

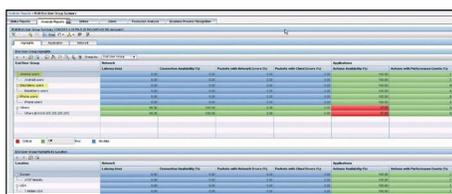
# Real User Monitoring

Monitor all users, all devices, all locations, all the time.

## Product Highlights

Micro Focus® Real User Monitoring (RUM) software monitors the performance and availability of applications of all users, on all devices, at all locations, all the time. It automatically discovers underlying infrastructure and classifies user actions—giving you instant visibility into the user experience over web, cloud, and mobile interactions.

All this data gives you the ability to analyze the transactions your users are really performing and quantify the application response they are actually experiencing. In an era where the user is king and patience for slow-performing applications is wearing thin, that information is pure gold.



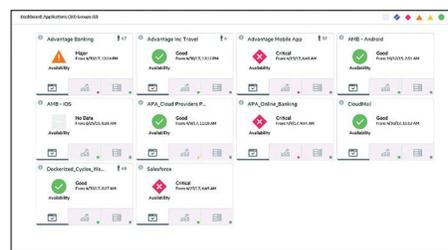
**Figure 1.** Find out the performance of the user experience using different devices from various locations around the world.

## Key Benefits

While synthetic monitoring measures what you expect your users to do, real-user monitoring measures what users actually do. By gathering this knowledge you can translate it into better tests and new ways to optimize your application.

RUM passively gathers the network traffic coming from users (the requests), and combines them with the traffic from the servers (the responses), into full user sessions—while at the same time preserving privacy and security. The data is gathered via probes that can reside on a physical or virtual network and are configured to gather specific information. The administrator can limit the type of data that is either collected by the probe or stored in the system to provide for both its privacy and security.

The administrator can also configure the specific application pages to be collected by the probe and define what constitutes the beginning and the end of a session.



**Figure 2.** The application health dashboard provides visibility into critical application availability and performance.

With support for new technologies such as virtualization and containerization, RUM can provide data on the user's experience and provide full visibility into critical enterprise application availability and performance.

## Quick View

- Quickly identifies performance and stability issues that have the highest user impact
- Allows drill-down to the specific app version, device, carrier, user flow, third-party service, or code that is causing the issue
- Alerts you to actual or predicted performance issues so you can take immediate action
- Complements synthetic monitoring for comprehensive end-user experience monitoring
- Supports both physical and virtual environments for end-to-end monitoring of the user experience
- Supports Citrix client and Docker container monitoring for application health enrichment
- Supports application protocols from vendors such as SAP, Citrix, Oracle, IBM, Microsoft
- Supports generic Internet protocols such as TCP, UDP, DNS, SMTP, POP3, HTTP, etc.
- Enhances security and confidentiality with visibility into server requests and responses
- Protects security and confidentiality with configurable collection fields

## Key Features

RUM provides better visibility into performance so you can deliver better applications. It does so by enabling you to deploy the correct probes for end-user monitoring with SaaS or on-premises options; measure what matters to end users, focus on the important issues, and improve according to user and business priorities.

### Deploy the Right Probes the Right Way

- Physical, virtual, or container-based probe deployment
- Support for Citrix client and Docker container monitoring
- Integration with BPM to complement synthetic monitoring

### Measure What Matters to Users

- Broad support of application types and protocols: web, mobile, cloud, legacy
- Performance and availability metrics as experienced by your real end users
- Insight into the volume of real user activity on your applications in a business context

### Focus on High-Impact Issues

- Drill-downs to accurately trace issues to a user and/or a location
- Same solution for existing apps and your new mobile applications
- Ability to uncover third-party impact and collect native app crash analytics

### Improve According to Business Priorities

- Predictive alerting to avoid outages
- Dynamic thresholds to adjust for different usage at different times
- DevOps integration for better and more efficient testing
- Security and confidentiality features

## Broad Protocol Support

Micro Focus RUM supports more than 20 protocols for network monitoring including all of the protocols displayed below.

