

SilkPerformer 9.0



Release Notes

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SilkPerformer 9.0 Release Notes

These release notes contain information that might not appear in the Help. Read them in their entirety before you install the product.



Note: This document contains a number of links to external web sites. Micro Focus cannot be responsible for the contents of the website or for the contents of any site to which it might link. Web sites by their nature can change very rapidly and although we try to keep our links up-to-date, we cannot guarantee that they will always work as expected.

System Requirements

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:

Table 1: Load Testing

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	650 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

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

Table 2: Recording, Scripting, and Monitoring

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

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 Java Development Kit 1.4, 1.5, 1.6, 1.7. Download components from their respective vendors' Web sites.

- Microsoft .NET Framework runtime 4.0
- Windows Internet Explorer 7.0, 8.0, 9.0 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
- Java Development Kit 1.4, 1.5, 1.6, 1.7 to test Java applications with Java Explorer

Installation

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

What's New in SilkPerformer 9.0

SilkPerformer 9.0 introduces significant enhancements and changes.

Mobile Web Application Testing

SilkPerformer now fully supports performance testing of mobile Web applications, with profiles for all popular mobile devices and application types. With enterprises increasingly offering mobile-optimized websites and mobile support to employees, the need for ensuring that mobile Web applications perform effectively under peak load has never before been so critical.

With a complete set of profiles for all popular devices and application types, SilkPerformer enables you to record test scripts from a PC or a mobile device.

Java Over HTTP Support

SilkPerformer now supports the testing of applications that make use of Java Object Serialization to transfer objects between client and sever over the HTTP protocol.

Some applications make use of Java Object Serialization to transfer objects between client and server over the HTTP protocol. This communication, based on the exchange of serialized Java objects, uses data in binary format. Therefore Java Object Serialization is effectively object representation in binary format.

JAVA Object Serialization has been used by many applications for many years. For full details, see the [Java specification for object serialization](#).

Browser-Driven Load Testing Enhancements

Click DOM element with specified position and mouse button

The following three new browser-driven Web load testing functions have been added to provide the ability to click a DOM element with a specified position and mouse button. A left-button click executes the default actions of the clicked element type. If you find that a recorded `BrowserClick`, `BrowserDoubleClick`, or `BrowserMouseMove` function does not work as expected, use the respective new `Native` function instead:

- `BrowserNativeClick`
- `BrowserNativeDoubleClick`
- `BrowserNativeMouseMove`

In contrast to the `BrowserClick`, `BrowserDoubleClick`, and `BrowserMouseMove` functions, these new functions use Windows API level events to simulate the mouse events instead of Java script events.

Find all DOM elements for a given locator

The new browser-driven Web load testing function `BrowserFindAll` has been added to provide the ability to find all DOM elements for a given locator. You can even search the complete DOM hierarchy.

Enhanced file download functionality

File downloads in browser-driven load testing scripts can be problematic due to different behavior, depending on the tested Web site, Windows Internet Explorer version, operating system, and more. This

functionality has been improved by providing the new `BrowserDlgDownload` function which intercepts the default Windows Internet Explorer mechanism. `BrowserDlgDownload` replaces the existing `BrowserFileDownload` function when recording new scripts.

The actual file download is triggered by a subsequent call like `BrowserClick`. `BrowserDlgStop` is required to synchronize and end the file download procedure. Whether and how the file is copied from the browser cache to the local disk depends on the type of executed test run and/or on the `BROWSER_OPT_FILEDOWNLOAD_SAVEFILE` option defined in the `BrowserSetOption` call that needs to be scripted before the `BrowserDlgDownload` call.

Logging and display of JavaScript errors

When an action such as clicking a link or button produces a JavaScript error in either replay or record mode during browser-driven load testing, the error is logged to the LOG file and displayed as a warning in both the TrueLog and the Output window.

SilkPerformer CloudBurst

New Cloud Regions

SilkPerformer 9.0 now supports three new cloud regions:

- US-West-2, located in Oregon, USA
- AP-Northeast, located in Tokyo, Japan
- SA-East, located in Sao Paulo, Brazil

These new regions are now available, additionally to the four regions that were already available for SilkPerformer 2011:

- US-East, located in Virginia, USA
- US-West-1, located in California, USA
- EU-West, located in Ireland, European Union
- AP-Southeast, located in Singapore

English and Japanese versions of SilkPerformer are available in all seven regions.

Java over HTTP, FLEX/AMF3, and Silverlight Support

Load testing in the cloud with SilkPerformer previously supported testing Web applications on protocol level (HTTP) and browser-driven. SilkPerformer 9.0 now additionally supports testing of Web applications that make use of Java over HTTP, as well as FLEX/AMF3 and Silverlight applications.

Cloud Agent Manager Enhancements

The following improvements have been made to the **Cloud Agent Manager (CAM)**:

- Overall performance improvements have been made to give the CAM more responsiveness, particularly for login/logout.
- The **Start Agents** dialog box now has an input grid for defining in which regions agents should be started. This speeds up the starting of agents in different regions as they can now all be started with a single command.
- The CAM has a new color scheme that gives it a modern and light-weight look and feel. Recommended GUI actions are now represented with blue buttons.
- Minor changes were made to the context menus and other GUI elements. For example, refresh animation is now available in the status bar.

