



# Silk Performer 9.5

## Release Notes

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# Silk Performer 9.5 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 Silk Performer. For details about Silk Performer performance and scalability, see the *Performance and Scalability Matrix*.

## Hardware Requirements

To run the Silk Performer agent software, or both controller and agent software, and to use the full potential of Silk Performer 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 Silk Performer Agent computers)
Network adapter	10 MBit recommended minimum  fast Ethernet recommended

To use Silk Performer 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 Silk Performer, your system requires a minimum set of software components:

The specific components that are required vary based on installation type. For example, to run Silk Performer 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.

- Windows Internet Explorer 7.0, 8.0, 9.0 for browser-driven recording
- Adobe Acrobat Reader to view documentation
- Citrix XenApp Client 11.x, 12.x or Citrix Receiver 3.x 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 [Silk Performer Installation Help](#).

# What's New in Silk Performer 9.5

Silk Performer 9.5 introduces significant enhancements and changes.

## Next-Generation Browser-Driven Web Load Testing

### Native Replay

Silk Performer ensures reliable script replay for browser-driven testing projects by using Windows API-level events instead of JavaScript events for the functions that perform the most frequently used UI interactions. With *native replay* (enabled by default), if the following functions are encountered in a script during replay they execute the native equivalent instead:

- A `BrowserClick` function is replayed as `BrowserNativeClick`
- A `BrowserDoubleClick` function is replayed as `BrowserNativeDoubleClick`
- A `BrowserSetText` function is replayed as `BrowserTypeKeys`
- A `BrowserMouseMove` function is replayed as `BrowserNativeMouseMove`

If replay is unable to perform a native call, for example if no mouse position can be determined to click the element, then the original scripted call is used as fallback and a warning message is logged.

Automatic native replay can be turned off by going to profile settings (**Replay - Web (Browser Driven) > General > Input > Legacy input mode**) or by inserting

```
BrowserSetOption(BROWSER_OPT_LEGACY_INPUT_MODE, true)
```

 into the test script.

Legacy input mode is turned on by default automatically for all project profiles created using Silk Performer version 9.0 or earlier.

### Visual Debugging Assistant

If during a Try Script Run the new "Pause On Error" feature is enabled (enabled by default) the Silk Performer Browser Application stops at an error and displays the Visual Debugging Assistant. It allows the user to fix a problem by trial and error in place, so that the user can repair the script interactively.

A new `BrowserPause` function has been added that allows you to pause script execution in Try Script runs at locations you specify in the script. This can be quite useful for finding replay errors without having to enable the step-by-step mode at the beginning of the Try Script run and stepping through all of the API calls. When the Browser Application pauses the script replay due to an error or a scripted `BrowserPause` function, you can use the UI to easily identify and correct errors like wrong locators.

### Proxy Management

New BDL functions have been added for managing proxy configuration in browser-driven load tests. You can now check for active proxies, bypass lists, and PAC (Proxy Auto-Configuration) files. You can also specify the proxy host name and port for a specific protocol, specify the names of hosts that are not be accessed through a proxy, and specify the location of a PAC file. The following new functions have been added:

- `BrowserGetProxy`
- `BrowserGetProxyAutoConfigFile`
- `BrowserGetProxyBypass`
- `BrowserSetProxy`

- `BrowserSetProxyAutoConfigFile`
- `BrowserSetProxyBypass`

### Find Utility in Browser Application Locator Spy

Searching for a specific text string within an inspected DOM object is now possible using the Browser Application Locator Spy.

To search through a selected DOM object for a specific text or numerical string, press `Ctrl+F` on your keyboard to open the **Find in Locator Spy** dialog box (alternatively, select **Actions > Find in DOM Tree**). You can search for strings within **Tags**, **Property names**, or **Property values**. Click **Next** to step through all instances of the search string.

