

# Oracle® Real User Experience Insight

Release Notes

12c Release 1 for Linux x86-64

E26353-02

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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 Web infrastructure. It measures the response times of pages and user 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 12.1.0.0.1. 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.

This document contains the following sections:

- ["New Features Included in the Release"](#)
- ["Installation/Upgrade Procedure"](#)
- ["Known Issues and Limitations"](#)
- ["Compatibility Issues"](#)
- ["Bugs Fixed"](#)
- ["Product Documentation"](#)
- ["Documentation Accessibility"](#)

## Important

If you are upgrading from a release other than the most recent previous release, it is *strongly* recommended that you review the *Release Notes* for each of the intermediate releases for information about possible compatibility issues. This information is available at the following location:

<http://www.oracle.com/technology/documentation/realusereui-091455.html>

## 1 New Features Included in the Release

- **Increased scalability: introduction of Processing Engines**

Scalability support has been extended with the introduction of Processing Engines. These undertake the data processing role previously performed by the Reporter. By separating the processing of data coming from the Data Collectors to a

dedicated Processing Engine tier, and keeping data storage, roll-up, and querying on the Reporter tier, a new scalable architecture has been delivered. This ensures that you can scale a RUEI deployment to a near linear setup for a single application. For further information, see Section 13.2 of the *Oracle Real User Experience Insight User's Guide*. The requirements and installation procedure for Processing Engine systems are described in the *Oracle Real User Experience Insight Installation Guide*.

- **Introduction of a new accelerator for Oracle Fusion Applications**

RUEI now supports out-of-box monitoring of modules and components that are available as part of the Oracle Fusion Applications suite. Examples of such components include Oracle Fusion Customer Relationship Management (CRM) and Oracle Fusion Human Capital Management (HCM). It automatically discovers these applications, and translates network objects to business functions. In addition, predefined content messages are automatically provided for all standard Oracle Fusion errors and messages. For further information, see Appendix O of the *Oracle Real User Experience Insight User's Guide*.

- **Introduction of Framework Exception handling**

The Framework Exception facility has been introduced to allow you to specify exceptions that should be made to RUEI's standard architecture reporting scheme. This provides support for applications whose functionality is predominately based on the same technology, but which also make use of a different technology for specific features. For example, a Siebel environment that hosts a product catalogue not serviced by a default Siebel component. In this case, your entire environment would be discovered out-of-the-box using the RUEI accelerator for Siebel. The Framework Exceptions facility allows you to specify additional rules to ensure that the above product catalogue is still reported using the Siebel accelerator framework. Framework Exception templates can be created for all application and suite types supported by RUEI. It is also possible to export a template, and import it into another RUEI deployment. For further information, see Section 10.2 of the *Oracle Real User Experience Insight User's Guide*.

- **Introduction of customizable views within Session Diagnostics facility**

The reporting of user interactions within the Session Diagnostics facility has been extended so that you can now specify which attributes are used to report a user action. This enables the display of full contextual information per user click reported, and provides for greatly improved readability of user actions in the Session Diagnostic facility. In addition, the specific attributes (and their order) can be controlled through the use of templates. For further information, see Section 4.2 of the *Oracle Real User Experience Insight User's Guide*.

- **Introduction of new report attribute: violation counters**

Two violation counters have been introduced as reporting metrics: the "Application Violation" and the "User Violation" counter. Both are intended to provide a single aggregated indicator of the health of the application and/or user experience. The "Application Violation" counter reports the total number of Web site, network, server, and content errors. The "User Violation" counter reports the total number of content notifications and client aborts. An example of these counters possible use would be the creation of dashboards to track the general health of specific applications. These counters are also available for use as KPI metrics. For further information, see section 3.2.3 of the *Oracle Real User Experience Insight User's Guide*.

- **ECID available in Diagnostics facility**

The Execution Context ID (ECID) is now reported for objects within the Problem analysis (Failed pages, Failed URLs, and slow URLs) and diagnostics groups. This ID is used to track requests as they move through the Oracle stack architecture. For further information, see section 4.1 of the *Oracle Real User Experience Insight User's Guide*.

