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This Quick Start provides an overview of the clickout functionality available within the Oracle Real User Experience Insight Data Browser.

Legend Description

- 1** Provides in-depth diagnostics of the relevant Java Virtual Machine (JVM) for failing applications or user functions.
- 2** Provides an end-to-end view of applications, environments, and the infrastructure, facilitating the identification of issues between tiers and/or components.
- 3** Provides a clear understanding of the relationships between business functions, associated components, and the underlying run-time environments.
- 4** Provides diagnostics in the context of your composite applications. Problems can be traced throughout the application stack. This enables Customer Support, Operations, and Application Support to collaboratively analyze individual transactions to resolve failures, slowdowns, and errors.

Clickout availability

- URL and suite diagnostics groups: functional URLs.
- Content error dimensions: standard errors (such as ORA-06512), but not user-defined content errors (such as "Out of stock").
- Siebel group: application names, page URLs, Siebel suite names, and user IDs. User IDs are directed to the user search facility. All other items are directed to the server overview facility.

Clicking out to external tools with Oracle Real User Experience Insight

RUEI offers extensive problem-resolution capability through the diagnostics Data Browser groups, and the Session Diagnostics facility. This document explains how both facilities can be supplemented by powerful clickout functionality to external diagnostic utilities.

Diagnostics drill-down

The information available within the URL and suites diagnostics groups enables you to access dynamic server-interacting URLs independently of pages. This has the advantage that relevant hit-based information is more quickly located. Imagine that a problem is observed with a submit order. It appears to be associated with a JSP object. Clickout is available to Oracle Enterprise Manager 11g Grid Control R1 for dedicated diagnostics information about specific application functionality. The available options are explained in the sidebar section.

URL/Name	Total server ti
/medrec/loginPatient.action	
/medrec/patient/viewRec	
/medrec/index.action	
/medrec/patient/viewLog	
/medrec/patient/viewPatient.action	

Select value

Exclude value

Inspect EMGC 11

- JVM Diagnostics **1**
- Request Monitoring **2**
- Application Dependency **3**

StoreFrontModule » faces_home	StoreFrontModule » imageservlet
StoreFrontModule » faces_checkout-task-flow_order	StoreFrontModule » faces_adf.login-success
StoreFrontModule » faces_logout.ispx	StoreFrontModule » faces_checkout-mmmary
StoreFrontModule » adfAuthentication	

Select value

Exclude value

BTM operation **4**

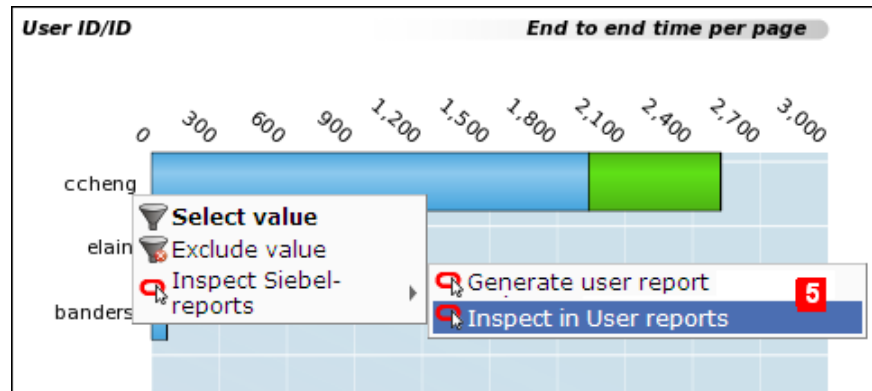
5 Provides insight into EBS and Siebel performance issues through access to relevant enterprise, database, and Application Server information.

You can generate and view relevant log entries to analyze request processing for a specific user even when physically stored within multiple log files on different systems.

Moreover, performance reports can be generated and shared with your co-workers for collaborative performance diagnostics

Session diagnostics drill-down

Within the Session Diagnostics facility, Application Managers and IT technical staff can perform root-cause analysis of specific operational problems. While a user's complete session history is available, this is supplemented by insight into EBS and Siebel performance issues. In this case, the user ID context menu enables the creation and review of user reports providing a per-component diagnostics trace for the user's entire session.



Integration with the My Oracle Support portal

In the case of content error dimensions, the My Oracle Support portal can be searched for relevant information about specific reported errors (such as ORA-12154 or SBL-UIF-00271). Note that clickout is not available for user-defined content errors (such as "Out of stock").

Page delivery/Detail	Page views
FRM-40350: Query caused no records to be retrieved.	4

Context menu options:

- Select value
- Exclude value
- My Oracle Support

Configuring clickout functionality

The procedure to configure external diagnostics tools for clickout within RUEI is fully described in the *Oracle Real User Experience Insight User's Guide*. Note that the functional URLs that support clickout must also be specified for each required application and suite.

CONTACT US

For more information about Oracle Real User Experience Insight, please visit Oracle.com or call + 1.800.ORACLE1 to speak to an Oracle representative.