

Oracle® Real User Experience Insight

Release Notes

12c Release 5 (12.1.0.6.4) for Linux x86-64

E61223-01

February 2015

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 12.1.0.6.x. 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 Release 12.1.0.6.1"](#)
- ["New Features Included in Release 12.1.0.6"](#)
- ["Installation/Upgrade Procedure"](#)
- ["Known Issues and Limitations"](#)
- ["Compatibility Issues"](#)
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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/technetwork/documentation/realuserei-091455.html>

1 New Features Included in Release 12.1.0.6.1

This release includes the following new feature:

1.1 ADF Monitoring without a Network Data Collector

Release 12.1.0.6.1 allows you to monitor ADF applications as described in the "Oracle ADF Support" Appendix of the *RUEI User's Guide*, without requiring a Network Data Collector (as described in Table 1.1 of the *RUEI Installation Guide*). To configure ADF monitoring without a Network Data Collector, make sure that the 'Use server-side-only monitoring' option is selected in the Suite Overview screen. Suites are described in Chapter 10 "Working With Suites and Web Services" of the *RUEI User's Guide*.

If you configure a Network Data Collector and also configure ADF monitoring, the raw data from both configurations will be used to enhance the reports.

2 New Features Included in Release 12.1.0.6

This release includes the following new features:

2.1 Additional Data Collection Methods

The following new data collection methods are available:

- Tag data collector: This option, also called tag based monitoring, collects data by monitoring the request and processing of a specific web URL (the tag) which is inserted into all pages. This requires defining an OnLoad object which is described in the *Oracle Real User Experience Insight User's Guide*.
- ADF monitoring Service: This option collects data (for example, user names) from the application server for ADF based applications, enhancing the data from network data collection. This requires deploying and configuring the ADF Monitoring Service which is described in the *Oracle Real User Experience Insight Installation Guide*.

2.2 Improved KPI Definition Options

KPI configuration has been simplified while at the same time becoming much more powerful. It is now possible to configure KPIs where an alert will be generated if a single (or a specified number) of events matching your configured filter criteria occur. This release also allows you to apply metric conditions. See the *Setting Up Performance Monitoring* chapter of the *Oracle Real User Experience Insight User's Guide*.

2.3 Improved Auto-learning KPIs

Functionality related to auto-learning KPIs has been improved to provide more configuration flexibility, while at the same time providing far better scalability in computing KPI values. Administrators can now create templates to define the span of calculation and the numbers of days (days of the week) that should be included in the learning algorithm. See the *Controlling the Reporting of Monitored Traffic* chapter of the *Oracle Real User Experience Insight User's Guide*.

2.4 Access to Historic KPI Data

It is now possible to easily browse historic KPI failure rates and value trends and add related graphs or tables to reports or dashboards. See the *Working With Dashboards* chapter of the *Oracle Real User Experience Insight User's Guide*.

2.5 RUEI Based Authentication for Report Data Export

Authentication for report data exports is now integrated with the RUEI authentication and does not have to be set up via Apache configuration files any longer. For more information, see [Section 3.2, "Exporting Report Data."](#)

2.6 Support for Transport Layer Security protocols versions 1.1 and 1.2

RUEI 12.1.0.6 now provides support for the latest version of the Transport Layer Security protocol which is widely used to secure communications on the Internet. The two new versions supported are TLS 1.1 and TLS 1.2.

The following features of TLS1.2 are not supported:

- Authenticated Encryption with Associated Data (AEAD) ciphers
- Session tickets (see RFC5077 at <http://tools.ietf.org/html/rfc5077>)

In addition, depending on which version of the OpenSSL toolkit is installed on the Collector host, the following features of the TLS1.1 and TLS1.2 may not be available:

- TLS Heartbeat messages
- Ability to use the Camellia set of cipher suites

The default versions of the OpenSSL toolkit included with Oracle Linux 5 and Oracle Linux 6.0 up to and including Oracle Linux 6.4 (OEL6.0 to OEL 6.4) do not support these features. The features will be available on Oracle Linux 6.5 and later.

