Oracle® Business Intelligence System Troubleshooting Guide

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ORACLE

Oracle Business Intelligence System Troubleshooting Guide

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Oracle Business Intelligence System Troubleshooting Guide, Release 11i

Part No. A81000-01

Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this publication. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
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If you find any errors or have any other suggestions for improvement, please indicate the chapter, section, and page number (if available). You can send comments to us in the following ways:

- FAX - (650) 654-6211 Attn: Oracle BIS Documentation
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  500 Oracle Parkway, M/S 2op6
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  U.S.A.

If you would like a reply, please give your name, address, and telephone number below.

If you have problems with the software, please contact your local Oracle Support Services.

Preface

The *Oracle Business Intelligence System Troubleshooting Guide* provides you with troubleshooting tips and reminders for BIS11i, including installation and configuration, post installation and implementation, and the use of the Business Intelligence System.

Note:

The *Oracle Business Intelligence System Troubleshooting Guide* is based on the latest available information on the technology stack. However, the technology stack was still undergoing changes at the time of publication, and is always subject to change.

You can access the latest version of the *Oracle Business Intelligence System Troubleshooting Guide* at http://metalink.us.oracle.com/

Audience for This Guide

Welcome to Release 11*i* of the Oracle Business Intelligence System Troubleshooting Guide.

This guide provides useful guidance and assistance to:

- Technical end users
- System administrators
- Consultants
- System analysts
- Other MIS professionals

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle Business Intelligence System applications and relational database concepts.

  If you are not familiar with either the Oracle Business Intelligence System applications or relational database concepts, Oracle suggests that you attend one or more of the training classes available through Oracle Education Services or Oracle University.

- The Oracle Applications graphical user interface.

  To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User Guide.*

See Other Information Sources for more information about Oracle Applications product information.

How To Use This Guide

This preface explains how this guide is organized and introduces other sources of information that can help you. This guide contains the following chapters:

The BIS11i Troubleshooting Guide is comprised of three sections:

- Installation and Configuration

  This section contains tips and reminders for the installation and configuration of all server parts for BIS11i. This should be treated as an addendum to the full installation guide.

- Post Installation and Implementation

  This section contains tips and reminders for post installation and implementation of all server parts for BIS11i. This section should be treated as an addendum to the Implementation Guide.

- While Using BIS

  This section addresses issues that may be encountered while using different BIS modules after the system has been installed and configured.

Implementation Steps are provided in the Oracle Business Intelligence System Implementation Guide rather than in each User Guide.

Finding Out What's New

From the HTML help window for the Oracle Business Intelligence System, choose the section that describes new features or what's new from the expandable menu. This section describes:

- .New features in 11*i*. This information is updated for each new release of the Oracle Business Intelligence System.

- Information about any features that were not yet available when this user guide was printed. For example, if your system administrator has installed software from a mini pack as an upgrade, this document describes the new features.

Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of the Oracle Business Intelligence System.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those documents unless otherwise specified.

Online Documentation

All Oracle Applications documentation is available online (HTML and PDF). The technical reference guides are available in paper format only. Note that the HTML documentation is translated into over twenty languages.

The HTML version of this guide is optimized for onscreen reading, and you can use it to follow hypertext links for easy access to other HTML guides in the library. When you have an HTML window open, you can use the features on the left side of the window to navigate freely throughout all Oracle Applications documentation.

- You can use the Search feature to search by words or phrases.
- You can use the expandable menu to search for topics in the menu structure provided by Oracle. The Library option on the menu expands to show all Oracle Applications HTML documentation.

You can view HTML help in the following ways:

- From an application window, use the help icon or the help menu to open a new Web browser and display help about that window.
- Use the documentation CD.
- Use a URL provided by your system administrator.

Your HTML help may contain information that was not available when this guide was printed.

Related User Guides

The Oracle Business Intelligence System shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other user guides when you set up and use the Oracle Business Intelligence System.

You can read the guides online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle store at http://oraclestore.oracle.com.

User Guides Related to All Products

- **Oracle Applications User Guide**

  This guide explains how to navigate the system, enter data, and query information, and introduces other basic features of the GUI available with this release of the Oracle Business Intelligence System (and any other Oracle Applications product).

  You can also access this user guide online by choosing "Getting Started and Using Oracle Applications" from the Oracle Applications help system.

- **Oracle Alert User Guide**

  Use this guide to define periodic and event alerts that monitor the status of your Oracle Applications data.

- **Oracle Applications Implementation Wizard User Guide**

  If you are implementing more than one Oracle product, you can use the Oracle Applications Implementation Wizard to coordinate your setup activities. This guide describes how to use the wizard.

- **Oracle Applications Developer's Guide**

  This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards*. It also provides information to help you build your custom Oracle Developer forms so that they integrate with Oracle Applications.

- **Oracle Applications User Interface Standards**

  This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

- **Oracle Discoverer User's Guide**

  This guide provides you with the information you need to view, analyze and manipulate data using Oracle Discoverer.

- **Using Oracle FastFormula**

  This guide provides information about writing, editing, and using formulas to customize your system. Oracle FastFormula provides a simple way to write formulas using English words and basic mathematical functions. For example, Oracle FastFormula enables you to specify elements in payroll runs or create rules for PTO and accrual plans.

- **Using Oracle Training Administration (OTA)**

  This guide provides information about how to set up and use Oracle Training Administration to facilitate your training and certification business.

- **Using Oracle SSP/SMP**

  This guide provides information about setting up and using Oracle SSP/SMP to meet your statutory sick pay and statutory maternity pay obligations.

Release Documentation

The following documents describe release-specific information for an Oracle Applications installation.

- **Oracle Applications Installation Release Notes**

  Contains a road map to the components of the release, including instructions about where to access the Release 11i documentation set.

- **Oracle Applications Installation Update for UNIX (HTML)**

  Produced in HTML, and included on the *Oracle Applications Documentation* CD. It provides installation information specific to UNIX (base) installations, such as system requirements, server and tools requirements, and One-Hour Install specifications.

- **Oracle Applications Installation Update for Sun SPARC Solaris (HTML)**

  Produced in HTML, and included on the *Oracle Applications Documentation* CD. It provides installation information specific to Sun SPARC Solaris installations, such as system requirements, server and tools requirements, and One-Hour Install specifications. This information may differ from that included in the UNIX (base) documentation.

Installation and Upgrade Guides

The following books explain the Oracle Applications installation and upgrade process.

- **Oracle Applications Concepts**

  This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind, and major issues, for Applications-wide features such as Business Intelligence (BIS), languages and character sets, and self-service applications.

- **Oracle Applications Product Update Notes**

  Use this guide as a reference if you are responsible for upgrading an installation of Oracle Applications. It provides a history of the changes to individual Oracle Applications products between Release 11.0 and Release 11*i*. It includes new features and enhancements and changes made to database objects, profile options, and seed data for this interval.

- **Installing Oracle Applications (formerly One-Hour Install Guide)**

  Describes the One-Hour Install process, which is the method that users will employ to install Release 11i. In Release 11*i*, much of the installation process is handled using Oracle One-Hour Install, which minimizes the time it takes to install Oracle Applications and the Oracle 8*i* Server technology stack by automating many of the required steps. It includes all how-to steps, screen shots, and information about *Applications-wide* post-install tasks. Note that the following information, formerly part of *Installing Oracle Applications*, has been moved:

  - AutoInstall and the other AD utilities is in *Using the AD Utilitie*s.
  - System Reference and AOL material is in the *Oracle Applications System Administrator's Guid*e.
  - Read about finishing your installation (post-install tasks) in the HTML document. A list of the tasks and pointers to the how-to steps also appears in *Installing Oracle Application*s.

  You should use this guide in conjunction with individual product user guides and implementation guides.

- **Oracle Application Installation Manual**

  This manual and the accompanying release notes provides the information and procedures you need to successfully install Oracle Financials, Oracle Public Sector Financials, Oracle Manufacturing, or Oracle Human Resources in your specific hardware and operating system software environment.

- **Upgrading Oracle Applications (formerly Oracle Applications Upgrade Manual)**

  Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11i. This guide describes the upgrade process in general and lists database upgrade and product-specific upgrade tasks. You must be at either Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0 to upgrade to Release 11i. You cannot upgrade to Release 11i directly from releases prior to 10.7.

- **Using the AD Utilities**

  Use this guide to help you run the various AD utilities, such as AutoInstall, AutoPatch, AD Administration, AD Controller, Relink, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities.

- **Finishing Your Installation or Upgrade (HTML)**

  This document is divided into the types of tasks that you may need to perform after you complete a first-time installation of Oracle Applications using One-Hour Install. Types of tasks included are: customizing servers, starting concurrent managers, setting up Report Review Agent, setting up MRC, activating additional products, installing localizations, and others.

