



# Silk Performance Manager 21.0

Release Notes

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# Silk Performance Manager 21.0 Release Notes

## **Version 21.0**

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 21.0

Details the enhancements and changes introduced with Silk Performance Manager 21.0.

## Web Service API Enhancements

The web service API has been enhanced to provide the following additional functionality:

- download binary .ltz package files for configured monitors
- download result files created during monitor executions
- querying detailed monitor execution messages per location

## Support for .xlsx Files

.xlsx files can now be used as report template files.

## Secure Database Connections

Connecting the database using SSL protected connections is now supported.

# Resolved Issues and Customer-Driven Enhancements

The following table lists issues that have been resolved in Silk Performance Manager 21.0 as well as enhancements that have been implemented in this version:

SI #	RPI #	Description
3164604	1114924	Merged datapoints returned dependent upon KeepOldData settings.
3211544	642266	Support for SSL database connections.
3211851	1118844	Retrieve binary monitor packages through the web service API.
3211851	1118963	Download result files through the web service API.
3211851	1118966	Query detailed monitor execution messages per location through the web service API.
3215622	1119141	Support .xlsx files for use as reporting templates.
	642219	Changes to monitor configurations take a long time to become effective.
	642429	Logging in with the option <b>remember login</b> checked, causes a memory leak.
	642475	An <code>internal server error</code> displays while configuring the monitor settings when the server is under some load.
	642598	Reporting: Querying strings that contain "_" or "%" with equals does not work.
	647416	Execution server blocks for a long time on shutdown.
	647442	AppServer hangs on shutdown.

# 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 21.0 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 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 21.0</li><li>• Silk Performer 21.0</li></ul>