

Oracle9iAS Clickstream Intelligence

Release Notes

Release 2 (9.0.2)

April 2002

Part No. A97272-01

This document summarizes the differences between Oracle9iAS Clickstream Intelligence and its documented functionality.

See Also: *Oracle9i Application Server Release Notes*

1 Certification and System Requirements

Oracle9iAS Clickstream Intelligence is certified only against Oracle9i Enterprise Edition database.

2 Configuration Issues and Workarounds

This section describes general issues and their workarounds for Oracle9iAS Clickstream Intelligence.

2.1 Oracle9i Database Patch Install Recommended for Use With Clickstream Intelligence (Bug #2280228)

A **Load Clickstream** or **Refresh Materialized Views** process may fail due to an error in one or more jobs that comprise the "Refresh Materialized Views" subprocess. The following errors may appear for the failed job(s):

```
ORA-12008: error in materialized view refresh path
```

```
ORA-00600: internal error code, arguments: [qes3tPinTT2], [], [], [], [], [], [], [], []
```

If the errors above appear for a (failed) job within a failed "Refresh Materialized Views" subprocess, you must install the 9.0.1.3 Patch Set for Oracle Data Server (ID: 1502843; Patchset: 2271678). It can be downloaded from Oracle *MetaLink*:

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<http://metalink.oracle.com>

Following successful login with a valid username and password, click **Patches** from the menu on the left side of your screen. Provide the following **Patch Download** data. Fields that are not listed below require no modification and should retain default values.

- **Product Family:** Oracle Server
- **Release:** 9.0.1.3
- **Platform:** (select the same platform as your Oracle9i database)
- **Language:** (select the language that matches the one you selected during Oracle9i database installation.)
- **Limit Search To:** All Product Patches

Click the **Submit** button. From the list of patches displayed, click the link for **Patchset: 2271678** - the 9.0.1.3 Patch Set for Oracle Data Server. Download the patch, following the instructions provided in the *ReadMe* file.

2.2 Loading Web Logs That Contain Multiple Cookies (Bug #2258601)

Cookies can be used to identify visitors, users, and sessions for your Clickstream sites. The cookie string portion of a URL usually contains several cookies. Most Web log formats write the cookies to a log file and separate each with a semicolon (;). Other log formats may separate cookies in a string with alphanumeric characters, spaces, or both.

The Clickstream Loader requires the use of a semicolon to separate cookies in a cookie string. If this requirement is not met, the Loader will be unable to parse out the cookies.

As an example, consider the cookie string below in which cookie values are separated by a semicolon and a space (as with Apache Web server logs):

```
Cookie String: "COOKIE1=dms; COOKIE2=joaz; COOKIE3=604"
```

If you use cookies to identify users of a site, for example, the Loader matches only the first cookie in the string (COOKIE1) and ignores the other cookies. This outcome is suitable if COOKIE1 is the *only* cookie name you defined for the site. If however, you've defined other cookie names (such as COOKIE3) that appear in the middle or toward the end of the cookie string, those cookies will not be matched because the Loader expects the cookie name to begin *immediately after* the semicolon (and does not skip the space character that follows the semicolon).

A workaround for the issue above involves modifying the cookie name(s) that were defined via the Runtime Administrator. In the example above, if you want the Clickstream Loader to find `COOKIE3` in a string that separates cookies with a semicolon and space character, then simply change the cookie name so that it begins with a space character. For example, you would change the name `'COOKIE3'` to `' COOKIE3'` (written with a space character before the cookie name).

2.3 Post-Installation Tasks: Infrastructure Database

Follow the steps below to begin using Oracle9iAS Clickstream Intelligence with the infrastructure database provided with Oracle9i Application Server.

1. Use the Oracle9iAS Universal Installer to install Oracle9iAS Clickstream Intelligence. For Oracle9iAS installation details, see the *Oracle9i Application Server Installation Guide*.
2. Install the 9.0.1.3 Patch Set for Oracle Data Server, as described in Section 2.1, "Oracle9i Database Patch Install Recommended for Use With Clickstream Intelligence (Bug #2280228)".
3. Modify the pre-generated passwords that were automatically created during installation. To do this, use Oracle Enterprise Manager (OEM). For specific information about completing this task, see the *Oracle Enterprise Manager Administrator's Guide*.
4. Continue post-installation tasks as described below. The following steps require use of Oracle9i Discoverer Administrator, which is part of Oracle9i Developer Suite (Oracle9iDS).
 - Create an End User Layer (EUL) with the Oracle9i Discoverer Administrator **EUL Manager Dialog**. Instructions for creating an empty EUL can be found in the *Oracle9i Discoverer Administrator Administration Guide*.
 - Use the Oracle9i Discoverer Administrator Import Wizard to populate the EUL with the Clickstream EUL objects contained in the `clickstream_intelligence_eul_full.eex` file. This file is located in the following directory:

