

# Oracle® Real User Experience Insight

Release Notes

Release 6.5.2 for Linux x86-64

**E20328-03**

December 2010

---

Oracle Real User Experience Insight (RUEI) provides you with powerful analysis of your network and business infrastructure. You can monitor the real-user experience, define Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), and trigger alert notifications for incidents that violate them.

RUEI is a Web-based utility to report on real-user traffic requested by, and generated from, your Web infrastructure. It measures the response times of pages and user transactions at the most critical points in your network infrastructure. An insightful diagnostics facility allows Application Managers and IT technical staff to perform root-cause analysis.

This document provides information about the changes introduced to Oracle Real User Experience Insight (RUEI) in release 6.5.2. Known issues and limitations are also described. It is recommended that you review its contents before installing the product or upgrading to this version of the product.

This document contains the following sections:

- ["New Features Included In The Release"](#)
- ["Installation/Upgrade Procedure"](#)
- ["Known Issues And Limitations"](#)
- ["Compatibility Issues"](#)
- ["Bugs Fixed"](#)
- ["Product Documentation"](#)
- ["Documentation Accessibility"](#)

## **Important**

When upgrading from version 6.5.1 to version 6.5.2, you should ensure that advanced ruling data is not lost. See the "Advanced ruling facility" item within the ["Known Issues And Limitations"](#) section for further information.

## **1 New Features Included In The Release**

- **Enhanced dashboard performance**

The dashboard facility has been enhanced to support the parallel loading of items. In the case of dashboards containing large numbers of items, this can result in a significant performance improvement.
- **Configurable precision reporting of KPI and SLA values**

KPI and SLA values, SLA success rates, and SLA target values are now reported to a standard level of precision. By default, this is two decimal places. However, this is configurable (select **Configuration > General > Advanced settings > KPI and SLA precision reporting**). For further information, see Section 9.18 of the *Oracle Real User Experience Insight User's Guide*.

- **KPI numerator and denominator information**

It is now possible to view KPI numerator and denominator information, and to have it available for export. For further information, see the article 1248454.1 on the My Oracle Support Web site (<https://support.oracle.com>).

- **Content messages distinguished by type and receive matching rules**

The application content message facility has been extended to distinguish between notifications and errors. In addition, it is now possible to specify matching rules that can be used to refine a selected content message specification. Note this is only available for XPath-based (not literal) message contents. For further information, see section 6.2.7 of the *Oracle Real User Experience Insight User's Guide*.

- **Enriched data export facility uses database**

The Enriched data export facility has been significantly enhanced to provide improved performance and accessibility. Data is no longer stored within XML-based files, but is now stored within the Reporter database. However, it is possible to configure an alternative database for its storage. Access to the export data is through SQL. For further information, see Section 9.19 and Appendix R of the *Oracle Real User Experience Insight User's Guide*. The configuration of an alternative database for export data storage is described in Chapter 9 of the *Oracle Real User Experience Insight Installation Guide*. Note that changes to the export scheme may be introduced in a later release based on customer feedback.

- **SNMP traps for system events**

Previously, the SNMP notification facility was only available for KPI alerting. It has now been extended to support the generation of SNMP traps for system events (**System > Status > Status notification**). Note that the maximum number of SNMP traps sent in a 1-minute period for system events can also be specified to prevent flooding the recipient SNMP manager. For further information, see section 9.4 of the *Oracle Real User Experience Insight User's Guide*.

- **Maximum data group size**

It is now possible to specify through the Reporter interface (**Configuration > General > Advanced settings > Reporter data retention policy**) the maximum size to which groups are allowed to grow. For further information, see section 9.6.2 of the *Oracle Real User Experience Insight Installation Guide*.

- **Initial period selection within Data Browser and reports**

The User Preferences facility (**System > Preferences > User**) has been extended to allow you to specify the initial period selection when first entering the Data Browser or reports facility. The default is the last hour. For further information, see Section 9.19.2 of the *Oracle Real User Experience Insight User's Guide*.

- **Performance improvement when querying the All sessions group**

The All sessions group has been enhanced to provide improved performance when querying data for periods of less than 24 hours within the same day.

- **Immediate loading of configuration changes within System reset wizard**

The System reset wizard (**System > Maintenance > System reset**) has been extended with a new option, **Reapply latest configuration**, to provide a means whereby any configuration changes can be made to take immediate effect. For further information, see Section 9.13 of the *Oracle Real User Experience Insight User's Guide*.

## 2 Installation/Upgrade Procedure

The installation procedure, together with the procedure to upgrade an existing RUEI 5.x or 6.x installation to version 6.5.2, is fully described in the *Oracle Real User Experience Insight Installation Guide*.

