

Oracle® Real User Experience Insight

Release Notes

Release 6.0.1 for Linux x86-64

E16293-03

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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 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. An insightful session 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 6.0.1. 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.

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1 New Features Included In The Release

Oracle Real User Experience Insight Release 6.0.1 contains a significant number of new features and enhancements. They include the following:

- **Customizable dashboards**

In previous versions of RUEI, only one dashboard was available to users. In version 6.0.1, users can create their own private dashboards, either from scratch or based on provided templates. User access control has also been extended to regulate access to information about specific applications, services, and suites.

- **Full session replay facility**

The replay viewer has been extended to offer much more realistic insight into how visitors experienced a session. This is complemented by extensive diagnostics

facilities, JavaScript execution customization, and enhanced masking of sensitive user information.

- **Integration of root-cause analysis with Enterprise Manager (EM)**

A powerful clickout facility has been added to the Data Browser that provides dedicated support for EM diagnostics utilities such as CAMM and AD4J.

- **New Data Browser URL diagnostics group**

The Data Browser has been enhanced with the addition of a URL diagnostics group. This provides dedicated reporting of dynamic objects within pages (such as portlets and frames). The information reported through this new group enables you to access dynamic server-interacting URLs independently of pages. This approach has the advantage that relevant hit-based information is more quickly located.

- **Support for Oracle ADF-based applications**

RUEI now supports out-of-the-box monitoring of Oracle Application Development Framework (ADF)-based applications. It automatically discovers Oracle ADF applications, and translates network objects to business functions.

- **Exporting complete session records**

The session diagnostics facility has been extended to support the export of complete session contents to external utilities for further analysis or integration with other data. This offers the opportunity to use complete real-user sessions as the basis for test script generation using test platforms such as Oracle ATS. In addition, a summary of a visitor session can be exported to Microsoft Excel.

- **Improved session diagnostics facility**

The session diagnostics facility has been enhanced to provide both page and object information through a single user-friendly interface.

- **Support for Oracle SSO user authentication**

User authentication of system users can now be performed via an Oracle Single Sign-On (SSO) server. Note that the server must be configured to work with RUEI. This is described in the *Oracle Real User Experience Insight Installation Guide*.

- **Enhanced masking of user information**

The masking of sensitive user information has been extended to include HTTP headers, cookies, and the contents of URLs. A default facility has also been added to allow standard handling of items not explicitly specified in your security definitions. Finally, it is now possible to control the recording of sensitive data within both Collector log files and the replay viewer facility.

- **Preconfigured suite-specific cookies**

Cookie support for suites is now provided through preconfigured custom cookies. This has the advantage that you can now readily view the default cookie structure for a suite, and determine whether it meets your configuration requirements. This applies to both suites supported out-of-the-box (currently, Oracle Application Development Framework (ADF) and WebLogic Portal), as well as those supported through accelerator packages (currently, PeopleSoft, JD Edwards, and Siebel). Note that a pre-configured cookie is not available for Oracle E-Business Suite (EBS).

- **Multiple users can be granted Administrator permissions**

The RUEI user management facility now enables multiple users to be assigned the Administrator role. However, these additional users remain under the control of the Super Administrator (`admin`) user.

- **Reporter data collection policies enhanced to control database compression**

The Reporter data collection retention policies have been enhanced to allow you to specify whether data should be compressed for long-term storage. By default, compression is enabled. Be aware that disabling compression effectively doubles the amount of required database storage space. For example, a 400 GB database would require 800 GB of storage space.

- **Improved internal event logging**

The error file `RUEI_DATA/processor/log/error.log` and the error log viewer facility (**System > Status > Error log**) have been replaced by the event log viewer. This provides a record of system events, and enables ready identification and resolution of issues that might arise within your RUEI installation.

Note that errors currently reported in the error file are not imported into the event log during the upgrade procedure. It is recommended that you review the contents of the error file before starting the upgrade procedure.

- **Improved WebLogic Portal (WLP) reporting**

File-based WebLogic Portal implementations (where users access the portal through a `.portal` file) are now supported. In addition, RUEI now supports out-of-the-box monitoring of WLP applications that employ user authentication based on the REST framework.