`CLICK_HOME/install/analytics/discoverer/LANG`

where `CLICK_HOME` is the directory in which Oracle9iAS Clickstream Intelligence is installed, and the `LANG` variable is the code for the language selected during Oracle9iAS installation.

For information about populating the EUL with Clickstream metadata, see the *Oracle9i Discoverer Administrator Administration Guide*.

5. Access the **Clickstream Intelligence Home** page at the following URL:

`http://HOST:PORT/click/`

The *HOST* is the name of the computer on which Clickstream Intelligence is installed, and the *PORT* is the logical channel on which the host listens for requests.

6. Log on to the Runtime Administrator with the username **clkrt** and the password you defined via OEM.
7. Define and configure the Runtime Administrator parameters that specify the way you want data to be acquired and processed from Web server log files. For additional information about the Runtime Administrator, see the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.
8. Load Web server log file data into the infrastructure database. For information about the **Clickstream Load** process and other database processes, see the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.
9. Enable viewing of Clickstream Analytics by creating a "Private" database connection. To do this, go to the **Clickstream Intelligence Home** page and click the **Analytics- Discoverer Viewer** link. The **Connect to Discoverer Viewer** page appears.
10. Click **Create Connection**. The **Connection Details** page appears. Provide the Connection Name, Connection Description, and Locale (the language used to view Clickstream Analytics).
11. Provide the following Database Connection Details:
 - **User Name:** enter **clkana**.
 - **Password:** the **clkana** schema password you defined via OEM.
 - **Database:** the SID for the Oracle9iAS metadata repository.
12. Click **Apply**. You return to the **Connect to Discoverer Viewer** page.
13. To access Clickstream Analytics, click the link for the name of the (private) connection you created.

2.4 Installing the Infrastructure Database in a Language Other Than English (Bug #2242087)

When the infrastructure database provided with Oracle9i Application Server (Oracle9iAS) is installed in a language other than English, the user must run the `clkinstall` script immediately after Oracle9iAS installation. This script is located in the following directory:

`CLICK_HOME/bin`

The `CLICK_HOME` variable represents your Oracle9iAS Clickstream Intelligence home. To select the language for the Clickstream Intelligence Runtime Administrator and Clickstream Analytics, enter the following command:

```
./clkinstall seed --click-home=/m/clickdev/ --hostname=HOST
--sid=SID --port=PORT --rtadmin-lang=RTADMIN_LANG
--analytics-lang=ANALYTICS_LANG
```

In the expression above, `HOST` is the name of the machine in which the infrastructure database is installed, `SID` is the database system ID, `PORT` is the logical channel on which the host listens, `RTADMIN_LANG` is the language that will be used for the Clickstream Intelligence Runtime Administrator, and `ANALYTICS_LANG` is the language in which Clickstream Analytics will be viewed.

You must run the `clkinstall` script prior to changing the database password for the `SYS` user, since the script requires the (unmodified) password **change_on_install** when connecting to the database.

2.5 Dedicated Clickstream Database Installation Log File (Bug #2277753)

The following clarification applies to Appendix B: "Installing a Dedicated Clickstream Database," located within *Oracle9iAS Clickstream Intelligence Administrator's Guide*.

To view details related to database installation, see the log file `install-click.log` located in the following directory:

```
ORACLE_HOME/click/log
```

The variable `ORACLE_HOME` represents the directory in which Oracle9iAS was installed.

2.6 Dedicated Clickstream Database "Typical" Install (Bug #2277779)

The following clarification applies to Appendix B: "Installing a Dedicated Clickstream Database," located in *Oracle9iAS Clickstream Intelligence Administrator's Guide*.

When using the Clickstream Database Installation Wizard to configure and tune a customer database, it should be noted that the "Typical" install option assumes that tablespaces have already been set up in the database. Therefore, when the "Typical" install option is selected from the **Tablespace**

Option page, all steps (and pages) related to tablespace sizing and configuration are skipped. The **Tablespace Selection** page is displayed next, followed by the **Summary** page.

