

IBM Tealeaf CX
Version 8 Release 8
December 2013

IBM Tealeaf CX Release Notes



Note

Before using this information and the product it supports, read the information in "Notices" on page 11.

This edition applies to version 8, release 8, modification 0 of IBM Tealeaf CX and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. 8.8 Release Notes

This section contains the general Release Notes[®] for Release 8.8 of the IBM Tealeaf CX platform.

- For more information about individual items that are resolved in each build available in this release, see Chapter 2, “Build notes,” on page 7.
- For more information about Release Notes for the IBM Tealeaf CX Passive Capture Application, see *IBM Tealeaf Release Notes - Passive Capture Application*.
- For more information about Release Notes for IBM Tealeaf CX UI Capture j2, see *IBM Tealeaf UI Capture j2 Release Notes*.
- For more information about Release Notes for IBM Tealeaf CX Mobile Android Logging Framework, see *IBM Tealeaf Android Logging Framework Release Notes*.
- For more information about Release Notes for IBM Tealeaf CX Mobile iOS Logging Framework, see *IBM Tealeaf iOS Logging Framework Release Notes*.

Note: IBM Tealeaf CX Release 8 introduces a redesigned event and reporting data model and a number of new or redesigned features to support it. The design of events and steps to create them and the report building tools were redesigned. Customers who are upgrading from a pre-Release 8.0 version are encouraged to review the Migration page first. See "Migration to CX Release 8" in the *IBM Tealeaf CX Upgrade Manual*.

Latest versions

Table 1. Latest Versions

Product	Version	As of Date
IBM [®] Tealeaf [®] CX and related products	8.8.0.8845	8/1/2013
IBM Tealeaf Passive Capture Application	3620	8/1/2013
IBM Tealeaf UI Capture j2	3.0	8/1/2013
IBM Tealeaf Tealeaf Android Logging Framework	8.8.1.11	8/1/2013
IBM Tealeaf Tealeaf iOS Logging Framework	8.8.1.7	8/1/2013

Note: A Customer Support account is required for latest versions of IBM Tealeaf CX and IBM Tealeaf CX Passive Capture Application. For more information, please contact <http://support.tealeaf.com>.

Notes on IBM Tealeaf CX build numbers:

At the bottom of each Portal page, you can see the full build number for the installed Portal as a series of four numbers: A.B.C.DDDD.

- A - Major release number. For Release 8.8, this number is always 8.
- B - Minor release number. For Release 8.8, this number is always 8.
- C - Official build number of the release. This number indicates the number of official builds that have been published for the release (for example, for Release 8.8).

- DDDD - The unique build number.

Note: When contacting IBM Tealeaf Customer Support, please have the unique build number available.

Required PCA Build

Note: PCA Build 3620 or later is required for Release 8.8 or later.

See "Release Notes - PCA Build 36xx" in the *IBM Tealeaf Release Notes - Passive Capture Application*.

See "Passive Capture Application Manual" in the *IBM Tealeaf Passive Capture Application Manual*.

browscap and WURFL public standards

Note: 01/14/2013: Recently, the owner of the Browscap project has stopped supporting the project. This Advisory provides the location of the new owner and how to update your local system with the new version of Browscap. If you have not been able to update your instance of Browscap for some time, the latest released user agents may not be reflected in your user agent data. For more information on updating your version of Browscap, see Browscap project hosted in a new location

After installation or upgrade, Tealeaf recommends updating your local installation to the latest version of the following standards. These standards are used by Tealeaf for detecting user agent information in requests submitted to your applications.

Note: These public standards must be downloaded and installed in your Tealeaf solution. Tealeaf recommends updating your local versions of these standards on a periodic basis.

Table 2. browscap and WURFL public standards

Standard	Used for	Documentation Link
browscap	Detection of fixed desktop user agents	"Maintaining the CX System" in the <i>IBM Tealeaf CX Installation Manual</i>
WURFL	Detection of mobile user agents Note: WURFL applies to IBM Tealeaf CX Mobile license only.	"Maintaining the CX System" in the <i>IBM Tealeaf CX Installation Manual</i>

Note: A recent major upgrade has been published of the browscap public standard. Tealeaf recommends acquiring this new version of the public standard.