  In addition, the One-Hour Install product links to an online portal for accessing this information online. You can access this index.html file with your browser, and then select a link to read about how to complete any of the individual tasks that may apply to your installation.

Implementation Guides

The following books explain the overall Oracle Applications implementation process.

- **Oracle Business Intelligence System Implementation Guide**

  Contains all information necessary to implement the Oracle Business Intelligence System in your environment, including an Overview of Oracle Business Intelligence System, setup procedures for each Intelligence Area, periodic processes, business views, security overview, and descriptions of the Discoverer Workbooks and Worksheets.

- **Oracle Self-Service Web Applications Implementation Manual**

  This manual provides the setup procedures for Oracle Self-Service Web Applications and the Web Applications dictionary. It also provides an overview of the predefined inquiry flows that ship with Self-Service Web Applications, and describes the Application Programmable Interfaces (APIs).

- **Oracle Applications Business Objects Technical Reference Manual**

  This manual provides view and column descriptions, and view names and folder names by Business Area for the Oracle Business Intelligence System. This information helps you convert data from your existing applications, integrate the Oracle Business Intelligence System with non-Oracle applications, and write custom reports for the Oracle Business Intelligence System.

  The Oracle Applications Business Objects Technical Reference Manual is available in paper format only.

- **Oracle Workflow Guide**

  This guide explains how to define new workflow business processes as well as customize existing Oracle Applications-embedded workflow processes. You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes.

- **Oracle Applications Flexfields Guide**

  This guide provides Flexfields planning, setup, and reference information for the Oracle Business Intelligence System implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This guide also provides information on creating custom reports on Flexfields data.

System Administration Guides

The following books explain the overall process of administration of Oracle Applications.

- **Oracle Applications System Administrator's Guide**

  This guide provides planning and reference information for an Oracle Applications products System Administrator. It contains information on how to define security, customize menus and online help, update profile options, and manage processing.

- **Oracle Discoverer Administration Guide**

  This guide describes the planning and reference information for an Oracle Discoverer Administrator. It contains information on how to define security, manage the End User Layer, create and customize business areas and manage summary information.

- **Customizing, Reporting and System Administration**

  This guide provides information about extending and customizing Oracle Business Intelligence System, managing security, auditing, information access, and letter generation.

End-user Guides

The following books provide information and procedures useful to end users of Oracle Applications.

- **Using Application Data Exchange and Hierarchy Diagrammers**

  This guide provides information about using Application Data Exchange to view Business Intelligence System data with desktop tools, and upload revised data to your application. This guide also provides information about using Hierarchy Diagrammers to view hierarchy diagrams for organizations and positions.

- **BIS 11*i* User Guide Online Help (HTML)**

  This guide is provided as online help only from the BIS application and includes information about intelligence reports, Discoverer workbooks, and the Performance Management Framework.

- **Reports Online Help (HTML)**

  Online help specific to each report, describing the report information and (optionally) formula and methods used to generate the information.

- **Using Oracle Time Management**

  This guide provides information about capturing work patterns such as shift hours so that this information can be used by other applications such as General Ledger.

Training and Support

Training

Oracle offers a complete set of training courses to help you and your staff master Oracle Applications. We can help you develop a training plan that provides thorough training for both your project team and your end users. We will work with you to organize courses appropriate to your job or area of responsibility.

Training professionals can show you how to plan your training throughout the implementation process so that the right amount of information is delivered to key people when they need it the most. You can attend courses at any one of our many Educational Centers, or you can arrange for our trainers to teach at your facility. We also offer Net classes, where training is delivered over the Internet, and many multimedia-based courses on CD. In addition, we can tailor standard courses or develop custom courses to meet your needs.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep the Oracle Business Intelligence System working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle server, and your hardware and software environment.

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications tables, unless we tell you to do so in our guides.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. If you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using an Oracle Applications form can update many tables at once. When you modify Oracle Applications data using anything other than Oracle Applications forms, you might change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications forms to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support and office automation, as well as Oracle Applications. Oracle Applications provides the E-business Suite, a fully integrated suite of more than 70 software modules for financial management, Internet procurement, business intelligence, supply chain management, manufacturing, project systems, human resources and sales and service management.

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BIS11i Troubleshooting

The BIS11i Troubleshooting Guide is comprised of three sections:

- Installation and Configuration
- Post Installation and Implementation
- While Using BIS

> **Note:** Throughout this document, all values wrapped in "<>" should be substituted.

Installation and Configuration

This section contains tips and reminders for the installation and configuration of all server parts for BIS11i. This should be treated as an addendum to the full installation guide.

The BIS115 configuration example assumes two configurations:

- Oracle Application Server 4.0.8 (ows) and Developer / 2000 share common ORACLE_HOME
- Oracle Application Server and Developer / 2000 use two different ORACLE_HOMEs

For the first case:

Table 1 Code Structure Tree - Common $ORACLE_HOME

Directory	Description
/d5/db/appltop/bis115	$APPL_TOP - application top directory
/d4/db/db/dev60	$ORACLE_HOME - where forms/reports/ows servers are installed
/d4/db/db/bis115	$ORACLE_HOME - where Oracle8i RDBMS is installed
bis115	Instance/web site name

For the second case:

Table 2 Code Structure Tree - Different $ORACLE_HOME

Directory	Description
/d5/db/appltop/bis115	$APPL_TOP - application top directory
/d4/db/db/dev60	$ORACLE_HOME - where forms/reports servers are installed
/d6/db/ows/bis115	$ORACLE_HOME - where Oracle Application Server (ows) installed
/d4/db/db/bis115	$ORACLE_HOME - where Oracle8i RDBMS is installed
bis115	Instance/web site name

General

Make sure you have the correct version of the software. Make sure the machine(s) on which the software is being installed meets all system requirements. Please see the BIS11i installation document for software and hardware requirement details.

Web Server

Should Oracle Application Server or another Web server be used?

If you are using the Reports Web Cartridge, use the Oracle Application Server since they are designed to work together. If you are using the Reports Web CGI, then you can use any CGI-aware Web server.

Something about my web listener is not right….

Make sure that the following physical paths and their corresponding virtual paths are declared correctly. Pay attention to trailing slashes when declaring virtual directories.

Table 3 Physical Directory Paths and Virtual Directories

Physical Directory Example	Type	Virtual Directory Example	Directory Description, Comments
/d5/db/appltop/bis115/doc/	NR	/OA_DOC/	Pointing to $OA_DOC ($APPL_TOP/doc)
/d5/db/appltop/bis115/html/	NR	/OA_HTML/	Pointing to $OA_HTML ($APPL_TOP/html)
/tmp/	NR	/OA_TEMP/	Pointing to $OA_TEMP (/tmp or any other temp directory)
/d5/db/appltop/bis115/java/oracle/apps/media/	NR	/OA_MEDIA/	Pointing to $OA_MEDIA ($OA_JAVA/oracle/apps/media) which points to $JAVA_TOP/oracle/apps/media. Please note that $JAVA_TOP and $OA_JAVA both point to /d4/db/db/dev60/ows/4.0/bin/
/d4/db/db/dev60/ows/4.0/bin/ or /d6/db/ows/bis115/ows/4.0/bin/	CN	/cgi-bin/	Directory where rwcgi60 should be copied. It should point to $ORAWEB_HOME/bin since all ows cgi executables are located there. /cgi-bin/ mapping for the case when ows and Developer/2000 separated.
/d4/db/db/dev60/reports60/server/cache/ or /d6/db/ows/bis115/ows/cache/	NR	/CACHE/	The virtual directory used by the Reports Cartridge to stage generated HTML/gif reports/graphs for the final output. /CACHE/ mapping for the case when ows and Developer/2000 separated

Database Access Descriptor

I'm unable to connect to the database….

Make sure the Database Access Descriptor in your application environment is set up correctly. If Oracle Applications has already been installed, then use the existing DAD configuration. An example DAD configuration is below:

Table 4 DAD Configuration Example

DAD name:	bis115
User name:	apps
Password:	apps
Two_Task:	bis115

You can indicate either a TWO_TASK or a ORACLE_SID value for DAD. While on Oracle Application Server Administration's DAD configuration web page, make sure the checkbox "Store the user name and password in the DAD" is checked.

The database is running in the wrong language….

While on Oracle Application Server Administration's DAD configuration web page, click on 'Advanced' button and enter the full NLS_LANG. For example "AMERICAN_AMERICA.WE8ISO8859P1".

Should I enable transactions for DAD and PL/SQL cartridge?

No.

PL/SQL Toolkit

Note: Make sure the PL/SQL Toolkit is installed under the Apps schema.

How do I install the PL/SQL Toolkit into the Apps schema instead of the SYS schema?

