

## **Oracle® Real User Experience Insight**

Accelerator for Siebel Guide

Release 2.0 for Intel 64-bit Linux

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# Preface

Oracle Real User Experience Insight (RUEI) provides you with 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.

## Audience

This document is intended primarily for the Administrator responsible for maintaining the RUEI installation. It describes how your RUEI installation can be extended to provide specific support for the monitoring of Oracle Siebel applications.

### Important

If your monitored Web environment contains Siebel applications, it is *strongly* recommended that you make use of this support. It not only saves time in configuration of your Siebel applications within RUEI, considers the specific characteristics of the different frameworks upon which Siebel applications are built, and makes these applications more compatible, but also ensures that Siebel applications are monitored correctly.

The information provided in this guide is specific to RUEI release 5.0 (or a higher maintenance release). If you upgrade your RUEI installation to a higher version, you will also need to upgrade to the latest version of this package.

The monitoring support provided by this package is designed to support HI applications (such as Callcenter, Sales, Service, Marketing, and PRMManager) for Siebel 7.7. and higher.

### Prerequisites

The Administrator should have firm operational knowledge of their organization's network and application environment. In addition, they should have a good understanding of the Siebel architecture. Note that assistance from the Siebel DBA or application specialist may also be required.

Before proceeding with the configuration procedure described in this guide, RUEI should already have been successfully placed within your organization's network, and the Initial Setup Wizard run to provide information about the network infrastructure. The procedure to do this is fully described in the *Oracle Real User Experience Insight Installation Guide*.

### Using This Guide

This guide is organized as follows:

- [Chapter 1, "Installation and Configuration"](#) describes how to install and configure the RUEI Siebel Package for the monitoring of Siebel-based applications.
- [Chapter 2, "Monitoring and Reporting Considerations"](#) provides additional information about the Siebel environment relevant to the monitoring of Siebel applications in RUEI.
- [Appendix A, "Third-Party Licenses"](#) contains licensing information about certain third-party products included with RUEI.

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- *Oracle Real User Experience Insight Installation Guide*
- *Oracle Real User Experience Insight User Guide*

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Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

Convention	Meaning
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.





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# Installation and Configuration

This chapter describes the procedure for installing the Siebel accelerator package, and configuring your application definitions within RUEI to enable the accurate monitoring of Siebel-based applications.

## 1.1 Why Use This Accelerator Package?

This accelerator package for RUEI enables out-of-the-box monitoring of Siebel applications. This monitoring supports user session tracking, the discovery of end-user performance issues, and the identification of Siebel application issues.

This accelerator package automatically discovers all Siebel applications, and translates network objects to business functions. This facilitates the measurement and monitoring of real-user transactions. Individual user actions are automatically matched to the correct screen, applet, or view in order to provide contextual analysis. This state-of-the-art monitoring solution supports the creation of KPIs for critical packaged applications, and the analysis of real-user business transactions.

## 1.2 Overview

The Siebel monitoring functionality provided with this package supports all out-of-the-box Siebel functionality. Although some level of customization is recognized, support for specific customizations is planned for later versions of this package. Therefore, it is possible that certain Siebel customizations may provide unexpected reporting results within RUEI.

In order to facilitate the correct monitoring of Siebel-based applications by RUEI, you need to do the following:

1. Install the package RPMs on the RUEI Reporter system.
2. Create and configure the Siebel suite(s) required for your Siebel-based applications.
3. Verify the cookie technology used to track user sessions.
4. Verify and evaluate the Siebel suite configuration.

Each of these steps are discussed in more detail in the following sections.

## 1.3 Installing the Package RPMs

Note it is assumed a working RUEI system has been installed and configured (as described in the *Oracle Real User Experience Insight Installation Guide*), and is fully

operational. Install the Oracle Siebel support package on the RUEI reporter system using the following commands as the `root` user:

```
cd /root/RUEI/50
rpm -Uvh ux-suites-sbl-*.x86_64.rpm
```

Note the location of the RPM depends on where you unzipped the package.

## 1.4 Creating and Configuring the Siebel Suite Definition

Within the RUEI reporter, create and configure the suite definition(s) required for your Siebel-based applications. Do the following:

1. Select **Configuration**, then **Applications**, and then **Suites**<sup>1</sup>. Click **New suite**. The dialog shown in [Figure 1-1](#) appears.