- **Seamless integration with Oracle Enterprise Manager Cloud Control 12 for diagnostic purposes**

Cross-UI navigation has been enhanced to provide seamless contextual analysis between RUEI and Oracle Enterprise Manager Cloud Control Release 12. Access to JVM Diagnostics based on a request's ECID provides end-to-end tracking throughout the Oracle application stack, while BTM service IDs can be used for tracking across Oracle and non-Oracle stacks. Besides providing full contextual cross navigation, RUEI also supports review of information in aggregated scenarios, by URL, and/or aggregation by BTM service. For more information, see section 4.5 of the *Oracle Real User Experience Insight User's Guide*.

- **Suite reporting available for 5-minute intervals**

The reporting of suite-based Data Browser groups (such as for Siebel and PeopleSoft) has been extended to be available across 5-minute intervals. Previously, the suite-specific groups had a minimum reporting interval of one hour, and this has now be reduced to a 5-minute period. This makes their reporting consistent with that for applications, and facilities enhanced comparison. Note that this additional information is available when an active period of two hours or less is selected.

- **Specified sources for named server reporting**

The named servers facility has been extended to allow you to specify the source and ruling from which IP addresses, group names, and server names should be obtained. You can also define a fallback identification scheme that should be used when these sources fail to yield a value. For further information, see Section 12.3 of the *Oracle Real User Experience Insight User's Guide*.

- **Client location lookup is configurable**

The client location information reported by RUEI is derived from a predefined table that specifies the geographical location associated with specific IP address and netmask combinations. If the information held in the table does not meet your reporting requirements, or when internal IP ranges are concerned, you can now define exceptions that should be used for reporting those client locations. Note that geographical graphs (such as the worldmap on RUEI dashboards) make use of the client lookup facility. Hence, when configured correctly, even internal IP ranges can now be displayed on the worldmap. For further information, see section 12.13 of the *Oracle Real User Experience Insight User's Guide*.

- **Enhanced configuration for loading time satisfaction thresholds**

Previously, it was only possible for the page loading satisfaction threshold to be specified at application level. It can now be specified for specific pages and actions. Moreover, both the satisfaction and frustration thresholds can be configured independently for more granular reporting. Because the performance of certain pages or actions (such as downloads or searches) can heavily influence an application's perceived availability, this provides more accurate insight into the health of your business-critical applications. For further information, see section 8.2.8 of the *Oracle Real User Experience Insight User's Guide*.

- **Central management of report mailings**

The Report Mailing facility has been extended to provide for the central management of the reports mailed to users. Note that this facility is only available for use by the Administrator. For further information, see section 2.5 of the *Oracle Real User Experience Insight User's Guide*.

- **Creation of additional alert schedules**

Previously, only two predefined alerting schedules (Business and Technical) were available. It is now possible to define additional schedules. This provides improved operational support through the ability to alert users concerned with particular applications and services. For further information, see Section 7.5 of the *Oracle Real User Experience Insight User's Guide*.

- **Limited audit functionality for RUEI users**

User event information is now available for analysis within the RUEI database. This information can be used for a wide variety of purposes, such as determining how often a particular report is opened or downloaded by users, or which is the most frequently accessed Data Browser group. In this way, you can optimize your RUEI installation to best meet the needs of your users. For further information, see Appendix U of the *Oracle Real User Experience Insight User's Guide*.

- **Enhanced Replay logging policy facility**

The Replay logging policies facility has been enhanced to allow you to control when and how information is written to the Replay Viewer and Collector log files used by RUEI. You can specify the logging action that should be applied to all monitored traffic, or to only specific IP address ranges. The latter allows you, for example, to restrict Full Replay logging to certain client groups. For further information, see Section 13.8 of the *Oracle Real User Experience Insight User's Guide*.

