

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

Release Notes

Release 6.5.0 for Linux x86-64

E17369-01

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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 accelerator package is specific to Oracle Real User Experience Insight release 6.5.0 (or any higher maintenance release). If you upgrade your Oracle Real User Experience Insight installation to a higher version, you must also 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 and socket 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 6.5. For information on specific releases, please refer to the relevant Release Notes.

This document provides information about the changes introduced to the RUEI accelerator for Oracle E-Business Suite release 6.5. 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

The Oracle Real User Experience Insight accelerator package for Oracle E-Business Suite Release 6.5.0 contains the following new features and enhancements:

- The URL prefix setting used by the suite instance to identify how servlet-based traffic is identified from other HTTP traffic is now automatically detected. Therefore, the **URL prefix** field has been removed from the **Forms** tabs within the suite's overview.
- Enhancements have been made to remove unidentified actions within Forms traffic.
- Diagnostics has been extended to identify problem and/or failing pages.

2 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 installation to release 6.5 must be performed at the same time as the upgrade of the RUEI system to version 6.5. This is fully described in the *Oracle Real User Experience Insight Installation Guide*.

3 Known Issues And Limitations

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

- 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, 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.
- EBS 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 Bugs Fixed

The following bug has been fixed in this release:

- Forms events are sometimes reported as unidentified actions (9248009).
- Forms keep-alives are not correctly recognized (9245128).
- Forms are sometimes reported on the wrong application (9245048).
- The first use of the RUNFORM action within Forms is reported as unidentified (9300483).
- Forms error response codes are not reported for a Forms-only application (9188513).
- The first page of Forms applications is missing within the Session Diagnostics facility (9300427).
- Form names not reported within EBS Data Browser group for Forms-only applications (9188475).
- The first pages of a Forms application is reported as unidentified (9188457).
- Parse errors reported in Session diagnostics facility (9188438).
- Server IP address must be specified in servlet mode (9100486).
- Long Forms definitions can result in crashes (9100486).
- Empty exchanges are not correctly identified and reported (9266341).
- Parse errors reported (9278832).
- Truncated string properties lead to parse errors (9278817).
- Re-ordered TCP packets in socket mode cause memory leaks (9168928).
- Collector limits reached in monitored traffic (9285486).
- Socket mode hits are reported as servlet mode hits (9287753).
- The create_EBS_info.pl zip file cannot be unzipped by RUEI (9147694).
- ifErrors incorrectly processed (9151849).

5 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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