



# Silk Performance Manager 20.5

Release Notes

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2019-11-14

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# Silk Performance Manager 20.5 Release Notes

## **Version 20.5**

These notes contain important information that might not appear in the Help. Read the notes in their entirety.

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

Visit [Customer Care](#) for further assistance.

# What's New in Silk Performance Manager 20.5

Details the enhancements and changes introduced with Silk Performance Manager 20.5.

## Displaying Result File Content in Custom Reports

Specific result files can now be written to the database in their uncompressed form. The content of these files can later be used or displayed in custom reports.

## UrlChecker Enhancements

The standard essential UrlChecker now supports the following new scenarios:

- Checking https and ftp URLs also through proxy.
- Using user authentication for the given URL.
- Support of proxy auto configuration files (.pac files).
- Support for proxy authentication.

# Resolved Issues and Customer-Driven Enhancements

The following table lists issues that have been resolved in Silk Performance Manager 20.5 as well as enhancements that have been implemented in this version:

SI #	RPI #	Description
3198123	1117567	Deleting old data triggers email notifications of open incidents.
3186646	1116699	The boundary information for Transaction Response Time is not valid when static bounds are used.
3132434	1111997	The TrueLog does not open properly from within Internet Explorer.
3177391	1116228	Displaying content from result files in custom Silk Performance Manager reports is now possible.
3187769	638184	The UrlChecker monitor fails when https addresses are being used.
	641480	Several Silk Performer error messages are classified as Availability instead of Accuracy.
	641775	Essential Pinger suffers from several shortcomings.

# 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.

# Tested and Supported Software

This section lists the platforms that Silk Performance Manager 20.5 supports, which includes the application server, front-end server, chart server, and execution server components.

System Area	Tested With
Operating system	<ul style="list-style-type: none"><li>• Microsoft Windows Server 2012</li><li>• Microsoft Windows Server 2012 R2</li><li>• Microsoft Windows Server 2016</li><li>• Microsoft Windows Server 2019</li><li>• Microsoft Windows 8.1 (execution server)</li><li>• Microsoft Windows 10 (execution server)</li></ul>
Database support	<ul style="list-style-type: none"><li>• Microsoft SQL Server 2012, 2014, 2016</li></ul>
Web browser support	<ul style="list-style-type: none"><li>• Google Chrome</li><li>• Internet Explorer 10 or later (no compatibility mode)</li><li>• Mozilla Firefox</li><li>• Microsoft Edge</li></ul>
Web server support	<ul style="list-style-type: none"><li>• IIS 10</li></ul>
Silk Test/Silk Performer support	<ul style="list-style-type: none"><li>• Silk Test 20.5</li><li>• Silk Performer 20.5</li></ul>