2.7 Post-Installation Tasks: Dedicated Clickstream Database

Follow the steps below to begin using Oracle9iAS Clickstream Intelligence with a dedicated Oracle9i Enterprise Edition database.

1. Use the Oracle9iAS Universal Installer to install Oracle9iAS Clickstream Intelligence. For Oracle9iAS installation details, see the *Oracle9i Application Server Installation Guide*.
2. Install Oracle9i Enterprise Edition database and set the database password.
3. Install the 9.0.1.3 Patch Set for Oracle Data Server, as described in Section 2.1, "Oracle9i Database Patch Install Recommended for Use With Clickstream Intelligence (Bug #2280228)"
4. Launch the **Clickstream Database Installation Wizard** by entering the following command:

```
clkinstall --click-home-CLICK_HOME
```

where the *CLICK_HOME* variable represents the directory in which Oracle9iAS Clickstream Intelligence is installed.

The Clickstream Database Installation Wizard guides you through installation of the two Clickstream database schemas and enables you to define the passwords for each schema. It modifies and defines information contained in the `click-app.properties` file, including the host, port, and SID of the Enterprise Edition database.

5. Complete all **Clickstream Database Installation Wizard** steps as described in Appendix B of the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.
6. To be sure that Apache server utilizes the modifications you made to the `click-app.properties` file (via the Clickstream Intelligence Database Installation Wizard), stop and then re-start all application server processes with the following commands:

```
ORACLE_HOME/opmn/bin/opmnctl stopall
```

```
ORACLE_HOME/opmn/bin/opmnctl startall
```

In the expressions above, the *ORACLE_HOME* environment variable represents the directory in which Oracle9iAS is installed.

7. Continue post-installation tasks as described below. The following steps require use of Oracle9i Discoverer Administrator, which is part of Oracle9i Developer Suite (Oracle9iDS).
 - Create an EUL with the Oracle9i Discoverer Administrator **EUL Manager Dialog**. Instructions for creating an empty EUL can be found in the *Oracle9i Discoverer Administrator's Administration Guide*.
 - Use the Oracle9i Discoverer Administrator Import Wizard to populate the EUL with the Clickstream EUL objects contained in the `clickstream_intelligence_eul_full.eex` file. This file is located in the following directory:

`CLICK_HOME/install/analytics/discoverer/LANG`

`CLICK_HOME` is the directory in which Oracle9i Clickstream Intelligence is installed, and the `LANG` variable is the code corresponding to the language selected during Oracle9iAS installation.

For further information about populating the EUL with Clickstream metadata, see the *Oracle9i Discoverer Administrator Administration Guide*.

8. Access the **Clickstream Intelligence Home** page at the following URL:

`http://HOST:PORT/click/`

The `HOST` is the name of the computer on which Clickstream Intelligence is installed, and the `PORT` is the logical channel on which the host listens for requests.

9. Log on to the Runtime Administrator with the username `clkrt` and the password you defined with the Clickstream Database Installation Wizard.
10. Define and configure the Runtime Administrator parameters that specify the way you want data to be acquired and processed from Web server log files. For detailed information about the Runtime Administrator, see the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.
11. Load Web server log file data into the Clickstream Intelligence database. For information about the **Clickstream Load** and other database processes, see the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.
12. Enable viewing of Clickstream Analytics by creating a "Private" database connection. To do this, go to the **Clickstream Intelligence Home** page and click the **Analytics- Discoverer Viewer** link. The **Connect to Discoverer Viewer** page appears.

13. Click **Create Connection**. The **Connection Details** page appears. Provide the Connection Name, Connection Description, and Locale (the language used to view Clickstream Analytics).
14. Provide the following Database Connection Details:
 - **User Name:** enter **clkana** as your user name.
 - **Password:** the **clkana** schema password you defined via the Clickstream Database Installation Wizard.
 - **Database:** the SID for the dedicated (Enterprise Edition) Clickstream Intelligence database.
15. Click **Apply**. You return to the **Connect to Discoverer Viewer** page.
16. To access Clickstream Analytics, click the link for the **name** of the (private) connection you just created.

2.8 Changing Oracle9iAS Default Display Settings (Bug #2305244)

Upon accessing the **Clickstream Intelligence Home** page, some buttons or images may not display properly (or may not appear at all). This behavior can be corrected by changing the Oracle9i Application Server `DISPLAY` variable (which is set to `localhost:0` upon installation of Oracle9iAS).