### BrowserVerifyText and BrowserVerifyProperty Enhancement

The functionality of the `BrowserVerifyText` and `BrowserVerifyProperty` functions has been extended by adding the following new options:

- `VERIFY_STARTS_WITH`
- `VERIFY_ENDS_WITH`
- `VERIFY_CONTAINS`

### Suppression of Web Page Content

Use the new `BrowserSetDomainSuppress` function when you need to suppress some content of a Web page which is hosted on another domain. For example, add this function to a script to prevent popup ads or calls to social networking sites while running the script.

### HTML Dialog-Box Handling

When the creation of such a dialog box is detected during *recording*, the following actions are performed:

Browser-driven Web load testing does not support dialog boxes that display HTML content created by JavaScript methods `showModalDialog` or `showModelessDialog`.

- Creation of the HTML dialog box is intercepted and suppressed
- Message is displayed to the user, indicating that HTML dialog boxes are not supported
- A comment is added to the script noting the suppression of the dialog box

When the creation of such a dialog box is detected during *replay*, the following actions are performed:

- Creation of the HTML dialog box is intercepted and suppressed
- A warning is logged, indicating that HTML dialog boxes are not supported

Silk Performer recognizes the following window types:

- Standard browser windows/tabs [fully supported]
- JavaScript dialog boxes [supported, except for the **Printer** dialog box]
- Download dialog box [fully supported]
- Modal windows, modeless windows (HTML dialog boxes) [not supported]
- Windows with embedded Active-X controls for rendering documents [not supported]

### Visible Mouse Clicks in TrueLog Explorer

The position of mouse clicks is now visually displayed in rendered view in TrueLog Explorer.

## Windows 8 and Internet Explorer 10 Support

Silk Performer supports record and replay (protocol-level) of Web applications on Windows 8 and Windows Server 2012, using Internet Explorer 10.



**Note:** Browser-driven tests do not support Internet Explorer 10.

## IPv6 Support

Silk Performer now supports record and replay of applications in IPv6 (Internet Protocol version 6) networks.

## GraniteDS Support

Silk Performer now supports testing of Flex applications and the AMF3 protocol based on the GraniteDS implementation.

For testing Flex/AMF3 applications based on the GraniteDS implementation, select the `Flex/AMF3 (GraniteDS)` application type on the **Outline Project** dialog.

The `Flex/AMF3 (GraniteDS)` application type supports both AMF0 and AMF3. By selecting the `Flex/AMF3 (GraniteDS)` application type, several profile settings are automatically configured for you on the tab **Profile > Web (Protocol Level) > Transformation**:

- The `Flex/AMF3 (GraniteDS)` transformation DLL is selected in the **Type** drop list.
- `Transform HTTP Requests` is enabled
- `Transform HTTP Responses` is enabled
- `Enable Java Virtual Machine usage` is enabled. This setting is required because Flex/AMF3 requires a running JVM for accurate transformation of externalizable traits. This setting also causes transformed AMF3 traffic to appear in a readable XML representation that includes fewer AMF3 syntactical tags.

For testing Flex/AMF3 applications based on the GraniteDS implementation, Java Development Kit 1.6 or later is required.

## Workflow Improvements

### New Workflow for Configuring Monitoring

Before running a test you need to define how Performance Explorer, the Silk Performer server monitoring tool, is to monitor local and remote servers involved in your test. Server monitoring reveals, locates, and assists in resolving server bottlenecks, allowing you to examine the performance of operating systems and application servers.

The new **Configure Monitoring** button on the Silk Performer workflow bar offers you three options for server monitoring:

- **Default monitoring** - This option directs Performance Explorer to monitor a recommended set of data sources based on the application type under test. This is equivalent to enabling the **Automatically start monitoring** and **Use default monitoring template** settings for the Performance Explorer workspace (**Settings > Active Profile > Replay > Monitoring > Use default monitoring template**).

- **Custom monitoring** - This option opens Performance Explorer in monitoring mode with the **Data Source Wizard - Select Data Sources** dialog box open, enabling you to manually configure data sources. Your Performance Explorer monitoring project settings will be saved along with your Silk Performer project settings.
- **No monitoring** - This option enables you to run your test without monitoring of any local or remote servers. With this option the **Automatically start monitoring** setting is disabled (**Settings > Active Profile > Replay > Monitoring > Use default monitoring template**).