1.1 Accelerator-Specific Enhancements

In addition of the enhanced within the base product described above, the following enhancements have also been made to the version 6.0.1 accelerator packages:

- **Oracle E-Business Suite (EBS)**

- The monitoring of Oracle Forms traffic has been enhanced to support socket mode, as well as servlet mode.
- The dependency on enabling End User Monitoring (for Oracle Forms version 10.1.2 and higher) or Chronos Monitoring (for Oracle Forms version 6i) has been removed. Note that if enabled, database time reporting is available within RUEI.
- The `create_EBS_info.sh` script has been replaced by the `create_EBS_info.pl` Perl script. As a result, the script can now run on Microsoft Windows EBS servers, as well as Unix servers.

- **Siebel**

Supported has been added for the reporting of Siebel methods.

2 Installation/Upgrade Procedure

The installation procedure, together with the procedure to upgrade an existing RUEI 5.x or 6.0.0 installation to version 6.0.1, is fully described in the *Oracle Real User Experience Insight Installation Guide*.

Important: The upgrade of existing accelerator packages (such as for Oracle E-Business Suite, JD Edwards, Siebel, and PeopleSoft) to release 6.0.1 *must* be performed at the same time as the upgrade of the RUEI system to version 6.0.1.

3 Known Issues And Limitations

Currently, the following issues are known to exist:

- **External JavaScript files need to be downloaded within Replay viewer**

Within the Replay viewer, when clicking a link to an external JavaScript file, and you are using the Internet Explorer browser, you are first prompted to download the external file. This does not occur with Mozilla Firefox.

- **Long dimension level names are truncated**

All dimension level names are limited to 254 characters. If a name is longer than this, it is automatically truncated. Note truncated data is indicated by ending with an ellipse (...).

- **Collectors do not support SSL wildcard certificates**

Currently, although SSL wildcard certificates can be imported into Collector systems (select **Configuration**, then **Security**, and then **SSL keys**), their use is not supported. While you can specify a key for the certificate and, optionally, a key activation password to secure the private key and certificate on the system, the key is not used to decrypt network traffic.

- **Non-application traffic not represented in Traffic summary**

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.

- **Mismatches between previewed reports and generated PDFs**

Some characters are not rendered in the generated PDF file as they appear in the preview. This is because the preview facility uses locally installed client fonts, while the PDF generation facility uses the RUEI server installed fonts. The default font will cover most customer requirements. However, there are known issues with Asian and Eastern European bold characters. If necessary, you can install a suitable alternative font to resolve this issue. For further information, see the *Oracle Real User Experience Insight Installation Guide*.

- **URL reporting**

RUEI reports URLs in a human-readable format. This means the reported URLs, although they appear to be real URLs, cannot always be copied and pasted into the browser address bar. It is not possible to distinguish between the raw format (received by the Web server) and the more readable format (reported by RUEI). As a result, the following characters might receive a different meaning: ; (comma), [,], ;, @, !, \$, ' , (,) , * , and +.

- **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.

- **Not possible to upload ADF configuration file**

Currently, is it not possible to upload a suite configuration file for Oracle Application Development Framework (ADF) applications. In addition, there is no configuration file creation script.

- **Locked user accounts not correctly indicated first day (9081375)**

If a user account is locked due to password expiration, this is not indicated on the first day with the locked account icon in the user overview (**System > User management**). In addition, the user does not receive the appropriate error message when trying to logon. On subsequent days, the status icon and error message are reported correctly. Note that the Administrator can still unlock the account at any time by specifying a new password for the user.

- **Pages within the Replay Viewer**

Application pages may not be available within the Replay Viewer facility if they are based on re-directs or partially updated frames, or contain AJAX or Flash constructions.

4 Compatibility Issues

If you are upgrading from a previous release, you should be aware of the following reporting differences:

- **Concurrent sessions KPI metric**

Previously, the number of concurrent sessions reported for the last 5-minute interval had to be estimated. This estimate was based on the number of detected sessions. However, this had to be corrected to take account of inactive sessions. This was done through the use of the average session duration setting. This specified how long the average unique visitor spend on the site. This lead to the under-reporting of the concurrent sessions KPI metric.

