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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. When ready, click **Search**.

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

6 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 facility interface. It includes a date range selector (From: 28 Jan 2013, To: 28 Jan 2013), a filter table, search filters (Application/Name: Siebel, User ID, Client Location/IP, ECID), and an 'Add more filters' section (Dimension level: Client Location/City, Value: New York). A 'Search' button is visible at the bottom right.

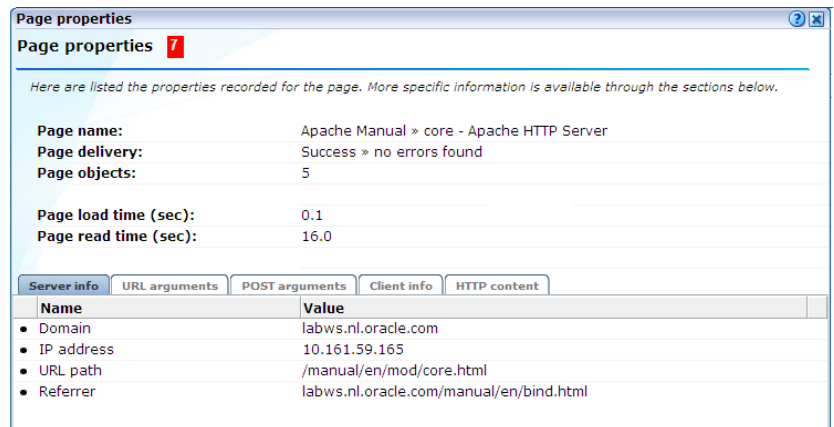
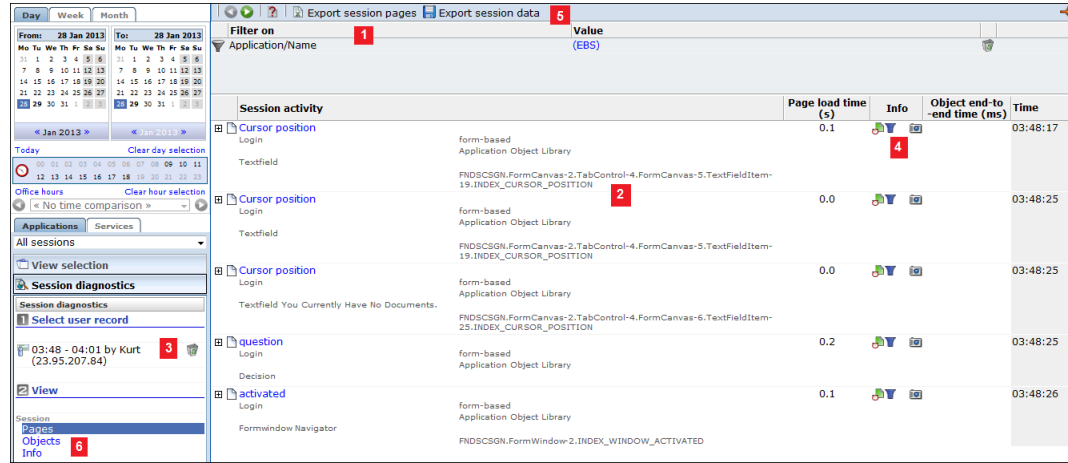
Session Time Range	User Name	Client Location/Country	Client Location/City	Client Location/IP	Application Violation Page Views	Frustrated Page Views	Network Errors	Website Errors	Total Violation Page Views	Content Notifications	Page Views	Content Errors	Server Errors	User Violation Page Views	Client Aborts	Page Load Time (s)
28 Jan 09:07 - 28 Jan 09:14	Elain	France	unknown	149.251.221.247	0	0	0	0	0	0	30	0	0	0	0	2.2
28 Jan 01:37 - 28 Jan 01:57	MFG	unknown	unknown	23.95.207.84	4	3	0	1	4	0	214	0	0	0	0	0.9

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 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.
- 5 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.
- 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.

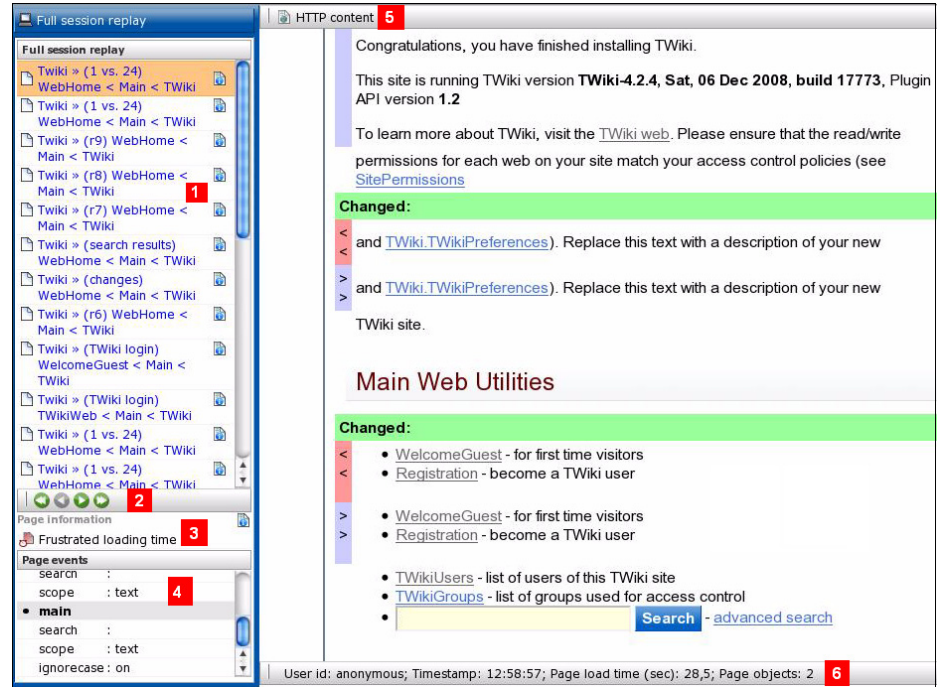


Replaying User Sessions

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, the 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 "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).



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:									
Number	Session activity	Error	Load time (sec)	Loading satisfaction	Key page	Timestamp	Objects		
1	Fusion view ID/Name								
2	Fusion product/Name								
3	Fusion component display name/Name								
4	Fusion component type/Name								
5	Fusion event type/Name								
6	Fusion region/ID								
7	Fusion view ID/Name								
8	Fusion product/Name								
9	Fusion component display name/Name								
10	Fusion component type/Name								
11	Fusion event type/Name								
12	Fusion region/ID								
13	Fusion view ID/Name								
14	Fusion product/Name								
15	Fusion component display name/Name								
16	Fusion component type/Name								
17	Fusion event type/Name								
18	Fusion region/ID								
19	Session info:								
20	Name	Value							
21	Start time	00:00 25 Oct 2011							
22	End time	03:00 25 Oct 2011							
23	User id	anonymous							
24	Client ip	249.88.223.104							
25	Total pages	44							