- The controls that are available in the context menus now vary based on whether or not an overview column or a specific agent is selected. When an overview column is selected, you now have **Start/Stop** and **Refresh** options. When a specific agent is selected, you have the option of stopping the agent.

Improved Workflow and Getting Started Guidance

Improved Workflow Process

All of the **Workflow** dialog boxes have been modernized and feature new polished and streamlined designs. Enhancements include easier to read text, colorful icons, and larger fields and buttons to improve usability while navigating through the workflow process. Also, the workflow dialogs now provide help at your fingertips, making it even easier to get started with SilkPerformer. Help links on the dialogs allow you to access the Help, providing exactly the information that is required.

Getting Started with Web, BDLT, and SAP Projects

You can now easily create a Web, BDLT, or SAP project via the **Getting Started** tab on the **Start Page**, which guides you through the workflow of quickly setting up and running a fully functional SilkPerformer load-testing project.

The **Start Page** pane remains open until you close it or select the option to **Close Start Page after project load** for future setup of new projects.

Help at your Fingertips

Help at your Fingertips

The newly polished-up workflow dialogs now provide help at your fingertips, making it even easier to get started with SilkPerformer. Help links on the dialogs allow you to access the Help, providing exactly the information that is required.

Documentation Feedback

From within the SilkPerformer online Help, you now have a quick and easy way to provide feedback to Micro Focus about the documentation.

A **Send feedback about this topic** link displays at the bottom of each page in the online Help. Clicking a link in a topic opens a blank email message in your default email application with information about the topic in the subject line of the email. The feedback you enter and send will be reviewed and used by the Documentation Team to improve the SilkPerformer documentation.

Full User Account Control (UAC) Compliancy

SilkPerformer is fully compliant with Microsoft *User Account Control (UAC)* guidelines. It has been designed such that it does not require administrative privileges at any point in its workflow, beginning with project definition and continuing through to test analysis. Even activities such as recording and the launching of remote agent processes can be done with standard user privileges.

The **System Configuration Manager** however, due to its system administration functions, does require elevation into administrator mode in accordance with UAC guidelines.

Technology Updates

SilkPerformer 9.0 supports the testing of the following latest technologies and applications:

FIPS Compliant Password Encryption

The `Encrypt3DES` and `Decrypt3DES` functions have been added to support Federal Information Processing Standard (FIPS) compliancy and the use of a higher security algorithm.



Note: The `Decrypt` and `Encrypt` functions will remain, but they are not FIPS compliant.

dynaTrace 4.0

SilkPerformer now supports dynaTrace 4.0.

Usability Enhancements

Usability enhancements have been implemented throughout SilkPerformer:

TrueLog Explorer Enhancements

In TrueLog Explorer, the **Information Pane** now displays additional information (if available), for example which class files are missing when running an unsuccessful Java test.

Cloud Agent Manager Enhancements

The following improvements have been made to the **Cloud Agent Manager (CAM)**:

- Overall performance improvements have been made to give the CAM more responsiveness, particularly for login/logout.
- The **Start Agents** dialog box now has an input grid for defining in which regions agents should be started. This speeds up the starting of agents in different regions as they can now all be started with a single command.
- The CAM has a new color scheme that gives it a modern and light-weight look and feel. Recommended GUI actions are now represented with blue buttons.
- Minor changes were made to the context menus and other GUI elements. For example, refresh animation is now available in the status bar.
- The controls that are available in the context menus now vary based on whether or not an overview column or a specific agent is selected. When an overview column is selected, you now have **Start/Stop** and **Refresh** options. When a specific agent is selected, you have the option of stopping the agent.

Hiding Passwords in Log Files

A new security feature has been added in SilkPerformer that allows you to hide password characters in log files. When the **Hide passwords in logs** feature is enabled, the text that is entered into password fields of HTML forms will display as asterisks (`*`) in recording and replay log files (`*.xlg` and `*.log`). To select this check box, choose **Settings > Active Profile** from the menu bar and select the **Results** icon on the **General** tab.

Automatically Launch Windows Explorer After Exporting a Project

When you specify the location where to export a test project, you can now select an option to have that export location open automatically in Windows Explorer once the export completes. On the **Export Project** dialog box, select the **Open in Windows Explorer after export** check box.

Virtual User per Process Setting Change

The **Virtual users per process** option on the **Control** tab in **Settings > System** has been updated and is no longer a system-wide setting. If no project is loaded, these settings are not available and appear as disabled in the **System Settings** dialog box. You must have a project open to enable this setting and the options apply only to the specific project configured with the setting.

SilkPerformer Task Bar Icon on Microsoft Windows 7

In the Microsoft Windows 7 taskbar, the SilkPerformer icon now changes color to show the progress of a test while it is running, and returns back to normal after the testing is complete.