### New Workflow for Preparing Cloud Agents

The new **Prepare Cloud Agents** dialog box offers intuitive controls for defining how many virtual users should be run on each cloud agent. Access the dialog box by clicking **Assign Agents > Use cloud agents**.

Slide the slider to the right to select the number of VUsers that you want to have run on each cloud agent. Markers along the slider indicate the number of VUsers that can typically be supported by cloud-based agents when testing various application types. However, the maximum number of VUsers per cloud agent, regardless of application type, is 1,000. The number of VUsers that can actually be supported for your testing scenario may vary of course, depending on the complexity and resource consumption of your specific test.

The **Workload** text field shows the maximum number of VUsers that have been defined for each user type (as defined on the **Workflow - Workload Configuration** dialog box). The **Assignment per region** table shows the resulting allocation of agents across all geographic regions based on your selection. For example, with a **Workload** setting of 100 VUsers and a setting of 20 max VUsers per agent across five geographic regions, each region will run 20 VUsers. The higher the maximum VUsers per agent setting, the fewer agent instances required within each geographic region to support the prescribed workload.

### New Workflow for Recording Over Secure Connections

Recording applications over secure connections requires certificate configuration, which often turned out to be a challenge. This procedure has now been integrated into the general workflow for recording a script, providing help at your fingertips as you navigate through the **Model Script** wizard. Recording over secure connections is now an easy and intuitive task.

### New Workflow Bar Context Menu

On the Silk Performer workflow bar, you now have a quick and easy way to switch between a display of the simplified workflow bar or the full workflow bar to guide you in the steps for configuring and running your tests.

The workflow bar displays the simplified workflow by default. If you want to create a performance baseline to set response time thresholds, enable the full workflow bar by right-clicking on the **Simple Workflow** area on the right-side of the workflow bar and selecting **Show Full Workflow Bar**.

## Transformation of Custom Content Types and Encodings

By default, transformation is enabled for HTTP requests and responses that have the HTTP header `Content-Type` or `Content-Encoding` set to the following values:

- Flex/AMF3 (Adobe, BlazeDS, GraniteDS): `Content-Type` set to "application/x-amf"
- Java over HTTP: `Content-Type` set to "application/octet-stream" or "application/x-java-serialized-object"
- Microsoft Silverlight: `Content-Type` set to "application/soap+msbin1" or "application/msbin1"
- GZIP POST Data: `Content-Encoding` set to gzip

If you need to transform data with a different HTTP Content-Type or Content-Encoding header, this can be customized in the profile settings under **Settings > Active Profile > Web (Protocol Level) > Transformation** in the **Additional Parameters** field.

## Precise Percentile Calculation

Silk Performer now offers a more precise percentile calculation, including the option to specify the desired granularity yourself. The default granularity of 1 percent now delivers extremely precise percentile charts for your overview reports, even in very large load tests with many agent computers. Lower granularity enables a more precise percentile calculation, but consumes more memory on each agent computer.

The BDL function `MeasureCalculatePercentiles` has been deprecated. If you use this function in a script, it will internally call the new `MeasureCalculateRawPercentiles` function with default parameters instead.

## Usability Enhancements

Usability enhancements have been implemented throughout Silk Performer:

### Desktop Size Configuration for GUI-Level Tests

In addition to the option for specifying the color depth setting of remote sessions for GUI-level tests, you can now specify the remote session's desktop width and height in pixels. The `StInitSession` function has received two new optional parameters for this.

### Help at Your Fingertips

Many of the Silk Performer dialog boxes have been polished and enhanced and now provide help at your fingertips, making it even easier to get started. Help links on the dialogs allow you to access the Help, providing exactly the information that is required.

### Start Page Enhancements

The Silk Performer Start Page has been redesigned to showcase a new color scheme and also includes the following new features:

- Links to getting started videos
- Access to built-in RSS feeds for community activity and blog posts
- Ability to Suggest a Feature via a link at the bottom of the What's New page and vote on previously suggested features

### UAC Compliancy for Visual Studio .NET Add-On

The Visual Studio .NET Add-On is now fully UAC compliant. The add-on can now be enabled/disabled without administrator rights (Windows 7/Vista).