In version 6.0, the concurrent sessions KPI metric is reported based on the number of *active* sessions detected in a 5-minute period. This provides far more accurate reporting of concurrent sessions.

Because the number of reported concurrent sessions is significantly different (up to twice as many sessions can now be reported) after upgrading to version 6.0, it is *strongly* recommended that you careful review any KPIs or reports in which the concurrent sessions KPI metric appears.

- **Enabling the Replay Viewer**

In previous versions of RUEI, the replay functionality was enabled by selecting **Configuration > Security > Blinding**, and then clicking the **Toggle Replay functionality** icon on the toolbar. In version 6.0, replay functionality is enabled by selecting **Configuration > Security > Masking > URL prefix masking**, and then clicking the currently defined **Default masking action**, and selecting the "Complete logging" option. As in previous versions, the replay facility is by default disabled (that is, "No reply" is the default option).

- **Dashboard support**

In previous versions of RUEI, only one dashboard was available. In version 6.0, users can customize their dashboards. The functionality available through the

previous preconfigured dashboard is available via the "Default" system template. For information on creating templates based on templates, refer to the *Oracle Real User Experience Insight User's Guide*.

5 Bugs Fixed

The following bugs have been fixed in this release:

- Page searches using Russian characters leads to ORA-00911 error (8970495).
- When upgrading from 5.1 to 6.0.1, the default masking actions are not present in the 6.0.1 installation (9113042).
- Additional arguments are not always correctly handled when using the Sitestat page-tagging scheme (9093662).
- You are unnecessarily prompted to re-start the Collector after changing the failed replay storage or full session replay storage (9117863).
- The Default masking action menu within the URL post argument masking facility should not contain the option "Default" (9113076).
- Page names containing certain characters cannot be added to transaction definitions (9147227).
- Incorrect data is reported within the "Sessions per country" report (9124148).
- An error is generated when selecting the "Select value" or "Exclude value" options within a values list (9113313).
- The ADF dimension "ADF component client ID" does not appear in any Data Browser group (9156313).
- Within the session diagnostics facility, page diagnostic hit expansions sometimes do not work correctly (9151893).
- ADF suite definitions use the wrong input filter (9156203).
- Requesting page information within the Session diagnostics facility sometimes leads to a gzuncompress error (8824800).
- SLA results are now determined by comparing the total percentage of up time against the currently defined target, making SLA results consistent between dashboards and reports (8946848).
- The Collector sometimes returns out-of-date or incorrect page content (8593423).
- Decompression of hits can fail (8418648).
- Some graphical items (such as pie charts) do not provide for resizing and moving (8301368).
- Transaction load time KPI metric not correctly calculated when sampling interval is changed (9032749).
- The Failed URLs diagnostics facility reports incorrect data (9018635).
- Error reported when applications have the same names as the host names (8997423).
- Processing stops and an error is reported (8941857).
- The Failure details and Object performance and hits views have been added to the Data Browser (8831533).

- Appending data to the database takes much longer than usual, causing processing to become unstable and to fail (8675488).
- In Mozilla Firefox, when a KPI is opened in a separate window, the timer in the right-hand corner starts to report negative values (8810188).
- URL diagnostics view added to Slow URLs group (8750728).
- Panels, menu items, and the location bar can become no longer synchronized within the Data Browser (8706449).
- JavaScript code not visible in session replay facility (8706441).
- Not all functional error messages are reported when creating a KPI based on Page/ Delivery details (8706431).
- Pie chart graphs not always sorted on displayed value (8640934).
- Previously, sessions were only reported in the All sessions group when the session was considered finished, either because the user has been inactive for longer than the defined session idle time (by default, 15 minutes), or the session has lasted longer than the defined session flush time (by default, 60 minutes). In version 6.0, all active sessions detected within a 5-minute period are reported. Therefore, session reporting is now consistent with that within the Session Diagnostics facility.

6 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.*
- *Oracle Real User Experience Insight Accelerator for Oracle E-Business Suite Guide.*
- *Oracle Real User Experience Insight Accelerator for Siebel Guide.*
- *Oracle Real User Experience Insight Accelerator for PeopleSoft Guide.*
- *Oracle Real User Experience Insight Accelerator for JD Edwards.*
- The latest version of this document.

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