Test Results Summary Information

Hovering your mouse over a test in the **Results** menu tree displays a summary of the test run, including date and time, the selected workload model, agent, VUser and error information.

Known Issues in SilkPerformer

This list contains known issues in SilkPerformer and provides work-arounds where available:

General SilkPerformer Issues

Multi-byte character set support limitations

Problem:

The protocol / testing support of the Multi-Byte Character Set / UTF-8 / EUC-JP is limited to certain application types.

Resolution:

The protocol / testing support of the Multi-Byte Character Set / UTF-8 / EUC-JP is limited to the following application types:

- Web application testing, both protocol-level and browser-driven level
- SAPGUI testing
- Oracle Forms/Oracle Applications testing
- Citrix testing

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ShopIt does not work on 64-bit operating systems

Problem:

After installing ShopIt on a 64-bit operating system, the application does not display in the browser.

Resolution:

On 64-bit systems, IIS requires that 32-bit applications be enabled. To do this, proceed as follows:

1. Open Internet Information Services (IIS) Manager.
2. Select **Application Pools**.
3. Right-click the application pool that you are using in IIS and choose **Advanced Settings**.
4. Set the option **Enable 32-Bit Applications** to `True`.

.

Optical character recognition (OCR) does not work for multibyte characters

Problem:

Optical character recognition (OCR) does not work for multibyte characters

Resolution:

Unfortunately there is no solution to this. SilkPerformer uses a third-party DLL for optical character recognition which only supports ASCII characters.

How can I get SilkPerformer "What's This" contextual Help to work on Windows Vista?

Problem:

How can I get SilkPerformer "What's This" contextual Help to work on Windows Vista?

Resolution:

In SilkPerformer it is possible to get information about GUI functionality by right-clicking GUI controls and choosing **What's This?**. This contextual help does not work on Windows Vista. This is a known issue related to the fact that the Windows Help program `winHlp32.exe` is no longer included with Windows Vista. To resolve this, a download for 32-bit .hlp files can be downloaded from the Microsoft Download Center. For more information, see: <http://support.microsoft.com/kb/917607>.

Performance Explorer Issues

How can I resolve the error 'Internal Error: MIB-File could not be compiled (check syntax)' when compiling a MIB in the Performance Explorer?

Problem:

How can I resolve the error `Internal Error: MIB-File could not be compiled (check syntax)` when compiling a MIB in the Performance Explorer?

Resolution:

The above error can occur in Performance Explorer when the MIB file you are trying to compile uses OIDs (Object Identifiers) which are declared after the module identity in the MIB file. Currently for Performance Explorer to compile a MIB, the OIDs have to be declared before the module identity. To work around this problem, edit the MIB in a text editor and move the OIDs so that they are declared before the module identity.

Snippet of JVM Management MIB File in which the enterprise OIDs have been cut from the MIB file and pasted before the module identity:

```
-- Enterprise OIDs
-----

--      internet          OBJECT IDENTIFIER ::= { iso(1) org(3) dod(6) 1 }
--      private           OBJECT IDENTIFIER ::= { internet 4 }
--      enterprises       OBJECT IDENTIFIER ::= { private 1 }
sun      OBJECT IDENTIFIER ::= { enterprises 42 }
products OBJECT IDENTIFIER ::= { sun 2 }
jmgt     OBJECT IDENTIFIER ::= { products 145 }
-- experimental          OBJECT IDENTIFIER ::= { jmgt 1 }
standard OBJECT IDENTIFIER ::= { jmgt 3 }
jsr163   OBJECT IDENTIFIER ::= { standard 163 }
```

```
-- Module Identity
-----
jvmMgtMIB MODULE-IDENTITY
  LAST-UPDATED "200403041800Z"
  -- Format is "YYYYMMDDhhmmZ"
  ORGANIZATION "Sun Microsystems, Inc."
```

Graphics do not display when viewing an MHT overview report with Internet Explorer 7

Problem:

When an overview report is saved as MHT, images do not display when viewing the report with Internet Explorer 7.

Resolution:

View the report with Internet Explorer 6 or another browser.

Why am I unable to capture JMX measures during monitoring when using Performance Explorer?

Problem:

Why am I unable to capture JMX measures during monitoring when using Performance Explorer?

Resolution:

If this problem is affecting a Windows 2003 machine, it may be caused by the following known issue in SilkPerformer 2007 & 2008:

JMX Monitoring does not work on Windows 2003 servers that have Terminal Services installed (31679).

This is included in the Known Issues section of the Release Notes for SilkPerformer 2007 & 2008. It is caused by a defect in Eclipse (#171413). For further information see <https://bugs.eclipse.org/bugs/>.

There is no workaround for this issue other than to uninstall Terminal Services from the Windows 2003 machine.

TrueLog Explorer Issues

On-access virus scanner software may cause TrueLog Explorer to crash

Problem:

On-access virus scanner software may cause TrueLog Explorer to crash.

Resolution:

Virus scanner software may cause a variety of problems including TrueLog Explorer crashes or performance degradation. We recommend disabling virus scanner software on the agent computers and on the controller computer for the duration of load tests.

