

HP Real User Monitor

For the Windows® and Linux operating systems

Software Version: 9.20

Release Notes

Document Release Date: May 2012

Software Release Date: May 2012



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Acknowledgements

This product includes software developed by the Apache Software Foundation (<http://www.apache.org>).

This product includes software developed by the JDOM Project (<http://www.jdom.org>).

This product includes software developed by the MX4J project (<http://mx4j.sourceforge.net>).

Documentation Updates

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

- Software Version number, which indicates the software version.
- 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.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

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What's New in This Release

- Support span port also over GRE tunnel (for Cisco Nexus virtual switches)
- Support for SAP GUI protocol
- Bug fixes

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

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

General

The RUM HTTP agent does not support http traffic generated via Internet Explorer 9.0 or above (QCCR1171219).

Upgrade

When upgrading to Real User Monitor version 9.20, previously saved poor request data is dropped and is no longer available (QCCR1171259).

Documentation

When viewing the HP Real User Monitor online Help system in Internet Explorer 8 or later, numbered or alphabetical lists may appear corrupted.

Workaround: In IE, view the HP Real User Monitor online Help system in Compatibility View.

Fixed Defects

The reference number for each fixed defect is the Quality Center Change Request (QCCR) number. For more information about fixed defects, visit [HP Software Support Online](#), or contact your HP Support representative directly.

Probe does not accept configuration that is too big via the web console. (QCCR1166014)

RUM Text Pattern Events regular expressions not working (SPACES) (QCCR1166297)

System health does not seem to show errors of RUM probes. (QCCR1148306)

RUM SOAP pages not being identified when Parameter Extraction defined. (QCCR1168404)