### HTTP Protocols

- HTTP/HTTPS
- Flash/ActionScript AMF

### SOA Protocols

- SOAP—HTTP-based
- WCF—TCP-based

### Application Servers

- Citrix XenApp ICA
- Citrix XenApp VDI
- IBM WebSphere
- Oracle Forms NCA
- SAP GUI
- WMQ

### Financial Protocols

- NDC

### Mail Protocols

- IMAP
- POP3
- SMTP

### Generic Protocols

- DNS—generic UDP
- RDP—generic streaming TCP
- RMI registry—generic TCP
- SSH—generic streaming TCP

### Database Protocols

- IBM DB2
- Microsoft SQL Server
- MySQL Database Server
- Oracle DB (thin JDBC client)

## Other

- FTP
- ISO 8583
- LDAP
- Generic TCP
- Generic UDP
- SHVA

## RUM: An Integral Part of the Micro Focus APM Suite

In addition to the application visibility and transaction tracing capabilities delivered by RUM, Micro Focus also offers the following monitoring solutions:

### Business Process Monitoring (Synthetic Monitoring)

Liron Lichterman helps you find performance or availability issues before your users do—and lowers your MTTR.

### Diagnostics

APM software can monitor application transaction flows from end to end—from the user through to back-end systems—so you can quickly identify, isolate, and remediate any performance issue that impacts the user experience.

### Systems Monitoring

APM Suite collects information about the systems on which the application lives—physical or virtual servers, cluster, and containers, operating systems, network devices, storage, third-party services, etc.—and correlates that infrastructure information with application performance to faster and more easily isolate the root cause of problems.

### Did You Know?

72%

of application teams first learn about user experience issues through user complaints.

47%

of application teams are incapable of measuring the user experience.

**RUM Can Help You Answer:**

- What is the full topology of the application?
- Which application tier is experiencing a bottleneck?
- Which specific component is associated with the bottleneck?
- Which applications and transactions are affected?

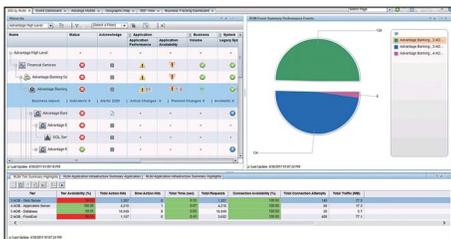


**Figure 3.** Application Health Dashboard - Performance and availability by tiers and servers



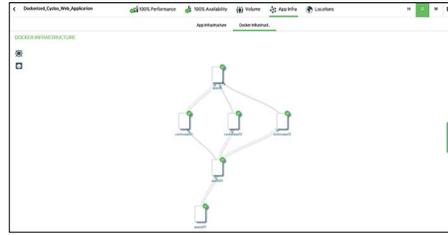
**Figure 4.** Location summary geographical map

- Which locations and users are affected?
- Are we still in the green zone of our SLA?



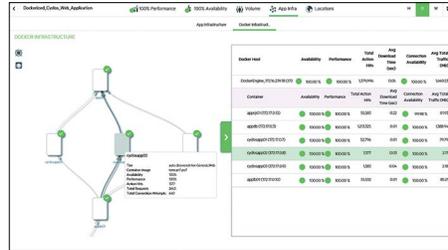
**Figure 5.** Hierarchy Dashboard

**Micro Focus RUM Docker Monitoring**



**Figure 6.** Application health dashboard cycles

Detect containerized application infrastructure topology.



**Figure 7.** Application health dashboard cycle, docker infrastructure

Analyze containerized application infrastructure performance by host.

Learn more at [www.microfocus.com/rum](http://www.microfocus.com/rum)

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[www.microfocus.com](http://www.microfocus.com)

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