Oracle® Real User Experience Insight Accelerator for Oracle E-Business Suite

Release Notes

Release 5.1 for Linux x86-64

E14617-04

July 2009

This package introduces functionality to extend your Oracle Real User Experience Insight installation with specific support for the monitoring of Oracle E-Business Suite (EBS) applications. 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 E-Business Suite accelerator package.

This Oracle Real User Experience Insight accelerator package enables out-of-the-box monitoring of EBS modules. This monitoring supports user session tracking, the discovery of end-user performance issues, and the identification of application issues associated EBS modules running both the OA and JTT frameworks, as well as Oracle Forms applications running in servlet mode. It automatically discovers all installed EBS modules, and translates network objects to business functions. This facilitates the measurement and monitoring of real-user transactions, from initial query to their commit as part of business transactions. Individual user actions are automatically matched to the correct module, form, or formblock 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 monitoring support provided by this accelerator package is designed to support OA, JTT, and Forms applications for EBS 10.1.2 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.

Oracle Real User Experience Insight requires the enabling of End User or Chronos Monitoring. This is Oracle Forms functionality that triggers additional information messages to be sent by the applet to the Web server. These additional messages are required to retrieve screen definitions (such as formname) that are otherwise not sent over the connection. End User Monitoring functionality was introduced in Forms 6i as Chronos messaging. In release 10.1.2 and higher, this functionality is called End User Monitoring. Depending on the Oracle Forms version you are using, you will need to enable one of these facilities. The procedure to do so is fully described in the *Oracle Real Experience Insight Accelerator for Oracle E-Business Suite Guide*.

This document provides information about the changes introduced to the RUEI accelerator for Oracle E-Business Suite release 5.1. 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, "Installation/Upgrade Procedure"

- Section 2, "Known Issues And Limitations"
- Section 3, "Compatibility Issues"
- Section 4, "Product Documentation"
- Section 5, "Documentation Accessibility"

1 Installation/Upgrade Procedure

The installation procedure is fully described in the *Oracle Real User Experience Insight Accelerator for E-Business Suite Guide*.

Important: The upgrading of an existing RUEI accelerator for EBS 1.*x* 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*.

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2 Known Issues And Limitations

Currently, EBS accelerator packages does not work with all EBS functionality. In particular, the following issues are known to exist:

- Oracle Forms is only supported in servlet mode.
- 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. In addition, there is no useful translation table with a relevant business-oriented name for the reports. The only solution would to rewrite the known report URLs to correct report names based on a translation file.

  An additional side note on this issue is that some customers are using the 'jobs' functionality to create reports. This is an insecure way to do this, because the next and previous numbers can easily be guessed, and allow users to see reports they may not be authorized to view. Because of the randomness of the name (only a number), it is not useful to report on these type of reports when they are used.

  As a result of the issues described above, Forms reports are not monitored.
- Reporting is based on the last activated area. Hence, when an end-user is browsing simultaneously in multiple browser windows, the reported page name might contain incorrect information.
- 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.
- 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 Compatibility Issues

If you are upgrading from release 4.5.*x* to 5.1, you should be aware of the following point:

- The version of the `create_EBS_info.sh` script included in this release should be used to determine how the EBS architecture has been implemented within your environment, and *not* the one shipped with the 4.5.*x* release. This is because the format of the generated `.txt` files has changed from the Latin-1 to Unicode (UTF-8) character set.

4 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`.

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