2.7 Advanced Filtering Options in Data Browser

An advanced filter mode has been added to construct complex filters in the RUEI user interface. The new mode supports creation of complex filter conditions to be used in ad hoc queries as well as custom reports. Multi-select mode has been enhanced to work across multiple pages of results and across different views of results so that filters on different dimensions can be easily applied. See the *Working with the Data Browser* chapter of the *Oracle Real User Experience Insight User's Guide*.

3 Installation/Upgrade Procedure

The installation procedure, together with the procedure to upgrade an existing RUEI 11.1 or 12.1.x installation to version 12.1.0.6, is fully described in the *Oracle Real User Experience Insight Installation Guide*.

Note: Before attempting to install RUEI components on any system, make sure that you have applied the latest OpenSSL patches for your operating system using the appropriate commands (for example, `yum update` or `up2date`). Applying the latest OpenSSL patches helps improve the security of the system.

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.

3.1 KPIs based on the User Flow Success Ratio metric

The User Flow Success Ratio (txn-success-ratio) KPI metric was deprecated with the release of RUEI 12.1.0.3, however it was available up to this release. With Release 12.1.0.6, this KPI metric is no longer available. If you are upgrading to 12.1.0.6 and you use this metric, note the following:

- Any KPIs based on this metric will be deleted.
- Historic data for KPIs based on this metric is not removed and can still be viewed.
- During the upgrade process a message similar to the following is displayed:

```
warning - Found unsupported KPI "My Category > My User Flow Success Ratio"  
with metric "txn-success-ratio"  
warning - This KPI cannot be converted and will be deleted
```

3.2 Exporting Report Data

With this release of RUEI some of the internally used field names for Report Export Data have changed. Please review your export data setup to ensure that your reports display correctly.

Authentication for report exports uses RUEI user credentials and cannot be configured using Apache configuration files any longer. To continue using report data export urls:

1. Review each of the users listed in the `/opt/ruei/.credentials` file.
2. Create a RUEI user for each of the users noted from step 1. Each user must be given the **Report Data Export** role. Note that passwords are not retrievable, if you do not know the password for a user, give the user a new password.
3. Delete the `/opt/ruei/.credentials` file.
4. Delete the `$/RUEI_HOME/gui/.htaccess` file.

3.3 Upgrading Filters

When upgrading to RUEI 12.1.0.6, you might see a message similar to either of the following during the upgrading filter process if you also previously upgraded the database:

```
Exception: ORA-00600: internal error code, arguments:  
[qkebCreateConstantOpn1]
```

Exception: An internal system error has occurred. Please contact the Administrator with the error details.

The workaround is to recreate the tables using the following steps as the `$/RUEI_USER` user:

1. Create data backups:

```
cd /tmp  
  
cop backup -s c txn_names >TXN_NAMES  
cop backup -s c txn_abort_conditions >TXN_ABORT_CONDITIONS  
cop backup -s c txn_steps >TXN_STEPS  
cop backup -s c txn_abort_clauses >TXN_ABORT_CLAUSES  
cop backup -s c txn_step_clauses >TXN_STEP_CLAUSES
```

2. Drop the tables:

```
sqlplus /@$RUEI_DB_TNSNAME
drop table c_txn_names cascade constraints;
drop table c_txn_abort_conditions cascade constraints;
drop table c_txn_steps cascade constraints;
drop table c_txn_abort_clauses cascade constraints;
drop table c_txn_step_clauses cascade constraints;
```

3. Create new tables:

```
makedatabase @
```

4. Restore data:

```
cop backup -r c txn_names <TXN_NAMES
cop backup -r c txn_abort_conditions <TXN_ABORT_CONDITIONS
cop backup -r c txn_steps <TXN_STEPS
cop backup -r c txn_abort_clauses <TXN_ABORT_CLAUSES
cop backup -r c txn_step_clauses <TXN_STEP_CLAUSES
```

5. As the root user, enter the following commands:

```
cd /root/RUEI/extra
./ruei-upgrade-12.1.0.6.sh convert_filters
```

3.4 Upgrading OnLoad Objects

This release of RUEI does not support wildcards in OnLoad object paths. If you are upgrading, a warning will appear for each OnLoad object that contains a wildcard. Modify each application to ensure all paths are absolute. See the *Identifying and Reporting Web Pages* chapter of the *RUEI User's Guide* for information on defining OnLoad objects.