To do this, access the `oc4j.properties` file in the following directory:

```
ORACLE_HOME/j2ee/OC4J_BI_Forms/config
```

In the expression above, `ORACLE_HOME` is the location in which Oracle9iAS is installed. Within the `oc4j.properties` file, replace `localhost:0` with the following:

```
HOST:PORT
```

In the expression above, the `HOST` is the name of the machine running the valid x-server, and the `PORT` is the number of the port where the x-server is running.

After the `DISPLAY` variable has been modified, you must stop and then re-start all application server processes with the following commands:

```
ORACLE_HOME/opmn/bin/opmnctl stopall
```

```
ORACLE_HOME/opmn/bin/opmnctl startall
```

In the expressions above, the `ORACLE_HOME` environment variable represents the directory in which Oracle9iAS was installed.

2.9 Warning Message When Importing EUL (Bug #2269141)

When importing the EUL objects contained in the `clickstream_intelligence_eul_full.eex` file (see **Post-Installation** sections above), the following message may be displayed:

"The identifier for join [join_name] contains one or more of the characters ! ~ () - ' which will be de-supported for use in identifiers in future releases of Discoverer. See release notes for more details."

Users should disregard this message and its implications. Identifiers containing the specified characters do not affect use of Oracle9iAS Clickstream Intelligence, and will not impact future product releases.

3 The Collector Agent

This section clarifies errata and other issues related to the Clickstream Intelligence Collector Agent. Additional information about the Collector Agent can be found in the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.

3.1 Standalone Collector Agent- Additional Install Steps (Bug #2278598, #2298910, #2214669)

Additional installation steps have been added to Appendix C: "Installing a Standalone Collector Agent" in the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.

After downloading the the Collector Agent install files that match the platform of your server, complete the following tasks:

- Unpack the Collector Agent files in accordance with the platform you are using. (For example, `.tar` or `.zip` files correspond to UNIX or Windows, respectively.)
- To create the configuration files used by the standalone Collector Agent, the user must run the `instantiate-collagent` script located in the following directory:

```
INSTALL_DIR/click/utl
```

- To run the script that creates the `agent.xml` as well as the `collector-agent.properties` files, enter the following command at the command prompt:

```
./instantiate-collagent JDK_HOME COLAGENT_PACKET_HOME COLAGENT_PORT COLAGENT_LOGS APACHE_LOGS
```

In the expressions above, substitute environment variables for the appropriate values below:

- `INSTALL_DIR` - represents the directory in which the standalone Collector Agent is installed
 - `JDK_HOME` - represents the Java Development Kit home directory
 - `COLAGENT_PACKET_HOME` - the data packets destination home directory
 - `COLAGENT_PORT` - the port corresponding to the Collector Agent you are installing
 - `COLAGENT_LOGS` - location of the Collector Agent log file
 - `APACHE_LOGS` - location of the Apache server log file
- Go to the following directory:

```
INSTALL_DIR/click/conf
```

The `INSTALL_DIR` environment variable represents the directory in which you installed the standalone Collector Agent.

- You must change the file mode to 755 with the following command:

```
chmod 755 clkagtctl
```

- Now, you can execute any of the commands that pertain to your standalone Collector Agent. (These commands are listed in Appendix C of the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.)

It is important to note that parameters contained in the `collector-agent.properties` and `agent.xml` files are displayed with default values. If you want to add another Collector Agent or modify individual parameter values, you must directly edit the appropriate configuration file(s).

3.2 Standalone Collector Agent Install Directory Variable (Bug #2305526)

The clarification below applies to Appendix C, "Installing a Standalone Collector Agent," located in the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.

All commands and references to the `CLICK_HOME` and `COLLECTOR_HOME` variables have been replaced with:

```
INSTALL_DIR/click
```

The `INSTALL_DIR` variable represents the directory in which you installed the standalone Collector Agent. To avoid confusion, the term "Collector Home" is no longer used to represent the directory in which the standalone Collector Agent was installed.

3.3 Standalone Collector Agent- Filter Pattern (Bug #2208473)

The following clarification applies to Appendix C, "Installing a Standalone Collector Agent," located in the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.

When the **Filter Pattern** definition is specified for the `agent.xml` file, it is important to emphasize that this filter pattern is used to *select* (and not exclude) the files you want to process from the Web server. Thus, data packets are created from log data in the files that are *selected* via the filter pattern that you specified.

