		4/7/2014 12:20:28 PM	CERT	-	3.916		0.007		0.018		1.
https://Restservices	sonlDeb#Level="&Deb#Type		4/7/2014 12:20:32 PM	CRIME .		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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We appreciate your feedback!