- **Web services shown within Session diagnostics facility**

The Session diagnostics facility has been extended to include details about the Web service calls initiated via a user's browser as part of a user's session. For further information, see Section 4.2 of the *Oracle Real User Experience Insight User's Guide*.

- **Enhanced reporting of Oracle E-Business Suite (EBS) messages**

The monitoring of EBS-based applications has been enhanced with predefined content messages for all standard EBS messages. This enables the customization of their types (message or error) and reporting. See "[Compatibility Issues](#)" for important information about merging message customizations into your RUEI installation. For further information, see Appendix M of the *Oracle Real User Experience Insight User's Guide*.

- **Enhanced reporting of Siebel messages**

The monitoring of Siebel-based applications has been enhanced with predefined content messages for all standard Siebel messages. For example:

```
SBL-EAI-04117: HTTP Request error during '%1': '%2'
```

This enables the customization of their types (message or error) and reporting. For further information, see Appendix K of the *Oracle Real User Experience Insight User's Guide*.

- **User flow data added to Enriched Data Export facility**

The Enriched data export facility has been enhanced to provide external access to current and historical user flow data. The data is stored within the RUEI database. However, it is possible to configure an alternative database for its storage. For

further information, see Appendix R of the *Oracle Real User Experience Insight User's Guide*. The configuration of an alternative database for export data storage is described in Appendix B of the *Oracle Real User Experience Insight Installation Guide*.

- **Support for EBS action monitoring**

The monitoring of EBS applications has been extended with the detection and reporting of the active framework within which an end-user action takes place. This provides for more granular reporting, and captures the context of user actions within EBS applications. For more information, see Appendix M of the *Oracle Real User Experience Insight User's Guide*.

- **Changing Administrator account properties**

By default, it is now possible for users with Administrator permissions to change the properties (including passwords) of other Administrators. In addition, they can also create and remove Administrator user accounts. Previously, this was not possible. If this is not consistent with your security requirements, see ["Compatibility Issues"](#) for information about restoring the previous functionality. For further information, see Section 14.5 of the *Oracle Real User Experience Insight User's Guide*.

- **Forced objects are configurable**

It is now possible to configure the list of object file extensions that should always be reported as objects, and not pages. Previously, this list was fixed, and not configurable. For further information, see Section 12.14 of the *Oracle Real User Experience Insight User's Guide*.

- **Additional page-naming schemes**

It is now possible to specify that URL arguments, headers in requests and responses, as well as XPath expressions within client requests, should be used as the automatic page-naming scheme within applications. For further information, see Section 8.2 of the *Oracle Real User Experience Insight User's Guide*.

- **Creation of suite URL diagnostics groups configurable**

The creation of suite URL diagnostics groups (such as Siebel URL diagnostics) can now be individually enabled or disabled. For further information, see Section 3.2.5 of the *Oracle Real User Experience Insight User's Guide*. In addition, see ["Compatibility Issues"](#) for information about their continued use after upgrading from a previous release.

- **Controlling of case sensitivity**

It is now possible to specify for individual application and suite instances whether user identification and page-naming schemes should be case sensitive. It is also possible to specify whether detected custom dimension values should be converted to lowercase. For further information, see Section 8.2 of the *Oracle Real User Experience Insight User's Guide*.

- **Application page name translations**

To improve the readability of reported page names, it is now possible to specify alternative translations that should be used for application page names. For further information, see Section 8.2.1 of the *Oracle Real User Experience Insight User's Guide*.

## 2 Installation/Upgrade Procedure

The installation procedure, together with the procedure to upgrade an existing RUEI 11.1 installation to version 12.1, is fully described in the *Oracle Real User Experience Insight Installation Guide*.

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**Note:** It is recommended that you check the availability of all hot fixes for the release to which you are upgrading, and apply (if relevant) before starting the upgrade procedure.

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### Important: Filtering Network Traffic Based on Domain Names

Article 1320386.1 describes how network traffic can be filtered based on domain names. If you are using the implementation described in this article, you should follow the procedure described in the article 1198923.1 after upgrading to 12.1. Otherwise, you may experience traffic flooding.

