



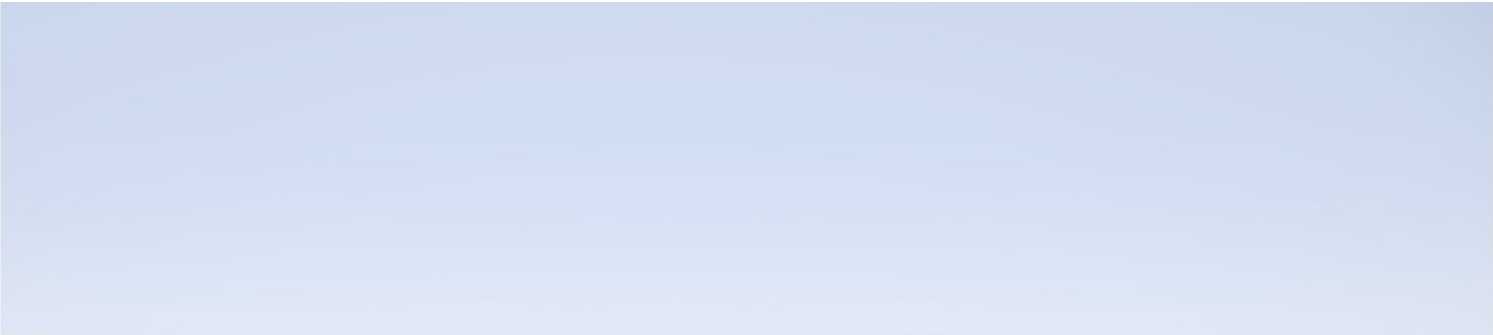
Hewlett Packard
Enterprise

Real User Monitor

Version 9.40, Released August 2017

Real User Monitor What's New

Published August 2017



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Contents

| | |
|--|----|
| Overview | 5 |
| What's New in Real User Monitor 9.40 | 6 |
| Send Documentation Feedback | 11 |

Overview

This document provides information about new features and enhancements in [HPE Real User Monitor \(RUM\) 9.40](#).

For customer escalation fixes and internal bug fixes made to Real User Monitor 9.40, see the [Real User Monitor 9.40 Release Notes](#).

For new features and enhancements in earlier versions of Real User Monitor, see the [HPE Software Support](#) site.

What's New in Real User Monitor 9.40

- Application Health Admin
 - Web Application life cycle – Added ability to create, view, update, and delete web applications.
 - RUM / BPM application integrated support – Added ability to define applications that are configured for both RUM and BPM.
 - Support basic configuration of RUM applications
 - General setting – Configure application location (URL and IPs), thresholds, attach engine, and TCP settings

The screenshot shows the 'Application Health' interface with the 'test-jpet' application selected. The 'General' tab is active, displaying various configuration fields. The 'APPLICATION ACTIVE' toggle is turned on. The 'Name' field is 'test-jpet', 'Description' is empty, 'Template Name' is 'General Web Application', 'Tier Name' is 'HTTP-Web', 'Protocol' is 'HTTP-Web', 'Profile Database' is 'http://localhost:8080', and 'Engines' is 'http://localhost:8080'. There is an 'Attach Engine' button. Below these fields is the 'APPLICATION LOCATION' section, which contains a table with columns '#...', 'IP Range', 'Port', and 'SSL'. The table has one row with IP Range '10.10.10.10-10.10.10.100', Port '8080', and SSL '-'. There are 'Add IP Range' and 'Add URL' buttons at the bottom of this section.

| #... | IP Range | Port | SSL |
|------|--------------------------|------|-----|
| 1 | 10.10.10.10-10.10.10.100 | 8080 | - |

- Data Extraction settings – Configure user name detection and parameter extraction

The screenshot shows the 'Application Health' interface with the 'test-jpet' application selected. The 'Data Extraction' tab is active, displaying settings for user name and parameter extraction. The 'USER NAME EXTRACTION' section has a table with columns '#...', 'Active', 'Search', and 'Content'. The table has one row with 'Active' checked, 'Search' as 'HTTP Header', and 'Content' as 'Header name: header3, All Content'. There is an 'Add New User Name' button. Below this is the 'SEARCH USERNAME IN' section with radio buttons for 'All pages' (selected) and 'Specific pages'. The 'PARAMETER EXTRACTION' section has a table with columns '#...', 'Active', 'Name', 'Search In', and 'Content'. The table has one row with 'Active' checked, 'Name' as 'param4', 'Search In' as 'HTTP Header', and 'Content' as 'Header name: header4, All C...'. There is an 'Add New Parameter Extraction' button. At the bottom is the 'HTTP METHOD EXTRACTION' section with a toggle for 'Extract method name' (unchecked) and a note: '(Use this option to expose the http method of requests as part of the visible URL)'.

