



# SilkPerformer® 2010 R2

## Release Notes

**Borland Software Corporation  
4 Hutton Centre Dr., Suite 900  
Santa Ana, CA 92707**

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# SilkPerformer Release Notes

**Version 2010 R2**

**November 17, 2010**

This file contains important information that might not appear in the Help. Read this file in its entirety.

For information about installation, deployment, and licensing issues, refer to the [SilkPerformer Installation Help](#).

Navigate to [supportline.microfocus.com](http://supportline.microfocus.com) for further assistance from Customer Care.

# What's New in SilkPerformer 2010 R2

SilkPerformer 2010 R2 introduces significant enhancements and changes.

## Browser-Driven Load Testing Enhancements

### Support for Pop-Up Windows

SilkPerformer browser-driven load testing now supports the handling of pop-up windows, including authentication pages.

SilkPerformer browser-driven testing supports sites that utilize pop-up windows (for example, login dialog boxes). Pop-up browser windows often include input fields in which users enter values that are passed back to the main page (for example, username and password strings). Multiple browser-window support is available by default when you create a SilkPerformer project of type **Web browser-driven (AJAX)**.

### Support for Client Certificates

You can select a client certificate during script recording. Client certificates facilitate authentication against certain Web sites. APIs are now available for importing certificates to and deleting certificates from the Microsoft certificate store, which is used by Windows Internet Explorer and the SilkPerformer browser-driven load testing feature.

### Enhanced AJAX Synchronization Options

To better facilitate the testing of AJAX-based Web applications, specific URLs can be excluded from browser synchronization. To illustrate the value of this, imagine that an application displays server time by polling data from the server. This service requires a constant stream of traffic between the client and the server. This presents a challenge to AJAX synchronization because the application never goes into an idle state. By excluding this service from synchronization, other application processes that use different services can be accurately tested.



**Note:** When URL exclusion is not feasible due to there being multiple processes running within a single service, you need to disable AJAX synchronization and switch to HTML mode.

### Locator Verification in Browser Application

The Browser Application offers commands that make it easier to analyze and navigate locator information in the **Replay** window. Right click any API call in the **Replay** window to access context-sensitive commands for copying that call's locator information, copying the content of the **Info** column, and displaying the locator of the call in the **Locator Spy** DOM hierarchy tree.

Such commands can be useful when, for example, a locator verification or an API call fail. You can use the locator of the API call to locate the call in **Locator Spy**, troubleshoot the issue, and edit the script accordingly. You can also use the **Copy** command to copy and paste API details into emails and issue reports.

### Ability to Define Browser Recording Dimensions in Browser Application

The Browser Application, used for browser-driven load testing, now enables you to specify browser-window dimensions for recording.

Defining specific browser-window dimensions for recording enables you to record screenshots that can be compared alongside comparably sized replay screenshots during TrueLog analysis. This feature addresses the issue of having to compare disproportionately sized record and replay screenshots during TrueLog analysis within TrueLog Explorer. Such configuration was previously only available by manual editing of the parameters of the `BrowserStart` API call.

### Enhanced Error Handling

All API functions are stopped and an error is logged whenever a network or Windows Internet Explorer error occurs. The specific error message (for example, an HTTP error) is then logged to the TrueLog.



**Note:** This may cause some backward compatibility issues.

## Enhanced Support for Large-Scale Load Testing

SilkPerformer's cloud offering provides the most sophisticated approach for large-scale load testing. Conducting large-scale load tests with SilkPerformer has now been improved even further.

### Enhanced Capacity-Planning Workflow

In support of large-scale load testing, SilkPerformer has consolidated all agent-to-workload assignment features within a single workflow step, available via the **Assign Agents** workflow bar button. Here you can configure the distribution of virtual users in your load testing environment and assign VUsers to specific agents, agent clusters, or cloud agents. Wizards are available to assist you in calculating recommended capacity for specific agents.

The **Assign Agents** workflow bar button helps you get started with the following tasks:

- Configuring individual agents and adding them to the workbench agent pool
- Assigning individual agents to your project
- Assigning clusters of agents with pre-defined capabilities to your project
- Configuring your project to use agents that run as virtual machines in the cloud.

### Defining Checkpoints in a BDL Script

To monitor the progress and success of a single user during a load test in a more precise manner than viewing the full output of the virtual user, checkpoints are used to divide transactions into user-defined sections. Checkpoint messages are visible in the output window during Try Scripts, and during load tests when the output of a single virtual user is enabled. The output of checkpoint messages can be enabled and disabled via the **Checkpoint** button on the monitor toolbar.