Visual script modifications fail if the related transaction is in an include file

Problem:

Visual script modifications fail if the related transaction is in an include file.

Resolution:

Do not move transactions to BDH files.

Visual user data customization does not work for browser-level scripts

Problem:

Visual user data customization does not work for browser-level scripts

Resolution:

This behavior is by design, as TrueLog Explorer only considers forms submitted by `WebPageSubmit` calls (page-based browser-level API), because the HTML form names are required to match HTML and BDL forms. If you want to customize your script using TrueLog Explorer Visual User Data Customization, you need to record a page-based browser-level API script.

SAPGUI Issues

Control position information cannot be retrieved correctly from SAP

Problem:

In rare instances, control position information can not be retrieved correctly from SAP. Therefore TrueLog Explorer might not be able to display the selected control rectangle at the correct position on the screenshot.

Resolution:

Use the control tree instead of the screenshot.

Citrix Issues

Citrix scripts run into timeout when UAC is turned on

Problem:

When recording or replaying Citrix scripts, a 30 second delay causes a timeout error. This delay only occurs when UAC is turned on.

Resolution:

Turn off UAC to successfully record and replay Citrix scripts.

Citrix scripts fail on Windows Server 2008 with Workbench error 'LoadtestController: 3317 - The virtual user's process terminated' with Citrix client software v10.2 or earlier

Problem:

Citrix scripts fail on Windows Server 2008 with Workbench error `LoadtestController: 3317 - The virtual user's process terminated` with Citrix client software v10.2 or earlier

Resolution:

Citrix XenApp Plugin 11.2 or later is recommended for SilkPerformer agents on Windows Server 2008, 2008R2, and Windows 7.

Citrix scripts fail on SilkPerformer agents running Windows Server 2008 R2 and Windows 7 with TrueLog error 'CitrixConnect(CitrixEngine: 6 - Connect failed, Connection timed out)' with Citrix client software v11.2 or later

Problem:

Citrix scripts fail on SilkPerformer agents running Windows Server 2008 R2 and Windows 7 with TrueLog error `CitrixConnect(CitrixEngine: 6 - Connect failed, Connection timed out)` with Citrix client software v11.2 or later

Resolution:

Use System Configuration Manager, **Applications** tab, to set a local account for the SilkPerformer agent.

Customizing CitrixKeyString input using multibyte characters sends corrupted input to the server

Problem:

Customizing `CitrixKeyString` input using multibyte characters sends corrupted input to the server.

Resolution:

When customizing input of `CitrixKeyString` functions, you are simulating keyboard input. For multibyte characters, you have to enter the phonetic transcription of the desired character. There is no point in entering a multibyte character directly, although the compiler will allow it if the codepage is set correctly.

Invalid CitrixKey function recorded for [hankaku/zenkaku] key

Problem

Invalid CitrixKey function recorded for [hankaku/zenkaku] key

Resolution

Assign a different shortcut for switching between input modes or use the mouse instead of a keyboard shortcut. See the Microsoft IME **Advanced Settings** dialog for details.

Connecting to existing session during Citrix recording results in unusable script

Problem:

Connecting to existing session during Citrix recording results in unusable script

Resolution:

When connecting to an existing Citrix session, the Citrix client does not recognize any windows and therefore no synchronization functions are scripted. You should always record a new session.

SilkPerformer crashes when generating font database for Citrix OCR on Windows 2003

Problem

SilkPerformer crashes when generating font database for Citrix OCR on Windows 2003.

Resolution

This behavior may occur when you have Data Execution Prevention (DEP) installed and configured to run for all programs and services.

DEP was introduced in Service Pack 2 for Windows XP and Service Pack 1 for Windows 2003. It is a set of hardware and software technologies that perform additional checks on memory to help prevent malicious code from running on a system. On occasion, users who have it enabled for all programs and services have found that it causes verifications to fail with the above error message being reported during execution of a Citrix BDF script.

To verify if DEP is causing the above error message, do the following:

1. Right-click **My Computer** and select **Properties**.
2. Click **Advanced**.
3. Click **Settings** in the **Performance** section.
4. Click **Data Execution Prevention**.

Ensure that the option button **Turn on DEP for essential windows programs and services only** is enabled before executing the BDF script and verifying that the error message is still reported.



Note: You will need to reboot your computer upon changing the DEP settings.

Oracle Forms Issues

After hooking into main Oracle Forms applet classes, JInitiator cannot load additional jar files that rely on those classes

Problem

After hooking into main Oracle Forms applet classes, JInitiator cannot load additional jar files that rely on those classes

Resolution

When recording Oracle Forms or Oracle Applications, define the following Java Runtime Options on the **JInitiator Properties** Dialog: "`-noverify -mx128m`" `NoVerify` prevents these loading issues. Additionally, the default **Virtual Memory Size** of JInitiator 1.1.7.x is between 16 and 64 MB. The option `-mx128m` increases the virtual memory size to 128MB. This additional memory is needed as there is some extra memory overhead caused by recording. If you run into an `OutOfMemory` error you can further increase this value.