Supported browsers

For more information about the current browsers and versions supported for accessing the Tealeaf Portal, see "Logging in to the Tealeaf Portal" in the *IBM Tealeaf cxImpact User Manual*.

Supported languages

The IBM Tealeaf CX platform supports various languages and territories that use UTF-8 or ISO-8859-1 encoding with some limitations.

Limitations include:

- Monitored websites must use either ISO-8859-1 or UTF-8 character encoding and may not mix them.
- Some searching and filtering operations (such as privacy and filtering rules) may not correctly process non-ASCII data (characters outside of A-Z, a-z, 0-9, and common punctuation).
- Some user interface components do not respect cultural preferences for dates, times, calendars, and numbers.
- Some components of Tealeaf CX (including PCA, HBR, and RTV) do not properly process user data that cannot be represented in the native character encoding of the operating system. For example, these components would not process Arabic data correctly on a French Windows system. Customers should match the native character encoding of their operating system with the encoding of the data being processed.
- Administrative components are not translated.
- Translations are provided in French, German, Italian, Brazilian Portuguese, and Spanish
- User documentation is available in English, French, German, Italian, Brazilian Portuguese, and Spanish. Administration documentation is available in English only.

Tealeaf license keys

For Release 8.7 or later, Tealeaf products no longer require license keys to function. Access to IBM Tealeaf products is managed through IBM, which provisions the software to licensed customers.

For more information about managing license keys for earlier versions of Tealeaf software, see *Managing Your Tealeaf License Key*.

Removed features

The following features are no longer available in Tealeaf software as of version 8, release 8. Below, you can access documentation for version 8.7 of these features.

Note: The following features are not available in version 8, release 8 software.

Note: You might need to configure access to documentation in your Tealeaf support account. See *Configuring Permissions in viaTealeaf*.

Table 3. Removed Features

Product	Feature Description	Release 8.7 documentation
IBM Tealeaf CX	SQL Server 2005 is no longer supported.	See <i>IBM Tealeaf CX Configuration Manual</i> , <i>IBM Tealeaf CX Installation Manual</i> , and <i>IBM Tealeaf Database Guide</i> at http://community.tealeaf.com .

Table 3. Removed Features (continued)

Product	Feature Description	Release 8.7 documentation
IBM Tealeaf CX	Windows Server 2003 is no longer supported.	See <i>IBM Tealeaf CX Configuration Manual</i> , <i>IBM Tealeaf CX Installation Manual</i> , and <i>IBM Tealeaf Database Guide</i> at http://community.tealeaf.com .

Tealeaf CX Platform

IBM Tealeaf CX version 8, release 8 includes the following updates:

- Support for SQL Server 2012
- Support for Windows Server 2012
- New IBM Tealeaf CX installer with multilingual support

For more information about IBM Tealeaf CX, see:

- *IBM Tealeaf CX Configuration Manual*
- *IBM Tealeaf CX Installation Manual*
- *IBM Tealeaf CX Database Guide*
- *IBM Tealeaf CX Event Manager Manual*

cxImpact

New choices in Browser Based Replay Options Menu

The **Options Menu** of Browser Based Replay now includes an option to download the session as a TLA file.

In **Use Default Page Name in List**, you can choose between **Show URL**, **Show TLT_URL**, and **Show Page Title**.

When enabled, you can view and apply suggested rules for a Microsoft AJAX-based session with **Suggest Rules**.

Last First Rendering

On the **Toolbar** in BBR, you can jump to the last and first available hits in the session.

Page Load Details timings

In the **Page Load Details**, IBM Tealeaf provides a bar graph in red to show a relation to how much time a resource took to be requested and received.

Cached back pages

In the **Navigation pane**, pages that are followed by an asterisk and a number in parenthesis, for example *(110), indicate that a cached back page was hit. The number in parenthesis is the previous page hit.

Open URL and Copy URL

From the **Navigation List**, there are new options to open the selected URL in a browser or to copy the URL to your clipboard.

Annotations

You can add annotations in BBR sessions that are visible by other users.

On-demand Rendering Replay Server Setting

There is a new setting in the Replay Server that enables on-demand rendering. When enabled, only the current page and the page following are rendered until another page is requested. This provides better multi-user performance.

cxOverstat

New Form Analytics and Link Analytics features

The following features are added or changed in the Form Analytics and Link Analytics reports that are available with a licensed version of IBM TealeafcxOverstat version 8, release 8.

