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This Quick Start provides an overview of the functionality available within the Oracle Real User Experience Insight Session Diagnostics facility.

Legend Description

1 The selected viewing period must be a single day (or less). The availability of replay content is determined by the Collector retention policies.

2 Diagnostics information is available from the All sessions, Failed URLs, Failed pages, and function groups, as well as accelerator-specific groups.

3 The specific search criteria available depends on the selected group.

4 Optionally, add additional filters to refine your search.

5 Optionally, specify the order in which matched user records are reported. When ready, click Search.

6 The Exit diagnostics icon returns you to your position within the Data Browser prior to entering the diagnostics facility.

7 You can export complete session contents to external utilities for further analysis or integration with other data. This is explained in a later section.

8 You can search further within the currently displayed user records to isolate specific sessions.

Working with the Oracle Real User Experience Insight Session Diagnostics Facility

Session diagnostics provides a powerful facility for Application Managers and IT technical staff to perform root-cause analysis of operational problems. It supports session performance breakdown, and offers the opportunity to track exactly what error messages visitors to the monitored Web site receive, and when.

The screenshot shows the Oracle Real User Experience Insight Session Diagnostics interface. It features a calendar for selecting a viewing period (15 Mar 2010), a filter section, and search filters for Application/Name (Bookings), User ID/ID (anonymous), and Client location/IP (New York). Search result order options include Fastest, Slowest, Shortest, Longest, and Most active sessions.

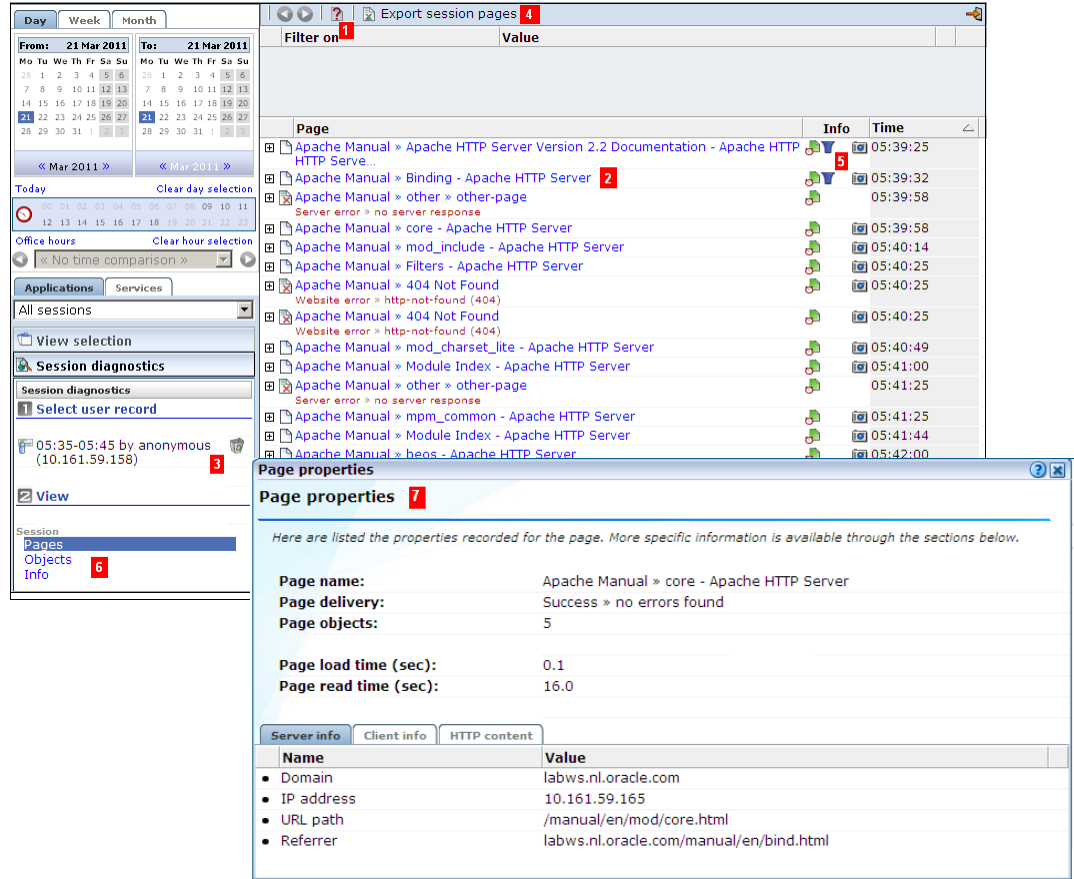
Period/5 minutes	User ID/ID	Client network/IP	End to end time per page (ms)
00:00 - 00:05	anonymous	10.161.58.132	7
00:00 - 00:05	anonymous	148.87.1.167	7
00:00 - 00:05	anonymous	192.168.100.100	7
00:00 - 00:05	anonymous	192.168.100.100	7
00:00 - 00:05	anonymous	192.168.100.100	8

Information about user sessions is reported within the Session Diagnostics facility as *user records*. Information is reported using a resolution of five minutes.

