

Oracle® Scripting

Implementation Guide

Release 11*i*

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ORACLE®

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Send Us Your Comments

Oracle Scripting Implementation Guide, Release 11*i*

Part No. A95151-02

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

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If you would like a reply, please give your name, address, telephone number, and (optionally) electronic mail address.

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

Preface

Audience for This Guide

Welcome to Release 11*i* of the Oracle Scripting Implementation Guide.

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

- The principles and customary practices of your business area.
- Oracle Scripting

If you have never used Oracle Scripting, Oracle suggests you attend one or more of the Oracle Scripting training classes available through Oracle University.

- The Oracle Applications graphical user interface.

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

See [Other Information Sources](#) for more information about Oracle Applications product information.

How To Use This Guide

This guide contains the information you need to understand and use Oracle Scripting. Sections include:

Dependency Requirements and Verification includes information on mandatory and conditional dependencies, installation and verification.

The **Introduction** includes overviews of Oracle Interaction Center and Oracle Scripting, including what's new and what is obsolete in this release of Oracle Scripting.

Technology, Requirements, and Performance includes an architectural overview, as well as minimum software and hardware requirements, and scalability and performance guidelines.

Dependency Requirements and Verification includes mandatory and conditional dependencies, as well as installation and dependency verification information.

The **Implementation Overview** includes a process Description and an overview of the implementation tasks for various components of Oracle Scripting.

Implementing Oracle Scripting includes a description of top-level implementation steps, and specific tasks for implementing each Scripting component: the Script Author, the Scripting Engine Component, and the Survey Component.

Administering Oracle Scripting includes Oracle Applications-level administration tasks directly related to implementing Oracle Scripting. These are all required for the Survey component of Oracle Scripting only.

Verifying the Implementation includes a description of tasks to verify each component of Oracle Scripting.

Diagnostics and Troubleshooting includes troubleshooting tips and problem remediation tasks for implementing Oracle Scripting.

Appendix A, Upgrading from Previous Releases, provides specific information for upgrading from a previous 11*i* release of Oracle Scripting.

There are also Glossary and Acronyms appendices to assist you in decoding many terms, acronyms and abbreviations.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle Corporation is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

Accessibility of Code Examples in Documentation

JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

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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 Oracle Scripting.

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

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF). Some online help patches are available on *OracleMetaLink*. Oracle Scripting online help is only available with installation of Oracle Scripting release 11.5.6 or later.

Related Documentation

Oracle Scripting shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other product documentation when you set up and use Oracle Scripting.

You can read the documents 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>.

Documents Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Scripting (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Documents Related to This Product

Oracle Scripting Implementation Guide 11i

This guide describes how to implement Oracle Scripting components and test the implementation appropriately.

Installation and System Administration

Oracle Applications Concepts

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

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11i, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 technology stack, and the Oracle8i Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

Oracle Applications Supplemental CRM Installation Steps

This guide contains specific steps needed to complete installation of a few of the CRM products. The steps should be done immediately following that tasks given in the Installing Oracle Applications guide.

Upgrading Oracle Applications

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

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

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 for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6*i* forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards for Forms-Based Products

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.

Other Implementation Documentation

Multiple Reporting Currencies in Oracle Applications

If you use the Multiple Reporting Currencies feature to record transactions in more than one currency, use this manual before implementing Oracle Scripting. This manual details additional steps and setup considerations for implementing Oracle Scripting with this feature.

Multiple Organizations in Oracle Applications

This guide describes how to set up and use Oracle Scripting with Oracle Applications' Multiple Organization support feature, so you can define and support different organization structures when running a single installation of Oracle Scripting.

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 Scripting implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual also provides information on creating custom reports on flexfields data.

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Oracle *MetaLink*

Oracle Manufacturing APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Manufacturing.

Oracle Order Management Suite APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Order Management Suite.

Oracle Applications Message Reference Manual

This manual describes Oracle Applications messages. This manual is available in HTML format on the documentation CD-ROM for Release 11i.

Oracle CRM Application Foundation Implementation Guide

Many CRM products use components from CRM Application Foundation. Use this guide to correctly implement CRM Application Foundation.

Training and Support

Training

Oracle offers training courses to help you and your staff master Oracle Scripting and reach full productivity quickly. You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle Scripting 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 Oracle8i server, and your hardware and software environment.

OracleMetaLink

OracleMetaLink is your self-service support connection with web, telephone menu, and e-mail alternatives. Oracle supplies these technologies for your convenience, available 24 hours a day, 7 days a week. With OracleMetaLink, you can obtain information and advice from technical libraries and forums, download patches, download the latest documentation, look at bug details, and create or update TARs. To use OracleMetaLink, register at (<http://metalink.oracle.com>).

Alerts: You should check OracleMetaLink alerts before you begin to install or upgrade any of your Oracle Applications. Navigate to the Alerts page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade/Alerts.

Self-Service Toolkit: You may also find information by navigating to the Self-Service Toolkit page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade.

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 data unless otherwise instructed.*

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But 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 Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may 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 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, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

Introduction

The following topics are included in this topic group:

- [Oracle Interaction Center Overview](#)
- [Oracle Scripting Overview](#)
- [New in this Release](#)
- [Obsolete in this Release](#)

1.1 Oracle Interaction Center Overview

Every customer interaction — a telephone call, an e-mail message, or a Web chat conversation — presents an opportunity to win new business or improve customer satisfaction. The Oracle Interaction Center supports the management and processing of customer relationship activity across all channels of customer contact.

The Oracle Interaction Center integrates with several customer relationship business applications in the Oracle eBusiness Suite. The Oracle Interaction Center consists of several modules. The modules relating to inbound telephony and outbound telephony are bundled separately.

The Oracle Interaction Center allows access to centralized customer information and business application functionality. Oracle Interaction Center integrates with front office applications (known as Customer Relationship Management or CRM), and back office applications (Enterprise Relationship Planning or ERP), thereby enabling a workflow powered, end-to-end strategic e-business solution.

The Oracle Interaction Center products include:

- [Oracle Advanced Inbound](#)
- [Oracle Advanced Outbound](#)

- [Oracle eMail Center](#)
- [Oracle Scripting](#)
- [Oracle Interaction Center Intelligence](#)

1.1.1 Oracle Advanced Inbound

Oracle Advanced Inbound (AI) is required to telephony enable business applications in the Oracle eBusiness Suite. "Telephony-enabled" means that the product has the capability of communicating with a telephone system for inbound calls, outbound calls, or both via the CTI middleware that handles the messaging between a telephone switch and the user's application. Oracle Advanced Outbound provides the corresponding outbound telephony capability.

The Oracle Advanced Inbound bundle consists of the following products: Call Center Technology, Oracle Universal Work Queue, Oracle Telephony Manager, Oracle Call Center Connectors, and Oracle Interaction Blending.

See Also

- [Oracle Advanced Outbound](#)
- [Oracle eMail Center](#)
- [Oracle Scripting](#)
- [Oracle Interaction Center Intelligence](#)

1.1.2 Oracle Advanced Outbound

Oracle Advanced Outbound (AO) is another key part of the Oracle eBusiness Suite of applications. It is the module of Oracle Interaction Center that addresses outbound telephony. AO consists of two main components:

- A tactical list manager, which determines who to call and when to call them
- An outbound dialing engine, which dials numbers and transfers live contacts to call center agents

Advanced Outbound integrates with and relies on Oracle Marketing Online (OMO) to create campaigns and lists to execute. AO serves as the execution arm for these marketing lists to maximize both outbound list penetration and agent productivity. AO also integrates with desktop applications like Oracle TeleSales and Oracle Collections to handle the actual customer interactions. Oracle Advanced Outbound can be used any time agents need to contact parties via the telephone.

AO also integrates with Oracle Interaction History to provide feedback that marketers can use to analyze and measure the success of the marketing campaign, thereby providing a closed-loop marketing process.

Oracle Advanced Outbound does not include any other telephony management modules, and thus requires the use of Oracle Advanced Inbound.

See Also

- [Oracle Advanced Inbound](#)
- [Oracle eMail Center](#)
- [Oracle Scripting](#)
- [Oracle Interaction Center Intelligence](#)

1.1.3 Oracle eMail Center

Oracle eMail Center (eMC) is designed to satisfy requirements for inbound customer support, e-mail interaction management, and outbound sales and marketing e-mail message processing.

Oracle eMail Center helps your business respond to e-mail queries with clear and comprehensive replies in a much more efficient manner. eMC automatically generates suggested responses and scores them according to how closely they match the requirements.

See Also

- [Oracle Advanced Inbound](#)
- [Oracle Advanced Outbound](#)
- [Oracle Scripting](#)
- [Oracle Interaction Center Intelligence](#)

1.1.4 Oracle Scripting

Oracle Scripting is a set of tools to facilitate the process of gathering of information for the benefit of the enterprise. Oracle Scripting is composed of three components: the Script Author, the Scripting Engine, and the Survey component.

Each implementation of Oracle Scripting employs at least one customized script built by Oracle Consulting, consulting partners, or the enterprise.

The Script Author is the development tool with which customized business requirements are translated into miniature programs known as "scripts."

The Scripting Engine is responsible for displaying the script to the end user, interpreting the end user's responses to questions and answers, and processing custom code developed in support of the script.

The Survey component provides the ability to create, deploy, and manage survey campaigns that are based on a single customized script.

See Also

- [Oracle Advanced Inbound](#)
- [Oracle Advanced Outbound](#)
- [Oracle eMail Center](#)
- [Oracle Interaction Center Intelligence](#)

1.1.5 Oracle Interaction Center Intelligence

Oracle Interaction Center Intelligence is a Web-based reporting solution that provides intelligent reports that facilitate day-to-day operational and long-term strategic decisions.

The data is presented to the user in a easy-to-use portal format. This format gives the user a unified, role-based, easily customized view of Interaction Center information, including Oracle Universal Work Queue information, key performance measures relating to agent productivity, speed to answer, and abandon rate.

The product is built on an Oracle proprietary Java-based technology stack (Oracle CRM Foundation, sometimes referred to as Java Technology Foundation or JTF). Users of Interaction Center Intelligence require minimal training, and no additional software is needed on the user's machine other than a Web browser.

Oracle Interaction Center Intelligence is based on a three-tier architecture:

- The front end (client) using the system via an Oracle Applications-compliant Web browser.
- The middle tier, which contains the Apache Web server and application server, included as part of the installation of Oracle Applications release 11*i*.
- The database tier, using an Oracle 8*i* or 9*i* database.

See Also

- [Oracle Advanced Inbound](#)
- [Oracle Advanced Outbound](#)
- [Oracle eMail Center](#)
- [Oracle Scripting](#)

1.2 Oracle Scripting Overview

This topic group includes the following topics:

- [Components of Oracle Scripting](#)
- [Oracle Scripting Features](#)
- [Oracle Scripting Users](#)

See Also

[Oracle Interaction Center Overview](#)

[New in this Release](#)

[Obsolete in this Release](#)

1.2.1 Components of Oracle Scripting

Oracle Scripting is a set of tools to create and display information sequentially to its [end users](#). The information displayed is based (1) on a predetermined set of requirements that have been programmed into a script, and (2) on responses provided by the end user. End users are guided through a specific flow, which can either be rigidly prescribed to enforce consistency, or which can be dynamically determined based on answers entered into the graphic user interface (GUI).

Oracle Scripting is composed of three components:

- [Script Author Component](#)
- [Scripting Engine Component](#)
- [Survey Component](#)

1.2.1.1 Script Author Component

Script Author is a powerful authoring environment of graphical layout tools to create, modify, and deploy scripts. The Script Author is a two-tiered script

development studio built in Java. The script developer inserts objects into the script in a work area known as the canvas, using an intuitive interface. The developer then associates properties to each object. These properties range from the simple (object names, labels, or text to display at run time) to the complex (such as Java, PL/SQL, or other commands). The objects in the Script Author are linked by various branch types to provide a graph that looks similar to a flowchart. In this manner, the objects embedded in the script control complicated processing, such as rules-based branching and data integration. Scripts built in the Script Author can be run in either interface of the Scripting Engine.

See Also

- [Scripting Engine Component](#)
- [Survey Component](#)

1.2.1.2 Scripting Engine Component

The Scripting Engine is a set of base Java classes that provide for processing of a script in runtime. The script provides a customized set of pre-programmed actions to take based in part on responses provided by the end user. At runtime, the Scripting engine interprets:

- Instructions in the script,
- The end user's responses to questions and answers, and
- Custom code referenced in the script.

Interpretation of Custom Code

Custom code is referenced in the script using commands programmed into the script in the Script Author before it is deployed to the database. Based on the type of command, the code may be stored in the metadata of the script itself (e.g., constant commands or PL/SQL commands), in the Scripting session (Blackboard commands), in custom code deployed to the applications server (Java commands), or in the database (commands referencing stored PL/SQL packages).

What Information Is Displayed?

Based on the design created in the Script Author, the Scripting Engine can display formatted text (including "spoken text" and "instructional text") in each panel of the script, and at least one question and answer, to the end user's graphic user interface. New to release 11.5.6, the WYSIWYG (What You See Is What You Get) interface allows liberally customized display and distribution of formatted text, questions and answers in each panel.

Two Runtime Interfaces

There are two runtime interfaces, both of which receive information from the base Java methods that together comprise the Scripting Engine.

The first is the **interaction center agent interface**. This is a Java-based GUI launched from an Oracle Applications session when an agent starts a script – typically from within one of three business applications in the CRM Suite: Oracle TeleSales, Oracle TeleService, or (new to release 11.5.6) Oracle Collections. Agents can also launch a script in "stand-alone" mode from within an Oracle Applications session, although this is recommended primarily for script testing. In current releases, scripts viewed in this model present as a Java bean wrapped in an Oracle form. HTML interpretation and rendering is provided by Java classes in the SWING library of JavaSoft's Java Development Kit (JDK) 1.1.8.

The second interface is the **Survey runtime interface**, which is essentially HTML running Java Server Pages (JSP) in an Oracle Applications 11i-compliant Web browser. This runtime interface is intended for individuals to view a script to participate in a survey, using their Web browser to access a particular URL. The URL specifies a set of parameters that identify an enterprise's Oracle Applications-specific Apache Web server, invoke a JSP page for survey operations, specify a deployment identification code (or dID), and (for list-based survey campaigns), a unique respondent identification code or rID). Accessing this URL allows a survey respondent to log into an Oracle Applications session as a guest user with survey-specific privileges. In this model, the Scripting Engine interprets the respondent's responses, the script, and custom code, passing metadata and instructions to the Web browser to be interpreted on the respondent's client computer. In addition to a script, survey execution of scripts requires a survey campaign to be established and deployed, and requires the presence of additional JSP resources (to provide a header for each survey page, an error page to display if required, and a final page after completion of the survey).

See Also

- [Script Author Component](#)
- [Survey Component](#)

1.2.1.3 Survey Component

The survey component of Scripting was previously known as iSurvey. This component relies on the concept of a *campaign*— a focused effort to achieve a particular goal from a targeted population over a specific period of time for a particular business purpose. The goal of a *survey campaign* is typically for an

enterprise to obtain specific data by polling a target market segment or population for subsequent analysis and subsequent action. Typical actions might include the offering of a new product or service, or a change in business processes to improve satisfaction.