3.5 Preserving Session Diagnostic Data when Upgrading from RUEI Version 11.1

If you need to upgrade RUEI from release 11.1.x, and you want to preserve session diagnostics data, you must first upgrade to any RUEI 12.0.x release, and then upgrade to 12.1.0.6. This upgrade path ensures that your session diagnostic data is preserved.

3.6 Securing Apache Web Server

The *Installing the RUEI Software* chapter of the *Real User Experience Insight Installation Guide* describes how to secure the Apache web server. In addition to the already disabled SSLv2, also disable support for SSLv3 in the web server using the following command as the root user:

```
sed -i -e 's/^SSLProtocol all -SSLv2/SSLProtocol all -SSLv2 -SSLv3/'
/etc/httpd/conf.d/ss1.conf
```

3.7 Deprecated KPIs

The *Summary of Data Items* appendix of the *Real User Experience Insight User's Guide* describes KPI metrics that are available in RUEI. Some metrics have been renamed, for example End to End Call time per call is now known as Load Time and some metrics have been deprecated. Note that if you upgraded a RUEI system that used these

deprecated KPI metrics, the KPIs will continue to work, however you cannot create new KPIs based on these metrics. The following KPI metrics have been deprecated:

- All traffic (Mbps)
- Content OK calls (%)
- Content OK page views
- Content OK page views (%)
- Content OK page views (%)
- Database load
- Database time per page
- End to end time per hit (ms)
- End to end time per hit p95 (ms)
- End to end time per page (ms)
- End to end time per page p95 (ms)
- Network OK calls
- Network OK calls (%)
- Network OK page views
- Network OK page views (%)
- OK user flow actions
- OK user flow actions (%)
- Server load
- Service calls per minute
- Service calls per second
- Session time per page (ms)
- Session time per page (sec)
- Total service traffic (Mbps)

3.8 Oracle Database Version

The *Real User Experience Insight Installation Guide* is inconsistent when mentioning Oracle database version recommendations. While RUEI is supported on Oracle Database releases 11.1.1.0.7 and later, the best performance for RUEI 12.1.0.6 is achieved with Oracle Database 12c Release 1. If you are performing a new installation, use Oracle Database release 12.1.0.6.3.

4 Known Issues and Limitations

The following issues are known to exist with the release:

- **Clickout to EBS performance dashboard**

Session diagnostics supports clickout from selected functional URLs and certain dimensions to external diagnostics utilities.

With release 12.1.0.6, clickout to the EBS performance dashboard is no longer available. The restriction only applies to EBS performance dashboard, EBS is supported as an external utility.

- **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 values are truncated**

All dimension level values (such as page names) are limited to 4000 bytes. Note that bytes are different to characters. Characters may consist of 1 to 4 bytes depending on the encoding used. With a limit of 4000 bytes, the values can contain 4000 ASCII characters, or up to 1000 4-byte characters. If a name is longer than this, it is automatically truncated.

- **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 8.2.19 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.

- **Not all time periods available for non-generic user flow dashboard widgets**

Non-generic user flow dashboard widgets (that is, those that are application, service, or suite specific) are only available when the selected period is the last hour or last 5 minutes. Selection of any other period results in these widgets reporting "N/A".

- **User flow funnel dashboard widgets need to be re-created after upgrading**

When upgrading to 12.1.0.1, existing user flow funnel dashboard widgets will no longer work. They must to be re-created (or existing ones edited) by selecting "User flow completion" as the data source, "User flows" as the View category, and "Funnel" as the view name.

- **ORA-12805: Parallel Query Server Died Unexpectedly**

This error can occur when executing a parallel statement using a partial-partition wise join, where the set of partitions accessed is pruned at runtime to no partitions or partitions without any segments.

