

Oracle® Real User Experience Insight

Release Notes

13c Release 1 (13.1.1.1) for Linux x86-64

E66179-03

March 2016

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 13.1.1.1. 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:

- [Section 1, "New Features Included in Release 13.1.1.1"](#)
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Important

If you are upgrading from a release other than the most recent previous release, it is *strongly* recommended that you review the *Release Notes* for each of the intermediate releases for information about possible compatibility issues. This information is available at the following location:

<http://www.oracle.com/technetwork/documentation/realuserei-091455.html>

1 New Features Included in Release 13.1.1.1

This release includes the following new features:

1.1 New User Interface Style

The look and feel of the RUEI user interface has been changed to the Oracle Alta UI system. For more information see:

<http://www.oracle.com/webfolder/ux/middleware/alta/index.html>

1.2 Traffic Separation Based on Cookie

This release allows you to create RUEI applications, suites or services that can identify specific traffic based on a cookie. When defining a RUEI application, suite or service, you can now specify a cookie name or value that will be used to identify the RUEI application, suite or service traffic.

1.3 Application Specific Session Handling

This release allows you to specify that all sessions are handled as application specific. The global session tracking screen now has an **Always use application specific sessions** option. If selected, sessions are always handled as application-specific. If two hits are identified as different applications, they never become part of the same session. When unchecked, sessions are handled as application specific only when there is a match on a configured application-specific cookie.

1.4 OAM 11g support

This release includes support for Oracle Access Manager 11g. For more information, see the Configuring the Oracle Access Manager chapter of the *Oracle Real User Experience Insight Installation Guide*.

1.5 Support for Transport Layer Security protocols versions 1.1 and 1.2

This release provides support for the latest version of the Transport Layer Security protocol which is widely used to secure communications on the Internet. The two new versions supported are TLS 1.1 and TLS 1.2.

In addition, depending on which version of the OpenSSL toolkit is installed on the Collector host, the following features of the TLS1.1 and TLS1.2 may not be available:

- TLS Heartbeat messages
- Ability to use the Camellia set of cipher suites

The default versions of the OpenSSL toolkit included with Oracle Linux 5 and Oracle Linux 6.0 up to and including Oracle Linux 6.4 (OEL6.0 to OEL 6.4) do not support these features. The features will be available on Oracle Linux 6.5 and later.

1.6 Performance Optimizations

This release improves performance of RUEI, especially regarding session diagnostics.

2 Known Issues and Workarounds

The following issues are associated with this release:

2.1 EUS Daily Synchronization Job

With Enterprise Manager 13c, there is a new service level target, called an End User Service (EUS) corresponding to each RUEI Application, Suite or web service. The EUS has the same name as the RUEI Application, Suite or web service, and is used to create a business application. A daily synchronization job is automatically created to maintain End User Services (EUS) entry details corresponding to each RUEI Application/Suite. If you do not see expected EUS data, you may need to run the job manually.

2.2 Exporting an OAM 11g AES key

The *Configuring the Oracle Access Manager* chapter of the *RUEI Installation Guide* incorrectly describes how to export an OAM 11g AES key. Use the following procedure if you need to export this key:

1. Start the WebLogic Server console, for example enter:

```
$MW_HOME/Oracle_IDM1/common/bin/wlst.sh
```

2. Connect to the WebLogic Server, for example enter:

```
Connect('user','password','t3://hostname:port')
```

3. Run the following WLST command to retrieve the key:

```
retrieveDiagnosticCookieKey( keystoreLocation="keystoreLocation",  
password="password")
```

where *keystoreLocation* is an existing directory where the output JKS file will be stored, and *password* is the password used to encrypt the JKS file.

3 Bugs Fixed

The following bugs have been fixed in this release:

Table 1 Bugs Fixed in 13.1.1.1 Release

Bug Number	Description
18797492	IMPLEMENT TLS1.2 AEAD CIPHERS (AES_GCM)
18797525	IMPLEMENT TLS1.2 SESSION RESUMPTION WITHOUT SERVER-SIDE STATE (RFC5077)
19695934	RUEI DASHBOARD HAS HYPERLINKS IN REPORT LEGEND THAT DO NOT DO ANYTHING
20007432	EVENT LOG ERROR : PROJECT WG - ERROR INITIALISING TRANSACTIONS
20351956	CANNOT REPORT KPI TARGET DECIMAL VALUE
20361451	ISSUE WITH COLLECTOR MEMORY ALLOCATION
20386028	HOVER IMAGES SHOULD BE TREATED AS HEARTBEATS IN FUS This bug fix will categorize hover images as heartbeats, decreasing page load-time. However, it may also decrease the amount of pages detected, that is, page hits also decrease if a page contains hover hits.
20436074	DATA PROCESSING COULD NOT KEEP UP WITH THE AMOUNT OF TRAFFIC
20507276	SBL - WAITFORCMD SIEBEL COMMAND CAUSES PAGeloadTIME TO SOAR
20557599	ADF APPLICATION PAGES NOT BEING SPLIT PROPERLY
20561149	DASHBOARD WIDGET Y-AXIS OFFSET WHEN INFORMATION MESSAGE APPEARS
20567094	UNABLE TO REVOKE ADMIN PRIVILEGES IN RUEI
20636550	SOMETIMES TWO PAGES BECOMING ONE IF SECOND IS GET ONLY
20643117	COLLECTOR SEGMENTATION FAULT 12.1.0.7.1 - SSL HANDSHAKE

