<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Availability of Active Directory</td>
<td>89</td>
</tr>
<tr>
<td>Product Registration Failure</td>
<td>89</td>
</tr>
<tr>
<td>Security Lockout After Failed Logon Attempts</td>
<td>89</td>
</tr>
<tr>
<td>User Name Search Failure</td>
<td>90</td>
</tr>
<tr>
<td>Asterisks in User Names</td>
<td>90</td>
</tr>
<tr>
<td>EPM System Administrator User Name</td>
<td>90</td>
</tr>
<tr>
<td>AuditHandler Message</td>
<td>90</td>
</tr>
<tr>
<td>Audit Data Purges and Oracle Database Tablespace</td>
<td>90</td>
</tr>
<tr>
<td>Single Sign-On</td>
<td>91</td>
</tr>
<tr>
<td>Shared Services Registry Contents and Updates</td>
<td>91</td>
</tr>
<tr>
<td>User Directories and Provisioning</td>
<td>92</td>
</tr>
<tr>
<td>Startup and Access Issues</td>
<td>95</td>
</tr>
<tr>
<td>Product-Specific Issues</td>
<td>96</td>
</tr>
<tr>
<td>Lifecycle Management</td>
<td>98</td>
</tr>
<tr>
<td>Migration Tip: Naming</td>
<td>98</td>
</tr>
<tr>
<td>Command Line Utility</td>
<td>98</td>
</tr>
<tr>
<td>Comparing Environments</td>
<td>99</td>
</tr>
<tr>
<td>SSL Application Freeze or Name Mismatch Error</td>
<td>99</td>
</tr>
<tr>
<td>Shared Services Launch Failure</td>
<td>99</td>
</tr>
<tr>
<td>Lifecycle Management Migration Wizard Freeze</td>
<td>99</td>
</tr>
<tr>
<td>Export Failure</td>
<td>100</td>
</tr>
<tr>
<td>Import File Format Not Supported Error Message</td>
<td>100</td>
</tr>
<tr>
<td>Lifecycle Management Diagnostics</td>
<td>100</td>
</tr>
<tr>
<td>Lifecycle Management and Reporting and Analysis</td>
<td>100</td>
</tr>
<tr>
<td>Lifecycle Management and Financial Management</td>
<td>101</td>
</tr>
<tr>
<td>Performance Management Architect</td>
<td>105</td>
</tr>
<tr>
<td>Installation Failure</td>
<td>105</td>
</tr>
<tr>
<td>Integration with EPM Workspace</td>
<td>106</td>
</tr>
<tr>
<td>Performance Management Architect Logon Failure</td>
<td>106</td>
</tr>
<tr>
<td>Security Rights Issue During Logon</td>
<td>107</td>
</tr>
<tr>
<td>Hyperion EPMA Server Service Startup</td>
<td>107</td>
</tr>
<tr>
<td>Performance Management Architect Task Display</td>
<td>107</td>
</tr>
<tr>
<td>Lifecycle Management Timeout</td>
<td>107</td>
</tr>
<tr>
<td>File Generator</td>
<td>108</td>
</tr>
<tr>
<td>Performance Management Architect Dimension or Application Library Access</td>
<td>109</td>
</tr>
<tr>
<td>Application Issues</td>
<td>110</td>
</tr>
<tr>
<td>Smart View</td>
<td>110</td>
</tr>
<tr>
<td>Calculation Manager</td>
<td>111</td>
</tr>
</tbody>
</table>
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 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.
Introduction

In This Chapter

About Troubleshooting EPM System Products ........................................................... 13
Assumed Knowledge .......................................................................................... 13
Installation Documentation Roadmap .............................................................. 14

Check the Oracle Documentation Library (http://www.oracle.com/technology/documentation/epm.html) on Oracle® Technology Network to see whether an updated version of this guide is available.

About Troubleshooting EPM System Products

This guide provides troubleshooting tips for installing and configuring Oracle Enterprise Performance Management System products. It contains general information about how to approach troubleshooting, important documentation to review, and how to use logs. Also provided are solutions to difficulties that you may encounter using Oracle Hyperion Shared Services to provision and share users among EPM System product applications and solutions to difficulties using Oracle Hyperion Enterprise Performance Management Workspace, and Oracle Hyperion Reporting and Analysis.

Assumed Knowledge

This guide is for administrators who install, configure, and manage EPM System products. It assumes the following knowledge:

- Security and server administration skills
- Windows or UNIX administration skills
- Web application server administration skills
- A strong understanding of your organization’s security infrastructure, including authentication providers such as Oracle Internet Directory, LDAP, or Microsoft Active Directory, and use of SSL
- A strong understanding of your organization’s database and server environments
- A strong understanding of your organization’s network environment and port usage
Installation Documentation Roadmap


Table 1 lists the documents to consult for instructions on performing essential installation tasks.

<table>
<thead>
<tr>
<th>Task</th>
<th>Related Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning the installation</td>
<td>Oracle Hyperion Enterprise Performance Management System Installation Start Here</td>
</tr>
<tr>
<td>Installing, configuring, and deploying EPM System products</td>
<td>Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide</td>
</tr>
<tr>
<td>Starting EPM System products</td>
<td></td>
</tr>
<tr>
<td>Validating the installation</td>
<td></td>
</tr>
<tr>
<td>Upgrading EPM System products</td>
<td></td>
</tr>
<tr>
<td>Securing EPM System</td>
<td>Oracle Hyperion Enterprise Performance Management System Security Administration Guide</td>
</tr>
<tr>
<td>Provisioning users</td>
<td>Oracle Hyperion Enterprise Performance Management System User and Role Security Guide</td>
</tr>
</tbody>
</table>

Table 2 lists the documents to consult for additional installation tasks that you might need to perform.

<table>
<thead>
<tr>
<th>Task</th>
<th>Related Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Troubleshooting installations</td>
<td>Oracle Hyperion Enterprise Performance Management System Installation and Configuration Troubleshooting Guide</td>
</tr>
<tr>
<td>Creating a backup of product and application data</td>
<td>Oracle Hyperion Enterprise Performance Management System Backup and Recovery Guide</td>
</tr>
<tr>
<td>Migrating from one environment to another</td>
<td>Oracle Hyperion Enterprise Performance Management System Lifecycle Management Guide</td>
</tr>
<tr>
<td>Clustering EPM System applications for high availability and disaster recovery</td>
<td>Oracle Hyperion Enterprise Performance Management System High Availability and Disaster Recovery Guide</td>
</tr>
</tbody>
</table>
Additional content is available in the White Papers Library at Oracle Enterprise Performance Management / Business Intelligence White papers. (http://www.oracle.com/technetwork/middleware/bi-foundation/resource-library-090986.html).
Troubleshooting Basics

In This Chapter

Meeting System Requirements ................................................................. 17
Reviewing the Installation Start Here ....................................................... 17
Reviewing the Readme ........................................................................... 18
Using the Installation Guide ................................................................. 18
Validating the Installation and Configuration ...................................... 19
Checking Logs ....................................................................................... 19
Increasing Logging Levels in Enterprise Manager ................................. 20
Using My Oracle Support .................................................................... 20
Accessing Technical Support Resources ............................................... 20

Note: Perform the tasks described in this chapter before contacting Technical Support for assistance.

Meeting System Requirements


Oracle Hyperion Enterprise Performance Management System Installer checks whether your environment meets the prerequisites for the EPM System components that you are installing. EPM System Installer displays the results of some of those checks on its Welcome screen. See “Welcome” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Reviewing the Installation Start Here

Oracle Hyperion Enterprise Performance Management System Installation Start Here contains prerequisites, default ports, and other information needed to plan a successful installation.
Checking Release Compatibility

If you are upgrading from a previous release, it is important to check whether the software versions of EPM System products in your environment are compatible. See the Oracle Hyperion Enterprise Performance Management System Certification Matrix (http://www.oracle.com/technology/products/bi/Oracle-supported-platforms.html).

Avoiding Port Conflicts

During EPM System product configuration, default port numbers for Web applications are populated automatically. You can change the defaults during configuration, but each port number must be unique. To avoid error messages such as “port already in use” or “bind error,” review the list of default product port numbers in Oracle Hyperion Enterprise Performance Management System Installation Start Here.

Reviewing Startup Dependencies

Ensure that you have reviewed the startup dependencies for EPM System products in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide. You may need to start services manually. This chapter also provides default product URLs. Before you start services or processes, start all databases used as repositories.

Before starting a service or process, ensure that the preceding service or process started successfully. Some services or processes take longer than others to initialize, and startup times may vary by computer.

Reviewing the Readme

The Oracle Hyperion Enterprise Performance Management System Installation and Configuration Readme contains known installation or configuration issues for all EPM System products. It is very important that you review this readme for late-breaking information that may affect your deployment.

In addition, each EPM System product includes a Readme document for each release. These readmes contain other known issues and late-breaking information for the products.

Using the Installation Guide

The Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide provides step-by-step installation and configuration procedures for all products. Very often you can find the answer to an installation or configuration issue by using the installation guide to verify that you have correctly completed all required steps.

For information regarding installation and configuration issues in distributed environments, review “Installing EPM System Products in a Distributed Environment” in Chapter 3, “Installing
Validating the Installation and Configuration

After installing and configuring a product, perform these tasks to validate the deployment.

- Use Oracle Hyperion Enterprise Performance Management System Diagnostics to test the status of installed and configured EPM System components, diagnose problems, and assist in problem resolution. Run EPM System Diagnostics on each machine in the deployment. The results of the tests are saved in HTML format. For instructions, see “Using EPM System Diagnostics” in Chapter 9, “Validating the Installation and Verifying Deployment,” of the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

- Check for exceptions and errors in the installation logs to ensure that all necessary components were installed successfully. See Chapter 3, “Using EPM System Logs.”

- Check that all configuration tasks succeeded, as follows:
  - The Oracle Hyperion Enterprise Performance Management System Configurator summary panel does not display failures or warnings.
    - If error messages are displayed, check `EPM_ORACLE_INSTANCE/diagnostics/logs/config/configtool_summary.log`.
  - No exceptions are displayed in `EPM_ORACLE_INSTANCE/diagnostics/logs/config/configtool.log`.

Checking Logs

A fundamental troubleshooting technique is to enable and use debugging information in product log files. Use this technique before calling Technical Support so that you can provide specific information about your issue. See Chapter 3, “Using EPM System Logs.”

Check log files in these locations:

- `EPM_ORACLE_HOME/diagnostics/logs`—Installation-time logs
- `EPM_ORACLE_INSTANCE/diagnostics/logs`—Configuration-time logs, service startup logs, and runtime logs for service components
- `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs`—Web application runtime logs
- `Central Inventory/logs`—Oracle Universal Installer (OUI) and OPatch logs
  - See “Central Inventory Logs” on page 62.
- `EPM_ORACLE_INSTANCE/diagnostics/logs/upgrades`—Upgrade logs
  - See “Upgrade Logs” on page 32.
Increasing Logging Levels in Enterprise Manager

You can use Oracle Enterprise Manager to change the logging levels for EPM System managed servers.

To increase the logging level for a product:

1. In Enterprise Manager, right-click the managed server name, select Logs, and then select Log Configuration.
2. Click the Logging Levels tab.
3. Expand Root Logger, then oracle, then oracle.apps, and then oracle.apps.epm.fcc.
4. Set the Oracle Diagnostic level to Trace:32 (Finest) for both oracle.apps.epm.fcc.model and oracle.apps.epm.fcc.ui.
5. Optional: To keep the change in effect after the current session, select Persist log level state across component restarts.
6. Click Apply.

Using My Oracle Support

If you have a current support agreement and a customer support identifier, you can search the My Oracle Support knowledge base for information about resolving installation and configuration issues. You can also use My Oracle Support for entering service requests, downloading software releases and patches, and other online support tasks.

Note: Before creating a service request (SR) about an installation or configuration issue, run the ziplogs utility. See “Ziplogs Utility” on page 21.

Oracle Configuration Manager, which EPM System installations include in the EPM Oracle home directory, collects information about your Oracle software installation and configuration and uploads the information to My Oracle Support. The information collected by Oracle Configuration Manager speeds resolution of problems and enables My Oracle Support to tailor content for your configuration.

Oracle recommends that you adjust the default sources for your knowledge base searches, if necessary, to include documentation for your Hyperion products.

For more information, click Getting Started on the My Oracle Support home page.

Accessing Technical Support Resources

To help you effectively operate, manage, and run EPM System performance management solutions by delivering technical expertise whenever you need it, Oracle Support Services is available at http://www.oracle.com/support/index.html.
Most EPM System products use the Oracle Diagnostic Logging framework (ODL) for logging purposes. EPM System Installer and EPM System Configurator create ODL files for all products. Products not using ODL leave these ODL files empty and write their logs to different file formats.

For products not using ODL, see “Other Logging Formats” on page 51.

Oracle Hyperion Enterprise Performance Management System Lifecycle Management uses ODL and other formats. See “Lifecycle Management Logs” on page 60.

**Ziplogs Utility**

Before creating a service request (SR) about an installation or configuration issue, run the utility `ziplogs.bat` (Windows) or `ziplogs.sh` (UNIX) in `EPM_ORACLE_INSTANCE/bin`. When you create the SR, attach the output from the script, which is saved to `EPM_ORACLE_INSTANCE/diagnostics/ziplogs`. The output is a zipped collection of logs, configuration files, and other information that can help Support to resolve installation and configuration issues.

**ODL Files**

ODL provides plug-in components that complement the standard Java framework to automatically integrate log data with Oracle log analysis tools. In the ODL framework, log files are formatted as text documents. Another key benefit of ODL is that log file rotation is supported. ODL consists of two file types:

- “Configuration Files” on page 22
- “Log Files” on page 29
ODL uses a configuration file to manage and limit the logging information for EPM System components. Each configuration file contains options for log file location, size, rotation, logging level, and so on. For options, see “Configuration File Properties” on page 23.

Structure of Configuration Files

Each product has at least one logging configuration file, `logging.xml`. Components have descriptive names; for example: `loggingCOMPONENT_NAME.xml`. The file structure of `logging.xml` is based on the concepts of `java.util.logging`: log handlers and logger.

The following is an excerpt of a sample configuration file, `logging.xml`, for EPM Workspace:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<logging_configuration>
  <log_handlers>
    <log_handler name="console-handler" class="oracle.core.ojdl.logging.ConsoleHandler" level="WARNING:32" formatter="oracle.core.ojdl.weblogic.ConsoleFormatter" />
    <log_handler name="odl-handler" class="oracle.core.ojdl.logging.ODLHandlerFactory" filter="oracle.dfw.incident.IncidentDetectionLogFilter">
      <property name="path" value="${domain.home}/servers/${weblogic.Name}/logs/${weblogic.Name}-diagnostic.log" />
      <property name="maxFileSize" value="10485760" />
      <property name="maxLogSize" value="104857600" />
      <property name="encoding" value="UTF-8" />
      <property name="useThreadName" value="true" />
      <property name="supplementalAttributes" value="J2EE_APP.name,J2EE_MODULE.name,WEBSERVICE.name,WEBSERVICE_PORT.name,composite_instance_id,component_instance_id,composite_name,component_name" />
    </log_handler>
    <log_handler name="wls-domain" class="oracle.core.ojdl.weblogic.DomainLogHandler" level="WARNING" />
    <log_handler name="owsm-message-handler" class="oracle.core.ojdl.logging.ODLHandlerFactory">
      <property name="path" value="${domain.home}/servers/${weblogic.Name}/logs/owsm/msglogging" />
      <property name="maxFileSize" value="10485760" />
      <property name="maxLogSize" value="104857600" />
      <property name="encoding" value="UTF-8" />
      <property name="supplementalAttributes" value="J2EE_APP.name,J2EE_MODULE.name,WEBSERVICE.name,WEBSERVICE_PORT.name" />
    </log_handler>
    <log_handler name="em-log-handler" class="oracle.core.ojdl.logging.ODLHandlerFactory" level="NOTIFICATION:32" filter="oracle.dfw.incident.IncidentDetectionLogFilter">
      <property name="path" value="${domain.home}/servers/${weblogic.Name}/sysman/log/emoms.log" />
    </log_handler>
  </log_handlers>
</logging_configuration>
```
Configuration File Properties

The following table lists the configurable properties in `logging.xml`.

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>path</td>
<td>Log path</td>
</tr>
<tr>
<td>format</td>
<td>Format to use. The value must be ODL-Text</td>
</tr>
<tr>
<td>maxFileSize</td>
<td>The maximum size in bytes for each log file</td>
</tr>
<tr>
<td></td>
<td>When the main log file reaches the given size, it triggers a log rotation, where the main log file is archived and a new log file is created.</td>
</tr>
<tr>
<td>maxLogSize</td>
<td>The maximum size in bytes for the entire log</td>
</tr>
<tr>
<td></td>
<td>Older archive files are deleted to keep the total log size under the given limit.</td>
</tr>
<tr>
<td>Property Name</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| rotationFrequency      | The frequency, in minutes, for rotating the logs  
                         The value must be a number (minutes), or hourly, daily, or weekly (values are not case-sensitive). |
| baseRotationTime       | The base time for time-based log rotation  
                         The log is rotated every rotationFrequency minutes from the base time. The default base time is January 1, 1970, UTC. The time must be in one of these formats:  
                         ● HH:mm  
                         ● yyyy-MM-dd  
                         ● yyyy-MM-ddTHH:mm  
                         ● yyyy-MM-ddTHH:mm:ss.sTZ  
                         where TZ is the time zone indicator and can be either Z, indicating UTC, or specify the time zone offset in the format +/-HH:mm  
                         If the time format does not specify a time zone, the local time zone is used. |
| retentionPeriod        | How long older log file should be kept  
                         Files that are older than the given period are deleted. Files are deleted only when there is a log rotation; no background thread deletes log files. As a result, files may not be deleted for some time after the retention period expires. The value must be a number (minutes), or day, week, month (30 days) or year (values are not case-sensitive). |
| encoding               | The name of the character encoding to use  
                         For this release, XML files must be UTF-8 encoded to handle extended characters. The default is <?xml version="1.0" encoding="UTF-8" ?>  
                         If file values do not have extended characters, then remove encoding. |
| supplementalAttributes | A comma-separated list of supplemental attribute names, which can be added to each log message  
                         The attribute value must be defined in class ExecutionContext. |
| useSourceClassAndMethod| Whether the Java source class and method name should be added to each log message  
                         The value is a Level name. Messages of a given level or lower include the source class and method name. The constants true and false are also accepted as aliases for OFF and ALL. The default value is TRACE:1 (FINE). |
| useDefaultAttributes   | Whether default attribute values should be added to each log message  
                         The default attributes that can be assigned are HOST_ID, HOST_NWADDR and USER_ID. The value should be true or false. The default value is true for the ODL-XML format and false for the ODL-Text format. |
| includeMessageArguments| Whether message arguments should be included with formatted log messages that also have a message ID  
                         The value should be true or false. The default value is true in most cases true is the correct value. |
<table>
<thead>
<tr>
<th>Property Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>useThreadName</td>
<td>Sets the <code>useThreadName</code> flag, which flags controls if the handler attempts to log the real thread name instead of the <code>threadID</code> provided by the <code>java.util.logging.LogRecord</code>. If the flag is <code>true</code>, the handler attempts to log the real thread name. In some cases, the handler may not be able to determine the real thread name, in which case it will log the <code>threadID</code>. The default value is <code>true</code>.</td>
</tr>
<tr>
<td>useRealThreadId</td>
<td>The <code>useRealThreadId</code> flag, which flags controls if the handler attempts to log the real thread ID instead of the <code>threadID</code> provided by the <code>java.util.logging.LogRecord</code>. If the flag is <code>true</code>, the handler will attempt to log the real thread ID. In some cases, the handler may not be able to determine the real thread name, in which case it will log the <code>threadID</code>. The default value is <code>false</code>. Logging the real Thread ID is mutually exclusive with the <code>useThreadName</code> property. If <code>useThreadName</code> is <code>true</code>, the value of the <code>useRealThreadId</code> property is ignored.</td>
</tr>
<tr>
<td>locale</td>
<td>Default Locale override for localizing messages. The default value is the default Locale.</td>
</tr>
<tr>
<td>keepOpen</td>
<td>The <code>keepOpen</code> flag setting. In most cases you should use the default value. The value should be <code>true</code> or <code>false</code>. If the flag is set to <code>true</code>, the main log file is kept open all times. If the flag is set to <code>false</code>, the main log file is open and closed upon each log operation. The default value is <code>true</code>.</td>
</tr>
<tr>
<td>deleteFiles</td>
<td>The <code>deleteFiles</code> flag setting. The value should be <code>true</code> or <code>false</code>. This flag determines whether archive files can be deleted when the total log size reaches the maximum limit. In most cases, the default value for the flag is <code>true</code>, which means that old files can be deleted. In rare use cases, in which archive files should not be deleted, this flag can be set to <code>false</code>. <strong>Note:</strong> If <code>deleteFiles</code> is set to <code>false</code>, and a <code>maxLogSize</code> limit is set, messages are not logged after the log size reaches the specified <code>maxLogSize</code> limit.</td>
</tr>
<tr>
<td>autoFlushLevel</td>
<td>The level setting for autoflushing. The ODLHandler allows log records to be buffered, but it automatically flushes the buffer when it gets a log record with level equal to or higher than the specified <code>autoFlush</code> level. The default value is <code>NOTIFICATION:1</code>.</td>
</tr>
<tr>
<td>addJvmNumber</td>
<td>The JVM number added to the log file name. The JVM number is defined by system property <code>oracle.process.index</code>. If the system property is not set, this option is ignored.</td>
</tr>
<tr>
<td>applicationContextProvider</td>
<td>The name of a class that implements the <code>ApplicationContext</code> interface. The class must have a default constructor. The special value <code>disabled</code> can be used to disable logging of application name. The default application context provider is platform-specific; in most cases you need not set this property.</td>
</tr>
<tr>
<td>userContextProvider</td>
<td>The name of a class that implements the <code>UserContext</code> interface. The class must have a default constructor. The special value <code>disabled</code> can be used to disable logging of the user name. The default user context provider is platform-specific; in most cases you need not set this property.</td>
</tr>
</tbody>
</table>
**Message Types**

Message type is the standard ODL terminology for a log level. Message types are controlled from the configuration file in loggers, and the recommendation is to set a lower message type as the default, to allow finer control.

<table>
<thead>
<tr>
<th>Message Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERROR</td>
<td>A serious problem that requires immediate attention from the System Administrator and is not caused by a product bug.</td>
</tr>
<tr>
<td>WARNING</td>
<td>A potential problem that the System Administrator should review</td>
</tr>
<tr>
<td>NOTIFICATION</td>
<td>A major lifecycle event such as the activation or deactivation of a primary subcomponent or feature</td>
</tr>
<tr>
<td>TRACE</td>
<td>Trace or debug information for events, such as public API entry/exit points. The messages should be understandable to those who do not know internal implementation details.</td>
</tr>
<tr>
<td>UNKNOWN</td>
<td>May be used when the type is unknown</td>
</tr>
</tbody>
</table>

**Tip:** Administrators can change the EPM Workspace logging level using WebLogic Administration Console without modifying the configuration file. See “Changing the EPM Workspace Logging Level in WebLogic Administration Server Console” on page 29.

**Modifying Configuration Files**

To modify configuration files:

1. Locate the product configuration file. See Table 5.
2. Open the file in a text editor and update the properties or message type.
3. Click Save.
4. Restart the component process.

**Example of Modifying Configuration Files**

The following procedure is an example of modifying an ODL configuration file to change the message type and logging level.

To change the message type and logging level in an ODL configuration file:

1. Navigate to `logging.xml` in `MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name.`

   For example, to modify the configuration file for Oracle Hyperion Profitability and Cost Management, navigate to this default location:

   `MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/Profitability0/logging.xml`

2. Open `logging.xml` in a text editor.
3 Locate this line in logging.xml:

```xml
<logger level="NOTIFICATION:1" name="oracle.EPMPCM" useParentHandlers="false">
```

4 Change the logger level to TRACE:32, so that the line reads as follows:

```xml
<logger level="TRACE:32" name="oracle.EPMPCM" useParentHandlers="false">
```

**Note:** The name oracle.EPMPCM is for Profitability and Cost Management. Configuration files for other products will have different logger names.

5 Save logging.xml.

The change takes effect when you restart the product whose logging configuration file you have modified.

### Location of Configuration Files

The default `MIDDLEWARE_HOME` location is Oracle/Middleware.

**Table 5** Location of ODL Product Configuration Files

<table>
<thead>
<tr>
<th>Product Family</th>
<th>Component</th>
<th>Configuration File Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM System</td>
<td>EPM System Configurator</td>
<td><code>EPM_ORACLE_HOME/common/config/11.1.2.0/configTool-logging.xml</code></td>
</tr>
<tr>
<td>Oracle Hyperion</td>
<td>Shared Services and EPM Workspace</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code></td>
</tr>
<tr>
<td>Oracle Hyperion</td>
<td>Shared Services for LCM</td>
<td><code>EPM_ORACLE_INSTANCE/config/FoundationServices/logging.xml</code></td>
</tr>
<tr>
<td>Oracle Hyperion EPM</td>
<td>Architect Dimension Server</td>
<td><code>EPM_ORACLE_INSTANCE/config/EPMA/DimensionServer/logging.xml</code></td>
</tr>
<tr>
<td>Performance Management</td>
<td>Architect Data Synchronizer</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code></td>
</tr>
<tr>
<td>Performance Management</td>
<td>Architect Web Application</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code></td>
</tr>
<tr>
<td>Oracle Hyperion Calculation Manager</td>
<td>Oracle Hyperion Smart View for Office</td>
<td>Smart View is a client-side application. The name and location of the file where it logs events, errors, and other information are specified as options in Smart View. For more information about Smart View logging options, see the Oracle Hyperion Smart View for Office User’s Guide.</td>
</tr>
<tr>
<td>Oracle Essbase¹</td>
<td>Essbase Server</td>
<td><code>EPM_ORACLE_INSTANCE/EssbaseServer/essbaseserver1/bin/logging.xml</code></td>
</tr>
<tr>
<td>Oracle Essbase Administration Services</td>
<td></td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code></td>
</tr>
</tbody>
</table>

¹ Oracle Essbase is a separate component and does not follow the same naming convention as other ODL products.
<table>
<thead>
<tr>
<th>Product Family</th>
<th>Component</th>
<th>Configuration File Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Hyperion Provider Services</td>
<td>Oracle Hyperion Provider Services</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
</tr>
<tr>
<td>Oracle Essbase Studio</td>
<td>Oracle Essbase Studio</td>
<td>EPM_ORACLE_INSTANCE/BPMS/bpms1/bin/logging.xml</td>
</tr>
<tr>
<td>Reporting and Analysis</td>
<td>Oracle Hyperion Reporting and Analysis Framework</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
</tr>
<tr>
<td></td>
<td>Reporting and Analysis Framework Services</td>
<td>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/logging/ra.xml</td>
</tr>
<tr>
<td></td>
<td>Reporting and Analysis Framework Agent</td>
<td>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/logging/agent.xml</td>
</tr>
<tr>
<td></td>
<td>Reporting and Analysis Framework Job Utilities logging configuration for Calendar Manager</td>
<td>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/JobUtilities/logging_ju.xml</td>
</tr>
<tr>
<td></td>
<td>Reporting and Analysis Framework SDK</td>
<td>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/SDK/logging.xml</td>
</tr>
<tr>
<td></td>
<td>Oracle Hyperion Reporting and Analysis Migration Utility</td>
<td>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/MigrationUtility/logging.xml</td>
</tr>
<tr>
<td></td>
<td>Oracle Hyperion Interactive Reporting</td>
<td>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/logging_ir.xml</td>
</tr>
<tr>
<td></td>
<td>Oracle Hyperion Financial Reporting</td>
<td>logging.xml in MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
</tr>
<tr>
<td></td>
<td></td>
<td>printserverlogging.xml in EPM_ORACLE_HOME/products/financialreporting/lib</td>
</tr>
<tr>
<td></td>
<td></td>
<td>clientlogging.xml in EPM_ORACLE_HOME/products/financialreporting/lib</td>
</tr>
<tr>
<td></td>
<td>Oracle Hyperion Web Analysis</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
</tr>
<tr>
<td>Financial Performance Management Applications</td>
<td>Oracle Hyperion Financial Management</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
</tr>
<tr>
<td></td>
<td>Profitability and Cost Management</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
</tr>
<tr>
<td></td>
<td>Oracle Hyperion Disclosure Management</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
</tr>
<tr>
<td></td>
<td>Oracle SOA Suite</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
</tr>
</tbody>
</table>
Changing the EPM Workspace Logging Level in WebLogic Administration Server Console

Administrators can use WebLogic Administration Console to change the EPM Workspace logging level and some other log-related attributes without modifying `logging.xml` and without restarting the system.

1. Click Lock & Edit.
2. Select EPMSystem(Domain), then Environment, then Servers.
3. Click the server name, then click the Logging tab.
4. Scroll down to expand the Advanced link, where you can set the logging level.

Log Files

Subtopics

- Common Log File Naming
- Log Messages File Format
- Information Needed by Oracle Support Services

Common Log File Naming

Each product, component, service, or servlet has its own log file. Separate log files are generated for license information, configuration, and, if necessary, environment information.

Log Messages File Format

Table 6 lists the log message format and descriptions.

<table>
<thead>
<tr>
<th>Log Message Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Stamp</td>
<td>Date and time when the message was generated, adjusted for time difference between the host where the message was generated and the host of the common repository. This field is set only when the log message is written to a central repository and should not be set by components. Example: [2010-01-22T05:23:31.755-08:00]</td>
</tr>
<tr>
<td>Component ID</td>
<td>The component that originated the message. Example: [FoundationServices0].</td>
</tr>
<tr>
<td>Log Message Format</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>Message Type</strong></td>
<td>Defined message types: ERROR, WARNING, NOTIFICATION, and TRACE. The value UNKNOWN may be used when the type is unknown.</td>
</tr>
<tr>
<td></td>
<td>- ERROR—A serious problem that requires immediate attention from the System Administrator and is not caused by a bug in the product.</td>
</tr>
<tr>
<td></td>
<td>- WARNING—A potential problem that should be reviewed by the System Administrator.</td>
</tr>
<tr>
<td></td>
<td>- NOTIFICATION—A major lifecycle event such as the activation or deactivation of a primary subcomponent or feature.</td>
</tr>
<tr>
<td></td>
<td>- TRACE—Trace or debug information for events that are meaningful to users, such as public API entry/exit points. The messages should be understandable by those who do not know internal implementation details.</td>
</tr>
<tr>
<td></td>
<td>- UNKNOWN (may be used when the type is unknown).</td>
</tr>
<tr>
<td><strong>Message ID</strong></td>
<td>A short identifier that uniquely identifies the message. Example: [EPMWKSP-000001]</td>
</tr>
<tr>
<td><strong>Module ID</strong></td>
<td>An identifier of the module that originated the message. The value is component specific. Example: [Initialization]</td>
</tr>
<tr>
<td><strong>Execution Context Id (ECID)</strong></td>
<td>Execution context ID helps connect multiple log files. Example: [ecid: 0000IPCMhW17ic5PjWByd1BMQPg000002, 0]</td>
</tr>
<tr>
<td><strong>Message text</strong></td>
<td>Actual log message</td>
</tr>
</tbody>
</table>

### Information Needed by Oracle Support Services

Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, seven days a week. For TTY support, call 800.446.2398.

Before contacting Oracle Support Services, run EPM System Diagnostics. EPM System Diagnostics generates a ZIP file of all EPM System logs (the equivalent of zipping up the `EPM_ORACLE_INSTANCE/diagnostics/logs` directory structure). For information on EPM System Diagnostics, see the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

### EPM System Installer Logs

The following table lists EPM System installation log files that are in `EPM_ORACLE_HOME/diagnostics/logs/install`.

#### Table 7  EPM System Installation Log Files

<table>
<thead>
<tr>
<th>File Name</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>common-install.log</td>
<td>Common Component files activity; for example, ODBC</td>
</tr>
<tr>
<td>common-ocm-install.log</td>
<td>Oracle Configuration Manager activity</td>
</tr>
<tr>
<td>common-ohs-install.log</td>
<td>Activity of Oracle HTTP Server, which is silently installed from an embedded installer</td>
</tr>
<tr>
<td>common-ohs-oui-out.log</td>
<td>Oracle Universal Installer information about Oracle HTTP Server installation</td>
</tr>
<tr>
<td>File Name</td>
<td>Contents</td>
</tr>
<tr>
<td>-----------</td>
<td>----------</td>
</tr>
<tr>
<td>common-product-install.log</td>
<td>Product common component files activity; for example, ADM drivers, CRS utility</td>
</tr>
<tr>
<td>common-staticcontent-install.log</td>
<td>Static content files (for example, Help) for each product on the Web server machine</td>
</tr>
<tr>
<td>common-wl-install.log</td>
<td>Embedded WebLogic installation activity</td>
</tr>
<tr>
<td>dotNetInstall.log</td>
<td>Messages for .Net install</td>
</tr>
<tr>
<td>dotNetRegister.log</td>
<td>Messages for .Net registration</td>
</tr>
<tr>
<td>easconsole-move-hbrcfile-frtemp-stderr.log</td>
<td>Error log for installer step to preserve old version of Oracle Hyperion Business Rules Client.properties file</td>
</tr>
<tr>
<td>easconsole-move-hbrcfile-frtemp-stdout.log</td>
<td>Trace log for installer step to preserve old version of Business Rules Client.properties file</td>
</tr>
<tr>
<td>epma-register-profilereaderdll-stderr.log</td>
<td>Error log for registering HFMProfileReader.dll</td>
</tr>
<tr>
<td>epma-register-profilereaderdll-stdout.log</td>
<td>Trace log for registering HFMProfileReader.dll</td>
</tr>
<tr>
<td>epma-register-zlibdll-stderr.log</td>
<td>Error log for registering ZLib.dll</td>
</tr>
<tr>
<td>epma-register-zlibdll-stdout.log</td>
<td>Trace log for registering ZLib.dll</td>
</tr>
<tr>
<td>hfm-cacls-filetransfer-stderr.log</td>
<td>Error log for setting cacls on the file transfer folder</td>
</tr>
<tr>
<td>hfm-cacls-filetransfer-stdout.log</td>
<td>Trace log for setting cacls on the file transfer folder</td>
</tr>
<tr>
<td>hfm-cacls-lcmservice-stderr.log</td>
<td>Error log for setting cacls for lcm service folder</td>
</tr>
<tr>
<td>hfm-cacls-lcmservice-stdout.log</td>
<td>Trace log for setting cacls for lcm service folder</td>
</tr>
<tr>
<td>hfm-registerclientdlls.log</td>
<td>Error log for each client DLL registration</td>
</tr>
<tr>
<td>hfm-registercommondlls.log</td>
<td>Trace log for each client DLL registration</td>
</tr>
<tr>
<td>hfm-registerdlladmclient-stderr.log</td>
<td>Error log for each ADM client DLL registration</td>
</tr>
<tr>
<td>hfm-registerdlladmclient-stdout.log</td>
<td>Trace log for each ADM client DLL registration</td>
</tr>
<tr>
<td>hfm-registerdllclient-stderr.log</td>
<td>Error log for each client DLL registration</td>
</tr>
<tr>
<td>hfm-registerdllclient-stdout.log</td>
<td>Trace log for each client DLL registration</td>
</tr>
<tr>
<td>hfm-registerdllcommon-stderr.log</td>
<td>Error log for each common DLL registration</td>
</tr>
<tr>
<td>hfm-registerdllcommon-stdout.log</td>
<td>Trace log for each common DLL registration</td>
</tr>
<tr>
<td>hfm-registerserverdlls.log</td>
<td>Error log for each server DLL registration</td>
</tr>
<tr>
<td>hfm-regWinHttpErr.log</td>
<td>Error log for registering winhttp.dll</td>
</tr>
<tr>
<td>hfm-regWinHttpOut.log</td>
<td>Trace log for registering winhttp.dll</td>
</tr>
</tbody>
</table>
### Upgrade Logs

In general, when you upgrade to Release 11.1.2.1 from release 9.2.1x, 9.3.3x, or 11.1.1.3x, logs are created in `EPM_ORACLE_INSTANCE/diagnostics/logs/upgrades`. Upgrade log files are named `product-upgrade.log`; for example, `planning-upgrade.log` or `epma-upgrade.log`.

In general, upgrade logging configuration information is stored in `EPM_ORACLE_HOME/upgrades/product/*.xml`. For example, upgrade logging configuration information for Reporting and Analysis is stored in `EPM_ORACLE_HOME/upgrades/ReportingAnalysis/logging_raf_upgrade.xml` by default. The file name varies by product.

Exceptions:

- **Shared Services**—The location of log files created by the Migration Utility is set in `EPM_ORACLE_HOME/upgrades/foundation/conf/hssupgrade.properties`. To set the location, open `hssupgrade.properties` in a text editor and specify the path in the `hss.log.folder=` parameter.

- **Provider Services**—The Provider Services upgrade utility uses ODL for logging. You can set the path for the Provider Services upgrade log file in the `logging.xml` file, in...
EPM ORACLE_HOME/upgrades/aps/xml. By default, `logging.xml` creates the log file in the current directory.


**EPM System Configurator and System Logs**

<table>
<thead>
<tr>
<th>Log Type</th>
<th>Log Location</th>
<th>Name and Contents</th>
</tr>
</thead>
</table>
| EPM System Configurator logs | `EPM_ORACLE_INSTANCE/diagnostics/logs/config` | - `cmconfig.log`—Trace info generated during Reporting and Analysis configuration from Reporting and Analysis (CMC) APIs called  
- `configtool.log`—Configuration task output and warning messages  
- `configtool-http-ant.log`—Trace from ant code executed during Web server setup  
- `ConfigTool-stdout.log`—Console output  
- `Configtool-appdeployment.log`—Trace of deployment steps  
- `configtool_summary.log`—Summary status about pass/fail tasks  
- `EssbaseExternalizationTask.log`—Trace information for the Essbase externalization process executed during Essbase custom configuration  
- `SharedServices_CMSClient.log`—Shared Services CMS client trace, generated during configuration when CMS calls are made  
- `ocm-config.log`—Oracle Configuration Manager configuration log  
- `registry.log`—Trace of Oracle Hyperion Shared Services Registry calls made during configuration  
- `SharedServices_Security.log`—Shared Services Registry registration log  |
| EPM System Diagnostics logs | `EPM_ORACLE_INSTANCE/diagnostics/logs/validation/` | - `validation.log`—Trace information generated during diagnostic utility execution  
  **Note:** A file name `validation-n.log` indicates that the log has rolled over because of size limits  
- `validationTool-stderr.log`—Error information generated during diagnostic utility execution  
- `validationTool-stdout.log`—Trace information generated during diagnostic utility execution  
- `velocity.log`—Diagnostic utility trace generated by velocity component calls  |
<p>| EPM System Diagnostics reports | <code>EPM_ORACLE_INSTANCE/diagnostics/reports</code> | <code>instance_report_20110305_121855.html</code>—Validation tool report |</p>
<table>
<thead>
<tr>
<th>Log Type</th>
<th>Log Location</th>
<th>Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Server logs—For Oracle WebLogic Server installed with EPM System Installer. For WebLogic Server installed outside EPM System Installer, see the WebLogic Server documentation for information about logs.</td>
<td>WebLogic Server service, error, and console logs: <code>EPM_ORACLE_INSTANCE/diagnostics/logs/PRODUCT</code></td>
<td>See the product folders for the specific logs.</td>
</tr>
</tbody>
</table>
| Web server logs—For Oracle HTTP Server installed with EPM System Installer. For Web servers installed outside EPM System Installer, see vendor documentation for information about logs. | `EPM_ORACLE_INSTANCE/httpConfig/ohs/diagnostics/logs/OHS/ohs_component` | - `access_log` and `access_log.number`—WebLogic-generated log file for a managed server  
- `console-OHS-1.log`—Oracle HTTP Server-generated log file, console output  
- `ohs_component.log`—Oracle HTTP Server-generated log file |
| Start and stop logs | `EPM_ORACLE_INSTANCE/diagnostics/logs/starter` (UNIX) | `PRODUCT.log`—Start and stop logs for each EPM System product. |
| Services startup logs | `EPM_ORACLE_INSTANCE/diagnostics/logs/services` (Windows) | `PRODUCT-syserr.log` and `PRODUCT-out.log`—Windows service startup logs; trace of messages through startup |
| Shared Services Registry logs | `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs` | `registry.log`—Registry activity |
| Security logs | CSS and Shared Services Registry product activity: `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs` | `SharedServices_SecurityClient.log`—Native Directory initialization, CSS initialization |
| WebLogic logs | `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs` | `access.log`—WebLogic activity needed when contacting Oracle Support Services. |

**Foundation Services Logs**

See also “Lifecycle Management Logs” on page 60.
<table>
<thead>
<tr>
<th>Log Location</th>
<th>Log Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foundation Services:</strong></td>
<td></td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FoundationServices0.log—Server and security activity</td>
</tr>
<tr>
<td><strong>Shared Services:</strong></td>
<td></td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SharedServices_Admin.log—Applications Groups management activity</td>
</tr>
<tr>
<td></td>
<td>SharedServices_Audit.log—Audit server errors while reading/writing audit information to the database or while configuring auditing</td>
</tr>
<tr>
<td></td>
<td>SharedServices_Audit_Client.log—Information about the audit client</td>
</tr>
<tr>
<td></td>
<td>SharedServices_CMSClient.log—Metadata Service client activity</td>
</tr>
<tr>
<td></td>
<td>SharedServices_Hub.log—Shared Services context listener and initialization activity</td>
</tr>
<tr>
<td></td>
<td>SharedServices_LCM.log—Lifecycle Management activity</td>
</tr>
<tr>
<td></td>
<td>SharedServices_Registry.log—Shared Services Registry activity</td>
</tr>
<tr>
<td></td>
<td>SharedServices_Security.log—User management, provisioning, authentication, and single sign-on activity</td>
</tr>
<tr>
<td></td>
<td>SharedServices_TaskFlow.log—Information about Taskflows</td>
</tr>
<tr>
<td><strong>EPM Workspace:</strong></td>
<td></td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Workspace.log—EPM Workspace error and informational messages</td>
</tr>
<tr>
<td></td>
<td>Framework.log:</td>
</tr>
<tr>
<td></td>
<td>‣ EPM System common user interface framework error and informational messages</td>
</tr>
<tr>
<td></td>
<td>‣ Miscellaneous messages; for example, locale detection</td>
</tr>
<tr>
<td></td>
<td>‣ Messages regarding BPMUI configuration files or registry settings</td>
</tr>
<tr>
<td></td>
<td>‣ Any errors due to invalid configuration files; for example: corrupt BpmServer.properties or registry.</td>
</tr>
<tr>
<td></td>
<td>‣ BPMUI security messages, including CSS initialization, logon/logout logs from the Web application, and CSS authentication error messages</td>
</tr>
<tr>
<td><strong>Smart View</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Smart View is a client-side application. The name and location of the file where it logs events, errors, and other information are specified as options in Smart View. For more information about Smart View logging options, see the Oracle Hyperion Smart View for Office User's Guide.</td>
</tr>
<tr>
<td><strong>Performance Management Architect Dimension Server logs:</strong></td>
<td></td>
</tr>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/epma</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DimensionServer.log—Activities from Performance Management Architect Dimension Server; for example, all export activities and dimension manipulation</td>
</tr>
<tr>
<td><strong>Performance Management Architect Data Sync Web application server logs:</strong></td>
<td></td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>datasync.log—Logging information from Data synchronization activities; for example, validation and execution errors from connectors</td>
</tr>
<tr>
<td></td>
<td>EpmaDataSync0.log—Performance Management Architect Web-tier activities; for example, deployment activities, LCM activities, and product interaction activities</td>
</tr>
<tr>
<td>Log Location</td>
<td>Log Name and Description</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------------</td>
</tr>
</tbody>
</table>
| **Performance Management Architect:** Web application server logs:  
  MIDDLEWARE_HOME/user_project/domains/domain_name/servers/managed_server_name/logs | - epma.log—Logging information from Web reports  
- EpmaWebReports0.log—Performance Management Architect Web-tier activities |
| **Calculation Manager:**  
  MIDDLEWARE_HOME/user_project/domains/domain_name/servers/managed_server_name/logs | - apsserver.log—Generates communication logs between Calculation Manager and Essbase servers  
- CalcManager.log—Generates all Calculation Manager Web tier activities  
- CalcMgr0.log—Generates all Calculation Manager activities |

## Essbase Logs

The following table contains information about Essbase product family logs that use ODL format:

- Essbase
- Administration Services
- Essbase Studio
- Provider Services

Integration Services does not use ODL. See “Integration Services Logs” on page 51.

**Note:** For more information about analyzing Essbase logs, see the *Oracle Essbase Database Administrator's Guide*. 
<table>
<thead>
<tr>
<th>Log Location</th>
<th>Log Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Essbase:</strong></td>
<td><strong>Log Location</strong></td>
</tr>
<tr>
<td>EPM_ORACLE_ INSTANCE/ diagnostics/ logs/essbase/ essbase_0</td>
<td>● Essbase Server log: ESSBASE_ODL.log</td>
</tr>
<tr>
<td></td>
<td>Essbase Server activities and errors</td>
</tr>
<tr>
<td></td>
<td>● Essbase application log: /app/APPLICATION_NAME_ODL.log</td>
</tr>
<tr>
<td></td>
<td>Essbase application activities and errors</td>
</tr>
<tr>
<td></td>
<td>● Data load log: dataload_ODL.err</td>
</tr>
<tr>
<td></td>
<td>Data load and dimension build errors</td>
</tr>
<tr>
<td></td>
<td>● SSAUDIT log files: dbname_ODL.atx and dbname_ODL.alg</td>
</tr>
<tr>
<td></td>
<td>Successfully completed spreadsheet update transactions. These are SSAUDIT log files; file name and location are specified through an essbase.cfg setting. See “Monitoring Data, Applications, and Databases” in the Oracle Essbase Database Administrator’s Guide and the Essbase Technical Reference.</td>
</tr>
<tr>
<td></td>
<td>● Exception log: log0000x.xcp</td>
</tr>
<tr>
<td></td>
<td>Errors that result when Essbase Server stops abnormally</td>
</tr>
<tr>
<td></td>
<td>● Essbase Server Lease Manager log: leasemanager_server_HOSTNAME.log</td>
</tr>
<tr>
<td></td>
<td>Essbase Server Lease Manager information</td>
</tr>
<tr>
<td></td>
<td>● Essbase Agent Lease Manager log: leasemanager_essbase_HOSTNAME.log</td>
</tr>
<tr>
<td></td>
<td>Agent Lease Manager information</td>
</tr>
</tbody>
</table>

For more information on how to use these logs to troubleshoot Essbase failover problems, see “Essbase Failover Logs” on page 39.

<table>
<thead>
<tr>
<th><strong>Essbase Studio upgrade log:</strong> EPM_ ORACLE_INSTANCE/ diagnostics/ logs/upgrades</th>
<th>EssbaseStudioServer.log</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-Essbase Studio upgrade activity</td>
</tr>
</tbody>
</table>

<p>| <strong>Essbase staging tool:</strong> The working directory | essStaging.log-Errors that result when the staging tool (essStage.bat | sh prepares configuration and security information, data, and applications for file transfer during an upgrade. |
|--------------------------------------------------|--------------------------------------------------|
| | For more information about the staging tool, see “Preparing Essbase Data for Upgrading” in Chapter 5, “Upgrading EPM System Products,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide. |</p>
<table>
<thead>
<tr>
<th>Log Location</th>
<th>Log Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase</td>
<td></td>
</tr>
<tr>
<td>Essbase Security Client log:</td>
<td>Security_client.log—Tracking of EPM System component and CSS communications with native provider. Also records the JDBC configuration from registry in this log file for any binds with native providers.</td>
</tr>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase</td>
<td></td>
</tr>
<tr>
<td>Oracle Process Manager and Notification Server logs:</td>
<td>OPNM server log:</td>
</tr>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs</td>
<td>/OPNM/opmn/opmn.log</td>
</tr>
<tr>
<td></td>
<td>Diagnostic information that the OPNM server prints for various operations performed against a managed component (Essbase). This log contains information about when Essbase starts, stops, and how many retry attempts are made to start and stop.</td>
</tr>
<tr>
<td></td>
<td>OPNM Forward Ping log:</td>
</tr>
<tr>
<td></td>
<td>/OPNM/opmn/EssbasePing.log</td>
</tr>
<tr>
<td></td>
<td>OPNM Forward Ping information</td>
</tr>
<tr>
<td></td>
<td>For more information on how to use these logs to troubleshoot Essbase failover problems, see “Essbase Failover Logs” on page 39.</td>
</tr>
<tr>
<td>Essbase Plugin logs:</td>
<td>essbaseplugin_ODL.log—Log statements related to the LCM artifact listing</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs/essbase/lcm</td>
<td></td>
</tr>
</tbody>
</table>
**Log Location** | **Log Name and Description**
--- | ---
**Administration Services:**
MIDDLEWARE_HOME/ user_projects/ domains/domain name/servers/ managed server name/logs  | ● easserver.log—Administration Services Server activity
● EssbaseAdminServices0.log—Web application activity

**Note:** To enable console logging, in MIDDLEWARE_HOME/ EPMSystem11R1/ products/ Essbase/eas/ console/bin/ admincon.bat, set the Java option parameter –DEAS_CONSOLE_LOG to True.

**Essbase Studio:**
EPM_ORACLE_INSTANCE/ diagnostics/ logs/esbstudio  | server.log—Essbase Studio server activity

**Provider Services:**
MIDDLEWARE_HOME/ user_projects/ domains/domain name/servers/ managed server name/logs  | ● AnalyticProviderServices0.log—Web application activity
● apsserver.log—Provider Services activity

---

**Essbase Failover Logs**

OPMN manages Essbase; therefore, the first set of logs to consult are the OPMN log files for Essbase. However, a failure reported in these log files may point to activity in the back-end Essbase log files that will help diagnose the problem.

To properly diagnose error conditions, use the Essbase and OPMN log files listed in Table 10 and chain the log entries, known as log chaining, across the various processes according to the time line in which they occurred. There are many possible scenarios of issues involving runtime failures that affect failover. “Sample Scenario” on page 40 uses several logs to troubleshoot a failover issue.

The following files are key log files when Essbase runs in failover mode. See Table 10 for the location and description of these logs.

● Essbase Server log
Sample Scenario

The relational database that holds the lease information for Essbase is shut down. Two nodes are running in failover mode. Node behavior that causes a failure in this scenario:

1. Node 1 sequence of events:
   a. OPMN attempts a number of times to start Essbase on Node 1:
      <start timeout="600" retry="2"/> // This is the default//

      **Note:** OPMN attempts to start Essbase three times.
   b. Because the Lease database is down, Essbase fails to start on Node 1.

2. Node two sequence of events:
   a. To achieve failover, OPMN attempts to start Essbase on Node 2 for the configured number of startup attempts.

      **Note:** OPMN attempts to start Essbase 3 times (since the configuration is symmetrical between the two nodes, the number of attempts will also be three on Node 2).
   b. Essbase will stay down on both Node 1 and Node 2.

To find out why OPMN cannot start Essbase, analyze these logs:

- Essbase is unable to get the database lease. The Essbase Agent attempts up to six times (Six times is the default—attempts once, then attempts five more times) and after that, Essbase stops attempting and self-terminates.
- These lease manager log entries appear on both nodes of the cluster as OPMN attempts to start Essbase on both nodes.
- Chain these four logs with a timeline to understand the root of the issue.
- A sample time sequence of these events:
  1. A request to start Essbase is issued at 2010-03-26T03:32:09
  2. OPMN attempts to start Essbase at 2010-03-26T03:32:11 (first time)
  3. Essbase starts up at Fri Mar 26 03:32:12 2010 (first time)
  4. Normal bootstrap continues but then it appears to have stopped sometime between Fri Mar 26 03:32:12 2010 and Fri Mar 26 03:32:26 2010
  5. Lease Manager, running within the Agent, attempts to acquire the Agent lease at 2010-03-26T03:32:12 (first time)
6. Lease Manager continues to attempt the acquisition up to 6 times and finally terminates the Agent at 2010-03-26T03:32:22

The following are sample snippets from logs that you check to diagnose the issue in the above scenario:

Note: The following snippets show only the relevant portions of these logs. Line items in bold indicate the multiple OPMN attempts to start Essbase that fail.

1. Console output from OPMNCTL:

   opmnctl startproc: starting opmn managed processes...
   opmn id=adc2170731.us.oracle.com:8001
   0 of 1 processes started.

   ias-instance id=instance1

   ias-component/process-type/process-set:
   <EssbaseClusterName>/EssbaseAgent/AGENT/

   Error
   --> Process (index=0,uid=0,pid=0)
   Service fail over start failure
   Log: none

   --> Process (index=1,uid=1051800837,pid=12982)
   failed to start a managed process after the maximum retry limit
   Process terminated.
   Log: EPM_ORACLE_HOME/product/11.1.1/webtierIH/instances/instance1/diagnostics/logs/OPMN/opmn/console~<EssbaseClusterName>~EssbaseAgent~AGENT~1.log

2. Log 1: Essbase console log

   (console~<EssbaseClusterName>~EssbaseAgent~AGENT~1.log):

   --------
   10/03/26 03:32:40 Start process
   --------
   [Fri Mar 26 03:32:40 2010]Local/ESSBASE0///Info(1051283)
   Retrieving License Information Please Wait...

   [Fri Mar 26 03:32:40 2010]Local/ESSBASE0///Info(1051286)
   License information retrieved.

   .... (product banner and startup info which abruptly stops after some time) ...

3. Log 2: opmn.log

   [2010-03-26T03:32:09][opmn][TRACE:1][667][OPMN][code:pm-requests]Request 5 Started.
   Command: /start?process-type=EssbaseAgent
   [2010-03-26T03:32:11][opmn][TRACE:1][662][OPMN][code:pm-process]Starting Process:
   <EssbaseClusterName>1-EssbaseAgent-AGENT-1 (1051800837:0)
   [2010-03-26T03:32:25][opmn][TRACE:1][662][OPMN][code:pm-process]Starting Process:
<EssbaseClusterName>-EssbaseAgent~AGENT~1 (1051800837:0)
[2010-03-26T03:32:39][opmn][TRACE:1][662][OPMN][code:pm-process]Starting Process:
<EssbaseClusterName>-EssbaseAgent~AGENT~1 (1051800837:0)
[2010-03-26T03:32:53][opmn][TRACE:1][][OPMN][code:pm-fos]Service-failover:
<iang-instance id="instance1">  
<iang-component id="<EssbaseClusterName>">
<iang-process-type id="EssbaseAgent">
<iang-process-set id="AGENT">
<iang-process id="0" pid="0" status="_fail" index="0" log=""
operation="request" result="failure">
.... (more diagnostic info) ...

4. Log 3: Essbase.log:

[Fri Mar 26 03:32:12 2010] Local/ESSBASE0///Info(1051283)
Retrieving License Information Please Wait...

[Fri Mar 26 03:32:12 2010]Local/ESSBASE0///Info(1051286)
License information retrieved.

[Fri Mar 26 03:32:12 2010]Local/ESSBASE0///Info(1051227)
No JVM location specified in essbase.cfg. Will try to load from library path

[Fri Mar 26 03:32:12 2010]Local/ESSBASE0///Info(1051216)
JVM Started Successfully !

[Fri Mar 26 03:32:12 2010]Local/ESSBASE0///Info(1051232)

5. Log 4: Lease Manager log: leasemanager_essbase_ClusterNode1.log:

Lease manager logging is initialized.

Connection will be established to [leasedb] as [system]

Attempt to connect to database failed with error [[DataDirect][ODBC 20101 driver]
[20101]13105].

...(more diagnostic information)...

Attempt to connect to database failed with error [[DataDirect][ODBC 20101 driver]
[20101]13105].

Failed to acquire the lease after [6] consecutive attempts.

Lease is being surrendered.

Preparing to shutdown abort.
Reporting and Analysis Logs

Subtopics

- Reporting and Analysis Framework Logs
- Financial Reporting Logs
- Web Analysis Logs
- Interactive Reporting Logs

Reporting and Analysis Framework Logs

Table 11  Reporting and Analysis Framework Log Files

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Log Name and Description</th>
</tr>
</thead>
</table>
| Reporting and Analysis Framework:  
  EPM_ORACLE_INSTANCE/  
diagnostics/logs/  
ReportingAnalysis | Reporting and Analysis Framework services logging information:  
  - configuration_messages_${module}.log—Reporting and Analysis Framework services configuration information  
  - eiengine.log—Log messages of EI Engine utility (export/import utility)  
  - logwriter_messages_${module}.log—Log file with inside log Reporting and Analysis Framework services messages  
  - server_messages_${OriginatorType}.log—The pattern for Reporting and Analysis Framework services log files. These files contain RAF services log messages.  
  - stdout_console_${module}.log—stdout (console) log file for Reporting and Analysis Framework services. It contains the information about started Reporting and Analysis Framework services, some stdout console logs.  
  - agent.log and stdout_console_agent.log—Reporting and Analysis Framework Agent logging information  
  - JobUtilities.log—Job Utilities activities for Calendar Manager  
  - migrator.log—Migration activities  
  - /MigrationUtility/migration_systime}.log—Migration utility logs  
  - /SDK/sdk.log—Software Development Kit log |
## Log Location

<table>
<thead>
<tr>
<th>Log Name and Description</th>
<th>Log Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web application logs:</td>
<td></td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_</td>
<td></td>
</tr>
<tr>
<td>projects/domains/</td>
<td></td>
</tr>
<tr>
<td>domain name/servers/</td>
<td></td>
</tr>
<tr>
<td>managed server name/</td>
<td></td>
</tr>
<tr>
<td>logs</td>
<td></td>
</tr>
<tr>
<td>RaFramework0.log</td>
<td>Reporting and Analysis Framework Web application server logs</td>
</tr>
<tr>
<td>RaFramework_Bpmui.log</td>
<td>Miscellaneous messages; for example, locale detection</td>
</tr>
<tr>
<td>RaFramework_AdministrationServlet.log</td>
<td>Reporting and Analysis Framework Web application logs related to administration servlet</td>
</tr>
<tr>
<td>RaFramework_BrowseServlet.log</td>
<td>Reporting and Analysis Framework Web application logs related to browse servlet</td>
</tr>
<tr>
<td>RaFramework_Changemgmt.log</td>
<td>Impact Manager logs</td>
</tr>
<tr>
<td>RaFramework_CommonClient.log</td>
<td>Reporting and Analysis Framework Web application logs from common client functionality</td>
</tr>
<tr>
<td>RaFramework_DataAccessServlet.log</td>
<td>Reporting and Analysis Framework Web application logs related to data access servlet</td>
</tr>
<tr>
<td>RaFramework_Foundation.log</td>
<td>Reporting and Analysis Framework Web application logs related to interaction with Reporting and Analysis Framework services</td>
</tr>
<tr>
<td>RaFramework_JobManagerServlet.log</td>
<td>Reporting and Analysis Framework Web application logs related to job manager servlet</td>
</tr>
<tr>
<td>RaFramework_PersonalPagesServlet.log</td>
<td>Reporting and Analysis Framework Web application logs related to personal pages servlet</td>
</tr>
<tr>
<td>RaFramework_Portlets.log</td>
<td>Portlet infrastructure messages</td>
</tr>
<tr>
<td>RaFramework_Search.log</td>
<td>Search-related messages</td>
</tr>
<tr>
<td>RaFramework_WebServices.log</td>
<td>Web services-related messages</td>
</tr>
<tr>
<td>RaFramework_configuration_messages.log</td>
<td>Configuration messages</td>
</tr>
<tr>
<td>RaFramework_iHTMLServlet.log</td>
<td>Reporting and Analysis Framework Web application logs related to ihtml servlet</td>
</tr>
<tr>
<td>RaFramework_logwriter_servlets_messages.log</td>
<td>Reporting and Analysis Framework Web application log writer messages</td>
</tr>
<tr>
<td>RaFramework_stdout_console_servlets.log</td>
<td>log-stdout (console) log file for Reporting and Analysis Framework Web application</td>
</tr>
</tbody>
</table>

## Service Log Files

Each service has a log file. In a distributed environment, all services of one type log their messages to one file. Separate log files are generated for configuration or environment information and for stdout messages.

Services log file names format:

server_messages_OriginatorType.log

where

**OriginatorType** is one of these service log files:

- AnalyticBridgeService
- AuthenticationService
- AuthorizationService
• CommonServices
• DataAccessService
• EventService
• GSM
• HarvesterService
• IntelligenceService
• IRJobService
• IRServiceHelper
• JobService
• LoggingService
• LSM
• PublisherService
• RepositoryService
• SearchIndexing
• SearchKeywordProvider
• SearchMonitor
• SessionManager
• ServiceBroker
• TransformerService
• UsageService

Special log files:
• \texttt{COMPONENT\_NAME}\texttt{LoggingBackup.log}—Contains logging messages when Logging Service is unavailable (for example, \texttt{rafservicesLoggingBackup.log})
• \texttt{configuration\_messages.log}—Contains basic environment and configuration information
• \texttt{stdout\_console\_MODULE\_NAME.log}—Contains messages sent to stdout and stderr

**Remote and Local Logging**

Some EPM System products use remote logging by communicating with Reporting and Analysis Framework logging service.

In a distributed environment, you can use the remote logging feature to create all logs in one place for all the components running on different machines.

Select one machine in your distributed environment for this purpose, and enable logging service only on this machine. You must disable logging service on all other machines. See the *Hyperion Reporting and Analysis Framework Administrator’s Guide*. 

ODL Files 45
By default, Reporting and Analysis Framework services and Interactive Reporting services are configured to use remote logging:

When you configure a machine for remote logging, the log files are not created on the local file system but are created on the machine where the logging service is running. You can change this default configuration and choose to log messages locally. Interactive Reporting Log Service uses remote logging by default.

If a component is configured for local logging, then Logging Service is not used by that component.

Changing From Remote to Local Logging

1. Stop the product.
2. Open the product ODL configuration file.
3. Find the required loggers and their corresponding handlers.
4. Replace the handler class attribute from
   `com.brio.one.services.mgmt.logging.RemoteODLHandlerFactory`
   to
   `com.brio.one.mgmt.logging.LocalODLHandlerFactory`
5. Add the required handler properties:
   - Logs folder location: `path`
   - Maximum file size: `maxFileSize`
   - Maximum log size: `maxLogSize`
6. Start the product.

Backup Files Used for Remote Logging

If the Logging service fails, logging service log messages are written to backup files at the same location as the log files. Backup file names syntax:

```
COMPONENT_NAMELoggingBackup.log
```

When the remote login approach is used, log messages are backed up in

```
EPM_ORACLE_INSTANCE/diagnostics/logs/ReportingAnalysis/rafservicesLoggingBackup.log.
```

After a failure, when the logging service becomes available, the data from the backup files are transferred to the appropriate log files on the machine where the logging service is running. The backup files are then removed.
Dynamically Changing of Logger Levels

To dynamically change the logger levels for Reporting and Analysis Framework services:

1. In EPM Workspace, click Navigate, then Administer, then Reporting and Analysis, and then Services.
2. Open the Properties dialog box for Reporting and Analysis Framework or the Interactive Reporting services Logs panel.
3. Add, (for Reporting and Analysis Framework), remove (for custom loggers for Reporting and Analysis Framework), or modify logger levels.
4. To apply the changes, in the context menu, click Refresh log Configuration. The changes are quickly applied.

To dynamically change the logger levels for Reporting and Analysis Framework Web application:

1. Open EPM_ORACLE_INSTANCE/ReportingAnalysis/RAFrameworkWebapp/WEB-INF
2. Create logging.properties.
3. Add the required loggers with specific levels. Syntax for loggers:
   oracle.EPMRAF.[logger name].level=[logger level]
4. The changes are quickly applied.

Financial Reporting Logs

Table 12 lists Financial Reporting log messages stored in:

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Log Name and Description</th>
</tr>
</thead>
</table>
| Application Logs: EPM_ORACLE_INSTANCE/diagnostics/logs/FinancialReporting | ● Adm.log—Component log that logs interaction between Financial Reporting components and a data source  
● AdmAccess.log—Component log that logs Security Access from Financial Reporting components to any data source  
● AdmPerformance.log—Component log that monitors the performance of interaction between Financial Reporting components and a data source  
● FRAccess.log—Monitors security access to Financial Reporting  
● FRPerformance.log—Monitors the performance of the Financial Reporting Server and associated components  
● FRClientAccess.log—Monitors Financial Reporting studio client security access  
● FRClientLogging.log—Monitors Financial Reporting studio client activities  
● FRClientPerformance.log—Monitors Financial Reporting studio client performance  
● FRPrintLogging.log—Monitors the Print Server activities  
● FRPrintAccess.log—Monitors Print Server access activities  
● FRPrintPerformance.log—Monitors Print Server performance |
Web application logs:

- **MIDDLEWARE_HOME/**user_projects/domains/**domain name/**servers/**managed server name/**logs

<table>
<thead>
<tr>
<th>Log Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRLogging.log—Monitors activities within the Financial Reporting Server and associated components</td>
</tr>
<tr>
<td>FinancialReporting0.log—Web tier activity</td>
</tr>
</tbody>
</table>

Web Analysis Logs

These Web Analysis log files are in **MIDDLEWARE_HOME/**domains/**domain name/**servers/**managed server name/**logs:

- Adm.log—ADM APIs activity
- AdmAccess.log—ADM APIs activity
- AdmAps.log—ADM APIs activity
- AdmPerformance.log—ADM APIs activity
- WebAnalysis0.log—Web tier activity. This log is not ODL compliant.
- WebAnalysis.log—Web Analysis activity
- WebAnalysisAtf.log—ATF part of Oracle Hyperion Web Analysis application
- WebAnalysisAudit.log—Audit information

Interactive Reporting Logs

Interactive Reporting services uses remote logging. For information on Reporting and Analysis Framework related topics, see:

- “Remote and Local Logging” on page 45
- “Backup Files Used for Remote Logging” on page 46
- “Dynamically Changing of Logger Levels” on page 47

<table>
<thead>
<tr>
<th>Product Log Location</th>
<th>Log Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>**MIDDLEWARE_HOME/**user_projects/**empsystem1/**diagnostics/logs/**ReportingAnalysis</td>
<td></td>
</tr>
<tr>
<td>server_messages_IRServiceHelper.log—Interactive Reporting Service information</td>
<td></td>
</tr>
<tr>
<td>server_messages_IRJobService.log—Interactive Reporting Job Service, helpful in troubleshooting problems with the Interactive Reporting jobs</td>
<td></td>
</tr>
<tr>
<td>server_messages_IntelligenceService.log—Interactive Reporting Service information</td>
<td></td>
</tr>
<tr>
<td>server_messages_DataAccessService.log—Data Access Service information</td>
<td></td>
</tr>
</tbody>
</table>
Changing Interactive Reporting Logging Levels

To change Interactive Reporting logging levels:

1. In EPM Workspace, select Navigate, then Administrator, then Reporting and Analysis, and then Services.

2. Open the Properties dialog box for either Reporting and Analysis Framework or Interactive Reporting services, and then select the Log panel.

3. Add, (for Reporting and Analysis Framework), remove (for custom loggers for Reporting and Analysis Framework), or modify logger levels.

4. In the context menu, click Refresh Log Configuration. The changes are applied shortly.

Changing Interactive Reporting Logging Approach

Interactive Reporting services can use local and remote logging.

To use remote logging:

1. In EPM Workspace, click Navigate, then Administrator, then Reporting and Analysis, and then Services.

2. Open the Properties dialog box for Interactive Reporting services (Intelligence, Data Access, service and IR Job) log panel.

3. Modify the logger level in the property group Module Properties. Then click OK.

4. In the context menu, click Refresh log configuration. The changes are applied shortly.

To use local logging:

1. In EPM Workspace, click Navigate, then Administrator, then Reporting and Analysis, and then Services.

2. Open the Properties dialog for Interactive Reporting services (Intelligence, Data Access, Service and IR Job) log panel.

3. Modify the logger level in the property group Module Properties, and then click OK.

4. In the property group Manage, modify the property useRemoteLogger to No, and then click OK.

5. In the context menu, click Restart.

The service starts with local logging mode and the log files (*_das.log, *_BIService.log or *_IRJob.log) are found in EPM_ORACLE_INSTANCE/diagnostics/logs/ReportingAnalysis.

Financial Performance Management Applications Logs

The following table contains information about Financial Performance Management Applications logs.
<table>
<thead>
<tr>
<th>Log Location</th>
<th>Log Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/hfm</td>
<td>- hfm.ocl.log—Financial Management core activity</td>
</tr>
<tr>
<td><strong>Tip:</strong> You can navigate to the Financial Management log viewer from the Start menu: Select Programs, then EPM System, then Financial Management, and then Utilities.</td>
<td>- InteropJava.log—Financial Management interop activity</td>
</tr>
<tr>
<td>Financial Management upgrade logs:</td>
<td>HFMApplianceUpgrade.log—Application upgrade activity</td>
</tr>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/upgrades</td>
<td></td>
</tr>
<tr>
<td>Profitability and Cost Management:</td>
<td>hpcm.log—Oracle Hyperion Profitability and Cost Management activity</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</td>
<td></td>
</tr>
<tr>
<td>Disclosure Management server logs:</td>
<td>- DisclosureManagement0.log—Disclosure Management Web tier activity</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</td>
<td>- DiscMan.log—Disclosure Management activity</td>
</tr>
<tr>
<td></td>
<td>- DiscManAuditService.log—Audit service activity</td>
</tr>
<tr>
<td></td>
<td>- DiscManMappingTool.log—Mapping tool activity</td>
</tr>
<tr>
<td></td>
<td>- DiscManReportService.log—Report service activity</td>
</tr>
<tr>
<td></td>
<td>- DiscManRepository.log—Repository activity</td>
</tr>
<tr>
<td></td>
<td>- DiscManRepositoryService.log—Repository services activity</td>
</tr>
<tr>
<td></td>
<td>- DiscManSessionService.log—Session service activity</td>
</tr>
<tr>
<td>Financial Close Management</td>
<td>FinancialClose0.log—Web tier activity</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</td>
<td>FinancialClose.log—Financial Close Management activity</td>
</tr>
<tr>
<td>SOA Suite server logs:</td>
<td>soa_server1.log—SOA services activity</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/soa_server1/logs</td>
<td>soa_server1-diagnostic.log—SOA Web tier activity</td>
</tr>
</tbody>
</table>
Other Logging Formats

Subtopics

- Log Location
- Log File Size and System Performance
- Integration Services Logs
- Business Rules Logs
- Planning Logs
- Performance Scorecard Logs
- Strategic Finance Logs
- Data Management Logs

This section describes the logs and products that do not use ODL formatting for logging. EPM System Installer and Configurator create ODL files for all products. Products not using ODL leave these ODL files empty and write their logs to a different file format.

Log Location

Logs that do not follow the ODL formatting are written to $EPM_ORACLE_HOME/diagnostics/logs/COMPONENT_NAME$.

Log File Size and System Performance

Logs are installed with the recommended default log levels.

Verbose logging levels increase file size and can reduce overall system performance. Consequently, Oracle recommends that you use the least-verbose logging level required. Revert to original log levels after troubleshooting is complete to avoid using too much disk space and negatively affecting performance.

Suggestions in this chapter regarding log retention and rotation are not intended as strict guidelines.

Integration Services Logs

The following sections contain information on Integration Services logs.

Note: Integration Services does not use ODL. See “Other Logging Formats” on page 51.

Log File Names and Descriptions

<table>
<thead>
<tr>
<th>Log Name</th>
<th>Log Description</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>olapisvr.log</td>
<td>Integration Server activity</td>
<td>Rolling log file. No manual archive is needed.</td>
</tr>
</tbody>
</table>
Setting Log Levels

You can set the log level in Integration Services by using the \(-L\) startup switch.

You can set minimum and maximum log file sizes.

For information about Integration Services startup switches, see the *Oracle Essbase Integration Services System Administrator’s Guide*.

To set the level of message in Integration Services logs:

- On Windows, add \(-L\)level to \startup.bat\.
- On UNIX, enter \(-L\)level when you start Integration Server.
- On any platform, add \(-L\)level to \ais.cfg\.

The default level is 2. You can specify these levels:

Table 15 provides a list and description of the different log levels you can specify.

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>To log all debug messages and the ODBC SQL generated by Integration Server: Generate \dataloaderload, listing the first 1,000 records, which may include successfully loaded records and rejected records; and create \hisdl, consisting of the names of the dimensions loaded followed by the leaf node number of each dimension or member.</td>
</tr>
<tr>
<td>2</td>
<td>Log all informational messages and some of the ODBC SQL generated by Integration Server.</td>
</tr>
<tr>
<td>3</td>
<td>Log all warnings.</td>
</tr>
<tr>
<td>4</td>
<td>Log all noncritical errors.</td>
</tr>
<tr>
<td>7</td>
<td>Log all critical errors where Integration Server terminates the command.</td>
</tr>
<tr>
<td>8</td>
<td>Log all critical server errors.</td>
</tr>
</tbody>
</table>

The recommended level setting is 2 or 3.

After changing log levels, you must restart the Integration Services server for the log settings to take effect.

Business Rules Logs

Subtopics

- Log Files Names and Descriptions
- Setting Logging Levels

The following sections contain information about Business Rules log files.
# Log Files Names and Descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Contents</th>
<th>Location</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>hbrclient.log</td>
<td>Business Rules client activity</td>
<td>For all application servers: EPM_ORACLE_HOME/diagnostics/logs/eas</td>
<td>Archive</td>
</tr>
</tbody>
</table>
| hbrserver.log | Records general information and errors on the Business Rules server. | • From Administration Services, written to EPM_ORACLE_INSTANCE/diagnostics/logs/eas  
• From Oracle Hyperion Planning, written to EPM_ORACLE_INSTANCE/diagnostics/logs/planning | Archive  |
| hbrlaunch.log | Includes information regarding business rules names and RTP values for launched rules. | EPM_ORACLE_INSTANCE/domains/EPMSystem                                   | Archive  |

## Setting Logging Levels

By default, Business Rules records warning level messages in log.txt, but you can change the level of messages that are recorded.

1. To change the message level in log.txt:
   1. Launch the Administration Services Console by selecting Start, then Programs, then Hyperion, then Administration Services, and then Start Administration Services Console.
   2. In Administration Services Login, enter the Administration Services server name and your logon credentials. Click OK.

   **Note:** If the Administration Services default port was changed, enter the port information before the Administration Services server name as: `port number name:port#`.

3. In the left pane of Administration Services, expand Business Rules, and then Administration.
   The properties of the Oracle Hyperion Business Rules client configuration are displayed.
5. To change the error-reporting level for the client on the Client Configuration tab, select a level from Log Level:
   • Severe
   • Warning (default)
   • Info
   • Config
   • All

6. To change the error-reporting level for the server on the Server Configuration tab, select an error level from the Log Level list described in step 5.
7. Click Save.
8. After changing log levels, restart the server for the log settings to take effect.
Planning Logs

Subtopics

- Log File Names and Descriptions
- Setting Logging Levels for Planning

Note: Planning does not use ODL. See “Other Logging Formats” on page 51.

Log File Names and Descriptions

<table>
<thead>
<tr>
<th>Log Name</th>
<th>Log Description</th>
<th>Log Location</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Server logs</td>
<td>Planning activity</td>
<td>Windows: <strong>WebLogic Server</strong>: EPM_ORACLE_INSTANCE/diagnostics/logs/services</td>
<td>Archive</td>
</tr>
<tr>
<td></td>
<td></td>
<td>UNIX: <strong>Oracle WebLogic Server</strong>: EPM_ORACLEINSTANCE/diagnostics/logs/starter</td>
<td></td>
</tr>
<tr>
<td>UserProvisionSync.log</td>
<td>Security refresh information, such as provisioning or “user not found” issues.</td>
<td><strong>EPM_ORACLE_INSTANCE</strong>/diagnostics/logs/planning</td>
<td>Can be deleted</td>
</tr>
<tr>
<td></td>
<td>Facilitates troubleshooting of synchronization issues between Planning and Shared Services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ApplicationMigration.log</td>
<td>Application migration information, shows line-by-line application schema</td>
<td><strong>EPM_ORACLE_INSTANCE</strong>/diagnostics/logs/planning</td>
<td>Can be deleted</td>
</tr>
<tr>
<td>MigrationLog.txt</td>
<td>migration process.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning application upgrade logs</td>
<td>Upgrade log files are created for each upgraded application.</td>
<td><strong>EPM_ORACLE_INSTANCE</strong>/diagnostics/logs/planning</td>
<td>Can be deleted</td>
</tr>
<tr>
<td>Planning utility logs</td>
<td>Every Planning utility has a log and is logged to the same location</td>
<td><strong>EPM_ORACLE_INSTANCE</strong>/diagnostics/logs/planning</td>
<td>Can be deleted</td>
</tr>
</tbody>
</table>

Setting Logging Levels for Planning

To set the logging level for Planning application server logs:

1. Log in to a Planning application as the administrator or owner.
2. Select Administration, then Application, and then Manage Properties.
3. Select the **System** tab.
4. Set **DEBUG_ENABLED** to true.
5. After changing log levels, restart the Planning application server for the changes to take effect.
Performance Scorecard Logs

Subtopics

- Log File Names and Descriptions
- Setting Logging Levels

Note: Oracle Hyperion Performance Scorecard does not use ODL. See “Other Logging Formats” on page 51.

Log File Names and Descriptions

<table>
<thead>
<tr>
<th>Log Name</th>
<th>Log Description</th>
<th>Log Location</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>HPSWebReports.log</td>
<td>Performance Scorecard application activity. Includes Lifecycle Management activity.</td>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/hps</td>
<td>Archive for support call purposes</td>
</tr>
<tr>
<td>HPSAlerter.log</td>
<td>Alerter Web application activity</td>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/hps</td>
<td>Archive for support call purposes</td>
</tr>
<tr>
<td>error.log</td>
<td>Performance Scorecard import or export errors</td>
<td>EPM_ORACLE_INSTANCE/HPS/tools/log</td>
<td>Archive for support call purposes</td>
</tr>
<tr>
<td>failedrecords.log</td>
<td>Performance Scorecard import or export errors</td>
<td>EPM_ORACLE_INSTANCE/HPS/tools/log</td>
<td>Can be deleted</td>
</tr>
<tr>
<td>successfulRecords.log</td>
<td>Performance Scorecard import or export records</td>
<td>EPM_ORACLE_INSTANCE/HPS/tools/log</td>
<td>Can be deleted</td>
</tr>
</tbody>
</table>

Setting Logging Levels

Oracle Hyperion Performance Scorecard uses log4j for logging. You can modify logging levels and log4j settings for HPSWebReports.log in HPSConfig.properties and AlerterConfig.properties.

These files are in EPM_ORACLE_INSTANCE/HPS/hpsfiles/config.

For more information, see the Oracle Hyperion Performance Scorecard Administrator’s Guide.

After changing log levels, restart the server for the log settings to take effect.

Strategic Finance Logs

The following sections contain information about Oracle Hyperion Strategic Finance logs.

Note: Strategic Finance does not use ODL. See “Other Logging Formats” on page 51.
Log File Names and Descriptions

<table>
<thead>
<tr>
<th>Log File Location</th>
<th>Log Name</th>
<th>Log Description</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDDLEWARE_HOME/user_projects/EPMSystem11R/logs/hsf/debug</td>
<td>debug_YYYYMMDD_HHmmss.log</td>
<td>Debugging information from the Strategic Finance Server (detailed information on what is happening with every server operation)</td>
<td>Can be deleted</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/EPMSystem11R/logs/hsf/event</td>
<td>eventYYYYMMDD.log</td>
<td>Information about Oracle Hyperion Strategic Finance, events</td>
<td>Oracle Hyperion Strategic Finance Server event logs can be managed in the server administrator (select Server and then select Settings).</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/EPMSystem11R/logs/hsf/userlogs</td>
<td>YYYYMMDD_HHmmss_seq.log</td>
<td>A history of user actions (called user results log files).</td>
<td>Archive</td>
</tr>
</tbody>
</table>
| MIDDLEWARE_HOME/user_projects/EPMSystem11R/logs/hsf/debug | event logs | Microsoft Application Event log,  
**Note:** To view application event logs, select Administrative Tools from the Windows Control Panel, and then select Event Viewer and Application. | Archived event log files can be used to audit the activity of users.¹ |

¹An event log file is created each time the service process starts, and a file is started at least once a day.

Data Management Logs

The following sections contain information on Data Management logs.

- “FDM Logs” on page 56
- “ERP Integrator Logs” on page 57
- “Data Relationship Management Logs” on page 58

FDM Logs

The following sections contain information about Oracle Hyperion Financial Data Quality Management logs.

**Note:** FDM does not use ODL. See “Other Logging Formats” on page 51.

Log File Names and Descriptions

<table>
<thead>
<tr>
<th>Log Name</th>
<th>Log Description</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>LogActivity Table</td>
<td>Information about FDM activities and audit-related information.</td>
<td>Archive. Keep this log for the financial audit trail.</td>
</tr>
</tbody>
</table>
### Log Name | Log Description | Rotation
---|---|---
• tBatch | Batch processing, informational, and error log entries | Archive
• tBatchContents |  |  
• tBatchInformation |  |  
username.err | Information about FDM user errors.  
**Note:** These logs assist in debugging customer issues. | Can be deleted
Windows Event Log | Event log entries that are written by the Application Manager and LoadBalance Manager  
**Note:** FDM Task Manager can also log scheduled task events (when logging is enabled) in the Windows Event Log. |  
Authentication.err | Information about FDM Failed authentication attempts | Can be deleted.  
Suggested at 5 MB.

### Setting Logging Levels
You cannot set logging levels for FDM.

### ERP Integrator Logs
The following sections contain information about Oracle Hyperion Financial Data Quality Management ERP Integration Adapter for Oracle Applications logs.

**Note:** ERP Integrator does not use ODL. See “Other Logging Formats” on page 51.

### Log File Names and Descriptions

<table>
<thead>
<tr>
<th>Log Name</th>
<th>Log Description</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>HyS9aifWeb-sysout.log</td>
<td>Information necessary for support and Development to triage issues.</td>
<td></td>
</tr>
<tr>
<td>HyS9aifWeb-syserr.log</td>
<td>Information about ERP Integrator system errors.</td>
<td></td>
</tr>
</tbody>
</table>

Table 16 provides a list and description of the ODI log levels that you can specify.

### Table 16  Possible Log Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Disable logging.</td>
</tr>
<tr>
<td>1</td>
<td>Log fatal messages.</td>
</tr>
<tr>
<td>2</td>
<td>Log error messages.</td>
</tr>
<tr>
<td>3</td>
<td>Log all warnings.</td>
</tr>
<tr>
<td>Level</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>4</td>
<td>Log information messages.</td>
</tr>
<tr>
<td>5</td>
<td>Log debug messages.</td>
</tr>
</tbody>
</table>

Each log level encompasses messages of the lower log levels; for example: level 2 logs errors and fatal messages. Similarly, Level 5 includes all messages.

**Setting Logging Levels**

ERP Integrator uses Oracle Data Integrator (ODI). For the ODI processes, the log folder is set by the property file. The log file is `aif_PROCESS_ID.log`.

*Note:* `PROCESS_ID` is shown on the UI when applicable.

- To set the logging levels within ODI:
  1. In ODI, open ODI System Registration.
  2. For Log Level, specify a value from 0 to 5.

**Data Relationship Management Logs**

The following sections contain information about Oracle Hyperion Data Relationship Management logs, which are in `EPM_ORACLE_HOME/products/DataRelationshipManagement/server/bin`.

**Data Relationship Management Log Files**

<table>
<thead>
<tr>
<th>Name</th>
<th>Contents</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>drm-dbconfig.log</td>
<td>Database configuration log—Information generated by the Data Relationship Management console upon configuration of an application database.</td>
<td>Archive</td>
</tr>
<tr>
<td>Windows Application Event log</td>
<td>Information written by the Data Relationship Management Server. Includes Data Relationship Management events, server messages, and errors.</td>
<td>Follow standard IT practices should be followed in managing the application event log.</td>
</tr>
<tr>
<td>Import log</td>
<td>Information written by the Data Relationship Management Batch Client. This log includes details about an Import operation.</td>
<td>Can be deleted when not needed</td>
</tr>
<tr>
<td>Blender log</td>
<td>Information written by the Data Relationship Management Batch Client. Includes details about a Blender operation.</td>
<td>Can be deleted when not needed</td>
</tr>
<tr>
<td>DRM_Batch_Client_[datestamp].log</td>
<td>Information written by the Data Relationship Management Batch Client (User can override the name and location). Includes process-related information for all operations for a given date.</td>
<td>Can be deleted when not needed</td>
</tr>
<tr>
<td>Name</td>
<td>Contents</td>
<td>Rotation</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Transaction History | Transaction information written by the Data Relationship Management system and maintained in the Data Relationship Management repository database  
Note: To view Transaction History from the Data Relationship Management client, click Audit. | As Data Relationship Management versions are deleted, the corresponding transactional history is also deleted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

**Setting Logging Levels**

Data Relationship Management logging is divided between runtime processes and transaction history.

- To change logging levels for runtime processes, edit $MIDDLEWARE_HOME$/EPMSYSTEM11R1/products/DataRelationshipManagement/server/configdrm-log4net.xml on the process manager machine.

You must have application administrator privileges to set Data Relationship Management Transaction History logging levels. Set TransactionLevels system preferences to specify the action types to capture in the transaction history.

**Note:** After changing log levels for the Transaction History, the application administrator must restart the Data Relationship Management service.

- To set Transaction History logging levels:
  1. In the Data Relationship Management Web client, select Administer.
  2. Under Metadata, expand the System Preferences, and edit the TransactionLevels preference.
  3. In TransactionLevels, select a transaction level type:
     - **Logged Action** records basic logging information, such as users logging in and logging out.
     - **Core Action** records actions that change the version, hierarchy, or node information, such as Add Node, Change Property, or Move Node.
     - **Result Action** records actions that result from core actions. For example, if the “clear all below core” action is performed, then properties are cleared from individual nodes. Clearing properties from the individual nodes is a result action.
     - **Loss Action** records loss of data due to a core action. For example, when a node is deleted, the defined properties for that node are deleted, which is a loss action. Loss actions are controlled by the LossLevel system preference.
  4. Set additional system preferences:
     - **LossLevel** indicates what to track for lost information. You can set the preference to Defined or All Items. When set to Defined, only values that are specifically set at the node are tracked when the node is deleted. When set to All, derived, default, and inherited values also are tracked in the LossAction.
- **AllowAsOf** forces tracking of Core Actions.

**Note:** If the Loss Action is specified, or if **AllowAsOf** is turned on, then Core Actions are tracked, even if not set in the `TransactionLevels` system preference. Recommended preference settings are **All Items** and **AllowAsOf** unless you require different settings for storage or performance reasons.

5 Restart the application to put the setting changes into effect.

**Lifecycle Management Logs**

For failed migrations, the Migration Status Report provides a link to the Lifecycle Management engine log file. Lifecycle Management log locations depend on the products associated with the logs.

Most Lifecycle Management logs use ODL. See “ODL Files” on page 21.

**Lifecycle Management Logs for Shared Services**

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Logging Configuration File Location</th>
<th>Parameters To Set in Configuration File</th>
</tr>
</thead>
</table>
| `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs/SharedServices_LCM.log` | `MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml` | `log_handler name="epmlcm-handler"`  
  `class="oracle.core.ojdl.logging.ODLHandlerFactory"`  
  `level="TRACE:1"`  
  `logger name="oracle.EPMLCM"`  
  `useParentHandlers="false" level="TRACE:1"` |
| `MIDDLEWARE_HOME/user_projects/epmsystem/diagnostics/logs/migration` | `EPM_ORACLE_INSTANCE/Config/FoundationServices/logging.xml` | `log_handler name="epmlcm-handler"`  
  `class="oracle.core.ojdl.logging.ODLHandlerFactory"`  
  `level="TRACE:1"`  
  `logger name="oracle.EPMLCM"`  
  `useParentHandlers="false" level="TRACE:1"` |
## Lifecycle Management Logs for Performance Management

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Logging Configuration File Location</th>
<th>Parameters To Set in Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM_ORACLE_HOME/diagnostics/logs/epma/epma.log</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
<td>logger name=&quot;oracle.EPMWT.LCM&quot; level=&quot;TRACE:32&quot;</td>
</tr>
</tbody>
</table>

## Lifecycle Management Logs for Calculation Manager

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Logging Configuration File Location</th>
<th>Parameters To Set in Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs/CalcManager.log</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
<td>logger name=&quot;oracle.EPMLCM.ESB&quot; level=&quot;TRACE:32&quot;</td>
</tr>
</tbody>
</table>

## Lifecycle Management Logs for Essbase

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Logging Configuration File Location</th>
<th>Parameters To Set in Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>essbaseplugin_.log and essbasepluginlisting.log</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</td>
<td>logger name=&quot;oracle.EPMLCM.ESB&quot; level=&quot;TRACE:32&quot;</td>
</tr>
</tbody>
</table>

## Lifecycle Management Logs for Reporting and Analysis

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Logging Configuration File Location</th>
<th>Parameters To Set in Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/EMPSYSTEM/config/ReportingAnalysis</td>
<td>MIDDLEWARE_HOME/user_projects/domains/domain name/config/EMPSYSTEM/config/ReportingAnalysis/logging/logging_ra.xml</td>
<td>logger name=&quot;oracle.EPMEI&quot; level=&quot;TRACE:32&quot; useParentHandlers=&quot;false&quot;</td>
</tr>
</tbody>
</table>
Lifecycle Management Logs for Planning

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Logging Configuration File Location</th>
<th>Parameters To Set in Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>HyS9Planning-sysout.log and HyS9Planning-syserr.log in these locations: (Windows) EPM_ORACLE_HOME/diagnostics/logs/services (UNIX) EPM_ORACLE_HOME/diagnostics/logs/starter</td>
<td>NA</td>
<td>Change setting in System Properties in Planning: Set DEBUG_ENABLED=true</td>
</tr>
</tbody>
</table>

Lifecycle Management Logs for Financial Management

<table>
<thead>
<tr>
<th>Log Location</th>
<th>Logging Configuration File Location</th>
<th>Parameters To Set in Configuration File</th>
</tr>
</thead>
</table>
| These logs in EPM_ORACLE_HOME/products/FinancialManagement/Web/HPMLCMService: ● InputTrace.webinfo ● OutputTrace.webinfo | EPM_ORACLE_HOME/products/FinancialManagement/Web/HPMLCMService/Web.config | • In the appSettings section:
  
  add key="Debug"
  
  value="true"

• In the diagnostics section:
  
  trace enabled="true"
  
  input="InputTrace.webinfo"
  
  output="OutputTrace.webinfo"
  
  detailedErrors enabled="true"

If trace enabled is set to true, the account running the Web service application pool (network service by default) must have full security rights to this folder: EPM_ORACLE_HOME/products/FinancialManagement/Web/HPMLCMService |

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/hfm/interopJava.log</td>
<td>EPM_ORACLE_HOME/products/FinancialManagement/logging/InteropLogging.xml</td>
<td>To enable diagnostic logging, on the logger name line, change ERROR:1 to TRACE:1.</td>
</tr>
</tbody>
</table>

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>These logs in EPM_ORACLE_INSTANCE/diagnostics/logs/hfm: ● hfm.odl.log ● HsvEventLog.log</td>
<td>EPM_ORACLE_HOME/products/FinancialManagement/logging/logging.xml</td>
<td>To enable diagnostic logging, on the logger name line, change ERROR:1 to TRACE:1.</td>
</tr>
</tbody>
</table>

Central Inventory Logs

Central Inventory contains information relating to all Oracle products that are installed on a host. It contains an inventory file and a logs subfolder that contains OUI and OPatch logs.
In a Windows environment, Central Inventory is in `System drive/program files/Oracle/inventory`.

In a UNIX environment, the Central Inventory location is specified in the `oraInst.loc` file, which is generally in the `/etc` folder.

Central Inventory log files are generally saved in this format:

`ActionTimestamp.log`

For example, this log is recorded for an attachHome operation performed on May 17, 2010, at 6.45AM:

`AttachHome2010-05-17_06-45-00AM.log`
In This Chapter

<table>
<thead>
<tr>
<th>Installation Tips and Solutions</th>
<th>.................................................................</th>
<th>65</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upgrades</td>
<td>...................................................................</td>
<td>70</td>
</tr>
<tr>
<td>Configuration Tips and Solutions</td>
<td>..........................................................</td>
<td>71</td>
</tr>
<tr>
<td>Windows Integrated Authentication Support</td>
<td>..............................................</td>
<td>78</td>
</tr>
<tr>
<td>Out-of-Memory Errors With Concurrent Users</td>
<td>........................................</td>
<td>78</td>
</tr>
<tr>
<td>Resolving Connection Failures and Restarting Services</td>
<td>.......................................</td>
<td>78</td>
</tr>
<tr>
<td>Demo Certificate Message</td>
<td>...................................................................</td>
<td>79</td>
</tr>
<tr>
<td>WebLogic Administration Console Port Changes</td>
<td>........................................</td>
<td>79</td>
</tr>
<tr>
<td>Antivirus Software</td>
<td>...................................................................</td>
<td>79</td>
</tr>
<tr>
<td>UNIX-Specific Issues</td>
<td>...................................................................</td>
<td>79</td>
</tr>
</tbody>
</table>

### Installation Tips and Solutions

**Subtopics**

- EPM System Installer Shutdown
- EPM System Installer Files on Client Machines
- Oracle HTTP Server
- Product Selection Panel
- EPM System Installer Extraction on Solaris
- EPM System Installer Startup Failure
- EPM System Installer Startup After MSI Installation
- EPM System Installer Freeze
- Welcome Panel Issue
- Reinstallation

For help with configuration issues, see “Configuration Tips and Solutions” on page 71.

### EPM System Installer Shutdown

**Issue:** EPM System Installer stops running before completing an installation.

**Solution:** Check `installTool-summary.log`, in `EPM_ORACLE_HOME/diagnostics/logs/install`. This log shows the results of checks that EPM System Installer performs and displays
in a command window before the **Welcome** screen opens. Most of these checks are to ensure that you have the correct assemblies. For example, if you are installing EPM System components on 32-bit machine, EPM System Installer checks whether you have 32-bit assemblies.

### EPM System Installer Files on Client Machines

**Issue:** Copying EPM System Installer files to each client machine is impractical because of their size.

**Solution:** Oracle recommends that you download EPM System Installer files to a shared drive. If you are installing from a network drive, map that drive. For information about the files you must download, see Chapter 2, “Preparing for Installation,” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

### Oracle HTTP Server

Oracle HTTP Server is installed with a default installation of Foundation Services. Before you begin installation, make sure you meet the prerequisites for Oracle HTTP Server. Refer to these documents for details:

- Installation:
  - Oracle HTTP Server installation documentation ([http://download.oracle.com/docs/cd/E15523_01/webtier.htm](http://download.oracle.com/docs/cd/E15523_01/webtier.htm))
  - Release Notes ([http://download.oracle.com/docs/cd/E15523_01/relnotes.htm](http://download.oracle.com/docs/cd/E15523_01/relnotes.htm))

For information about Oracle HTTP Server installation issues and workarounds, see the readme platform: [http://download.oracle.com/docs/cd/E15523_01/relnotes.htm](http://download.oracle.com/docs/cd/E15523_01/relnotes.htm).

For information about EPM System logs with information about Oracle HTTP Server, see Chapter 3, “Using EPM System Logs.” in this guide.

For additional information, see the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Readme* and these sections in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*:

- “Oracle HTTP Server Installation Prerequisites” in Chapter 3, “Installing EPM System Products”
- “Using EPM System Configurator” and sections about specific products in Chapter 4, “Configuring EPM System Products”
- “Web Server” in Chapter 7, “Starting and Stopping EPM System Products”
Oracle HTTP Server Installation Failure

Issue: Oracle HTTP Server installation fails with EPM System Installer, and the EPM System configuration check generates error messages.

Solution: Check these log files for information about the cause of the failure, including patches that may be required:

- Windows—Files in \EPM_ORACLE_HOME\diagnostics\logs\ohs
- UNIX—\EPM_ORACLE_HOME\diagnostics\logs\install\common-ohs-oui-out.log

Tip: You can also run the Oracle HTTP Server installer in GUI mode, outside EPM System Installer, using setup.exe (Windows) or runInstaller from \EPM_ORACLE_HOME\oui\bin. Specify MIDDLEWARE_HOME/ohs as the target installation folder, and accept the defaults for all other settings.

See also Chapter 3, “Using EPM System Logs.”

Oracle HTTP Server and Essbase in a Distributed Environment

OPMN, which starts Essbase, requires Oracle HTTP Server. Therefore, in a distributed environment, if Essbase Server is installed on a different machine from Foundation Services, Oracle HTTP Server is also installed on the Essbase Server machine and the Foundation Services machine. You must configure Oracle HTTP Server only on the computer that hosts the Web server.

On the Essbase Server machine, the Configure Web Server task status is listed as Pending in EPM System Configurator. No change in that status is required.

Product Selection Panel

Issue: A product can be unavailable on the Product Selection panel for these reasons:

- Partial installation of the product
- Assemblies not downloaded
- Assemblies placed in the wrong location
- Assemblies renamed
- Assembly not available for your platform

Solution: Ensure that the assemblies are in the correct locations. See Chapter 2, “Preparing for Installation,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.
EPM System Installer Extraction on Solaris

**Issue:** In a Solaris environment, when you use the `jar -xvf` to extract EPM System Installer files from ZIP files, you get this error message:

```
Exception in thread "main" java.lang.UnsupportedClassVersionError: Bad version number in .class file
```

**Solution:** Use the `unzip -o` to extract the EPM System Installer files.

EPM System Installer Startup Failure

**Issue:** The command prompt window flashes, and the installer does not start.

**Solution:** Check for these conditions and correct any that you find:

- The assembly folder has a 0-byte `dat` file or no `dat` file, because the assembly download failed. Take these steps:
  - Download the assembly again.
  - Ensure that there are no spaces in the path to EPM System Installer.
- The assembly folder was renamed or did not extract correctly, so that EPM System Installer does not recognize it. Take these steps:
  - Check the assembly folder name.
  - If the assembly folder name is correct, reextract the assembly folder.

**Caution!** When using WinZip to extract files from a downloaded assembly folder, clear the “Use folder names” option. If the “Use folder names” option is selected, the assemblies are extracted incorrectly, and you may be unable to launch EPM System Installer.

- The JRE or Help folders are missing because the extraction failed. Reextract the folders.

EPM System Installer Startup After MSI Installation

**Issue:** When you attempt to install EPM System clients via EPM System Installer on a Windows client machine that already has an EPM System client installed via MSI, the installer does not start. For example, you have installed the Essbase Spreadsheet Add-in MSI on the Windows client machine, and you need to install the Interactive Reporting client on that machine via EPM System Installer. When you run EPM System Installer `installtool.cmd`, the installer does not start, and the prerequisites check says that `.oracle.products` is missing.

This issue occurs because running an MSI installer first creates `EPM_ORACLE_HOME` that does not include the `.oracle.products` file, which the MSI installer does not use.

**Solution:** Create an `.oracle.products` file under `EPM_ORACLE_HOME`; for example, C:\Oracle\Middleware\EPMSystem11R1\.oracle.products. Put the following content in the file:
<softwareRegistry>
  <userLocale>en_US</userLocale>
  <hyperionHome id="1">
    <installLocation>c:\Oracle\Middleware\EPMSYSTEM11R1</installLocation>
    <products>
    </products>
  </hyperionHome>
</softwareRegistry>

Note: Adjust <installLocation> to fit your installation location. This example uses the default location.

**EPM System Installer Freeze**

**Issue:** When an installation is nearly complete, EPM System Installer stops, and this error message is displayed: Could not utilize start class com.installshield.wizard.Wizard.

**Solutions:**

- Check the amount of available space on the computer, and free more space if necessary. Installations can fail without warning if the available space is insufficient.

- If the available space is sufficient for the installation, no other error message is displayed on the summary panel, and the installation does not resume within 5 minutes, stop the installation and run the `createInventory` script in `EPM_ORACLE_HOME/OPatch`.

**Welcome Panel Issue**

**Issue:** Warning message about unsupported platform, not enough memory, or resolving host name is displayed. EPM System Installer checks whether your system has a supported operating system and meets minimum memory requirements, and it attempts to run the installation and attempts to discover the computer host name.

**Solution:** If you receive a memory warning or unsupported platform, be aware that your installation could have problems. If the machine host name resolves to an IP address, you receive a warning. Oracle recommends that you resolve the DNS lookup issue before proceeding. If you do not, rebooting the machine can cause your machine to resolve the host to a different IP address, probably breaking your previously working installation.

**Reinstallation**

**Issue:** You experience problems installing EPM System products after uninstalling them.

**Solution:**

- Windows—Follow these steps to clean up your machine:
  1. Stop all services.
2. Uninstall from the Windows Add and Remove Programs option.

3. In C:/Documents and Settings/install_user/, delete .oracle.instances.


5. Restart the system.

- UNIX—Remove all entries for previous installation in ~/oraInventory/ContentsXML/inventory.xml (Otherwise, the installer does not recognize MIDDLEWARE_HOME.)

## Upgrades

When upgrading EPM System products, be sure to perform all high-level tasks described in “Upgrading Checklist” in Chapter 5, “Upgrading EPM System Products,” of the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

**Note:** For EPM System products other than Shared Services, run the Import Data from earlier release task only on one machine in a distributed environment. The task fails if you run it on subsequent machines without copying the replicated data to those machines, but this is not an issue if the task succeeds on the first machine.

**Issue:** When you upgrade to Release 11.1.2.1 without uninstalling the earlier release, EPM System Configurator does not start from EPM System Installer when you click Configure.

This issue occurs if the character limit for the PATH variable has been exceeded.

**Solution:** Edit the PATH variable to remove all references to the earlier release.
# Configuration Tips and Solutions

## Subtopics
- Distributed Environments
- Changing a Host Name
- Java Heap Size Changes
- Product Databases
- EPM System Configurator Startup
- Web Server Configuration
- Out-of-Memory Error with Multiple Web Application Deployments
- First-Time Configuration of the Shared Services Database
- Connection to a Clustered SQL Server Deployment
- Missing JAR Files
- Configuration Failure and Error Messages
- Configuration Task Panel: Missing Products
- Configuration Errors for Hidden Tasks
- Unavailable Database Configuration Options
- Failure Deploying to Application Server Without Configuration Errors
- Moving Web Applications to a Single Domain
- Reconfiguration Without Reinstallation

For help with installation issues, see “Installation Tips and Solutions” on page 65.

## Distributed Environments

In a distributed environment, after completing the configuration of EPM System products on any machine, close EPM System Configurator before beginning configuration another machine.

## Changing a Host Name

If your host name changes, use the Shared Services Registry editor — `epmsys_registry(.sh)` — to update the host value in the Shared Services Registry, and then stop and restart all EPM System components on all machines.

1. To update the host value in the Shared Services Registry:
   1. Run `epmsys_registry(.sh) view HOST`.  
   2. Make a note of the ID for the HOST component to be updated.  
   3. Run `epmsys_registry(.sh) updateProperty #ID/@host new_hostname`, where `ID` is the ID that you copied in the preceding step.  
   4. To ensure that the ID for the HOST component was updated, run `epmsys_registry(.sh) view #ID`.  

    ```bash
    $ epmsys_registry(.sh) view #ID
    ```
    
    ```bash
    $ epmsys_registry(.sh) updateProperty #ID/@host new_hostname
    ```
    
    ```bash
    $ epmsys_registry(.sh) view #ID
    ```
    
    ```bash
    $ epmsys_registry(.sh) updateProperty #ID/@host new_hostname
    ```
    
    ```bash
    $ epmsys_registry(.sh) view #ID
    ```

    ```bash
    $ epmsys_registry(.sh) view #ID
    ```
Note: The name of the host component is not updated. You can use the same procedure to update the host component name.

Follow this procedure only if the host name has changed. If you have moved a component from one host to another, the Shared Services Registry is updated when you install and configure the component on the new host.

Note: If you install EPM System products on a new host machine during an upgrade to Release 11.1.2.1, you must update references for some products to reflect the new host name and port number. See “Updating References to a Rehosted Environment” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Java Heap Size Changes

You can change Java heap sizes when using services to start and stop Web application servers in Windows environments. You can make the changes in batch files or in the Windows registry. After making the changes for a product, you must restart the Web application server. See “Increasing the JVM Memory Allocation” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Product Databases

Oracle recommends that you put each EPM System product in its own database schema to provide flexibility in database backup and recovery. In prototype and development environments, configuring one database for all products may be satisfactory.

EPM System Configurator Startup

Issue: After a successful EPM System installation and configuration, you cannot start EPM System Configurator from the Windows Start menu, and you get this message:

FATAL ERROR: Environment variables check failed with message "Environment variables aren't set correctly"

Solution: Restart the computer.

Issue: Starting EPM System Configurator with a user name other than the one with which EPM System was installed produces this error message:

Inventory existence check failed for EpmSystem_username home was not found

Note: Oracle recommends starting EPM System Configurator with the same user name with which EPM System was installed.
Solution: Follow these steps:

1. Navigate to drive:/Program Files/Oracle/Inventory/ContentsXML.
2. Make a backup copy of inventory.xml and save it with a different file name or location.
3. Open inventory.xml in a text editor, and search for this line:
   `<HOME NAME="EpmSystem_Administrator" LOC="C:\Oracle\Middleware\EPMSystem11R1" TYPE="O" IDX="3"`  
4. Copy and paste the line so that it occurs twice in the </HOME> section, as follows:
   ```xml
   </HOME>
   <HOME NAME="EpmSystem_Administrator" LOC="C:\Oracle\Middleware\EPMSystem11R1" TYPE="O" IDX="3"
   <HOME NAME="EpmSystem_Administrator" LOC="C:\Oracle\Middleware\EPMSystem11R1" TYPE="O" IDX="3"
   </HOME_LIST>
   ```
5. Edit the second occurrence of the line as follows, where user name is the user name you want to enable for EPM System Configurator:
   ```xml
   <HOME NAME="EpmSystem_user name" LOC="C:\Oracle\Middleware\EPMSystem11R1" TYPE="O" IDX="3" />
   ```
   For example, if you edit the line to enable the user name jdsmith to start EPM System Configurator, the </HOME> section is as follows after your edit:
   ```xml
   </HOME>
   <HOME NAME="EpmSystem_Administrator" LOC="C:\Oracle\Middleware\EPMSystem11R1" TYPE="O" IDX="3"
   <HOME NAME="EpmSystem_jdsmith" LOC="C:\Oracle\Middleware\EPMSystem11R1" TYPE="O" IDX="3" />
   </HOME_LIST>
   ```
6. Save the edited inventory.xml file, and start EPM System Configurator with the newly enabled user name.

**Web Server Configuration**

**No Option Available for Configuring IIS as Web Server**

Issue: You skipped Web server installation when running EPM System Installer because you are using IIS as your Web server, but in EPM System Configurator there is no option for configuring the Web server.

Solution: Install Oracle HTTP Server, then restart EPM System Configurator.

You must install Oracle HTTP Server even if you do not want to use it as your Web server, because EPM System Configurator activates the Web server configuration task with the Oracle
HTTP Server installation. When Oracle HTTP Server is installed, you can choose Oracle HTTP Server or IIS during Web server configuration.

**Inaccessible ewallet.p12 File**

**Issue:** When trying to open the exported ewallet.p12 file while configuring Oracle HTTP Server for SSL, you get this error message even though you entered the correct password:

The password is incorrect. Try again.

**Solution:** Inability to open the wallet results from a defect in Oracle Wallet Manager. Oracle Wallet Manager 11g cannot read the PKCS12 keystore created from third-party tools such as OpenSSL. Until this issue is resolved, use the Oracle Wallet Manager that is shipped with the Oracle 10g Client to read the new ewallet.p12 file and save it for use with Oracle HTTP Server 11gR1.

To obtain a 10g version of Oracle Wallet Manager, download the Oracle 10g Client from the following URL, and install the Administrator components: [http://www.oracle.com/technology/software/products/database/oracle10g/htdocs/10201winsoft.html](http://www.oracle.com/technology/software/products/database/oracle10g/htdocs/10201winsoft.html).

**Out-of-Memory Error with Multiple Web Application Deployments**

**Issue:** When several Web applications are deployed in the WebLogic Administration Server, an out-of-memory message is displayed at deployment.

**Solution:** Increase the default memory setting in the WebLogic Administration Server.

**First-Time Configuration of the Shared Services Database**

**Issue:** When EPM System Configurator is run for a first-time configuration, the **Perform 1st-time configuration of Shared Services database** option is unavailable.

**Solution:** To configure EPM System in this scenario:

1. Start EPM System Configurator from the command line using the --forceRegistry option.
2. Configure Foundation Services:
   - Select the Foundation Services tasks **Common Settings**, then **Configure Database**, and then **Deploy to Application Server**.
3. Exit EPM System Configurator.
4. Restart EPM System Configurator in the usual way to configure the remaining EPM System products.
Connection to a Clustered SQL Server Deployment

**Issue:** You need to configure EPM System to connect to a clustered SQL Server deployment.

**Solution:** In EPM System Configurator, enter the virtual host of the SQL Server cluster in the Server field on the Configure Database screen.

Missing JAR Files

**Issue:** Errors about missing JAR files are generated when you launch EPM System Configurator after installing several EPM System products, and EPM System Configurator closes in about 30 seconds.

**Solution:** Error messages about missing JAR files indicate that the installation is incomplete. Check for these messages

If you see error messages about missing JAR files or errors related to oracle_common jars, then the WebLogic installation is incomplete.

Look in the ohs and oracle_common subfolders of MIDDLEWARE_HOME. If ohs contains only one or two subfolders, or if oracle_common is empty, then the Oracle HTTP Server, WebLogic, or Application developer installation is incomplete. Check the minimum swap space on the system, which must be at least 512 MB.

Review the log files to find more specific reasons for the failure. Start by reviewing the OUI logs in the Central Inventory logs folder. See “Central Inventory Logs” on page 62.

Configuration Failure and Error Messages

**Note:** For troubleshooting purposes, perform configuration tasks individually for one product or component at a time.

- **Issue:** Configuration fails, or you receive error messages during configuration.

  **Solution:** Review the configtool_summary.log file in EPM_ORACLE_INSTANCE/diagnotics/logs/config.

- **Issue:** This error message is added to configtool.log file in EPM_ORACLE_INSTANCE/diagnotics/logs/config when Oracle Database is configured for the first time:

  ORA-00917: missing comma

  This error can occur if the database is configured with the US7ASCII database character set.

  **Solution:** Recreate the database with the UTF-8 character set or another character set that has Unrestricted Multilingual Support. EPM System Release 11.1.2 supports only such character sets, as documented in Oracle Hyperion Enterprise Performance Management System Installation Start Here.
• Issue: EPM System Configurator shows that the Configure Oracle Configuration Manager task failed. This can happen if Oracle Configuration Manager is unavailable during configuration.

   Solution: Restart EPM System Configurator when Oracle Configuration Manager is available, and select the Configure Oracle Configuration Manager task.

• Issue: EPM System Configurator fails when you try to configure the DCOM user in the Financial Management application server.

   Solution: Install the Financial Management IIS Web Applications component in the Financial Management application server, then rerun EPM System Configurator and configure the DCOM user.

**Configuration Task Panel: Missing Products**

**Issue:** A component or product is not displayed on the Configuration Task panel. This behavior can happen with an incomplete installation.

**Solution:** Review `installTool-install.log` and `product-install.log` in `EPM_ORACLE_HOME/diagnostics/logs/install` to see if any component was not completely installed.

**Configuration Errors for Hidden Tasks**

**Issue:** You receive configuration error messages for tasks that were not listed on the EPM System Configurator task selection screen, such as preconfiguration or registering products with Shared Services, although other configuration tasks succeeded.

**Solution:** Go back and select the top-level check box for each product with failed hidden tasks. EPM System Configurator then completes the hidden tasks.

**Unavailable Database Configuration Options**

**Issue:** The options on the Database Configuration panel are unavailable.

**Solution:** Ensure that you are configuring the system with the same user account that was used for the installation.

**Failure Deploying to Application Server Without Configuration Errors**

**Issue:** A product is not deployed to the application server, but there are no configuration errors.

**Solution:** Review `configtool.log` in `EPM_ORACLE_INSTANCE/diagnostics/logs/config`. This file records any errors in the deployment process. If no errors are identified, redeploy to the application server.
Moving Web Applications to a Single Domain

Issue: EPM System Web applications are deployed to different WebLogic domains, and you want to move them to a single domain for better management and monitoring.

Note: All EPM System products should be deployed to one domain. See “Configuration Sequence in a Distributed Environment” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Solution: Use one of these procedures:

- If the domain for Foundation Services works correctly, deploy all EPM System Web applications to that domain:
  1. Run the WebLogic Administration Server on the Foundation Services machine for the domain.
  2. Redeploy the Web applications that are deployed to domains other than the Foundation Services domain.
     In EPM System Configurator, select Deploy Web applications to an existing domain, and then enter the host, port, and domain name for the Foundation Services machine.
  3. Redeploy any Web applications on the Foundation Services machine that were already deployed on that machine.

- To deploy all EPM System Web applications to a new domain:
  1. Use the WebLogic Configuration Wizard to create a basic domain.
  2. Start WebLogic Administration Server for the new domain.
  3. Redeploy the Web applications that were deployed on machines other than the Foundation Services machine.
     In EPM System Configurator, select Deploy Web applications to an existing domain, and then enter the host, port, and domain name for the new domain.
  4. Redeploy any Web applications on the Foundation Services machine to the new domain.

Reconfiguration Without Reinstallation

Issue: You want start over again with an EPM System configuration but do not want to uninstall EPM System and repeat the installation.

Solution: Before restarting EPM System Configurator to begin the configuration again, follow these steps to undo the first configuration but keep the installation image:

1. Remove oracle.instances from $HOME (UNIX) or Documents and Settings/ userid (Windows).
2. Remove all instance locations, such as MIDDLEWARE_HOME/user_projects/ epmsystem2.
3. Remove MIDDLEWARE_HOME/user_projects/domains.
4. Ensure that you use new, empty databases.

**Windows Integrated Authentication Support**

**Issue:** You want to use Windows Integrated Authentication to connect to the EPM System database.

**Note:** Windows Integrated Authentication is supported for the SQL Server database only.


**Out-of-Memory Errors With Concurrent Users**

**Issue:** Running a product with a large number of concurrent users produces out-of-memory errors.

**Solution:** Increase application server memory using the JAVA_OPTS command in the application server environment.

**Resolving Connection Failures and Restarting Services**

To restart services, see Chapter 7, “Starting and Stopping EPM System Products,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

You can verify that the service is running by using Windows Task Manager.

1. Press Ctrl+Shift+Esc.
2. In Windows Security, click Task Manager.
3. In Windows Task Manager, select Processes.
4. Locate the name of the executable for that product.
   - If you cannot find it in the list of active processes, you may need to start it.
   - If listed, select Mem Usage. If it is using more than 500 MB, a memory error might require you to restart the service.
Demo Certificate Message

Issue: The standard output from managed servers includes a message stating that “Demo trusted CA certificate is being used in production mode” and warning that “The system is vulnerable to security attacks, since it trusts certificates signed by the demo trusted CA.”

Solution: Unless you are working in a test environment, remove the demo certificate to stop the message from being generated. See “Required Certificates” in the Oracle Hyperion Enterprise Performance Management System Security Administration Guide.

WebLogic Administration Console Port Changes

If you change the WebLogic Administration Console port after deployment, you must use the epmsys_registry to change the port for EPM System. This is because EPM System Configurator displays the WebLogic Domain panel only once, at deployment. See Appendix F, “Updating the Shared Services Registry,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Antivirus Software

Antivirus software can cause performance issues with EPM System products if, each time you access any resource on the server, the antivirus software tries to open and scan the object. To prevent these issues, exclude the EPM_ORACLE_HOME directory from automatic antivirus scans and scan this directory only at scheduled times.

UNIX-Specific Issues

Subtopics
- Slow Web Application Startup with TC2000 Solaris
- Web Server Configuration Failure on AIX
- JAR Files Not Found
- Installation on Different UNIX Systems
- Preparing JVM Error Message
- Oracle Common Files Installation Failure

Slow Web Application Startup with TC2000 Solaris

Issue: In a TC2000 Solaris environment, Web application startup is unacceptably slow.

Solution: Install EPM System Web applications in an environment other than TC2000 Solaris.
**Web Server Configuration Failure on AIX**

**Issue:** After you install Foundation Services, the Configure Oracle Configuration Manager and Configure Web Server tasks fail, but other tasks succeed.

**Solution:** Verify that `/usr/lib/libm.a` exists and that these file sets are present in the operating system:

- `bos.adt.base`
- `bos.adt.lib`
- `bos.adt.libm`
- `bos.perf.libperfstat`
- `bos.perf.perfstat`
- `bos.perf.proctools`
- `xlC.aix61.rte:9.0.0.1`
- `xlC.rte:9.0.0.1`

If some file sets are missing, follow these steps:

1. Uninstall Foundation Services.
2. Install the missing file sets.
3. Run `rootpre.sh`.
4. Install and configure Foundation Services again.

**JAR Files Not Found**

**Issue:** EPM System Configurator stops with this error message: Some referenced jars do not exist.

The error trace resembles this example:

```
$ ./configtool.sh -console
Launching the Hyperion Configuration Utility, please wait...
Running preconfig checks...
Running EPM_ORACLE_HOME check...
   EPM_ORACLE_HOME environment variable value: /HYPEPM2/Oracle/Middleware/EPMSystem11R1
   JAVA_HOME environment variable value: /HYPEPM2/Oracle/Middleware/EPMSystem11R1/../../../jdk160_11
EPM_ORACLE_HOME check succeeded
Running .oracle.products check... .oracle.products check succeeded
Running Jars manifest check...
   Time spent for manifests parsing: 80592 ms
   Maximum jars depth achieved: 9, while restriction was: unrestricted
  Parsed 417 manifests
   Total jars and classpath entries encountered: 417
   Total not-existing referenced classpath entries count: 62
   Total classpath elements to check: 67
   ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/
```
org.apache.commons.beanutils_1.6.jar not exists; file depth: 1; referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/config/11.1.2.0/configtool.jar

ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.odl_11.1.1/ojdl.jar not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/jlib/11.1.2.0/epm_j2se.jar referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/config/11.1.2.0/configtool.jar

ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.jmx_11.1.1/jmxframework.jar not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/jlib/11.1.2.0/epm_soa.jar referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/config/11.1.2.0/configtool.jar

ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.dms_11.1.1/dms.jar not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/jlib/11.1.2.0/epm_j2se.jar referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/config/11.1.2.0/configtool.jar

ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.http_client_11.1.1.jar not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/jlib/11.1.2.0/epm_soa.jar referenced from /HYPEPM2/Oracle/Middleware/EPMSystem11R1/common/config/11.1.2.0/configtool.jar

FATAL ERROR: Jars manifest check failed with message "Some referenced jars do not exist" Exiting in 30 seconds

Solution: Add the current user to the group of users who install other Oracle software, then uninstall EPM System and repeat the installation.

The user installing EPM System must be a member of the same UNIX group as other users who install other Oracle software. This requirement is documented in the “Installing EPM System Products” section of the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Installation on Different UNIX Systems

Issue: You cannot install EPM System products simultaneously on different UNIX systems when $HOME is shared across your UNIX systems.

When you run EPM System Installer on different UNIX systems at the same time, EPM System Installer attempts to write the temporary installation files in the same $HOME/InstallShield directory, causing each installation to fail. EPM System Installer uses InstallShield, a third-party tool, and an InstallShield limitation causes this conflict.

Solution: Complete an installation on one UNIX system before starting an installation with the same user on another UNIX system.

Preparing JVM Error Message

Issue: You encounter the error message Preparing Java Virtual Machine... Error writing file, which indicates insufficient temporary disk space.

Solution: Delete temporary files in /var/tmp and /tmp. If you have root privileges to the computer and can safely remove other unused temporary files, do so.
Oracle Common Files Installation Failure

Issue: In an AIX environment, the installation of Oracle common files fails, and the `common-oracle-common-oui-out.log` file contains an error message similar to this one:

```
Could not execute auto check for CPU using command lsattr -El proc0 | grep freq Failed
```

Solution: Ensure that `/usr/sbin` is in the path.
In This Chapter

Foundation Services Upgrades ........................................................................... 83
EPM Workspace ............................................................................................ 84
Shared Services ............................................................................................ 88
Lifecycle Management ..................................................................................... 98
Performance Management Architect .......................................................... 105
Smart View ................................................................................................ 110
Calculation Manager ..................................................................................... 111

Foundation Services Upgrades

See also “Upgrade Logs” on page 32 and “Upgrades” on page 70.

Check these log files to troubleshoot Shared Services upgrades:

- In the HYPERION_HOME/migrate/logs folder of earlier Shared Services release:
  1. SharedServices_Migrate_Summary.log
  2. SharedServices_Migrate.log

- In the EPM_ORACLE_INSTANCE/diagnostics/logs/upgrades/foundation folder of Shared Services Release 11.1.2.1:
  1. SharedServices_Upgrade_Summary.log

  **Note:** You can disregard this error message: EPMCSS-01572: Failed to de-provision Shared Services security admin user.

  2. Individual logs, if the summary log reports errors.

Issue: After an upgrade, no user, group, or provisioning information is available in Shared Services.

This issue occurs if you do not import data from the earlier release of Shared Services during the upgrade.

Solution: In EPM System Configurator, select the Foundation task Import Data From Earlier Release.

Note: Provisioning information is available for upgraded products only.

Issue: During configuration with EPM System Configurator, you receive an error when you select the Foundation task Import Data From Earlier Release, because the file does not exist. This issue occurs if you do not export data from the earlier release of Shared Services before an upgrade. You must export data from the earlier release before upgrading EPM System products.

Solution: Follow these steps:


   Note: If you inadvertently uninstalled the earlier release of Shared Services before exporting data, reinstall the earlier release and then export the data. You can then uninstall the earlier release of Shared Services.

2. When configuring the new release, in EPM System Configurator, select the Foundation task Import Data From Earlier Release.

EPM Workspace

Subtopics

- Slow Logon
- Missing Products or Product Menus in EPM Workspace
- Truncated Menus
- Oracle Business Intelligence Enterprise Edition Startup
- Flickering Icons in Internet Explorer
- Disabled Icons in Internet Explorer Are Displayed With a White Background
- 404 Error Messages
- Performance Degradation

General tips and recommendations regarding EPM Workspace:

- Complete configuration information about your EPM Workspace installation, including Shared Services information, is available at this URL:
http://hostname:port/workspace/debug/configInfo.jsp

where hostname is the name of the Foundation Services server, and port is the TCP port on which the application server is listening. See Chapter 5, “Ports,” in Oracle Hyperion Enterprise Performance Management System Installation Start Here.

**Note:** For access to this URL, you must enable client debugging: Log on to EPM Workspace (http://server:port/workspace) and select **Navigate**, then **Administer**, then **Workspace Server Settings**.

After you enable client debugging, log out of EPM Workspace, close the browser, and log on again.

- Check the logs for information on startup failures. See Chapter 3, “Using EPM System Logs.”

**Slow Logon**

**Issue:** Logon to EPM Workspace is very slow.

**Solution:** Ensure that all integrated applications are started. Disable integrated applications that are not started, on the Workspace Server Settings panel. To access Workspace Server Settings, select **Navigate**, then **Administer**, and then **Workspace Server Settings**. See Chapter 3 of the Oracle Enterprise Performance Management Workspace Administrator’s Guide.

You can also run EPM System Diagnostics. For instructions, see Chapter 8, “Validating the Installation and Verifying Deployment,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

**Missing Products or Product Menus in EPM Workspace**

**Issue:** Products that you expect to see in EPM Workspace are not present.

**Solution:**

- Contact the administrator to verify user privileges.
- Go to http://host.example.com:port/workspace/status for a list of products integrated into EPM Workspace.
- Select **Navigate**, then **Administer**, and then **Workspace Server Settings**. Enable client-debugging in Workspace Server Settings, and then log off EPM Workspace, close the browser, and log on again.
- Go to http://host.example.com:port/workspace/debug/userInfo.jsp for a list of user roles.

**Note:** After installing and configuring EPM System products, you must rerun the Web server configuration task and restart the Web server and Foundation Services managed server.
Truncated Menus

**Issue:** From Internet Explorer 7 or a later version, when you log on to EPM Workspace and select **Navigate**, then **Applications**, then a product, and then **Menus**, the applications for the product are not displayed.

**Note:** This issue can also occur with other menus.

**Solution:** Edit the Internet Explorer 7 security option to enable the option that allows script-initiated windows without size or position constraints.

Oracle Business Intelligence Enterprise Edition Startup

**Issue:** Attempting to launch Oracle Business Intelligence Enterprise Edition from EPM Workspace produces a Javascript error message (Object not found” in line 5250), although you can launch it directly.

This error can occur when Oracle Business Intelligence Enterprise Edition 10.x is running on WebLogic Server and the front-end Web server for EPM Workspace is IIS.

**Solution:** Add these lines to web.xml in the Oracle Business Intelligence Enterprise Edition file analytics.war, and redeploy the WAR file:

```
<mime-mapping>
    <extension>xml</extension>
    <mime-type>text/xml</mime-type>
</mime-mapping>
<mime-mapping>
    <extension>xsd</extension>
    <mime-type>text/xml</mime-type>
</mime-mapping>
```

Flickering Icons in Internet Explorer

**Issue:** With EPM Workspace in Internet Explorer, icons flicker and seem to be downloading constantly. This can occur if Internet Explorer does not cache static content when SSL and HTTP compression on the Web server are enabled.

**Solution:** Follow these steps to apply content expiration headers at the Web server level for static content:

1. Locate the static content folder in the Web server directory structure.
2. Click **Properties**, and then select the **HTTP Headers** tab.
3. Select “Enable content expiration,” then select “Expire after,” and then specify 1 day.
Disabled Icons in Internet Explorer Are Displayed With a White Background

Issue: With EPM Workspace in Internet Explorer, disabled icons are displayed with a white background on client machines.

Solution: To fix this issue, do the following:

1. In EPM Workspace, select File, and then Preferences.
2. On the General tab, uncheck Enable Screen Reader Support.
3. Exit from EPM Workspace, and then log in to EPM Workspace again.

404 Error Messages

Issue: EPM Workspace Web application begins producing 404 error messages after working correctly.

Solution: Check the WebLogic domain logs for the message setting server state to FAILED, preceded by several database errors. Correct the database errors and restart the server.

Performance Degradation

Issue: Performance is degraded after you take a product offline.

Running Remote Diagnostics Agent

Before reporting a Shared Services bug, run Remote Diagnostics Agent (RDA). Attach the RDA output to the bug report. The output file is in MIDDLEWARE_HOME/ohs/rda.

To run RDA, enter this command in a command window:

`MIDDLEWARE_HOME/ohs/rda/rda.cmd`

For more information, see the RDA readme file in MIDDLEWARE_HOME/ohs/rda.

Shared Services Logon Failure

Issue: Shared Services logon fails.

Solution: Troubleshoot user directories and Shared Services Web application by launching EPM System Diagnostics to ensure that the products' Web applications are started. For instructions, see Chapter 8, “Validating the Installation and Verifying Deployment,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Also check the SharedServices_Security.log file. If you cannot log on to products, check SharedServices_SecurityClient.log. See Chapter 3, “Using EPM System Logs.”

If logon fails against Microsoft Active Directory, ensure that Shared Services is configured to use DNS lookup to locate Active Directory. For instructions, see the solution in the next section, “High Availability of Active Directory.” The most common reason for logon failure against Active Directory is that a host specified for the domain controller is offline for maintenance.
High Availability of Active Directory

**Issue:** You need to ensure high availability of Microsoft Active Directory

**Solution:** Configure Shared Services to use DNS lookup to locate Active Directory:

- Specify the domain name.
- (Optional) Specify the site and the DNS IP address.

---

**Caution!** Oracle recommends against selecting the Host Name option for Active Directory configuration in Shared Services. Use the Host Name option for testing purposes only.

When configured to perform a DNS lookup, Shared Services queries the DNS server to identify registered domain controllers and switches to an available domain controller in case of a failure. For more information, see “DNS Lookup and Host Name Lookup” in the *Oracle Hyperion Enterprise Performance Management System User and Role Security Guide*.

---

**Note:** Oracle recommends configuring Shared Services to use DNS lookup to locate Active Directory regardless of whether you require high availability.

Product Registration Failure

**Issue:** You cannot register an EPM System product with Shared Services when the product and Shared Services are on different machines. This message is logged in `SharedServices_security.log`:

```java
com.hyperion.interop.lib.OperationFailedException: Unable to Authenticate
```

**Solution:**

- Verify that the administrator’s password for Shared Services is correct.
- Subscribe to any online time source that uses an atomic clock, and ensure that both machines use this time source so that they are synchronized.

Security Lockout After Failed Logon Attempts

**Issue:** For security reasons, you want to lock out users who have unsuccessfully attempted several times to log on to EPM Workspace.

**Solution:** In an external directory (for example, Microsoft Active Directory or an LDAP-enabled user directory such as Oracle Internet Directory), define password policies to specify how many logon attempts to allow before locking out users. EPM System honors all locks controlled by the password policies for the external user directory. Because EPM System security for Release 11.1.2 does not support password policies for Native Directory, you cannot lock out a Native Directory user after a specified number of unsuccessful login attempts.
User Name Search Failure

**Issue:** Searches fail for user names beginning with U followed by four or more characters, as in U123456.

**Solution:** Use the asterisk (*) wildcard character in the search; for example, search for *1234* or U123*.

Asterisks in User Names

**Issue:** A user whose user name includes an asterisk (*) has unauthorized access to view information for similar user names.

**Solution:** Do not use the asterisk character (*) in user names or in Common Names (CNs), because it is the wildcard character used for searches performed in Shared Services Registry. For information about supported characters in user names, see the Oracle Hyperion Enterprise Performance Management System User and Role Security Guide.

EPM System Administrator User Name

**Issue:** You want the EPM System administrator to be a user from your corporate directory rather than “admin” so that corporate password policies are applied to the administrator.

**Solution:** In Shared Services, provision the users you want to be EPM administrators with the role of Administrator.

**Tip:** You prevent access to the native “admin” account by assigning a long random password to it. The “admin” account cannot be deleted.

AuditHandler Message

**Issue:** The SharedServices_Audit.log file includes this line:

AuditHandler - Server Audit Enable Status:- false

**Solution:** You can safely ignore this message, which indicates that auditing is not enabled on the Shared Services server.

An AuditHandler status message is included whenever an audit client pings the server for status. If auditing is enabled, the client proceeds with auditing events; otherwise, the client ignores auditing events.

Audit Data Purges and Oracle Database Tablespace

**Issue:** After repeated purging of audit data using Shared Services, table space is not freed in Oracle database.
**Note:** In Oracle database, table space is not freed automatically when you delete the data from the tables.

**Solution:** Follow these steps:

1. Stop the Shared Services server and run these queries to shrink the space occupied by the tables:
   
   ```sql
   alter table SMA_AUDIT_ATTRIBUTE_FACT enable row movement
   alter table SMA_AUDIT_ATTRIBUTE_FACT shrink space
   alter table SMA_AUDIT_FACT enable row movement
   alter table SMA_AUDIT_FACT shrink space
   ```

2. Restart the Shared Services server.

**Single Sign-On**

**Issue:** With the Oracle Single Sign-On (OSSO) security agent enabled, single sign-on (SSO) fails. This issue occurs when the Shared Services security settings specify OSSO as the SSO provider or agent and Get Remote user from HTTP request as the SSO mechanism.

**Solution:** Using Oracle Hyperion Shared Services Console, select these security settings:

- SSO Provider or Agent—Other
- SSO Mechanism—Custom HTTP Header

  The default value for the Custom HTTP Header is `HYPLOGIN`. You can specify a different value.


**Shared Services Registry Contents and Updates**

**Caution!** Be extremely careful when editing the Shared Services Registry, because it is critical to running EPM System products. Always back up the Foundation Services database before making any changes to the Shared Services Registry.

The Registry Editor utility—`epmsys_registry.bat` (Windows) or `epmsys_registry.sh` (UNIX)—is in `EPM_ORACLE_INSTANCE/bin`. Running this utility creates a report on the contents of the Shared Services Registry. See Appendix F, “Updating the Shared Services Registry,” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

**Issue:** You cannot access the Shared Services Lifecycle Management user interface and must view the contents of the Shared Services Registry.
Solution: Run the Registry Editor utility without parameters to generate a report called registry.html.

Issue: You must change user directory information but cannot access the Shared Services Lifecycle Management user interface.

Solution: Run the Registry Editor utility for a report of deployment information that can help you determine how to edit the Shared Services Registry.

User Directories and Provisioning

Subtopics

- Provisioning Issues and Best Practices
- External Users, Groups Information, and Performance
- Tips and Common Issues

See also the Oracle Hyperion Enterprise Performance Management System User and Role Security Guide.

Provisioning Issues and Best Practices

If you have an existing LDAP/MSAD user directory, use a standard LDAP browser to explore the user directories that store user credentials before provisioning EPM System applications. The settings that the LDAP browser uses to connect to the user directory are identical to those that EPM System applications use to connect to the user directories. You can download a free LDAP browser.

Use the browser to check these points:

- Whether you can connect to the user directory from the server that you are using
- The response time
- The starting point (base DN) for any search of the user directory
- A count of the users and groups under the starting point

To ensure acceptable login performance:

- Minimize the number of groups and users for EPM System applications.
- Ensure that the server machines that host EPM System applications are in the same geographical location as the server machines that host the user directories used in the provisioning process.
- Find an optimal starting point for searches or create a custom group hierarchy.
- For the first item in the search order, specify the directory from which the greatest number of users log in.
External Users, Groups Information, and Performance

See the *Oracle Hyperion Enterprise Performance Management System User and Role Security Guide*.

**Issue:** Performance is degraded because of a large number of external users or groups available in Shared Services.

**Solutions:**

- Set up a filter to retrieve only the required users.
- Oracle recommends that you set the group URL and tune the group filter to decrease the number of groups that Shared Services must parse to build the cache. Doing so improves runtime performance significantly.

See “Faster User Retrieval, Application Registration, and Security Loading” on page 93 and “Maximum Size Setting for User / Group Searches” on page 94.

**Issue:** Shared Services accesses LDAP and MSAD group information even though you do not use LDAP or MSAD groups.

**Solution:** Create groups in Native Directory and assign users from LDAP and MSAD directories to them, then set the “use groups” option to false.

Use the Shared Services Console to modify the user directory configuration. Verify that the **Support Groups** check box on the **Group Configuration** tab is clear.

**Note:** Oracle recommends that you set the group URL and tune the group filter to decrease the number of groups that Shared Services must parse to build the cache. Doing so improves runtime performance significantly.

Tips and Common Issues

The most common causes of problems that you might encounter when configuring Shared Services with external user directories:

- The Group URL is incorrectly defined.
- The host name, port, or domain controller is not specified correctly.
- Too many groups are defined in the Group URL.

**Note:** Shared Services displays a warning if the number of available groups within the Group URL exceeds 10,000.

Faster User Retrieval, Application Registration, and Security Loading

The following procedure enables you to perform these tasks faster:

- Retrieve lists of users against projects
- Register applications
To increase performance:

1. **If you plan to use groups:**
   a. Use native groups, not external groups, to provision external users, and clear the use of groups option on the groups tab of LDAP/MSAD provider configuration panel.
   b. Always set a group URL to the lowest node that includes all your groups.
   c. Use a group filter, if possible.

2. **Limit the number of users with EPM System access:**
   a. Always define a **User URL** and set it as deep as possible.
   b. Set a user filter, if possible.

3. Use the default logging level of **WARN**. Change the level to `<DEBUG>` only for debugging purposes. See “Configuration Files” on page 22.

4. For multiple groups and users, set the Java Heap Size in all products to 1 GB. See “Java Heap Size Changes” on page 72.

**Group URL**

Having more than 10,000 groups in the Group URL degrades performance. To resolve this issue:

- Change the Group URL to point to a lower-level node.
- Use a group filter that retrieves only provisioned groups.
- Create a custom group hierarchy to support EPM System applications.

See the *Oracle Hyperion Enterprise Performance Management System User and Role Security Guide*.

**Maximum Size Setting for User / Group Searches**

For MSAD, LDAP, database, and SAP providers, the number of users and groups a search retrieves is determined by the `MaximumSize` setting in the user directory configuration. To retrieve all users and groups, set `MaximumSize` to 0 when configuring user directories. You can then use filters to limit the searches.
Startup and Access Issues

Subtopics

- Resolving a Shared Services Startup on the Application Server
- Resolving Problems Accessing Products from Shared Services
- Reregistering Products with Shared Services
- Reconfiguring the Shared Services Database

Resolving a Shared Services Startup on the Application Server

If the Shared Services Web application does not start:

1. Review the Shared services logs in MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs.

2. From EPM System Diagnostics, validate that database connectivity succeeds, and check external user directories. These are prerequisites for Web application startup. For instructions on using Oracle Hyperion Enterprise Performance Management System Diagnostics, see Chapter 8, “Validating the Installation and Verifying Deployment,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

3. Determine whether the default port 28080 is being used by another application by running NETSTAT –an | findstr 0.0.0.0:28080. If you get (0.0.0.0:28080), change the Shared Services port or stop the process that is using the port.

Note: If you upgraded from an earlier release, the Shared Services port is 58080.

Resolving Problems Accessing Products from Shared Services

You may be unable to log on to other EPM System products for these reasons:

- Performance is unacceptably slow because the group URL and group filter are not limiting the number of groups returned by a search.
- You are using invalid logon credentials.
- The server hosting the product is not connected to the servers hosting user directories and Shared Services, so you cannot be authenticated as a user.

Perform these tasks:

1. Review SharedServices_SecurityClient.log (on the server hosting the product) and SharedServices_Security.log (on the server). See “Configuration Files” on page 22
   - Check the Web application port to ensure that you are using the Web server.
   - If group cache errors exist, stop Shared Services and refresh the cache.
   - If authentication errors exist, verify that the user URL is correct.

2. Ensure that the user ID and password are correct.
3. Ensure that the server hosting the product can connect to the servers hosting the user directories and Shared Services.

**Reregistering Products with Shared Services**

**Issue:** You must reregister products with Shared Services. For example, you must reregister products if you accidentally delete the registration information.

**Solution:** Re-enable the Shared Services configuration task by edit the Oracle Hyperion Shared Services Registry using this command:

```
Epmsys_registry updateproperty product/instance_task_configuration/
@hssregistration Pending, where product identifies the EPM System product that you are reregistering.
```

**Reconfiguring the Shared Services Database**

**Issue:** You cannot change a configured Shared Services database directly in EPM System Configurator.

**Solution:**

1. Delete `EPM_ORACLE_INSTANCE/config/foundation/11.1.2.0/reg.properties`
2. Restart EPM System Configurator.
3. Reconfigure the Shared Services database by selecting **Connect to a previously configured database.**

**Product-Specific Issues**

**Subtopics**

- Shared Services and Essbase Components
- Shared Services and Financial Management

**Shared Services and Essbase Components**

**Issue:** You receive this error message refreshing security to Shared Services from the Administration Services console:

```
Error: 1051502: Analytical Services failed to get roles list for [ESB:Analytic Servers:PLYSHYP08D:1] from Shared Services Server with Error [Failed to connect to the directory server.]
```

**Solution:** Refer to `SharedServices_SecurityClient.log` in the Essbase logs folder. See Chapter 3, “Using EPM System Logs.”

**Issue:** You cannot create an Essbase application as a Microsoft Active Directory user.
This issue occurs if Microsoft Active Directory contains user and contact records and Shared Services is configured to return both record types.

**Solution:** Edit CSS.xml to specify the setting `objectClass=user`. This setting prevents Shared Services the Microsoft Active Directory provider from returning contact records. The CSS.xml file is in `EPM_ORACLE_INSTANCE/Config/FoundationServices`.

**Shared Services and Financial Management**

**Subtopics**

- Application Creation Failure
- Smart View Timeouts

**Application Creation Failure**

**Issue:** You receive an Application Creation Fails error message.

**Solution:** Perform these tasks:

- Review `SharedServices_SecurityClient.log`.
  
  If group cache errors are displayed, ensure that the group URL and filter are set correctly to accommodate group counts. If data broker property errors are displayed, enable interopjava logging. Use JRE 1.5 to support 1,000 or more groups.

- On the server, review `SharedServices_Security.log`.
  
  If errors relate to group caching, ensure that the group URL and filter are set to accommodate group counts.


- Ensure that the Financial Management application server can communicate with Shared Services using HTTP and WEBDAV protocol. Webdav may be blocked if you proxy requests from IIS to interoperate with the Web application. If so, ensure that the UrlScan IIS extension does not block propfind methods.

  If you are using IIS on Windows 2003 SP1, add the IIS the `UseBasicAuth` registry key to `dword 1` in the registry `HKLM\SYSTEM\CurrentControlSet\Services\WebClient\Parameters`.

- If the interop Web site redirects to the Web application server, ensure that the authentication method is anonymous and that Windows integration authentication is not used.

**Smart View Timeouts**

**Issue:** Smart View with Financial Management times out after about 30 minutes.

**Solution:** Try one or more of these procedures:

- Run the Server and Web configuration utility on the Financial Management Web server, and change the Web session timeout setting. (The default setting is 20 minutes.)
If the client is using the URL provider for Smart View (not the Shared Services provider), right-click for the properties of the HFMOfficeProvider virtual directory in IIS and click Configuration on the Virtual Directory tab. In the new window, click Options and change the session state timeout setting.

- Change the setting of the default Web site.

Also check the timeout settings of the Default Web site and the Smart View Provider settings in the FM Server and Web Configuration.

**Lifecycle Management**

**Subtopics**

- Migration Tip: Naming
- Command Line Utility
- Comparing Environments
- SSL Application Freeze or Name Mismatch Error
- Shared Services Launch Failure
- Lifecycle Management Migration Wizard Freeze
- Export Failure
- Import File Format Not Supported Error Message
- Lifecycle Management Diagnostics
- Lifecycle Management and Reporting and Analysis
- Lifecycle Management and Financial Management

**Migration Tip: Naming**

For fully automated migration, the Development, Test, and Production environments should be identical in terms of names, including names of data sources, provisioned Native Directory group names, applications, and application groups. This is especially important between Test and Production environments, where manual steps are often unacceptable.

Identical naming is not always possible, because some products’ application names include server names, which require manual editing of provisioning information. In cases where the application names are different, provisioning information must be edited manually before an application is imported.

**Command Line Utility**

**Issue:** An attempt to use the Lifecycle Management Command Line Utility with the `-server` option produces this error message:

```
303030 - Invalid Option `--server`
```
This error occurs because the -server option, which was used in earlier releases to export or import artifacts on the Shared Services file system and not on the server where the Lifecycle Management command-line utility is running, is deprecated in Release 11.1.2.1.

**Solution:** To import or export to the Shared Services file system from the command line, mount the drive that is used by the Shared Services server from the computer where you are running the command-line utility, and then directly export to the directory structure that you want to use.

For example, if the Shared Services server is on ServerA, and EPM ORACLE INSTANCE is c:/oracle/middleware/user_projects/epmsystem1, use a UNC path (\host\share\path) to the import_export folder and use the -b base path option, as in this command:

```shell
utility.sh PlanExportMDF.xml -b //ServerA/c$/EPM_ORACLE_INSTANCE$/import_export
```

### Comparing Environments

**Issue:** You need to compare two environments, such as a Development and Test.

**Solution:** Export the artifacts to the file system and use a compare utility (such as Beyond Compare) to see differences for text and XML artifacts.

### SSL Application Freeze or Name Mismatch Error

**Issue:** While working with SSL-enabled applications, you get a host name mismatch error during a session, or the Migration Status Report shows an “In Progress” status indefinitely.

**Solution:** Ensure that the host name that the client sees matches the host name (common name) in the certificate. For more information, see the Oracle Hyperion Enterprise Performance Management System Security Administration Guide.

### Shared Services Launch Failure

**Issue:** You cannot launch Shared Services Console.

**Solution:** When launching Shared Services Console, make sure to use a fully qualified server name is used in the URL; for example, http://Web_Server:Port/interop/index.jsp.

### Lifecycle Management Migration Wizard Freeze

**Issue:** In Shared Services Console, the Migration Wizard freezes while executing a migration.

**Solution:** Enable the Internet Explorer security setting Allow META REFRESH.

1. **To enable the Allow META REFRESH Internet Explorer security setting:**

   - Launch Internet Explorer.
From the Tools menu, select Internet Options.

Click the Security tab.

Select the Internet Web content zone.

Click Custom Level.

Scroll to Miscellaneous.

Select the Enable option under Allow META REFRESH.

Click OK, and then click OK again.

Export Failure

Issue: Export fails because the user password for a Lifecycle Management export file contains braces ({}).

Solution: Do not use braces in user passwords.

Import File Format Not Supported Error Message

Issue: You encounter an Import file format not supported error message.

Solution: The current release uses the csv file format for migration definition files. Previous releases supported both css and xml file formats. The “Import file format not supported” error occurs when a css or xml migration definition from a previous release is used. Only csv files are supported in the current release.

Lifecycle Management Diagnostics

Issue: Lifecycle Management users must analyze Lifecycle Management activity during a problematic migration.

Solution: Set the Threshold value to DEBUG in the logging.xml configuration file. The logging.xml file is in EPM_ORACLE_INSTANCE/Config/FoundationServices.

The logs are written to EPM_ORACLE_INSTANCE/diagnostics/logs/migration/debug_22_01_2009_15_55_14.

Lifecycle Management and Reporting and Analysis

The following table contains Lifecycle Management troubleshooting information for Oracle Hyperion Reporting and Analysis. For more information, see Appendix D, “Reporting and Analysis and Lifecycle Management,” in the Oracle Hyperion Enterprise Performance Management System Lifecycle Management Guide.
### Table 17  Reporting and Analysis Common Issues and Resolutions

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Hyperion SQR Production Reporting jobs are not imported.</td>
<td>Ensure that the Oracle Hyperion SQR Production Reporting subservice is created.</td>
</tr>
<tr>
<td>BQY files cannot be processed, and BQY jobs fail to run.</td>
<td>Ensure that the Data Access Service data source is created.</td>
</tr>
<tr>
<td>Access control information is missing, ownership information is missing, or users' personal data is not imported.</td>
<td>Ensure that the Shared Services Native Directory (Security) artifacts are migrated.</td>
</tr>
<tr>
<td>A specific object is not imported.</td>
<td>Review the Migration Status Report—Migration Details for information on the missed object that should have been imported along with the failed object.</td>
</tr>
</tbody>
</table>

### Lifecycle Management and Financial Management

**Subtopics**

- HFMLCMService Web Service Connectivity and Configuration Settings
- Timeout Setting for Lifecycle Management Server Communication
- Financial Management and Shared Services Logging
- Out-of-Memory Exception with Multiple Migrations on Large Applications
- Inability to Migrate Financial Management Artifacts
- Inability to View Financial Management Artifacts in Shared Services Console

### HFMLCMService Web Service Connectivity and Configuration Settings

For the LCM Web Service to run correctly, the LCM Web Service (HFMLCMService) must exist in Microsoft IIS Web server, and the values for the `executionTimeout` and any modifications to the `maxRequestLength` properties in `Web.Config` must be correct.

- To check connectivity to HFMLCMService, go to [http://HFM_WEBSERVER/HFMLCMService/LCMWS.asmx](http://HFM_WEBSERVER/HFMLCMService/LCMWS.asmx).

If the service is running correctly, a page that contains the names of the LCM Web Service methods is displayed.

- To modify the `executionTimeout` and `maxRequestLength` HFMLCMService properties:
  2. (Optional) For very large LCM artifacts, increase the values for `executionTimeout` (in seconds) and `maxRequestLength` (in kilobytes) in the following line:
To set the timeout value:
1. On the computer hosting Shared Services, open `WSPlugin.properties` (in `/<EPM_ORACLE_INSTANCE>/Config/FoundationServices`), in a text editor.
2. Set the value for `HFM.client_timeout` to 60 (seconds) or greater.
3. Save and close `WSPlugin.properties`.

Financial Management and Shared Services Logging

Issue: Logging and diagnostics are not enabled.

Solution: Set Financial Management and Shared Services to automatically record all activities to provide an audit trail that can be used to diagnose problems.

Caution! Enable logging and diagnostics only when needed. Enabling them affects performance, especially with large migrations.

To turn on logging and view the logs:
2. In `Web.Config`, set these parameters to enable logging:
   - `<appSettings>
     <add key="Debug" value="true"></add>
   </appSettings>`
If an error occurs (even without the additional logging enabled), the IIS application pool account (Network Service) must have full access to the log directory; otherwise, no errors are caught.

**Log location:** `EPM_ORACLE_HOME/logs/hfm`

- LCM_INPUT_<random 8 characters>_<random 3 characters>.zip (for example, LCM_INPUT_4bvpdm4g.efs.zip)—From Shared Services to Financial Management
- LCM_OUTPUT_<random 8 characters>_<random 3 characters>.zip (for example, LCM_OUTPUT_jd51rndd.gwe.zip)—From Financial Management to Shared Services

- **diagnostics**
  ```
  <diagnostics>
      <trace enabled="true" input="InputTrace.webinfo" output="OutputTrace.webinfo"/>
      <detailedErrors enabled="true"/>
  </diagnostics>
  ```

If an error occurs (even without the additional logging enabled), the IIS application pool account (Network Service) must have full access to the log directory, otherwise no errors will be caught.

**Log location:** `EPM_ORACLE_HOME/products/FinancialManagement/Web/HFMLCMService`

- InputTrace.webinfo
- OutputTrace.webinfo

3  **Save and close** `Web.Config`

The Shared Services log for Lifecycle Management is in `EPM_ORACLE_INSTANCE/diagnostics/logs/SharedServices/SharedServices_LCM.log`.

### Out-of-Memory Exception with Multiple Migrations on Large Applications

**Issue:** When running multiple Financial Management Lifecycle Management migrations on large applications, you receive an out-of-memory exception in the IIS process (`w3wp.exe`).

**Solution:** Change the IIS configuration for the Financial Management Lifecycle Management application pool on the Financial Management Web server. On the Properties page for the application pool, Enable Memory recycling, with virtual memory set to 1000 MB and physical memory set to 800 MB.

**Note:** These memory settings should be safe for most environments. Depending on hardware resources, you may be able to increase the values.
Inability to Migrate Financial Management Artifacts

**Issue:** Migrations fail, and the Lifecycle Management Migration Status Report displays this error message:

Access to the path 'C:\oracle\Middleware\EPMSystem11R1\products \FinancialManagement\Web\HFM\FileTransfer\TempSecurityArtifact.sec' is denied.

**Note:** The path displayed in the error message is the Financial Management file transfer directory path that was specified during Financial Management installation and configuration.

**Solution:** Ensure that the IIS pooling identity has Read, Write, and Execute rights to the Financial Management file transfer directory path that was specified during Financial Management installation and configuration.

To view the currently configured Financial Management file transfer folder path on the computer hosting the Financial Management Web Service:

1. **Open Registry Editor** (click **Start**, click **Run**, type **epmsys_registry**, click **OK**).
2. **View the FileTransferFolderPath** under **HKEY_LOCAL_MACHINE\SOFTWARE \Hyperion Solutions\Hyperion Financial Management\Web**.

Inability to View Financial Management Artifacts in Shared Services Console

**Issue:** The IIS port for Financial Management changed, and artifacts can no longer be viewed in Oracle Hyperion Shared Services Console.

**Solution:** Run the EPM System Configurator Configure Web Server task for Financial Management to update the port in the registry.
Performance Management Architect

Subtopics
- Installation Failure
- Integration with EPM Workspace
- Performance Management Architect Logon Failure
- Security Rights Issue During Logon
- Hyperion EPMA Server Service Startup
- Performance Management Architect Task Display
- Lifecycle Management Timeout
- File Generator
- Performance Management Architect Dimension or Application Library Access
- Application Issues

If you have issues starting Performance Management Architect, start your troubleshooting by checking these points:

- Validation—After configuring Performance Management Architect, click Validate. If an error message is displayed, scroll down to view any failed Performance Management Architect tests and check for recommended solutions.

- Windows Registry Keys—Ensure that the required keys and values for Performance Management Architect are in the Windows registry:
  1. From the Start menu, select Run, enter regedit, and click OK.
  2. In the Registry Editor, click HKEY_LOCAL_MACHINE – SOFTWARE and then ORACLE, and check for an entry for Performance Management Architect.
  3. If there is no entry for Performance Management Architect, create an entry with these keys and values:

     ```
     EPM_ORACLE_HOME = C:\Oracle\Middleware\EPMSystem11R1
     EPM_ORACLE_INSTANCE = C:\Oracle\Middleware\user_projects\epmsystem1
     JPS_CONFIG = C:\Oracle\Middleware\user_projects\domains\EPMS\config\fmwconfig\jps-config.xml
     ```

Installation Failure

- Issue: Performance Management Architect Installation failed.
  
  Solution: This could be the result of a Microsoft .NET Framework 2.0 error during its automatic installation in Performance Management Architect. Install Microsoft .NET Framework 2.0 manually, and then rerun the installation.

- Issue: You receive an ASP.NET error during configuration.
  
  Solution: Ensure that ASP.NET is installed and configured. See the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.
Integration with EPM Workspace

Issue: This EPM Workspace error message is displayed when you attempt to access the Dimension Library or the Application Library:

No connection could be made because the target machine actively refused it.

This issue can occur because the Hyperion EPMA Server service is not running or because of missing user privileges in an Oracle database.

Solutions:

- If the Hyperion EPMA Server service is not running, start service and then retry the connection.
- Assign the CREATE VIEW user privilege for the Oracle database. See “Using an Oracle Database” in Oracle Hyperion Enterprise Performance Management System Installation Start Here.

Performance Management Architect Logon Failure

Issue: You are having difficulty logging on to Performance Management Architect in a Windows 2003 environment.

Solution: Ensure that you are using ASP.NET 2.0.50727 and that ASP.NET and ASP pages are set to Allowed.

1. To check whether Microsoft .NET Framework 2.0 is installed and enabled on a Windows 2003 or Windows 2008 machine:

   1. Open IIS Manager by one of these methods:
      - Select Start, then Programs, then Administrative Tools, and then Internet Information Services Manager.
      - Run inetmgr.
   2. In the left panel, select Web Service Extensions. In the right panel, note whether ASP.NET 2.0.50727 is listed.
   3. If ASP.NET 2.0 is listed, enable it by checking that the Status column is set to Allowed.
   4. If ASP.NET 2.0 was not listed and you have Microsoft .NET Framework 2.0 installed, register Microsoft .NET Framework 2.0 with IIS:
      a. From the command prompt, go to C:\Windows\Microsoft.NET\Framework\v2.0.50727.
      b. Enter run aspnet_regiis.exe -iru.
      c. Repeat steps 1 - 3.
Security Rights Issue During Logon

Issue: Create Dimensions, Create Applications, and other tasks are unavailable.

Solution: Assign the Application Creator and Dimension Editor security roles. See the Oracle Hyperion Enterprise Performance Management System User and Role Security Guide.

Hyperion EPMA Server Service Startup

Issue: The Hyperion EPMA Server service does not start.

Note: Wait for the Hyperion EPMA Server service to leave the Starting state before you begin troubleshooting.

Solution: If you are using Oracle Database, ensure that the Oracle Data Access Component version specified for this EPM System release is installed. Performance Management Architect Dimension Server requires Oracle Data Access Component, and this requirement is often overlooked during Oracle Database client installation.

For a large database, you can also increase the DimensionServerStartupTimeout setting. For instructions, see “Configuration Settings in the BPMA_Server_Config.xml File” in the Oracle Hyperion Enterprise Performance Management Architect Administrator’s Guide.

Check the Performance Management Architect logs for other possible causes. See Chapter 3, “Using EPM System Logs.”

Performance Management Architect Task Display

Issue: The Navigate menu does not list Performance Management Architect tasks.

Solution: Verify these conditions:

- Foundation Services is started.
- You have configured the EPM Workspace proxy server plug-in for your application server.

If you cannot access this URL, you must configure the proxy server plug-in:

http://Web server:port/awb/conf/AWBConfig.xml, where Web Server is the Web server machine host name and port is the Web server listen port.

For more information, see “Web Server Configuration Advanced Options” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Lifecycle Management Timeout

Issue: Importing Performance Management Architect artifacts using Oracle Hyperion Enterprise Performance Management System Lifecycle Management times out after an hour (with all services running), and this error message is written to SharedService_LCM.log:
2011-07-19T03:36:066-07:00] [FoundationServices0] [ERROR] [EPMLCM-30052] [oracle.EPMLCM] [tid: 173] [userId: <anonymous>] [ecid: 0000J51cbhmFvW7P51fL6if1E2ZW000574,0] [SRC_CLASS: ?] [APP: SHARDESERVICES#11.1.2.0] [SRC_METHOD: ?:] Failed to connect to "http://server name:19000/awb/lcm.executeAction.do" while performing import for application - "EPM Architect". Received status code - "503" with error message - "Service Temporarily Unavailable". Possible cause of error Server Down or Not reachable.

**Note:** This error does not necessarily indicate that the import of the artifacts has failed. Check the status of the import jobs in the EPMA Job Console to verify whether a failure has occurred. If the import job indicates a failure, this is most likely not a time-out problem and should be investigated further, starting with the attached import results.

If the import jobs in Job Manager do not show failures, then the artifact migration has not been aborted and may complete successfully. You can check progress for the respective job IDs in the Library Job Console.

The Oracle HTTP Server Web server may be configured to time out if a job takes longer than a predefined period. When Oracle HTTP Server is used with WebLogic, the default timeout is set to 3600 seconds (one hour). If IIS is the Web server, it has a default setting keepAliveEnabled=true, which usually prevents timeouts from occurring.

**Solution:** Increase the Oracle HTTP Server Web server timeout. Find the **AWB** section in

```
MIDDLEWARE_HOME/user_projects/EPMSystemX/httpConfig/ohs/config/OHS/ohs_component/mod_wl_ohs.conf
```

and modify or add the **WLIOTimeoutSecs** property with a value that will encompass the duration of typical migration tasks:

```
<LocationMatch ^/awb/>
  SetHandler weblogic-handler
  WeblogicCluster server name:19091
  Idempotent OFF
  WLIOTimeoutSecs 3600
</LocationMatch>
```

You can also try adjusting the SSO token timeout. For instructions, see “Setting Security Options” in the *Oracle Hyperion Enterprise Performance Management System User and Role Security Guide*.

**File Generator**

**Issue:** Attempting to generate a file from a Performance Management Architect application produces an error message saying that the system could not find the file.

**Solution:** Make sure that the .Net version for the application pool (for example, DefaultAppPool) associated with the Performance Management Architect Web services virtual directory is set to ASP.NET 2.0.5.
Performance Management Architect Dimension or Application Library Access

If you cannot access a Performance Management Architect task, verify that you can access each component separately to locate the source of the communication error.

Dimension Library Display

Issue: You cannot see the Dimension Library in Performance Management Architect.

Solution: Ensure that you have the correct Performance Management Architect roles. You must have the Dimension Editor and Application Creator security roles to access the Dimension Library. See “Shared Services-Global Roles” in the Oracle Hyperion Enterprise Performance Management System Security Administration Guide. After you are assigned the Dimension Editor role, log off and log back on to Performance Management Architect.

Communication or Internal Server Errors

Issue: You encounter messages about communication errors or internal server errors.

Possible Solutions:

1. Check this URL:
   http(s)://Web_server:Web_port/awb/conf/AwbConfig.xml.
2. If this step fails, check this URL:
   http(s)://bpma_server:bpmpa_port/awb/conf/AwbConfig.xml.
   If this step works, then Performance Management Architect is not correctly enabled in EPM Workspace. Reconfigure EPM Workspace.
   If this step does not work (error 404), then the Performance Management Architect Web Server is not started.

Performance Management Architect Dimension Server Errors

Issue: You get error messages on Performance Management Architect Dimension Server.

Possible solutions:

- Use this URL:
  http(s)://Local_machine_name/hyperion-bpma-server/Sessions.asmx
  If a Sessions page is displayed, then IIS is correctly configured.
  If there is any error in IIS, check the Event Log to identify the problems.
  Check the System and Application Log to see if errors were logged by ASP.NET or IIS, and fix any errors.
  A possible cause is incorrect privileges for the user for the TEMP directory.
- Check the Event Logs from sources starting with HyS9EPMA. Possible causes are communication errors with Shared Services or the database.
• The ASPNET user may not have access to certain folders. If the Event Log displays any security-related errors, assign rights to the ASPNET user.
  1. From the command prompt, go to this directory: `C:\Windows\Microsoft.NET\Framework\v2.0.50727`.
  2. Enter `run aspnet_regiis.exe -ga`.

**Dimension Server Web Services Access**

**Issue:** You cannot access Performance Management Architect Dimension Server Web Services.

**Possible Solutions:**

• In the logs, if `subcode` is 2 and `Win32 code` is 1260, the problem is related to Web Service Extensions. In IIS, Web Service Extensions, ensure that the ASP.NET 2.0.50727 Web Service Extension status is Allowed.

• If SiteMinder is installed, remove the wildcard mapping:
  1. From `hyperion-bpma-server`, click Properties and then Configuration.
  2. Remove values in the wildcard mapping section.

**Note:** The Web service must be running with .NET Framework 2.0.

**IIS Startup on Dimension Server**

**Issue:** IIS does not start on Performance Management Architect Dimension Server.

**Solution:** From the Control Panel, select Administrative Tools and then Services, and start World Wide Web Publishing Service, if it is not already started.

**Application Issues**

The state of a Performance Management Architect application can become out of sync with the Dimension Server, object repository, or target EPM System product for various reasons. You can run application diagnostics to check for application inconsistencies. See the *Oracle Hyperion Enterprise Performance Management Architect Administrator’s Guide* for additional information.

**Smart View**

After installing and configuring EPM Workspace, you can use either of these methods to install Smart View:

• From within EPM Workspace, select Tools, then Install, and then Smart View to launch the Smart View installer.

• Browse to `EPM_ORACLE_HOME/common/epmstatic/wspace/SmartView` and launch Smartview.exe.
For information about Oracle Hyperion Smart View for Office timeouts with Shared Services and Financial Management, see “Shared Services and Financial Management” on page 97.

Calculation Manager

See “Multibyte Characters” on page 127.
Essbase Maintenance Releases

Issue: When starting an application after applying a maintenance release, you get an error message.

This error occurs if you do not export linked reporting objects before performing installing and configuring Essbase. (You import the linked reporting objects manually after configuring Essbase.)

Solution: Restore the Release 11.1.2 database, export the linked reporting objects, and restart the process of applying the maintenance release.

Issue: When you apply a maintenance release, the Essbase Server configuration fails. This issue occurs if you do not close Essbase Server before you begin applying the maintenance release.

Note: Unless Essbase is configured as a service, Essbase Server does not close when you stop all services.

Solution: Stop all EPM System processes (because a maintenance release affects all components in the Middleware home directory), verify that Essbase Server is stopped, and then try again to apply the maintenance release.
Also ensure that you have met the prerequisites discussed in “Maintenance Release Installation Prerequisites” in Chapter 3, “Installing EPM System Products,” of the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

## Essbase and Provider Services Upgrades

See also “Upgrade Logs” on page 32 and “Upgrades” on page 70.

## Essbase Staging Tool

**Issue:** On a 64-bit Linux system, the Essbase Staging Tool does not start, and you get an error message. The message might be one of these:

- Essbase is unable to initialize Fusion utility functions. Error [%s]
- Error 1030803

These errors occur if the 64-bit version of the libaio package is not installed.

**Solution:** Before you install Essbase or run the Essbase Staging Tool, install the 64-bit version of the libaio package, version 0.3.105-2 or higher, on the same machine.

## Role Updates

**Issue:** When you upgrade an Essbase instance, Essbase roles for that instance are not updated. This issue occurs if you upgrade the Essbase instance before you import Shared Services data.

**Solution:** Run the Update Native Directory utility to update the provisioning information. For instructions, see Chapter 10, “Using the Update Native Directory Utility”, in the Oracle Hyperion Enterprise Performance Management System Security Administration Guide for the release from which you are upgrading.

## Essbase Studio Configure Database Task

**Issue:** When you upgrade Essbase Studio from Release 11.1.1.3, the Configure Database task fails, and one or more messages about inconsistent objects are added the Essbase Studio upgrade log file. Example:

Caused by: 
com.hyperion.cp.cplutil.scripts.export_import.exceptions.ExportException: Inconsistent object in catalog. Please check the object form: \'Drill Through Reports\'\'Supplier\', object id : @44#0#101#0@.

This error occurs if drill-through reports are inconsistent because data source connections have been renamed.

**Solution:** Follow these steps:
Note: Ensure that the Release 11.1.1.3 release environment is running and available until the Essbase Studio catalog upgrade succeeds.

1. Take one of these actions to correct any drill-through report inconsistencies:
   - In the Release 11.1.1.3 environment, rename the data source connections to their original names.
   - Update the invalid drill-through reports by providing new column values in the Report Contents tab of the drill-through report editor.
     You can also provide new filters.
   - Delete the invalid drill-through reports from the 11.1.1.3 environment, and recreate them in the upgraded Essbase Studio environment.

2. Restart EPM System Configurator, and rerun the Configure Database task.

Clusters
Issue: After you upgrade from Provider Services Release 9.2.1 to Release 11.1.2.1, one or more clusters no longer exist.

This issue can occur if you had both High Availability Services and Smart View Provider in Release 9.2.1 and the domain.db files from those products had clusters with the same name, but the cluster components did not match.

Solution: See the aps-upgrade.log file for details, and use Administration Services Console to resolve the conflict.

Pre-upgrade Security File Backup
When you upgrade to Essbase 11.1.2.1 from an earlier release, a backup of the security file for the earlier release is created before the security file is upgraded. The security file backup, Essbase.Bak_preUpgrade, is in ARBORPATH/bin. Unlike Essbase_timestamp.bak, which regularly backs up the latest state of Essbase security, this pre-upgrade backup file is kept intact and is not updated by further operations.

Essbase Server Startup
Issue: After you apply a maintenance release, Essbase does not start.

This issue occurs if you do not stop all processes before applying a maintenance release.

Solution: Check the installTool-installDDD-MM.YYYY-MM.DD_TIME.log file in EPM_ORACLE_HOME/diagnostics/logs/install. If the log file includes a message such as “The process cannot access the file because it is being used by another process,” which indicates that some files were locked during installation and configuration, reinstall Essbase.
**Issue:** You encounter this error message if JVM\_MODULELOCATION was not set correctly in essbase.cfg or in the shared library path for platform:

JVM load failed [jvm.dll]. Single Sign-On Initialization Failed

**Solution:** Open essbase.cfg in a text editor and edit it to specify the correct JVM.

**Issue:** You encounter the error message Failed in GCInit(). This message occurs if the locale directory in ESSBASEPATH is not found or if files are missing files from the locale directory.

**Solution:** Check ESSBASEPATH in hyperionenv.doc (UNIX) or setEssbaseEnv.cmd (Windows):

- **Windows**—In the command line, enter `echo %ESSBASEPATH%`.
- **UNIX**—In the console window, enter `> echo $ESSBASEPATH`

If the ESSBASEPATH is missing or incorrect, define the correct ESSBASEPATH.

**Note:** ESSBASEPATH should use startEssbase.bat (Windows) or startEssbase.sh (UNIX), not essbase.exe.


**Issue:** Essbase does not start from the Start menu.

**Solution:** Start Essbase from a command line. More error messages are displayed when Essbase is started from a command line, which facilitates troubleshooting. For example, error messages might identify missing or inaccessible files.

## Connections to Essbase Clusters

**Issue:** You cannot connect to an Essbase cluster using a cluster name; for example, by entering `MAXL> login admin password EssbaseCluster-1`.

**Solution:** Take one of these actions:

- Ensure that the URL you are using follows one of these formats:
  - `http(s)://host:port/aps/Essbase?ClusterName=cluster`
  - `http(s)://host:port/aps/Essbase?ClusterName=cluster&SecureMode=<yes|no>` (to connect to Essbase over a secure protocol)

- To connect to an Essbase cluster using only the cluster name, modify a configuration file to specify the Provider Services server that resolves the cluster name in the URL. The Provider Services server is specified in these configuration files:
  - For server-to-server communication—essbase.cfg
  - Use this format:
    - `ApsResolver http(s)://host:port/aps`
You can specify several Provider Services servers in `essbase.cfg`, using a semicolon (`:`) between server names.

- For client-to-server communication—`essbase.properties`

  Use this format:

  ```
  ApsResolver=http(s)://host:port/aps
  ```

  **Note:** The ApsResolver setting must be in `essbase.cfg` on the client side for tools or applications that use Essbase CAPI (such as MAXL, Esscmd, and Planning).

  The ApsResolver setting must be in `.essbase.properties` on the client side for tools or applications that use Essbase JAPI (such as Oracle Hyperion Provider Services and Essbase Studio).

---

**Essbase Failover Issues**

To troubleshoot Essbase failover, start by looking at several OPMN and Essbase logs to establish a sequence for the events involved. For example, the logs might show that OPMN starts Essbase, but Essbase does not acquire a lease because of failed database authentication. See “Essbase Logs” on page 36.

For information about OPMN error messages, see the *Oracle Process Manager and Notification Server Administrator's Guide*.

---

**Client-Server Connection**

**Issue:** You cannot establish an Essbase client-server connection.

**Solution:** Use the `ping` command on the server to check that the server is running and visible to the client computer. If the `ping` command succeeds, try the `TELNET` command.

- If the `ping` command succeeds but the `TELNET` command does not, there might be a problem with the inet daemon on the server.
- If the `ping` command fails, you might have a routing or hardware problem.

---

**OPMN Startup**

**Issue:** You cannot start OPMN when EPM System is installed in the same Oracle home directory as another Oracle product.

**Solution:** Reinstall EPM System in an `ORACLE_HOME` location that is not shared with other Oracle products.
**OPMN Restart**

**Issue:** Approximately every 20 seconds, Essbase shows an error that resembles this one, which indicates that OPMN cannot ping Essbase after Oracle Process Manager and Notification Server is restarted.

```plaintext
[Thu Mar 11 18:00:04 2010] Local/ESSBASE0:///Info(1056704)
.EntityFrameworkCore.Optimization.Sql
Received OPMN Ping Request