Survey campaigns have requirements that must be defined based on the campaign goals (for example: target population, purpose for obtaining the information, which information will be gathered, for what purpose, how long the campaign will be conducted, and in how many separate deployments of the same requirements).

The campaign goals are achieved by two processes: creating a survey questionnaire built with the campaign goals in mind, and in administering the campaign from the enterprise.

The Survey Questionnaire

The survey questionnaire is a Script Author script created to obtain specific information. End users of the Survey component are customers or prospects viewing a survey questionnaire using any Oracle Applications 11i-compliant Web browser. As the individual participating in a survey ("survey respondent") moves effortlessly through each HTML page (corresponding to a single script panel in the Script Author), the objects embedded in the script control complicated processing.

On the survey respondent's desktop, the respondent is guided through the script either through a rigidly prescribed order, or through a dynamically determined path in the survey (as determined by the custom script built based on the needs of the enterprise). The survey questionnaire script displays as a series of Java Server Pages (JSP) files in an HTML-based interface (the Web browser).

On the Apache Web server associated with the Oracle Applications instance for the enterprise conducting the survey, all business logic is executed dynamically. This includes the business rules embedded in the survey questionnaire script (such as rules-based branching, data integration, and commands associated with specific objects and events), the respondent's answers, and any custom Java or PL/SQL code.

The Survey Admin Console

Survey administrators must define the survey campaign requirements in an HTML administrative console in order to get this survey questionnaire to its target segments. The Survey Admin console is a JSP/HTML-based survey campaign administrative interface accessed from the Oracle eBusiness Center HTML login by a user with the Survey Administrator Oracle Applications responsibility. In this interface, a survey campaign is created and its dependencies (JSP resources, Script

Author script designated as the questionnaire, and so on) are defined. Additionally, results from a survey (ongoing or completed) can be viewed in various ways from the Survey Admin console. Answers provided by respondents are stored in the Oracle Applications database schema. A survey administrator can view individual responses by accessing the Response tab in the GUI. Survey respondent data is also summarized for optimum performance and made available to administrators through a set of preexisting Survey reports under the Analysis tab. Additionally, custom reports can be generated from tables in the Oracle Applications schema as desired.

See Also

[Oracle Scripting Features](#)

[Oracle Scripting Users](#)

1.2.2 Oracle Scripting Features

This topic group includes the following topics:

[Component Features](#)

[Oracle Scripting and the Interaction Center Suite](#)

1.2.2.1 Component Features

The Script Author is used to develop scripts for execution in either the Scripting Engine or as a survey using the Survey component of Oracle Scripting.

The Scripting Engine can be used in inbound, outbound, or blended interaction centers in order to guide agents in their interactions with customers or prospects.

The Survey component of Oracle Scripting can be used for any purpose for which information must be collected and analyzed. Typical uses include customer satisfaction surveys, customer interest surveys, new product concept surveys, vendor surveys, etc. Survey is helpful not only in obtaining relevant information from customers, prospective customers, consumers using competing products or services, and the general public, but also from more clearly targeted populations such as the employees within a company, shareholders of stock, and so forth.

The applications of the product are unlimited in terms of benefits to enterprises that need to survey general or specific populations and process the return data.

- Oracle Scripting release 11.5.6 includes four out-of-the-box reports available to assist in analysis from use of Oracle Scripting. All are applicable to survey campaigns, and the Footprinting report is useful for interaction center reporting

(use of the Scripting Engine). More reports are expected to be available in future releases. The information obtained from a survey is stored in the Oracle Applications database, and can be accessed using customized SQL scripts or by using any tool that can access an Oracle database.

See Also

[Oracle Scripting and the Interaction Center Suite](#)

1.2.3 Oracle Scripting and the Interaction Center Suite

The Scripting Engine provides enterprises a method of scripting interactions with customers or prospects and integrating desktop workflow between various applications. It is intended to be used in combination with integrated Oracle eBusiness applications in the CRM Suite of applications (Oracle TeleSales, Oracle TeleService, and Oracle Collections) to take full advantage of the contact handling and sales or service features of those applications, respectively. Interaction centers leveraging business applications and the Scripting Engine therefore have the full benefit of interaction center communications. Both the Scripting Engine and the Survey component of Oracle Scripting allow an enterprise to capture customer needs, perform market research, and measure customer satisfaction. The Survey component is a powerful information gathering tool that allows rapid deployment of tailored questionnaires to gather data from various targeted populations. Information gained as a result of executing a survey campaign can be used to drive new business initiatives, immediately spot customer satisfaction issues, test new products or ideas, and provide baseline measures for satisfaction improvement programs. This makes the Survey component a strong tool in the CRM toolbox, bringing another dimension of intelligence to the 360-degree view of the customer.

See Also

[Component Features](#)

1.2.4 Oracle Scripting Users

This topic group includes the following topics:

- [Script Author Users](#)
- [Scripting Engine Users](#)
- [Survey Runtime Users](#)
- [Survey Administrative Users](#)

1.2.4.1 Script Author Users

The Script Author is intended for the functional user with some technical knowledge. The Script Author development environment provides for reuse of defined commands and existing Scripting components. The script developer will define these commands. Hooks in the GUI reference technical components (for example, Oracle Forms, custom Java methods, and PL/SQL packages stored in the database) which are primarily developed external to the Script Author. These components provide sophisticated functions to accomplish the functionality most enterprises want. They must be developed by individuals certified and knowledgeable in the relevant technologies. The script developer must work with these highly technical resources to ensure the custom components are appropriately integrated into the script. The script developer must also ensure the code is appropriately loaded on the server and referenced in the script. This will ensure the code is available to the base Java classes that provide Scripting runtime functionality for the Scripting Engine and the Survey component at runtime.

Users of the Script Author may be campaign administrators, Java developers or database programmers, business process engineers, or experienced interaction center agents with technical aptitude. The keys to successful script development are: (1) familiarity with how Oracle Scripting captures and processes data, (2) knowledge of associated technologies (including access to experts in these technologies), and (3) adequate training and familiarity with existing documentation.

No Oracle Applications responsibilities are required to use the Script Author, as this is an independent Java environment not requiring login to an Oracle Applications session.

See Also

- [Scripting Engine Users](#)
- [Survey Runtime Users](#)
- [Survey Administrative Users](#)

1.2.4.2 Scripting Engine Users

End users of the Scripting Engine are trained interaction center agents ("agents"). These are non-technical users who have received simple but thorough training in the Java-based Scripting Engine interface. These individuals include call center agents taking or presenting information over the telephone, as well as interaction center agents taking advantage of other media such as Intranets, enterprise portals over the World-Wide Web, and so forth.

These agents must have access to the appropriate Oracle Applications responsibility to launch the integrated business application from which Oracle Scripting is integrated. For more information about establishing responsibilities, please refer to the Implementation Guide for each specific business application.

See Also

- [Script Author Users](#)
- [Survey Runtime Users](#)
- [Survey Administrative Users](#)

1.2.4.3 Survey Runtime Users

End users of the Survey component of Oracle Scripting from a runtime perspective are customers or prospects viewing a script (typically a survey questionnaire) in any Oracle Applications-compliant Web browser. These may have been invited to participate in a survey through an e-mail message or through navigation to a survey-enabled site, or they may have accessed the survey through a self-service Web application scenario such as Oracle iSupport.

No Oracle Applications responsibilities are required to execute a script as a survey in a Web browser.

See Also

- [Script Author Users](#)
- [Scripting Engine Users](#)
- [Survey Administrative Users](#)

1.2.4.4 Survey Administrative Users

Users of the JSP/HTML-based survey campaign administrative console are non-technical users with access to detailed project requirements. These individuals are typically interaction center campaign administrators or system administrators.

To access the Survey Campaign administrative interface from the HTML Login URL, these users must have the Survey Administrator Oracle Applications responsibility.

See Also

[Components of Oracle Scripting](#)

[Oracle Scripting Features](#)

[Oracle Scripting and the Interaction Center Suite](#)

1.3 New in this Release

Listed below are new and changed features of Oracle Scripting Release 11*i*. This topic group includes the following topics:

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

See Also

[Oracle Interaction Center Overview](#)

[Oracle Scripting Overview](#)

[Obsolete in this Release](#)

1.3.1 Script Author Installation Package Location

Installation of the Script Author is accomplished using the Oracle Universal Installer. As of release 11.5.6, this is obtained as a ZIP file from the APPL_TOP (Oracle Applications file system).

This is in contrast to earlier releases of Oracle Applications 11*i*, in which the only way to access the Script Author installation package was on the 11*i* Call Center Applications Install CD, or as a ZIP file downloaded from *OracleMetalink*.

As before, the Script Author can be installed on a computer running any Microsoft Windows 95, 98, 2000, or NT operating system.

Download the `iesauthr.zip` file from the Oracle Applications 11.5.6 or later APPL_TOP using an Oracle Applications 11*i*-compliant Web browser by accessing `http://<server>.<domain>:<port>/OA_HTML/download/ies/iesauthr.zip`.

For specific information regarding installing the Script Author using the Oracle Universal Installer, see the *Oracle Applications Supplemental CRM Installation Steps Guide* for release 11.5.6.

See Also

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.2 Sticky Mode

This feature affects the behavior in the Script Author GUI in which Script Author objects selected from the tool palette are inserted into the visual work area (the Script Author "canvas"). Prior to release 11.5.6 of the Script Author, script objects such as panels, groups, blocks, or the termination node would default to "sticky mode." When a script object is selected in the tool palette, that object tool remains "stuck" (selected) until explicitly turned off (by selecting the Toggle Selection Mode tool in the tool palette). For example, if the Script Author is open and you select the

panel object in the tool palette, each time you click on the canvas, a new panel object is inserted. This can result in the unwanted effect of inserting multiple panels when your intended result may be to designate properties for a single panel.

The ability to toggle on or off the "sticky mode" attribute of Script Author object toolbars is a helpful new feature. Sticky mode is enabled by default in every new Script Author session, providing the same functionality as in previous versions. However, by *deselecting* the checkbox next to the new "Sticky Mode" menu item (located under the **File** menu of the Script Author), sticky object menus are deselected. This feature remains for the duration of your Script Author session.

See Also

[Script Author Installation Package Location](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.3 Panel Text Editor Access and Label

The Panel Text Editor in Script Author release 11.5.6 is accessible from the panel properties dialog as well as from the main menu and from the toolbar.

Additionally, the Panel Text Editor title bar now displays the name of the panel for which the text is associated.

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.4 Data Dictionary Access

The data dictionary is used to define lookup values, constant commands, validation or other commands, or provide database table lookup information. All of these are associated with a *specific answer* for a *specific panel*. Access to the data dictionary is now attained from within the Answer Entry dialog for a specific answer. Access is no longer provided from this dialog's parent window (the Answers pane of the Panel Properties dialog).

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.5 Connection Dialog Modifications

The Connection dialog (included in the Deploy Script To dialog and in the Command properties dialog for a PL/SQL command) has been modified. In previous versions, a driver was required to be specified for JDBC to connect to the database (oracle.jdbc.driver.OracleDriver). This property is now passed automatically by the Script Author application. Further, prior to release 11.5.6, the URL field required the following specific syntax string:

```
jdbc:oracle:thin:@<Server Hostname>:<TNS Port>:<SID>
```

The URL field has been replaced with separate fields for Server Hostname, TNS Port, and SID. The remaining parameters of the retired URL field are now also passed automatically by the Script Author application.

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.6 Reusable Commands

New to release 11.5.6 of the Script Author is the reusable command framework. The full range of Script Author commands (Java, PL/SQL, Blackboard, Forms, and Constant commands) can be defined in the command library, which stores the commands in the applications database.

Once defined in the command library, commands can be copied and modified in the library, removed from the library, and imported into an existing or new script.

You must access the command library using Script Author 11.5.6 or later. Accessing the command library requires you to enter database connection parameters for the specific database instance of the Oracle Scripting command library you wish to use. You will remain connected for the duration of the Script Author session.

Note: You must first enter your command in the command library to make it available to all scripts, *including the current script*. In this release, there is no method provided to move an already defined command from a script to the command library.

Defining a Command In the Command Library

Commands are defined in the command library from Script Author 11.5.6 or later. You can create a command in the command library from the Script Author at any time, and import it to the appropriate location in the script. Select Command Library from the Tools menu. Enter database connection information for the database instance of the Oracle Scripting command library you wish to access (required once per Script Author session). In the Command Library dialog, click Add, and define your command as usual. This places the command in the command library for immediate or subsequent reuse.

Importing a Command Into a Script from the Command Library

Once a command (of any type supported by Scripting) is defined in the command library, it can be reused by a script developer using the Script Author. In release 11.5.6, the Script Author Command properties dialog includes a prominent new Use Library Command button.

To import a command already defined in the library, click Use Library Command to access the list of existing commands. If not connected, you will be prompted for database connection parameters to access the appropriate instance. Once entered, this connection is maintained for the duration of your Script Author session. Highlight the desired command in the resulting list, and click OK. The Command properties dialog is now populated with the parameters from the predefined library command. At this point, you can save the command in the script as it was imported, or modify the command as necessary.

Note: Any modifications you make to the imported command are associated with the specific script into which you imported it, not the command library. To add new commands to the library, you must enter them directly from the Command Library selection from the Script Author Tools menu.

The Command Library interface also allows for modifying an existing command, via the Update button.

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.7 Reporting Features

New to release 11.5.6 of Oracle Scripting is the ability to generate reports. For interaction centers using the Scripting Engine, a new Footprinting report is available to display visited panels in a Scripting Engine session. For enterprises using the survey component of Oracle Scripting, there are three "canned" reports available. Reporting is accessed from the HTML Login URL (sometimes referred to as the eBusiness Suite login for CRM HTML-based applications), and requires the survey component to be implemented. For the three survey reports, additional requirements include execution of concurrent programs and, for any useful data, that survey deployments have been executed by one or more survey respondents.

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.8 Apache Mid-Tier Architecture

Supported beginning with release 11.5.6 of Oracle Scripting is an architectural improvement for the Scripting Engine. In this model, business logic is executed on the enterprise Web server rather than in the Java Virtual Machine (JVM) provided on the client by Oracle JInitiator. Business logic is deployed as a servlet in the Apache JServ. This architecture improves scalability, reduces customization, and enables the Scripting Engine to be executed through a firewall or using HTTPS.

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

Compiling Custom Code Using JDK 1.1.8

Supported Methods of Packaging Java Bean Code Into a JAR File

1.3.9 WYSIWYG Panel Layout

Prior to release 11.5.6 of Oracle Scripting, a script in runtime displayed two distinct sets of data:

- **Panel text**, displayed at the top horizontal hemisphere of the current panel, and
- **Panel nodes**, also referred to as answer definitions, displayed at the bottom horizontal hemisphere of the current panel.

A node may have a text-based User Interface (UI) label associated with it. If such a label is defined, it appears to the left of the answer definition. Each panel must have at least one answer definition (node) and may contain many (limited only by its usefulness to the user). If a panel contains multiple nodes, they appear as rows in a table (whose borders are transparent).