Browser crashes during recording of Oracle Forms

Problem

Browser crashes during recording of Oracle Forms.

Resolution

When recording Oracle Forms 6i it is recommended that you disable Java JIT (Just-In-Time compiling) in the Java Runtime settings. This is because the JIT library of the Java Virtual Machine (`symcjit.dll`) may crash your browser.

Java JIT can be disabled using one of the following options:

Option 1: Define `-DJAVA.COMPILER=NONE` in the Java runtime settings of the Oracle **JInitiator Properties** dialog. This must be done using the JInitiator control panel, which is installed with JInitiator (available in the Windows control panel).

1. Launch the JInitiator Control Panel.
2. Add `DJAVA.COMPILER=NONE` to the **Java Run Time Parameters** text field.
3. Click **Apply**.

Option 2: Use the check box on the Oracle JInitiator Properties dialog to disable the Just In Time Compiler (only available since version 1.1.8.x).

1. Launch the JInitiator Control Panel.
2. Select the **Advanced** tab.
3. Uncheck the **Enable Just In Time Compiler** checkbox.

4. Click **Apply**.

Option 3: Define environment variable: JAVA_COMPILER=NONE.

1. Right-click **My Computer** and choose **Properties**.
2. Choose **Advanced**.
3. Choose **Environment Variables**.
4. Under **System Variables** click **New**.
5. For **Variable Name** enter JAVA_COMPILER.
6. For **Variable Value** enter NONE.
7. Click **OK** to exit out of dialogs.

Web Issues

Recording of browser traffic does not work when browser window is already open.

Problem

Recording of browser traffic does not work when browser window is already open.

Resolution

Close all browser windows before recording a script.

Recording does not work with all Opera versions

Problem:

Recording does not work with all Opera versions since version 8.0.

Resolution:

Use an older Opera version or another browser for recording. Replay is not affected by this issue.

Windows Internet Explorer 8 recorded scripts do not run with Windows Internet Explorer 9 (and vice versa)

Problem

Windows Internet Explorer 8 recorded scripts do not run with Windows Internet Explorer 9 (and vice versa).

Resolution

Run Windows Internet Explorer 8 recorded scripts using Windows Internet Explorer 8. Run Windows Internet Explorer 9 recorded scripts using Windows Internet Explorer 9.

Browser-Driven Load Testing Issues

Browser-Driven Load Testing IE compatibility

Problem

When Windows Internet Explorer (IE) 9.0 is installed, only the setting for IE7 Standard mode (7000) works correctly. The registry settings are correctly written, but not used by the IE-control inside SilkPerformer.

Resolution

There is no workaround available for this issue. However, when Windows Internet Explorer 8 is installed, IE8 and IE7 modes can be used.

Scripts with embedded documents may fail on replay

Problem

Some downloaded files, for example PDF or Word documents, can be displayed in a launched viewer or directly within Windows Internet Explorer by embedded ActiveX controls. If you replay a script that includes such documents, the load test may fail or hang.

Resolution

There are two possibilities to avoid this problem:

- Disable or remove document viewers and Windows Internet Explorer add-ons that enable embedded viewing on the agent computers.
- Make sure that the server response header for these documents contains "Content-Disposition=Attachment".

Database Issues

SilkPerformer cuts last character of SQL statement

Problem

SilkPerformer cuts last character of SQL statement.

Resolution

The ODBC `dclsq1` section requires a space or a carriage return after the last statement. If there is no white space after a SQL statement at the end of a script file, SilkPerformer will truncate the SQL statement (remove the last character).

Example

```
dclsq1
...
order by p_lastname,p_zip; ! WHITE SPACE NEEDED HERE !
Space or Carriage Return required otherwise the following error occurs:
Error OdbcPrepare ODBC: 5 - ODBC error, S0022 (207): [Microsoft][ODBC SQL
Server Driver][SQL Server]Invalid column name "p_zi".
*** Virtual user stopped *** Severe API error (SEVERITY_PROCESS_EXIT)
```

Recorder generates non-compilable database script

Problem

Recorder generates non-compilable database script. For example, upon compiling database script you receive the error message `compile error LEX 18: /* comment is not closed before end of file.`

Resolution

This is currently a known issue in SilkPerformer. The problem occurs because the characters `/*` appear in a SQL comment in your script and because this character sequence is used for block comments. SilkPerformer expects to find a closing block comment sequence of `*/` in the script also. In order to resolve this, look for the `*/` sequence in a SQL comment in your script and remove both characters. As these are just comments they have no impact on testing. Below is an example of what a SQL comment with such characters may look like:

```
/**
  TMain_SQL004:
  insert into /
*my_person(p_no,p_opening,p_title,p_firstname,p_lastname,p_aline1,p_aline2,p_z
ip,p_district) values(?,? ,? ,?
,? ,? ,? ,? ,? );
***/
```

Alternatively there is a setting in SilkPerformer to stop SQL comments from being scripted. To do this go to **Settings > Active Profile > Record > Script > Protocols** and uncheck the **SQL Comment** checkbox.