## 3 Known Issues And Limitations

The following issues are known to exist with the release:

- **Advanced ruling facility**

If you are upgrading from 6.5.1 to 6.5.2, you should ensure that if the WG\_\_MATCH\_URL\_RULES table is empty, it is removed from the database *before* starting the upgrade procedure. You can use the following code to do this:

```
declare
    n number;
begin
    select 1/count(*) into n from WG__MATCH_URL_RULES;
    exception when others then
        execute immediate 'drop table WG__MATCH_URL_RULES';
end;
```

- **Vertical bar chart visualizations not available within dashboard items**

Due to size constraints, the vertical bar chart visualization is only available for time-based dashboard items.

- **External JavaScript files need to be downloaded within Replay viewer**

If you are using the Internet Explorer browser within the Replay viewer, when clicking a link to an external JavaScript file, you are first prompted to download the external file. In addition, when replaying a page which includes a download hit file (such as an .exe or .rpm), you are prompted to save the file. This does not occur with Mozilla Firefox.

- **Long dimension level names are truncated**

All dimension level names are limited to 254 characters. If a name is longer than this, it is automatically truncated. Note truncated data is indicated by ending with an ellipse (...).

- **Non-application traffic not represented in Traffic summary**

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) is not represented in the processing overviews.

- **Mismatches between previewed reports and generated PDFs**

Some characters are not rendered in the generated PDF file as they appear in the preview. This is because the preview facility uses locally installed client fonts, while the PDF generation facility uses the RUEI server installed fonts. The default

font will cover most customer requirements. However, there are known issues with Asian and Eastern European bold characters. If necessary, you can install a suitable alternative font to resolve this issue. For further information, see the *Oracle Real User Experience Insight Installation Guide*.

- **URL reporting**

RUEI reports 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). As a result, the following characters might receive a different meaning: , (comma), [ , ], ; , @ , ! , \$ , ' , ( , ) , \* , and +.

- **Pages within the Replay Viewer**

Application pages may not be available via the Replay Viewer within the Session diagnostics facility, or may appear garbled, if they are based on Rich Internet Applications (RIAs). Examples of RIA frameworks include Ajax, Curl, GWT, Adobe Flash/Adobe Flex/AIR, Java/JavaFX, Mozilla's XUL, OpenLaszlo, and Microsoft Silverlight. However, if the page contains JavaScript code, the JavaScript replay facility can be used to modify the rendering of replayed pages. This is described in section 6.3 of the *Oracle Real User Experience Insight User's Guide*.

- **Overlapping or repeated tagging definitions**

Specifying identification definitions, as well as functional error definitions, that overlap (or are identical) across multiple applications, suites, or services can lead to unexpected results. This restriction applies to page-naming schemes, and any configuration based on custom tags, custom functions, and response content.

- **Group names incorrectly assigned within ruling facility**

Pages whose group is already present in the source structure (for example a URL), are not always correctly reported when using the advanced ruling facility.

- **POST request message bodies truncated within FSR facility**

Within the Full Session Replay (FSR) facility, the message body of POST requests are truncated to 64 KB.

- **Session sequence number missing from the exported enriched data**

When using the Enriched data export facility, the session sequence number is not included in the exported data.

- **Internal error generated when uploading large content message files**

An HTTP internal server is generated when a large list of content messages are uploaded. This error also appears when deleting the content message.

- **User flows are reported as anonymous and replay information is not available**

User flows selected within the User flow diagnostics group are sometimes reported as anonymous, and no replay information for them is available.

- **Users with application-specific permissions unable to view data within the All user flows group**

Users who have only application-specific permissions can access the All user flows group within the Data Browser, but cannot view any data.

### Oracle E-Business Suite (EBS) support

- The Forms framework includes functionality to create reports. This functionality is highly configurable by customers. As a result, it is not possible to track reports automatically. Therefore, it is recommended that you create a separate application in order to monitor reports.
- When a user views two Forms in two different browser windows simultaneously, reporting of a user action (such as clicking an OK button) is based on the last activated area. Note that if the activated area has Form information within it, this is used in the user action's reporting.
- Currently, the `create_EBS_info.sh` script only runs on Unix EBS servers.
- Currently, only applications based on the OA and JTT frameworks are supported. Therefore, such packages as Oracle Applications Manager (OAM) and Oracle Portal are not supported at this time.

### JD Edwards support

- Reporting is based on the last activated area. Hence, when an end user is browsing simultaneously in multiple browser windows, the reported page name may contain incorrect information.
- Currently, the `create_JDE_info.sh` script only runs on Unix JD Edwards servers.
- An error is not immediately reported if an invalid connect string is specified when running the `create_JDE_info.sh` script. You will need to press **Enter** several times before the error is reported.
- When users start multiple applications simultaneously, the load and server time for the application start page is sometimes incorrectly booked on one of the started applications.
- JD Edwards pages may not be available within the Replay Viewer facility if they are based on re-directs or partially updated frames, or contain AJAX or Flash constructions.

