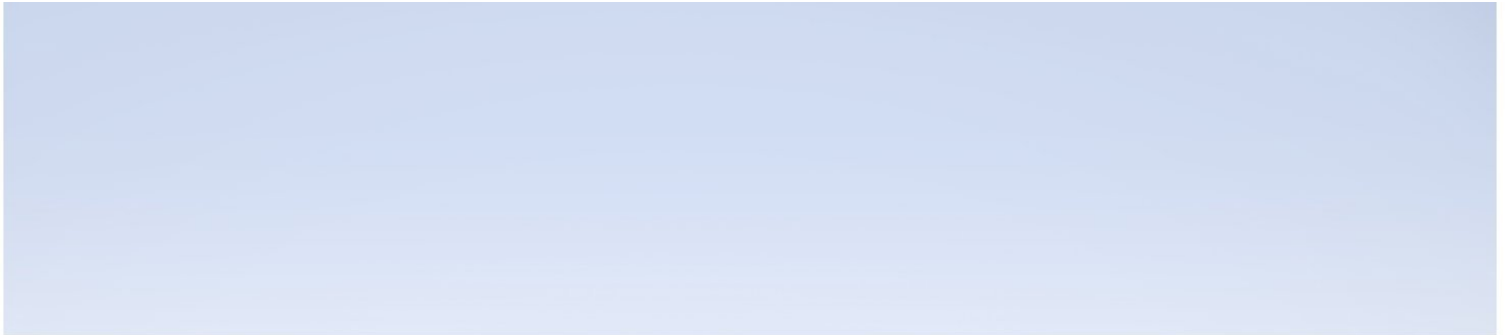# Micro Focus®

Real User Monitor
Version 9.50, Released May 2018

Release Notes
Published May 2018

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# Contents

Real User Monitor Release Notes

This document provides information about Real User Monitor (RUM) 9.50.

What's New in Real User Monitor 9.50

RUM 9.50 includes the following features and enhancements:

Diebold ATM protocol support:

RUM is now able to monitor Diebold ATM applications. Using RUM, an application owner can monitor and isolate the cause of performance and availability issues for Diebold applications.
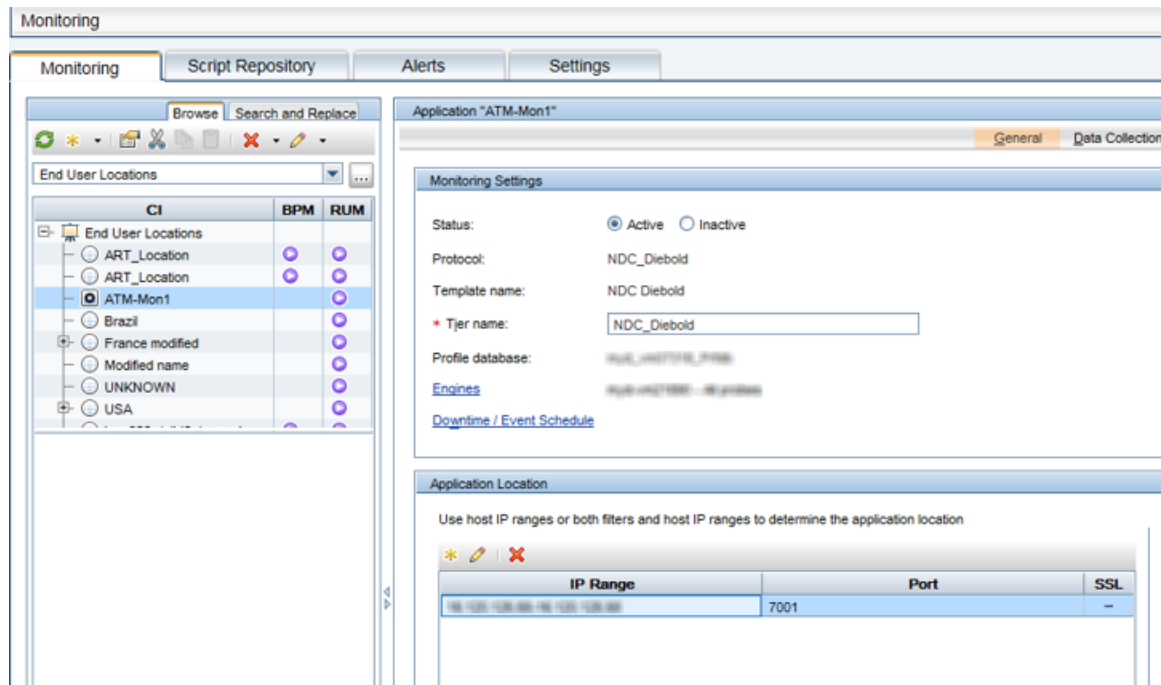
Note: The Diebold ATM parser is in beta mode. The implementation supports parsing the ATM main transactions. Parsing of maintenance messages is not supported.