This is caused by a known bug in Oracle Database 11.1 and a workaround is available. For more information, see Appendix G of the *Oracle Real User Experience Insight Installation Guide*.

However, Oracle recommends that you upgrade to database version 11.2.0.3 and download and install patch 13582702 available at the following location:

https://support.oracle.com/epmos/faces/ui/patch/PatchDetail.jspx?_afLoop=33337295036267&patchId=13582702

4.1 Tag Based Applications

The *Identifying and Reporting Web Pages* chapter of the *Real User Experience Insight User's Guide* describes how to use tags to monitor applications. By default, the onload object URL is set to `marker.gif`. However the `marker.gif` file is not included with RUEI. To workaround this issue, edit the onload object URL to `marker.jpg`. This file is included with RUEI.

The following information was omitted from this chapter relating to Tag Library Properties:

If you created a tag based application, RUEI automatically reports the page title using the reserved tag library property, `orainfo.title`.

In addition, there are some properties that can be specified:

Table 1 Tag Properties

Name	Default	Explanation
oraInfo.url	document.location.href	The value RUEI reports as page url.
oraInfo.page		The value RUEI reports as page name.
oraInfo.pagegroup		The value RUEI reports as page group.
oraInfo.action		The value RUEI reports as action.
oraInfo.user		The value RUEI reports as user.

For example:

```
<script type="text/javascript" src="ruei_library.js"></script>
<script type="text/javascript">
  oraInfo.page = 'homepage';
  oraInfo.action = 'view';
</script>
```

Manual deployment of Onload link

You can also create a request to the specified marker object yourself. When enabled, RUEI will detect this request and records the start time of this request as being the browser time. Note that specified URL search pattern must correspond to that in the triggered request.

For example:

```
onLoad="m=new Image(); m.src='http://myhost.com/marker.gif?apikey=yourAPIkey&' +
new Date().getTime();"
```

where *yourAPIkey* is the API key specified in the Onload configuration screen . Note that the event can be included in the BODY part of the HTML page, or any other required location (such as within a Flash program).

5 Compatibility Issues

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

■ Reporting of any error and frustrated pages as error pages

Previously, some pages with response return codes indicating an error (such as 400 and 500 series codes) were not reported as error pages if the response code was not tagged. Now, they are and will be reported as '(no value)'. In addition, error codes, including those when no response is returned, will also be reported as '(no value)'. More information is available in Appendix D of the *Oracle Real User Experience Insight User's Guide*.

■ Session Diagnostics facility

As a result of improvements, the appearance of the Session Diagnostics facility has somewhat changed. Be aware that at least one search criteria must now be specified, and it is no longer possible to specify a criteria to sort the retrieved user

records. More information is available in Chapter 4 of the *Oracle® Real User Experience Insight User's Guide*.

Wildcards are now supported for all search fields and more metrics will be displayed in the search result screen.

The following limitations are associated with the new Session Diagnostics facility and apply to all session diagnostics within All sessions and suites:

- Sorting is no longer possible
- Dropdown lists are not filtered internally
- Limited number of sessions returned (not paginated)

■ **Data Retention Level Adjustments**

RUEI maintains data at several aggregation levels, whose retention is configured in days. If you have upgraded from RUEI version 12.1.0.3 or earlier, Oracle recommends that you reduce the aggregation level to 90 days.

The monthly cubes have many details, but display data per month. If you keep thousands of days worth of data, your disk allocation requirements will be massive (the size of dataset grows daily due to the elimination of the condense process) and the detail is only needed to display day to day trend analyses. If you want to compare data over a longer period (up to 12 months) , a retention level setting of 390 days is preferred. For more information on data retention policies and how to adjust them, see Chapter 12 of the *Oracle® Real User Experience Insight User's Guide*.