**Figure 1-1 New Suite Dialog**

2. Specify a name for the suite. The name must be unique across suites, services, and applications, and is restricted to a maximum of six characters. Note that the suite cannot be renamed later.
3. Use the remaining fields to specify the scope of the suite. This is defined in terms of partial page URLs. Note that as you enter this information, you can see the effect of your definition through the **Filter preview** column. The use of blank filters is not permitted. All specified characters are interpreted as literals. When ready, click **Next**. The dialog shown in [Figure 1-2](#) appears.

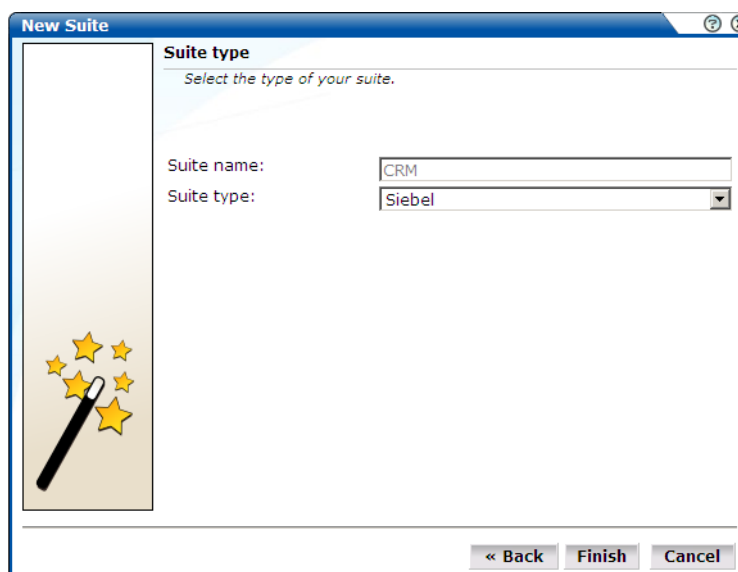
<sup>1</sup> It can take up to five minutes after the installation of the package RPMs, described in [Section 1.3, "Installing the Package RPMs"](#), for the **Suites** option to become available.

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**Note:** Filters definitions should be mutually exclusive across suites, applications, and services. For example, do not define a suite filtered on the domain "us.oracle.com" and then another suite, application, or service filtered on "us.oracle.com/application\_servlet". The use of non-mutually exclusive filter definitions can lead to unpredictable results.

---

**Figure 1–2 Suite Type**



4. This dialog allows you to specify the Oracle Enterprise architecture upon which the suite is based. The number of options available in this menu depends on the suite packages currently installed. Select the option **Siebel**. When ready, click **Finish**. The suite definition you have specified is displayed. An example is shown in [Figure 1–3](#).

**Figure 1–3 Suite Overview**

Suite overview	
<i>Manage the criteria used to identify the pages associated with an application. Note pages not matching any of the defined application criteria will be discarded.</i>	
Name:	SSA_PR
Suite type:	Siebel
Report unclassified pages:	No
Page-loading satisfaction:	4 second(s)
Unique pages identified:	0
Last page identified:	n/a

Identification	Pages	Functional errors	User ID
Suite identification			
<i>Specify the scope of the suite. This is defined in terms of one or more partial page URL matches. Pages will be assigned to the suite when a defined filter matches a page's URL.</i>			
Find in domain		Find in URL	
global-ebusiness.oraclecorp.com		*	
<a href="#">+ Add new filter »</a>			

## 1.5 Verifying the Cookie Technology

Within RUEI, session information is based on cookies. Therefore, RUEI needs to know and understand the cookie technology your applications are using. The procedure to configure this, together with the structure of supported cookie technologies, is fully explained in the *Oracle Real User Experience Insight User Guide*.

Select **Configuration**, then **Applications**, and then **Session tracking**. The currently defined cookie settings are displayed. The Siebel cookie should be available after installing the Siebel package, and is automatically selected for Siebel applications. If it is not already in the list of configured cookie technologies, click **Add new cookie**. The dialog shown in [Figure 1–4](#) appears.

**Figure 1–4 Edit Cookie**

Note that the selection of the Siebel cookie technology option is equivalent to defining a custom cookie, with the name "\_sn". When ready, click **Save**.