You can specify a message that the checkpoint displays in the output window. Additionally, you can set a timer for a checkpoint, which measures the time between the preceding checkpoint and the call of the checkpoint function. The first checkpoint in a transaction measures the time between the beginning of the transaction and the call of the checkpoint function. If an error, warning, or success message occurs between the preceding checkpoint and the call of the checkpoint function, the checkpoint message icon highlights the highest severity of all messages raised during the interval (error > warning > success).



**Important:** Checkpoint names must be unique across load tests.

### Error Pane

SilkPerformer workbench now includes an **Error** pane to help you monitor errors that occur during tests. Errors are consolidated by type rather than displayed individually. This is helpful when many errors of the

same type occur during a test. Each line entry represents an error type and includes an occurrence counter. Double-click an error-type entry in the **Error** pane to set focus to the corresponding line in your BDL script.

The **Error** pane receives input from the controller and therefore has configurable reporting settings. For example, you can set the option **Display all Errors of all Users** to have all errors from all users displayed.

### Improved Results Parsing Performance

Opening SilkPerformer projects that include large result sets or result sets of multiple load test runs could take up to several minutes. Thanks to improving how load test results are being parsed, opening such projects is now a matter of just seconds.

### Specifying VUser Counts and Ramp Up/Down Time

The **Dynamic Workload Configuration** dialog box has been redesigned to offer improved control over VUser counts. You now have the option of both defining absolute VUser counts for each usergroup and adjusting the overall percentage of active VUsers across an entire test.

The new ramp up/down feature allows for smooth increase and decrease of user counts.

Upon starting a dynamic workload load test you are presented with the **Dynamic Workload Configuration** dialog box. This dialog box enables you to specify total counts for each VUser group and the duration of time over which the user groups increase their count to reach the specified number of VUsers and subsequently decrease the VUser count back down to zero, allowing for both smooth increase and decrease of user counts. To adjust the number of dynamic virtual users for an individual user group, select the usergroup name in the **Usergroup** column and slide the slider on the right-hand side of the dialog box until the desired number is reached. Alternatively, you can click directly into the **Dynamic VUsers** column and edit user counts using your keyboard.

## Support for Testing BlazeDS Server Applications

SilkPerformer's Flex/AMF message handling of BlazeDS applications has been improved so that recording and replaying BlazeDS applications works out-of-the-box.

## Support for Custom Terminal Emulation Screen Sizes

SilkPerformer now supports custom screen resolutions for testing terminal emulation applications. Simply define your application's screen size in the Telnet profile settings before you start recording your script.

## Graceful Disconnect for Citrix Sessions

The new SilkPerformer profile setting **Gracefully disconnect session** executes a log-off for each VUser when disconnecting from Citrix sessions. This improves the ability of VUsers to reconnect without error following the first transaction. The **Gracefully disconnect session** setting is active by default.

## Central Data Files

Parameterizing your workload with values that are stored in data files has been extended so that all virtual users can sequentially access data rows in a centrally managed data file with the new BDL function `FileGetNextUniqueRow`.

The test-wide unique row pointer is maintained for all virtual users on all agents regardless of whether the file is opened with a regular (`FileCSVLoad` or `FileFixedLoad`) or global (`FileCSVLoadGlobal` or `FileFixedLoadGlobal`) function. Therefore, all virtual users are essentially sharing test-wide sequential access to the same data file, ensuring that every virtual user gets a unique data row on each `FileGetNextUniqueRow` function call.

## BDLT and Web VUser Perfmon Counters

Two new performance counters are now available for monitoring of the SilkPerformer 2010 R2 controller and agents via the Windows PerfMon interface. The two counters, **Summary:BDLT Active Users** and **Summary:Web ActiveUsers**, are available for both the controller and agents. The counters enable you to distinguish between active Web-protocol users and active browser-driven load testing (BDLT-protocol) users.

## System Information Functions

SilkPerformer now provides three new functions for retrieving system information:

- `GetInternetExplorerInfo`: Returns the major and minor version and the build number of the installed Windows Internet Explorer.
- `GetOperatingSystemDisplayString`: Returns the long name of the operating system.
- `GetOperatingSystemInfo`: Returns the major and minor version and the build number of the operating system.