Remote agents unable to replay OCI 8 script

Problem

When recording an OCI 8 application that writes LOB data into the database, the Recorder generates files into the project directory that store these data in order to have these data available during replay. These files are named like `LOB_XXXXXXXXX.dat`. However the files will not be available during replay on remote agents and therefore cause replay errors.

Resolution

Manually add the generated DAT files to the `Data Files` section of the project in order to run the script on remote agents.

OCI replay engine generates error when replaying database script

Problem

If a SQL statement contains a comment in the notation beginning with `--` then the OCI replay engine generates an error showing a misleading error message. This is caused because the recorder removes line breaks from the SQL statement string if the profile setting **Record > Script > Protocols > Trim SQL** is enabled.

Resolution

Either find the end of the comment text and insert a line break in the statement string of the `declsql` section of the script or disable the setting **Record > Script > Protocols > Trim SQL** and re-record the application.

Faulty SQL statement may be generated in recorded script if multibyte characters are included

Problem

Faulty SQL statement may be generated in recorded script if multibyte characters are included.

Resolution

Manually adjust the SQL statement in the script.

GUI-Level Testing Support

Connection attempt times out when invalid login credentials are provided (no error message provided)

Problem

Connection attempt times out when invalid login credentials are provided. No error message is provided to offer direction.

Resolution

Valid login credentials must be provided.

Resolved Issues

The following issues have been resolved in SilkPerformer 9.0:

Issue #	Description	Notes
RPI 1083111	Browser-driven script replay against NTLM-authenticated sites is successful if the Visible client option is selected, but if it is not selected the following error is produced: BrowserNavigate BrowserEngine: 32 - Internet Explorer request failed, Unknown (0x80070005)	
RPI 1082788	Under certain circumstances, browser-driven tests that open multiple tabs are not able to close a tab with the <code>BrowserCloseWindow</code> function.	
RPI 578314	CSV file editor Save As function saves file to Custom Data folder rather than overwriting original file.	
RPI 1075650	It is recommended to run agents under a user account for browser-driven load testing.	The documentation has been updated to explain this.
RPI 1076722	Replaying a script against an NTLM-authenticated server via a proxy does not work.	A new parameter <code>WEB_OPT_USE_URLHOST_AS_SP</code> has been added to the <code>WebSetOption</code> function.
RPI 1078105	When URL is entered into Browser Application, application under test does not render as it should.	
RPI 1078223	Terminal Emulation - TrueLog Explorer places code in the wrong place.	
RPI 1079710	Silent uninstall documentation is missing.	
RPI 1079875	Update documentation on Eclipse integration.	Eclipse plug-in documentation has been updated to explain using the <code>JavaSetOption</code> function in a BDL script when you override the default values.
RPI 1079940 / 1080319	A crash occurs in .NET Explorer when using <code>mscorlib.dll</code> .	

Issue #	Description	Notes
RPI 1079934 / 1079874	An empty TrueLog opens when running a TryScript in animated mode with dynaTrace enabled.	
RPI 1080148 / 1079022	The agent executable (perfLtcAgent.exe) crashes sporadically when trying to abort a load test.	
RPI 1080175	Caching issues with BDLT replay (cache cleared on BrowserStart).	
RPI 1080236	A system crash occurs when running a Citrix test script that contains a CitrixWindowBringToTop command, resulting in the error message: LoadtestController: 3317 - The virtual user's process terminated.	
RPI 1082632	When attempting to record Web traffic, TCP/IP calls are recorded instead.	
RPI 1080308	GetLoadtest() does not retrieve the load test number.	Documentation has been updated to explain how GetLoadtest() works in detail.
RPI 1080384 / DE1944	Load test deadlocked at the end if real-time measures (RTM) is enabled.	
RPI 1080511	Citrix recorder and Citrix client are not launched for the Citrix Web Interface.	The SilkPerformer Citrix Recorder tries to save the temporary ICA file in the \SilkPerformer 2011\temp\ folder, but this directory structure was changed due to the Microsoft Windows 7 and Microsoft Windows Vista UAC Compliancy changes. As a workaround, create a Temp folder within the SilkPerformer install folder (for example, %LOCALAPPDATA%\SilkPerformer 2011\Temp).
RPI 1080546	Unable to use perfBrowserApp.exe interactively (authentication does not work in browser application).	
RPI 1080733 / DE2003	A password specified during remote agent installation is not retained in setup.	
RPI 1080817	Monitor interval graph is reset to 10 seconds interval.	The Performance Explorer documentation has been updated to explain the standard behavior.

