

# Oracle® Real User Experience Insight Accelerator for Siebel

Release Notes

Release 5.1 for Linux x86-64

**E14618-03**

July 2009

---

This accelerator package introduces dedicated functionality to extend your Oracle Real User Experience Insight installation to provide specific support for the monitoring of Siebel applications. It enables out-of-the-box monitoring of Siebel applications. This monitoring supports user session tracking, the discovery of end-user performance issues, and the identification of Siebel application issues. It automatically discovers all Siebel applications, and translates network objects to business functions. This facilitates the measurement and monitoring of real-user transactions. Individual user actions are automatically matched to the correct screen, applet, or view in order to provide contextual analysis. This state-of-the-art monitoring solution supports the creation of KPIs for critical packaged applications, and the analysis of real-user business transactions.

The functionality provided in this package is specific to Oracle Real User Experience Insight release 5.1 (or any higher maintenance release). If you upgrade your Oracle Real User Experience Insight installation to a higher version, you will also need to upgrade to the latest version of this Oracle Siebel accelerator package.

The monitoring support provided by this accelerator package is designed to support HI applications (such as Callcenter, Sales, Service, Marketing, and PRMManager) for Siebel 7.7 and higher.

The minimum Oracle Real User Experience Insight installation within which this accelerator package can be deployed is release 5.1. For information on specific releases, please refer to the relevant Release Notes.

This document contains the following sections:

- [Section 1, "Installation/Upgrade Procedure"](#)
- [Section 2, "Known Issues And Limitations"](#)
- [Section 3, "Product Documentation"](#)
- [Section 4, "Documentation Accessibility"](#)

## 1 Installation/Upgrade Procedure

The installation procedure is fully described in the *Oracle Real User Experience Insight Accelerator for Siebel Guide*.

---

---

**Important:** The upgrade of an existing RUEI accelerator for Siebel 1.0 or 2.0 installation to release 5.1 *must* be performed at the same time as the upgrade of the RUEI system to version 5.1. This is fully described in the *Oracle Real User Experience Insight Installation Guide*.

---

---

## 2 Known Issues And Limitations

Currently, RUEI does not work with all Siebel functionality. In particular, the following known limitations exist:

- Due to certain attributes of the Siebel user interface, it is not possible to define transactions based on individual Siebel screen elements. Therefore, transactions must be based on a combination of screen, view, and applet name.
- RUEI attempts to report URLs in a human-readable format. This means the reported URLs, although they appear to be real URLs, cannot always be copied and pasted into the browser address bar. It is not possible to distinguish between the raw format (received by the Web server) and the more readable format (reported by RUEI). This is particularly important in the case of Siebel URLs. Consider the following argument examples that might appear in a Siebel URL, and how they are reported within RUEI:

```
&SWEView=Program Expense Trend Analysis View  
&SWEView=Program+Expense+Trend+Analysis+View
```

The first URL probably went over the line as follows:

```
&SWEView=Program%20Expense%20Trend%20Analysis%20View
```

However, the second URL could have gone over the line as either of the following:

```
&SWEView=Program+Expense+Trend+Analysis+View  
&SWEView=Program%2bExpense%2bTrend%2bAnalysis%2bView
```

IF it did not go over the line in the second format, the value may very well have been interpreted incorrectly by the Web server.

- Currently, the Traffic summary facility (select **System**, then **Status**, and then **Data processing**) is based on application logic. Therefore, non-application traffic (such as suites, services, and SSOs) are not represented in the processing overviews.

## 3 Product Documentation

The latest version of this file, together with the *Oracle Real User Experience Insight Accelerator for E-Business Suite Guide*, is available at the location <http://www.oracle.com/technology/documentation/realuserei.html>.

## 4 Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible to all users, including users that are disabled. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading

technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

### **Accessibility of Code Examples in Documentation**

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

### **Accessibility of Links to External Web Sites in Documentation**

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

### **Deaf/Hard of Hearing Access to Oracle Support Services**

To reach Oracle Support Services, use a telecommunications relay service (TRS) to call Oracle Support at 1.800.223.1711. An Oracle Support Services engineer will handle technical issues and provide customer support according to the Oracle service request process. Information about TRS is available at <http://www.fcc.gov/cgb/consumerfacts/trs.html>, and a list of phone numbers is available at <http://www.fcc.gov/cgb/dro/trsphonebk.html>.

---

Oracle Real User Experience Insight Accelerator for Siebel, Release 5.1 for Linux x86-64  
E14618-03

Copyright © 2009, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

This software and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

