Oracle® Real User Experience Insight Accelerator for Siebel

Release Notes

Release 6.0.1 for Linux x86-64

E16305-03

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This accelerator package introduces dedicated functionality to extend your Oracle Real User Experience Insight installation to provide specific support for the monitoring of Siebel applications. It enables out-of-the-box monitoring of Siebel applications. This monitoring supports user session tracking, the discovery of end-user performance issues, and the identification of Siebel application issues. It automatically discovers all Siebel applications, and translates network objects to business functions. This facilitates the measurement and monitoring of real-user transactions. Individual user actions are automatically matched to the correct screen, applet, or view 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 functionality provided in this package is specific to Oracle Real User Experience Insight release 6.0.1 (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 Siebel accelerator package.

The monitoring support provided by this accelerator package is designed to support HI applications (such as Callcenter, Sales, Service, Marketing, and PRMManager) for Siebel 7.7 and higher.

The minimum Oracle Real User Experience Insight installation within which this accelerator package can be deployed is release 6.0.1. For information on specific releases, please refer to the relevant Release Notes.

This document contains the following sections:

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1 New Features in This Release

- Cookie support for Siebel applications is now provided through a preconfigured custom cookie. This has the advantage that you can now readily view the default cookie structure, and determine whether it meets your configuration requirements.

- Support has been added for the reporting of Siebel methods. This facilities the creation of reports detailing slow-running queries by specific users.

  Note that to create such reports, a filter should be set on the Siebel command (InvokeMethod) and the Sibel method (Query), and the Siebel applet used to identify the area in which the query is running. You can then use the page-loading-time view to identify the slowest pages and, with a filter set on the slowest applets, you can view the connected users either through the Session Diagnostics facility, or by adding the user ID dimension.

2 Installation/Upgrade Procedure

The installation procedure is described in the *Oracle Real User Experience Insight Accelerator for Siebel Guide*.

Important: The upgrade of an existing RUEI accelerator for Siebel installation to release 6.0.1 *must* be performed at the same time as the upgrade of the RUEI system to version 6.0.1. This is described in the *Oracle Real User Experience Insight Installation Guide*.

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3 Known Issues And Limitations

Currently, RUEI does not work with all Siebel functionality. In particular, the following known limitations exist:

- Due to certain attributes of the Siebel user interface, it is not possible to define transactions based on individual Siebel screen elements. Therefore, transactions must be based on a combination of screen, view, and applet name.
- RUEI attempts to report 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). This is particularly important in the case of Siebel URLs. Consider the following argument examples that might appear in a Siebel URL, and how they are reported within RUEI:

  ```
  &SWEView=Program Expense Trend Analysis View
  &SWEView=Program+Expense+Trend+Analysis+View
  ```

  The first URL probably went over the line as follows:

  ```
  &SWEView=Program%20Expense%20Trend%20Analysis%20View
  ```

  However, the second URL could have gone over the line as either of the following:

  ```
  &SWEView=Program+Expense+Trend+Analysis+View
  &SWEView=Program%2bExpense%2bTrend%2bAnalysis%2bView
  ```

  IF it did not go over the line in the second format, the value may very well have been interpreted incorrectly by the Web server.
- Siebel 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.

- 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.

4 Bug fixes

- Siebel server report category contains Oracle E-Business Suite reports (8624060).
- Version 6.0.0 introduced a new Siebel dimension called 'Method'. Its default value was set to 'no command', and this should be 'no method'. Reports, KPIs, and transactions created in 6.0.0 that use the value 'no command' as a filter will no longer work, and need to be reconfigured with 'no method' (9127625).

5 Product Documentation

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

6 Documentation Accessibility

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