### Product Update Notification

Silk Performer now automatically informs you on the Start Page whenever a new product update is available for download. Simply click the provided link to access and install the latest product update. You can also check manually for updates through the **Help > Check for Update** menu.

### Updated Java Profile Settings

The Java profile settings **General** and **Advanced** pages (**Settings > Active Profile > Java**) have been updated to reflect current Java standards.

The **Version** combobox has been removed as, since version 1.2, all Java versions work the same way.

The **System Classpath** text box has been removed.

The **Use System Classpath** check box has been moved to the **Advanced** page as it is only required for backwards compatibility.

### **Version and Build Information in System Configuration Manager**

When connecting to a Silk Performer agent, System Configuration Manager now displays the version and build number of the installed Silk Performer software.

## **Technology Updates**

### **Support for Microsoft Visual Studio 2012 and Microsoft .NET Framework 4.5**

Silk Performer Visual Studio .NET Add-On now supports Microsoft Visual Studio 2012, in addition to Microsoft Visual Studio 2010. Together with this update, Silk Performer and Silk Performer .NET Explorer now support Microsoft .NET Framework 4.5. The Microsoft .NET Framework version can now also be configured for your script replay.

### **Support for OpenSSL 1.0.1c**

Silk Performer supports the latest version of OpenSSL, the open-source toolkit that implements the Secure Sockets Layer (SSL v2/v3) and Transport Layer Security (TLS v1) protocols as well as a full-strength general purpose cryptography library.

### **Enhanced Agent Health Control Measurements**

The `Responsiveness` agent health control measure now better reflects the overall health of agent machines by factoring in both the `Application health` and `System health` measures. In effect, the `Responsiveness` agent health control measure reflects the "worst case scenario" result of both the `Application health` and the `System health` measures. This enhancement is of particular value when measuring SAP client responsiveness and Internet Explorer load levels during browser-driven load testing.

### **Support for Citrix Receiver 3.x**

Silk Performer now supports Citrix Receiver 3.x.

### **JBoss 6 and 7 Support**

Performance Explorer now offers monitoring support for JBoss 6 and 7 via JMX.

### **Remedy 7.6.04 SP 3**

Silk Performer now supports Remedy 7.6.04 SP 3.

### **PeopleSoft 9**

Silk Performer now supports PeopleSoft 9.

# Known Issues in Silk Performer

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

## General Silk Performer Issues

### Eclipse Plug-In does not work on Microsoft Windows 8 and Microsoft Windows Server 2012

**Problem:**

The Silk Performer Eclipse Plug-In does not work on Microsoft Windows 8 and Microsoft Windows Server 2012

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**Resolution:**

On Microsoft Windows 8 and Microsoft Windows Server 2012, run Eclipse in compatibility mode. To do this, perform the following steps:

1. Right-click `eclipse.exe` and select **Properties**.
2. On the **Properties** dialog box, select the **Compatibility** tab.
3. In the **Compatibility mode** section, check **Run this program in compatibility mode for:** and select Windows 7.

### 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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## 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. Silk Performer uses a third-party DLL for optical character recognition which only supports ASCII characters.

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

### Problem:

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

### Resolution:

In Silk Performer 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>.

## 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 Silk Performer agents on Windows Server 2008, 2008R2, and Windows 7.

## 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.

## 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.

## 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 Silk Performer. Windows Internet Explorer 10 is currently not supported and when used, Silk Performer will log an error message. Note that the internal version of Windows Internet Explorer 10 is "9.10", which is what will be displayed in the error message.