Issue #	Description	Notes
RPI 1080969	SilkPerformer 2011 crashes after a load test completes.	
RPI 1081313	Transformation for Microsoft Silverlight fails and results in an error message in the record log.	
RPI 1081434	During load test when the 2,000 VUser mark is reached, the status message Wait for Resource - Lock Datafile <File Name> is displayed. Transaction busy time then increases and following message appears: RESERR: 178 - Index out of bounds in function %1.	Dedicated agent/controller function to increase row counter has been added.
RPI 1081516	After applying SilkPerformer 2011 hotfix 7 to both controller and agent computers, an error occurs if the Encryption (SSL) option is enabled for controller-agent communication.	
RPI 1081562	Improve the Dynamic Workload Configuration dialog box by including the script name, profile name, and usergroup name in the window.	
RPI 1081660	Disabling the "auto-assign" option for cloud agents is enabled again after updating a test script.	
RPI 1081725	The <code>replay.log</code> file does not display HTTP response data when passing non-ASCII characters as parameters to a Web service.	
RPI 1081742	After applying SilkPerformer 2011 hotfix 7 to the controller and subsequently upgrading the SilkPerformer version or rolling out the patch to agent machines, the Silklauncher service does not start. The following message appears: Warning: Silk Launcher Service could not be started.	
RPI 1081882	Vuser-recorded log has less SSL detail than in earlier versions of SilkPerformer.	
RPI 1081964	TrueLog Explorer throws following error after completing customization in Remedy script: WebRemeRPI 1081964	

Issue #	Description	Notes
	<p>dyBackChannelUrl(WebEngine: 12 - The parameter provided is invalid</p>	
RPI 1081987	<p>Several files are not installed on an Agent-Only SilkPerformer installation, which causes errors when running a monitoring script for SNMP measures.</p>	
RPI 1082074	<p>Update tutorial with new Rumba install location.</p>	<p>The Supplemental (Miscellaneous) Tutorials guide has been updated with new images that show the correct Rumba install location.</p>
RPI 1082214	<p>Using the WebSetTimeout function results in the WEB_TIMEOUT_RECV parameter option being increased by 500 milliseconds.</p>	
DE1874	<p>WebEngine crashes upon shut down.</p>	
DE1889	<p>Cloud Agent Manager is slow.</p>	
DE1916	<p>Results cannot be parsed.</p>	
DE2052	<p>Service password in System Configuration Manager does not work.</p>	
-	<p>Several issues with SAP eCATT have been fixed.</p>	
-	<p>Combo box handling in SAPGUI does not work correctly.</p>	

Updates and SupportLine

Our Web site gives up-to-date details of contact numbers and addresses.

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 Software Support Identification Number (SHIN) if you have one (not used in all countries).
- 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.

SilkPerformer Licensing

This section describes how to obtain a license policy for SilkPerformer and how to install SilkMeter. You must have administrator privileges to install SilkMeter.



Note: SilkPerformer requires SilkMeter version 2008 or later as well as a SilkPerformer license policy.

Install SilkMeter once per license server. If you have multiple license servers, you need multiple license policy files, each one tied to a particular license server. A single SilkMeter license server can administer license policies for multiple products.

If you have received a SilkPerformer license policy, install the license policy on your license server. If you have not received a license policy, generate a license policy.

Licensing Information

SilkPerformer 9.0 needs a new 9.0 license. If you want to run a previous version of SilkPerformer during the upgrade process to version 9.0, 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)	
	Silverlight	
	Mobile	
	SAP NetWeaver	
	WebDAV (MS Outlook Web Access)	
	Email (SMTP/POP)	
	FTP	
	TCP/IP	
	UDP	
	AMF0/AMF3/FLEX	
	DLL Interface	
	Standard	All of <i>Web</i> , plus:
		.Net Add-On
Java Add-On		
DB2-CLI Add-On		
OCI Add-On		
ODBC Add-On		
Visual Basic Add-On (Framework)		

VUser Type	Application Type
Premium	Directory server (LDAP) CORBA Add-On All of <i>Standard</i> , plus: GUI Level Testing (SilkTest 4Test Scripts) 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

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"> • Microsoft Windows XP 32bit with Service Pack 3 • Microsoft Windows XP 64bit with Service Pack 2 • Microsoft Windows Server 2003 32bit with Service Pack 2 • Microsoft Windows Server 2003 64bit with Service Pack 2 • Microsoft Windows Server 2003 R2 32bit with Service Pack 2 • Microsoft Windows Server 2003 R2 64bit with Service Pack 2 • Microsoft Windows Vista 32bit • Microsoft Windows Vista 64bit • Microsoft Windows Server 2008 32bit • Microsoft Windows Server 2008 64bit • Microsoft Windows Server 2008 R2 • Microsoft Windows 7 32bit • Microsoft Windows 7 64bit
Web browsers	<ul style="list-style-type: none"> • Windows Internet Explorer 6.0, 7.0, 8.0, 9.0 • Mozilla Firefox 3.0 or later • Google Chrome • Apple Safari <p>For browser-driven load testing:</p> <ul style="list-style-type: none"> • Windows Internet Explorer 7.0, 8.0, 9.0
Terminal emulation support	<ul style="list-style-type: none"> • AttachMate Extra 8 • AttachMateWRQ 13.0 • Distinct IntelliTerm 8.1 • Ericom Powerterm Pro v8.8.1 • HummingBird_Exceed 11.0 (hooking via socks proxy) • JProtector 4.5.2.0 • MochaSoft 5.3 (hooking via socks proxy) • NetTerm 5.1.1 • Nexus Terminal 5.3 • PassportPC2Host 3 • Quick3270 3.73 • Rumba 7.4 • Rumba 8 • SDI TN3270 Plus v2.4 • SecureCRT 1.0 • TeraTermPro 2.3