Since the Web Server admin page has a hard-coded reference to the SYS schema, you won't be able to install PL/SQL Toolkit into the Apps schema. The work-around is to:

1. Log on to Sql*Plus with the user name/password: `sys/change_on_install`
2. Run:

   ```
   SQL> grant dba on dbms_sys_sql to apps;
   ```

3. Change to `$ORACLE_HOME/ows/cartx/plsql/admin/`
4. Log on to Sql*Plus with the user name/password: `apps/apps`
5. Run:

   ```
   SQL> set define off
   SQL> @owains.sql
   ```

   This script calls all the others in the correct sequence to set up the PL/SQL Toolkit into the Apps schema.
6. Compile invalid OWA objects in apps schema.

How do I check if OWA objects are valid?

Run the following query in Sql*Plus

```
select object_name, object_type, owner, status from dba_objects where
object_name='OWA' and owner = 'APPS';
```

The result should be similar to:

OBJECT_NAME	OBJECT_TYPE	OWNER	STATUS
OWA	SYNONYM	APPS	VALID
OWA	PACKAGE BODY	APPS	VALID

PL/SQL Cartridge

Make sure the PL/SQL cartridge is configured for Oracle Applications and the virtual directories do not end with a trailing slash. An example PL/SQL cartridge configuration is:

Table 5 Example PL/SQL Cartridge Configuration

	Example Value	Comments
Application name:	bis115	
Cartridge name:	plsql	
Virtual directory:	/bis115/plsql	This virtual directory is used when the PL/SQL cartridge is invoked.

When the cartridge configuration is complete, check the virtual directory (`/bis115/plsql/`) in the Web Server configuration file `wrb.app`. This file is located in the configuration directory (i.e., `$ORACLE_HOME/ows/admin/bis115/wrb` in our example). If there are two or more virtual directories (`/bis115/plsql`) for the PLSQL cartridge, leave just one entry in the configuration file.

Java Cartridge - Obsolete in 11.5

Note: The Java Cartridge is no longer required for BIS 11.5. This section is kept in this document for reference only.

How many java cartridges can be configured per web server?

Only 1 java cartridge can be configured per web server.

I need two or more Java cartridges. How should I install them?

A. You must install the second web server on another `ORACLE_HOME` and reconfigure everything for the second Java cartridge.

A web server accepts only one value for one virtual directory `/OA_JAVA_SERV` defined in [appsdir] section of wrb.app configuration file. That means there may be only a physical directory and that both `/OA_JAVA_SERV` directories should point to the same physical directory. Otherwise the Java cartridges should be configured on separate web servers.

An example Java cartridge configuration is:

Table 6 Example Java Cartridge Configuration

	Example Value	Comments
Application name	bis115_java	The application name isn't important.
Cartridge Name	java	
CLASSPATH	(see below)	It is critical to reflect all the classes in classpath. In addition to the default ows classes, the following should be added: ■ /d4/db/db/dev60/jdbc/lib/classes111.zip (Don't include classes102.zip as in previous 11.0.x releases) or or /d6/db/ows/bis115/jdbc/lib/classes111.zip for the case when ows and developer/2000 separated ■ /d5/db/appltop/bis115/java Note that java classes point to $OA_JAVA
LD_LIBRARY_PATH	(see below)	In addition to the default library path the following should be added: /d4/db/db/dev60/lib (Pointing to $ORACLE_HOME/lib) OR /d6/db/ows/bis115/lib for the case when ows and developer/2000 separated
Virtual path	/OA_JAVA_SERV	/d5/db/appltop/bis115/java (Should point to your java directory, e.g. $OA_JAVA.)

The complete CLASSPATH in the example points to:

```
%ORAWEB_HOME%/jdk/lib/classes.zip:%ORAWEB_HOME%/classes/services.jar:%ORACLE
_HOME%/ows/cartx/jweb/classes/jweb.jar:%ORAWEB_HOME%/classes/wrbjidl.jar:%OR
AWEB_HOME%/classes/cosnam.jar:%ORAWEB_HOME%/java/classes.zip:%ORAWEB_HOME%/j
ava/oracle.zip:%ORAWEB_HOME%/java:/d4/db/db/dev60/jdbc/lib/classes111.zip:/d
5/db/appltop/bis115/java:%CLASSPATH%
```

The complete LD_LIBRARY_PATH in the example points out to:

```
%ORAWEB_HOME%/jdk/lib/sparc/native_threads:%ORACLE_HOME%/ows/cartx/jweb/lib:
%ORAWEB_HOME%/lib:%ORAWEB_HOME%/java/lib:/d4/db/db/dev60/lib:%LD_LIBRARY_PAT
H%
```

Reports Server Cartridge

If I'm using OAS, should it and the Reports Server be installed on the same machine or on separate machines?

Both can be done. You should consider the following while making your decision:

- Having the Reports Server on the same machine with the Web server, of course, requires more of the machine's resources. If you plan to have both on the same machine, you need to take that into account when determining the machine's resource requirements (i.e., memory and disk space).
- Having the Reports Server and the Web server on the same machine reduces network traffic. The Reports CGI and Web Cartridge must reside on the same machine as the Web server. If the Reports Server is on a different machine, its transmissions to the Reports CGI and Web Cartridge must travel across a network. If it is on the same machine, the transmissions do not have to travel across the network.
- It is easier to share the Reports Server's cache with the Web server if both reside on the same machine. Refer to the next section, "Choose whether to share the cache," for more information. If the Reports Server is on a different machine and you want to share its cache, you must place the cache on a file system that is shared with the Web server machine.
- Having the Web server installed separately from the reports server requires Reports Thin Client to be installed in the same code tree.

I'm configuring the Reports Server Cartridge on the SAME server as Oracle Application Server. I've followed all the steps in the installation manual but rwcgi60 is not working.

The rwcgi60 script should be copied to `$ORAWEB_HOME/bin` (or any other place to which the web listener's `/cgi-bin/` virtual directory is pointing). The reports / OAS cache should be mapped to the same directory.

I'm configuring the Reports Server Cartridge on a DIFFERENT server than Oracle Application Server. I've followed all the steps in the installation manual but rwcgi60 is not working.

There are a couple of additional steps to install Reports Thin Client into OAS ORACLE_HOME

Note: This example assumes that ORACLE_HOME for DEV2000 tech stack is `/d4/db/db/dev60`, while for OAS it's `/d6/db/ows/bis115`.

The following steps should be done in UNIX:

1. `cd /d6/db/ows/bis115/ows`
2. `mkdir reports60`
3. `cd reports60`
4. `mkdir mesg`
5. `cd mesg`
6. `cp /d4/db/db/dev60/reports60/mesg/*.* .`
7. `cd /d6/db/ows/bis115/lib`
8. `cp /d4/db/db/dev60/lib/libzrc60.* .`
9. `cp /d4/db/db/dev60/lib/libca60.* .`
10. Copy `/d4/db/db/dev60/bin/rwcgi60` to `$ORAWEB_HOME/bin` (`/d6/db/ows/bis115/ows/4.0/bin`), and rename it to `RWCGI60`
11. `cp /d4/db/db/dev60/bin/rwcgi60 /d6/db/ows/bis115/ows/4.0/bin/RWCGI60`
12. Create the `rwcgi60` shell script in `/d6/db/ows/bis115/ows/4.0/bin`:

```
#!/sbin/sh
ORACLE_HOME=/d6/db/ows/bis115; export ORACLE_HOME
TNS_ADMIN=/etc; export TNS_ADMIN  # location of listener.ora,
tnsnames.ora, sqlnet.ora
# REPORTS60_PATH should point to $AU_TOP/reports/US, $AU_TOP/plsql and
$AU_TOP/graphs
REPORTS60_PATH=/d5/db/appltop/bis115/au/115/graphs:/d5/db/appltop/bis115
/au/115/ plsql:/d5/db/appltop/bis115/au/115/reports/US
export REPORTS60_PATH
```

```
REPORTS60_TMP=/tmp; export REPORTS60_TMP
REPORTS60_SHARED_CACHE=NO
REPORTS60_VIRTUAL_MAP=/CACHE/
REPORTS60_PHYSICAL_MAP=/d6/db/ows/bis115/ows/cache
NLS_LANG=AMERICAN_AMERICA.WE8ISO8859P1; export NLS_LANG
export REPORTS60_SHARED_CACHE REPORTS60_VIRTUAL_MAP
REPORTS60_PHYSICAL_MAP
./RWCGI60
```

I am configuring the Reports Web CGI/Cartridge. What are some key environment variables I should watch out for?