### Siebel support

- 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 network as either of the following:

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

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

- Siebel pages may not be available within the Replay Viewer facility if they are based on re-directs or partially updated frames, or contain AJAX or Flash constructions.

#### **PeopleSoft support**

- Reporting is based on the last activated area. Hence, when an end user is browsing simultaneously in multiple browser windows, the reported page name may contain incorrect information.
- Currently, the `create_PSFT_info.sh` script only runs on Unix PeopleSoft servers.
- An error is not immediately reported if an invalid connect string is specified when running the `create_PSFT_INFO.sh` script. You will need to press **Enter** several times before the error is reported.
- PeopleSoft pages may not be available within the Replay Viewer facility if they are based on re-directs or partially updated frames, or contain AJAX or Flash constructions.

#### **Oracle FLEXCUBE support**

- Reporting is based on the last activated area. Hence, when an end user is browsing simultaneously in multiple browser windows, the reported page name may contain incorrect information.
- Currently, the `create_FCDB_info.sh` and `create_FCUB_info.sh` scripts only run on Unix servers.
- An error is not immediately reported if an invalid connect string is specified when running the `create_FCDB_info.sh` or `create_FCUB_info.sh` scripts. You will need to press **Enter** several times before any error is reported.
- The Error Page Replay facility indicates the underlying source files rather than the rendered HTML.

## **4 Compatibility Issues**

If you are upgrading from a previous release, you should be aware of the reporting differences highlighted in this section.

- **SNMP system event notification**

If you intend to use the new SNMP system event notification facility, ensure that you download the latest MIB file and incorporate it into your address book of managed objects. This is available at **System > Status > Status notification**, and click the **SNMP** tab. Note that the existing SNMP KPI alerting functionality is unaffected.

- **Precision of reported KPI values, and SLA values, success rates, and targets**

By default, KPI values, KPI and SLA success rates, and SLA targets are now reported throughout the product to a precision of two decimal places. Previously, SLA success and target values were reported to one, two, or three decimal places, depending on your position in the product. For information on changing the default behavior, see section 9.18 of the *Oracle Real User Experience Insight User's Guide*.

- **Enhanced data export facility**

The XML file-based export functionality is no longer available. The export data is now stored in the Reporter database (default), or alternative database. For further information, see ["New Features Included In The Release"](#).

- **Transaction data**

In version 6.5.1, transactions were renamed to user flows. Because of important differences in the way they are processed, a new data group (All user flows) was created. For historical analysis, the "old" transaction data group remains of the data set, but access to this data group is only available through the Reports facility; access via the Data Browser was depreciated.

Note that all reports in the User flows and the Transactions categories that contain the title "transaction" are based on the old user flow model, while those with the title "user flow" are based on the new model.

## 5 Bugs Fixed

The following bugs have been fixed in this release:

- In the URL POST argument masking screen, the same application can be listed multiple times for the same attribute in the Used-in column (9355499).
- Upon upgrading, applications with port numbers specified as part of their filter definitions no longer work (9588385).
- In the Suites overview, the Unique pages identified and Last page identified fields are not updated (9954523).
- XPath expressions do not work correctly for user ID identification (10066582).
- EBS Forms socket-mode traffic not reported (10082366).
- The Last used column in the SSL keys screen always reports "Not since last Collector re-start" (10107689).
- It is possible that duplicate items within the user ID facility are created when existing items are edited. This is because the duplicate test is not applied to items that are considered deleted (10161454).
- Exporting report data in CSV format results in an `export.php` file containing the text "array" (10210195).
- Configuration changes not always applied to remote Collectors (10213605).
- User ID not correctly identified from URL arguments (10220925).
- After upgrading, errors are reported in the Event log and log files are no longer processed (10242672).
- After upgrading, errors appear in the definition of terms within the Data Browser and reports (10245497).
- Core dumps occur during the processing of log files (10259014).
- When defining multiple message specifications of the same type, only the first is used (10274023).
- A single KPI widget is not viewable within dashboards (10313715).
- Event log reports "processing-logic condese failed" error (10058650).

- Event log reports "Rsync" error (10163838).
- Not possible to create KPIs based on application-specific user flows (10313715).
- Historical user flow data not available through reports (10363464).

## 6 Product Documentation

The latest version of the product documentation is available via the link below:

<http://www.oracle.com/technology/documentation/realuserei.html>.

## 7 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, Release 6.5.2 for Linux x86-64  
E20328-03

Copyright © 2010, 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.

