Oracle® Real User Experience Insight

Release Notes

Release 6.5.0 for Linux x86-64

E17375-01

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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 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 6.5.0. 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.

This document contains the following sections:

- Section 1, "New Features Included In The Release"

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1 New Features Included In The Release

Oracle Real User Experience Insight Release 6.5 contains a significant number of new features and enhancements. They include the following:

- **Integration with the My Oracle Support portal**

   Clickout functionality has been extended to search the My Oracle Support portal for relevant information about specific reported errors (such as ORA-12154 or SBL-UIF-00271).

- **Diagnostics integration with Oracle Enterprise Manager Grid Control 11.1**

   Support has been added for clickout to Oracle Enterprise Manager 11.1. Currently, clickouts to the following Enterprise Manager functionality is available:

   - JVM diagnostics: provides in-depth diagnostics of the relevant Java Virtual Machine (JVM) for failing applications or user functions.

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- Request monitoring: provides an end-to-end view of applications, environments, and the infrastructure, facilitating the identification of issues between tiers and/or components.

- Application dependency: provides a clear understanding of the relationships between business functions, associated components, and the underlying run-time environments.

- EBS: provides insight into EBS performance issues through access to relevant enterprise, database, and Application Server information. User performance data (including Forms, OAF, and CP sessions) is also available for specific users.

- Siebel: provides insight into Siebel performance and user issues through access to relevant SARM diagnostic data.

■ **Integration with Oracle Enterprise Manager Grid Control 11.1 beacon service tests**

Specific applications can now be monitored for Oracle Enterprise Manager Grid Control beacon service test traffic. When detected, this traffic is reported via the new Service Test group. In addition, diagnostics information about monitored beacon service tests is available via the Service tests diagnostics facility, and selected service test sessions can be converted into RUEI transactions.

■ **Externally viewable dashboards**

The dashboard facility has been enhanced with the addition of Published dashboards. These are viewable by external users via a generated link.

■ **Information access level management**

Information access management has been extended to include not only users with Overview permission, but also those with Inquiry and Analytical permission. As part of the upgrade procedure, users with Analytical or Inquiry access level permissions are authorized to view information about all applications, suites, and services. It is recommended that you review these users' authorizations to ensure that they meet your information management requirements.

■ **User access controls added to KPIs**

In version 6.5, user access control has been extended to regulate access to KPI information about specific applications, services, and suites. As part of the upgrade procedure, all currently defined KPIs receive the access type generic. Therefore, users with Overview permission can no longer view KPIs. To resolve this issue, it is recommended that you review the access type assignment for all currently defined KPIs to ensure that they meet your information management requirements.

■ **Searching within the Diagnostics facility**

The search functionality within the Diagnostics facility has been extended to offer improved usability. In particular, group-specific criteria are available for locating and ordering user records.

■ **Moving between actions within the Data Browser**

You can now use the **Back** and **Forward** icons to move between your previous selections. In this way, you can undo previous actions (such as the application of a filter or a date/time section) without having to repeat your complete viewing actions.

- **Support for monitoring WebDAV Web services**

  Support has been added for the monitoring of services using WebDAV methods. The currently supported HTTP methods are ACL, CONNECT, COPY, DELETE, GET1, LOCK, MKCOL, MOVE, OPTIONS, PROPFIND, PROPPATCH, PUT, REPORT, SEARCH, TRACE, and UNLOCK.

- **Support for traffic sampling based on HTTP headers**

  Traffic sampling is now supported under all Enterprise deployments even when IP address information is retrieved from HTTP headers rather than TCP IP packets directly.

- **TCP traffic diagnostics facility**

  The Collector statistics facility has been extended to allow you to verify whether RUEI "sees" all required network traffic. It is *strongly* recommended that a network engineer within your organization validates collected network traffic after installation of RUEI.

- **Integration for Oracle Access Manager (OAM) user name specification**

  Support has been added for the identification of user IDs within OAM-based traffic. OAM version 10.1.4.*x* (or higher) is supported. This greatly extends the number of SSO protocols that are supported. In addition, as long the monitored application traffic contains an ObSSOCookie, it is no longer necessary for RUEI to monitor the access pages or authentication mechanism directly.

- **Custom dimensions available for failed URLs and pages**

  Custom dimensions can now be defined that only appear in the Slow and Failed URLs groups, and the Failed pages group. They allow you to include additional information about the failed page or component for diagnostics purposes.

- **Password policies facility extended**

  The password security policies facility has been extended to enable you to specify how many days after the creation of a user account the initial password must be changed, and the number of failed logon attempts after which a user account is locked.

- **Maximum depth of XPath expressions increased**

  In previous versions of RUEI, the maximum depth in XPath expressions was limited to 8 levels. In version 6.5, this has been increased to 16 levels. This enables the analysis of more deeply embedded elements within XML documents.

1.1 Accelerator-Specific Enhancements

In addition of the new features described above, the following enhancements have also been made to the version 6.5 accelerator packages:

E-Business Suite (EBS)

- The URL prefix 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 most unidentified actions within Forms traffic.

- Diagnostics has been extended to identify problem and/or failing pages.

