

Oracle® Real User Experience Insight Accelerator for JD Edwards EnterpriseOne

Release Notes

Release 5.1 for Linux x86-64

E10785-03

September 2009

This accelerator package for RUEI enables out-of-the-box monitoring of JD Edwards modules. This monitoring supports user session tracking, the discovery of end-user performance issues, and the identification of application issues associated with JD Edwards.

This accelerator package automatically discovers all installed JD Edwards 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 site, portal, or node 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 package has been verified against JD Edwards installations based on JD Edwards Tools version 8.97 and 8.98, and JD Edwards applications version 8.12. However, JD Edwards applications version 8.11 and 9.0 running on said Tools versions should also work.

This document contains the following sections:

- [Section 1, "Installation Procedure"](#)
- [Section 2, "Known Issues And Limitations"](#)
- [Section 4, "Documentation Accessibility"](#)
- [Section 4, "Documentation Accessibility"](#)

1 Installation Procedure

The installation procedure, together with all required post-installation configuration, is fully described in the *Oracle Real User Experience Insight Accelerator for JD Edwards EnterpriseOne Guide*.

2 Known Issues And Limitations

Currently, the Oracle Real User Experience Insight accelerator for JD Edwards EnterpriseOne does not work with all JD Edwards functionality. In particular, the following known limitations exist:

- 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.
- 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.

Patch Availability

Bug 8810612 describes how session diagnostics information is not available for JD Edwards applications. This bug is fixed in patch release 8810612 which is available from <https://metalink.oracle.com/CSP/ui/index.html>. It is recommended that you download and install this patch.

3 Product Documentation

The latest version of this file, together with the *Oracle Real User Experience Insight Accelerator for JD Edwards EnterpriseOne Guide*, is available at the location <http://www.oracle.com/technology/documentation/realuserei.html>.

4 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 Accelerator for PeopleSoft, Release 5.1 for Linux x86-64
E10785-03

Copyright © 2009, 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.