System Area	Tested With
ERP/CRM support	<ul style="list-style-type: none"> • TN5250_sourceforge 0.17.3 • TNBridge <p>SAPGUI Clients:</p> <ul style="list-style-type: none"> • SAPGUI client 620, Patches 44, 50, 66 (recommended), and 20 • SAPGUI client 710 • SAPGUI client 720 <p>PeopleSoft Systems: PeopleSoft 8.0, 8.3, 8.4, and 8.8</p> <p>Siebel Systems:</p> <ul style="list-style-type: none"> • Siebel 6.3 using MS SQL Server • Siebel 6.3 using IBM DB2 • Siebel 6.3 using Oracle • Siebel 7 • Siebel 8.0, 8.1 <p>Clarify Systems: Clarify eFrontOffice 8, 10</p> <p>Remedy Web ARS: Remedy Web ARS 6.3, 7.0, 7.0.1, 7.1, 7.5, 7.6, 7.6.04</p>
Citrix support	<p>Citrix Clients:</p> <ul style="list-style-type: none"> • Citrix XenApp Client 11, 11.2, 12.0 • Citrix Web Interface 5.1, 5.2, 5.3 <p>Citrix Servers:</p> <ul style="list-style-type: none"> • Citrix Presentation Server 4.0, 4.5 • Citrix XenApp 5.0, 6.0 <p>Operating Systems:</p> <ul style="list-style-type: none"> • Microsoft Windows XP • Microsoft Windows Server 2003 • Microsoft Windows Server 2008
Oracle Forms support	<ul style="list-style-type: none"> • Oracle Forms 6i, 9i, 10g, 11g • Oracle Applications 11i, 12i
SOAP support	<ul style="list-style-type: none"> • Microsoft SOAP Toolkit 2.0 Service Pack 2 (SP2), Internet Information Server 5 • Apache-SOAP Version 2.1, TOMCAT Version 3.1
Web Service Support	<ul style="list-style-type: none"> • Axis 1.x • Axis2 1.4, 1.5

System Area	Tested With
Database support	<ul style="list-style-type: none"> • GlassFish Metro 1.5 • IBM Universal Database Systems 5.2, 6.1, 7.1 • Microsoft SQL Server 7.0, 2000, 2005, 2008, 2008 R2 • Oracle7 Server Release 7.3.2.2.1 • Oracle8 Enterprise Edition Release 8.0.3.0.0, 8.0.5.0.0 • Oracle8i Release 8.1.5, 8.1.6, 8.1.67 • Oracle Database 10g Release 2 • Oracle Database 11g Release 2 • Sybase SQL Anywhere Network Server 5.5.04
Corba support	<ul style="list-style-type: none"> • BEA WebLogic Enterprise 5.0.1, 6.0, 6.1 • VisiBroker Java/C++ 3.x, 4.x, 5.x, 6.x • Inprise Application Server 4.0 • Iona Orbix • IBM WebSphere 3.5, 4.x, 5.0 • Iona iPortal Application Server 1.1
TUXEDO support	<ul style="list-style-type: none"> • BEA TUXEDO Server 6.3, 6.4, 7.0, 7.1, 8.0, 9.0 • BEA WebLogic Enterprise 4.2
Jolt support	BEA Jolt 1.1 (including BEA TUXEDO Server 6.4), 1.2
Java support	<ul style="list-style-type: none"> • Java Runtime Environment 1.2.2: classic and hotspot 1.0 • Java Development Kit 1.4, 1.5, 1.6, 1.7 • IBM Java Development Kit 1.3 • Eclipse 3.2, 3.3, 3.4, 3.5, 3.6
.NET support	<ul style="list-style-type: none"> • Microsoft .NET Framework 1.0, 1.1, 2.0, 3.0, 3.5, 4.0 • Microsoft .NET Framework runtime 4.0 • Microsoft Visual Studio 2008 and 2010 • WCF Web Services
Rich Internet applications (Web 2.0)	<ul style="list-style-type: none"> • Microsoft Silverlight 4, 5 • Adobe Flex 2, 3, 4 • Google Web Toolkit • ExtJS 3 • Eclipse RAP • script.aculo.us
SNMP support	<ul style="list-style-type: none"> • SNMPv2-MIB • RFC1213-MIB • RDBMS-MIB • ORADB-MIB • httpServer-MIB • ftpServer-MIB • SUN-MIB

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

End of Support

Please note that the following technologies have been deprecated and are no longer supported in this version of SilkPerformer:

- Testing of objects that are implemented via COM and COM+, including ADO
- Streaming media, including Microsoft Media Player and RealNetworks players

The following technologies will not be supported in future versions of SilkPerformer:

- Jacada