PeopleSoft

- Actions are now reported (based on the PeopleSoft `ICaction` URL argument).

2 Installation/Upgrade Procedure

The installation procedure, together with the procedure to upgrade an existing RUEI 5.*x* or 6.0.*x* installation to version 6.5, 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 6.5 *must* be performed at the same time as the upgrade of the RUEI system to version 6.5.

3 Known Issues And Limitations

Currently, the following issues are known to exist:

- **Vertical bar chart visualizations not available within dashboard items**

  Due to size constraints, the vertical bar chart visualization is only available for time-based dashboard items.

- **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 must 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 +.

- **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.

- **Pages within the Replay Viewer**

  Application pages may not be available via the Replay Viewer within the Session diagnostics facility, or may appear garbled, if they are based on Rich Internet Applications (RIAs). Examples of RIA frameworks include Ajax, Curl, GWT, Adobe Flash/Adobe Flex/AIR, Java/JavaFX, Mozilla's XUL, OpenLaszlo, and Microsoft Silverlight. However, the JavaScript replay facility can be used to modify the rendering of replayed pages. This is described in section 6.2.17 of the *Oracle Real User Experience Insight User's Guide*.

4 Compatibility Issues

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

- **URL argument name encoding**

  In previous versions of RUEI, URL argument names within filters or configuration settings were specified in their "raw" format. In version 6.5, except for the "%" and "&" characters, they are specified in human-readable format (that is, decoded). Note that applications using the previous format are automatically converted to human-readable format during upgrade to version 6.5 (except for the %, &, and = characters). Therefore, you may see differences in reported URLs. For example, the URL `myshop.com.....my%26variable=test` is now reported as `myshop.com.....my$variable=test`.

- **Collector data retention policy settings**

  Important: in previous versions, the Error Page Replay (EPR) and Full Session Replay (FSR) settings specified the total amount of Collector disk space reserved for *all* monitored applications. During upgrade to version 6.5, you can specify whether the currently defined settings are converted to settings for *each* monitored application, or are *divided* by the current number of monitored applications to determine the new amount of replay data available for each application. The procedure is described in Sections 5.1 and 5.2 of the *Oracle Real User Experience Insight Installation Guide*.

  Therefore, it is *strongly* recommended that you review these settings (**Configuration** > **General** > **Advanced settings** > **Collector data retention policy**) immediately after upgrading to version 6.5.

- **Sampling interval renamed**

  The KPI sampling interval setting for KPI configuration has been renamed to Calculation period.

- **Multi-byte application definitions**

  If your application definitions contain multi-byte character arguments, you should ensure that the Collector encoding setting (**Configuration** > **General** > **Advanced settings** > **Collector encoding**) is correctly specified.

- **Object definitions**

  In version 6.5, if an object URL is not part of an application definition, the object referrer (if any) is used to determine the associated application. In previous versions, this test was not performed. Therefore, you may see differences in reported data.

5 Bugs Fixed

The following bugs have been fixed in this release:

- The client IP address is not always correctly available when behind a proxy server (9454801).

- Some sessions are incorrectly reported as two sessions (9507353).

- Valid user IDs are sometimes reported as Anonymous (9448203).

- Decryption errors should be reported as internal errors (9177630).

- The masking of URL arguments does not cater for long POST strings (9120631).

- Within the Data processing facility, the status of actively used SSL keys is indicated as 0 (9177576).

- Invalid values are extracted from custom dimensions (9379739).

- Siebel errors are not always reported in error content scans (8839011).

- Double-byte characters are replaced by underscore characters when using the Enriched data export facility (9299137).

- Log files constantly report the error ORA-01756 (9363016).

- The reported server time for Siebel forms is too long (9324106).

- Siebel pages are reported as unknown when the URL contains "//" (9244625).

- The reported user ID/group level for Siebel applications is sometimes garbled (9197450).

- The reported number of sessions is sometimes lower than expected (9351377).

- URLs are not always assigned to the correct suite instance (9203062).

- Incorrect page name/groups are reported when the page URL contains multiple leading slash characters (9113669).

- Transaction steps are not always visible in the transaction completion report (9249695).

- Report headers within E-mails should indicate report title and description (8856025).

- The "Open in export" view does not always show all values (9450550).

- HTTP static content not always reported correctly (9120669).

- Client locations containing multiple-byte characters are not reported correctly (9198695).

- Opening long sessions within the Session diagnostics facility generates Apache errors (9245069).

- The Rule ordering facility should contain a vertical scroll bar (9278025).

- Dashboard items sometimes report errors (9209236).

- Errors reported when viewing replay content (9371171).

- KPI duration missing from SNMP alert (9351422).

- "Error: Passed variable is not an array or object" reported (9200121).

- SSL keys not always correctly loaded (9238457).

- Page names are sometimes reported garbled or incomplete (9203280).

- Extensive enhancement to the E-Business Suite (EBS) accelerator resolved the following bugs: 9248009, 9245128, 9245048, 9300483, 9188513, 9300427, 9188475, 9188457, 9188438, 9100486, 9278443, 9266341, 9278832, 9278817, 9168928, 9285486, 9287753, and 9244926.

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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