[Thu Mar 11 18:00:04 2010] Local/ESSBASE0:///Info(1056705)
.EntityFrameworkCore.Optimization.Sql
Sent the Response to OPMN Ping
```

**Solution:** Close and restart Essbase.

---

**Startup: Port Conflict**

**Issue:** Essbase startup is prevented because the default Essbase port is taken by another process.

**Solution:** Shut down the other process that is using the Essbase port, start Essbase, and then restart the other process.

---

**Integration Services: Connection to OLAP Metadata Catalog or External Data Source**

**Issue:** You cannot connect to OLAP Metadata Catalog or to the external data source.

**Possible Solutions:**

- Ensure that you are using the correct user name and password.
  
  If you are trying to connect to OLAP Metadata Catalog, ensure that you used the same user name and password as the user who created the tables in OLAP Metadata Catalog.

  If you create OLAP Metadata Catalog when logged in as one user name, you cannot access the tables in OLAP Metadata Catalog using a different user name unless you create an alias for the user name (for Microsoft SQL Server) or synonyms for the tables (for IBM DB2 and Oracle).

- Ensure that the user name has the required access privileges for OLAP Metadata Catalog and for the data source at the database level.

- Ensure that all of the required components are up and running. The following components are required:
  
  - Oracle Essbase Integration Services Server
  - The database servers that manage OLAP Metadata Catalog and the data source databases
  - The data source database listener for OLAP Metadata Catalog and the data source

- Ensure that OLAP Metadata Catalog and the data source are configured as ODBC data sources on the Integration Server computer.
Essbase Studio Startup

Issue: You have difficulty starting Essbase Studio using Oracle or SQL 2005.

Solution: Verify these items:

- The information in the `server.properties` file is correct. The `server.properties` file is in `EPM_ORACLE_HOME/products/Essbase/EssbaseStudio/Server`. For information about the settings, see the Oracle Essbase Studio User's Guide.

- Your user name for connection to Studio Catalog has the correct privileges to work with Studio Catalog. The user should be a database owner.

- These required components are running:
  - Oracle Essbase Studio Server
  - The database servers that manage Studio Catalog

Essbase Studio Logs Deleted

Issue: Essbase Studio logs are deleted when a large file is run.

This occurs when the log file sizes exceed the limits set in the logging configuration file.

Solution: Increase the settings for `maxFileSize` and `maxLogSize` in the Oracle Essbase Studio logging configuration file, `logging.xml`. The configuration file is in `EPM_ORACLE_INSTANCE/BPMS/bpms1/bin`. 
Reporting and Analysis Upgrades

See “Upgrade Logs” on page 32 and “Upgrades” on page 70.

Reporting and Analysis Framework Web Application Startup

Issue: You cannot start the Oracle Hyperion Reporting and Analysis Framework Web application service in a Windows environment, and the \HyS9RaFramework-sysout.log file shows the message (Access is denied): Probably the string length of the path of the file being extracted was too long or failed to overwrite the file.

Solution: Shorten the path to the temp directory by manually editing the -Dweblogic.j2ee.application.tmpDir JVM option setting for the HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\RAFramework \HyS9RaFramework key, and then restart the service. For example, change the setting to C:\Temp\username
Interactive Reporting Studio

Subtopics

- Essbase Loading Error
- Faulty Oracle Net Connection
- Failure Processing an Oracle Procedure
- Fonts Displayed Incorrectly

Essbase Loading Error

**Issue:** Connecting to Essbase produces this error message: *Essbase not loaded successfully.*

**Solution:** Ensure that these environment variables exist and that they reference the correct Essbase installation location:

- `ESSBASEPATH`
- `Path` (for Windows)
- `SHLIB_PATH` (for HP-UX)

Faulty Oracle Net Connection

**Issue:** When attempting an Oracle Net connection “SQL*Net not loaded successfully” is displayed.

**Solution:** Ensure that these environment variables exist and that they point to the correct Oracle install location:

- `ORACLE_HOME`
- `Path` (for Windows)
- `LD_LIBRARY_PATH` (for Solaris and Linux)
- `SHLIB_PATH` (for HP-UX)

Failure Processing an Oracle Procedure

**Issue:** Processing an Oracle procedure with Oracle Wire Protocol ODBC client produces this error message: *PLS-00306: wrong number or type of arguments in call to <procedure_name>.*

**Solution:**

Fonts Displayed Incorrectly

Issue: Data is truncated or overlapping when an Oracle Hyperion Interactive Reporting document is viewed by a thin client on UNIX platforms.

Solution: Check the FONT_PATH variable in set_common_env.sh, and reboot. The set_common_env.sh file is in EPM_ORACLE_HOME/common/raframeworkrt/11.1.2.0/bin must contain the same font used in the bqy file.

Financial Reporting

Subtopics

- Financial Reporting Print Server Startup
- Runtime and ActiveX Errors

Financial Reporting Print Server Startup

Issue: You have installed and configured Financial Reporting Print Server, but you cannot view Financial Reporting PDF files.

Solution: Follow these steps:

1. Ensure that HRPrinters (HRPrinter1, HRPrinter2, and so forth) exist on the client machine and that they point to a valid file system folder (for example, C:/Program Files/Oracle/FinancialReportingStudio/products/financialreporting/PDFOutput).

2. Ensure that you have created and started the FR Print Server service.

3. Verify that 32-bit Ghostscript is installed.


5. Verify that the PrintServers property in FR MBeans shows the Financial Reporting Print Server machine and port.

   The default port is 8297.

   Note: The PrintServers property shows all Financial Reporting Print Server machines that are configured.


Runtime and ActiveX Errors

Issue: A series of runtime and ActiveX errors is displayed during Oracle Hyperion Financial Reporting Studio, login.
Solution: Run `HRRunAnt.cmd`, reboot, and log in.

**Web Analysis**

Subtopics

- Error Connecting to SAP BW
- BEx Query Not Listed

**Error Connecting to SAP BW**

Issue: Connect to SAP BW during data source creation in Oracle Hyperion Web Analysis Studio produces this error message: Unable to retrieve list of available cubes.

Solution: Install and configure SAP JCo.

**BEx Query Not Listed**

Issue: BEx Query is not listed in the Available Databases pane when you create a new data source.

Solution: In SAP Business Explorer, change the properties of BEx Query to allow external access to the query.
In This Chapter

- Financial Performance Management Application Upgrades ......................................... 125
- Planning................................................................................................... 126
- Financial Management .................................................................................. 128
- Financial Close Management ........................................................................... 134
- Disclosure Management................................................................................. 152

Financial Performance Management Application Upgrades

See also “Upgrade Logs” on page 32 and “Upgrades” on page 70.

Financial Management Application Upgrades

Issue: An upgrade fails because the Financial Management database is locked.

Note: The database is locked if an earlier upgrade attempt was terminated.

Solution: Run HFM Application Upgrade_x64.exe (for 64-bit systems) or HFM Application Upgrade.exe (for 32-bit systems) from EPM_ORACLE_HOME/products/FinancialManagement/server to override the database lock, and upgrade the database.

The following issues that can occur during Financial Management upgrades both have the same solution.

Issue: The Upgrade applications from earlier release task fails, and details are logged in EPM_ORACLE_INSTANCE/diagnostics/logs/upgrades/HFMApplicationUpgrade.log. The log contains a message resembling this one: Failed to find default cluster name for the application application name.

Issue: The Upgrade applications from earlier release task succeeds, but the application fails to open in EPM Workspace, and the Financial Management event log contains this message: Server/Cluster is incorrectly configured. Please reconfigure your Cluster or Server connection.
Solution: Reregister applications manually through EPM Workspace to correct the assigned cluster name. After all applications are registered, restart Foundation Services and the Web server.

**Planning Applications Not Visible in EPM Workspace**

**Issue:** After an upgrade from an earlier release, you do not see the Planning applications in EPM Workspace.

**Solution:** Ensure that the applications are reregistered with Shared Services from the Classic Wizard for classic Planning applications and from Performance Management Architect for the Planning applications in Oracle Hyperion EPM Architect.

**Planning**

**Subtopics**
- Planning and Administration Services
- Performance Issues
- Multibyte Characters
- Using Planning in a Non-English Environment

**Planning and Administration Services**

**Issue:** You cannot expand the Planning outline in Administration Services.

**Solution:** Turn on debugging and check these items:

1. Whether you can access an Essbase application (for example, the Sample application) in Oracle Essbase Administration Services. If you cannot access an Essbase application, the problem is with Essbase rather than with Planning.
2. Security and external authentication for Oracle Essbase.

**Performance Issues**

- **Issue:** You use an Oracle database and want to improve the performance of Database Refresh.
  
  **Solution:** Ensure that CURSOR_SHARING in Oracle is set to EXACT (the default setting).

- **Issue:** You want to improve Planning, performance.
  
  **Solution:** Tune WebLogic or increase heap size, depending on your environment. For example, if Java runs out of memory, and your server has more memory available than the 512 MB that is allocated to Java by default, you can increase the amount that Java can use. See “Increasing the JVM Memory Allocation” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.*
Note: Oracle recommends working with a consultant to assess your environment.

**Multibyte Characters**

**Issue:** Multibyte characters do not show up in reports.

**Solution:** Ensure that Unicode or Albany fonts are present in the Java Runtime Environment used by your WebLogic installation. If they are not, copy them from the fonts folder that has the Albany fonts laid out by Oracle Hyperion Enterprise Performance Management System Installer, to the fonts folder of the Java Runtime Environment used by your WebLogic installation.

Note: This solution also applies to Oracle Hyperion Calculation Manager.

**Using Planning in a Non-English Environment**

**Issue:** When using Planning with Simplified Chinese in a Redhat or Oracle Enterprise Linux environment, you cannot get to the logon screen.

**Solution:** Specify `LANG=zh_CN.GB18030` (not `LANG=zh_CN.utf8`). Choose a method:

- Before you install and configure Planning, in the OS system locale variable (if you have not already set it)
- After you install and configure Oracle Hyperion Planning, in `setCustomParamsHyperionPlanning.sh`

This issue can also occur with other non-English languages. See “(UNIX) Configuring the Planning Locale for Use in Non-English Environments” in Chapter 7, “Performing Postconfiguration Tasks,” of the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*. 
Financial Management

Subtopics

- Installation with FDM on Windows 64-Bit System
- Accessing Financial Management
- Connection Issues
- Rights Required for Installation
- Large Data or File Load Failure
- Sticky Server Attempts to Redirect User
- EnableServerLocking Option
- JRF WebServices Asynchronous Services


These ODL logging configuration files, in `EPM_ORACLE_HOME/products/FinancialManagement/logging`, are also useful for troubleshooting Financial Management installation and configuration issues:

- `logging.xml.template` (Financial Management core)
- `InteropLogging.xml` (Financial Management interop)

**Tip:** To enable diagnostic logging in `InteropLogging.xml`, change `ERROR:1` to `TRACE:1` on line 14.

**Note:** If you experience problems installing or running Shared Services or have issues with external authentication, see “Shared Services” on page 88.

`EPM_ORACLE_INSTANCE/diagnostics/logs/hfm` includes these Financial Management log files:

- `EPMWindowsConfig.log`—Financial Management-specific configuration
- `hfm.odl.log` (Financial Management core)
- `HsvEventLog.log` (Financial Management core)
- `InteropJava.log` (Financial Management interop)

For more information about error logs, see Chapter 3, “Using EPM System Logs.”

Installation with FDM on Windows 64-Bit System

**Issue:** After installing Financial Management and FDM on 64-bit Windows 2008 with the Oracle Database 11i 64-bit client, then installing Oracle Database 32-bit client on the same machine so
that FDM works, you can no longer open Financial Management applications. A test UDL produces an error message saying that the Oracle OLE DB provider is no longer available.

Solution: Uninstall the Oracle Database 64-bit client and install it again.

Financial Management and FDM can coexist on a Windows 2008 64-bit system using IIS7, but you must install Oracle Database 32-bit client and then install the Oracle Database 64-bit client.

Accessing Financial Management

Subtopics

- Failure Accessing Financial Management Through EPM Workspace
- Financial Management Logon Failure
- Privileges for IIS

Failure Accessing Financial Management Through EPM Workspace

Issue: You have difficulty accessing Financial Management.

Solution: Perform these steps:

1. To test access to EPM Workspace, use the following URLs, where `webserver` is the host name of the machine running the EPM Workspace Web server, `webport` is the port for the Web server (by default, 19000), `hfmserver` is the host name of the machine running the Financial Management Web component, and `hfmport` is the port for the Web server used by Financial Management (by default, 80):

<table>
<thead>
<tr>
<th>URL</th>
<th>Expected Result</th>
<th>What to Check if the Result is Different</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://Web">http://Web</a> server:port/</td>
<td>EPM Workspace splash screen is displayed, and a new browser window opens with</td>
<td>• EPM Workspace Web server is running on the specified port.</td>
</tr>
<tr>
<td>workspace/</td>
<td>the logon page.</td>
<td>• EPM Workspace Web application is running.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Web server configuration files point to correct host name and port.</td>
</tr>
<tr>
<td><a href="http://hfmserver:hfmport/">http://hfmserver:hfmport/</a></td>
<td>A page is displayed that says only “hfm.”</td>
<td>• The Financial Management Web server is running.</td>
</tr>
<tr>
<td>hfm/</td>
<td></td>
<td>• Web server configuration files point to the correct host name and port for</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the Financial Management Web server.</td>
</tr>
<tr>
<td><a href="http://webserver:webport/">http://webserver:webport/</a></td>
<td>A page is displayed that says only “hfm.”</td>
<td>The Financial Management Web server is running.</td>
</tr>
<tr>
<td>hfm/</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
For detailed instructions on configuring the Web server, see Chapter 4, “Configuring EPM System Products,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

2. If step 1 does not work, verify that you have configured the EPM Workspace, proxy server plug-in. If it is configured, test whether you can directly access Financial Management.

**Financial Management Logon Failure**

**Issue:** You cannot log on to Financial Management.

**Solution:** Verify these items:

- Financial Management is installed and configured.
- IIS is started, and a virtual directory for Financial Management was created.
- In IIS, verify the settings for authentication. You can use Anonymous Authentication or Web Authentication, depending on your security policies.

➤ To check the authentication method:

1. Start IIS and expand Default Web Site.
2. Right-click the folder for Web authentication; for example, the Financial Management folder for the Web, and select Properties.
4. Verify that either Anonymous Access or Web Authentication is configured correctly.

**Privileges for IIS**

**Issue:** While using Financial Management, you get a security access error message involving an ASP file. This can occur if privileges for IIS are set incorrectly.

**Solution:** Go to the default Web site, and edit the properties for directory security to enable anonymous access.

**Connection Issues**

**Subtopics**

- Financial Management Connection Failure
- Failure after a Computer Restart
- Database Connection Failure
- SQL Server Connection Failure

**Financial Management Connection Failure**

**Issue:** If the DCOM launching user is set to a local machine account, domain users cannot log on to some modules. Example: If you log on to a workstation with a user ID on Domain A, and
log on to Financial Management with a user ID on Domain B (or any domain that Domain B can access), you cannot connect to a Financial Management server on Domain B.

**Solution:** Perform an action:

- Set up a one-way trust relationship from Domain B (Financial Management Server) to Domain A (Financial Management Client). Oracle recommends this method.
- On Windows 2008, set the DCOM Default Authentication Level to Connect on the client.
- In environments other than Windows 2008, set the DCOM Default Authentication Level to None on the client.

**Caution!** Turning off the DCOM authentication on the client turns off DCOM authentication for all DCOM applications on the client.

### Failure after a Computer Restart

**Issue:** Your Financial Management installation fails after you restart the computer.

**Solution:** Check the Remote Procedure Call service in Windows:

1. Open the Windows Control Panel and select **Services**.
2. Verify that the Remote Procedure Call (RPC) Locator is set to Manual.
3. Select the Remote Procedure Call service, click Start, and restart the computer.

### Database Connection Failure

**Issue:** The connection to the Financial Management database fails.

**Solution:**

1. Ensure that the database server is running.
2. If the database server is running, in EPM System Configurator, check the Database Configuration panel for Financial Management to ensure that the database server name, user name, password, and database name are correct. See “Database Configuration” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.
3. If the database server is running, the configuration information is correct, and the database connection fails, reinstall the Oracle database client.

### SQL Server Connection Failure

- **Issue:** You cannot connect to SQL Server or receive this error message: SQL Server: Test connection failed because of an error in initializing provider. Client unable to establish connection.
- **Possible Solutions:**
Windows authentication may have been used instead of Microsoft SQL Server authentication. Oracle recommends using SQL Server authentication. See “Verifying Microsoft SQL Server Authentication Settings” on page 132.

The system may be using the Microsoft SQL Server default setting to connect to the database using named pipes instead of TCP/IP. Connection through TCP/IP is required. See “Establishing the SQL Server Connection Using TCP/IP” on page 132.

**Establishing the SQL Server Connection Using TCP/IP**

If you use Microsoft SQL Server 2005 or 2008, it disables TCP/IP connections to the database by default. You must enable these connections before running EPM System Configurator.

1. To establish the SQL Server connection using TCP/IP:
   1. Select Start, then Settings, and then Control Panel.
   2. Select Administrative Tools, and then double-click Data Sources (ODBC).
   3. Click Add.
   4. In the list of drivers, highlight SQL Server, and then click Finish.
   5. Enter a data source name, description, the data server name for the SQL Server to which to connect, and click Next.
   6. Select this authentication option: With SQL Server authentication using a login ID and password entered by the user.
   7. Click Client Configuration, select TCP/IP (if not selected), and then click OK.
   8. For Connect to SQL Server, enter the login ID and password, and then click Next.
   10. Click Next, and then click Finish.
   11. Click Test Data Source.
   12. When you receive the success message, click OK, and then click OK to close the dialog box.
   13. Click OK to close the ODBC Administrator dialog box.

**Verifying Microsoft SQL Server Authentication Settings**

1. To verify the Microsoft SQL Server authentication setting:
   1. Select Start, then Programs, then Microsoft SQL Server, and then Enterprise Manager.
   2. Expand the list of Microsoft SQL Servers.
   3. Right-click the database server name, and then select Properties.
   5. Ensure that this Authentication option is selected: SQL Server and Windows.
   6. Click OK.
Rights Required for Installation

Issue: You have difficulty installing and configuring Financial Management.

Solution: Ensure that you have local administrator rights to install Financial Management.

Large Data or File Load Failure

Issue: You receive an error message when performing large data or file loads.

Possible Solution: If you are using Classic Administration and receive a “Proxy Error” message, increase the Workspace timeout setting.

Sticky Server Attempts to Redirect User

Issue: Every few minutes in the Windows application log, this event is recorded:

EventID(0) in Source (HyperionFinancialManagement): Sticky server attempted to redirect user to server ! Return Code=-2147220919.

The return code is always the same; only the application server name changes.

Solution: This issue occurs when the signed-on token becomes invalid. Try these steps to resolve it:

- Add this registry setting to each Web server and Financial Management Win32 client machine:
  
  HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Client\Clusters\machine name

- Verify any specific DCOM issues by setting up the appropriate logging. HKLM\Microsoft \Ole\CallFailureLoggingLevel and ActivationFailureLoggingLevel are enabled on all servers, and the login audit policy is set to both Success and Failure.

EnableServerLocking Option

Issue: After Financial Management is set up with multiple application servers, the EnableServerLocking option is not enabled.

EPM System Configurator does not enable the EnableServerLocking option automatically. Therefore, if you have more than one Financial Management application server, Data Sync does not happen after 300 seconds, and the HsvEventLog.log shows “Multi-server is not ON”.

Solution: Enable the option manually by updating the Windows Registry:

1. Locate this key:

   HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Server

2. Add this parameter for the key:
JRF WebServices Asynchronous Services

_issue: You encounter this error message when deploying Financial Management:

Please install missing templates: Oracle JRF WebServices Asynchronous services.

_solution: JRF WebServices Asynchronous services are required for Financial Management to work with Financial Close Management. If you are not using or have not installed Financial Close Management, selecting the **Deploy to Application Server** task for Financial Management in EPM System Configurator is unnecessary and can result in error messages but does not affect the functionality of Financial Management. If you inadvertently selected **Deploy to Application Server** for Financial Management, you can safely ignore the error messages.

Financial Close Management

Subtopics

- General Financial Close Management Troubleshooting Tips
- Enabling OWSM Logging
- SOA JVM Tuning
- Financial Close Management Installation and Configuration Issues
- Financial Close Management Schedule Execution Issues

General Financial Close Management Troubleshooting Tips

When troubleshooting Financial Close Management installation and configuration issues, check the following logs. Information in the logs may help you to resolve issues. If you call Technical Support for assistance, you can also use the logs in **MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs** to provide specific information about your issue:

- WebLogic Administration Server
  - AdminServer.log
  - AdminServer-diagnostic.log
- SOA
  - soa_server1.log
  - soa_server1-diagnostic.log
- Financial Close Management: FinancialClose.log
- Foundation Services: FoundationServices0.log

See Chapter 3, “Using EPM System Logs.”
To check whether issues are related to EPM Workspace, use this link to bypass EPM Workspace and log on to Financial Close Management directly: http://host:port/fcc/faces/oracle/apps/epm/fcc/ui/page/FCCDashboard.jspx. The default port for Financial Close Management is 8700.

For more information, see “Financial Close Management Postconfiguration Tasks” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

**Enabling OWSM Logging**

1. Open logging.xml in MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name.

2. Change the logger name="oracle.wsm" value as follows:

```xml
<logger name="oracle.wsm" level="TRACE:32" useParentHandlers="false">
  <handler name="odl-handler"/>
</logger>
```

**Note:** FINEST-level log messages are recorded in the log folder of the managed server; for example, MIDDLEWARE_HOME/user_projects/domains/domain name/servers/FinancialClose0/logs/FinancialClose0.out.

**SOA JVM Tuning**

The default SOA heap size setting for 64-bit JRockit JVM is -Xms768m -Xmx1536m. You can increase the SOA heap size as needed for large installations. For example, to set both the initial and maximum SOA heap size to 2 GB, open the MIDDLEWARE_HOME/user_projects/domains/EPMSystem/bin/setSOADomainEnv.cmd file with a text editor, and set PORT_MEM_ARGS=-Xms2048m -Xmx2048m -XX:compressedRefs:size=32GB.
Financial Close Management Installation and Configuration Issues

Subtopics

- Financial Close Management Server Timeout
- WebLogic Timeout
- Web Services Unavailable
- Startup Order
- Financial Close Management Launch from EPM Workspace
- Financial Close Management Web Application Startup
- Financial Close Management E-Mail Not Received
- E-Mail Content Errors
- Connections from E-Mail Notifications
- Language Settings for E-Mail Notifications
- Financial Close Management User Provisioning
- Logon Access from E-Mail
- Domain Configuration
- RCU Schemas for SQLServer
- Repeated Warning of Unavailable Bean
- Deployment to SOA Server During Financial Close Management Configuration

Note: You can validate your Financial Close Management installation and setup with the FCM Validator utility, which is available from My Oracle Support.

Financial Close Management Server Timeout

Issue: When you attempt to import a task set into a template, the import either freezes or creates duplicates in the template. The FinancialClose.log file includes this error message:

ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)' has been busy for "623" seconds working on the request *weblogic.servlet.internal.ServletRequestImpl

The FinancialClose.log file also includes this trace message:

Thread-64 "[STUCK] ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)'" <alive, suspended, priority=1, DAEMON>
oracle.jbo.server.ViewObjectImpl.getApplyAllViewCriterias(ViewObjectImpl.java:8043)
oracle.jbo.server.ViewRowSetImpl.getWhereClauseParamsFromVcVars(ViewRowSetImpl.java:4588)
oracle.jbo.server.ViewRowSetImpl.getParameters(ViewRowSetImpl.java:5906)
oracle.jbo.server.ViewRowSetImpl.getRowFilter(ViewRowSetImpl.java:625)
oracle.jbo.server.ViewRowSetImpl.executeQueryForMasters(ViewRowSetImpl.java:1291)
oracle.jbo.server.ViewRowSetImpl.executeQueryForMode(ViewRowSetImpl.java:1221)
oracle.jbo.server.ViewRowSetImpl.executeQuery(ViewRowSetImpl.java:1213)
oracle.jbo.server.ViewObjectImpl.executeQuery(ViewObjectImpl.java:6097)

^-- Holding lock: oracle.jbo.JboSyncLock@376adc6[thin lock]
^-- Holding lock: oracle.jbo.JboSyncLock@376adc6[thin lock]
Solution: Change three settings to increase the timeout settings for the Financial Close Management server.

1. From WebLogic Admin Server Console, select domain name, then Environment, and then Servers.
2. Click the FinancialClose0 server name in the right side panel.
3. On the Configuration tab:
   a. On the Tuning subtab and increase the Stuck Thread Max Time value.
   b. On the OverLoad subtab, increase the Max Stuck Thread Time value.
4. On the Protocols tab, increase the Complete Message Timeout value.

WebLogic Timeout

Issue: The FinancialClose.log file contains this error message:
weblogic.transaction.internal.TimedOutException: Transaction timed out after xx seconds

Solution: Using the WebLogic Administration Console, increase the JTA Timeout setting:

1. Log on to http://host name:7001/console.
2. Select Domain Structure then Services, and then the JTA page.
3. On the JTA tab, change the Timeout Seconds setting to 300.
4. Click Save.
5. Click Activate Changes.

Web Services Unavailable

Issue: The SOA Suite server cannot invoke Web services if they are on different machines, and this error is logged:
oracle.wsm.security.SecurityException: WSM-00060 : error in time stamp validation

Solution: Check the time on both machines and reset the time on one machine to ensure that the difference between the machines is less than 5 minutes.

To see more details about the error, enable OWSM logging. See “Enabling OWSM Logging” on page 135.

**Startup Order**

**Issue:** Mediators are invalidated because services and servers start in the wrong order. Or, Financial Management integration does not work.

**Note:** If you applied a maintenance release, you must follow a new start order for Release 11.1.2.2.

**Solution:** Change the startup type for the services to Manual, and start the services and servers in the order specified in the *Oracle Enterprise Performance Management System Installation and Configuration Guide*.

**Caution!** If you started the SOA server to configure Financial Close Management, stop it before starting Oracle Enterprise Performance Management System services. Financial Management must be running when SOA starts so it can set up composites for the integration.

**Financial Close Management Launch from EPM Workspace**

**Issue:** On the EPM Workspace Navigate menu, the Financial Close Management application may be displayed as ${CloseManager}. If you click ${CloseManager}, these errors are logged:

Invalid or could not find module configuration.

Required application module fcc.calendar is not configured. Please contact your administrator.

**Solution:** Start the Financial Close Management Web application:

1. Log on to the WebLogic Administration Console (http://WebLogic Admin host:WebLogic Admin port/console).
2. On the Domain Structure panel, click Deployments.
3. Check whether the FinancialClose application is in an Active state.
4. If the FinancialClose application state is not Active, start the application by clicking Start and selecting Serving all Requests.

**Financial Close Management Web Application Startup**

**Issue:** Financial Close Management fails to start.

**Solution:** Use the WebLogic Administration Console to ensure that the FinancialClose application is active.

**Financial Close Management E-Mail Not Received**

**Issue:** You cannot receive test e-mail or e-mail from Financial Close Management after verifying that the e-mail driver is configured with correct information.
Solution: Follow these steps:

1. Go to Enterprise Manager (http://WebLogic_Admin_Host:WebLogic_Admin_Port/em), and log in as the WebLogic administrator user.

2. Expand the User Messaging Service folder, right-click usermessagingdriver-email(soa_server1), and select Email Driver Properties.

3. Ensure that the Sender Addresses and Default Sender Address fields in the common configuration section do not contain addresses.

4. Ensure that only the properties listed in the “Configuring the E-mail Driver” section of the Oracle Enterprise Performance Management System Installation and Configuration Guide are specified.

E-Mail Content Errors

Issue: Financial Close Management e-mail messages lack content or show Error 500 in place of content.

Solution: Follow these steps:

1. Connect to the SOAINFRA schema.

2. Run select * from WFTASKDISPLAY.

3. If the PARTITIONNAME and COMPOSITEVERSION columns do not have the values 'default' and 1.0, respectively, run these commands:
   
   ```
   update WFTASKDISPLAY set PARTITIONNAME = 'default';
   update WFTASKDISPLAY set COMPOSITEVERSION = '1.0';
   commit;
   ```

Connections from E-Mail Notifications

Issue: When you click a link in an e-mail notification and then enter your credentials in the login screen that opens, you are directed to a page that says you cannot connect.

Solution: Follow these steps:

1. Navigate to MIDDLEWARE_HOME/user_projects/domains/EPM_System/bin.

2. Open setDomainEnv.cmd with a text editor, and locate this line:

   ```
   set JAVA_OPTIONS=%JAVA_OPTIONS% %JAVA_PROPERTIES% -Dwlw.iterativeDev=%iterativeDevFlag% -Dwlw.testConsole=%testConsoleFlag% -Dwlw.logErrorsToConsole=%logErrorsToConsoleFlag%
   ```

3. Add this setting at the end of the line:

   ```
   -DchangeSessionIdOnAuthentication=false
   ```

   The edited line reads as follows:

   ```
   set JAVA_OPTIONS=%JAVA_OPTIONS% %JAVA_PROPERTIES% -Dwlw.iterativeDev=%iterativeDevFlag% -Dwlw.testConsole=
   ```
4. Restart all managed servers on the machine, including WebLogic Administration Server.

**Note:** For a multinode installation, you must follow these steps on each machine.

If no Windows services have been set up, as in a new environment, no additional steps are needed. For an environment with Windows services already set up, follow these additional steps:

- If WebLogic Administration Server and SOA Server are set up as Windows services:
  1. From the Windows Control Panel, select *Administrative Tools* and then *Services*.
  2. For each Windows service:
     a. Right-click the listing for the service.
     b. Select *Properties*.
     c. Copy the *Display Name* entry for the service.
  3. From the Windows *Start* menu, select *Run* and enter regedit to open Registry Editor.
  4. Select *Edit* and then *Find*, and search for the display name of the Windows service.
  5. Expand the highlighted node, and click *Parameters*.
  6. In the panel on the right, right-click the *CmdLine* parameter name, and select *Modify*.
  7. Add the Java option 
     `-DchangeSessionIdOnAuthentication=false`
     after all `-XX` options.

**Note:** Where you insert the Java option does not matter as long as it is with other Java options.

- If Foundation Services and Financial Close Management are set up as Windows services:
  1. Run regedit.
  2. Edit **HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\FinancialClose0\HyS9FinancialClose** and **HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\FouncationServices0\HyS9FinancialClose** to make these changes for the Financial Close Management and Oracle Hyperion Foundation Services managed servers, respectively:
     a. Increase the *JVMOptionCount* setting by 1.
     b. Right-click the right panel of the Registry Editor, and select *New* and then *String Value*.
        An entry *New Value #n* is added to the panel.
     c. Change the name of *New Value #n* to *JVMOptionn*, where *n* is the same number that you entered for *JVMOptionCount*. 

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140  Financial Performance Management Applications
d. Right mouse-click the new entry, select Modify, and enter the new Java option – DchangeSessionIdOnAuthentication=false for its value.

**Language Settings for E-Mail Notifications**

**Issue:** A user wants to receive e-mail notifications in a language different from the default language specified on the SOA server.

**Solution:** Specify the user’s language preference in the identity store. For example, with an LDAP-based identity store:

1. Connect to the identity store.
2. Navigate to the user entry.
3. Add or set the preferredLanguage attribute.

**Financial Close Management User Provisioning**

**Issue:** Financial Close Management does not show up in Shared Services, and therefore users cannot be provisioned with Financial Close Management roles.

**Solution:** This issue indicates that Financial Close Management registration with Shared Services failed. To force Financial Close Management reregistration with Shared Services:

1. Search the financialclose_1_config.xml file for this string: hubRegistration.

   The financialclose_1_config.xml file is in EPM_ORACLE_INSTANCE/config/foundation/11.1.2.0/product/financialclose/11.1.2.0 MIDDLEWARE_HOME

2. Replace this line:

   `<property name="hubRegistration">Configured</property>`

   with this line:

   `<property name="hubRegistration">Pending</property>`

3. Rerun EPM System Configurator, and select only the top node of Financial Close Management.

**Logon Access from E-Mail**

**Issue:** After configuring MSAD, you can launch schedules and run tasks, but you cannot log on through the Task Action link in e-mail messages.

**Solution:** Verify that the User From Name Filter that is specified for your MSAD security provider is using the correct attribute for your user name (for example, 

   `(sAMAccountName=%u) {objectclass=user}`).
Domain Configuration

Issue: Attempting to deploy the Financial Close Management Web application from EPM System Configurator by extending the existing domain produces this error message:

EPMCFG-10072: Supplied admin user password for the "<domain path>" domain is incorrect. Please review the domain configuration and provide correct user password.

Solution: Add a security folder under domain/servers/AdminServer, and then add a boot.properties file in the security folder.

Example of boot.properties file:

username=weblogic (WebLogic admin user name in clear text)
password=welcome1 (WebLogic admin password in clear text)

RCU Schemas for SQLServer

Issue: You cannot create Repository Creation Utility (RCU) schemas for SQLServer.

Solution: Run these two commands against SQLServer, using the system administrator login:

- ALTER database <RCU database name> SET READ_COMMITTED_SNAPSHOT ON
- ALTER database <RCU database name> COLLATE SQL_Latin1_General_CP1_CS_AS

For more information, see “Financial Close Management Installation and Configuration Prerequisites and Roadmap” in Chapter 3, “Installing EPM System Products,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Repeated Warning of Unavailable Bean

Issue: When you apply a maintenance release, this warning repeats endlessly in the SOA Server log:

<Warning><oracle.wsm.resources.policyaccess><WSM-06217><An instance of the interface oracle.wsm.policymanager.IDocumentManager bean for a remote repository was not available for configuring the oracle.wsm.policymanager.accessor.BeanAccessor repository accessor for the default context.>

Solution: Verify that all targets for wsm-pm application are also targets for the mds-owsm datasource:

1. Log on to hostname:7001/console.
2. In the left panel, click Deployments, and check the targets listed for the wsm-pm application.
3. Click Data Sources, and check the targets for mds-owsm.
4. Add any wsm-pm application targets that are not already listed for the mds-owsm datasource.
Deployment to SOA Server During Financial Close Management Configuration

Issue: This error message is displayed in the Summary section of the RCU configuration wizard:
ORA-01450 maximum key length exceeded

Solution: Increase the DB_BLOCK_SIZE setting.

Issue: The SOA log includes error messages about missing columns or a table or view that does not exist. These errors indicate that the SOAINFRA database schema generated by RCU is incompatible with the version of SOA Suite server that is installed.

Solution: Ensure that you have installed compatible versions of RCU and SOA Suite.

Tip: Oracle recommends that you download RCU and SOA Suite from the “Oracle Enterprise Performance Management System” Media Pack from Oracle® E-Delivery (http://edelivery.oracle.com/) and install them. The media pack contains the correct versions of RCU and SOA Suite.

To compare your SOA Suite and RCU versions, check the version.properties files in these folders:
- RCU—rcuHome/rcu/integration/soainfra
- SOA Suite—MIDDLEWARE_HOME/Oracle_SOA1/rcu/integration/soainfra

Issue: If you run the Deploy to SOA task from Oracle Hyperion Enterprise Performance Management System Configurator when applying a maintenance release, the task fails with this error message:
Failed deploying composite, status is: 500, error: Error during deployment: Deployment Failed: Unable to find a WSDL that has a definition for service


Note: Ensure that the prerequisites for a maintenance release installation are met. See “Maintenance Release Installation Checklist” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

Issue: You cannot configure SOA Server for SQLServer.

Solution: Enable XA Transactions at the operating system and SQLServer levels.

For more information, see “Financial Close Management Installation and Configuration Prerequisites and Roadmap” in Chapter 3, “Installing EPM System Products,” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.
Financial Close Management Schedule Execution Issues

Subtopics
- E-Mail Setup Verification
- Invalid XID
- Connection Resource Allocation Error
- Invalid Mediator
- Schedule Status

E-Mail Setup Verification

Note: If you upgrade to Oracle Fusion Middleware PS3 after you enter your SOA e-mail settings, verify that the settings are still correct.

Issue: You need to ensure that you receive e-mail notifications.

Solutions: Use this procedure to verify that you are set up correctly to receive e-mail notifications:

1. In Enterprise Manager, expand the SOA folder.
2. Right-click soa-infra (soa_server1), click Service Engines, click Human Workflow, click Notification Management, and then click Send Test Notification.
3. Enter a SentTo e-mail address, select “EMAIL as channel,” enter a test message, and click Send.

You will receive the test message by e-mail if the settings are correct.

Invalid XID

Issue: This error message is generated when SOA server attempts to connect to the database:

The XID is not valid start() failed on resource '[connection pool]' This error can occur with JDBC data sources using XA drivers.

Solution: Change the XA Transaction Timeout setting for the data source:

1. In the WebLogic Admin Console (http://WebLogic Admin host:WebLogic Admin
port/console), select Services, then JDBC, then Datasources, then SOADatasource, and then Transactions.
2. Select Set XA Transaction Timeout.
3. Set XA Transaction Timeout to 0.

Connection Resource Allocation Error

Issue: The Financial Close Management log includes this error message:
java.sql.SQLException: Could not retrieve datasource via JNDI url 'jdbc/data source' weblogic.jdbc.extensions.PoolDisabledSQLException: weblogic.common.resourcepool.ResourceDisabledException: Pool data source is Suspended, cannot allocate resources to applications..)

This message indicates that you have exceeded the maximum connections allowed in the connection pool for the specified data source.

**Solution:** Increase the capacity of the connection pool:

1. In the WebLogic Administration Console (http://WebLogic Admin host:WebLogic Admin port/console), select Services, then JDBC, and then Datasources.
2. Select your data source, then Connection Pool, and then Maximum Capacity.
3. Edit data source settings to increase their capacity.

   The recommended setting for the financialclose_datasource setting is 150, but you can use a different number according to your installation requirements.

**Invalid Mediator**

**Issue:** An system-automated task fails because an invalid mediator is invoked.

The following error is logged in MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs/soa_server1-diagnostic.log:

oracle.fabric.common.FabricInvocationException: Unable to access the following endpoint(s): http://host:8001/soa-infra/services/default/Mediator100000000002001Composite

**Note:** Mediator composites become invalid when required a Web service that communicates with the mediators is not running. To determine whether a mediator is invalid, log on to Enterprise Manager (http://WebLogic Admin host:WebLogic Admin port/em), select SOA from the left panel, select soa-infra(soa_server1), and then click the Deployed Composite tab.

**Solution:** Ensure that the startup order for services is correct; see “Startup Order” on page 138. Then fix the invalid mediator composites:

1. Stop the SOA Suite server.
2. Ensure that the Web service communicating with the mediators (for example, FMWebservices0) is running.
3. Restart the SOA Suite server.

If restarting the Oracle SOA Suite server does not fix the invalidated mediators, then reimport the integration XML file (FMIntegrationTypes.xml for Financial Management).
Schedule Status

Issue: Tasks fail to start or task submissions fail. The SOA diagnostic log shows this error, indicating that the SOA server cannot connect to the MSAD server:

```
[soa_server1] [ERROR] [OVD-60143]
[userId: cfndmr] [ecid: 000055qkW1R4epYVLqESOA1EBZ6~0003dU,1:23453] [APP: soa-infra]
[#MSAD] Unable to create connection to ldap://[ldapcml.XXXX.ad]:389 as
CN=XXXXX,OU=ServiceAccounts,DC=XXXX,DC=ad.
javax.naming.NamingException: No LDAP connection available to process request for DN:
CN=XXXXX,OU=ServiceAccounts,DC=XXXXX,DC=ad
```

Solution: Modify the LibOVD Adapter configuration to increase the AD LDAP Adapter connection pool to 100:

1. Navigate to the SOA Oracle home directory; for example, `MIDDLEWARE_HOME/Oracle_SOA1/common/bin`.
2. Run `wlst.sh` (UNIX) or `wlst.cmd` (Windows).
3. Connect to WebLogic Administration Server using the `connect()` command.
4. Enter this command:
   ```
   modifyLDAPAdapter(adapterName='MSAD', attribute='MaxPoolSize', value=100)
   ```
5. Stop and restart WebLogic Administration Server and the managed server in which SOA application is running to activate the new connection pool setting.

Note: If the `wlst` command fails, manually edit this file on Weblogic Administration Server to increase the MaxPoolSize for MSAD adapter to 100:

```
MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/ovd/default/adapters.os_xml
```

Stop and restart WebLogic Administration Server and the managed server in which SOA application is running to activate the new connection pool setting.

All issues addressed in this section indicate that tasks have not started as expected.

Issue: Schedule status does not change from Pending or reverts to Pending after being set to Open.

Solution: A schedule status reverting to Pending indicates that an error occurred when the main orchestration composite to SOA server was created and deployed. Follow these steps to locate and resolve the error:

1. Check `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/SOA managed server name/Logs/soa_server1-diagnostic.log` for any exceptions in the SOA server at the time the status reverted. An exception might indicate, for example, that the SOA server ran out of memory.
2. Check `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/Logs/FinancialClose.log` for errors that occurred in the Financial Close Management managed server.

**Note:** You can increase the logging level to get more debugging information by editing the `logging.xml` in `MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name` to change the level to `TRACE:32`.

3. If you see the following `NullPointerException` in `FinancialClose.log`, log on to the database and ensure that the `TEMPLATE_CONTENT` column of `FCC_COMPOSITE_TEMPLATES` is populated:

   ```java
   Exception NullPointerException has occurred in
   fcc.model.applicationModule.bpel.CompositeGenerator.generateCompositeArtifacts() [line:120] after the invocation of method:
   fcc.model.applicationModule.IntegrationTypeManager.handleIntTypeMediator() [line:470]
   ```

4. Ensure that the SOA managed server and the WebLogic Administration Console server are both running.

   An error message resembling this one indicates that the SOA managed server is not running:
   ```java
   [2010-07-27T14:14:25.094-04:00] [FinancialClose0] [ERROR] []
   [oracle.apps.epm.fcc.model]
   [tid: 23] [userId: admin] [ecid: 0000IcL7Ct18bMLUM5Ec1CJPkU000um,0] [SRC_CLASS: oracle.apps.epm.fcc.model.applicationModule.bpel.CompositeDeployer] [APP: FinancialClose] [SRC_METHOD: m_executeCommand] Can't find resource for bundle java.util.PropertyResourceBundle, key Failed deploying the composite[]
   java.net.ConnectException: Connection refused: connect
   at java.net.PlainSocketImpl.socketConnect(Native Method)
   at java.net.PlainSocketImpl.doConnect(PlainSocketImpl.java:333)
   at java.net.PlainSocketImpl.connectToAddress(PlainSocketImpl.java:195)
   ```

   An error message resembling this one indicates that the WebLogic Administration Console server is not running:
   ```java
   [2010-07-23T16:56:47.266-04:00] [FinancialClose0] [ERROR] []
   [oracle.apps.epm.fcc.model]
   [tid: 15] [userId: admin] [ecid: 0000Ic160D^2FSYVLqaQOA1CIS130606t,0] [SRC_CLASS: oracle.apps.epm.fcc.model.applicationModule.SOAServerManager] [APP: FinancialClose] [SRC_METHOD: _initJMXConnector] [][]
   java.io.IOException
   at weblogic.management.remote.common.ClientProviderBase.makeConnection(ClientProviderBase.java:195)
   at weblogic.management.remote.common.ClientProviderBase.newJMXConnector(ClientProviderBase.java:83)
   at javax.management.remote.JMXConnectorFactory.newJMXConnector(JMXConnectorFactory.java:338)
   ```
Issue: Tasks do not start after the schedule is set to Open status.

Solution: After the schedule is set to Open status, any tasks that have start times in the past and that have no predecessors should change to Open Running status. Ensure that your system is configured correctly.

If tasks do not start when the data sources are configured correctly, follow these steps:

1. Log on to the Enterprise Manager console (http://WebLogic Admin host:WebLogic Admin port/em).
2. On the left, expand SOA and then soa-infra (soa_server1).
3. In the Deployed Composites list in the Dashboard on the right, click MainOrchXXXComposite (at the top of the table), which is the composite for the most recently opened schedule.

   - If no MainOrchxxComposite has been created, run epmsys_registry.bat view FINANCIAL_CLOSE_PRODUCT/LOGICAL_WEB_APP/FINANCIAL_CLOSE_WEB_APP/APP_SERVER to determine whether adminHost and adminPort properties exist.

   If adminHost and adminPort properties do not exist, then Financial Close Management is not linked to the correct APP_SERVER component, which is WebLogic 10 (APP_SERVER). There must be two instances of APP_SERVER components in the registry. Make a note of the both APP_SERVER component ID, and run these commands to resolve the issue:

   a. epmsys_registry.bat removelink # Financial Close Management Product ID # Wrong APP_SERVER Component ID
   b. epmsys_registry.bat createlink # Financial Close Management Product ID # Correct APP_SERVER Component ID

   - If the number of instances is zero, which indicates that an error may have occurred during event configuration, verify the EDN setup:

   a. If SOA server was configured using MS SQL Server, check EDN settings as follows:
      - Log on to the Oracle Enterprise Manager console (http://WebLogic Admin host:WebLogic Admin port/em), and ensure that the event is set to EDN-JMS mode.
      - Log on to WebLogic Administration Console (http://WebLogic Admin host:WebLogic Admin port/console) and ensure that these conditions are true:
        - EDNDataSource and EDNLocalTxDataSource JDBC data sources are deleted.
        - The EDN-JMS foreign JNDI provider is set up correctly.

   b. If the SOA server was configured using Oracle Database, log on to WebLogic Administration Console (http://WebLogic Admin host:WebLogic Admin port/console), and ensure that the EDNDataSource and EDNLocalTxDataSource data sources are targeted to both the Financial Close Management managed server and the SOA server.
Tip: If you are using Oracle Database, you can check all events published to the SOA server at http://SOA_server_host:8001/soa-infra/events/edn-db-log.

- If the number of instances for the main orchestration composite is 1 or greater and you see no other issues with the main orchestration composite, click **FCCTaskExecutionComposite**, which is the composite that executes each task in the schedule. Check for any Recent Fault and Rejected Messages for the task execution composite in the Dashboard.

Tip: Ensure that the **RECORDSTR** column of the **WL_LLR_FINANCIALCLOSE0** table has a width of 4000.

- Check `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/SOA managed server name/Logs/soa_server1-diagnostic.log` for exceptions in the SOA server at the time the schedule status was set to Open.

An exception in the SOA diagnostic log might indicate, for example, that the business event was not published correctly or that SOA data sources were suspended.

- Common errors to look for in the SOA log:

  This error indicates that the keystore has expired. Recreate it, and then copy the keystore files to the correct Oracle Fusion Middleware `config` folder. For instructions, see “Configuring the Keystore for Oracle Web Services Manager” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

  - [ecid: 0000IgHXWmOCknYVLq8NM8AlCZoZd0000DK, 0:1:0x5f5e458:3:100000862] [APP: soa-infra] <BaseCubeSessionBean:: log error> Error while invoking bean "cube delivery": Exception not handled by the Collaxa Cube system. [[ an unhandled exception has been thrown in the Collaxa Cube systemr; exception reported is: "ORABPEL-00000 Exception not handled by the Collaxa Cube system. an unhandled exception has been thrown in the Collaxa Cube systemr; exception reported is: "Local Exception Stack: Exception [EclipseLink-4002] (Eclipse Persistence Services - 1.2.0.v20091016-r5565): org.eclipse.persistence.exceptions.DatabaseException Internal Exception: java.sql.SQLException: Internal error: Cannot
obtain XAConnection
weblogic.common.resourcepool.ResourceDeadException:
0:weblogic.common.ResourceException: Listener refused the
connection with the following error: ORA-12516, TNS:listener
could not find available handler with matching protocol stack
at
weblogic.common.resourcepool.ResourcePoolImpl.reserveResourceI
ternal(ResourcePoolImpl.java:436) at
weblogic.common.resourcepool.ResourcePoolImpl.reserveResource(
ResourcePoolImpl.java:332) at
weblogic.jdbc.common.internal.ConnectionPool.reserve(Connection
Pool.java:433) at
weblogic.jdbc.common.internal.ConnectionPool.reserve(Connection
Pool.java:316) at
weblogic.jdbc.common.internal.ConnectionPoolManager.reserve(Connec
tionPoolManager.java:93)

This error indicates that the database server cannot handle the load. Increase the
PROCESSES parameter value of the database.

FabricInvocationException[
javax.xml.ws.soap.SOAPFaultException: Transaction timed out
after 31 seconds.

This error indicates that the database server cannot handle the load, and the call
from SOA timed out. Increase the JTA configuration of this WebLogic Server
domain: From WebLogic Admin Server Console, go to the JTA tab, and increase the
value of Timeout Seconds.

ORABPEL-10509 User not found. User "#error:noapi#" is not
found in configuration "jazn.com"...
The most likely cause of this error is that Financial Close Management failed to
retrieve user ID from Shared Services. Check the JDBC data source
EPMSystemRegistry in your WebLogic Administration Console to ensure that the
connection pool is large enough to handle the number of calls to retrieve user IDs.
Connection pool size requirements vary, but the connection pool should exceed the
number of close tasks that could start at the same time in the close process. For
example, if 50 close tasks could start at the same time, then the connection pool size
should be greater than 50.

Caused by: com.oracle.bpel.client.BPELFault: faultName:
{{http://schemas.oracle.com/bpel/
extension}remoteFault}messageType: {{http://
schemas.oracle.com/bpel/extension}RuntimeFaultMessage}
parts: {

summary=<summary>oracle.fabric.common.FabricInvocationExceptio
ton: Unable to access the following endpoint(s): http://
<hostname>:<port>/FCC-DataModel-context-root/SOAAMService</
summary>
Unable to access the following endpoint(s):
http://<hostname>:/<port>/FCC-DataModel-context-root/SOAAMService</detail> ,code=<code>null</code>

Ensure that all servers in the WebLogic domain have the correct keystore and
credential store files. This error usually results from an incorrect keystore setup.

If the error remains unresolved, enable OWSM logging to see more details about
the error. See “Enabling OWSM Logging” on page 135.

These errors:

These errors:

MDSConfigurationException encountered in
parseADFConfigurationMDS-01330: unable to load MDS
configuration document.

MDS-01329: Unable to load element "persistence-config"

MDS-01370: MetadataStore configuration for metadata-store-usage
"OWSM_TargetRepos" is invalid.

MDS-00922: The ConnectionManager
"oracle.mds.internal.persistence.db.JNDIConnectionManagerImpl"
cannot be instantiated.

MDS-00929: Unable to look up name "jdbc/mds/owsm" in JNDI
context While trying to lookup 'jdbc.mds.owsm' didn't find
subcontext 'mds'. Resolved 'jdbc'

In WebLogic Administration Console, verify that wsm-pm is targeted only to the
SOA managed server.

Also verify that the JDBC data source mds-owsm is targeted to AdminServer and
the SOA managed server.

The policy reference URI is not valid.

In a browser, open http://soa-host:soa-port/wsm-pm/validator (for
example, http://localhost:8001/wsm-pm/validator) to verify that your
OWSM configuration is correct. If the OWSM configuration is correct, the message
Policy Manager Status: Operational is displayed with a list of supported
security policies.

If the policy manager status is not operational, check the settings in WebLogic
Administration Console. Common OWSM configuration errors include having the
application wsm-pm deployed to multiple targets and not targeting the JDBC data
source mds-owsm correctly. The application wsm-pm should only be targeted for
the SOA managed server.

java.sql.SQLException: Unexpected exception while enlisting
XACConnection java.sql.SQLException: XA error:
XAResource.XAER_NOTA start() failed on resource
'SOADataSource_EPMSYSTEM': XAER_NOTA : The XID is not valid.
For a JDBC data source that uses XA drivers, use WebLogic Administration Console to verify that XA Transaction Timeout is enabled and XA Transaction Timeout is set to 0.

**Issue:** A task is changed to Error status.

**Solution:** Log on to Oracle Hyperion Financial Close Management, and click the **History** tab. A row on the **History** tab displays the detailed error message.

# Disclosure Management

**Issue:** The Oracle Hyperion Disclosure Management Add-in is unavailable in Microsoft Word and Excel.

This issue occurs if you do not select **.NET programmability support** for Microsoft Word and Excel when you install Microsoft Office.

**Solution:** If you have the required Primary Interop Assemblies (PIAs) for Microsoft Office, open the Windows Control Panel and change the settings for Word and Excel:

1. Select Microsoft Office from the list of installed programs, and click **Change**.
2. Select **Add or Remove Features**, and click **Continue**.
3. In the **Installation Options** panel:
   a. Double-click **Microsoft Office Excel**, then click the arrow to the left of **.NET programmability support** and select **Run from My Computer**.
   b. Double-click **Microsoft Office Word**, then click the arrow to the left of **.NET programmability support** and select **Run from My Computer**.
   c. Click **Continue**.

If you do not have the PIAs, use one of these links to a Microsoft Web site to download and install them for your version of Microsoft Office:

Data Management Product Upgrades

Issue: When upgrading FDM from an earlier release, you want to preserve application data from the earlier release.

Solution: Upgrade applications using the Schema Update Utility. If you replicated data to a new location, you are prompted to add applications. For each application that you add, specify the replicated FDM data folder and the database information. See “Upgrading FDM Applications” in the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide.

FDM

Subtopics

- Shared Services Registration Failure
- ERP Integrator Process Failure
- Configuration with Financial Management
- Oracle Client-Provider Database Connection Failure
- Database User ID or Password
- User Authentication Failure
- Bulk Insert Failure
- Active-X Component Error
- Application Creation Access Error

Shared Services Registration Failure

Issue: FDM registration with Shared Services fails, and the configuration log file shows this error:
Exception: Unable to Authenticate

Solution: Synchronize the date and time on the FDM and the Shared Services servers.

The Shared Services registration process uses an SSO Token, which requires an accurate date-time stamp to permit authentication. For example, if the dates on the FDM and the Shared Services servers differ by a day (excluding any time zone differences), authentication fails because Shared Services rejects an outdated CSS token.

**ERP Integrator Process Failure**

**Issue:** For certain JDBC drivers, such as the 10gR2 JDK 1.5-compliant driver, the ERP Integrator ODI processes may fail, and you may encounter this error message:

```java
java.lang.IllegalArgumentException: Class org.python.core.PyReflectedFunction cannot access a member of class oracle.jdbc.driver.OraclePreparedStatementWrapper with modifiers "public"
```

**Solution:** Follow these steps:

1. Create a file named `registry` in the `ODI_HOME/lib/scripting` folder.
2. Insert this line in the `registry` file:
   ```
   python.security.respectJavaAccessibility = false
   ```
3. Restart the ODI agent.

**Configuration with Financial Management**

**Issue:** You receive this error message: Server/cluster is incorrectly configured. Please reconfigure your Cluster or Server connection.

**Solution:** Update the machine profile in the Workbench to point to the Financial Management cluster that is registered on the FDM application servers. In the profile, the setting for the target system server or cluster must exactly match what you set up for Oracle Hyperion Financial Management, or they cannot communicate.

**Oracle Client-Provider Database Connection Failure**

**Issue:** You receive this error message: ORA-12154: TNS; could not resolve service name.

**Solution:** Correct outstanding Oracle issues, and ensure that you can resolve the Oracle Service Name in `tnsnames.ora`.

**Note:** All values in `tnsnames.ora` are case-sensitive.
Database User ID or Password

**Issue:** You receive this error message when you log on to FDM: `ORA-12154: TNS; could not resolve service name`.

**Solution:** Follow these steps:

1. Verify that the machine can communicate with the database server by creating a UDL file, entering the database connection details, and testing the connection.
2. If using Oracle for the FDM database, ensure that the Oracle Client with Windows Interfaces, which includes the Oracle Provider for OLE DB, is installed on any FDM application server and any server accessing FDM through the Workbench Client.

User Authentication Failure

**Issue:** You receive the error message “Could Not Authenticate User” during Maps, Validate Stage, Export Stage, or Control Tables tasks.

**Solution:** Correct integration settings for application.

1. Launch Workbench.
2. On the Adapter tab, expand Target System Adapters.
3. Expand the HFM Adapter set as the system wide adapter, or assigned to the FDM location.
4. Open machine profiles.
5. If there is a global ID, ensure that the user's password is correct.
6. Ensure that the user has the security level required to access the target system application and the application metadata.

Bulk Insert Failure

**Issue:** You receive this error message: `Could not bulk insert because file 'servername\shared foldername\application foldername\Inbox\filename.fmt' could not be opened. Operating system error code 5 (error not found)`.

**Solution:** Follow these steps:

1. Check the SQL server to see which user is running MSSQLServer service. If the user account is local, change it to domain and give the user read share permissions and Read NTFS to the application folder `\servername\shared foldername\application foldername`.
2. Launch SQL Server Enterprise Manager, and ensure that the user who created the database has been granted the Bulk Insert Admin role.
Active-X Component Error

Issue: You receive an error message saying that the ActiveX component cannot create an object.

Solution: Ensure that these conditions are met:
- You have change permissions to the FDM application path `\servername\fdmshare\fdmappname`.
- Microsoft Excel is installed on the FDM Web application tier. FDM server requires Excel for many functions, including schema update, journals, multiloading, templates, and exporting grids.

Application Creation Access Error

Issue: Attempting to create an Oracle Hyperion Financial Data Quality Management application via the Workbench Client produces a Path/File access error message.

Solution: Update the FDMData folder and assign “Full Control” to the FDM Service account-id.

ERP Integrator

Subtopics
- Inaccessible Data Rules
- ERP Integrator Unavailable in EPM Workspace

Inaccessible Data Rules

Issue: Data rules that were not run in Release 11.1.1.3 are not accessible after an upgrade to Release 11.1.2.1.

This occurs if you did not specify a default value for the scenario dimension during the upgrade.

Solution: Recreate the inaccessible rules.

ERP Integrator Unavailable in EPM Workspace

Issue: In a distributed environment, where ERP Integrator and WebLogic are on different machines, ERP Integrator is unavailable in EPM Workspace. In Oracle Hyperion Enterprise Performance Management Workspace, if you select Navigate, then Administration, and then ERP Integrator, the menu displays $ERPI$.

This issue occurs under either of these conditions:
- The aif.ear file is not copied to ERP Integrator server.
- The aif.ear file does not exist on the WebLogic server in the environment.
The aif.ear file must be on the same machine as WebLogic.

Solution: Install Oracle Hyperion Financial Data Quality Management ERP Integration Adapter for Oracle Applications on the WebLogic Administration Server machine and then redeploy the Web application.

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Data Relationship Management

Subtopics

- Web Client Access Failure
- Inaccessible Online Help
- Failure To Initialize
- JVM Creation Error
- Invalid Classpath Root
- Data Relationship Management Server Startup
- Error Message During Upgrade

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Web Client Access Failure

Issue: After installing Data Relationship Management on Windows 2008 64-bit platform, you get this error message when attempting to access the Web client:

HTTP Error 500.19 - Internal Server Error The requested page cannot be accessed because the related configuration data for the page is invalid.

Solution: In the IIS configuration file (C:/Windows/System32/inetsrv/config/applicationHost.config), replace the two occurrences of Deny in the following section with Allow:

```xml
<configuration>
  <configSections>
    <sectionGroup name="system.webServer">
      <section name="handlers" overrideModeDefault="Deny" />
      <name="modules" allowDefinition="MachineToApplication" overrideModeDefault="Deny" />
    </sectionGroup>
  </configSections>
</configuration>
```

---

Inaccessible Online Help

Issue: When Data Relationship Management is installed on IIS 7 (Windows 2008), you encounter this error message when attempting to access online help from the Data Relationship Management Web client or the Data Relationship Management migration client:

HTTP Error 404.0 - Not Found

Solution: Install IIS 6 Metabase Compatibility on the server:

1. Click Settings, and then Control Panel.
2. Select Programs and Features.
3. Click **Turn Windows features on or off**.
4. Under **Roles**, select **Web Server (IIS)**.
5. Under **Role Services**, select **IIS 6 Metabase Compatibility** and click **OK**.

**Failure To Initialize**

**Issue:** You receive a message that Data Relationship Management has failed to initialize when the AuthMode System Preference is set to Mixed or CSS.

**Solution:** Ensure that these conditions are met:

- Any firewall software is configured so that communication with the host specified in the CSS Bridge Host field is possible.
- The JVM path is set to a valid JVM DLL; for example, `C:\Oracle\Middleware\EPMSystem11R1\common\JRE\Sun\1.6.0\bin\server\jvm.dll`.
- The Oracle Instance field is set to a valid Oracle instance on the CSS tab in the DRM Console; for example, `C:\Oracle\Middleware\user_projects\epmsystem1`.
- The Class Path tab includes the required JAR files; for example:
  - `C:\Oracle\Middleware\EPMSystem11R1\products\DataRelationshipManagement\server\jar\awbutil.jar`
  - `C:\Oracle\Middleware\EPMSystem11R1\products\DataRelationshipManagement\server\jar\cassecurity.jar`
  - `C:\Oracle\Middleware\EPMSystem11R1\common\jlib\11.1.2.0\epm_j2se.jar`
  - `C:\Oracle\Middleware\wlserver_10.3\server\lib\wlsqlserver.jar`
- The database is running for the Shared Services instance.
- The Oracle DRM Server Processes service is running on the host machine for which CSS is enabled.
- CSS Bridge host is running.
- CSS Bridge service is running.

**JVM Creation Error**

**Issue:** You encounter the error message **Unable to Create JVM**.

**Possible Solutions:**

- Enable CSS and restart the service:
  1. On the Common Security Services page, click **Enable CSS**.
  2. Restart the service.
- Ensure that the Java path is correct.
- Ensure that Oracle Hyperion Shared Services is installed locally.
Invalid Classpath Root

Issue: The Event Log contains an Invalid Classpath root error.
Solution: Reboot the server.

Data Relationship Management Server Startup

Issue: Oracle Hyperion Data Relationship Management, server fails to start.
Solution:
- If you changed the classpath or system path, reboot the computer.
- Change the authentication mode to Internal, and restart the server. A successful start confirms that the issue is related to CSS.
- Check the Event Log for error messages.

Error Message During Upgrade

Issue: This error message is displayed during an upgrade: “Service Oracle Hyperion Data Relationship Management” failed to install with error: “System Error. Code: 1073. The specified service already exists.”
Solution: Ignore the message, and click OK to complete the upgrade.
Index

A
about troubleshooting, 13
access
Architect Dimension Server Web services, 110
Financial Management applications, 129
products from Shared Services, 95
Reporting and Analysis modules, 85
application server
startup failure, Shared Services, 95
application server deployment
failure without configuration errors, 76
Architect
accessing Dimension library or Application library, 109
accessing server Web services, 110
displaying Dimensions Library, 109
displaying tasks, 107
errors on server, 109
IIS startup on Architect Dimension Server, 110
installation failure, 105
logon, 106

B
BEx query unavailable, Web Analysis, 124
Business Rules logs, 52

C
Calculation Manager, 36
cannot authenticate user, Financial Data Management, 155
cannot connect to Oracle database, Financial Data Management, 154
cannot perform bulk insert, Financial Data Management, 155
common issues
Architect, 105
Data Relationship Management, 157
Financial Data Management, 153
Financial Management, 128
Planning, 126
user directories and Shared Services, 93
configtool.log, 19
configtool.err.log, 19
configuration
Data Relationship Management, 158
error log, 19
exceptions, logged, 19
Financial Data Management, 154
general tips, 71
validation, 19
connection failure
Essbase client-server, 117
Financial Management, 130
general, resolving, 78
OLAP Metadata Catalog or external data source, 118, 131
Oracle NET, 122

D
Data Relationship Management
common issues, 157
configuration issues, 158
invalid classpath root, 159
server startup failure, 159
unable to create JVM, 158
Data Relationship Management logs, 56, 58
deployment
failure without configuration errors, 76
Disclosure Management Add-in, 152
documentation, 14

E
EPM System Configurator
Web server configuration, 73
EPM System Configurator startup, 72
EPM System Installer
 extraction on Solaris, 68
 startup failure, 68
EPM system Installer
 freeze, 69
EPM System Installer files, 66
EPM System Installer shutdown, 65
ERP Integrator logs, 57
ERP Integrator ODI process failure, 154
error messages
 Essbase Administration Services, 96
 Essbase load with Interactive Reporting, 122
 Financial Data Management, 154
 Financial Management, 97
 JVM on UNIX, 81
 out-of-memory, 78
Essbase
 application creation failure, 97
 failover, 117
 load failure, Interactive Reporting Studio, 122
 server startup failure, 115
 server-client connection, 117
 troubleshooting, 113
Essbase Administration Services
 refreshing security to Shared Services, 96
 use with Planning, 126
 with Shared Services, 96
Essbase Integration Services
 OLAP or data source connection failure, 118
Essbase Integration Services logs, 51
Essbase logs, 36, 37
Essbase Server
 startup failure, 115
 external user directories, 93

F
collapse logs, 39
failure
 accessing Financial Management from Workspace, 129
 application server deployment, 76
 Architect Dimensions Library, displaying, 109
 Architect tasks, displaying, 107
 connection to OLAP Metadata Catalog or data source, 118
Data Relationship Management server startup, 159
Hyperform EPMA Server service, starting, 107
IIS startup on Architect Dimension Server, 107
login, Financial Management, 130
Oracle Procedure, processing, 122
Reporting and Analysis modules, accessing, 85
Shared Services startup, application server, 95
Financial Close Management
e-mail notifications
 language settings, 141
 setup verification, 144
 invalid XID error message, 144
Financial Data Management
cannot perform bulk insert, 155
 common issues, 153
 configuration issues, 154
 Oracle/Client provider connection, 154
 user authentication, 155
Financial Data Management logs, 56
Financial Management
 access from Workspace, 129
 accessing, 129
 and JRF WebServices Asynchronous services, 134
 and Shared Services logging, 102
 common issues, 128
 connection failure, 130
 EnableServerLocking option, 133
 error messages, 97
 installation failure, 131
 large data or file loads, 133
 logon failure, 130
 rights for installation, 133
 SQL Server connection failure, 131
 troubleshooting, 101
 use with Shared Services, troubleshooting, 97
Financial Performance Management applications
 Architect, accessing Dimension library or
 Application library, 109
 common Architect issues, 105
 common Financial Management issues, 128
 establishing the SQL Server connection using TCP/IP, 132
 performance issues, 126
 Planning with Administration Services, 126
 troubleshooting connection issues, 130
Financial Performance Management Applications logs, 49
Financial Reporting Studio runtime and ActiveX errors, 123
Foundation Services logs, 34

H
host name changes, 71

I
installation
  Architect, failure, 105
  Financial Management, failure, 131
  rights for Financial Management, 133
  validation, 19
installation after uninstallation, 69
installation documentation, 14
Installation Start Here, 17
Interactive Reporting logs, 48
Interactive Reporting Studio
data truncation, 123
Essbase load failure, 122
Oracle Net connection, 122
Oracle procedures, processing, 122
invalid classpath root, Data Relationship Management, 159

J
Java heap size changes, 72
JVM error, UNIX, 81

K
knowledge base, My Oracle Support (MetaLink 3), 20

L
Lifecycle Management
diagnostics, 100
log files
  ODL, 21
logger levels, dynamically changing, 47
logging levels
  changing for Interactive Reporting, 49
  for Business rules, 53
  increasing in Oracle Enterprise Manager, 20

M
memory errors, 78
MetaLink 3, 20
missing JAR files, 75
multiline characters, 127
My Oracle Support, 20
configuration files, 22
  location, 27
  message types, 26
  modifying, 26
  properties, 23
  structure, 22
installation logs, 30
log files
  common log file naming, 29
  structure, 29
  log messages format, 29
ODI files, 21
Oracle HTTP Server
  and Essbase, in a distributed environment, 67
  installation failure, 67
  installation prerequisites, 66
Oracle procedure, processing, 122
Oracle support services, 30
other logging formats
  file size, 51
  performance issues, 51
  system performance, 51
out-of-memory errors, 78

P
performance degradation with products offline, 87
Performance Management Architect
  common issues, 105
Performance Scorecard logs, 55
Planning
  common issues, 126
  multibyte characters in reports, 127
  with Essbase Administration Services, 126
Planning logs, 54
port
  conflicts avoiding, 18
  defaults for all products, 17
prerequisites, 13
  configuration, validation, 19
  installation guide, reviewing, 18
  Installation Start Here, reviewing, 17
  installation, validation, 19
logs, reviewing, 19
port, avoiding, 18
readme, reviewing, 18
release compatibility, validating, 18
startup dependencies, reviewing, 18
  system requirements, satisfying, 17
Product Selection panel, 67
Provider Services logs, 39
provisioning, 93
  best practices, 92
R
Reporting and Analysis Framework
  service and servlet log files, 44
release compatibility, 18
Remote Diagnostics Agent, 88
Reporting and Analysis logs, 47
Reporting and Analysis logs, 43
restarting services, 78
runtime and Active X errors
  Financial Reporting Studio, 123
S
server startup failure, Data Relationship Management, 159
services
  Architect Process Manager, startup, 107
  start and restart, 78
  Windows, verifying, 78
Shared Services
  application server startup failure, 95
  external user directories, 93
  failure accessing products from, 95
  load performance, increasing, 93
  login performance, improving, 92
  logon failure, 88
  Registry Editor, 91
  running Remote Diagnostics Agent, 88
  troubleshooting, 88
  troubleshooting utility, 91
  user provisioning best practices, 92
  user provisioning, troubleshooting, 92
  using with Financial Management, 97
  using with Integration and Administration Services, 96
Shared Sservices database first-time configuration, 74
Smart View logs, 35
SQL Server, establishing a connection using TCP/IP, 132
starting services, 78
startup dependencies, 18
startup failure
   Essbase Server, 115
   IIS on Architect Dimension Server, 110
Strategic Finance logs, 55
support, accessing, 20
system requirements, 17

T
   technical support, 20
   troubleshooting
      for Financial Management, 101
      for Reporting and Analysis, 100

U
   unable to create JVM, Data Relationship Management, 158
   UNIX JVM error, 81
   Upgrade issues, 70
   upgrades, 18, 32, 83
   user authentication, Financial Data Management, 155
   user directories, using with Shared Services, 93
   user provisioning, 88
      best practices, 92
      troubleshooting, 88, 92

V
   validation, installation and configuration, 19

W
   Web Analysis logs, 48
   Web server configuration, 73
      ewallet.p12 file, 74
      failure on AIX, 80
      IIS, 73
   Welcome panel warning messages, 69
   Workspace
      accessing Financial Management from, 129
      logon security rights, 107

Z
   ziplogs utility, 21