| #... | Active | Search | Content |
|------|-------------------------------------|-------------|-----------------------------------|
| 1 | <input checked="" type="checkbox"/> | HTTP Header | Header name: header3, All Content |

| #... | Active | Name | Search In | Content |
|------|-------------------------------------|--------|-------------|--------------------------------|
| 1 | <input checked="" type="checkbox"/> | param4 | HTTP Header | Header name: header4, All C... |

- Session settings – Configure session identification, properties, and reset

The screenshot shows the 'Sessions' configuration page for the application 'test-jpet'. The left sidebar contains navigation links: Dashboard, App Overview, SLM, Business Process Monitor, Real User Monitor (selected), App Settings, Business Process Monitor, Real User Monitor, Alerts, Downtime, and General Settings. The main content area has tabs for General, Data Extraction, Sessions, and Data Collection. The 'Sessions' tab is active, showing three sections: 'SESSION IDENTIFICATION CRITERIA' with a table of criteria, 'SESSION RESET' with a timeout setting and a table of behaviors, and 'SESSION PROPERTIES' with a table of properties. Each section has an 'Add' button.

| #... | Active | Search | Content |
|------|-------------------------------------|---------------------|-------------------------------|
| 1. | <input checked="" type="checkbox"/> | Get/Post Parameters | Parameter: login, All Content |

SESSION RESET (Reset the session on timeout of 20 minutes)

| #... | Behavior | URL (Start or end a session according to the following URL... |
|------|-----------------|---|
| 1. | Start a session | |
| 2. | End a session | |

| #... | Active | Name | Search | Content |
|------|--------|------|--------|---------|
|------|--------|------|--------|---------|

- Data Collection settings – Configure data collection, sensitive data, and snapshot properties

The screenshot shows the 'Data Collection' configuration page for the application 'test-jpet'. The left sidebar is the same as the previous screenshot. The main content area has tabs for General, Data Extraction, Sessions, and Data Collection. The 'Data Collection' tab is active, showing sections for 'GENERAL' (checkboxes for data collection options), 'SENSITIVE DATA - HTTP PARAMETERS' (radio buttons for parameter reporting), and expandable sections for 'SENSITIVE DATA SETTINGS', 'SNAPSHOT COLLECTION', 'STATISTICS COLLECTION', and 'HOST ALIASES'.

GENERAL

- ☒ Enable clickstream
- ☒ Enable page component breakdown
- ☐ Enable frame unification
- ☐ Enable automatic page classification
- ☐ Exclude BPM data

SENSITIVE DATA - HTTP PARAMETERS

Delimiter :