Regardless of whether a script in runtime executed in the Java-based Scripting Engine or the HTML-rendered Survey component, panel text and nodes could not be mixed or matched.

With release 11.5.6, a WYSIWYG panel editing ability in the Script Author allows the developer of a script to display panel text or images in any location in a panel, interspersed with answer controls for each node.

This affects the way a script is built in the Script Author and how answers are recorded in the execution interface for a script. Each panel will now automatically display a **Continue** button that must be clicked during runtime in order to progress to the next panel.

Note: The single exception to this rule is a panel using the "push button" answer UI control type. Clicking this push button during runtime (in either runtime GUI) has the same effect as clicking the Continue button. *This answer control must only be used with panels containing a single node.*

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)
[Data Dictionary Access](#)
[Connection Dialog Modifications](#)
[Reusable Commands](#)
[Reporting Features](#)
[Apache Mid-Tier Architecture](#)
[Profile Setting Modifications](#)
[Compiling Custom Code Using JDK 1.1.8](#)
[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.10 Profile Setting Modifications

When implementing or administering Oracle Scripting, it is a requirement to establish system profile settings. Setting system profiles determines the behavior of Oracle Applications. System profile settings can be set at a site, application, responsibility, or user level. These settings affect the behavior of Oracle Applications, respectively, from the highest and broadest level (site) down to the lowest and most specific level (user). System profiles can be set for a high level (for example, application, for all users of the specified application), and also set at a lower level (for example, user, in which the settings only affect individual users based on their Oracle Applications login). The lowest level setting for a particular profile always takes precedence, superseding any value for that profile set at a higher level. This Implementation Guide may specify settings and recommend they be set at the Site level. Note, however, that in most cases a lower level setting will also suffice.

Oracle Scripting 11.5.6 introduces some changes to the profile settings as discussed below.

Topics for this group include:

- [Changed Lookup Values for IES Profile Settings](#)
- [New IES Profile Settings](#)

See Also

[Fewer IES Profile Settings Required](#)

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Compiling Custom Code Using JDK 1.1.8](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.10.1 Changed Lookup Values for IES Profile Settings

The values for the profile setting IES : IES ARCHITECTURE TYPE have changed. The new possible values are Apache mid tier/Servlet architecture and Caching Architecture (replacing Two Tier Mode).

The value Three Tier Mode has been removed.

See Also

- [Changed Lookup Values for IES Profile Settings](#)
- [New IES Profile Settings](#)
- [Fewer IES Profile Settings Required](#)

1.3.10.2 New IES Profile Settings

Web Security

The following profiles have been added for Oracle Scripting to support the Scripting Engine's new ability to function through a firewall:

- IES: PROXY SERVER NAME
- IES: PROXY SERVER PORT

For more information, see your Web server or Systems administrator.

Web Server Servlet Zone

The Apps Servlet Agent profile has been added for Oracle Scripting to support the Apache Mid-Tier architecture. This profile must be populated with the URL to connect to the Servlet Zone of the Apache Web server.

The syntax for this profile, as well as an example, are provided below. For more information, see your Web server or Systems administrator.

Syntax: `http://<servername>.<domain>:<Apache Web server port>/<ervlet_zone>`.

Example: `http://server1.yourcompany.com:7777/oa_servlets`

Debug Message Monitoring

The IES : Debug Mode profile has been added for Oracle Scripting to provide error and informational messages to the server logging portions of Oracle Call Center Technologies. Setting this mode on will enable additional IES-related informational messages to be visible to a user with the Interaction Center Server Log Viewer or Interaction Center Server Manager responsibility.

Note: Setting this profile to Debug on will result in error message dialogs appearing with debug message information upon runtime of the Scripting agent application.

See Also

- [Changed Lookup Values for IES Profile Settings](#)
- [New IES Profile Settings](#)
- [Fewer IES Profile Settings Required](#)

1.3.11 Compiling Custom Code Using JDK 1.1.8

Oracle Scripting information renders in HTML using different HTML rendering engines. For scripts executed in HTML as a survey, the Oracle Applications 11*i*-certified Web browser provides HTML rendering and interpretation. For all Oracle Applications 11*i* releases to date, including release 11.5.6, scripts run in the Scripting agent application use the Java classes in the SWING library of JDK 1.1.8 to render the HTML.

For this reason, Oracle Corporation recommends:

- a. Testing scripts in the lowest common denominator (the Scripting agent interface) to ensure expected interpretation of HTML elements.
- b. Compile custom Java code against JDK 1.1.8 to ensure compatibility for custom code using the Scripting agent interface.
- c. For Scripting implementations using the Caching Architecture, the Java Virtual Machine for executing Scripting is provided by JInitiator, which at the time of this writing is not available at versions above JDK 1.1.8.x. Thus, *all custom code* to be executed in this architecture *must be compiled to JDK 1.1.8 or earlier* to ensure compatibility. This requirement will relax if JInitiator versions compiled against higher JDK versions than 1.1.8 are released and certified by Oracle Corporation.

For this and other certification information, refer to [OracleMetaLink](#) or contact your Oracle Support Services representative.

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Supported Methods of Packaging Java Bean Code Into a JAR File](#)

1.3.12 Supported Methods of Packaging Java Bean Code Into a JAR File

Oracle recommends compiling custom Java code in support of Oracle Scripting against the Java Development Kit (JDK) 1.1.8. Due to a limitation in JDK 1.1.8, there are only two supported methods of packaging the Java Archive (JAR) file appropriately. This process is discussed in detail in the Oracle Scripting online help

and *Oracle Scripting Concepts and Procedures*, in the section Packaging Java Bean Code Into a JAR File.

See Also

[Script Author Installation Package Location](#)

[Sticky Mode](#)

[Panel Text Editor Access and Label](#)

[Data Dictionary Access](#)

[Connection Dialog Modifications](#)

[Reusable Commands](#)

[Reporting Features](#)

[Apache Mid-Tier Architecture](#)

[WYSIWYG Panel Layout](#)

[Profile Setting Modifications](#)

[Compiling Custom Code Using JDK 1.1.8](#)

1.4 Obsolete in this Release

Topics in this group include:

- [Startup Form Removed](#)
- [Fewer IES Profile Settings Required](#)
- [Substituting a Java Bean for an Answer](#)

See Also

[Oracle Interaction Center Overview](#)

[Oracle Scripting Overview](#)

[New in this Release](#)

1.4.1 Startup Form Removed

Although recommended to be used with integrated CRM applications such as Oracle TeleSales and Oracle TeleService, scripts can also be launched from an Oracle Applications session with no other business application. This requires an

applications login with the Scripting User or the Scripting Agent, Vision Enterprises responsibility.

Logging into Oracle Applications and selecting the appropriate responsibility will result in the Demo Form option in the Navigator. Selecting this option will display a Forms window that contains a list of all scripts deployed to that environment. From here you select the appropriate script and click Start Scripting.

Note: While the Forms window displaying the list of deployed scripts is labeled `SCRIPTING_WINDOW` in the title bar, it is commonly referred to as the Script Chooser.

If Upgrading From Releases Prior to 11.5.6

The following issues are only relevant for enterprises upgrading from releases of Oracle Scripting prior to release 11.5.6:

- Scripting Release 11i versions prior to 11.5.6 also contained a Navigator option for the Startup Form. Selecting this option resulted in the display of a form (entitled `SCRIPTING`) which contained script information and database information parameters. Launching a script by filling in the parameters in this form and clicking Start Scripting resulted in the launch of the script using older Scripting Engine code. The Startup Form has been removed in 11.5.6 and subsequent releases.
- Once you upgrade Oracle Scripting to release 11.5.6 or later, only scripts compiled and deployed to the database using the 11.5.6 or later release of the Script Author 11.5.6 will execute. If scripts were deployed to the database from any previous version, they *will display in the list* but will result in an error when you attempt to execute. You will need to open, recompile, and redeploy scripts created prior to upgrading to 11.5.6.

See Also

- [Fewer IES Profile Settings Required](#)
- [Substituting a Java Bean for an Answer](#)

1.4.2 Fewer Required IES Profile Settings

In previous versions of Scripting, implementation included seven parameters that were required to be established for the application. While these values were not

always used, the fields nonetheless were required to be *not null*. This no longer applies to:

- IES : JNDI name used for Scripting application
- IES : SID of Oracle Scripting Database
- IES : Port for Oracle Scripting application
- IES : Server Host Name for Scripting application
- IES : Scripting Bean Display Mode

See Also

- [Startup Form Removed](#)
- [Substituting a Java Bean for an Answer](#)

1.4.3 Substituting a Java Bean for an Answer

Substituting a Java bean for an answer (or panel *node*) is no longer supported in Oracle Scripting as of release 11.5.6 and subsequent releases, due to the new WYSIWYG editing feature of the Script Author.

Note that substitution of *an entire panel* with a Java Bean is still supported.

See Also

- [Startup Form Removed](#)
- [Fewer IES Profile Settings Required](#)

Technology, Requirements, and Performance

The following topics are included in this topic group:

[Architectural Overview](#)

[Minimum Software Requirements](#)

[Minimum Hardware Requirements](#)

[Scalability and Performance Guidelines](#)

2.1 Architectural Overview

Oracle Scripting 11.5.6 introduces the Apache Mid-Tier Architecture. This architectural improvement only affects agents using the Scripting Engine. In this model, business logic is executed on the enterprise Web server rather than in the Java Virtual Machine (JVM) provided on the client by Oracle JInitiator.

Business logic is deployed as a servlet in the Apache JServ. This architecture improves scalability, reduces customization, and enables the Scripting Engine to be executed through a firewall or using HTTPS.

Impact of Architecture Change

Impact is minimal. Instead of referencing custom Java code in the `appsweb.cfg` file (as required in the Caching Architecture), you must reference custom Java in the class path of the `jserv.properties` file. This configuration file is located on the Apache Web server, as discussed in detail later in the section [Adding Custom Java Class Path to jserv.properties File](#).

Custom Java must still be compiled into one or more Java class files. These in turn must be compressed into one or more JAR files. For more information, see the "Packaging Java Bean Code Into a JAR File" subtopic in the **Using Oracle Scripting** section of the *Oracle Scripting Concepts and Procedures Manual*. Custom Java is stored on the applications server, typically in a directory such as <JAVA_TOP>/ies_custom.

Finally, the IES : IES ARCHITECTURE TYPE system profile values have changed as described in [Changed Lookup Values for IES Profile Settings](#). To implement the agent component of Oracle Scripting 11.5.6, you must use the value Apache Mid Tier/Servlet Architecture in this profile setting.

See Also

[Minimum Software Requirements](#)

[Minimum Hardware Requirements](#)

[Scalability and Performance Guidelines](#)

2.2 Minimum Software Requirements

The following are the minimum software requirements for using Oracle Scripting release 11.5.6:

- You must have Oracle Applications that was installed using a Rapid Install.
- You must have Oracle Scripting 11.5.6 or higher (IES MiniPack L or later).
- You must have an Oracle Applications 11i-compliant Web browser.
- In order to deploy scripts to the applications database, you must have Script Author 11.5.6 or later installed. To use the Scripting Engine agent interface or to use the Survey component, scripts developed in versions prior to Script Author 11.5.6 must be opened, recompiled, and redeployed to the applications database.
- JavaSoft's Java Development Kit (JDK) 1.2 or higher must be on the Applications server to use Oracle Scripting 11.5.6.
- For compiling custom Java classes in support of Oracle Scripting, Oracle Corporation recommends JDK 1.1.8.

See Also

[Architectural Overview](#)

[Minimum Hardware Requirements](#)

[Scalability and Performance Guidelines](#)

2.3 Minimum Hardware Requirements

Oracle Applications must be installed (using a Rapid Install) on an appropriate server-class UNIX or Windows NT server. The server must have suitable memory (RAM) and storage (hard drive space) for enterprise-specific tasks, as determined by enterprise system administrators. Guidance can be found for minimum requirements in *Installing Oracle Applications*.

See Also

[Architectural Overview](#)

[Minimum Software Requirements](#)

[Scalability and Performance Guidelines](#)

2.4 Scalability and Performance Guidelines

Oracle Scripting has the same scalability and performance guidelines as other Oracle Applications CRM release 11*i* products. For other scalability and performance guidelines, refer to *Installing Oracle Applications*.

Some implementations install the database tier of Oracle Applications on a separate physical host machine to improve performance. Technically, each tier in a Rapid Install may be installed on a separate host machine for additional performance gains, although this is a rare occurrence. Detectable performance gains for multi-server implementations are likely if load on the applications database is heavy. For medium to light load there should be little appreciable gain. Regardless of whether you have a single or multiple configuration, Rapid Install is a prerequisite. Consult with your systems administrator for more information.

See Also

[Architectural Overview](#)

[Minimum Software Requirements](#)

[Minimum Hardware Requirements](#)

Dependency Requirements and Verification

The following topics are included in this topic group:

[Mandatory Dependencies](#)

[Conditional Dependencies](#)

[Installation and Dependency Verification](#)

3.1 Mandatory Dependencies

- Oracle Applications must have been installed using *either* Oracle Applications Rapid Install release 11.5.6, *or* any release 11i Rapid Install or release 11i Platinum, followed by appropriate upgrades to release 11.5.6 or later.
- In order to execute scripts using Oracle Scripting 11.5.6 or later, scripts must have been compiled and deployed using Script Author 11.5.6.
 - All deployed scripts will display in the Script Chooser, including any scripts deployed using previous versions of Oracle Scripting. However, scripts compiled in versions of the Script Author prior to 11.5.6 will not execute. Selecting a pre-11.5.6 script to run will result in a blank Scripting window with error messages (see troubleshooting).
 - If a script from previous versions of the Script Author must be used, open the script using Script Author 11.5.6 or later, recompile, save the updated script, and redeploy to the appropriate applications database.
 - For information on obtaining Script Author release 11.5.6, see [Script Author Installation Package Location](#).
- For new implementations of Oracle Scripting 11.5.6 or later, you must specify in the system profile IES : IES ARCHITECTURE TYPE the value Apache mid tier/Servlet architecture to use the Scripting agent application.

- For use of the reporting feature accessible from the Survey Admin console, you must have JavaSoft Java Development Kit 1.2 or later installed on the applications Web server.
- You must use an Oracle Applications 11i-compliant Web browser to launch Oracle Applications. For software certifications, see *OracleMetaLink*.
- You must have a certified version of Oracle JInitiator to launch Oracle Applications. If not present, you should be able to download the appropriate version when you attempt to access an Oracle Applications URL. For certifications, see *OracleMetaLink*.

3.2 Conditional Dependencies

3.2.1 Script Author Dependencies

- You must install the Script Author on a Microsoft Windows (95, 98, 2000, NT) development workstation that can connect to the database in order to deploy scripts appropriately.
- If using custom Java code to write commands supporting the Scripting Engine in the agent interface, you must compile custom Java classes using JDK 1.1.8.

See Also

- For information on obtaining Script Author release 11.5.6, see [Script Author Installation Package Location](#).
- For information on JDK 1.1.8 requirements, see [Compiling Custom Code Using JDK 1.1.8](#).

