



Hewlett Packard
Enterprise

HPE Real User Monitor

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Release Notes

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

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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.

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 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 [HPE Software Support site](#), or contact your HPE Support representative directly.

Request to increase the character limit while specifying a URL to override default connection settings (QCCR1174935)

Fix: The limit has now been increased to 1000 characters.

The total time in Performance Raw Data Report does not match the real threshold values (QCCR11104795)

Fix: This fix updates the RUM Applications code such that additional data is sent from the engine database for the report framework to calculate the status color accurately.

RUM reports high network time because of unsupported TCP preconnect feature. (QCCR11111600)

Fix: The preconnect time is excluded from network time measurements, if the preconnect time value exceeds the value of configuration parameter `tcp_preconnect_time_threshold` defined in "global" section in RUMProbe config.

If SSL handshake time exceeds the value of configuration parameter `ssl_preconnect_time_threshold`, the SSL handshake time is excluded from the network time measurements.

The `tcp_preconnect_time_threshold` and `ssl_preconnect_time_threshold` should be configured in the corresponding `BeatBox.xml` file on the RUM Engine host.

Modifying loglevel in log4j.properties file requires a parallel change in J2F.properties file for log entries to be shown in the HPRUM_all.ejb.log (QCCR11115200)

Fix: Modified `log4j.properties` file to include loglevel for `HPRUM_all.ejb.log`, and deleted the `J2F.properties` file.

Crash logs reports from iOS devices were truncated to 10k length messages due to the size limitation (QCCR11115649)

Fix: Can display crash logs up to a length of 128k in the Crash Log Report.

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