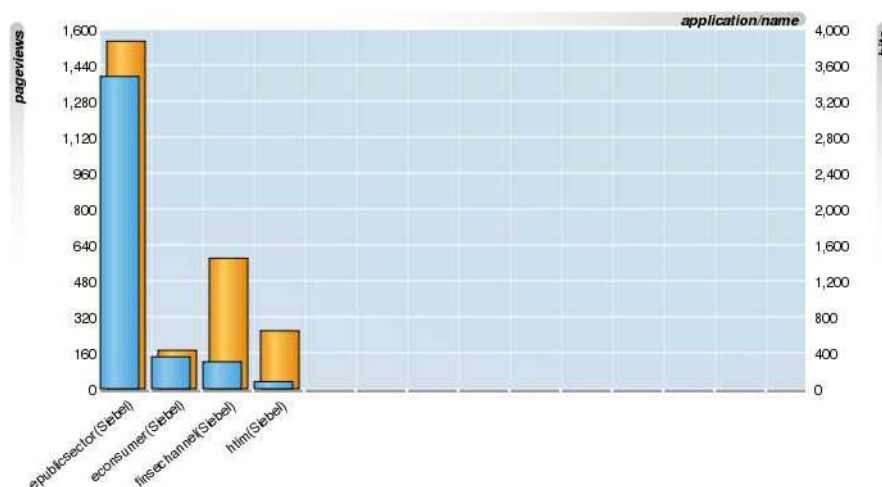
## 1.6 Verifying and Evaluating Your Configuration

To ensure the quality of the data being collected and reported by RUEI for your Siebel-based applications, it is *strongly* recommended that you verify their reported

details. You should pay particular attention to the number of associated pages detected for the defined suite(s).

Select **Data Browser**, then the All pages group, the Application sub-group, and then the pageviews and hits item. A screen similar to the one shown in [Figure 1–5](#) appears.

**Figure 1–5 Application Pageviews.**



Click down into each required application and verify that pageviews and hits are recorded correctly.

You can also open an overview of the monitored network traffic by selecting **System**, then **Status**, and then **Data processing**. This provides you with immediate information about hits, pages, and session processing, as well as the system load.

For further information on the user of this and other monitoring facilities, refer to the *Oracle Real User Experience Insight User Guide*.

## 1.7 Known Limitations

Currently, RUEI does not work with all Siebel functionality. In particular, the following known limitations exist:

- Due to certain attributes of the Siebel user interface, it is not possible to define transactions based on individual Siebel screen elements. Therefore, transactions must be based on a combination of screen, view, and applet name.
- RUEI attempts to report URLs in a human-readable format. This means the reported URLs, although they appear to be real URLs, cannot always be copied and pasted into the browser address bar. It is not possible to distinguish between the raw format (received by the Web server) and the more readable format (reported by RUEI). This is particularly important in the case of Siebel URLs. Consider the following argument examples that might appear in a Siebel URL, and how they are reported within RUEI:

```
&SWEView=Program Expense Trend Analysis View
&SWEView=Program+Expense+Trend+Analysis+View
```

The first URL probably went over the line as follows:

```
&SWEView=Program%20Expense%20Trend%20Analysis%20View
```

However, the second URL could have gone over the line as either of the following:

```
&SWEView=Program+Expense+Trend+Analysis+View  
&SWEView=Program%2bExpense%2bTrend%2bAnalysis%2bView
```

IF it did not go over the line in the second format, the value may very well have been interpreted incorrectly by the Web server.

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## Monitoring and Reporting Considerations

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This chapter explains how information within Siebel-based applications is captured and reported by RUEI. Information about specific mechanisms or characteristics to be aware of when monitoring Siebel-based applications are also highlighted. It is recommended that you review this information to better understand the reporting of Siebel applications within RUEI.

### 2.1 Hostnames and URL Prefixes

An Siebel implementation is analyzed by examining all traffic that passes between the Web server and the clients, either visitor browsers or software that accesses the Siebel Enterprise Application Integration (EAI) interface.

This traffic has the following structure:

`http://server:port/application_language/start.swe?parameters`

Table 2–1 explains the above elements.

**Table 2–1 Siebel Suite Definitions mapping**

Element	Content
<i>http</i>	The protocol used (sometimes HTTPS).
<i>server</i>	The server (host) name used to make the connection.
<i>port</i>	The port used to make the connection.
<i>application</i>	The name of the application (such as sales, eService, callcenter, and so on).
<i>language</i>	The language identifier, such as enu (English), deu (German), and so on.
<i>parameters</i>	<p>The parameters specified to access certain functions. Currently, these are used to identify certain actions, and find business valuable names for these actions. The following parameters are recognized:</p> <ul style="list-style-type: none"><li>■ SWEScreen</li><li>■ SWEView</li><li>■ SWEApplet</li><li>■ SWEMethod</li><li>■ SWECmd</li><li>■ SWEExtCmd</li><li>■ SWEUserName</li></ul>

Figure 2–1 shows an example of how a Siebel application is reported in RUEI.