3.2.2 Scripting Engine Agent GUI Dependencies

- If referencing custom Java code in a script:
 - The custom JAR must be appropriately packaged.
 - You must compile custom Java classes using JDK 1.1.8.
 - You must deploy your custom Java to the applications server.
 - You must reference the class path of any custom Java in the Apache Web server `jserv.properties` file.

See Also

- For information on packaging JAR files, see [Supported Methods of Packaging Java Bean Code Into a JAR File](#).
- For information on JDK 11.18 requirements, see Script Author release 11.5.6, see [Compiling Custom Code Using JDK 1.1.8](#).
- For information on referencing the class path, see [Adding Custom Java Class Path to jserv.properties File](#).

3.2.3 Survey Component Dependencies

If an implementation of the Survey component of Oracle Scripting requires the use of list-based survey campaigns, the following are dependencies:

- You must have Oracle One-to-One Fulfillment installed and implemented.
- You must have an appropriately configured Fulfillment server.
- You must have Oracle Marketing Online installed and implemented.
- You must have access to a user with the Survey Administrator responsibility.
- In order to use HTTPS, you must have proxy servers appropriately configured, and you must set the appropriate system profiles.

See Also

- For information on Oracle One-to-One Fulfillment requirements and implementation, see *Oracle Foundation Implementation Guide*.
- For information on using and administering Oracle One-to-One Fulfillment, see *Oracle Foundation Concepts and Procedures*.
- For information on Oracle Marketing Online requirements and implementation, see *Oracle Marketing Online Implementation Guide*.
- For information on using and administering Oracle Marketing Online, see *Oracle Marketing Online Concepts and Procedures*.
- For information on the appropriate system profiles for using HTTPS over a proxy server, see [Implementing the Scripting Engine for the Agent Interface](#).

3.2.4 Unix Server Dependencies

If using a Unix server, you must identify an X Server as a display server to dynamically generate graphics using JFC/SWING and AWT.

See Also

For information on the setting a display server, see [Setting Display Server for Unix Environments](#).

3.3 Installation and Dependency Verification

You must verify an implementation using the procedures described in the section [Verifying the Implementation](#). This includes:

For All Implementations

- Installing the Script Author 11.5.6 component.
- Obtaining the Regression Test Script from Oracle *MetaLink*.
- Opening, compiling, and deploying the script to your applications database.
- Uploading custom JAR file to the server.
- Referencing custom Java class path in the Apache Web server `jserv.properties` file.
- For testing scripts in the agent interface, assigning the Scripting User or Scripting Agent responsibility to an existing or new Oracle Applications user.
- Successfully launching and executing the Regression Test Script in the Scripting Engine.
- For Survey operations, assigning the iSurvey User responsibility to an existing or new Oracle Applications user, to administer concurrent programs.

For Survey Implementations

- Assigning the Survey Administrator responsibility to an existing or new Oracle Applications user.
- Creating or modifying JSP survey resources and ensuring they are present in the `$OA_HTML` directory on the server.
- Defining survey resources, a survey campaign, cycle, and deployment in the Survey Admin console.
- Deploying a deployment.
- Ensuring you can participate in a survey using a Web browser.
- Ensuring survey response data has been accurately received.

- Ensuring you can schedule or perform concurrent programs to update deployment status and move survey data to survey summary tables.
- Ensuring reporting data displays from summary tables.

Implementation Overview

The following topics are included in this topic group:

[Process Description](#)

[Implementation Task Sequence](#)

4.1 Process Description

Implementing Oracle Scripting includes tasks required for all implementations, as well as Scripting component-specific implementation tasks, some administrative tasks, and implementation verification tasks. You must have an understanding of which Oracle Scripting components are required at the enterprise in order to implement successfully.

This implementation guide assumes that you have, at a minimum:

- Installed Oracle Applications (database, technology stack, and Oracle Applications files).
See [Installing Oracle Applications](#) or [Upgrading Oracle Applications](#).
- Installed JInitiator on the agent desktop.
- Optionally, implemented Oracle Human Resources Management Systems.
See [Implementing Oracle HRMS](#).
- Implemented CRM Foundation Resource Manager.
See [Oracle CRM Foundation Implementation Guide](#).
- Implemented at least one CRM business application such as Oracle TeleSales, Oracle TeleService or Oracle Collections.

See *Oracle TeleSales Implementation Guide*, *Oracle Support Implementation Guide*, or *Oracle Collections Implementation Guide*, respectively.

- If implementing Oracle Scripting at an enterprise for which a custom script and custom Java or PL/SQL code have *already been developed*, then deploying the custom code to the database and testing it may be a part of your implementation tasks, following standard implementation verification tasks.

See the *Oracle Scripting Concepts and Procedures Manual* for specifics regarding business considerations for customized scripts and deploying custom code.

4.2 Implementation Task Sequence

High Level Sequence

In order to implement Oracle Scripting at the enterprise, you need to perform the following tasks, described in detail in the section [Implementing Oracle Scripting](#):

Performing Top-Level Implementation Tasks. These include the creation and administration of users, and an understanding of how tasks are described in this implementation guide.

Implementation Tasks by Scripting Component. Implementation tasks vary according to which components of Oracle Scripting are required. Not all steps will be required for every implementation. Guidelines include the following:

- **Implementing the Script Author Component:** All Scripting implementations require the Script Author to be implemented in order to create, compile, and deploy scripts to the applications database.
- **Implementing the Scripting Engine Component:** All Scripting implementations require the Scripting Engine to be implemented. Some implementation tasks are common to all Scripting Engine implementations. Certain implementation tasks are required for implementing the agent interface, while others are required for implementing the Web interface for survey operations.
- **Implementing the Survey Component:** Perform Survey implementation steps only for Scripting implementations that require use of the Survey component. These are further broken down into steps required for non-list-based survey operations (fewer tasks) and steps required for list-based survey operations.

Implementation Verification. Implementation tasks must be verified to ensure appropriate implementation. These tasks differ based on which components were implemented.

- [Verifying the Script Author Component](#): If you can create and deploy a simple script, you have verified the Script Author is appropriately implemented.
- [Verifying the Scripting Engine Component](#): If you can execute a simple script in the agent interface, you have performed Scripting Engine verification at the lowest and least abstract level. This is recommended for scripts regardless of which interface will be used in production. Other verification tests include administering, deploying, and testing a survey campaign. To verify reporting and analysis, administrative steps described in [Administering Oracle Scripting](#) will need to be performed.

Implementing Oracle Scripting

This section describes all tasks that may be required to implement Oracle Scripting. You must have an understanding of which Oracle Scripting components are required at the enterprise in order to implement successfully.

The following topics are included in this topic group:

[Performing Top-Level Implementation Tasks](#)

[Implementing the Script Author Component](#)

[Implementing the Scripting Engine Component](#)

[Implementing the Survey Component](#)

5.1 Performing Top-Level Implementation Tasks

There are certain implementation tasks required for all interaction center implementations. These involve the creation of users from an Oracle Applications perspective, the creation of these users as resources in the enterprise employee database, the association of Oracle Applications users with resources in the enterprise, and ensuring the users meet CRM applications by importing them as CRM resources.

Performing these and other implementation tasks typically requires logging into Oracle Forms-based applications—which takes you to the Navigator— or into Oracle Customer Relationship Management HTML-based applications, which take to an appropriate administrative console. These top-level tasks are described in this section.

The following topics are included in this topic group:

[Understanding Implementation Tasks](#)

[Creating and Administering Oracle Scripting Users](#)

5.1.1 Understanding Implementation Tasks

Each implementation task in this document includes certain terminology and requires you to perform certain Oracle Applications tasks (for example, logging into Forms-based or HTML-based Oracle Applications). To understand this information better, read this section. If you are familiar with these terms, skip this section.

The following topics are included in this topic group:

[Terminology to Assist in Performing Implementation Tasks](#)

[Logging Into Oracle Forms-Based Applications](#)

[Logging Into Oracle CRM HTML-Based Applications](#)

See Also

[Creating and Administering Oracle Scripting Users](#)

5.1.1.1 Terminology to Assist in Performing Implementation Tasks

Each implementation task in this document includes, at minimum, information regarding which login URL to use, which responsibility must be assigned to your login, and any prerequisites to that task. This information is discussed below.

Login URL

All Oracle Applications tasks are accomplished by using an Oracle Applications 11*i*-compliant Web browser to access a specific Uniform Resource Locator (URL) for a given environment. This URL is referred to as your login URL.

Login, User Name, and User ID

Upon accessing the URL, you are asked to provide a user name (or user ID) and a password. This combination is referred to as your login.

Responsibility

Each Oracle Applications account associates a user's login information with at least one Oracle Applications responsibility. Responsibilities determine what functions you can accomplish with a particular login.

Self-Service Login URL

There are two different technology stacks used in Oracle Applications: Oracle Forms-based applications and HTML-based applications. Both access the same applications database and can share information.

SSWA, PHP, and the Navigator

There are different logins associated with accessing Forms-based applications and CRM HTML-based applications. To access Forms-based applications, you may use a direct Forms URL (if supported in your environment), or you may use an Oracle Self-Service Web Applications (SSWA) login. This is referred to as the Self-Service Login URL. From this login URL, you can access your Personal Home Page (PHP), which lists all responsibilities associated with your login. When you log into Forms-based applications and select the appropriate responsibility, the first screen you typically encounter is the Navigator.

Most steps for Forms-based applications are described from the Navigator. For specific steps to log into Oracle Forms-based applications to access the Navigator, see [Logging Into Oracle Forms-Based Applications](#).

HTML Login URL

When you access the login URL for CRM HTML-based applications, you will see an HTML page that reads, "Welcome to Oracle eBusiness Suite." This is referred to as the HTML Login URL. From here you can access Oracle CRM Java Server Pages (JSP) applications. These are typically referred to as administrative consoles or admin consoles.

Most steps for HTML-based applications are described from the admin console. For detailed instructions on logging into CRM HTML-based applications to access the admin console, see [Logging Into Oracle CRM HTML-Based Applications](#).

5.1.1.2 Logging Into Oracle Forms-Based Applications

Login

Log into Oracle Forms-based applications as appropriate for your environment. You may use the direct Forms URL if supported, or log into Oracle Self-Service Web Applications (SSWA) to access your Personal Home Page (PHP).

Responsibility

You must use a login that has been assigned a particular responsibility, based on the function you wish to perform. Each specific implementation task will indicate the required responsibility.

For example, to create Oracle Applications users or add a responsibility to a user, use a login that has been assigned the `System Administrator` responsibility.

Prerequisites

- Each implementation task has its own prerequisites.
- The only prerequisite for logging into Forms-based applications is having a username and password. For creation of a new users, Oracle Applications ships with a default system administrator with the username **sysadmin**, password **sysadmin**.

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate URL for your environment to log into Oracle Forms-based applications.

Caution: If you use the URL in your environment to log into SSWA, you can access HTML-based Self-Service Web Applications or Forms-based applications. If you use a Forms-specific URL you will only have access to Forms-based applications. Either URL is sufficient to perform the required implementation steps.

The Oracle Applications 11i graphic appears, with fields for User Name and Password.

2. From the applications login screen, enter in the provided fields a User Name and Password for a user with the appropriate responsibility as indicated above, and click **Connect**.

For users with multiple responsibilities, a list appears, indicating all responsibilities assigned to that resource or user.

3. From the list of responsibilities, select the option required by your specific implementation task. If necessary, click **OK** to confirm your selection.

Caution: If logging in as a system administrator, take note: Based on environmental factors and the method you used to log in, you may see two categories in the list: Self Service and Applications. If you see a responsibility called System Administration in the Self Service category, do not select this choice (it is the wrong responsibility). Ensure you select the System Administrator responsibility, which is under the Applications category.

The Navigator will appear with the login responsibility in the title bar (e.g., Navigator — System Administrator).

5.1.1.3 Logging Into Oracle CRM HTML-Based Applications

Login

Log into Oracle CRM HTML-based applications as appropriate for your environment by accessing the HTML Login URL.

This is the HTML-based login page with the URL that ends with `jtflogin.jsp`. The title reads "Welcome to Oracle eBusiness Suite." For the purposes of this document, this login screen will be referred to as the HTML Login URL. In addition to being referred to as the HTML login, this is also sometimes known as the Apache or JTF login screen.

Responsibility

You must use a login that has been assigned a particular responsibility, based on the function you wish to perform. Each specific implementation task will indicate the required responsibility.

For example, to create Oracle Applications users or add a responsibility to a user, use a login that has been assigned the System Administrator responsibility.

Prerequisites

- Each implementation task has its own prerequisites.
- The only prerequisite for logging into CRM HTML-based applications is having a user ID and password. You can create logins from Forms-based applications using the default system administrator (username `sysadmin`, password `sysadmin`).

- The first time you log into CRM HTML-based applications with a newly created login, you will be asked first to change your password, and second to determine the default responsibility for your login. You will need to sign out and log back in after providing this information in order to complete your task.

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the HTML Login URL appropriate for your environment.
2. From the eBusiness Center applications login screen, enter in the provided fields a User ID and Password for a user with the appropriate responsibility as indicated above, and click **Go**.

The User ID in CRM applications is the same as a User Name in Oracle Forms-based applications.

If this is the first time you are logging into Oracle Applications with this user, you may be asked to change your password.

If this is the first time you are logging into CRM HTML-based applications, you may be asked to establish a default responsibility. In this case you will need to do so, log out, and log back in.

If you have already established a default responsibility, the admin console associated with that default responsibility appears.

If that HTML application has a Home tab, it will default. Otherwise, the primary function of that specific HTML console will be active.

In the CRM HTML interface, there are up to four levels of navigation.

- The first level is a set of icons at the top right of the page, including Sign Out.
- The second level, assuming the responsibility has multiple functions, is a set of tabs. If the responsibility has few functions, it is possible for only one tab to appear.
- The third possible level are hyperlinks beneath each tab. These are referred to as subtabs.
- The fourth possible level are a set of hyperlinks on the left-hand side of the page.

See Also

[If You Cannot See the Survey Admin Console](#)

5.1.2 Creating and Administering Oracle Scripting Users

Required for All Implementations

The following tasks must be performed to create users and administer them appropriately:

1. Define Oracle Applications users.
2. Create employees in the enterprise.
3. Create a CRM resource.
4. Associate employees in the enterprise database with Oracle Applications user accounts.

These tasks listed in this section are described in detail in *Oracle Applications Interaction Center Implementation Guide*.

Prior to creating and administering users for Oracle Scripting, you must understand the types of users required, the applicable responsibilities to assign to the appropriate Oracle Applications login, and the specific tasks to accomplish.

Types of Users Required

From an Oracle Applications perspective, you must define users that can log into an Oracle Applications session, and assign each user with the appropriate responsibility or responsibilities to perform a particular set of functions.

At minimum, for each implementation, you will need to define two types of users:

- An administrator, and
- An interaction center agent, typically an employee in the enterprise.

The responsibilities associated with these users depends on how Oracle Scripting will be implemented at the enterprise, and which Oracle Applications functions will be required.

Administrators

An administrator must have access to functions that the typical interaction center agent will not, and administers users and applications across the broad spectrum. For example, one function of an administrator is to create agent users. This necessitates the creation of an administrative user as the first step.