## 3 Known Issues and Limitations

The following issues are known to exist with the release:

- **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**

If you are using the Internet Explorer browser within the Replay viewer, when clicking a link to an external JavaScript file, you are first prompted to download the external file. In addition, when replaying a page which includes a download hit file (such as an .exe or .rpm), you are prompted to save the 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 (...).
- **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 +.

- **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, if the page contains JavaScript code, the JavaScript replay facility can be used to modify the rendering of replayed pages. This is described in section 6.3 of the *Oracle Real User Experience Insight User's Guide*.

- **Overlapping or repeated tagging definitions**

Specifying identification definitions, as well as functional error definitions, that overlap (or are identical) across multiple applications, suites, or services can lead to unexpected results. This restriction applies to page-naming schemes, and any configuration based on custom tags, custom functions, and response content.

- **Service naming schemes within ruling facility**

When a group and name source exist for both service group and name schemes, two levels can be delivered for each source resulting in 4-level service names.

- **Users with application-specific permissions unable to view data within the All user flows group**

Users who have only application-specific permissions cannot view generic user flows, even if these contain parts (such as conditions or triggers) that meet the user's authorization.

## 4 Compatibility Issues

If you are upgrading from a previous release, you should be aware of the reporting differences highlighted in this section.

- **Creation of suite URL diagnostics data groups configurable**

As explained in "[New Features Included in the Release](#)", the creation of specific suite URL diagnostics data groups is now configurable. By default, their creation is disabled. If you wish to continue to use them after upgrading to this release, you will need to explicitly enable them.

- **Microsoft Excel exports of session pages**

As explained in "[New Features Included in the Release](#)", the reporting of page information within the Session Diagnostics facility has been extended with application, suite, and suite-specific dimension values. As a result, the format of the Microsoft Excel spreadsheet generated by the export session pages facility has changed to include these additional dimensions. If you use macros within exported spreadsheets, it is recommended that you review their design to ensure that they still meet your requirements.

- **Web services included in page-related information**

If you have defined a Web service that overlaps an application in the same session, its service calls are now included in the application's page-related information (such as page loading time and number of hits). Be aware that this can influence the number of reported slow pages.

- **Automatic detection of EBS messages**

As explained in "[New Features Included in the Release](#)", the monitoring of EBS-based applications has been enhanced with the addition of predefined content messages for all standard messages. If you have created customizations within the Oracle Application Message Dictionary (that is, to messages with the prefix "APP-"), it is *strongly* recommended that you run the `create_EBS_info.pl` script immediately after upgrading to version 12.1 to merge these customizations into your RUEI deployment.

- **Enriched data exchange facility database table structures**

A new column, `PROCESSOR_ID`, has been added to all database tables. Note that this does not apply to the KPI-related tables, which remain unchanged. You should review and, if necessary, modify your SQL queries to accommodate this change. For further information, see Appendix S of the *Oracle Real User Experience Insight User's Guide*.

- **Named server dimension**

Previously, information about named servers was reported in a single dimension. Now, it is split across two dimensions: Server IP (which specifies the IP address) and Server location (which specifies the server group and name). Note that existing named server information is automatically assigned to the appropriate dimension as part of the upgrade procedure.

- **Changing Administrator account properties**

Previously, it was not possible for users with Administrator permissions to change the properties (including passwords) of other Administrator users. Nor was it possible for them to create and remove other Administrator user accounts. By default, it is now possible. If desired, you can restore the previous functionality by issuing the following commands:

```
$ sqlplus /@${RUEI_DB_TNSNAME}
SQL > UPDATE UXS_CONFIG set VALUE=0 where name='user_mgmt_admin_edit_admins'
```

- **Character encoding within ruling**

Previously, it was necessary to encode pipe (|) and other special characters within ruling definitions. Now, the contents of error or naming scheme sources must be specified in your ruling definitions *without* encoding. Note that while the upgrade script automatically converts existing ruling definitions, it is recommended that you review them after completion of the upgrade procedure. For further information, see section 8.2.3 of the *Oracle Real User Experience Insight User's Guide*.