6 Bugs Fixed

The following bugs have been fixed in this release:

Table 2 Bugs Fixed in 12.1.0.6.4 Release

Bug Number	Description
20461403	BACKPORT BUG 20030983 - ISSUES WITH MARKING A PAGE AS KEY PAGE
20453196	BACKPORT : BUG 20436074 - DATA PROCESSING COULD NOT KEEP UP WITH THE AMOUNT
20227866	BACKPORT BUG 20160709 - ENTRUEIADC: REPORTER HAS STOPPED WITH PROBLEMS ON QJOB
20173669	README.TXT NOT CLEAR FOR DISTRIBUTED UPGRADES
20171813	BACKPORT BUG 20107372 - SESSION WITH LONG HEARTBEAT TIMES BROKEN UP
20136548	BACKPORT BUG 20126501 - MAINTENANCE MODE NOT ACTIVATED ON PES

Table 3 Bugs Fixed in 12.1.0.6.3 Release

Bug Number	Description
19523172	COREDUMP IN COLLECTOR
19678338	NAMED CLIENT AND CLIENT LOCATION NOT POPULATED
19767081	SSL NOT DECRYPTED AFTER UPGRADE TO 12.1.0.6

Table 3 (Cont.) Bugs Fixed in 12.1.0.6.3 Release

Bug Number	Description
19771366	[SESSDIAG] CLIENT ABORTS ARE NOT DISPLAYED IN EXPORTS
19771398	E 11 NOT SHOWING UP IN REPORT (SESSIONS PER BROWSER)
19940131	CLIENT CERTIFICATE SSL_C_CN FIELD NOT ALWAYS FILLED
20008911	PROCESSING ERROR : ORA-01792: MAXIMUM NUMBER OF COLUMNS
20060684	CANNOT ADD ETH2 ON REMOTE COLLECTOR
20067756	COLLECTOR GRADUALLY BUILD UP MEMORY USAGE UNTIL OUT OF M

Table 4 Bugs Fixed in 12.1.0.6.2 Release

Bug Number	Description
19659496	SIEBEL PAGE-LOAD-TIME MISMATCHES WITH SIEBEL LOGS I
19638005	SESSION LAST 'FOREVER', SESSION.GC_MAXLIFETIME DOESN'T BECOME ACTIVE
19634797	XPATH NOT WORKING
19585644	KEYPAGES CAN NOT BE REMOVED
19585098	ORA-00904: "OPTIONS": INVALID IDENTIFIER ORA-06512: AT L
19567554	MAKEDATABASE SQL ERRORS ARE SUPRESSED
19542514	EBS - 'ACTION', 'INPUT' AND 'COMPONENT' DIMENSIONS NOT P
19526697	DATA PROCESSING HALTS AFTER DELETING APP IN RUEI
19497846	EDITING IDENTIFICATION RULES AFTER UPGRADE CAUSES THEM T
19352163	EBS POC - FORM NAME SHOWS (NO VALUE) FOR OA_HTML AND JTT

Table 5 Bugs Fixed in 12.1.0.6.1 Release

Bug Number	Description
18871902	SSO PROFILE CREATION: A SOURCE VALUE IS REQUIRED
18914050	ASSIGNED COLLECTOR INTERFACES ARE NOT RESTORED WITH BACKUP
18972279	PANTHER_1MIN.SH SCRIPT TAKES 4 MINUTES TO RUN
18840950	ADF USER-INPUT ONLY AVAILABLE FOR WCS
19008612	XPATH IN JSON
18851239	MERGE RT_RTPAGE DY_VISIT SOMETIMES SLOW
19046905	WILDCARD SEARCH NOT WORKING
18964914	DISK STATUS REMAINS UNKNOWN AFTER UPGRADE FROM 11.1.0.0.3
18266331	ORA-08176: CONSISTENT READ FAILURE; ROLLBACK DATA NOT AVAILABLE
18957013	JAVA ERROR WHEN FETCHING SESSION IN SESDIAG WITH EM PS2
18920465	OLD RUEI INSTALLATION GOT CORRUPTED
18874109	KPI NOT GETTING CLEARED IN EM