## Usability Enhancements

Usability enhancements have been implemented throughout SilkPerformer:

### Enhanced Classpath Handling For Java Projects

Upon confirmation, adding `JAR` files to a SilkPerformer Java project now automatically adds those files to the *classpath* too. Removing `JAR` files from a SilkPerformer Java project also removes them from the *classpath* again.

### Suppression of New Results Files Subdirectory Dialog Box

The **New Results Files Subdirectory** dialog box, which is displayed each time a load test is run, now includes a **Do not show this dialog box again** checkbox. Checking this checkbox suppresses future display of the dialog box.

To reset this dialog box and any other suppressed dialog boxes to their default active state, go to **System Settings > Workbench > Workspace** and click **Show all dialog boxes**.

### Customized Display of Relevant Columns on the Monitor Page

The **Monitor** page provides real-time information about the progress of your load test. The displayed columns depend on the application type of your project and can be customized by right-clicking either the **Summary** or the **User** list box on the **Monitor** page and choosing **Select Columns**. The selected columns are saved per project.

The **Select Monitor Columns** dialog box has also been enhanced with new buttons: **All** for selecting all columns, **None** for deselecting all columns, and **Default** for selecting the default columns for the project's application type.

### Easier Management of Script Files

The context menu for the **Scripts** node of the SilkPerformer menu tree has been reorganized and enhanced for easier script file management:

- **Add Existing Script...**: Opens a file dialog for adding an existing script to the current project.
- **Rename Script**: Lets you rename an existing script. This functionality can also be triggered with the keyboard shortcut **F2**.
- **New Script**: Provides a cascaded submenu that offers a variety of different script type templates to create new scripts and automatically add them to the current project.

## Technology Updates

SilkPerformer2010 R2 supports the testing of the following latest technologies and applications:

### Microsoft Visual Studio 2010

SilkPerformer support for .NET now includes Microsoft Visual Studio 2010.

You can specify the corresponding application type when setting up a new project on the **Outlining Project** dialog box. Select **.NET > .NET Framework using Visual Studio .NET Add-On** from the **Application** tree menu.



**Note:** You must have Microsoft Visual Studio 2010 installed on your system to use this application type.

### Citrix 12

SilkPerformer now supports Citrix XenApp Client 12.0 and Citrix Web Interface 5.3. Complete Citrix client support includes:

- Citrix Program Neighborhood Version 7.0, 7.1, 8.1, 9.0, 9.1, 10, 11
- Citrix XenApp Client 11, 11.2, 12.0
- Citrix Web Interface 5.3

Complete Citrix server support includes:

- Citrix MetaFrame XP Version 1.0
- Citrix Presentation Server 4.0
- Citrix XenServer 5.0

### Flex 4

SilkPerformer offers support for Flex, versions 2, 3, and 4.

### Support For Connecting Agents Through a Proxy With Authentication

SilkPerformer now offers the capability to connect to agents (both for cloud and regular agents) through a proxy server that uses basic authentication, NTLM, or Kerberos.

**Upgrade to OpenSSL 1.0.0a**

SilkPerformer now ships with the OpenSSL Toolkit 1.0.0a. For details about the OpenSSL toolkit, refer to <http://www.openssl.org/>.

# Tested Software

This section lists the software with which SilkPerformer has been tested.

System Area	Tested With
Operating systems	<ul style="list-style-type: none"><li>• Microsoft Windows XP with Service Pack 3</li><li>• Microsoft Windows XP 64bit with Service Pack 3</li><li>• Microsoft Windows Server 2003 with Service Pack 2</li><li>• Microsoft Windows Server 2003 64bit with Service Pack 2</li><li>• Microsoft Windows Vista with Service Pack 2</li><li>• Microsoft Windows Vista 64bit with Service Pack 2</li><li>• Microsoft Windows Server 2008 with Service Pack 2</li><li>• Microsoft Windows Server 2008 64bit with Service Pack 2</li><li>• Microsoft Windows Server 2008 R2</li><li>• Microsoft Windows 7 32bit</li><li>• Microsoft Windows 7 64bit</li></ul>
Web browsers	<ul style="list-style-type: none"><li>• Windows Internet Explorer 6.0, 7.0, 8.0</li><li>• Opera 8.5.1, 9.2</li><li>• Mozilla Firefox 3.0 or later</li><li>• Google Chrome</li></ul>
Terminal emulation support	<ul style="list-style-type: none"><li>• AttachMate Extra 8</li><li>• AttachMateWRQ 13.0</li><li>• Distinct IntelliTerm 8.1</li><li>• Ericom Powerterm Pro v8.8.1</li><li>• HummingBird_Exceed 11.0 (hooking via socks proxy)</li><li>• JProtector 4.5.2.0</li><li>• MochaSoft 5.3 (hooking via socks proxy)</li><li>• NetTerm 5.1.1</li><li>• Nexus Terminal 5.3</li><li>• PassportPC2Host 3</li><li>• Quick3270 3.73</li><li>• Rumba 7.4</li><li>• Rumba 8</li><li>• SDI TN3270 Plus v2.4</li><li>• SecureCRT 1.0</li><li>• TeraTermPro 2.3</li><li>• TN5250_sourceforge 0.17.3</li><li>• TNBridge</li></ul>