#### 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".

## 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 Silk Performer 9.5:

Issue #	Description	Notes
RPI 1078086	AMF3 generation fails due to <code>com.thoughtworks.xstream.converters.ConversionEx</code>	The 3rd party XML converter (XStream) previously did not handle all classes.
RPI 1078750	System 5 - access denied error occurs when attempting to monitor a remote server .	The documentation has been updated with instructions on avoiding this error.
RPI 1082845	Browser-driven testing: When run in visible mode, scripts which open multiple tabs sometimes fail to close the tabs when the respective window closes.	
RPI 1082982	Evaluation license does not work if User Account Control (UAC) is turned on.	
RPI 1083111	When running a browser-driven Web load test, a Windows Internet Explorer request failed error occurs when the <b>Visible Client</b> option is not selected.	
RPI 1083232	The Silk Performer Eclipse plug-in is not supported on a Windows 2008 R2 Server platform.	
RPI 1083449	In browser-driven testing, JavaScript logging produces errors that result in a report not being rendered.	
RPI 1083462	The documentation is incomplete for configuring Terminal Services for GUI-level testing.	The documentation has been updated with specific procedures for configuring Windows 2003, 2008, and 2008 R2.
RPI 1083497	Under certain circumstances, a load test would run forever and cannot be stopped, aborted or killed.	
RPI 1083511	Certificate dialog boxes displayed during recording - Browser-driven load testing.	
RPI 1083598	When a Silk Performer function accesses the <code>window.external</code> property, this results in JavaScript errors.	

Issue #	Description	Notes
RPI 1083689	While recording in a browser-driven test, a crash occurs after clicking <b>Pause/Break</b> .	
RPI 1083726	BrowserGetText() returns error GetText failed, invalid return parameters during browser-driven load testing.	
RPI 1083743	Treat Wait<Resource> users like normal Wait users.	The BDL functions GlobalWaitFor, GlobalResourceEnter, GlobalResourceRelease, and WaitFor no longer influence the transaction busy time.
RPI 1083902	The sample application screen does not render in the Browser Application window.	
RPI 1083961	Stopping a browser-driven Web load test results in the following error: *** Virtual user container error ***RUNERR: 3 - RUN invalid data address.	
RPI 1083977	In the Parameter Wizard, the preview of the variable declaration does not display in the window.	
RPI 1084039	In a browser-driven Web load test, the dynaTrace header information is not being sent and the timers are missing in dynaTrace reports.	
RPI 1084252	The Silk Launcher Service is not updated if a previous version is already running.	
RPI 1084328	There is an issue converting UTF-8 characters to XML on non-English using code page systems.	
RPI 1084368	When testing a Java Over HTTP application type, the recorder crashes, becomes unresponsive, and disappears while running.	
RPI 1084379	When recording a browser-driven Web load test script, the browser application crashes while downloading a file.	
RPI 1084757	Compile error SEM214 when recording WebPageLinkPS function in PeopleSoft script.	
RPI 1085213	In a browser-driven Web load test,	

Issue #	Description	Notes
RPI 1085314	the browser window does not open and close when the script is executed.  Report a warning or error when a negative value is specified in a ThinkTime function.	
RPI 1085520	In TrueLog Explorer, the HTML content is displayed in an XML format.	

# 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](mailto:supportline@microfocus.com).

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

## Information Needed by Micro Focus SupportLine

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

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

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

# Silk Performer Licensing

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



**Note:** Silk Performer requires SilkMeter version 2008 or later as well as a Silk Performer 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 Silk Performer license policy, install the license policy on your license server. If you have not received a license policy, generate a license policy.

## Licensing Information

Silk Performer 9.5 needs a new 9.5 license. If you want to run a previous version of Silk Performer during the upgrade process to version 9.5, you may keep your old licenses for a period of 90 days.

Silk Performer's licensing model is based on Virtual User Types (VUser Types). The available VUser Types *Web*, *Standard*, and *Premium* include the following Silk Performer 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
.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 (Silk Test 4Test Scripts) Remedy Web ARS SAPGUI Add-On for Silk Performer 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 Silk Performer has been tested.