Table 5 (Cont.) Bugs Fixed in 12.1.0.6.1 Release

Bug Number	Description
19076268	KPI DEFINITION VALUE OF DIMENSION LEVEL
19031274	PROCESSING DELAY SEEN IN RUEI
19061619	MODR UPGRADE FACTS DOES NOT DISCARD REMOVED COLUMNS
18873957	KPI ALERTING ON DEGRADED SYSTEM
19047367	RUEI EVENT LOG MESSAGE: COLLECTOR EXITED ON SEGMENTATION FAULT
18713860	NEED A WEEKLY BREAK DOWN ON REPORTS
19073694	REPORT DATA EXPORT UI NEED TO BE ACCESSIBLE
19276472	ORA-22835: BUFFER TOO SMALL FOR CLOB TO CHAR OR BLOB TO RAW CONVERSION
19313392	ADDING USER CONFIGURABLE DIM LEVEL DOESNT WORK ANYMORE
19313401	"NEXT" BUTTON IN SESSION DIAG PAGE LISTING NOT WORKING ANYMORE
18904928	SESDIAG EXCEPTION WHEN DIMLIST IS EMPTY
19313441	CLICKOUT FROM SESSION DIAG PAGES TO SBL / EBS NOT WORKING
18343545	FIX FOR RUEI TO WORK ON EL6
18942546	EXCESSIVE NUMBER OF "(NO VALUE)" STRINGS APPEAR IN JDE
19361963	COLLECTOR CRASHING : HTTP LOG HEADERS TOO LONG
19271709	'USERID NOT FOUND' WHILE QUERYING LDAP THROUGH RUEI
19031703	PAGE-NAMING SCHEME RULING NOT STORED
19407294	CORE DUMP DURING PSESDIAG CONVERSION
19313442	'SHOW ENTER OR EXIT MAINTENANCE MODE IN EVENT LOG
19293326	PAGE TRANSLATION IS NOT WORKING ANYMORE
19031843	ADF NON-SNIFFER SETUP
19352040	SPLIT OFF WEBCENTER PORTAL AND SITES ACCELERATOR
19414024	ADF SERVERSIDE SUPPORT

Table 6 Bugs Fixed in 12.1.0.6 Release

Bug Number	Description
16800505	SLOW/FAILED CUBES FOR SUITES BECOMING UNNECESSARY LARGE
17267067	RUEI SESSION_IDLE_TIME VALUE SET HIGHER THAN 3600 SECS NOT REFLECTED IN RUEI UI
17316875	CUSTOM DIMENSIONS NOT SEARCHABLE IN SESSION DIAGNOSTICS
17320163	CLIENT NAMED LOCATION MISSING IN SESSION DIAGNOSTICS
17360438	HELPDESK REPORT SIZE MORE THAN 100MB(PACKED) AND 900MB(UNPACKED)
17414836	ADD FILTERS FOR REQUIREMENTS IN KPI

