

Oracle® Real User Experience Insight

Real User Experience Insight Release Notes

13.5.1.0

F37656-01

June 2021

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 13.4.1.0. 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 13.5.1.0](#)
- [Upgrade Support Versions](#)
- [Known Limitations](#)
- [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 13.5.1.0

This release includes the following new features:

Improved UI Performance

New installations are equipped with additional indexes, and those will be suggested on existing installations during upgrades. Along with query optimization this improves the rendering time for data related queries. For example, reports and the data browser.

Near Zero Down Time (nZDT) Compatibility

This release is nZDT compatible, meaning the upgrade from the base 13.5 release to patch or sub releases can be executed with close-to-zero down time. There will no longer be instructions to manually stop the reporter and collectors before the upgrade. Instead it will take care of this as seamlessly as possible.

Function Instance Data

Similar to Page Instance Data, within the data browser a new data source called *Function Instance Data* can now be selected. This view contains non-aggregated data and allows you to drill down to minutes and seconds, and do a combination of all available dimensions for at most 2 days.

Tunnel Automation

The setup of the transmitting tunnel on the monitored web server is now possible using remote scripting, which will automatically detect the port configuration and security setup. For more information, see Appendix B: Setting Up a Virtual Network TAP and L2TP Tunnel in the *Oracle Real User Experience Insight Administrator's Guide*.

Improved Device and Browser Detection

The processing logic of client devices and browsers has been improved. This provides better detection of new devices as well as better version handling.

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 13.5.1.0 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 13.5.1.0 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**.

Existing customers are advised to set up RUEI on at least RedHat Enterprise / Oracle Linux 7.x or higher.

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 Real User Experience Insight Release Notes, 13.5.1.0
F37656-01

Copyright © , 2021, 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 embedded, installed or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software" or "commercial computer software documentation" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. 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 Inside 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, Epyc, and the AMD 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.