**Figure 2–1 Siebel Application Reporting**

application/name	application/page-group	application/page-name	pageviews
epublicsector(Siebel)	Siebel.epublicsector » Application	Siebel.epublicsector » Application » PUB My Applications List » Send SMS » GetQuickPickInfo	104
epublicsector(Siebel)	Siebel.epublicsector » Application	Siebel.epublicsector » Application » PUB My Applications List » BatchCanInvoke	104
epublicsector(Siebel)	Siebel.epublicsector » GetCachedFrame	Siebel.epublicsector » GetCachedFrame » other	52
epublicsector(Siebel)	Siebel.epublicsector » Service Request	Siebel.epublicsector » Service Request » Service Request Default Chart » Service Request List » PositionOnRow	52
epublicsector(Siebel)	Siebel.epublicsector » Application	Siebel.epublicsector » Application » PUB My Applications List » Send SMS » SendWirelessMsg	39
epublicsector(Siebel)	Siebel.epublicsector » HLS Home Screen (HLS)	Siebel.epublicsector » HLS Home Screen (HLS) » HLS Investigative Home Page » BatchCanInvoke	39
epublicsector(Siebel)	Siebel.epublicsector » HLS Home Screen (HLS)	Siebel.epublicsector » HLS Home Screen (HLS) » HLS Investigative Home Page » GetViewLayout	39
epublicsector(Siebel)	Siebel.epublicsector » Service Request	Siebel.epublicsector » Service Request » Service Request Screen Homepage » Recent Record Service Request List » Drilldown	26
epublicsector(Siebel)	Siebel.epublicsector » Application	Siebel.epublicsector » Application » PUB My Applications List » Contact Assoc » GotoNextSet	26
epublicsector(Siebel)	Siebel.epublicsector » Service Request	Siebel.epublicsector » Service Request » Service Request Screen Homepage » Recent Record Service Request List » Drilldown	26

## 2.2 Sessions

The recognition of individual visitor sessions is based on session cookies. By default, the session cookie used is `_sn`. If this cookie is used not used, it can be removed, and a custom cookie defined with the required name. Note that it is not possible to recognize cookies based on parameters in the URL.

It is *strongly* recommended that you ensure that the cookie name is correctly specified within RUEI to track visitor sessions.

## 2.3 Actions and Pages

The actions executed by the user are tracked by RUEI. The actions are recognized by their call to the Siebel server (a list of known parameters is used in that call). Looking at one user session, all hits are set in a time-ordered line. The recognized hits are marked as user actions, the others as elements of that action (such as `images/objects/activeX-component` `loading/javascript-library-loading`). The reported loading times per page are the calculated based on the action, and include all elements.

## 2.4 Reported Application Names

The application names reported in RUEI are based on the following format:

```
suite » application » screen » view » applet » action
```

The information is based on the parameter information that passes by on the line, and is preserved in the session, as long as it is valid.



## 2.5 Functional Error Recognition

Siebel errors are recognized as page elements when they start with *SBL-string*, where *string* is an 8-character code. These errors are reported as functional errors. In addition, it is also possible to define strings manually on the page that should be classified as functional errors.

## 2.6 Data Items

The Siebel-specific data items shown in [Table 2-2](#) are reported in RUEI.

**Table 2-2 Siebel-Specific Data Items**

Item	Description
sbl-applet	The applet in which the end user was navigating. Applets allow access to the data in order to create, view, and modify.
sbl-cmd	The technical action that the end user was performing (if any).
sbl-module	The Siebel module that the end user was browsing. For example, Callcenter, HR, Marketing, and CRM.
sbl-screen	The screens used within the Suite. A screen is a logical collection of views. It is not a visual construct in itself; rather, it is a collection of views that the menu bar and view bar can display.
sbl-suite	The Siebel suite name, as specified in its configuration definition. This data makes it possible to distinguish between different monitored Siebel suites.
sbl-view	Similar to seen Siebel-Views. A view is a collection of applets which appear on screen at the same time.



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