Pay special attention to these environment variables:

Table 7 Reports Web CGI/Cartridge Environment Variables

Name	Description	Example Value
REPORTS60_SHARED_CACHE	Specifies whether the location of the Report Server cache is shared with the Web server's cache.	YES
REPORTS60_VIRTUAL_MAP	The virtual directory where the Web server looks for the report output.	/CACHE
REPORTS60_PHYSICAL_MAP	The physical location where the Web server looks for the report output, **or** for the case when ows and developer/2000 separated:	/d4/db/db/dev60/reports60/server/cache or /d6/db/ows/bis115/ows/cache
REPORTS60_OWSMAP or REPORTS60_CGIMAP	For the Reports Web CGI or the Reports Web Cartridge. Defines fully qualified file name/location of the RWCGI60 or RWOWS map file (if map file configuration is used).	$ORACLE_HOME/reports60/CGIcmd.dat
REPORTS60_CGINODIAG or REPORTS60_OWSNODIAG	For the Reports Web CGI or the Reports Web Cartridge. When defined, it disables all debugging/diagnostic output such as help and showmap, from RWCGI60 or RWOWS. For example, http://your_webserver/rwows/help? will not work when REPORTS60_CGINODIAG is defined. It's an extremely useful variable for debugging but should not be set in secured environments since diagnostic output might display connect information for the Apps user schema.	

How can I verify REPORTS60_SHARED_CACHE, REPORTS60_VIRTUAL_MAP and REPORTS60_PHYSICAL_MAP are picked up when running rwcgi60/showenv?

and

I'm getting the error "REPORTS60_WEBLOC_TRANSLATED or REPORTS60_WEBLOC must be declared". What can I do?

The three parameters REPORTS60_SHARED_CACHE, REPORTS60_VIRTUAL_MAP and REPORTS60_PHYSICAL_MAP sometimes don't get picked up when running `rwcgi60/showenv?`. They show up only if declared in `owsenv_bsh.sh` environment file. Try the following work-around if there are doubts that Reports Server doesn't identifies these variables, or you are getting the WEBLOC error.

Note: The WEBLOC environment variables are obsolete Oracle Apps 11i, but are present for backward compatibility.

---

1. Make sure the following virtual directories are declared for the web listener (refer to the web listener configuration section above.)

Table 8 Web Listener Virtual Directories

Physical Directory	Type	Virtual Directory
/d4/db/db/dev60/ows/4.0/bin/	CN	/cgi-bin/
/d4/db/ows/bis115/ows/4.0/cache/ or /d6/db/ows/bis115/ows/cache/ (the second case)	NR	/cache/
/d4/db/dev60/reports60/server/cache/ or /d6/db/ows/bis115/ows/cache/ (the second case)	NR	/CACHE/

2. Set up parameters in $ORAWEB_HOME/Install/owsenv_bsh.sh.

   These environment variables should be set up only if they don't show up when you run `rwcgi60/showenv`?

```
REPORTS60_SHARED_CACHE=YES; export REPORTS60_SHARED_CACHE

REPORTS60_VIRTUAL_MAP=/CACHE/; export REPORTS60_VIRTUAL_MAP

REPORTS60_PHYSICAL_MAP=/d4/db/db/dev60/reports60/server/cache;
export REPORTS60_PHYSICAL_MAP
```

   Or in the second case:

```
REPORTS60_PHYSICAL_MAP=/d6/db/ows/bis115/ows/cache/
export REPORTS60_PHYSICAL_MAP
```

Note: The following environment variables should be declared only if reports/graphs don't show up correctly.

Table 9 Reports/Graphs Environment Variables

Path	Example Value
REPORTS60_PATH should point to $AU_TOP/graphs, $AU_TOP/plsql, $AU_TOP/reports/(LANGUAGE)	REPORTS60_PATH=/d5/db/appltop/bis115/au/115/graphs:/d5/db/appltop/bis115/au/115/plsql:/d5/db/appltop/bis115/au/115/reports/US
GRAPHICS60_PATH should point to $AU_TOP/graphs	GRAPHICS60_PATH=/d5/db/appltop/bis115/au/115/graphs
ORAPLSQLLOADPATH should point to $AU_TOP/graphs	ORAPLSQLLOADPATH=/d5/db/appltop/bis115/au/115/graphs
TK_PRINT_STATUS is required to run graphics or set up the env. variable $PRINTER to point out the valid printer in the Developer/2000 $ORACLE_HOME/guicommon60/tk60/admin/uiprint.txt	TK_PRINT_STATUS='echo %n is valid' PRINTER=3op335ap

3. Create the file $ORACLE_HOME/reports60/CGIcmd.dat (or the file referenced by REPORTS60_OWSMAP in the Reports Web Cartridge configuration) with the following entry:

```
<key>: userid=<apps user>/<apps password>@<connect string>
server=<reports instance name> destype=cache %*
The key should form the pair: instance_appsschema.
```

There should be one CGIcmd "key" per every database instance and application schema. The syntax of the key should form the pair: instance_appsschema. The "key" in the cgicmd.dat file on the report server machine will identify the name of the instance and the application schema.

Here are four example key entries, one for “bis115” and another for "cust115". For each instance, there is one key defined for the apps schema and one for the mrc schema:

- bis115_apps: userid=apps/apps@bis115 server=ap242repserver_bis115_US destype=cache %*
- bis115_apps_mrc: userid=apps_mrc/apps@bis115 server=ap242repserver_bis115_US destype=cache desformat=html %*
- cust115_apps: userid=apps/apps@cust115 server=ap242repserver_ cust115_US destype=cache %*
- cust 115_apps_mrc: userid=apps_mrc/apps@cust 115 server=ap242repserver_cust115_US destype=cache desformat=html %*

Including %P would allow displaying parameters passed to the child report when drilling down, so it should be removed from the string. Note that the first three characters of the CGIcmd.dat filename are upper case letters. This is the default file name unless not identified by REPORTS60_OWSMAP reports cartridge variable.

4. Test the setup by typing the following in the browser URL:

```
http://your_web_server:port/cgi-bin/rwcgi60/showmap?server=<reports
server name>

http://your_web_server:port/cgi-bin/rwcgi60/showenv?server=<reports
server name>
```

For example:

```
http://ap242sun.us.oracle.com:8090/cgi-bin/rwcgi60/showmap?
server=ap242repserver_bis115_US

http://ap242sun.us.oracle.com:8090/cgi-bin/rwcgi60/showenv?
server=ap242repserver_bis115_US
```

Note: The above should be entered as one contiguous line with no spaces.

The Reports Listener starts with a number of environment variables. Is there an easy way to automatically start the listener?

You might want to create a script to start the Reports Listener with the defined variables. This script should be started after the web server and database have been started.

The script should include the variables shown by Table 9:

Table 10 Reports Listener Environment Variables

Variable Name	Description, Comments
TNS_ADMIN	Points to the location of tnsnames.ora file
REPORTS60_PATH	Include $AU_TOP/graphs:$AU_TOP/plsql:$AU_TOP/reports/<LANGUAGE>
GRAPHICS60_PATH	Include $AU_TOP/graphs
ORAPLSQLLOADPATH	Points to $AU_TOP/graphs
TK_PRINT_STATUS	Set to 'echo %n is valid'
DISPLAY	The DISPLAY variable is required for reports and graphs; if echo $DISPLAY returns nothing, check with your UNIX System Administrator for the correct value.

A sample script is provided on the next page.

```
#!/sbin/sh
TNS_ADMIN=/etc; export TNS_ADMIN
REPORTS60_PATH=/d5/db/appltop/bis115/au/115/graphs:/d5/db/appltop/bis115/au/
115/plsql:/d5/db/appltop/bis115/au/115/reports/US; export REPORTS60_PATH
GRAPHICS60_PATH=/d5/db/appltop/bis115/au/115/graphs; export GRAPHICS60_PATH
ORAPLSQLLOADPATH=/d5/db/appltop/bis115/au/115/graphs; export
ORAPLSQLLOADPATH
PRINTER=3op231a #A valid printer from
$ORACLE_HOME/guicommon6/tk60/admin/uiprint.txt
TK_PRINT_STATUS='echo %n is valid'; export TK_PRINT_STATUS
DISPLAY=ap1985pc:0.0; export DISPLAY
nohup rwmts60 name=ap242repserver_bis115_US &
```

After creating the script, copy `$ORACLE_HOME/bin/rwcgi60` to `$ORAWEB_HOME/bin` (`/cgi-bin/` virtual mapping location); then edit your `tnsnames.ora` file to include the reports connect string:

```
<reports instance name>=
(ADDRESS = (PROTOCOL = TCP)(Host = <hostname>)(Port = <port>))
```

For example:

```
ap242repserver_bis115_US =
(ADDRESS = (PROTOCOL = TCP)(Host = ap242sun)(Port = 1949))
```

Forms Server Cartridge

My forms are running under a language other than what I expect.

Remember to set the `NLS_LANG` environment variable to the local `NLS_LANG`, e.g. `AMERICAN_AMERICA.WE8ISO8859P1`, in the UNIX shell from which the forms server is started.