3.4 Standalone Collector Agent Parameters (Bug #2239934)

When multiple standalone Collector Agents have been installed, log file and data packets storage locations must be unique between different Collector Agents. Specifically, values for the `logFileLoc` and `packetHome` parameters (contained within the `collector-agent.properties` and `agent.xml` files) must be unique for each configured Collector Agent.

3.5 Collector Agent Status in OEM (Bug #2186956)

A Collector Agent status of **Down** or **Unknown** in OEM indicates that the Collector Agent is stopped. To start the Collector Agent, use the following command:

```
CLICK_HOME/bin/clkagtctl start AGENT_NAME
```

where `CLICK_HOME` is the variable that represents the directory in which Clickstream Intelligence is installed, and `AGENT_NAME` is the name of the Collector Agent that must be started.

4 Clickstream Intelligence Daemons

This section both clarifies and adds information about actions related to the Collector Server and the Execution Engine.

4.1 Clickstream Daemons - Commands (Bug #2188536, #2188628, 2143198)

To start or stop the Execution Engine or Collector Server, enter the following commands, respectively:

```
clkctl start DATABASE_LOGIN
```

```
clkctl stop DATABASE_LOGIN
```

In the expressions above, *DATABASE_LOGIN* is equal to the username for the Runtime Administrator schema, which should be entered as **clkrt**.

To connect to a Clickstream database instance other than the one specified in the `click-app.properties` file, the following commands must be used with the variables below:

```
clkctl start DATABASE_LOGIN
```

```
clkctl stop DATABASE_LOGIN
```

where *DATABASE_LOGIN* = `username/password@HOST:PORT:SID`

The username entered must be **clkrt**, the password corresponds to the one defined for the `clkrt` schema, the *HOST* is the name of the machine on which the database is installed, the *PORT* is the HTTP port number on which the host listens, and *SID* represents the Oracle SID.

To abort the Execution Engine or Collector Server, enter the following command:

```
clkctl abort DATABASE_LOGIN
```

where *DATABASE_LOGIN* is equal to the appropriate variable(s) described above.

This command stops the daemons when a process is hanging or is taking too long to complete. After using the abort command, the user must run the `execIn.sql` script located in the following directory:

```
CLICK_HOME/admin
```

To view the status of the Clickstream daemons, use the command below:

```
clkctl status DATABASE_LOGIN
```

where *DATABASE_LOGIN* equals the appropriate variables described above.

4.2 Starting and Stopping Daemons When the Database is Down (Bug #2129334)

Because authentication is done via the database, users cannot start and stop the Clickstream daemons when the database is down. To perform the desired `clkctl` operations, users must restart the database and then run the appropriate commands (start, stop, or abort) again.

5 Processes and Execution States

This section contains information related to the database processes and execution states described in the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.

5.1 Load Clickstream Process (Bug #2015050)

When the **Load Clickstream** process is executed, the Interface Tables are first truncated (emptied) before Web log data is loaded into the Clickstream Intelligence database.

If a user has loaded external (non-Web) data into the Interface Tables, the **Load Dimensions** process must be subsequently run so that interface table data can be loaded into the database dimensions. If the user loads external/non-Web data into the Interface Tables and then proceeds with a **Load Clickstream** process, all Interface Table data will be lost when the Interface Tables are truncated prior to execution of the Clickstream Load.

5.2 Load Dimensions Process (Bug #2188594)

It should be noted that the **Load Dimensions** process does not load data into the interface tables; it simply transfers existing interface table data into the database levels that are used to populate the dimensions. Thus, the user must handle the loading of external or non-Web data into the interface tables before running the **Load Dimensions** process.

5.3 The Unrecoverable Execution State (Bug #2188618)

A process may reach the **Unrecoverable** execution state when a user restarts the Execution Engine while a process is running, or if a job loses its database connection during execution. When the **Unrecoverable** process status is displayed, the user must click the **Undo** button before any new database processes can be run.

5.4 The Stop Button (Bug #2188618)

When the user selects the **Stop** button on the **Process Details** page of the Runtime Administrator, it should be noted that the process does not actually stop until all currently running jobs are executed. This can cause the process to remain in the **Stopping** state for an extended period of time.

When the **Stopped** state is finally reached, the process is still not entirely finished. To completely terminate a **Stopped** process, the user must click the **Undo** button.

