



Silk Performance Manager 18.0

Release Notes

Micro Focus
The Lawn
22-30 Old Bath Road
Newbury, Berkshire RG14 1QN
UK
<http://www.microfocus.com>

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Product Overview

Silk Performance Manager is a Web-based enterprise-monitoring product that allows you to manage the performance and reliability of your applications. It is based on the latest Silk Performer technology.

Silk Performance Manager

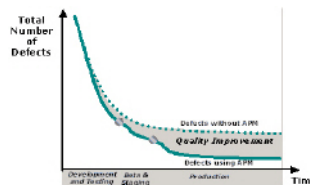
Monitors deliver "health" information for applications and can be configured to send alarms when health rates fall below specified levels. The root causes of performance, accuracy and availability issues can be identified using Performance Manager's user friendly drilldown interface.

Performance Manager helps users implement complex performance and functional transaction monitoring. It offers support for client-side business transaction monitoring of enterprise applications that are based on a wide range of technologies, including Web/HTML, client/server databases, J2EE, .NET, Web services, and ERP/CRM. It lets users define and schedule monitors distributed around the globe to measure site health based on server metrics and end-user experience metrics such as availability, accuracy and performance. Monitoring can be maintained on an ongoing basis across all tiers of an application, with data reported back in a single, intuitive interface.

Real-time reporting of collected data helps users identify performance and functional issues within production environments and is vital for trend analysis and capacity planning. Performance Manager's configurable alarm notification system enables immediate alerting of operations personnel when application performance falls below defined threshold levels. Powerful notification features such as email, pager notification, SNMP traps, and SMS messages can also be configured.

Application Performance Management

Revenue loss, diminished productivity and damage to reputation are only some of the problems that can arise from system outages and poor e-business application response time. With Silk Performance Manager, enterprises can move toward a holistic approach to quality assurance. By extending quality assurance beyond development and into production, companies can confront challenges in a meaningful way. Functional, scalability, and performance testing-test types that are required during development to achieve software readiness-can be sustained after deployment through effective *application performance management*.



Application performance management extends quality assurance into production, thereby reducing costly downtime.

Licensing

Performance Manager is licensed by execution server. A license must be purchased for each execution server concurrently in use.

Contacting Micro Focus

Micro Focus is committed to providing world-class technical support and consulting services. Micro Focus provides worldwide support, delivering timely, reliable service to ensure every customer's business success.

All customers who are under a maintenance and support contract, as well as prospective customers who are evaluating products, are eligible for customer support. Our highly trained staff respond to your requests as quickly and professionally as possible.

Visit <http://supportline.microfocus.com/assistedservices.asp> to communicate directly with Micro Focus SupportLine to resolve your issues, or email supportline@microfocus.com.

Visit Micro Focus SupportLine at <http://supportline.microfocus.com> for up-to-date support news and access to other support information. First time users may be required to register to the site.

Information Needed by Micro Focus SupportLine

When contacting Micro Focus SupportLine, please include the following information if possible. The more information you can give, the better Micro Focus SupportLine can help you.

- The name and version number of all products that you think might be causing an issue.
- Your computer make and model.
- System information such as operating system name and version, processors, and memory details.
- Any detailed description of the issue, including steps to reproduce the issue.
- Exact wording of any error messages involved.
- Your serial number.

To find out these numbers, look in the subject line and body of your Electronic Product Delivery Notice email that you received from Micro Focus.

Tested and Supported Software

This section lists the platforms that Silk Performance Manager 18.0 supports, which includes the application server, front-end server, chart server, and execution server components.

System Area	Tested With
Operating system	<ul style="list-style-type: none">• Microsoft Windows Server 2008 R2 Service Pack 1 64-bit• Microsoft Windows Server 2012• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2016• Microsoft Windows 7 32-bit/64-bit Service Pack 1 (execution server)• Microsoft Windows 8 32-bit/64-bit (execution server)• Microsoft Windows 8.1 32-bit/64-bit (execution server)• Microsoft Windows 10 32-bit/64-bit (execution server)
Database support	<ul style="list-style-type: none">• Microsoft SQL Server 2012, 2014, 2016
Web browser support	<ul style="list-style-type: none">• Google Chrome• Internet Explorer 10 or later (no compatibility mode)• Mozilla Firefox• Microsoft Edge
Web server support	<ul style="list-style-type: none">• IIS 7 32-bit/64-bit• IIS 8 32-bit/64-bit• IIS 10 32 bit/64 bit
Silk Test/Silk Performer support	<ul style="list-style-type: none">• Silk Test 18.0• Silk Performer 18.0