Table 1 (Cont.) Bugs Fixed in 13.1.1.1 Release

Bug Number	Description
20646887	JDE IMPORT:ORA-00001:UNIQUE CONSTRAINT (UXINSIGHT.C_SUITE_CAT_DATA_UNQ) VIOLATED
20659655	COLLECTOR SEGMENTATION FAULT 12.1.0.7.1 - HIGH BANDWIDTH
20684907	REQUEST HEADER CONTENT IS NOT REPORTED IN FUNCTION DIAGNOSTICS
20713206	RUEI: CAPITALIZATION ON CLIENT DEVICES
20761721	RUEI_LIBRARY.JS SHOWS WRONG EXAMPLE
20762761	KPI PREREQUISITE IS MET, BUT KPI BEHAVES LIKE IT IS NOT MET
20794441	TEST: NEED 2K APP PIPELINE TEST
20804282	REQUEST CONTENT NOT DISPLAYED IN FUNCTION DIAGNOSTICS / REPLAY
20856577	PAGE SERVER TIME (%) FOR KEYPAGES INCORRECT
20857140	INCORRECT CUSTOM DIMENSION IN BROWSE DATA
20858168	ADD POINTER IN LOGS IF FORMS_RUEI_SEND_FORM_NAME WAS SEEN
20859660	MONITORED PAGES IN RUEI APP CONFIG INCLUDES PAGES REFERENCED BY DELETED KPIS
20865782	APPLYING PATCH 20849706 ON EL5 CAUSES UI TO STOP WORKING
20904206	EBS POST ARGUMENTS TRUNCATED
20904254	MAKE API KEY A VARIABLE IN RUEI_LIBRARY.JS
20927006	CANNOT DISABLE REPLAY
20929952	CANNOT ACCESS RUEI REPORTS WHEN EMAIL IS SENT TO GMAIL/CHROME
20939055	SEVERE PERFORMANCE DEGRADATION IN VIEWING DATA WITH DATA GROWTH
20955468	PAGE HANDLING FOR THE PAGE NAMING SCHEME "HTTP METHOD AND URL"
20982743	BEHAVIOR OF KPIS SEEMS DIFFERENT SINCE UPGRADING TO RUEI 12.1.0.7.2
20988553	LOGR DOES NOT OUTPUT ANY DATA DURING CONFIGURATION CHANGE
21022753	FAILED TO UPGRADE FROM 12.1.0.3 TO 12.1.0.7
21034628	RUEI RELEASE 12.1.0.7.3 BAR CHARTS DO NOT FILL WINDOW AS IN PREVIOUS RELEASES
21075085	CANNOT DELETE MESSAGE TRANSLATION
21082782	CAN NOT SET FILTER ON WIDGET WITH 'LAST 5 MINUTES' TIMEFRAME
21104911	CUSTOM DIMENSIONS DOES NOT SHOW IN SESSION DISPLAY CONFIGURATION
21109898	REQUEST TO RESTORE 'ALL TRAFFIC' METRIC DEPRECATED IN RUEI 12.1.0.6 ONWARDS
21119657	ADD INCREMENTAL CHECK TO RUEI-CHECK.SH

Table 1 (Cont.) Bugs Fixed in 13.1.1.1 Release

Bug Number	Description
21134821	INCORRECT BASE HREF FOR REPLAY PAGES
21154145	HITS WITH > 5000 MS END TO END TIME DON'T SHOW UP IN SESSION DIAGNOSTICS
21194576	RUEI UI AND "ASMON" OUTPUT SHOULD DISPLAY MORE THAN 12 NETWORK INTERFACES
21223539	INTERNAL ERROR (DOUBLE FREE IN MEMORY POOL MBUF POOL)
21246577	KPI SQL DOES NOT FULLY ADOPT DB_CORE_DOP_KPI
21271758	JDE - ONE CLICK DOES NOT EQUAL ONE PAGEVIEW
21351001	UPGRADE TO THE CURRENT RUEI RELEASE (12.1.0.7.3)
21442851	CANNOT ADD IP ADDRESS ORIGIN, EMPTY REGION
21536207	XPATH NOT EXTRACTED FOR SERVICE APP
21620108	PROCESSING IS DELAYED FOR EXTENDED TIME DURING PEAK LOAD
21620990	FSR EXPORT DOES NOT DISPLAY THE SCREENSHOTS
21697863	COLLECTOR CRASHING AFTER UPGRADE TO 12.1.0.7.4
21701105	ERROR WITH OHS: PREG_REPLACE(): COMPILATION FAILED: THIS VERSION OF PCRE IS N...
21838283	REPORT DATA RETENTION PROJECTION ALWAYS ADD BI DATA IN THE CALCULATION
21839286	ERROR - *** ABORT: PP_RING.C, 103, "PP_RING READ TIMEOUT"
21866037	FUNCTION DIAGNOSTICS: ORA-00904: "T"."MATCH_ID": INVALID IDENTIFIER]
21924127	HELP > PRODUCT WEBSITE RESULTS IN 404
22085296	KPI PROCESSING DELAY
22125273	FUNCTION DIAGNOSTICS IS FAILING WITH ORA- ERRORS

4 Product Documentation

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

<http://www.oracle.com/technetwork/documentation/realuserei-091455.html>

5 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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