I'm getting the error "Cannot find APP_CORE" or "Cannot locate TEMPLATE file."

Make sure the entries in the two `$OA_HTML` files point to the correct `$FND_TOP`.

Table 11 $FND_TOP Specifications

File	Entry
Env.html	FND_TOP=/d5/db/appltop/bis115/fnd/115
env.txt	FND_TOP=/d5/db/appltop/bis115/fnd/115

Self Service Web Application (ICX)

I'm having trouble getting authentication through Self Service Web Application.

The following steps should be performed to allow authentication through SSWA:

1. Create a guest Oracle user with minimum responsibilities in Oracle Applications. For example "GUEST".
2. Run the following commands at the UNIX prompt:

```
% cd $OA_JAVA
% jre oracle.apps.fnd.security.AdminAppServer <apps user>/<apps
password>@<connect string> add GWYUID=applsyspub/pub FNDNAM=apps
GUEST_USER_PWD=<Oracle Applications guest user>/< user password>
SECURE_PATH=$FND_TOP/secure
```

For example:

```
% cd $OA_JAVA
% jre oracle.apps.fnd.security.AdminAppServer apps/apps@bis115 add
GWYUID=applsyspub/pub FNDNAM=apps GUEST_USER_PWD=vision/vision98
SECURE_PATH=$FND_TOP/secure
```

The security entry got corrupted or is declared incorrectly. How can I fix this?

If for some reasons the security entry got corrupted or is declared incorrectly, you can delete it (but should create again). The steps to delete the entry from the UNIX command prompt are:

```
% cd $OA_JAVA
% java oracle.apps.fnd.security.AdminAppServer <apps user>/<apps
password>@<connect string> DELETE SECURE_PATH=$FND_TOP/secure
```

For example:

```
% cd $OA_JAVA
% java oracle.apps.fnd.security.AdminAppServer apps/apps@bis115 DELETE
SECURE_PATH=$FND_TOP/secure
```

How can I check that the correct security entries are used?

Follow these steps to check the correct security entries:

1. First check that the database connect string is pointing to the two_task and that the hostname refers to 'dbhost'. You can check this by running 'uname -a' at the UNIX prompt.
2. Run the following commands at the UNIX prompt:

   ```
   % jre oracle.apps.fnd.security.AdminAppServer
   <apps user>/<apps password>@<connect string> STATUS
   ```

   For example:

   ```
   % jre oracle.apps.fnd.security.AdminAppServer apps/apps@bis115 STATUS
   ```

3. Run AdminAppServer with 'add' again (See SSWA Authentication question above).

   Note that the configured parameter dbhost_twotask in the SSWA sign on file (i.e. ICXINDEX.htm) and the security file created by fnd.security should match each other. In the example, the dbhost_twotask is "ap242sun_bis115" so the filename should be "ap242sun_bis115.dbc".

4. Check that the file $FND_TOP/secure/dbhost_twotask.dbc (e.g. ap242sun_bis115.dbc) was created.

How can I test the ICX connection?

Type the following in the browser URL:

```
http://your_web_server:port/<plsql cartridge virtual
path>/OracleApps.vl?i_1=<guest username>&i_2=<guest password>
```

Note: i_1 should be assigned valid applications user, and i_2 should be assigned the user password.

For example:

```
http://ap242sun.us.oracle.com:80/bis115/plsql/OracleApps.vl?i_1=pbuenits&i_2
=welcome
```

How can I test the Java cartridge connection?

To test java cartridge connection, type the following in the browser URL:

```
http://your_web_server:port/OA_JAVA_SERV/oracle.apps.fnd.security.SetupTest
```

For example:

```
http://ap242sun.us.oracle.com:8090/OA_JAVA_SERV/oracle.apps.fnd.security.SetupTest
```

It should display all the entries in `$FND_TOP/secure` directory. Make sure you get 'OK' for your entry.

What Oracle Applications system profiles should I watch out for?

The following Oracle Applications system profiles should be defined for your Applications instance. To define these profiles, log in to Oracle Applications as `SYSADMIN` (or any other user with 'System Administrator responsibility). Choose `PROFILE -> SYSTEM` and look for the following profiles.

Note: Pay attention to the trailing slashes for each of the defined parameters.

Table 11 provides a list of Oracle Applications System profiles.

Table 12 Oracle Applications System Profiles

Profile	Description, Comments	Value	Example Value
Applications Web Agent	Identifies the location of the Web agent.	http://your_web_server:port/<plsql cartridge virtual path>/	http://ap242sun.us.oracle.com:8090/bis115/plsql/
ICX: Report Images	This value is embedded into HTML report output so that reports can include standard image files.	http://your_web_server:port/OA_MEDIA	http://ap242sun.us.oracle.com:8090/OA_MEDIA
ICX: Report Launcher	Identifies the Report Server that will run reports and produce HTML output.	http://your_web_server:port/cgi-bin/rwcgi60	http://ap242sun.us.oracle.com:8090/cgi-bin/rwcgi60

Table 12 Oracle Applications System Profiles (Cont.)

ICX: Report Link	This value is embedded into HTML report output so that reports can include drill down links to other reports. This is similar to the value you enter when Modifying the Signon window. <reports instance name> is defined in tnsnames.ora file	http://your_web_server:port/ <plsql cartridge virtual path>/	http://ap242sun.us.oracle.com:8090/bis115/plsql/
ICX: Report Server	Provide the name of the Report Server service [REPSERV] that you created on the Report Server.	http://<reports instance name>	http://ap242repserver_bis115
ICX: Limit connect	Determines the maximum number of page hits per session.	Number (hits allowed)	1000
ICX: Limit time	Determines the maximum number of hours a user can be logged on per session.	Number (hours)	4
ICX: Report Format	Determines the report output format. This value must be set to HTML	HTML or PDF	HTML
ICX:Report Cache	Identifies the virtual directory for Report Cache at the HTTP listener.	http://your_web_server:port/cache/	http:// ap242sun.us.oracle.com:8090/cache/
ICX: Language	Determines the default language. This must be the same as the value in ICX: Date Language	Language	American English

Table 12 Oracle Applications System Profiles (Cont.)

ICX: Date language	Determines the default language in which dates are displayed. This must be the same as the value in ICX: Language.	Language	American English
ICX: Date format mask	Determines the date format mask to use	Date Format Mask	The American English default is DD-MON-RRRR, for example, 12-NOV-1997
ICX: Numeric characters	Determines the characters to use to delimit numbers.	.,	.,
ICX: Territory	The geographical area.	Geographical Area	America
ICX: Discoverer Launcher	Identifies the Discover Server that runs reports and produces HTML output.	http://your_discover_server:port/webdis/html/english/netscape/start.htm?Connect=[APPS_SECURE]	http://ap152wgs.us.oracle.com/webdis/html/english/netscape/start.htm?Connect=[APPS_SECURE]
ICX: Discoverer End User Layer Schema Prefix	This in combination with the Language code make up the EUL Owner at runtime. For example: If your EUL owner is EUL_US, then your ICX_DEFAULT_EUL profile should be EUL (The language code to derive the complete EUL owner is automatically added).	EUL	EUL

Post Installation and Implementation

This section contains tips and reminders for post installation and implementation of all server parts for BIS11i. This section should be treated as an addendum to the Implementation Guide.

Organization Security

How are organizations secured in BIS?

and

What organization security do I need to set up for BIS?

The list of organizations a user may access is restricted by his / her responsibilities. Below is a high level specification of the security mechanism followed by each type of organization. Please consult the setup manual for each product on how to set up organization security within that product.

- Business Groups - Secured by profile option HR: Business Group.
- HR Organizations - Secured by the business group.
- Sets of Books - Secured by profile option GL Set of Books ID.
- Legal Entities - Secured by the business group.
- Operating Units - Secured by profile option MO: Operating Unit.
- Inventory Organizations - Secured through Organization Access form.
- Sales Groups - Secured by user's employment status and job.
- Process Manufacturing Companies - Secured at user level.
- Process Manufacturing Organizations - Secured at user level.
- Process Manufacturing Warehouses - Secured at user level.

What other functional security issues are involved in BIS?

1. Time periods are either based on the organization's fiscal calendar (period set) or the 'wall' calendar. If a Fiscal time level is chosen, then the time periods will be based on the organization's fiscal calendar. If a Calendar time level is chosen, then the periods are not based on any user-defined calendar, but rather the generic calendar we hang on the wall.

   Note: GL calendars must be associated to at least one valid organization. Please refer to GL's setup documentation for more details.

2. GL Secondary Measures and GL Companies are secured by the selected Set of Books. Please refer to GL's setup documentation for more details.

While Using BIS

This section addresses issues that may be encountered while using different BIS modules after the system has been installed and configured.