There are four specific tasks associated with creating and administering users:

- Define Oracle Applications users (usernames, passwords, and responsibilities)

- Create employees in the enterprise database.
- Create (import) employees as a CRM resource.
- Associate employees in the enterprise database with Oracle Applications user accounts.

For implementation purposes, the administrator technically requires only the first of these four tasks to be accomplished. However, if the administrator user is an enterprise superuser that will perform work in CRM applications as well as administrative tasks with the same login, perform all of these tasks for the administrator.

Agents

For implementation purposes, the Oracle Scripting agent technically requires only the first of these four tasks to be accomplished if using Scripting in stand-alone mode. However, to test Scripting from integrated applications, and for actual Scripting agents in an enterprise, perform all of these task. Agent users will typically have access to at least one CRM business application, and many enterprises will require these users to be members of the enterprise database.

The order in which agent users are created is at your discretion. You may choose to create Oracle Applications users for each agent immediately following the creation of an administrative user, assuming you have all information required. Alternatively, agent users can be created immediately prior to use of an agent logins required to perform steps for administration or testing.

Implementation Responsibility Matrix

A matrix of administrative-level and agent-level users and the responsibilities most likely to be needed is included below.

Not all the responsibilities in the matrix are required to be assigned to users for Oracle Scripting purposes. For example, you may define different logins or have access to different logins with responsibilities for accomplishing various administrative tasks, such as for human resource management and Fulfillment administration.

User Type	Responsibility	Function	For Component(s)
Administrator	System Administrator	<ul style="list-style-type: none"> ■ Create and administer Oracle Applications users ■ Establish or modify system profile settings 	All

User Type	Responsibility	Function	For Component(s)
Administrator	HRMS Manager	<ul style="list-style-type: none"> Create employees in the enterprise human resources database, if Oracle Human Resources Management System (HRMS) is licensed and installed at the enterprise. 	All
Administrator	CRM Resource Manager	<ul style="list-style-type: none"> Create employees in the enterprise human resources database, if HRMS is not installed at the enterprise. Import employees from the enterprise human resources database as CRM resources 	All
Administrator	Survey Administrator	<p>Access the Survey Admin Console. This is required to:</p> <ul style="list-style-type: none"> Define survey resources (headers, final pages, error pages in JSP format) Create survey campaigns Define survey cycles Define or deploy survey deployments View specific answers provided by survey respondents to a previously or currently active deployment Generate reports from survey respondent data or footprinting data 	Survey
Administrator	iSurvey User	Schedule or run concurrent programs.	Survey
Administrator	JTF_FM_ADMINISTRATOR	<ul style="list-style-type: none"> Access the Fulfillment Admin console. Set up or change Fulfillment groups Set up or change mail servers associated with Fulfillment groups View failed Fulfillment requests after concurrent programs succeed in passing requests to the Fulfillment server. 	Survey These Fulfillment Administrator tasks are required for implementations using list-based survey campaigns
Agent	Scripting User Scripting Agent	Launch scripts in "stand-alone mode" from Oracle Forms, typically to test deployed scripts.	Scripting Engine for agent application
Agent	Customer Support	For agents accessing Oracle Scripting from within the integrated Oracle TeleService application.	Scripting Engine for agent application
Agent	TeleSales Agent	For agents accessing Oracle Scripting from within the integrated Oracle TeleSales application.	Scripting Engine for agent application

User Type	Responsibility	Function	For Component(s)
Agent	Collections Agent Senior Collections Agent	For agents accessing Oracle Scripting from within the integrated Oracle Collections application.	Scripting Engine for agent application

Road Map to User Creation and Administration

The steps required for these tasks are described in *Oracle Applications Interaction Center Implementation Guide*.

Each of these requires logging into Forms-based Oracle Applications, with varying responsibilities (System Administrator, HRMS Manager, or CRM Resource Manager) based on the task and the presence of HRMS.

Steps

1. Create and administer an administrator user with the appropriate responsibilities for your implementation.

Use the [Implementation Responsibility Matrix](#) above as a guideline. Specific steps are detailed in *Oracle Applications Interaction Center Implementation Guide*, as described below.

2. Create and administer an agent user with the appropriate responsibilities for your implementation.

Use the [Implementation Responsibility Matrix](#) above as a guideline. Specific steps are detailed in *Oracle Applications Interaction Center Implementation Guide*, as described below.

See Also

- For detailed instructions on logging into Forms-based applications, see [Logging Into Oracle Forms-Based Applications](#).
- For detailed instructions on creating employees in the enterprise database:
 - a. If HRMS is installed, see Implementation Tasks > Creating an Employee in Oracle Human Resource Management Systems in *Oracle Applications Interaction Center Implementation Guide*.
 - b. If HRMS is *not* installed, see Implementation Tasks > Creating an Employee in CRM Resource Manager in *Oracle Applications Interaction Center Implementation Guide*.

- For detailed instructions on importing employees from the enterprise database as a CRM resource, see [Implementation Tasks > Creating a CRM Resource for an Employee](#) in *Oracle Applications Interaction Center Implementation Guide*.
- For detailed instructions on creating a user (without instructions for associating a resource), see [Implementation Tasks > Defining an Administrator for Oracle Interaction Center](#) in *Oracle Applications Interaction Center Implementation Guide*.
- For detailed instructions on creating Oracle Applications users, including instructions on how to associate an employee in the enterprise human resources database with an Oracle Applications user account, see [Implementation Tasks > Creating an Oracle Applications User Account for an Employee](#) in *Oracle Applications Interaction Center Implementation Guide*.
- For detailed instructions on logging into CRM HTML-based applications, see [Logging Into Oracle CRM HTML-Based Applications](#)

See Also

[Understanding Implementation Tasks](#)

5.2 Implementing the Script Author Component

The tasks listed in this section are for implementing the Script Author component of Oracle Scripting. The following topics are included in this topic group:

[Locating Script Author Installation Package](#)

[Downloading Script Author Installation Package](#)

[Preparing for Script Author Installation](#)

[Installing Script Author 11.5.6 or Later](#)

See Also

[Performing Top-Level Implementation Tasks](#)

[Implementing the Scripting Engine Component](#)

[Implementing the Survey Component](#)

5.2.1 Locating Script Author Installation Package

Installation of the Script Author is accomplished using the Oracle Universal Installer. As of release 11.5.6, this is obtained as a ZIP file from the APPL_TOP

(Oracle Applications file system), specifically in the product top for Oracle Scripting (product code IES).

This is in contrast to earlier releases of Oracle Applications 11*i*, in which the only way to access the Script Author installation package was on the 11*i* Call Center Applications Install CD, or as a ZIP file downloaded from *OracleMetaLink*.

See Also

[Downloading Script Author Installation Package](#)

[Preparing for Script Author Installation](#)

[Installing Script Author 11.5.6 or Later](#)

5.2.2 Downloading Script Author Installation Package

Download the `iesauthr.zip` file from the Oracle Applications 11.5.6 or later APPL_TOP.

Login

None required

Responsibility

None required

Prerequisites

- You must be using an Oracle Applications 11*i*-compliant Web browser.
- You must know the appropriate URL to access your Oracle Applications environment.
- You must have enough space allocated on the target computer to download and extract the Script Author files. The compressed file is approximately 80 megabytes in size. This size may vary on your local machine.

Steps

1. From your Web browser, access the appropriate URL for your environment, using the following syntax, and press Enter.

```
http://<server>.<domain>:<port>/OA_HTML/download/ ies/iesauthr.zip.
```

Fill in the server, domain, and port specific to your environment. For example:

`http://server1.yourcompany.com:7777/OA_HTML/download/ies/iesauthr.zip`

2. Your Web browser will prompt you to perform an action with the specified file. Select the option that allows you to save the file to your local filing system.
 - a. If you are downloading the files using the target computer, navigate to the desired directory and save the file.

After installation, you do not need to retain the installation package, since it will be accessible from the same URL at any time. Therefore, you may save the installation package in any location, including your default TEMP directory.
 - b. If you are downloading the files for installation on a different computer, save the file to any location, and transfer the ZIP file to the target computer.

See Also

[Locating Script Author Installation Package](#)

[Preparing for Script Author Installation](#)

[Installing Script Author 11.5.6 or Later](#)

5.2.3 Preparing for Script Author Installation

This task describes how to prepare the target computer for installation of Script Author 11.5.6 or later.

Login

None required

Responsibility

None required

Prerequisites

- You must have downloaded Script Author 11.5.6 or later from the APPL_TOP of your local environment.
- If required, you must have moved the Script Author installation package to the computer on which the Script Author will be installed. Script Author can be installed on a computer running any Microsoft Windows 95, 98, 2000, or NT operating system.

- You must have enough space allocated on the target computer to accommodate the extracted Script Author files. Once extracted, the Script Author requires approximately 100 megabytes. This size may vary on your local machine.

Steps

1. Locate the Script Author installation package, typically named `iesauthr.zip`.
2. In the target directory, extract the ZIP file to a directory with the same name. This will result in a directory named `Iesauthr`.
3. Review the `readme.txt` file located in the extracted path `Iesauthr\Oracle Scripting Author Installation\readme.txt` prior to installing.

See Also

[Locating Script Author Installation Package](#)

[Downloading Script Author Installation Package](#)

[Installing Script Author 11.5.6 or Later](#)

5.2.4 Installing Script Author 11.5.6 or Later

This task describes how to prepare the target computer for installation of Script Author 11.5.6 or later.

Login

None required

Responsibility

None required

Prerequisites

- You must have downloaded Script Author 11.5.6 or later from the `APPL_TOP` of your local environment and extracted the Script Author installation package.
- You must install the Script Author on a computer with a Microsoft Windows 95, 98, 2000, or NT operating system. Typically, this must be a networked computer that can see the Applications server on the same side of the firewall.
- You must have read the `readme.txt` file included in the installation package.

- You must have enough space allocated on the target computer to accommodate the installed Script Author files. Once extracted, the Script Author requires only approximately 22 megabytes. This size may vary on your local machine.

Steps

1. Start the Oracle Universal Installer by running setup.exe from path:

```
Iesauthr\Oracle Scripting Author Installation\install\win32\setup.exe
```

Oracle Universal Installer launches and the Welcome screen appears.

2. Click **Next** to continue.
3. In the File Locations screen, specify the destination directory for Oracle Scripting Script Author.

- The Source area displays the path to the components available for installation.

Note: Do not modify the information in the Source area.

- The Destination area displays the destination alias, and the default path to which Script Author will be installed.

Note: The Script Author can be installed in any directory; installation into an Oracle Home directory is *not required*. If the target computer has an Oracle Home directory, this location is recommended and will typically default as the Destination. You may choose another destination if desired.

In the Destination area, type the destination path or click **Browse** to choose a destination path. If the destination path does not have a name, type an alias for the destination path in the Name field. You can provide any alias for the purpose of installing Oracle Scripting Script Author.

Click **Next** to continue.

4. In the Installation Types screen, select an installation type and then click **Next** to continue.

Note: Each installation type installs the same components.

5. In the Summary screen, verify the installation settings.
 - To make changes, click **Previous** to return to the appropriate screen.
 - To begin the installation, click **Install**.

The Install screen appears, and Oracle Scripting Script Author is installed in the oracle\apps\ies\author directory of the destination path. The Oracle Universal Installer also creates an Oracle Scripting folder in the Programs menu.

When the installation is complete, the End of Installation screen appears.

6. Click **Exit** to close the Oracle Universal Installer.

This completes the installation of Scripting Author. After installing, you may delete the Script Author installation package if desired.

See Also

[Locating Script Author Installation Package](#)

[Downloading Script Author Installation Package](#)

[Preparing for Script Author Installation](#)

5.3 Implementing the Scripting Engine Component

As discussed in the [Scripting Engine Component](#) section in this document, the Scripting Engine provides for the processing of a script in runtime in either of two interfaces: a Java-based GUI (for agents), or an HTML-based GUI (for survey respondents). Implementation tasks for the Scripting Engine common to all operations are addressed first, followed by interface-specific implementation steps.

The following topics are included in this topic group:

[Implementing the Scripting Engine](#)

[Implementing the Scripting Engine for the Agent Interface](#)

[Implementing the Scripting Engine for the Web Interface](#)

See Also

[Performing Top-Level Implementation Tasks](#)

[Implementing the Script Author Component](#)

[Implementing the Survey Component](#)

5.3.1 Implementing the Scripting Engine

The implementation tasks detailed in this section are required for all Scripting Engine operations, regardless of the interface in which scripts are executed.

The following topics are included in this topic group:

[Establishing Common IES Profile Settings](#)

[Setting Up Server Logging](#)

[Adding Custom Java Class Path to jserv.properties File](#)

See Also

[Implementing the Scripting Engine for the Agent Interface](#)

[Implementing the Scripting Engine for the Web Interface](#)

5.3.1.1 Establishing Common IES Profile Settings

Setting system profiles determines the behavior of Oracle Applications. Set system profiles for all Oracle Scripting implementations, *if required according to the [Guidelines](#) section below.*

Login

Self-Service Login URL

Responsibility

System Administrator

Prerequisites

None

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications username and

password associated with the required responsibility as indicated above, and select the responsibility (if required) to reach the Navigator.

The Navigator will appear with the login responsibility in the title bar (e.g., Navigator — System Administrator).

2. In the Functions tab of the Navigator, navigate to **Profile > System** and click **Open**.

The System Profile Values window appears. Above this, the Find System Profile Values window appears and has focus. These forms allow you to query and then view criteria specific to the site, application, responsibility, or user. Next you must fill out the query parameters to find system profile values for the Scripting application at the site.

3. In the Display area of the Find System Profile Values window, if not already checked, check the **Site** checkbox. Leave the Application, Responsibility, and User checkboxes unchecked.

4. If not already checked, check the **Profiles with No Values** checkbox.

This allows the query to return profiles that meet your search criteria but have no values associated with them yet (blank profiles).

5. In the Profile field, enter **IES%**.

IES is the product code for Oracle Scripting, including all Scripting Engine agent GUI and many Survey parameters.

6. Click **Find**.

The System Profile Values window populates, displaying all profile values for Oracle Scripting at the site.

Note: Site is the highest and broadest level of Oracle Applications profile settings, and affects all Oracle Applications users unless a specific lower level is specified. By changing the search criteria from Site to any of the other values (Application, Responsibility, or User), you can query and set profiles for lower and more granular levels. A lower level profile setting, if populated, always takes precedence and supersedes any value set at a higher level.

7. Set the IES : Debug Mode profile on or off, in order to control the display of debugging and informational messages.

8. Save the system profile values by selecting **Save and Proceed** from the **File** menu.

The status line will indicate that records has been saved.

Note: You can also save the record by clicking the disk icon in the toolbar (fifth icon from the left, with a tooltip value of "Save").

9. Select **Find** from the **View** menu to reach the Find System Profile Values window.
10. Ensure the **Site** checkbox is checked.
11. Leave the **Application**, **Responsibility**, and **User** checkboxes unchecked and the **Profiles with No Values** checkbox is checked.
12. In the Profile field, enter **APPS SERVLET%** and click **Find**.

The System Profile Values window populates, displaying the Apps Servlet Agent profile.

