

SilkPerformer 9.0



**SOA Edition
Release Notes**

Micro Focus
575 Anton Blvd., Suite 510
Costa Mesa, CA 92626

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Contents

SilkPerformer 9.0 Release Notes	4
System Requirements	5
Installation	7
What's New in SilkPerformer 9.0	8
Java Over HTTP Support	8
Improved Workflow and Getting Started Guidance	8
Help at your Fingertips	8
Full User Account Control (UAC) Compliancy	9
Technology Updates	9
Usability Enhancements	9
Known Issues in SilkPerformer	11
General SilkPerformer Issues	11
Performance Explorer Issues	12
TrueLog Explorer Issues	13
Web Issues	13
Resolved Issues	15
Updates and SupportLine	18
Contacting Micro Focus	18
Information Needed by Micro Focus SupportLine	18
SilkPerformer Licensing	19
Tested Software	20

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.

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](#).

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.

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

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.

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.

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 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> .	
RPI 1079934 / 1079874	An empty TrueLog opens when running a TryScript in animated mode with <code>dynaTrace</code> enabled.	
RPI 1080148 / 1079022	The agent executable (<code>perfLtcAgent.exe</code>) crashes sporadically when trying to abort a load test.	

Issue #	Description	Notes
RPI 1080236	A system crash occurs when running a Citrix test script that contains a <code>CitrixWindowBringToTop</code> command, resulting in the error message: <code>LoadtestController: 3317</code> - The virtual user's process terminated.	
RPI 1082632	When attempting to record Web traffic, TCP/IP calls are recorded instead.	
RPI 1080308	<code>GetLoadtest()</code> does not retrieve the load test number.	Documentation has been updated to explain how <code>GetLoadtest()</code> works in detail.
RPI 1080384 / DE1944	Load test deadlocked at the end if real-time measures (RTM) is enabled.	
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.
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 <code>Wait for Resource</code> - <code>Lock Datafile <File Name></code> is displayed. Transaction busy time then increases and following message appears: <code>RESERR: 178 - Index out of bounds in function %1.</code>	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.	

Issue #	Description	Notes
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: <code>WebRemeRPI 1081964 dyBackChannelUrl(WebEngine: 12 - The parameter provided is invalid</code>	
RPI 1081987	Several files are not installed on an Agent-Only SilkPerformer installation, which causes errors when running a monitoring script for SNMP measures.	
RPI 1082074	Update tutorial with new Rumba install location.	The Supplemental (Miscellaneous) Tutorials guide has been updated with new images that show the correct Rumba install location.
RPI 1082214	Using the <code>WebSetTimeout</code> function results in the <code>WEB_TIMEOUT_RECV</code> parameter option being increased by 500 milliseconds.	
DE1874	WebEngine crashes upon shut down.	
DE1889	Cloud Agent Manager is slow.	
DE1916	Results cannot be parsed.	
DE2052	Service password in System Configuration Manager does not work.	

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.

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
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 • GlassFish Metro 1.5
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

System Area	Tested With
Rich Internet applications (Web 2.0)	<ul style="list-style-type: none"> • WCF Web Services • 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 • 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