Personal Homepage General

Why isn't the "?" icon working for help? I get an error like "HTTP Error 404. An error occurred while retrieving Oracle Applications Help information. Help target BIS/WIPBIUTZ could not be found."

This is a known issue with BIS11i. It is fixed in the BIS11i.1 Maintenance Pack.

The "Exit" button icon takes me to the wrong Self Service Web Applications logon URL. Why?

This is caused by the "Home" parameter not being set correctly. Login to Self Service Web Applications as any user with System Administrator responsibility. Choose System Administration à General Application Options, and enter the correct URL in the Starting Page URL field.

Why do I get an "URL not found" error message when clicking on any menu item/Responsibility under the Navigate Region?

The URL not found error shows up usually when a profile option or environment variable is not set correctly.

- Log on to Oracle Applications and check the Applications Web Agent system profile. It should be set to the values indicated in the Installation and Configuration: ICX section above.
- Also check that system keys are defined correctly in the `CGIcmd.dat` file. It should be defined as indicated in the Installation and Configuration: Reports Server Cartridge section above.

Clicking on any menu under the Navigate region returns "Your session is no longer valid. Please login again."

The ICX dynamic cookie name Java file was delivered correctly, but the equivalent PL/SQL package is missing. You can work around this problem by running the following command in Sql*Plus:

```
Update icx_parameters set SESSION_COOKIE_NAME = 'ICX_SESSION_ID';
```

I have no menus on my PHP after logging in, even though my menu structure has been set up correctly.

The most common cause of this is the pl/sql cartridge spinning. To test, click on the 'Customize Home Page' link on the right hand corner. If doing that causes the page to spin, then it is a PL/SQL cartridge problem. Restart the PL/SQL cartridge if it is spinning.

I'm having trouble logging in.

1. If you fail to connect using SSWA or fail while running reports, you should look into different parts of the configuration in the following order:
   a. Make sure that plsql cartridge works
   b. Make sure that java cartridge works
   c. Make sure that authentication works (the entries created by fnd.security in the section above)
   d. Make sure that reports cartridge works

2. If you are getting 'Internal error! Please try again' or experiencing other connection problems, follow the steps below to verify your configuration.

   a. Run the following query in Sql*Plus:

   ```
   select host_name||'_'||instance_name from v$instance
   ```

   The output should be your report instance name. Following the examples from the Installation and Configuration section, the value should be "ap242sun_bis115".

   b. Run the following script in Sql*Plus as the "apps" user.

   ```
   -- Beginning of Script
   --
   -- This script will create a database procedure called "Current_Users".
   -- Parameters: None
   --
   create or replace procedure current_users
   AS
   ignore boolean;
   BEGIN
   htp.htmlopen;
   htp.headopen;
   htp.title('Current Users');
   htp.headclose;
   htp.bodyopen;
   htp.header(1, 'Current Users');
   ignore := owa_util.tablePrint('all_users');
   htp.bodyclose;
   htp.htmlclose;
   END;
   /
   ```

   Then test the plsql cartridge by typing the following URL in the browser:

   ```
   http://your_web_server:port/<plsql cartridge virtual path>/current_users
   ```

   For example:

   ```
   http://ap242sun.us.oracle.com:8090/bis115/plsql/current_users
   ```

c. Test that `env.html` is accessible by typing the following URL in the browser:

`http://your_web_server:port/OA_JAVA/oracle/apps/env.html`

For example:

`http://ap242sun.us.oracle.com:8090/OA_JAVA/oracle/apps/env.html`

This should display the value you have defined for `FND_TOP`.

d. Run SetupTest to test JAVA cartridge by pointing your browser to

`http://your_web_server:port/OA_JAVA_SERV/oracle.apps.fnd.security.SetupTest`

For example:

`http://ap242sun.us.oracle.com:8090/OA_JAVA_SERV/oracle.apps.fnd.security.SetupTest`

If you are unable to run this procedure at all, then it could be a problem with the Java cartridge.

e. Check if the Java security program returns "true". Use the following URL to check if the Java security program is working properly. If all is well, it will return "true", otherwise it will return "false" followed by some error code. This process must return "true" for the Self Service login to work.

`http://<your_web_server:port>/OA_JAVA_SERV/oracle.apps.fnd.security.WebSessionManager?V_SERVER_HOST_NAME=<your_web_server>&V_PORT=<your_port_number>&V_DB_HOST_INSTANCE=<your_report_instance.dbc>&V_METHOD=VALIDATE_LOGIN&V_USER=<your_guest_user_nam>e&V_PASSWORD=<guest_user_password>`

For example:

`http://ap242sun.us.oracle.com:8090/OA_JAVA_SERV/oracle.apps.fnd.security.WebSessionManager?V_SERVER_HOST_NAME=ap242sun.us.oracle.com&V_PORT=8090&V_DB_HOST_INSTANCE=ap242sun_bis115.dbc&V_METHOD=VALIDATE_LOGIN&V_USER=PBUENITS&V_PASSWORD=WELCOME`

The output should be "true".

f. Check the guest user information. Run following query in Sql*Plus

```
-- Parameters: guest_user_name
--
select user_name, start_date, end_date
from fnd_user
where user_name = '&guest_user_name';
```

This should return one row. The end_date should either be NULL or in advance of today's date. Start_date should be before today's date.

g. Run following query in Sql*Plus

```
-- Parameters: none
--
select user_name, failure_code, failure_date
from ICX_FAILURES
where failure_date = sysdate;
```

(Or replace 'sysdate' with the date when the errors occurred).

Check for any errors logged in this table which have not been reported on screen.

h. Check if the correct number of records exist in ak_region_items_vl by running the following query in Sql*Plus:

```
select count(*), region_code
from ak_region_items_vl
where region_code in ('ICX_LOGIN', 'ICX_HEADER')
group by region_code;
```

This should return the following values:

```
COUNT(*)      REGION_CODE
----------    -----------
6             ICX_HEADER
4             ICX_LOGIN
```

If no rows are returned, this probably indicates AKLOAD failed to run properly on installation. Check the log files for errors in this area.

i. Check `utl_http` output. Run the following query on the server database:

```
select utl_http.request('http://www-apps.us.oracle.com')
from dual;
```

(or any other url accessible from the network)

Then run the following script:

```
-- Parameters: None
--
set define off
set arraysize 1
select
utl_http.request('http://<your_web_server:port>/OA_JAVA_SERV/oracle.apps
.fnd.security.WebSessionManager?V_SERVER_HOST_NAME=<your_web_server>&V_P
ORT=<your_port_number>&V_DB_HOST_INSTANCE=<your_report_instance.dbc>&V_M
ETHOD=VALIDATE_LOGIN&V_USER=<your_guest_user_name>&V_PASSWORD=<guest_use
r_password>') from dual;
set define on
```

An example `utl_http.request` string in the above script is:

```
utl_http.request('http://ap242sun.us.oracle.com:8090/OA_JAVA_SERV/oracle
.apps.fnd.security.WebSessionManager?V_SERVER_HOST_NAME=ap242sun.us.orac
le.com&V_PORT=8090&V_DB_HOST_INSTANCE=ap242sun_bis115.dbc&V_METHOD=VALID
ATE_LOGIN&V_USER=PBUENITS&V_PASSWORD=WELCOME') from dual;
```

The script should return something similar to:

```
<P>true</P>
<P>
</P>
<P>
</P>
```

If you get an error 'ORA-06510: PL/SQL: unhanded user-defined exception ORA-06512: at "SYS.UTL_HTTP", line 124' then go to the command prompt of the database server and try running "ping www-apps.us.oracle.com" where www-apps.us.oracle.com is the hostname used above. If the host doesn't connect then this is the root cause of the problem and must be resolved.

j. Check the Applications Packages have been registered by running the following two queries:

```
select object_name, object_type
from user_objects
where status='INVALID'
and object_name like 'ORACLE%';

select plsql_type, plsql_name, enabled
from fnd_enabled_plsql
where plsql_name like 'ORACLE%';
```

The result should be similar to:

```
PLSQL_TYPE                    PLSQL_NAME                          E
----------------------------- ----------------------------------- -
PACKAGE                       ORACLEAPPS                          Y
PACKAGE.PROCEDURE             ORACLEAPPS.DISPLAYLOGIN             Y
PACKAGE.PROCEDURE             ORACLEAPPS.DMM                      Y
PACKAGE.PROCEDURE             ORACLEAPPS.VL                       Y
PACKAGE                       ORACLEON                            Y
PACKAGE.PROCEDURE             ORACLEON.IC                         Y
```

k. Check the status of the Server Security and toggle the current setting to see if the nature of the problem changes. To check the status, type the following at the UNIX prompt:

```
% java oracle.apps.fnd.security.AdminAppServer
apps/apps@<your_database_name> STATUS
```

This will return the Server ID and either *OFF, *ON or nothing. If the value is OFF or nothing, turn on security by typing the following at the UNIX prompt:

```
% java oracle.apps.fnd.security.AdminAppServer
apps/apps@<your_database_name> AUTHENTICATION ON
```

If the value is ON, turn off security by typing the following at the UNIX prompt:

```
% java oracle.apps.fnd.security.AdminAppServer
apps/apps@<your_database_name> AUTHENTICATION OFF
```

l. Run the following query in Sql*Plus:

```
select server_id, server_address
from fnd_application_servers;
```

This should return at least one row. The server_id is the 20-character strings which should match the entry in the DBC file. The `server_address` should match the IP address of the Forms Server. There may be another row which has ON / OFF and * in these values, which will correspond to the Authentication status.

m. Check that file permissions are not causing any problems. Specifically, check access permissions to the `liboci73jdbc.so/liboci805jdbc.so` (`.sl` on HP, .DLL on NT) shared library. This file should have read, write and execute permissions.

