

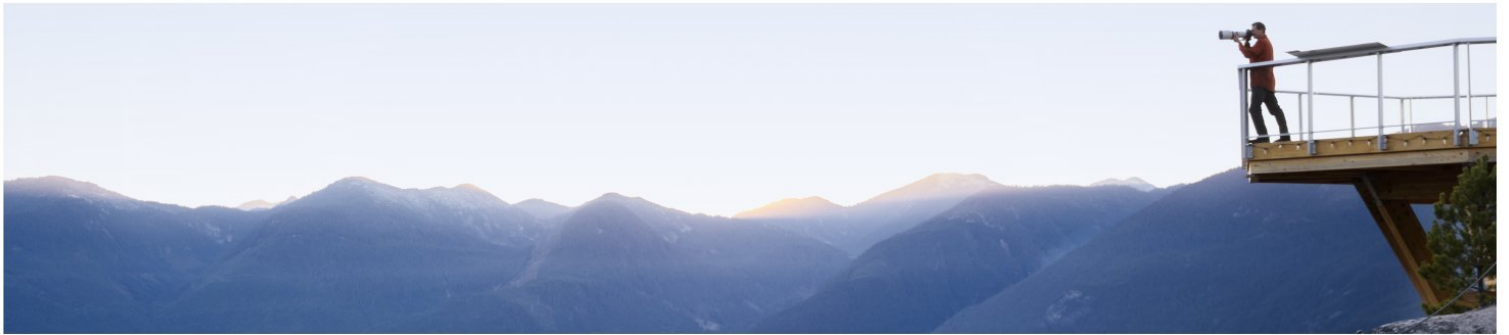
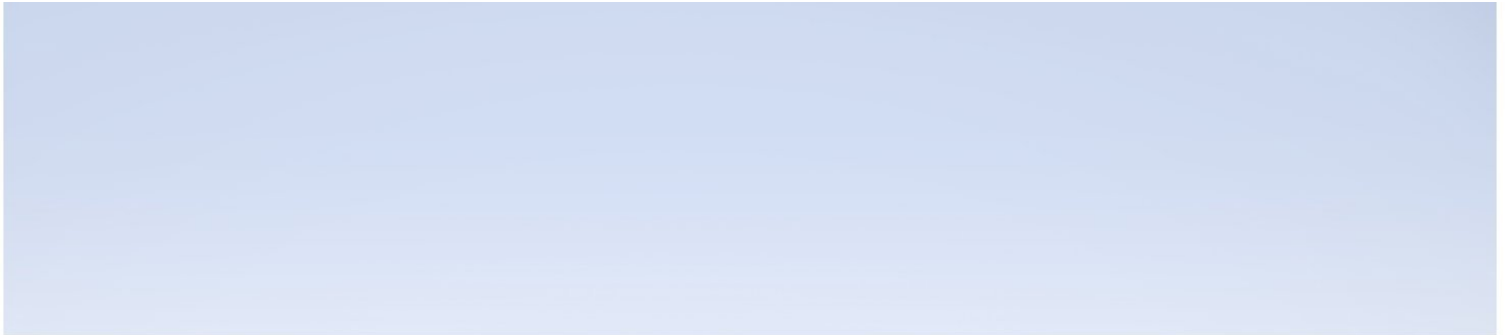


Real User Monitor

Version 9.51, Released November 2018

Release Notes

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Real User Monitor Release Notes

This document provides information about Real User Monitor (RUM) 9.51.

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/) (<https://softwaresupport.softwaregrp.com/>).

What's New in Real User Monitor 9.51

RUM 9.51 includes the following features and enhancements:

- **Local Client:**
You can now launch RUM application using Local client. This feature does not require any browser to open the User Interface. For more information see, [Application Performance Management Local Client](#).
- **Graph RUM metrics on BVD:**
The RUM data collected from probes is pushed to a centralized server called Collect Once Store Once (COSO) via RUM engine. This data can be viewed on Business Value Dashboard (BVD) in a graphical manner. For more information, see [Graph RUM metrics on BVD](#). With current release the Management Pack for RUM contains the Actions, Pages and Session data types.
- **Diffie Hellman for Apache:**
 - **Supported versions:** Apache web server using open SSL on RHEL 5 to 6.
 - RUM supports decryption of Diffie Hellman suite of ciphers on TLS 1.2 for Apache web server on RHEL.

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 QCCR11127091.

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 can decrypt Diffie–Hellman secured traffic for Apache Web server. Any other Web server types (IIS, F5,iginx etc.) are not supported.

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.

Fixed Defects and Enhancements

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 \(https://softwaresupport.softwaregrp.com/\)](https://softwaresupport.softwaregrp.com/).

- Few locations showing UNKNOWN in Session Analyzer and Session details Reports (**QCCR11131590**)
- Unsupported mssql TDS data types (**QCCR11131838**)
- Enhance RUM Location Report to display sessions for cities/buildings/streets/flats by providing the right name of the location and coordinates for that location in the Location Manager (**QCCR11131911**)
- BPRServlet Java Deserialization Vulnerability. The vulnerability exists due to the use of unsafe XML parsing library by "BPRDownload" which can result in Java deserialization attacks (**QCCR11132086**)
- IPV4 duplicate packets are not handled. This results in skipping some of the http packets (**QCCR11132286**)
- Windows Server 2016 DC edition support (**QCCR11131550**)

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