☐ Report all parameters

☒ Report all parameters except the following password:passwd

☐ Report only the following parameters undefined

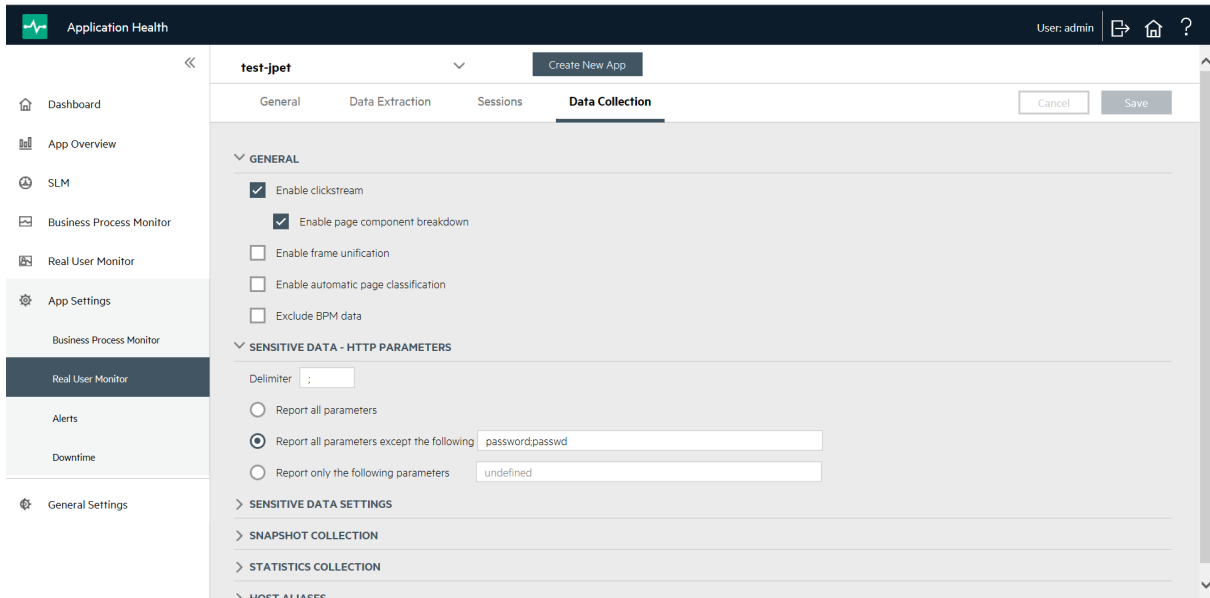
SENSITIVE DATA SETTINGS

SNAPSHOT COLLECTION

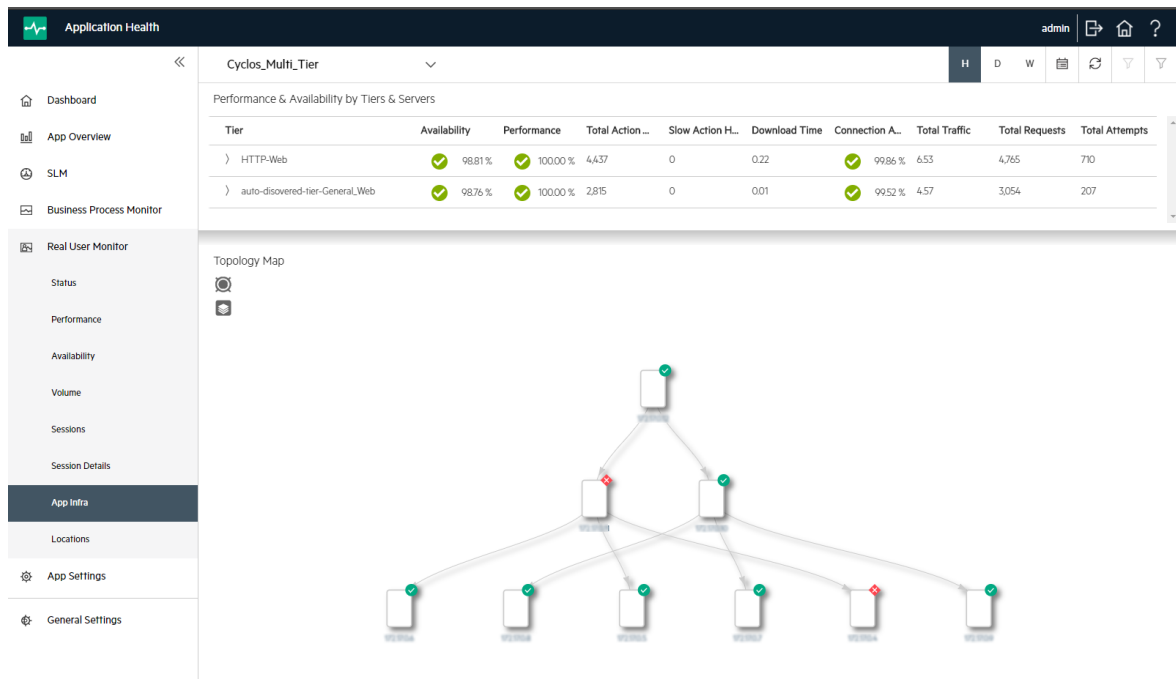
STATISTICS COLLECTION

HOST ALIASES

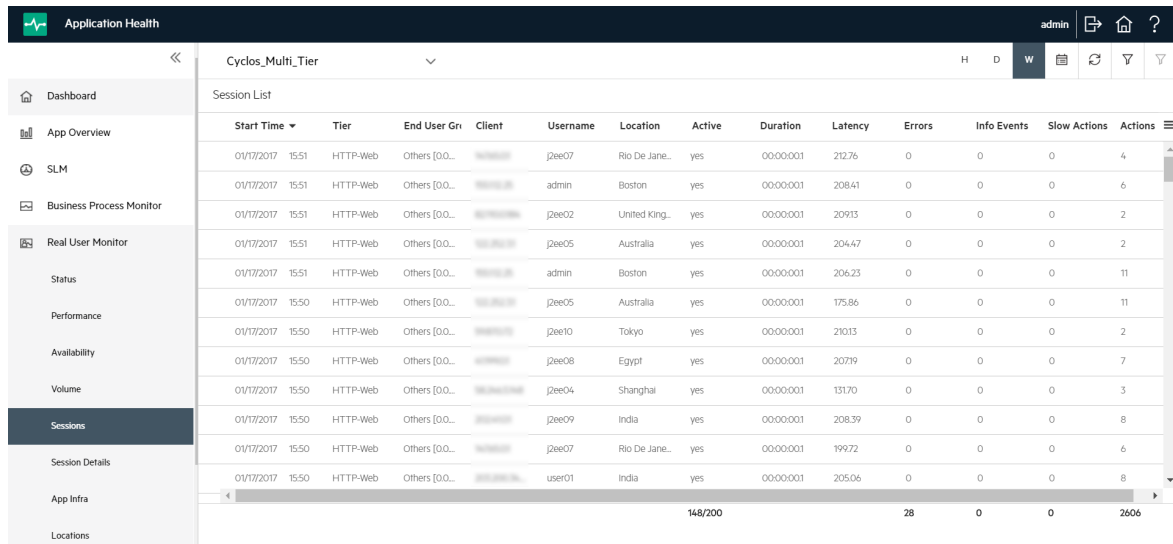
- Application Health Reports



- Added application drop down list to provide users with the ability to change applications in the context of a single report
- Added enhanced filtering capabilities to enable users to focus on the necessary sessions