13. In the Site column, enter the URL for the Servlet zone of the enterprise Apache Web server.

Syntax:

```
http://<servername>.<domain>:<Apache Web server port>/<servlet_zone>
```

Example:

```
http://server1.yourcompany.com:7777/oa_servlets
```

14. Save the system profile value by selecting **Save and Proceed** from the **File** menu.
The status line will indicate that one record has been saved.
15. Close the System Profile Values window by selecting **Close Form** from the **File** menu.
16. If continuing with implementation steps, proceed to the following procedure without logging out. If no other tasks are required, log out of Oracle Applications by selecting **Exit Oracle Applications** from the **File** menu.

Guidelines

Following is information regarding each profile setting discussed in this procedure.

Table 5–1 Scripting Engine Profile Options for All Implementations

Step	Option	Value
1	IES : Debug Mode	Debug off or Debug on
2	Apps Servlet Agent	<URL for the Servlet zone of the enterprise Apache Web server>

Debug Mode Type: Turning Debug mode on will log additional informational messages regarding Oracle Scripting and other operations. Scripting error message logs (at any time) and informational message logs (when debug mode is on) can be viewed by the CRM HTML-based server log viewer. This requires logging into CRM HTML applications from the eBusiness Center login as a user with the Interaction Center Server Log Viewer responsibility.

Apps Servlet Agent: This profile contains the Servlet zone of the enterprise Apache Web server. *This setting is required for Apache Mid-Tier Architecture implementations of Oracle Scripting.* If your implementation contains multiple Apache Web servers for different applications at the site, establish settings for the Apps Servlet Agent profile not by Site but by Application, using IES as the value for Oracle Scripting.

See Also

[Setting Up Server Logging](#)

[Adding Custom Java Class Path to jserv.properties File](#)

5.3.1.2 Setting Up Server Logging

When agents execute scripts in the Scripting Engine Java-based GUI using the Apache Mid-Tier architecture, or when survey respondents execute scripts in a Web browser, error messages are written to server logs. When the Debug mode is on, additional informational messages are also written to info logs.

Note: Server-side error and informational logs when executing the agent application in the Caching Architecture (pre-11.5.6 implementations) are written to the JInitiator Java console. Also, client-side errors for Scripting Engine agent operations will continue to display in the JInitiator Java console.

Implementation of server logging is outside the scope of this documentation. From an Oracle Scripting perspective, agents or administrators must have access to the Interaction Center Server Log Viewer responsibility to access log files to view error and informational messages. This procedure is described below.

Login

Self-Service Login URL

Responsibility

System Administrator

Prerequisites

Server logging for interaction center technologies must already be implemented at the site to view server logs. However, the following procedure may be accomplished at any time.

Steps

1. Using an Oracle Applications 11*i*-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications username and password associated with the required responsibility as indicated above, and select the responsibility (if required) to reach the Navigator.

The Navigator will appear with the login responsibility in the title bar (e.g., Navigator — System Administrator).

2. In the Functions tab of the Navigator, navigate to **Security > User > Define** and click **Open**.

The Users window appears. From this window, begin selecting the user for whom you wish to assign the Interaction Center Server Log Viewer responsibility.

3. With your cursor in the first tab field (User Name), from the **View** menu, select **Query By Example > Enter** to begin query mode for a particular user.

Note: You can also enter query mode to enter your search criteria by pressing F11 on your keyboard.

The selected tab field (User Name) changes from yellow to blue, and the cursor blinks, indicating that you can now enter your query information.

4. Enter the resource or surname for which you are querying. You may use the wildcard character (percent sign) as part of your search. Upon entering your search criteria, from the **View** menu, select **Query By Example > Run**.

Note: You can also run the query with the criteria you have entered by pressing CTRL- F11 on your keyboard.

- For a successful query in which a single user meets the designated search criteria, the status line on the bottom left of the screen will display "Record 1/1." Fields in the window populate with information pertaining to this user.
- If multiple users meet the designated search criteria, the status line on the bottom left of the screen will display "Record 1/?," indicating more records are available. Information pertaining to the first user in the found set will display in the window. Navigate through the remaining records meeting your search criteria by using the Up and Down arrow keys on your keyboard, until you find the appropriate record.

In the lower half of the window, a gray region appears displaying information for the selected tab (Responsibilities or Securing Attributes).

5. If not already active, select the Responsibilities tab.

All of the responsibilities currently assigned to the queried user are displayed.

6. Place your cursor anywhere in the Responsibilities table and click.

This will result in blue highlighting in that area of the table.

Caution: Even if highlighting is already evident, perform this step. If you do not click here, you will create a new *user* instead of a new *responsibility row* for the *current* user if you select the New icon from the button menu in the next step. It does not matter where in the Responsibility table you click.

7. If a blank row is visible in the responsibility table, click in it and proceed to step 9.
8. If no blank rows are visible in the responsibility table, click on any populated row in the table, then create a new row for the Interaction Center Server Log Viewer responsibility you will add. To add a new responsibility row, click the

first icon in the toolbar (a green plus sign icon which displays a tool tip of New).

A new row appears immediately below the portion of the Responsibilities table that was highlighted.

Caution: Even if the responsibility table seems to display highlighting, ensure that you click anywhere in the table before clicking the New icon from the button menu. If you do not click here, you will create a new *user* instead of a new *responsibility row* for the *current* user.

9. In the Responsibility column of the blank row, search for or enter the responsibility name, Interaction Center Server Log Viewer. Press the Tab key or select the ellipsis (...) towards the right of the Responsibility tab field.
 - You can enter the full responsibility name, or you can enter partial criteria followed by the percent wildcard. Oracle Applications will attempt to automatically validate and autofill based on the criteria you entered. If an exact match results, the remaining columns will be populated.
 - If an exact match cannot be determined, a Responsibilities window appears on top of the Users window. Your search criteria appears in the Find tab field, with all results that meet your criteria appearing in a list below.
 - If many choices appear in the list, you may scroll through the list to find the appropriate responsibility. You may also refine your search criteria in the Find field and click **Find**. Highlight the appropriate choice in the list, and click **OK**. The Find window closes, and the appropriate criteria for all columns populates in the current row.

Responsibility information should appear in the five columns displayed in the Responsibility table. By default, the Effective Date (From field) is populated with the SYSDATE.

10. Change the date in the Effective Date From field to a prior date (yesterday's date, the beginning of the current month, or other appropriate choice).

While an effective date starting with the SYSDATE may be effective immediately in some environments, best practices dictate that you ensure that the effective date you designate will take effect immediately in all environments.

11. If desired, enter a date beyond which the responsibility will no longer be effective in the To field. This date must be later than the SYSDATE.
12. When satisfied that the values for the Interaction Center Server Log Viewer responsibility meet your implementation requirements, save the record by selecting **Save and Proceed** from the **File** menu.

Note: You can also save the record by clicking the disk icon in the toolbar (fifth icon from the left, with a tooltip value of "Save").

13. If no other tasks are required, log out of Oracle Applications by selecting **Exit Oracle Applications** from the **File** menu.

Guidelines

Assuming the server logging function is appropriately implemented, this user can now access the server logs for Oracle Scripting log messages.

See Also

[Establishing Common IES Profile Settings](#)

[Adding Custom Java Class Path to jserv.properties File](#)

5.3.1.3 Adding Custom Java Class Path to `jserv.properties` File

Any time a Script Author script references custom Java—*regardless of whether that script will be executed in the agent interface or in a Web browser as a survey*—you must have an appropriately configured JAR file available on the applications server, containing compiled Java classes referenced in the script. In the Apache Mid-Tier architecture for Oracle Scripting, that custom Java needs to be referenced in the Apache JServ classpath in order for the Scripting Engine to be able to call those classes at runtime. Following are steps to add a custom JAR file to the Apache Web server's JServ configuration file, known as the `jserv.properties` file.

Caution: There is more than one way to specify a class path for Apache. *If the method described below is not supported by your enterprise implementation, consult with your Apache Web server administrator to determine the appropriate method for your environment. This may include identifying the classpath in a control file or another configuration.*

Login and Responsibility

To access the `jserv.properties` file you must have physical or Telnet access to the Web server, and have `applmgr` or `sysadmin` privileges. Use the appropriate login for these privileges in your environment.

Prerequisites

- A custom Java method must be written and tested.
- All custom Java methods must be compiled into class files. Oracle Corporation recommends compiling custom Java code for use with Oracle Scripting with JDK 1.1.8. For more information, see [Compiling Custom Code Using JDK 1.1.8](#).
- All class files must be compressed into a Java Archive (JAR) format. For more information, see [Supported Methods of Packaging Java Bean Code Into a JAR File](#) in this document, and the "Packaging Java Bean Code Into a JAR File" subtopic in the Using Oracle Scripting section of *Oracle Scripting Concepts and Procedures*.
- All JAR files must be uploaded to the applications server in a specified directory. Any directory accessible to the Web server is acceptable. For ease of maintainability, Oracle Corporation recommends creating a directory named `ies_custom` on the `JAVA_TOP` (Oracle filing system on the applications server) specifically for storing custom JAR files for Oracle Scripting.

Steps

1. Connect using Telnet to the enterprise system.
2. Change to the directory where your Oracle HTTP Server is installed. Refer to the Appendix of your Oracle Applications Installation manual if you are not sure where to find this.
3. Change to the directory in which the `jserv.properties` file resides.

Note: The actual name of this file may include an underscore and the Apache JServ port (for example, `jserv.properties_9404`). For the purposes of this document, the Apache Web server configuration file will be referred to generically as the `jserv.properties` file. If you have any difficulties locating the file, consult with your Apache Web server administrator.

The location of this file is environmentally dependent. It *may* be in one of the following paths:

<ORAHTTP_TOP>/Jserv/etc/jserv.properties

<ORAHTTP_TOP>/apache39/conf

The ORAHTTP_TOP variable may not be set for your environment, in which case the path will be fully qualified to identify the entire physical path in the filing system. If your configuration is different, consult with your Apache Web administrator to locate this directory.

4. Look in the file jserv.properties for a line beginning with wrapper.classpath.
5. If this configuration file contains a wrapper.classpath entry, you can modify it to add the classpath of any custom JAR file your script references in this line. For example

wrapper.classpath=/d01/testora/iAS/Apache/xsu/xsu12.jar

Caution: If there is no listing, consult with your Apache Web server administrator to determine the appropriate location to specify a classpath for your Apache environment in support of Oracle Applications.

6. Save your changes and exit.

Guidelines

- Back up your jserv.properties file prior to customization. After configuring and testing, also back up your customized jserv.properties file in a separate location.

Caution: When you apply a patch, any customizations you have made to the jserv.properties file *may be lost*. In this case you will need to restore customizations to this file after patching.

- This process will have to be repeated any time you reference new classes in Oracle Scripting, regardless of whether the script is executed by agents in the Java GUI or by survey respondents in a Web browser.

Note: If you write new Java methods supporting scripts already in production, you may wish to combine the compiled code in an existing JAR file (and re-uploading) so you need not update the `jserv.properties` file. Oracle Corporation recommends backing up custom JAR files prior to changes to any system in production, and storing the backups in a separate location.

See Also[Establishing Common IES Profile Settings](#)[Setting Up Server Logging](#)

5.3.2 Implementing the Scripting Engine for the Agent Interface

The implementation tasks detailed in this section are required only for Scripting Engine operations for the Java-based interaction center agent application.

The following topics are included in this topic group:

[Assigning Scripting Engine-Related Responsibilities to a User](#)[Establishing IES Profile Settings for the Agent Interface](#)**See Also**[Implementing the Scripting Engine](#)[Implementing the Scripting Engine for the Web Interface](#)

5.3.2.1 Assigning Scripting Engine-Related Responsibilities to a User

The agent interface for the Scripting Engine is a Java bean that runs in an Oracle form. A script can be executed in the agent application by any Oracle Applications user with the appropriate responsibility.

Scripts can be launched in the agent application either in stand-alone mode (recommended for testing), or from an integrated application. In either case, you must have the appropriate responsibility for that application assigned to your Oracle Applications login.

Following is a summary of Oracle Applications responsibilities for using the Scripting Engine in the agent application:

The Scripting User or Scripting Agent responsibility is required for a user to launch scripts in stand-alone mode.

The Customer Support responsibility is required to run the Oracle Support component of Oracle TeleService, from which a user can launch a script in the agent interface.

The TeleSales Agent responsibility is required to run Oracle TeleSales, from which a user can launch a script in the agent interface.

The Collections Agent or Senior Collections Agent responsibility is required for a user to launch Oracle Collections, from which a user can launch a script in the agent interface.

For a full list of responsibilities that may be required for Oracle Scripting, see the [Implementation Responsibility Matrix](#) in the section [Creating and Administering Oracle Scripting Users](#).

Steps to create Oracle Applications users, assign them responsibilities, and associate them with employees in the enterprise database are also discussed in that section, and detailed in *Oracle Applications Interaction Center Implementation Guide*.

See Also

[Establishing IES Profile Settings for the Agent Interface](#)

For a full list of responsibilities that may be required for Oracle Scripting, see the [Implementation Responsibility Matrix](#) in the section [Creating and Administering Oracle Scripting Users](#).

Steps to create Oracle Applications users, assign them responsibilities, and associate them with employees in the enterprise database are also discussed in that section, and detailed in *Oracle Applications Interaction Center Implementation Guide*.

Requirement for HRMS Employee and CRM Resource

In a test environment, the Survey Administrator responsibility can be assigned to any Oracle Applications user. In a production environment, however, this user must be an existing HRMS employee. This employee must also be designated as a CRM Resource.

The processes involved to create employees (through either method, as discussed below) and any subsequent designation of employees as a CRM resource are applications-level administration steps. As such, these are outside the scope of this document. The discussion is included below because, for a production environment, these are prerequisite to all implementation steps. For more

information and detailed steps, see *Oracle Applications Interaction Center Implementation Guide*.

HRMS Employee

The HRMS employee is typically created in Oracle Human Resources Management System (HRMS), if licensed by an enterprise. For enterprises that have *not* licensed HRMS, the ability to create employees is *also* a scaled-down function of Oracle CRM Resource Manager.

If HRMS *is* installed, Oracle Applications enforces the business rule of *requiring* the user to create a person and designate them as the person type "employee" within HRMS. If you attempt to create an employee using CRM Resource Manager while HRMS is installed, you will experience an error.

Creating an employee in HRMS is accomplished by a user that has been assigned the appropriate HRMS responsibility (in the United States, for example, the US HRMS Manager responsibility).

If HRMS is not installed and licensed by an enterprise, the employee must be created using the CRM Resource Manager responsibility.

CRM Resource

After an employee is created, additional information (not required by HRMS) is required in order for CRM applications at the enterprise to appropriately reference this individual. If the employee is created using CRM Resource Manager, this information is part of the definition process.

If the employee is created using HRMS, employee information must subsequently be identified as a CRM resource. (By "resource," the concept of a person in the enterprise is inferred.) To do so, import the HRMS employee into CRM Resource Manager using the CRM Resource Manager responsibility. This process includes creation of a Resource Number and a corresponding Resource ID for this individual which is required by CRM applications.