- **Maximum data group size setting**

Be aware that the Maximum data group size (MB) setting, which controls the maximum size to which data groups are permitted to grow, is now enforced more accurately than previously. Therefore, you may notice that aggregation of data within groups now occurs at a slightly different threshold.

- **Inconsistent reporting of KPI percentage values**

In previous releases, KPI percentage values were sometimes reported as a number between 0 and 1, rather than between 0 and 100. Reporting has now been standardized. While best effort has been made to ensure that historical data and target values are correctly transformed as necessary, it is recommended that you review KPI reporting and target configuration to ensure they meet your requirements.

- **Loading satisfaction levels renamed**

In previous versions, loading satisfaction was reported using the levels Satisfactory, Tolerable, or Frustrating. These have now been renamed to Good, OK, or Poor.

## 5 Bugs Fixed

The following bugs have been fixed in this release:

### KPIs

- Late KPI correlation data always reported as "300%" in mouseover text (13045177).
- User flow KPIs based on page-load time can return empty values (12660892).
- KPI alert reminders generated every minute (12746349).
- KPI metric percentages sometimes reported as fractions (13423637).
- Internal server error when accessing KPI configuration information (13406115).
- Event log reports the internal error "(cube wg\_kpi\_yr\_2011: no merge: 1210.00 MB where merge limit is 900.00 MB)" (13366827).

### Collectors

- Collector frequently restarts after upgrading to 11.1 (12790108).
- Collector core dumps (12402373).
- Collector restarted several times a day (12350778).
- The monitoring of mixed VLAN traffic is overwritten after a Collector restart or change to a Collector profile (12611216).
- Collectors restart themselves after upgrading to 11.1 (12552404).
- The TZ environment setting is not taken into account when synchronizing Collectors and Reporter (11876514).
- Part "1 | 1" is always configured when network traffic segmentation is based on domain name (12607488).
- Remote Collector descriptions not visible anywhere (13423765).
- Event log reports the internal error "REPLAY: cannot open LTS wg/RE" (13372588).

### Reports

- Initial dimension levels changed within reports containing multiple filters (12581076).
- Links within reports do not work (10427691).
- Not possible to select date range when hour selection is enabled (13431705).
- It is not possible to delete a section from a combined report (13407877).

### Installation/Upgrade

- Installation script fails when RUEI\_DB\_TNSNAME is not set to default (12719491).
- CTRL+C must be pressed during an upgrade or installation for processing to be resumed (12640797).

- Core dump after upgrading from version 6.5.2 to 11.1 (13252381).

#### **Dashboards**

- Client locations based on IP address origins not shown on dashboard world maps (12769421).
- Users with restricted application access rights cannot view all items on public dashboards (12673839).
- Users can define a maximum of 10 dashboards (12333491).
- A 1-minute dashboard refresh interval option should be available (12325637).

#### **Accelerators**

- Oracle Forms names, fields, and status messages are often truncated when reported (13036554).
- Oracle Forms handshake hits not correctly identified and tracked (13029841).
- Actions not always booked to the correct Oracle Forms name (12850670).
- Oracle Forms error messages not always reported (10401045).
- EBS HTML sessions not correlated to socket sessions (12669343).
- Cannot configure Forms socket into one session with HTTP traffic (12980998).
- `create_EBS_info.pl` script wrongly reports successful creation of zip file (11844594).
- Unidentified actions reported in Session Diagnostics for EBS sessions (12604898).
- Siebel command and method dimension values not correctly truncated when reported (12949828).
- KPI correlation on Siebel suite generates error (13538698).
- Content error messages not reported for Siebel applications (13437392).
- The `create_PSFT_info.sh` script sometimes returns empty strings (12415826).
- PeopleSoft login pages not recognized (12321172).
- PeopleSoft pages reported as hits (11853729).
- ICAction pages merged for PeopleSoft suites (13390187).
- ADF region dimension missing from reported data (13532964).
- ADF page names not always correctly mapped (13525465).
- Oracle Fusion product family name missing from reported pages (13501468).
- Page load time inflated for Oracle Fusion pages (13501145).
- KPI correlation not available for 5-minute periods with suite groups (13424135).