SSDB protocol support:

SSDB is a text based custom protocol supported by RUM: RUM now supports monitoring for the SSDB protocol.

BaNCS protocol support:

RUM now supports monitoring for the TCS BaANCS protocol, a software solution that provides a breadth of services for core banking solutions. In addition, RUM provides the ability to configure action parameters and customizable events for the BaNCS protocol.

RUM Mobile enhancements:

- Monitor **Cordova** mobile apps
- Monitor **Kotlin** mobile apps
- **iOS 11** support
- Monitor **Swift** mobile apps
- Run **Crashlytics** or **Apteligent** (formerly Crittercism) in conjunction with the RUM Mobile framework

Platform enhancements:

- **OpenSSL** upgraded to 1.1.0g version for Sniffer Probe.

- **Tomcat** upgraded to 8.5.29 version for Client Monitor.

- **OpenJDK** upgraded to 1.8.0_163 version for RUM Engine and Client Monitor.

- **MySQL database** upgraded to 5.7.21 version for RUM Engine.

- **RHEL 7.4** support: Sniffer Probe and Server Collectors can now be hosted on servers running on RHEL 7.4.

- **Engine web console** is now supported across browsers Microsoft Internet Explorer (IE 11.0), Mozilla Firefox (52.x ESR 64 bit), Google Chrome (65.0.3325.181).

Requirements

RUM system requirements and support matrix information is located in the RUM Installation and Upgrade Guide. This guide also contains requirements and steps to install and upgrade Real User Monitor.

The Real User Monitor Deployment Planning Guide provides the information necessary for designing and planning the deployment of the RUM solution.

The Real User Monitor Hardening Guide covers hardening of the RUM Sniffer Probe, RUM Client Monitor Probe, and RUM Engine.

All the above guides can be found in the Software Support web site (https://softwaresupport.softwaregrp.com/).

Notes and Limitations

RUM Engine

RUM engine currently does not work with APMs with a non-default root context (APM is accessed with /custom/topaz rather than /topaz). For updates see QCCR1I127091.

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 SELinux or make sure that it will not block the RUM Probe.

Load Balancing using the Client IP range is not possible when Tier Discovery is enabled for that application.

Web Console

The Probe Traffic Discovery feature (**RUM Engine web console > Configuration > Probe Management > [select probe] > Probe Traffic Discovery**) does not work with the Firefox browser.

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.

There is limited support for Hybrid and Kony mobile apps.

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.

Enhancement Requests

The reference number for each defect is the Quality Center Change Request (QCCR) number. For more information about pending enhancement requests, visit Software Support web site (https://softwaresupport.softwaregrp.com/).

- Provide more meaningful error code instead of HTTP 202 default code assignment, for faster troubleshooting (QCCR1I88615).

- For ISO 8583, define sessions based on STAN number, instead of only IP and port (QCCR1I127791).

- Enable sorting of numeric values for Event details in Application Health (QCCR1I128712).

- Ability to extract account number from response clear text, instead of protocol request message track 2 data (QCCR1I129612).

- Optimize Kernel Filter generated for RUM Probe Scale out Architecture (QCCR1I125775).

- For BANCS, set performance event trigger as "Server Time" (QCCR1I129789).

- Default config for Extended Master Secret set to false (QCCR1I126706).

Fixed Defects

The reference number for each fixed defect is the Quality Center Change Request (QCCR) number. For more information about fixed defects, visit Software Support web site (https://softwaresupport.softwaregrp.com/).

- Smoother DB upgrade when partition is on E:\ (QCCR1I127524).
- Handle DB connection parameters for new installations for RUM Engine post install wizard, and support updated host, port and schema when re-running the wizard (QCCR1I127472).
- Handle direct access to RUM reports and load all relevant panels (QCCR1I127942).
- Support Session Identification field having a colon in it (QCCR1I128325).
- Reconcile duplicate rows in RUM Session Summary Report (QCCR1I129275).
- Ability to update backend tiers when the frontend tier has been assigned an APM 360 license (QCCR1I127372).
- Enhance upload throughput for instrumented apps in very large uploads scenario (QCCR1I127717).
- Support new variant of the shouldOverrideUrlLoading method in Android instrumentation (QCCR1I128316).
- Allow configuration of status codes 200 to 599 as Error Events (QCCR1I128705).
- Handle segmented TCP Frames for Extended Master Secret Decryption (QCCR1I128892).
- For Android Oreo devices, enable hybrid instrumentation only when the "-hybrid" option is used (QCCR1I128945).
- Restrict System Viewer Role and keep combination of System Viewer and RUM Viewer to revoke modification of RUM Engine resources (QCCR1I129731).
- Handle Action over Time with EUG filter and hourly granularity report (QCCR1I127604)

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