- Changes to Form Analytics reports include:
 - Reports can be reordered by dragging a form field up or down in the report list. The ordering of the form fields are updated in each tab of the report. The ordering is maintained until you end your Tealeaf session.
 - A new **Form Funnel** tab is available in the report. Form Funnel adds the ability to track where a drop-off occurs from one form field to another. The total completion and the drop-off rates are displayed at the bottom of the report. This feature replaces the Drop-Off tab in previous versions of IBM TealeafcxOverstat.
 - A new **Repeats** tab is available in the report. This tab displays a count of how many times a user places the cursor within each field on the form, including clicking in the field and tabbing in the field. This count does not include the first time that a user places the cursor in the field. A high number of repeats for individual field might indicate a problem with that field.
- Changes to Link Analytics reports include:
 - Reports are redesigned to make them easier to read and use.
 - Hover rates, average hover time, hover to click rates, and average hover to click time is now tracked and is displayed in the report.
 - When viewing the click rate, the top five clicks are represented by highlighted push pins.
 - When viewing the hover rate, the top five hovers are represented by highlighted push pins.
 - Push pins no longer cover each other when they are first displayed on the screen.
 - The **Click Rate** view uses highlighted push pins to represent the top five items with the most clicks.
 - The **Hover Rate** view uses highlighted push pins to represent the top five items with the most hovers.

For more information about using Form Analytics and Link Analytics, see the *IBM Tealeaf cxOverstatUser Manual*.

Chapter 2. Build notes

This section contains release notes pertaining to the individual official builds available for this release. Included in these notes is a list of issues that are addressed in the build, as well as new features and any dependencies.

Note: Tealeaf recommends upgrading to the latest available build for any release whenever possible.

Release 8.8 general availability

Tealeaf version: 8.8.0.8845

Release Date: August 2, 2013

Dependencies:

- Customers can upgrade to 8.8.0.8845 from 7.X (before 7.2.12.7296) by upgrading to 7.2.12.7296 and then upgrade to 8.8.0.8845. Customers upgrading from older 7.X build need to upgrade to 7.2.12.7296 before moving to 8.7.0.8845.

Note: Before you begin upgrading, verify that your system is properly sized for Release 8.8, as the system requirements changed.

8.8.0.8845 build issues

The following issues are known issues of the 8.8.0.8845 build.

When installing the Transport HBR option, the dialog that asks for the processing servers is missing. Therefore, the HBR child pipeline configuration files are not automatically created as they were in previous versions. It is necessary to manually create these files.

RTV does not support Windows XP.

Release 8.8.0.8859 Fix Pack 1

IBM Tealeaf 8.8.0.8859 Fix Pack 1 is a full IBM Tealeaf upgrade that can be used to upgrade your existing IBM Tealeaf deployment. The fix pack supports upgrading from IBM Tealeaf 7.2.12.7296 and later.

Note: When you are upgrading an IBM Tealeaf deployment, upgrade the IBM Tealeaf software on all of the servers in your IBM Tealeaf environment.

Installing the Release 8.8.0.8859 Fix Pack 1 is similar to installing a major upgrade. Run `setup.exe` to start the installation process. For more information on installing IBM Tealeaf, see *CX Installation Manual*.

Bug fixes

- Clicking **Back** fails to load the previous installation screen when you upgrade IBM Tealeaf 8.7 to 8.8.
- The installer would not continue past the Custom Setup screen if Report Server/Data Collector is the only cleared option.

- The configuration in Alerts.cfg was lost after IBM Tealeaf is upgraded to IBM Tealeaf 8.8.
- BBR occasionally fails when you play three or four sessions.
- Using the Manage Servers screen to change the host name of the Replay Server caused the host name of the Canister Search Server to change.

Interim fix 0001 (Build 8.8.0.8864)

Installation Requirements

Note: The interim fix 0001 (Build 8.8.0.8864) supports upgrading from IBM Tealeaf release 8.8.0.8859.

The ability to capture scaling is connected to UI hit events. CX UI Capture SDK implementation is required. Scaling is only done on pages where UI hit events exist. A CX Mobile license is also required.