3. If you are getting the ICX error "cannot insert NULL into ICX_SESSIONS":

a. First run the following commands from Sql*Plus:

```
SQL>  connect system/manager
SQL>  select constraint_name from dba_constaints where
table_name='ICX_SESSIONS';
```

b. Disable the constraints set for the columns with NOT NULL constraints, i.e. COL_16035465, COL_16035466, COL_16035467, COL_16035468, COL_16035469, by running the following commands:

```
SQL>  connect icx/icx
SQL>  alter table ICX_SESSIONS disable constraint SYS_C0018555;
SQL>  alter table ICX_SESSIONS disable constraint SYS_C0018561;
SQL>  alter table ICX_SESSIONS disable constraint SYS_C0018566;
SQL>  alter table ICX_SESSIONS disable constraint SYS_C0018568;
```

Reports

Why doesn't my target show on the report?

Check that the parameters you're running the report with are correct:

- Check the business plan on the report is the same as the one for the target.
- Check the time parameter is at the same level (e.g. year, month, etc.) as the target.
- Check that you have the right responsibility to view the target.
- Check that the option in the 'View by' check box on the report allows the target to be shown.

I'm getting "REP-3300: Fatal error in the Toolkit. UI-9: This function call is out of context" when I run reports.

Check your printer environment variables:

- `$ORACLE_HOME/guicommon6/tk60/admin/uiprint.txt` should have a valid printer.
- The command `lpstat` should have read / execute permissions.
- The `PRINTER` variable in the shell script that starts the reports listener should also be set to a valid printer.

Why do I get an "URL not found" error message when attempted to run reports?

The URL not found error shows up usually when a profile option or environment variable is not set correctly.

Log on to Oracle Applications and check the system profiles listed in the Installation and Configuration: ICX section above. Pay attention to spelling and trailing slashes. The key profiles are:

- Applications Web Agent
- ICX: Report Server
- ICX: Report Link.
- ICX: Report Launcher
- Also check that system keys are defined correctly in the `CGIcmd.dat` file. It should be defined as indicated in the Installation and Configuration: Reports Server Cartridge section above.

But I'm getting a "beforepform" or "afterpform" errors when the "URL not found" message is expanded further.

Two things you can try:

1. See the next question.
2. Double check the profile options. Pay attention to spelling and trailing slashes. The key profiles are:

   - ICX: Report Launcher
   - ICX: Date format mask - Must be a valid format mask.
   - ICX: Date language - Must be the same as ICX: Language
   - ICX: Language - Must be the same as ICX: Date Language
   - ICX: Numeric characters

3. Check that other profile options are set correctly. For example, if someone entered a character string in the profile option value for GL Set of Books ID, an error will occur.
4. Recompile the following reports and graphics libraries.

   - `BISRPRT.pll`
   - `HRREPORT.pll`
   - `HRIRPRT.pll`
   - `BISGRAPH.pll` (Note: The `ORAPLSQLLOADPATH` environment variable must be set during compilation.)

   You will need to restart the HTTP listener on your report server. NT installations will also need to restart the NT report server service.
5. Check that the following environment variables are set correctly. (See the above section Installation and Configuration: Reports Server Cartridge.)

   - `REPORTS60_PATH`
   - `GRAPHICS60_PATH`
   - `ORAPLSQLLOADPATH`
   - Also check that system keys are defined correctly in the `CGIcmd.dat` file

If a change is made, you will need to restart the HTTP listener on your report server. NT installations will also need to restart the NT report server service.

I'm getting an error which contains "MSG-00000: Oracle General Ledger cannot find any collected data. Please make sure that you have run the Financial Item Data Collection program REP-1419: 'beforereport': PL/SQL program aborted."

The GL Summarization program was not run. Fix this by running the summarization program as indicated in the BIS 11I Installation manual

A blank/default graph is showing up no matter what parameters I use to run the report.

Blank / default graphs usually appear when an environment variable is not set correctly or the BIS graphics library has not been compiled. Try the following:

- Check that the `GRAPHICS60_PATH` environment variable has been set to point to `$AU_TOP/graphs`. This variable should also be set in the script which starts the reports server. If you make a change to the variable, you'll need to restart the reports server.
- Check that the BIS graphics library (`BISGRAPH.pll`) is compiled properly. It is located in `$AU_TOP/graphs`. To be sure, open it up in Graphics Designer and do File -> Compile All. Be sure the `ORAPLSQLLOADPATH` environment variable has been set to point to the same location as `$GRAPHICS60_PATH` before you open Graphics Designer.

I am getting the "REP-0759: One or more PL/SQL libraries have been modified since the report was saved. The PL/SQL will be recompiled. REP-0736: There exist uncompiled program unit(s). REP-1247: Report contains uncompiled PL/SQL" when I try to run a report.

The report's program units are invalid. This could be caused by any dependent object becoming invalid. For example, if a view or program unit the report depends on becomes invalid, the report itself will become invalid. Recompiling the report using Reports Designer usually fixes this problem.

I’m getting an error similar to “ORA-06550: line 1, column 7: PLS-00306: wrong number or types of arguments in call to 'PARAMETER_FORMVIEW_HRMNPSUM' ORA-06550: line 1, column 7: PL/SQL: Statement ignored “

Some AK region data is probably missing. Check to see if the AK Dictionary has been populated by running the following query in Sql*Plus:

```
-- Parameters: product_code of the report
-- For example: HR
--
select count(*), region_code
from ak_region_items_vl
where region_code like ‘&product_code%’
group by region_code;
```

At lease 1 row should return.

Also verify the install logs to see if Data Loader scripts ran successfully.

Performance Management Framework

I get the message “You do not have access to set/view targets for this target level” when I go to the Targets form.

and

I cannot set targets because no target levels are available to me on the Targets form.

You have not been granted access to the target level(s). Each Target Level is secured and only responsibilities that’s been granted access may set targets for that target level or monitor the target level on the personal homepage. (This is similar to granting responsibilities access to menus.)

To grant a responsibility access to a target level, go to the "Access" region on the Target Level form. Select the responsibilities from the Available section and move them over to the Selected section.

Why can’t I assign a single user as the notification role?

BIS only allows the subset of Workflow Roles that are Oracle Responsibilities to be notified.

The notification role has already been filled in when I go to define a new target. Why?

A default Workflow Notification Role can be assigned to a target level. This role will be defaulted to the Targets form, but can be overwritten by the person setting targets.

Why can I only set targets for a limited set of organizations?

The list of organizations you can choose on the Targets form is restricted by your responsibilities. See the Organization Security section above.

Discoverer (Workbooks and Business Views)

I can't launch Web Discoverer from the PHP.

This usually happens when a profile option is not set correctly.

Log on to Oracle Applications and check the ICX: Discover Launcher system profile. It should be set to the values indicated in the Installation and Configuration: ICX section above.

Web Discoverer is unable to connect to the database

This happens especially through SSWA if the Web Discoverer Server setup is incorrect.

1. Check if the database is up
2. Check if the user ID, passwords and responsibilities are correct

Web Discoverer opens but is connected to the wrong EUL.

Check that the default EUL has been set up correctly.

1. Check the default EUL in the Administration Edition - File => Set Default EUL
2. Check the default EUL in the User Edition - Tools => Options => EUL (It's on the last tab so you may need to scroll)

When I try to connect to Web Discoverer through SSWA, the application hangs at "Loading....."

The Web Discoverer Server is probably hanging. It should be rebooted.

When I try to connect to Web Discoverer through SSWA, the application hangs at "Connecting to database..."

Check that you have completed the Discoverer user access setup steps:

1. Open Discoverer Administration Edition
2. Under the menu item Tools --> Privileges
   Select the responsibility that you need to set up
3. Give this responsibility the appropriate User Edition or Administration Edition access.

Note: If this responsibility is not a Self Service Responsibility, it cannot be accessed through Self Service Applications log on.