System Area	Tested With
ERP/CRM support	<p><b>SAPGUI Clients:</b></p> <ul style="list-style-type: none"> <li>SAPGUI client 620, Patches 44, 50, 66 (recommended), and 20</li> <li>SAPGUI client 710</li> </ul> <p><b>PeopleSoft Systems:</b> PeopleSoft 8.0, 8.3, 8.4, and 8.8</p> <p><b>Siebel Systems:</b></p> <ul style="list-style-type: none"> <li>Siebel 6.3 using MS SQL Server</li> <li>Siebel 6.3 using IBM DB2</li> <li>Siebel 6.3 using Oracle</li> <li>Siebel 7</li> <li>Siebel 8</li> </ul> <p><b>Clarify Systems:</b> Clarify eFrontOffice 8, 10</p> <p><b>Remedy Web ARS:</b> Remedy Web ARS 6.3, 7.0, 7.0.1, 7.1, 7.5, 7.6</p>
Citrix support	<p><b>Citrix Clients:</b></p> <ul style="list-style-type: none"> <li>Citrix XenApp Client 11, 11.2, 12.0</li> <li>Citrix Web Interface 5.1, 5.2, 5.3</li> </ul> <p><b>Citrix Servers:</b></p> <ul style="list-style-type: none"> <li>Citrix Presentation Server 4.0, 4.5</li> <li>Citrix XenApp 5.0, 6.0</li> </ul> <p><b>Operating Systems:</b></p> <ul style="list-style-type: none"> <li>Microsoft Windows XP</li> <li>Microsoft Windows Server 2003</li> <li>Microsoft Windows Server 2008</li> </ul>
Oracle Forms support	<ul style="list-style-type: none"> <li>Oracle Forms 6i, 9i, 10g</li> <li>Oracle Applications 11i, 12i</li> </ul>
SOAP support	<ul style="list-style-type: none"> <li>Microsoft SOAP Toolkit 2.0 Service Pack 2 (SP2), Internet Information Server 5</li> <li>Apache-SOAP Version 2.1, TOMCAT Version 3.1</li> </ul>
Web Service Support	<ul style="list-style-type: none"> <li>Axis 1.x</li> <li>Axis2 1.4, 1.5</li> <li>GlassFish Metro 1.5</li> </ul>

System Area	Tested With
Database support	<ul style="list-style-type: none"> <li>• IBM Universal Database Systems 5.2, 6.1, 7.1</li> <li>• Microsoft SQL Server 6.5, 7.0 Enterprise Edition</li> <li>• Microsoft SQL Server 2000, 2005, 2008</li> <li>• Oracle7 Server Release 7.3.2.2.1</li> <li>• Oracle8 Enterprise Edition Release 8.0.3.0.0, 8.0.5.0.0</li> <li>• Oracle8i Release 8.1.5, 8.1.6, 8.1.67</li> <li>• Oracle Database 10g Release 2</li> <li>• Oracle Database 11g Release 2</li> <li>• Sybase SQL Anywhere Network Server 5.5.04</li> </ul>
Corba support	<ul style="list-style-type: none"> <li>• BEA WebLogic Enterprise 5.0.1, 6.0, 6.1</li> <li>• VisiBroker Java/C++ 3.x, 4.x, 5.x, 6.x</li> <li>• Inprise Application Server 4.0</li> <li>• Iona Orbix</li> <li>• IBM WebSphere 3.5, 4.x, 5.0</li> <li>• Iona iPortal Application Server 1.1</li> </ul>
TUXEDO support	<ul style="list-style-type: none"> <li>• BEA TUXEDO Server 6.3, 6.4, 7.0, 7.1, 8.0, 9.0</li> <li>• BEA WebLogic Enterprise 4.2</li> </ul>
Jolt support	BEA Jolt 1.1 (including BEA TUXEDO Server 6.4), 1.2
Java support	<ul style="list-style-type: none"> <li>• Sun Microsystems Java Runtime Environment 1.2.2: classic and hotspot 1.0</li> <li>• Sun Microsystems Java Development Kit 1.4, 1.5, 1.6, 1.7</li> <li>• IBM Java Development Kit 1.3</li> <li>• Eclipse 3.2, 3.3, 3.4, 3.5, 3.6</li> </ul>
.NET support	<ul style="list-style-type: none"> <li>• Microsoft .NET Framework 1.0, 1.1, 2.0</li> <li>• Microsoft .NET Framework runtime 2.0</li> <li>• Microsoft Visual Studio 2005, 2008, 2010</li> </ul>
Rich Internet applications (Web 2.0)	<ul style="list-style-type: none"> <li>• Adobe Flex 2, 3, 4</li> <li>• Google Web Toolkit</li> <li>• ExtJS 3</li> <li>• Eclipse RAP</li> <li>• script.aculo.us</li> </ul>
SNMP support	<ul style="list-style-type: none"> <li>• SNMPv2-MIB</li> <li>• RFC1213-MIB</li> <li>• RDBMS-MIB</li> <li>• ORADB-MIB</li> <li>• httpServer-MIB</li> <li>• ftpServer-MIB</li> </ul>