Regardless of which method is used to create the employee (using HRMS or CRM Resource Manager), this document refers to this employee as an HRMS employee.

The other assumption that is a prerequisite for all Survey implementation steps is that this employee is identified as a CRM resource.

For more information and detailed steps, see the *Oracle Applications Interaction Center Implementation Guide*.

5.3.2.2 Establishing IES Profile Settings for the Agent Interface

Setting system profiles determines the behavior of Oracle Applications. To implement the Scripting Engine agent GUI, follow this procedure for all implementations.

Login

Self-Service Login URL

Responsibility

System Administrator

Prerequisites

None

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications username and password associated with the required responsibility as indicated above, and select the responsibility (if required) to reach the Navigator.

The Navigator will appear with the login responsibility in the title bar (e.g., Navigator — System Administrator).

2. In the Functions tab of the Navigator, navigate to **Profile > System** and click **Open**.

The System Profile Values window appears. Above this, the Find System Profile Values window appears and has focus. These forms allows you to query and then view criteria specific to the site, application, responsibility, or user. Next you must fill out the query parameters to find system profile values for the Scripting application at the site.

3. In the Display area of the Find System Profile Values window, if not already checked, check the **Site** checkbox. Leave the **Application**, **Responsibility**, and **User** checkboxes unchecked.
4. If not already checked, check the **Profiles with No Values** checkbox.
This allows the query to return profiles that meet your search criteria but have no values associated with them yet (blank profiles).
5. In the Profile field, enter **IES%**.

IES is the product code for Oracle Scripting, including all Scripting Engine agent GUI and many Survey parameters.

6. Click Find.

The System Profile Values window populates, displaying all profile values for Oracle Scripting at the site.

Note: Site is the highest and broadest level of Oracle Applications profile settings, and affects all Oracle Applications users unless a specific lower level is specified. By changing the search criteria from Site to any of the other values (Application, Responsibility, or User), you can query and set profiles for lower and more granular levels. A lower level profile setting, if populated, always takes precedence and supersedes any value set at a higher level.

7. Set the following profiles as indicated. You can set these options in any sequence.

See the Guidelines section below for information on these settings.

Table 5–2 Scripting Engine Implementation IES Site-Specific System Profile Options

Step	Option	Value
1	IES : IES ARCHITECTURE TYPE	Apache Mid Tier/Servlet Architecture
2	IES : Scripting Panel Display Mode	Display Multiple Panels at a time in Scripting window or Display Single Panel at a time in Scripting window
3	IES: PROXY SERVER NAME	<Name of Proxy server if used for Scripting Engine agent GUI>
4	IES: PROXY SERVER PORT	<Port of Proxy server if used for Scripting Engine agent GUI>

8. Save the system profile values by selecting Save and Proceed from the File menu.

The status line will indicate that records has been saved.

Note: You can also save the record by clicking the disk icon in the toolbar (fifth icon from the left, with a tooltip value of "Save").

9. Close the System Profile Values window by selecting **Close Form** from the **File** menu.
10. Select **Exit Oracle Applications** from the **File** menu to log out of Oracle Applications.

Guidelines

Following is information regarding each profile setting discussed in this procedure.

Architecture Type: The only supported architecture type for new Scripting Engine 11.5.6 implementations is the Apache Mid Tier/ Servlet Architecture.

Caution: If Apache Mid Tier/ Servlet Architecture value is not in the list of values, and instead you see Two Tier Mode and Three Tier Mode, stop your work and see your systems administrator. This means your environment has not been upgraded to Oracle Applications 11.5.6. *Do not select Three Tier Mode.*

Caution: New Scripting Engine implementations with this architecture profile configured for the Caching Architecture *will not be supported.*

Scripting Panel Display Mode: There are two lookup values from which to choose: Display Multiple Panels at a time in Scripting window and Display Single Panel at a time in Scripting window. Using single-panel mode, only the current (active) panel will appear on the screen at any given time in the agent GUI. Under multi-panel display mode, the active panel will have focus, but panels previously visited will appear in the GUI, scrolling out of site. Panels that are not active are de-emphasized (they appear smaller and gray). Active panels display unformatted, spoken, instructional, and custom text in black, blue, magenta, and custom colors as designed. For more information, see the section "The Panel Display Area" in the Understanding Oracle Scripting > Understanding the Scripting Engine section of the Concepts and Procedures manual and online documentation.

Proxy Server Name: This references the name of any proxy server required for using Oracle Scripting, and enables the use of HTTPS. This is only required for Scripting Engine agent GUI implementations using a Proxy server.

Proxy Server Port: This references the port number of the appropriate proxy server required for using Oracle Scripting, and enables the use of HTTPS. This is only required for Scripting Engine agent GUI implementations using a Proxy server.

See Also

[Assigning Scripting Engine-Related Responsibilities to a User](#)

5.3.3 Implementing the Scripting Engine for the Web Interface

The implementation tasks detailed in this section are required only for Scripting Engine operations running scripts in a Web browser as a survey.

In addition to these tasks, implementations requiring the Survey component must implement the implementation steps for accessing and using the Survey Admin console detailed in [Implementing the Survey Component](#).

The following topics are included in this topic group:

[Verifying or Adding a Guest User for the Respondent](#)

[Setting Display Server for Unix Environments](#)

5.3.3.1 Verifying or Adding a Guest User for the Respondent

In order for survey respondents to take a survey, they typically click a URL that points to a specific survey deployment on the surveying enterprise's Scripting specific Apache Web server. From an applications perspective, this requires the use of a guest login defined in CRM HTML-based applications. The guest login (user name and password) must be associated with a login created within Forms-based Oracle Applications by a user with the System Administrator responsibility. *This login has no responsibilities associated with it.* This provides the ability to create an Oracle Applications session for the (potentially anonymous) respondent with very limited access.

Some enterprises already have requirements for a guest user. Thus, to implement the Survey component of Oracle Scripting, one required implementation task is to verify whether the guest login exists in the relevant environment and, if not, to create a guest login (user name and password).

Unlike all previous tasks, this implementation task is performed in CRM HTML-based applications accessed by the HTML login page sometimes referred to as the Oracle eBusiness Center login.

Login

HTML Login URL

Responsibility

System Administrator

Prerequisites

- A login for the guest user must have been created in Forms-based Oracle Applications by a user with the System Administrator responsibility. Ensure this guest user has no responsibilities associated with it. If such a user does not exist, create it.
 - The username is not important; for ease of administration, if creating the user specifically for use with the Survey component of Oracle Scripting, name the guest user iesguest.
 - Assign a simple password (for example, iesguest or welcome). Ensure that the password will not expire.
 - Note the username and password for use in the procedure described below.
- To perform this procedure, you must have the System Administrator responsibility assigned to provide access to CRM HTML-based applications as a sysadmin.

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications user ID and password associated with the required responsibility as indicated above.

The appropriate administrative console should appear, with the Home tab or primary function active.

- If a default CRM application GUI is already established for this user login, and it is not for systems administration, you may need to change the current responsibility. You need the System Administrator responsibility to perform this implementation task.

- If this is the first time you are logging into CRM HTML-based applications, you may be asked to establish a default responsibility. In this case you will need to do so, log out, and log back in.
2. From the set of tabs at the top of the page, click the third tab from the left, the Settings tab.

The Settings page appears. There are three sub-tabs associated with the Settings page: Security, Site Preferences, and System.

3. Click the third sub-tab from the left, **System**.

A set of fourth-level navigation links will display on the left of the System page.

4. Click the last left-hand navigation hyperlink, **Advanced**.

The Advanced - Properties page appears.

5. Select JTF from the View dropdown control. Using this control you can determine which properties display using the View dropdown control.

All advanced properties for JTF display, if any.

6. Scroll through the list to determine whether the JTF properties guest username and guest password have already been created.

Caution: If you cannot locate these properties, check the bottom right side of the page to determine if you must click **Next** before proceeding to create these properties. It is likely that not all JTF properties will appear on the first display page.

If you see these JTF properties in the list, no new administrative steps are required, and you can sign out of this administrative console by selecting the Sign Out icon located at the top right of the screen, or continue to the next implementation step.

If these properties do not exist, continue the following steps to create them.

7. Click the **Create** button.

The Create Key page will display. The values stored in this table are stored in key value pairs. Sequence is not relevant to this procedure.

8. In the **Key** text field, type the key `guest_username`.
9. In the **Value** text field, type the value of a User ID that is designated for a guest login.

CRM HTML-based applications use the term User ID for an Oracle Applications User Name. As described above, this User ID must have been created in Forms-based administration and have *no responsibilities* associated with it.

10. When you are satisfied that the guest user you have defined meets your implementation specifications, click **Update** at the bottom of the key details table.

The Advanced - Properties page will again display.

11. Ensure the properties displayed are for JTF, and click the **Create** button.

The Key Details page will display.

12. In the **Key** text field, type the key `guest_password`.

13. In the **Value** text field, type the value of the corresponding password for the user identified by the User ID you defined in the previous step.

14. When you are satisfied that the guest password you have defined meets your implementation specifications, click **Update** at the bottom of the key details table.

15. Sign out of this administrative console by selecting the **Sign Out** icon located at the top right of the screen, or continue to the next implementation step.

Guidelines

To verify that the guest user is properly set up, see [Verifying the Implementation > Guest User Verification Steps](#).

See Also

[Setting Display Server for Unix Environments](#)

5.3.3.2 Setting Display Server for Unix Environments

Oracle Applications release 11.5.6 can dynamically generate and cache images with embedded text at runtime. These dynamic images are used, for example, to create buttons and tab menu bars displayed throughout various HTML-based transaction pages.

JFC/SWING and AWT (graphics libraries that are standard components within Java) require access to the native library of the operating system to do anything with graphics processing (such as display a window, paint a picture, generate a GIF image, and so on).

The Survey component of Oracle Scripting employs JFC/SWING and AWT on the middle tier, where GIF images are processed in support of dynamically generated reports with graphics, and to render a script in a Web browser using HTTP.

Java AWT on Windows servers (Windows NT, Windows 2000) does not need a display server to render the graphics dynamically. However, in order for Java AWT to perform dynamic image generation on Unix, you must specify an X Server that will be used as a display server to generate dynamic images. Images are generated and cached on the file system. Once these images have been cached, they need not be generated again. For this reason, the display server does not need to be a high-powered machine, nor is it required to be a dedicated server. However, it must be accessible by the Apache server that will call it.

To ensure graphics display functions in all Unix environments, there are two processes you should perform in a Unix environment:

- Modify `jserv.properties` to implement the Display Server identifier
- Reference the X Server in the `apachectl` or `jservctl` file (whichever is used in your environment to start the JServ).

Prerequisites

You must have an X Server up and running, on the network and able accessible from the Apache JServ machine.

Steps

1. Access the `jserv.properties` file.

This is typically located at `<ORAHTTP_TOP>/Jserv/etc/jserv.properties` on the Web server.

2. Make the following changes to implement the Display Server identifier.

This can be done through `xhost +`, or through a more secure `xauth` Unix command.

- c. Add the following `DISPLAY` parameter immediately below the `wrapper.bin` variable.

```
wrapper .env=DISPLAY=<xserver-hostname>  
<xserver-displayport>
```

- d. Replace `<xserver-hostname>` and `<xserver-displayport>` with the machine name and port number where the X Server is running.

Example:

```
wrapper.env=DISPLAY=myxserver.mycorp.com:0.0
```

Note: You can also reference a Windows NT machine that is running a Unix emulator such as Exceed. See the man (Unix manual) pages for `xhost` and `xauth` for more information.

3. Reference the X Server in the `apachectl` or `jservctl` file:

Example:

```
export DISPLAY=myxserver.mycorp.com:0.0
```

Note: Whichever file is used to start the JServ for your environment— `apachectl` or `jservctl`—should be modified to reference the X server.

Guidelines

All implementation tasks are complete. You must now verify the implementation as appropriate.

See Also

[Verifying or Adding a Guest User for the Respondent](#)

[Setting Display Server for Unix Environments](#)

5.4 Implementing the Survey Component

The tasks listed in this section are for implementing the Survey component of Oracle Scripting. After performing these steps, an administrator should be able to access the Survey Admin console to administer survey campaigns and survey resources, and deploy survey campaigns. Additionally, upon completion, a survey respondent should be able to participate in a survey using a Web browser.

Note that not all implementation tasks are required. Some are specific to list-based implementations. These are specified at the beginning of each task.

Note that any survey implementations requiring custom Java to be used in support of a script must also follow the implementation step [Adding Custom Java Class Path to `jserv.properties` File](#).

This topic group includes the following topics:

[Assigning Survey-Related Responsibilities to a User](#)

[Establishing IES Profile Settings for Survey at the Site Level](#)

[Establishing Required Non-IES System Profiles at the User Level](#)

[Assigning Fulfillment Administrator Role to Survey Administrator](#)

[Adding Survey Administrator User to Fulfillment Group](#)

See Also

[Performing Top-Level Implementation Tasks](#)

[Implementing the Script Author Component](#)

[Implementing the Scripting Engine Component](#)

5.4.1 Assigning Survey-Related Responsibilities to a User

Following is a summary of Oracle Applications responsibilities for using Survey:

The Survey Administrator responsibility is required for a user to log into the Survey Admin console, from which survey campaigns are created, deployed, and managed.

The iSurvey User responsibility is required to run Concurrent Manager for processing and scheduling of concurrent programs discussed in the [Administering Oracle Scripting](#) section of this implementation guide.

Optionally, you can assign the JTF_FM_ADMINISTRATOR (Fulfillment administrator) responsibility, required to access Oracle One-to-One Fulfillment, to an Oracle Applications user with the Survey Administrator responsibility. In this way, the same user would have the ability to administer all aspects of Fulfillment required for list-based survey operations.

Note: While assigning the Fulfillment administrator to a survey administrator user is not required, logging into Oracle Applications as a Fulfillment administrator *is* required in order to perform the implementation step [Adding Survey Administrator User to Fulfillment Group](#).

Note: If you cannot match the Fulfillment administrator responsibility name mentioned in this document, see the section [Responsibility Names Versus Responsibility Keys](#) in the Troubleshooting section of this document.

For a full list of responsibilities that may be required for Oracle Scripting, see the [Implementation Responsibility Matrix](#) in the section [Creating and Administering Oracle Scripting Users](#).

Steps to create Oracle Applications users, assign them responsibilities, and associate them with employees in the enterprise database are also discussed in that section, and detailed in *Oracle Applications Interaction Center Implementation Guide*.

See Also

[Establishing IES Profile Settings for Survey at the Site Level](#)

[Establishing Required Non-IES System Profiles at the User Level](#)

[Assigning Fulfillment Administrator Role to Survey Administrator](#)

[Adding Survey Administrator User to Fulfillment Group](#)

5.4.2 Establishing IES Profile Settings for Survey at the Site Level

This step is required for all Survey implementations. This implementation step establishes system profile settings for Oracle Scripting (product code IES) for all users at the site. System profile settings set at the site level affect the behavior of Oracle Applications for the entire enterprise. Some IES profiles may already be established if Oracle Scripting is used in the interaction center (with agents running scripts in the Scripting Engine). Different IES profile settings are applicable to the Survey component, and none conflict. Nonetheless, if any of the profiles discussed in this section are required to be set at a site level with different settings, you may set them at a lower level (such as User) to ensure survey operations are successful without disturbing other requirements.