Table 6 (Cont.) Bugs Fixed in 12.1.0.6 Release

Bug Number	Description
17435122	KPI REQUIREMENT DOES NOT WORK
17819284	CANNOT OPEN CACHE : NO SUCH FILE OR DIRECTORY
17839085	EMGUID DOESN'T WORK IN GETSESSIONSBYDIMLEVELS
17595350	SIEBEL: USING PARAMETERS ACTIVEVIEW AND ACTIVEAPPLET FOR REPORTING
17694194	KPI ISSUES ALERT ON 0 VALUE IF NO LOWER BOUNDARY IS SET
17766136	UNEXPECTED CONTENT MESSAGE ERRORS IN CUSTOM FORMS APPLICATION
17794815	SLOW PERFORMANCE SINCE 12.1.0.4(1) UPGRADE
17811556	EVENT LOG ERRORS AFTER DELETING CUSTOM DIMENSION
17818210	PROCESSING ENGINE ERROR : ORA-00904: "D"."CUBE_TYPE": INVALID IDENTIFIER
17834314	SESSION DIAGNOSTICS RETENTION GRAYED OUT.
17857493	SUITE DIAGNOSTICS DATA GROUP DO NOT CONTAIN ALL SUITE SPECIFIC DIMS
17864854	CUBR -ECID FAILS WHEN SESSION DIAGNOSTICS RETENTION SET TO 1 DAY
17865690	FILTER ON CLIENT-IP ADDRESS IN SESSION DIAGNOSTICS MALLFUCTIONING
17876682	DAILY EMAIL FOR REPORT NOT WORKING.
17889376	EVENT LOG ERROR REPORTED FOR APPID=0
17894556	MAIN REPORTER EXPERIENCE KPI DELAY COMPUTATION
17895819	GUI DASHBOARD GIVING ERROR "DIVISION BY ZERO".
17941957	DESCRIBE DATA STORAGE AND PROCESSES ON HIGH LEVEL WHEN USING PE'S
18115427	COLLECTOR CAN NOT HANDLE NETWORK CARD OFFLOAD SETTINGS
18152110	ERRORS DURING UPGRADE TO 12.1.0.5
18181817	REPORT EXPORT FILTER AND LOCKED ZOOM
18358644	PROCESSING ISSUE AFTER 12.1.0.5 UPGRADE
18382869	DUPLICATE DATA FOUND IN DASHBOARD
18387529	RUEI 12.1.0.4.2 - KPI RENDERING ON DASHBOARDS BROKEN UNDER OEL6
18559246	'PAGE EVENT' BLOCK IN FULL-SESSION-REPLAY SCREEN DOES NOT SHOW POST/GET VALUES
18777232	UGRADE TO 12.1.0.5: FIXED KPI FILTERS HAVE CHANGED
18121170	CHANGE DISK SPACE USAGE STOP MAX FROM 95% TO 99%
18137063	SIEBEL: ONE CLICK RESULTS IN MULTIPLE PAGES IN SIEBEL Caution: This fix may have an impact on the number of pages reported for your Siebel application. That is, RUEI may report a smaller number of pages for your Siebel application with this fix applied to RUEI.

Table 6 (Cont.) Bugs Fixed in 12.1.0.6 Release

Bug Number	Description
18153835	EDITING KPIS GIVES [FUNCTION.OCI-FETCH-ARRAY]: ORA-01722: INVALID NUMBER
18182768	URL FILTER MISSING FROM SESSION DIAGNOSTICS
18200618	INCLUDE PRIVATE KEY MODULUS IN SSLLOADKEYS OUTPUT
18228237	MISSING CUSTOM DIMENSION IN BROWSE DATA
18266331	ORA-08176: CONSISTENT READ FAILURE; ROLLBACK DATA NOT AVAILABLE ORA-02063
18306021	FORMS NAME TRUNCATED
18336365	PE ERROR : ORA-01489 RESULT OF STRING CONCATENATION IS TOO LONG
18391126	COLLECTOR DATA RETENTION POLICY NOT SHOWING ANYTHING IN THE UI
18428392	IMPORTING EBS SUITE CONFIG FILE CAUSES ORA-00001: UNIQUE CONSTRAINT VIOLATED
18511514	EL6: SAVEALL EXEC.INFO FILE IS EMPTY
18556277	EXECSQL CONFIG_SET_PROFILE_VALUE SYSTEM CONFIG PACKETQUEUELIMITS REPLACE FAILS
18605709	EVENT LOG SHOWS: COLLECTOR EXITED ON SEGMENTATION FAULT
18704003	MANUAL PAGES NAMES DO NOT MATCH
18716371	PAGE-URL DIM IS RETAINED TOO LONG CAUSING PERFORMANCE IMPACT
18716476	KPI APPLICATION FILTERS DOUBLED AND INVERTED AFTER UPGRADE TO 12.1.0.5
18716529	CUSTOM_DIM_CATALOG IS EMPTY AFTER UPGRADE TO 12.1.0.5
18741745	NEED CLI TOOL TO VIEW UNIQUE ROWS AFTER REMOVING A DIMENSION
18851648	COLLECTOR OUT OF MEMORY WHEN ENABLING 'XPATH IN JSON' FOR CONTENT MESSAGES

7 Product Documentation

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

<http://www.oracle.com/technetwork/documentation/realuserei-091455.html>

8 Documentation Accessibility

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E61223-01

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