System Area	Tested With
	<ul style="list-style-type: none"> <li>• SUN-MIB</li> <li>• BEA-WEBLOGIC-MIB</li> <li>• APPSRV_MIB (NetDynamics)</li> <li>• SQUID-MIB</li> <li>• WAPServer_MIB (Nokia)</li> </ul> <p> <b>Note:</b> To find RFCs and vendor MIBs on the Web, visit <a href="#">The Internet Engineering Task Force</a>.</p>
Proxy servers for firewall tunneling	<ul style="list-style-type: none"> <li>• Microsoft Proxy Server 2.0</li> <li>• Netscape Proxy Server 3.5 (due to a defect in Netscape Proxy Server, HTTP tunneling is not supported)</li> <li>• WinGate 4.0.1</li> <li>• Squid 2.3.STABLE4 (LINUX)</li> <li>• Squid 2.4 STABLE3 (LINUX)</li> <li>• Dante 1.1.6 (LINUX)</li> </ul>
Source Code Control Integration (SCCI) support	<ul style="list-style-type: none"> <li>• StarTeam (with SCC Integration patch) 2005 R2, 2006, 2008</li> <li>• Microsoft Visual SourceSafe 6.0c, 6.0d, 2005</li> <li>• Merant Version Manager 8.0.2.0</li> </ul>

# System Requirements and Prerequisites

The following tables identify the system requirements for installing and running SilkPerformer. For details about SilkPerformer performance and scalability, see the *Performance and Scalability Matrix*.

## Hardware Requirements

To run the SilkPerformer agent software, or both controller and agent software, and to use the full potential of SilkPerformer to run large-scale load-tests, your system must meet the following minimum requirements:

System Area	Requirement
Processor	Pentium IV or equivalent CPU
RAM	512 MB recommended minimum 1 GB recommended
Virtual memory	Three times as much virtual memory as RAM
Hard disk space	580 MB for controller software installation. 170 MB for agent-only installation.  Depending on the size of your load tests, make sure you have enough space on your hard disk for result files.
Network	Windows network with TCP/IP (when using remote SilkPerformer Agent computers)
Network adapter	10 MBit recommended minimum fast Ethernet recommended

## Table 1: Load Testing

To use SilkPerformer for traffic recording purposes, scripting, and monitoring, your system must meet the following minimum requirements:

System Area	Requirement
Processor	Pentium IV or equivalent CPU
RAM	256 MB
Hard disk space	440 MB
Network	TCP/IP

## Table 2: Recording, Scripting, and Monitoring

### Software Requirements

To install and run SilkPerformer, your system requires a minimum set of software components:

The specific components that are required vary based on installation type. For example, to run SilkPerformer Java Explorer, your system must be equipped with either of Sun Microsystems Java Development Kit 1.4, 1.5, 1.6, 1.7. Download components from their respective vendors' Web sites.