- Enhanced App Infra with a Topology Map to enable visualization of application topology



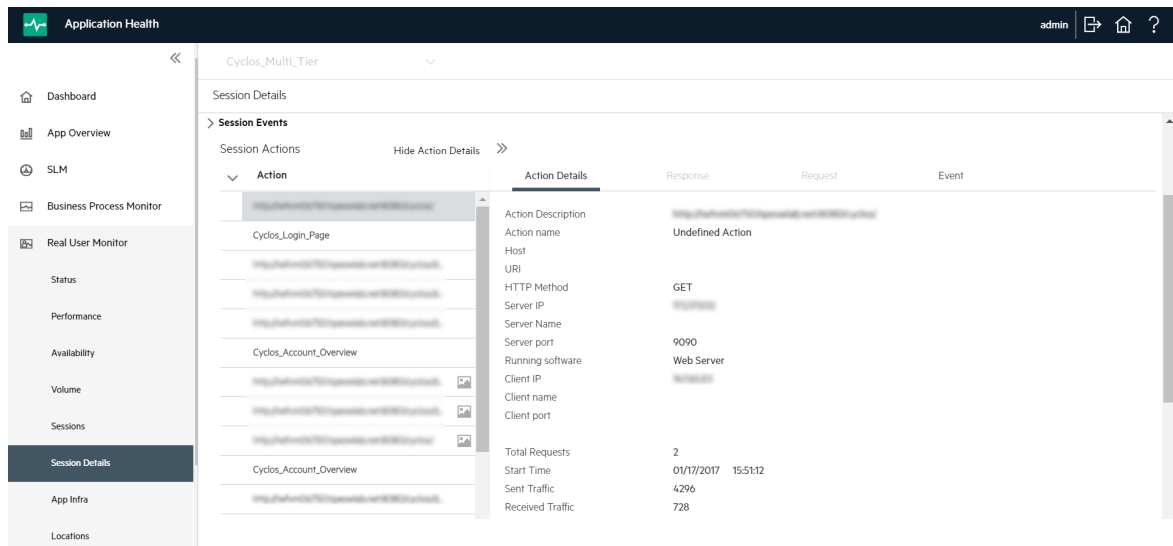
- Added Sessions report



The screenshot shows the 'Application Health' dashboard with the 'Real User Monitor' section selected. The 'Sessions' report is displayed, showing a list of sessions for the application 'Cyclos_Multi_Tier'. The table includes columns for Start Time, Tier, End User Group, Client, Username, Location, Active status, Duration, Latency, Errors, Info Events, Slow Actions, and Actions. The total count at the bottom is 148/200 sessions, with 28 errors and 2606 slow actions.