#### **OAM Support**

- OAM Access Gate errors reported as result of RUEI queries (12975327).
- Anonymous OAM sessions not correctly tracked (12939618).
- RUEI floods OAM Access Gate with invalid token queries (12931393).

### **Session Diagnostics/Full Session Replay**

- Page load times not always correctly reported in Session Diagnostics facility (12878121).
- It is not possible to set an application's Full Session Replay store to 0 (12814176).
- PDF files are not displayed within FSR (12677766).
- Incorrect end-to-end time reported in Session Diagnostics (13450810).
- Session diagnostics information not available after adding Processing Engine (13376212).
- Session export does not work when a Processing Engine is configured (13366755).

### **User Flows**

- Incorrect sorting within user flow per step report (12677675).
- The last two steps are not shown within a funnel graph for user flows with seven steps (12641434).

### **SSL Keys**

- SSL keys remain active after removal (13348632).
- Error reported when uploading an SSL key (13544557).
- Not possible to import HSM-enabled SSL keys (13426798).

### **Configuration**

- Option required to specify that XPath errors within text/XML documents should be ignored (12874513).
- Processing temporarily stops after making a configuration change (12746893).
- Not possible to set a fallback page content type (12570790).
- Page URL filtering does not completely remove arguments (9734282).
- Multiple applications cannot use the same tag for user identification (11872791).
- Valid XPath queries not extracted from HTML pages (12543751).
- Changes to the replay configuration can take a long time to be applied (12542594).
- Use of advanced ruling within user name source leads to reporting of anonymous sessions (11676595).
- Manually named pages view not correctly working in configuration screen (11653817).
- Custom dimensions based on "XPath in client request" do not work (12415675).
- Not all pages are reported when page naming is based on URL ruling (12678381).
- Custom dimensions configured for applications sometimes report no data (12656899).
- Export session data zip file does not contain content directory (13538207).
- Not possible to set empty filter in TCP diagnostics (13431745).
- Specified filters are ignored in TCP diagnostics (13431736).
- Adding new condition to manual page definition generates error "Cannot find requested item" (13420427).

- Domain segmentation with more than 1 digit fails (13391660).

#### **Miscellaneous**

- Transaction-related errors reported in Event Log (12813329).
- Errors reported in Event Log after deleting an application (12646893).
- Original `appsensor.log` file lost after two restarts (12627215).
- Internal error reported within Event Log (12626594).
- Internal server error generated when uploading large message list (12420339).
- The `logr` process does not always show reason for exit (12320695).
- Object type dimension always reports "n/a". (11906093).
- `logr` process stopped with incorrectly reported backlog (11849845).
- Apple (iPad and iPhone) mobile client devices not correctly reported (11779788).
- Exclude filters do not function correctly (10274530).
- Number of search result pages incorrectly reported when a filter is set (9261666).
- Export session data zip file does not contain `content` directory (13538207).
- Some percentage graphs show fractions instead of percentages (13490392).
- Project log file and `appliance.info` file not included in helpdesk report (13451418).
- Default screen resolution should be 1280 x 800 (13402372).
- Available disk and database space reported as unknown (13402281).
- No server response time reported (13397234).
- Bar line charts incorrectly rendered (13039895).
- Network time incorrectly reported (13033719).
- Bar/line charts do not use correct axis (13011580).
- The end-to-end time of spurious hits is shown in the page-load-time column (13550398).
- Page view count appears to have doubled in the monthly view compared to when reported in the daily view (13543507).

## **6 Product Documentation**

The latest version of the product documentation is available via the link below:

<http://www.oracle.com/technology/documentation/realusere.html>

## **7 Documentation Accessibility**

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

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