The Client State Load, Orientation, and Resize UI Events must be enabled. The events can be enabled in the CX UI Capture SDK JavaScript library for capturing and in the portal under **TMS** for replaying. Set the value to **1** to enable.

To install this interim fix, see "Installing Patches" in the *IBM Tealeaf CX Installation Manual*.

Support for Responsive Web Design Applications

Browser Based Replay now supports Responsive Web Design applications. The capture library can detect user-agent and screen size. When replaying a session in Replay, the frame changes size and scales based on the actions of the user. The screen size is now displayed in BBR along with extended user-agent information. This feature is enabled when the **Resize frame to match session** option is selected in the BBR menu. To disable frame resizing, clear the **Resize frame to match session** selection.

Bug fix

Browser Based Replay does not enable scrolling events. During a replay session, you cannot see exactly what the users of the web site are viewing. The replay frame now scrolls down to duplicate any scrolling performed by the user.

Release 8.8.0.8881 Fix Pack 2

IBM Tealeaf 8.8.0.8881 Fix Pack 2 includes all the patches previously released since 8.8.0.8859.

This fix pack is a full IBM Tealeaf system upgrade that can be used to upgrade any IBM Tealeaf system 7296 and later versions. Like with any other full IBM Tealeaf system upgrade, all machines in the IBM Tealeaf environment should be upgraded to the same version.

This fix pack supports browscap.csv version 5026 and WURFL version <db.scientiamobile.com - 2014-04-20 00:47:40>. If the WURFL version in the Tealeaf\System folder is older, you can manually update this version by copying the file from Configuration Files to the Tealeaf\System folder and run Wurf12Csv.exe.

For installation of IBM Tealeaf, refer to IBM TealeafCX Installation Manual.

Included in the IBM Tealeaf CX Release Notes is a list of new features and issues that are addressed in the build. There are also a number of issues that were addressed, but not included in this list.

New features

- **Edit Rules Profile** is a new feature in the Browser Based Replay **Options** menu. You can now use the Rules Profile Editor to make Replay Rules changes directly from Browser Based Replay. You can use the Rules Profile Editor to view your list of existing rules. You can add rules, delete rules, edit rules, rename rules, and view properties. You can also edit the raw XML for the rules and view the rules history.
- MobileMod Rule was added to Browser Based Replay Rules. MobileMod Rule corrects the dimensions of mobile devices that are based on user agent information during Replay.
- **DisableRendererImageLoading** is a new setting available in the Replay Server. When set to 1, **DisableRendererImageLoading** stops an image from loading during replay rendering to improve performance. If this setting is enabled, the **FakeImagesOnRender** setting is disabled. This setting can be configured through TMS.

Bug fixes

- This fix pack contains a Heartbleed security vulnerability fix for IBM Tealeaf products. For CX Passive Capture Application Heartbleed security vulnerability fix, refer to the CX Passive Capture Application Heartbleed patch.
- Yearly reports were not correctly sorted in the **Report Builder** when the selected date range crossed years, and the report was filtered with Year dimension.
- There was a SocketReadError in the Replay Server and Search Server logs.
- cxOverstat overlays failed to load on mobile session when **Resize Replay Pane to Match Session** was selected.
- Browser Based Replay displayed the menu vertically during replay because the CSS did not load.
- TCL-based session agents crash with the error Could not execute Script <scriptname> : can't find package base64 at line It was caused when the upgrader put incorrect files down in the tealeaf/Rules Scripts/Lib folder.
- Licensing errors occurred when SesnPdf.exe ran. cxVerify could not create the .pdf on Sessions with Images jobs.
- The tools menu option **Create Viewer Exe with Session Attached** was disabled. It was caused when the RTV installer did not copy RealiTea.exe along with the RealiTeaPRO version.
- In IE 11, the **Report Builder** page landed in a long running javascript error.
- When an X axis spanned a year that was separated by Months, and you also chose Month for your Y, an error occurred.
- JavaScript was not stripped from the iframe content during Replay in Browser Based Replay, which caused the alert box to pop up.
- Directory contents on the Portal and Reporting server could be viewed using a browser.
- Functionality in the IBM Tealeaf Portal that should be hidden was visible to users.
- It was possible to download arbitrary files during the web application phase of testing.

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