- Microsoft .NET Framework 4.0
- Windows Internet Explorer 6.0, 7.0, 8.0 for browser-driven recording
- Adobe Acrobat Reader to view documentation
- Citrix XenApp Client 11, 11.2, 12.0 or Citrix Web Interface 5.1, 5.2, 5.3 to test Citrix applications
- Sun Microsystems Java Development Kit 1.4, 1.5, 1.6, 1.7 to test Java applications with Java Explorer

# Installation Instructions

For information about installation, deployment, and licensing issues, refer to the [SilkPerformer Installation Help](#).

## SilkPerformer Results Repository

The *SilkPerformer Results Repository* has been deprecated. We recommend using SilkCentral Test Manager for storing and analyzing load test results. If you still wish to use the Results Repository, you can download it from the [SilkPerformer Customer Downloads](#) page. For further questions, please contact Micro Focus's technical support.

## Licensing Information

SilkPerformer2010 R2 needs a new 8.2 license. If you want to run a previous version of SilkPerformer during the upgrade process to version 2010 R2, you may keep your old licenses for a period of 90 days.

SilkPerformer's licensing model is based on Virtual User Types (VUser Types). The available VUser Types *Web*, *Standard*, and *Premium* include the following SilkPerformer application types:

VUser Type	Application Type
Web	Web Browser-Driven
	HTTP(S) (Web browser low level)
	HTTP(S)/HTML (Web browser high level)
	HTTP(S)/XML (Web services, SOAP)
	SAP NetWeaver
	WebDAV (MS Outlook Web Access)
	Email (SMTP/POP)
	FTP
	TCP/IP
	UDP
	i-Mode (HTTP)
	AMF0/AMF3/FLEX
	Streaming Media (MS, Real)
	DLL Interface
Standard	All of <i>Web</i> , plus:
	.Net Add-On
	Java Add-On
	DB2-CLI Add-On
	OCI Add-On

VUser Type	Application Type
	ODBC Add-On (D)Com Add-On Visual Basic Add-On (Framework) Directory server (LDAP) CORBA Add-On
Premium	All of <i>Standard</i> , plus: GUI Level Testing Remedy Web ARS SAPGUI Add-On for SilkPerformer Oracle Applications/Forms Add-On PeopleSoft Add-On Siebel Add-On Citrix Add-On Terminal Emulation (Green-Screen) Add-On Tuxedo/ATMI Add-On WAP Add-On

# Known Issues

This section identifies known issues in SilkPerformer.

SilkPerformer's known issues and their resolutions are documented in the [Borland Knowledge Base](#).

# Resolved Issues

Issue #	Description	Notes
RPI 575693	Too many users/agents get executed when downsizing the number of agents in a workload.	
RPI 575971	The <b>Workload Configuration</b> dialog reports a problem when switching between cloud and non-cloud execution.	
RPI 576353	If a cloud-enabled workload is active, a message dialog appears unnecessarily after a TryScript run.	
RPI 1074837	A browser-driven load test may fail due to a corrupt http header string.	
RPI 575553	The memory column on the <b>System Settings - Workbench &gt; Agent Pool</b> page displays wrong values for Agents with more than 8 GB RAM.	
RPI 1074391	Monitoring SAP V7 ST03 transaction does not work.	A new ST03 monitor is now available under Performance Explorer's predefined data sources.
none	The <b>Color Depth</b> setting for GUI-level tests does not work. RDP sessions always connect with 8-bit color depth.	
RPI 1075248 and 577371	Replaying Citrix scripts in a load-test causes transactions to fail after the first transaction for a variety of reasons.	A new Citrix profile settings is now available, which fixes this issue: <b>Gracefully disconnect session</b>
RPI 1076785	When agent machines have different times set (difference of only minutes) the load test results have several problems including incorrect load test duration and incorrect number of active users.	
RPI 1076151	Content transformation fails when recording FLEX applications.	
RPI 578106	They recorder sometimes crashes during conversion of double-quote characters (") to XML in Remedy projects.	
RPI 1074544	GUI-level testing does not work on agent computers with a Windows 2008 operating system.	

Issue #	Description	Notes
RPI 575582	The ToEncoding function is not scripted when recording UTF-8 Web sites.	

# End of Support

Please note that the following technologies have been deprecated and will not be supported in future versions of SilkPerformer:

- WAP browsers and gateways, including Opera, Nokia, Phone.Com, OpenWave, WAP Lite, and others
- Streaming media, including Microsoft Media Player and RealNetworks players
- COM and COM+ support

Navigate to [supportline.microfocus.com](https://supportline.microfocus.com) for further assistance from Customer Care.