

Oracle® Real User Experience Insight Accelerator for PeopleSoft

Release Notes

Release 6.5.0 for Linux x86-64

E17374-01

April 2010

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

This accelerator package automatically discovers all installed PeopleSoft 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 PeopleSoft applications based on PeopleTools version 8.48 and 8.49. Earlier versions, although not tested, should also work.

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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 PeopleSoft Guide*.

Important: The upgrade of an existing PeopleSoft accelerator package to release 6.5 *must* be performed at the same time as the upgrade of the RUEI system to version 6.5.

2 New Features in This Release

- Action reporting

Support has been added for the reporting of actions (based on the PeopleSoft `ICaction` URL argument).

3 Known Issues And Limitations

Currently, the Oracle Real User Experience Insight accelerator for PeopleSoft does not work with all PeopleSoft 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_PSFT_info.sh` script only runs on Unix PeopleSoft servers.
- An error is not immediately reported if an invalid connect string is specified when running the `create_PSFT_INFO.sh` script. You will need to press **Enter** several times before the error is reported.
- PeopleSoft 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 bugs have been fixed in this release:

- Cache items reported as page views and not objects (9027130).
- Uploading of the PeopleSoft configuration file sometimes fails (9000737).

5 Product Documentation

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

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