Oracle® Real User Experience Insight

Release Notes

Release 4.5.2 for Linux x86-64

E14988-01

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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 powerful Web-based utility to report on real-user traffic requested by, and generated from, your network. It measures the response times of pages and transactions at the most critical points in your network infrastructure. Powerful session diagnostics allow 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 4.5.2. 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:

- Section 1, "New Features Included In The Release"
- Section 2, "Installation/Upgrade Procedure"
- Section 3, "Known Issues And Limitations"
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1 New Features Included In The Release

Password enforcement

It is now possible to specify the maximum password duration up to 999 days. Previously, the maximum duration was 60 days. In addition, it is now also possible to set the duration to 0, indicating that passwords will never expire. Note if a password's expiration period is set to 0, and later re-set to a non-zero value (or vice versa), all existing user accounts will adapt to the newly specified password expiration period.

2 Installation/Upgrade Procedure

The installation procedure, together with the procedure to upgrade an existing REUI 4.5.0 or 4.5.1 installation to version 4.5.2, is fully described in the *Oracle Real User Experience Insight Installation Guide*.

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3 Known Issues And Limitations

Currently, the following issues are known to exist:

- **No standard reports, KPIs, or dashboard information available on Web services**

  Currently, there are no standard reports available providing Web service-related information. Similarly, there no are KPI metrics for their monitoring, or information displayed about them on the Dashboard. This will be addressed in a future release.

- **Enriched data exchange only supports Web Applications**

  The Enriched data exchange facility (**Configuration** > **Applications** > **Enriched data exchange**) currently only supports the alternative analysis of application-related data, and not Web service-related information.

- **Export of additional items using the Enriched data exchange facility**

  The Enriched data exchange facility allows you to define additional data items to be included in the exported data. To do so, you must specify a data name for the item, a source type (such as "header in request"), and a source value (such as "frmItem"). However, the specified data item name is not used. Instead, the item is reported using the specified source value. Note that this limitation only applies to headers.

- **Maximum of five cookies technologies supported (7258162)**

  In order to accurately monitor your Web environment, RUEI needs to know and understand the cookie technology your Web site is using. This can either be a standard technology (such as ASP or ColdFusion), or a custom implementation. Currently, you can define a maximum of five cookie technologies for use when monitoring.

- **Replay viewer data not purged after performing Reset to factory defaults**

  When performing a system reset (**System** > **Maintenance** > **System reset**, and select **Reset to factory defaults**) on a Collector system, it is possible that some entries are not completely purged from the system. In particular, Replay viewer and other data can remain.

- **Warning about non-secure items when modifying application naming schemes**

  After editing an application naming scheme (select **Configuration** > **Applications**) and clicking Save, a warning appears stating "This page contains both secure and non-secure items". This message appears because RUEI uses HTTPS as its default protocol, and page sources are previewed using the HTML <base> tag. Hence, if the base URL uses HTTP, the client browser within which RUEI appears contains mixed content (secure and non-secure). To disable this message within Internet Explorer, select **Tools** > **Internet Options**. Then click the **Security** tab, and click the **Custom level** command button. Within the Security Settings dialog, scroll to the **Display mixed content** item, (in the **Miscellaneous** section), and click the **Enable** radio button. Click **OK**, and then **OK** again, to exit Internet Options with the saved option change.

- **Refreshing custom dimension**

  After adding, renaming, or deleting a custom dimension, it may be necessary to press Ctrl+F5 (forcing a reload of the interface) to make the changes visible within the Data browser.

- **URL arguments show object arguments instead of page arguments**

When a page hit contains no arguments, but one of its objects does contain arguments, the object arguments are used as the page's arguments.

- **Errors when running set-admin-password script**

  You may receive error messages when running the `set-admin-password` script after selecting the **Reset to factory defaults** option. These error messages are caused by the working directory no longer existing, and can safely be ignored. To prevent receiving them, either change to another directory before running the script, or logon to the system after selecting the **Reset to factory defaults** option.

4 Bugs Fixed

The following bugs have been fixed in this release:

- When selecting a period within the Data Browser, and specifying a period of longer than a month which ends on the current date, the reported data for the current day is double that you would expect (7648481).

- Selecting HTML title as the page-naming scheme does not result in all HTML titles being recognized as pages (8250360).

- If the same functional error containing a double quote character is defined for two applications, only one application is able to see the error (8319964).

- Opening reports concerning transactions can lead to an ORA-01427 database error (7648930).

- The upgrade script does not work when logging on as a non-root user with su and sudo (7651603).

- Pie charts sometimes display several entries for the "other" slice (7652552).

- Downloading a Microsoft Excel worksheet can lead to a PHP fatal error (7652556).

- Selecting a date in the future within reports can lead to an internal error (7696782).

- Files of functional errors are not always correctly merged when multiple applications are defined (8201567).

- Maximum expiry period for passwords is limited to 60 days (8229089).

- A 4-step transaction funnel can show a negative fall between steps 2 and 3 (8230023).

- Database is not always purged correctly when approaching full (8303528).

- Custom dimensions within session-based response headers do not work (8407613).

- The Collector status window does not show the correct status (8254712).

5 Product Documentation

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

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

The page referred to above contains the following documents:

- *Oracle Real User Experience Insight Installation Guide*.

- *Oracle Real User Experience Insight User's Guide*.

- The latest version of this document.

6 Documentation Accessibility

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