Session Diagnostics and Full Session Replay

With the ability to recreate application failures, you can accurately and immediately reproduce and eliminate annoying and problematic parts of your Web pages.

- 1 The **Include/Exclude spurious objects** icon controls whether or not hits not directly associated with a reported page are included in its displayed list of pages.
- 2 The complete session page history.
- 3 Indicates the currently selected user record.
- 4 The **Export session pages** command button allows you to export a summary of the currently selected user record to Microsoft Excel. The use of this facility is described in a later section.
- 5 Indicates the currently highlighted page's loading satisfaction, whether it is a key page, whether it is used in a transaction, and whether it contains an error.
- 6 Use the **Pages, Object, and Info** items to view information concerning specific aspects of the selected user record.
- 7 The full page content, as well as the underlying HTML code of the messages received by the server and client, is available. The reported contents are subject to the currently defined masking options for HTTP protocol items.



Replaying User Sessions

When available, you can click the **Replay** icon beside a viewed page to replay the complete user session. This provides the opportunity to review each page viewed by the visitor during the session, together with any reported error messages. The replay details are shown in a new window which is the same size as the main window.

Important: By default, replay facility is disabled. To enable it, select **Configuration > Security > Masking > URL prefix masking**, and then click the currently defined Default masking action, and select the "Complete logging" option.

- 1 The complete session page history.
- 2 The controls allow you to navigate through the page history.
- 3 Indicates the currently highlighted page's loading satisfaction.
- 4 If a viewed page contained HTTP form elements, these and the visitor's replies are reported.
- 5 Allows you to view the actual request and response content of the currently selected page.
- 6 Provides information about the session user ID, each page's recorded timestamp, loading time, number of objects and (in the case of static pages), an indication that the reported pages are retrieved from the live source (such as the application server).

The screenshot shows a 'Full session replay' window. On the left, a list of pages is shown with a search bar and navigation controls. A red box labeled '1' points to a page entry. Below the list, a 'Page events' section shows search details with a red box labeled '4'. On the right, the 'HTTP content' pane shows the page content, with a red box labeled '5' at the top. A 'Page Information' section at the bottom right shows session details with a red box labeled '6'.

Exporting Session Page Pages to Microsoft Excel

You can select the **Export session page** option to export a summary of the pages within the currently selected session to Microsoft Excel. The exported page view history and session summary can be used to compile sets of real-user sessions. For example, to be used as the basis for testing or performance analysis.

Session pages:							
Page name	Error	Load time (sec)	Loading satisfaction	Key	Transa	Time	Page
EBS.fnd » FNDSCSGN » Runform		0,2	Satisfied loading time			0:18:02	1
EBS.sysadmin » system_administrator »		3,9	Satisfied loading time			0:19:27	1
EBS.fnd » AppsLogin » other		30,2	Frustrated loading time			0:19:38	20
EBS.fnd » fnderror.jsp » other		1,5	Satisfied loading time			0:20:22	7
EBS.sysadmin » system_administrator »		0,6	Satisfied loading time			0:20:27	1
EBS.sysadmin » system_administrator »		0,6	Satisfied loading time			0:20:43	5
EBS.fnd » FNDMFUN » Openform		0	Satisfied loading time			0:20:49	1
EBS.fnd » FNDSCSGN » Runform		6,3	Tolerated loading time			0:20:49	2
EBS.sysadmin » system_administrator »		2,9	Satisfied loading time			0:21:44	10
EBS.fnd » FNDSCAUS » Openform		0,2	Satisfied loading time			0:21:55	1
EBS.fnd » FNDSCMON » Openform		0,1	Satisfied loading time			0:22:08	1
EBS.fnd » FNDRSGRP » Openform		0,2	Satisfied loading time			0:22:24	1
EBS.fnd » FNDRSGRP »		0,1	Satisfied loading time			0:22:45	1
EBS.fnd » QALogout.jsp » other		2,1	Satisfied loading time			0:22:54	8
« session-idle »							
Session info:							
Name	Value						
Start time	21-9-2009 0:15						
End time	21-9-2009 0:25						
User id	mtfg						
Client id	75.251.238.65						
Total pages	14						