System Area	Tested With
Operating systems	<ul style="list-style-type: none"> <li>• Microsoft Windows XP 32bit with Service Pack 3</li> <li>• Microsoft Windows XP 64bit with Service Pack 2</li> <li>• Microsoft Windows Server 2003 32bit with Service Pack 2</li> <li>• Microsoft Windows Server 2003 64bit with Service Pack 2</li> <li>• Microsoft Windows Server 2003 R2 32bit with Service Pack 2</li> <li>• Microsoft Windows Server 2003 R2 64bit with Service Pack 2</li> <li>• Microsoft Windows Vista 32bit</li> <li>• Microsoft Windows Vista 64bit</li> <li>• Microsoft Windows Server 2008 32bit</li> <li>• Microsoft Windows Server 2008 64bit</li> <li>• Microsoft Windows Server 2008 R2</li> <li>• Microsoft Windows 7 32bit</li> <li>• Microsoft Windows 7 64bit</li> <li>• Microsoft Windows 8 32bit</li> <li>• Microsoft Windows 8 64bit</li> <li>• Microsoft Windows Server 2012</li> </ul>
Web browsers	<ul style="list-style-type: none"> <li>• Windows Internet Explorer 6.0, 7.0, 8.0, 9.0, 10</li> <li>• Mozilla Firefox 3.0 or later</li> <li>• Google Chrome</li> <li>• Apple Safari</li> </ul> <p>For browser-driven load testing:</p> <ul style="list-style-type: none"> <li>• Windows Internet Explorer 7.0, 8.0, 9.0</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> </ul>

System Area	Tested With
ERP/CRM support	<ul style="list-style-type: none"> <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> <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> <li>• SAPGUI client 720</li> <li>• SAPGUI client 730</li> </ul> <p><b>PeopleSoft Systems:</b> PeopleSoft 8.0, 8.3, 8.4, 8.8, 9.0</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 8.0, 8.1</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, 7.6.04</p>
Citrix support	<p><b>Citrix Clients:</b></p> <ul style="list-style-type: none"> <li>• Citrix XenApp Client 11.x, 12.x</li> <li>• Citrix Web Interface 5.1, 5.2, 5.3</li> <li>• Citrix Receiver 3.x</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 6.5</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> <li>• Microsoft Windows 7 with UAC turned off</li> <li>• Microsoft Windows Server 2008 R2 with UAC turned off</li> </ul>
Oracle Forms support	<ul style="list-style-type: none"> <li>• Oracle Forms 6i, 9i, 10g, 11g</li> </ul>

System Area	Tested With
SOAP support	<ul style="list-style-type: none"> <li>• Oracle Applications 11i, 12i</li> <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>
Database support	<ul style="list-style-type: none"> <li>• IBM Universal Database Systems 5.2, 6.1, 7.1</li> <li>• Microsoft SQL Server 7.0, 2000, 2005, 2008, 2008 R2</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>• Java Runtime Environment 1.2.2: classic and hotspot 1.0</li> <li>• 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 2.0, 3.0, 3.5, 4.0, 4.5</li> <li>• Microsoft Visual Studio 2010 and 2012</li> <li>• WCF Web Services</li> </ul>
Rich Internet applications (Web 2.0)	<ul style="list-style-type: none"> <li>• Microsoft Silverlight 4, 5</li> <li>• Adobe Flex 2, 3, 4</li> <li>• GraniteDS 2.3.2</li> <li>• BlazeDS 3.2.0</li> <li>• Google Web Toolkit</li> <li>• ExtJS 3</li> <li>• Eclipse RAP</li> </ul>

System Area	Tested With
SNMP support	<ul style="list-style-type: none"> <li>• script.aculo.us</li> <li>• SNMPv2-MIB</li> <li>• RFC1213-MIB</li> <li>• RDBMS-MIB</li> <li>• ORADB-MIB</li> <li>• httpServer-MIB</li> <li>• ftpServer-MIB</li> <li>• SUN-MIB</li> <li>• BEA-WEBLOGIC-MIB</li> <li>• APPSRV_MIB (NetDynamics)</li> <li>• SQUID-MIB</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>

# End of Support

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

- Jacada
- Microsoft Visual Studio 2008
- Microsoft .NET Framework 1.0 and 1.1