| Start Time | Tier | End User Grp | Client | Username | Location | Active | Duration | Latency | Errors | Info Events | Slow Actions | Actions |
|------------------|----------|----------------|---------------|----------|----------------|--------|-----------|---------|---------|-------------|--------------|---------|
| 01/17/2017 15:51 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee07 | Rio De Jane... | yes | 00:00:001 | 212.76 | 0 | 0 | 0 | 4 |
| 01/17/2017 15:51 | HTTP-Web | Others [0.0... | 192.168.1.100 | admin | Boston | yes | 00:00:001 | 208.41 | 0 | 0 | 0 | 6 |
| 01/17/2017 15:51 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee02 | United King... | yes | 00:00:001 | 209.13 | 0 | 0 | 0 | 2 |
| 01/17/2017 15:51 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee05 | Australia | yes | 00:00:001 | 204.47 | 0 | 0 | 0 | 2 |
| 01/17/2017 15:51 | HTTP-Web | Others [0.0... | 192.168.1.100 | admin | Boston | yes | 00:00:001 | 206.23 | 0 | 0 | 0 | 11 |
| 01/17/2017 15:50 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee05 | Australia | yes | 00:00:001 | 175.86 | 0 | 0 | 0 | 11 |
| 01/17/2017 15:50 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee10 | Tokyo | yes | 00:00:001 | 210.13 | 0 | 0 | 0 | 2 |
| 01/17/2017 15:50 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee08 | Egypt | yes | 00:00:001 | 207.79 | 0 | 0 | 0 | 7 |
| 01/17/2017 15:50 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee04 | Shanghai | yes | 00:00:001 | 131.70 | 0 | 0 | 0 | 3 |
| 01/17/2017 15:50 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee09 | India | yes | 00:00:001 | 208.39 | 0 | 0 | 0 | 8 |
| 01/17/2017 15:50 | HTTP-Web | Others [0.0... | 192.168.1.100 | j2ee07 | Rio De Jane... | yes | 00:00:001 | 199.72 | 0 | 0 | 0 | 6 |
| 01/17/2017 15:50 | HTTP-Web | Others [0.0... | 192.168.1.100 | user01 | India | yes | 00:00:001 | 205.06 | 0 | 0 | 0 | 8 |
| | | | | | | | | | 148/200 | 28 | 0 | 2606 |

- Added drill down to Session Details report, that includes Action List, Action Details, Request, Response, and Events. This report enables completing the isolation flow for the selected context in Application Health.



The screenshot shows the 'Session Details' report for the application 'Cyclos_Multi_Tier'. It includes a list of session actions and a detailed view of a specific action. The 'Session Events' section shows a list of actions, and the 'Action Details' section provides a comprehensive view of a selected action, including its description, host, URI, HTTP method, server IP, server name, server port, running software, client IP, client name, client port, total requests, start time, sent traffic, and received traffic.

| Session Actions | Hide Action Details | Action Details | Response | Request | Event |
|-------------------------|---------------------|---|---|---------|-------|
| Cyclos_Login_Page | | Action Description Action name Host URI HTTP Method Server IP Server Name Server port Running software Client IP Client name Client port | Undefined Action | | |
| Cyclos_Account_Overview | | Total Requests Start Time Sent Traffic Received Traffic | 2 01/17/2017 15:51:12 4296 728 | | |

- Docker Report - Aligned to CMDB Docker model to enable consolidated status
- Certifications
 - Support OpenJDK 8 for RUM Engine and Probe
 - Browser versions
 - Internet Explorer 11.0
 - Firefox 52.x ESR
 - Google Chrome with the latest available version – for Application Health only.
- Support MS Hyper-V 2012 R2
- RUM Engine Database MySQL upgraded to 5.7.16. Added instructions for upgrading MySQL.

- Multi Instance Probe – A new RUM deployment for better resource utilization and capacity
- Support Extended Master Secret SSL handshaking
- Monitor Virtual Extensible LAN (VXLAN) traffic
- Support Message Queue (MQ) version 8 monitoring, sessions reporting, and providing correlation with session parameters
- Support instrumentation and monitoring of Kony mobile apps using the RUM Mobile framework (Beta)
- Support ISO 8583 scalable monitoring solution with configurable parameters for encoding

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