Oracle® Real User Experience Insight

Release Notes

13.3.1.0 for Linux x86-64

E98311-01

November 2018

Release Notes

Oracle Real User Experience Insight (RUEI) provides you with a 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 that reports real-user traffic requested by, and generated from your Web infrastructure. It measures the response time of pages and user transactions at 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 RUEI in release 13.3.1.0. Known issues and limitations are also described. It is recommended that you read this document before installing the product or upgrading to this version of the product.

This document contains the following sections:

- New Features Included in Release 13.3.1.0
- Upgrade Support Versions
- Known Limitations
- Bugs Fixed
- Product Documentation
- Documentation Accessibility

If you are upgrading from a release other than the most recent previous release, it is recommended that you review the Release Notes for each of the intermediate releases. For information, see:

`https://www.oracle.com/technetwork/oem/uxinsight/realuserexperienceinsight-085193.html`

New Features Included in Release 13.3.1.0

This release includes the following new features:

Virtualization Support

RUEI collectors can now be deployed on virtual systems with an improved reliability. This is accomplished by an improved handling of re-ordered traffic, error reporting, and thresholds.

> **Note:**
>
> The new virtualization support feature does not support missing, incomplete, or huge buffered traffic.

External Authentication

RUEI can be installed as a protected resource.

For example, protected resource of an Identity service.

Replay URL mapping

The replay source for static objects can now be modified, so that, they are served from the right front-end server. This way, **Full Session Replay** can be used even when RUEI is monitoring behind a load balancer.

Improved UI Performance

The rendering time for numerous User Interface screens is improved.

For example, KPIs, session diagnostics, configuration, and dashboards rendering time is now improved.

Removed UI Popup

The RUEI interface does not open in a popup window. The interface now opens in the same browser tab. This way popup blockers will no longer need to be adopted to browser's User Interface.

Page Instance Data

A new data source **Page Instance Data** can now be selected within a data browser. This view allows to drill down to minutes and seconds, and perform a combination of all available dimensions for a maximum duration of two days.

Session Dimensions

A new separation is introduced between normal dimensions and those with a prefix of **session**.

This feature will allow session related data to be retained across multiple pages.

For example, when an end user switches VPN connection, a **session client IP** will be kept consistent based on the first seen IP, while the **client IP** will change to show the new value.

Processing Engines

The processing engines are now deprecated, and can neither be configured nor upgraded.

Upgrade Support Versions

This release supports upgrading from 13.x.x.x versions.

When upgrading from 12.1.x.x, you should upgrade to 13.1.2.1 version first, and only then upgrade to 13.3.1.0 version.

When upgrading from 11.1.x, you should upgrade to 12.1.0.7 version first, then to 13.1.2.1 version, and only then upgrade to 13.3.1.0 version.

Known Limitations

If you are upgrading from RUEI 13.2.2 or older version, there will be some limitations on historic data in the session diagnostics page, including session cube, and user flow completion cube after the upgrade. The Info metrics data of old sessions will display **n/a**.

RUEI 13.2.3 or higher is not supported on RedHat Enterprise or Oracle Linux 5.x. Existing customers need to setup RUEI on RedHat Enterprise / Oracle Linux 6.x or higher.

Bugs Fixed

The following bugs have been fixed in this release:

Table 1-1 Bugs Fixed in 13.3.1.0 Release

Bug Number	Description
27638890	`PUT` Request Body Not Available.
28190779	Session start and end time are lost after refresh.
21641581	Attempt to create, alter or drop an index on temporary table already in use.
27293390	RUEI Dashboard auto refresh does not work after first refresh.
27303970	KPI Batch Job Reports `ORA 00979` Error.
26570983	Session Diagnostics Retention And Dependent Data Type.
22509304	`ORA-00904` when trying to run a value trend report of one or more KPIs.

Table 1-1 (Cont.) Bugs Fixed in 13.3.1.0 Release

Bug Number	Description
22517986	Error Pipe Symbol | in dimension not a valid character for data browser filters.
28335338	RUEI collector keep on restarting and generating APT thread core dumps
27288577	Collector crashes on ATM thread.
28148725	Collector exited on segmentation fault issues in 13.2.3.1.0 RUEI environment.
27399529	Attempt to download a PDF report in RUEI and got: JVM not found: the `JAVA_HOME`.
20973682	Dashboards Containing Summer Time Switch Show No Data.
27558612	URL Prefix Replay Logging Works Without Correct Prefix.
27356888	Incorrect spikes in hits/pages graph in data browser and false KPI alerts.
26642822	Objects are missing in session diagnostics for ADF application.

Product Documentation

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

http://docs.oracle.com/en/enterprise-manager/?tab=3

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.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Oracle® Real User Experience Insight Release Notes, 13.3.1.0 for Linux x86-64
E98311-01

Copyright © , 2018, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.