5.5 Subprocess Status Sometimes Inaccurate (Bug #2248483)

When monitoring the status of a subprocess on the **Subprocesses** page, the status may suddenly change from **Running** to **Failed**. To restore the proper status (**Running**), refresh the Web page by clicking your browser's **Refresh** button.

This sudden status change only occurs during process execution, and is not indicative of the true subprocess status. The correct status for the subprocess is displayed when the process is complete.

6 Clickstream Intelligence and WebCache (Bug #2179410)

If WebCache and Clickstream Intelligence are not installed on the same machine, the port number of the WebCache listener must be specified in the following Apache configuration file:

```
IAS_HOME/Apache/Apache/conf/httpd.conf
```

In the expression above, *IAS_HOME* represents the Oracle9iAS home directory in which Clickstream Intelligence is installed.

When Clickstream Intelligence and WebCache are installed on the same machine, modification is not required because the configuration file is automatically updated by the Oracle9iAS Universal Installer.

7 Additional Information

This section provides additional information that may be helpful when installing, configuring, or using Oracle9iAS Clickstream Intelligence.

7.1 Language Codes

The following list of language codes correspond to the languages available for the `clickstream_intelligence_eul_full.eex` file that is

mentioned in Section 2.3, "Post-Installation Tasks: Infrastructure Database" and Section 2.7, "Post-Installation Tasks: Dedicated Clickstream Database".

- **en** English
- **ar** Arabic
- **cs** Czech
- **da** danish
- **de** German
- **el** Greek
- **es_ES** Spanish
- **es** Latin American Spanish
- **fi** Finnish
- **fr** French
- **fr_CA** Canadian French
- **hu** Hungarian
- **it** Italian
- **iw** Hebrew
- **ja** Japanese
- **ko** Korean
- **nl** Dutch
- **no** Norwegian
- **pl** Polish
- **pt** Portuguese
- **pt_BR** Brazilian Portuguese
- **ro** Romanian
- **ru** Russian
- **sk** Slovak
- **sv** Swedish
- **th** Thai
- **tr** Turkish
- **zh_CN** Simplified Chinese
- **zh_TW** Traditional Chinese

7.2 Case-Insensitive Log Fields (Bug #2263438)

Log file formats supported by Oracle9iAS Clickstream Intelligence contain some log fields that are case-insensitive. Case-insensitive log fields are converted to lower-case when loaded into the Clickstream Intelligence database.

Case-insensitive log fields include the following:

- **Client IP Address**
- **Client Hostname**
- **Server IP Address**
- **Server Hostname**
- **Server Name**
- The "**Hostname**" portion of the **Referrer** field

For information about log types supported by Oracle9iAS Clickstream Intelligence, see Appendix A of the *Oracle9iAS Clickstream Intelligence Administrator's Guide*.

7.3 Discoverer Viewer- Selection of Dates (Bug #2305242)

When using Discoverer Viewer in conjunction with Clickstream Analytics, the process of selecting a date (or date range) for a report is problematic and requires a workaround.

When required to specify a date, you must click the corresponding **flashlight** icon, which prompts the **Select Value** pop-up window to appear. The functionality that enables date selection within this window is not currently operational, and the following workaround must be applied:

1. Select **Is Exactly** from the pull-down menu.
2. In the adjacent field, type a percent sign (%).
3. Click the **Go** button.
4. Select a date from those displayed in the **Results** section.

7.4 Clickstream Analytics- "Bytes Transferred" Activity Reports (Bug #2278163)

The following clarification pertains to results displayed in the "Bytes Transferred by Date" and "Bytes Transferred by Hour" worksheets found within the Activity workbook in Clickstream Analytics.

Due to the default configuration of Oracle9iAS Clickstream Intelligence, certain file types, such as .gif and .jpeg files, do not contribute to the number of bytes of a given Web page. As a result, data displayed in both the "Bytes Transferred per Date" and "Bytes Transferred per Hour" reports may appear lower than normal. This is expected behavior, however, since the reports count only bytes contained in the page itself and not other (linked) content, such as images.

7.5 Terminology Used Throughout Documentation

Clarification is provided for terms used in both the *Oracle9iAS Clickstream Intelligence User's Guide* and the *Oracle9iAS Clickstream Intelligence Administrator's Guide*, in relation to terminology used throughout the Oracle9i Application Server documentation set.

The infrastructure database that is installed as part of the Oracle9i Application Server install is also referred to as the **metadata repository**.

A dedicated (or standalone) Clickstream Intelligence database is synonymous with the phrase **customer database**.