To create a SSWA responsibility

1. Connect to Standard Oracle Applications
2. Using the System Administration Responsibility
3. Open Responsibility form under Security
4. Create a Responsibility, Example: Business Views Setup
5. Remember to select the Radio Box for "Self Service Application"

SSWA invokes Web Discoverer. However, Web Discoverer is unable to open the workbook.

Check that the workbook has been granted the correct access:

To grant access to an Oracle Discoverer workbook

1. Open Discoverer User Edition
2. Go to the menu item File => Manage Workbooks => Sharing
3. Select the workbook you want to grant access for.
4. Select the responsibility you want to give access to.

Verify that the responsibilities that can access this workbook also has access to the Business Areas to which the workbook refers.

The Workbook opens but I get the error "Unable to find item:..."

Check that you have completed the Discoverer User Edition Business Area access setup steps:

To Grant user / responsibilities access to Business Areas:

1. Open Discoverer User Edition
2. Go to the menu item Tools => Security
3. Select the responsibility that you need to setup => Give this responsibility access to the Business Areas.

Note: Check the "Allow Administration" checkbox for the business areas if this responsibility needs administration access.

Also verify that

- The workbook has access to the folders referenced in the workbook.
- Your are connected to the right default EUL.

If a customer does not want to use The Operations Metrics but only wants to use Business Views for Discoverer, what are the steps necessary to generate the views?

If the customer cannot bring up the web page to generate business views from the menu, it is possible to run the business view generator in Sql*Plus. This must take place after all flexfields and lookup tables have been initialized. (see next question)

I need the steps to generate all Flexfields and lookup codes if they are not done during normal Apps and done only by BIS.

If you have already done the regular apps installation, you should be fine. Things to watch out for:

- Your apps_mrc schema should contain access to all the lookup and code-combination tables. This access is often missing in fresh BIS installations.
- If you have flexfields that are not used at the client site, the view generator might fail to generate views that use those flexfields. You could get the ARU patch for bug 1064917 to address this problem, or you could define a single structure with a single segment for key flexfields that are not in use.
- Before you run the generator, you must make sure that the log file will be placed in a directory that is valid and accessible to the system. This is typically /sqlcom/log.
- The value in the profile option bis_debug_log_directory contains the name of this directory. The directory named there must also be listed in the value field of v$parameter utl_file_dir, and be world-writable in the OS.

If all the above criteria are met, you can run the scripts below in Sql*Plus to generate all business views.

When the scripts have finished running, you can view the log file. The file may end in a listing of views that were successfully generated, followed by error messages for any views that did not generate.

```
-- Beginning of Script 1
--
-- This script will generate a single business view.
-- Parameters: none
--
whenever sqlerror continue
set serveroutput on size 1000000

declare
temp varchar2(1000);
ret number:=0;
BEGIN
  bis_view_generator_pvt.set_mode(2);
  bis_view_generator_pvt.generate_views
    (
     x_error_buf => temp,
     x_ret_code => ret,
     p_all_flag => fnd_api.g_true,
     p_App_Short_Name => NULL,


     p_kf_appl_short_name => NULL,
     p_key_flex_code => NULL,
     p_df_appl_short_name => NULL,
     p_desc_flex_name => NULL,
     p_lookup_table_name => NULL,
     p_lookup_type => NULL,
     p_view_name => NULL
     );
  dbms_output.put_line('x_ret_code - '||ret);
  dbms_output.put_line('x_error_buf - '||temp);
end;
/
```

```
-- Beginning of Script 2
--
-- This script will generate views for the specified application
-- Parameters: Application_short_name
--
whenever sqlerror continue
set serveroutput on size 1000000

declare
temp varchar2(1000);
ret number;
BEGIN
   bis_debug_pub.debug_on;
   bis_view_generator_pvt.set_mode(2);
   bis_view_generator_pvt.generate_views
     (
      x_error_buf => temp,
      x_ret_code => ret,
      p_all_flag => NULL,
      p_App_Short_Name => '&Application_short_name',
      p_kf_appl_short_name => NULL,
      p_key_flex_code => NULL,
      p_df_appl_short_name => NULL,
      p_desc_flex_name => NULL,
      p_lookup_table_name => NULL,
      p_lookup_type => NULL,
      p_view_name => NULL
      );
     bis_debug_pub.debug_off;
  dbms_output.put_line('x_ret_code - '||ret);
  dbms_output.put_line('x_error_buf - '||temp);
end;
/
```

```
-- Beginning of Script 3
--
-- This script will generate the specified view
-- Parameters: View_name
--
whenever sqlerror continue
set serveroutput on size 1000000

declare
temp varchar2(1000);
ret number:=0;
BEGIN
  bis_view_generator_pvt.set_mode(2);
  bis_view_generator_pvt.generate_views(
  x_error_buf => temp,
  x_ret_code => ret,
  p_all_flag => NULL,
  p_App_Short_Name => NULL,
  p_kf_appl_short_name => NULL,
  p_key_flex_code => NULL,
  p_df_appl_short_name => NULL,
  p_desc_flex_name => NULL,
  p_lookup_table_name => NULL,
  p_lookup_type => NULL,
  p_view_name => '&View_name');
  dbms_output.put_line('x_ret_code - '||ret);
  dbms_output.put_line('x_error_buf - '||temp);
end;
/
```

Performance Measure Region

Why aren't my performance actuals showing on the Performance Measure region of the PHP?

This is caused by one of two things:

1. No actuals were posted because the performance measure does not come with alerts. In BIS11i, alerts are the mechanism in which actuals are posted. So if the performance measure does not come with an alert, then no actuals will be posted. To verify if a performance measure comes with alerts, please see the BIS11i Release Content Document.
2. The actuals posted are not current. The Performance Measure region displays current actual values compared to current targets. If the alert has not run for the current period, then the actual values will be as of the previous posting date.

Run the following query in Sql*Plus to check the actual values:

```
-- Parameters: Target_level_name
--
Select
target_level_name, time_level_value, org_level_value,
dimension1_level_value, dimension2_level_value, dimension3_level_value,
dimension4_level_value, dimension5_level_value,
actual_value
from bisfv_actuals
where target_level_name = '&target_level_name';
```

If there is an actual value posted for the current period (time_level_value) for the set of dimension values you've selected, then this is a bug. If no actual values were posted, then rerun the corresponding alert.

Why aren't Performance Measure actuals showing in the appropriate COLOR on the Performance Measure region of the PHP?

Usually because targets are not set to same period or plan in which the actual was posted by the Alert. The Performance Measure region displays current actual values compared to current targets. If the actual was posted in May-1999 but the target was set for Dec-1999, the region will not compare the 2 values.

To fix this, go to the Performance Targets form and verify the time period and business plan matches what is on the Performance Measure region.

Worklist Region

Why aren't notifications appearing on the Worklist region of the PHP when my actuals are out of range for the targets set?

A few things to check:

1. Check if the Worklist region has been customized to retrieve a selected set of notifications. If so, then broaden the selection to 'All.'
2. Does the performance measure have an alert? In BIS11i, alerts are the mechanism in which notifications are sent. If the performance measure does not come with an alert, notifications will not be sent.
3. Check if Oracle Workflow is installed. Run the following query in Sql*Plus to verify Workflow objects are valid:

```
select
OBJECT_NAME, OBJECT_TYPE, STATUS , owner
from all_objects
where OBJECT_NAME like 'WF%'
and STATUS <> 'VALID'
and owner = 'APPS'
```

If any rows return, then recompile those objects using ADADMIN.

Ask Oracle

Why isn't Ask Oracle working?

The ConText cartridge might be invalid.

But what if the ConText cartridge looks fine?

Make sure the script `BISPBVI.sql` has been run for every language to be supported. This script creates all InterMedia Preferences and Indexes for a specific language and needs to be run in the Discoverer EUL schema.

If you need to recreate the Intermedia indexes:

1. Enter the following query to drop the index for the specified language:

```
sqlplus eul_us/eul @$BIS_TOP/admin/sql/BISPBVD.sql <language_code> ()
```

2. Then, to recreate the index for the specified language, enter:

```
sqlplus eul_us/eul @BISPBVI.sql <language_code> ()
```

Business View Catalog Search

Why isn't the Business View Catalog working?

The ConText cartridge might be invalid.

But what if the ConText cartridge looks fine?

Make sure the script `BISPBVI.sql` has been run for every language to be supported. This script creates all InterMedia Preferences and Indexes for a specific language and needs to be run in the Discoverer EUL schema.

1. Enter the following query to drop the index for the specified language:

   ```
   sqlplus eul_us/eul @$BIS_TOP/admin/sql/BISPBVD.sql <language_code> ()
   ```

2. Then, to recreate the index for the specified language, enter:

   ```
   sqlplus eul_us/eul @BISPBVI.sql <language_code> ()
   ```

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