Login

Self-Service Login URL

Responsibility

System Administrator

Prerequisites

- An Oracle HRMS employee must already exist in the enterprise, must be available as a CRM resource, and must be associated with an Oracle Applications login. For more information, see [Requirement for HRMS Employee and CRM Resource](#).
- This step can be performed before *or* after establishing system profile settings at the *user* level.

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications username and password associated with the required responsibility as indicated above, and select the responsibility (if required) to reach the Navigator.

The Navigator will appear with the login responsibility in the title bar (e.g., Navigator — System Administrator).

2. In the Functions tab of the Navigator, navigate to **Profile > System** and click **Open**.

The System Profile Values window appears. Above this, the Find System Profile Values window appears and has focus. This window allows you to view criteria specific to the site, application, responsibility, or user. Next you must fill out the search criteria to find system profile values for the Scripting application at the site.

3. In the Display area of the Find System Profile Values window, if not already checked, check the **Site** checkbox. Leave the **Application**, **Responsibility**, and **User** checkboxes unchecked.
4. If not already checked, check the **Profiles with No Values** checkbox.
5. In the Profile field, enter **IES%**.

IES is the product code for Oracle Scripting. The Survey component of Oracle Scripting employs the Scripting Engine to run scripts in a Web browser.

6. Click **Find**.

The System Profile Values window populates, displaying all profile values for Oracle Scripting at the site.

Note: If the Scripting Engine agent interface is already implemented at this site, then several relevant IES profile settings will already be established. Only the profile values relevant to implementing the Survey component are discussed herein.

7. Set the following IES profiles as indicated. You can set these options in any sequence. For information on these settings, see Guidelines below.

Table 5–3 Survey Implementation-Specific Site-Level IES System Profile Options

Step	Option	Value
1	IES: TIME FORMAT	As required. Example: HH:MI PM

8. Save the system profile values by selecting **Save and Proceed** from the **File** menu.
9. If continuing with the next implementation task ([Establishing Required Non-IES System Profiles at the User Level](#)), skip to step 5 of that task. Otherwise, log out by selecting **Exit Oracle Applications** from the **File** menu.

Guidelines

For all implementations, proceed to the next task, [Establishing Required Non-IES System Profiles at the User Level](#).

System Profile Value Notes

IES TIME FORMAT: When defining deployments for a survey campaign, you must establish deployment and response end dates and times. This requires a time format value (for example, HH:MI PM) to be set in this system profile in order to display in the Survey Admin console. Set this to the appropriate format based on the requirements provided to you by the campaign administrator.

Debug Mode: Turning Debug mode on for the Survey component will allow HTML client or JSP interpretation error messages to write to the CRM HTML-based server log viewer. These are automatically stored in the Apache server logs. Scripting Engine errors (interpretation of the script, custom code and respondent actions) will automatically store messages in this log regardless. For more information, see [Survey Execution Errors](#) in the Troubleshooting section.

See Also

[Assigning Survey-Related Responsibilities to a User](#)

[Establishing Required Non-IES System Profiles at the User Level](#)

[Assigning Fulfillment Administrator Role to Survey Administrator](#)

[Adding Survey Administrator User to Fulfillment Group](#)

5.4.3 Establishing Required Non-IES System Profiles at the User Level

This step is required for all Survey implementations. In addition to setting *site*-level IES system profiles, some profiles must be set at the user level for appropriate Survey administration and use. This is a necessary part of your implementation.

Site-level profile settings affect every user at the site; lower level settings override the higher, more generic ones. The lowest and most specific profile setting level is user, which establishes behavior for a specific login (user name and password). This step includes one Internet Cartridge Exchange (ICX) profile and several Java Technology Foundation (JTF) profiles. These must be established for *each* survey campaign administrator (each person who must access the Survey Admin console), regardless of whether that user will create and define survey campaign and survey resource details or just monitor deployments and generate preconfigured report data on survey campaigns or on Scripting Engine scripts (e.g., access footprinting reports).

Login

Self-Service Login URL

Responsibility

System Administrator

Prerequisites

- An Oracle HRMS employee must already exist in the enterprise, must be available as a CRM resource, and must be associated with an Oracle Applications login. For more information, see [Requirement for HRMS Employee and CRM Resource](#).
- The Oracle Applications login must have the `System Administrator` responsibility assigned to provide access to Forms-based applications as a `SysAdmin`.

- If the Survey administrator for whom you are setting the profiles requires a default application to be set for entering the JTF technology stack HTML-based applications from the HTML Login URL, you must first obtain the Survey RESPONSIBILITY_ID code, which is environmentally specific. Perform the procedures in the topic [Determining the Survey Responsibility ID Code](#) in the [Administering Oracle Scripting](#) section of this Implementation Guide prior to performing this task.
- This step can be performed before *or* after establishing IES system profile settings at the site level.

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications username and password associated with the required responsibility as indicated above, and select the responsibility (if required) to reach the Navigator.

The Navigator will appear with the login responsibility in the title bar (e.g., Navigator — System Administrator).

2. In the Functions tab of the Navigator, navigate to **Profile > System** and click **Open**.

The System Profile Values window appears. Above this, the Find System Profile Values window appears and has focus. This window allows you to view criteria specific to the site, application, responsibility, or user. In this case you must set user level profiles for the default language (profile ICX: Language) and some JTF default profiles.

3. If the System Profile Values window has focus, select **Find** from the **View** menu to reach the Find System Profile Values window.
4. Perform the following in the Find System Profile Values window:

In the Display area of the Find System Profile Values window:

- e. The Site checkbox is checked by default.
Click to *uncheck* it.
- f. The **Application**, **Responsibility**, and **User** checkboxes are unchecked by default.

Check the **User** checkbox. In the User field, locate the username of the resource for whom you wish to establish these profiles. This includes, at

minimum, the single Survey administrator for whom the previous implementation tasks have been performed.

- g.** The **Profiles with No Values** checkbox is checked by default.

Leave this checkbox checked.

- h.** The **Profile** field is blank by default.

Enter **ICX%** in the **Profile** field.

- i.** Click **Find**.

The System Profile Values window populates, displaying all profile values for ICX parameters *for this user* at the site. ICX refers to the Internet Cartridge Exchange for Web-based transaction settings.

The username populates the **User** field in the first row, the fifth and last column on the right

- 5.** Scroll through the list and locate the ICX: Language profile row.

- 6.** In the User column of the ICX: Language profile row, set the language to the appropriate language from the FND_LANGUAGES table.

For example, for English in the United States, select American English.

- 7.** Save the record and proceed.

The status line will indicate that one record has been saved.

- 8.** Select **Find** from the **View** menu to reach the Find System Profile Values window.

In the Display area of the Find System Profile Values window, ensure the **Site**, **Application**, and **Responsibility** checkboxes are unchecked.

Ensure the **User** checkbox is checked. In the User field, if not already appropriately populated, locate the username of the Survey administrator resource.

Ensure the **Profiles with No Values** checkbox is checked.

- 9.** In the Profile field, enter **JTF%**.

JTF is the product code for Java Technology Foundation, representing Foundation applications such as Oracle One-to-One Fulfillment. These settings also determine the display for several parameters in the CRM Web-based application suite.

- 10.** Click **Find**.

The System Profile Values window populates, displaying all profile values for JTF parameters for this user at the site.

11. Set the following profiles as indicated. You can set these options in any sequence. For information on these profile settings, see Guidelines below.

Table 5–4 Survey and JTF-Recommended User-Level System Profile Options

Step	Option	Value
1	JTF_PROFILE_DEFAULT_APPLICATION	519 <see note below>
2	JTF_PROFILE_DEFAULT_BLANK_ROWS	3
3	JTF_PROFILE_DEFAULT_CSS	jtfucss.css
4	JTF_PROFILE_DEFAULT_CURRENCY	<Applicable currency. For example, USD for U.S. Dollars>
5	JTF_PROFILE_DEFAULT_NUM_ROWS	10
6	JTF_PROFILE_DEFAULT_RESPONSIBILITY	<see note below>

12. After setting the JTF profiles as indicated, save and exit Oracle Applications.

Guidelines

For user logins that will primarily or solely access the Survey Admin console, you can establish the default CRM JSP application by setting the system profile JTF_PROFILE_DEFAULT_RESPONSIBILITY. This determines which application GUI will display upon login to the eBusiness Application Suite.

For list-based survey campaign implementations, you must next perform the implementation task [Assigning Fulfillment Administrator Role to Survey Administrator](#).

System Profile Value Notes

General: The settings above (such as default number of blank rows or default number of rows) are provided as recommendations. If there are business rules or requirements in your environment for other settings, let those requirements take precedence.

Default Application: This setting assumes this Survey administrator user does not already have other functions in JTF technology stack HTML-based applications accessible from the HTML Login URL. Should other responsibilities exist for this user, confer with your systems administrator or the specific user to determine whether to modify the existing setting. 519 as

indicated above is the product code for Oracle Scripting. *This setting is not environment-specific.*

Default Responsibility: This setting determines the responsibility that is displayed when a user logs into JTF technology stack HTML-based applications from the HTML Login URL. If no other responsibilities existed for this user, the Survey responsibility should be entered. If this user already has other responsibilities, it may be a requirement to leave this setting. This setting is specific to each environment and must be discovered in the process described the topic [Determining the Survey Responsibility ID Code](#) in the [Administering Oracle Scripting](#) section of this Implementation Guide.

See Also

[Assigning Survey-Related Responsibilities to a User](#)

[Establishing IES Profile Settings for Survey at the Site Level](#)

[Assigning Fulfillment Administrator Role to Survey Administrator](#)

[Adding Survey Administrator User to Fulfillment Group](#)

5.4.4 Assigning Fulfillment Administrator Role to Survey Administrator

This step is only required for list-based Survey implementations. A user with the Fulfillment Administrator responsibility must also be assigned the Fulfillment Admin Role (JTF_FM_ADMIN). This role enables access to Oracle One-to-One Fulfillment's GUI from within the Survey Admin console. You must assign this role to a user that has the Survey Administrator responsibility as well.

Note: This step is not required for *non-list-based* survey campaign implementations, which will not be leveraging Fulfillment capabilities.

Login

HTML Login URL

Responsibility

System Administrator

Prerequisites

- An Oracle HRMS employee must already exist in the enterprise, must be available as a CRM resource, and must be associated with an Oracle Applications login. For more information, see [Requirement for HRMS Employee and CRM Resource](#).
- The Oracle Applications login must have the System Administrator responsibility assigned to provide access to CRM HTML-based applications as a sysadmin. This includes establishing the appropriate set of system profiles for site and user levels as discussed in previous implementation tasks.
- Oracle One-to-One Fulfillment does not need to be implemented at the enterprise to perform this step. Note, however, that Fulfillment must be implemented in order to *use* the Survey component of Oracle Scripting for list-based implementations, *including for testing*.

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications user ID and password associated with the required responsibility as indicated above.

The appropriate administrative console should appear.

2. From the set of tabs at the top of the page, click the Users tab.

The Users page appears. If necessary, select the Users subtab (hyperlink) to display existing users.

3. Find the user for whom you want to assign the Fulfillment Admin role.

- You may search by User Name, First Name, or Last Name.
- Select your preferred user search category from the Find Users or Enter Search Criteria dropdown menu.
- Enter your search criteria in the text field immediately to the right of the dropdown menu, and click **Go**.

In this step you are searching for the established survey administrator (the user to whom you previously assigned both Survey Administrator and Fulfillment Administrator responsibilities).

4. From the resulting list of records that matches your search criteria, click on the hyperlinked username of the appropriate user.

The User Detail page appears. Note that this is where the password for this user may also be changed if desired.

5. Click on **Roles** at the bottom of the user detail information area.
This results in the User-Role Mapping page, where two lists are displayed (Available Roles and Assigned Roles).
6. Locate JTF_FM_ADMIN role in the Available Roles list.
7. Highlight JTF_FM_ADMIN and select the > button to move the highlighted role to the Assigned Roles list.

Note: If clicking the button does not have the desired result, you may need to click *directly* on the > character (rather than the gray portion of the button) in order to specify that the highlighted role should move to the Assigned Roles list.

8. Click **Update**.
9. Sign out of this administrative console by selecting the **Sign Out** icon located at the top right of the screen.

At this point, you have completed this implementation task. Perform the remaining steps to verify that you have successfully assigned the Fulfillment Administrator role to the Survey Administrator.

10. At the eBusiness Center login screen, enter the User ID and Password for a user with the Survey Administrator responsibility (use the login for the Survey administrator for whom you just assigned the Fulfillment administrator role). Upon entering the correct login information, click **Go**.

The Survey Admin console appears, with the Home tab active. The content displayed on this page (if any) is environmentally dependent.

Note: This GUI will only display *automatically* for Survey administrators for whom Survey has been specified as the default application GUI. This is described in implementation tasks [Establishing Required Non-IES System Profiles at the User Level](#) and [Determining the Survey Responsibility ID Code](#).

11. Click the Fulfillment tab. Fulfillment functions should display.

If you can successfully enter the Fulfillment tab, displaying a Fulfillment sub-tab and displaying the Master Document page, you have verified that:

- You have appropriately assigned the Fulfillment Admin role to the Survey administrator user.
 - Oracle One-to-One Fulfillment is implemented in your environment.
12. Sign out of this administrative console by selecting the **Sign Out** icon located at the top right of the screen.

Guidelines

- If you experience any issues with this implementation task, refer to [Troubleshooting Fulfillment Admin Role Assignment](#) in this Implementation Guide.
- For list-based implementations, the next required implementation task is to add this Survey administrator user to a Fulfillment Group.
- For non-list-based implementations, if you are using a Unix server you must complete the task [Setting Display Server for Unix Environments](#). Otherwise, you have completed all tasks and must now verify your implementation.

See Also

[Assigning Survey-Related Responsibilities to a User](#)

[Establishing IES Profile Settings for Survey at the Site Level](#)

[Establishing Required Non-IES System Profiles at the User Level](#)

[Adding Survey Administrator User to Fulfillment Group](#)

5.4.5 Adding Survey Administrator User to Fulfillment Group

This task is only required for list-based implementations, and should be performed once per Survey administrator user. However, this step is not required for non-list-based survey campaign implementations, which will not be leveraging Fulfillment capabilities.

If you are already logged into CRM HTML-based applications, you can change responsibilities by clicking on the Profile icon and selecting a new responsibility for the current applications session.

Login

HTML Login URL

Responsibility

Fulfillment Administrator

Prerequisites

- An Oracle HRMS employee must already exist in the enterprise, must be available as a CRM resource, and must be associated with an Oracle Applications login. For more information, see [Requirement for HRMS Employee and CRM Resource](#).
- Oracle One-to-One Fulfillment does not need to be fully implemented at the enterprise to perform this step, as long as a Fulfillment group has been created. Note, however, that Fulfillment must be implemented in order to *use* iSurvey for list-based implementations, *including for testing*.

Steps

1. Using an Oracle Applications 11*i*-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications user ID and password associated with the required responsibility as indicated above.

The appropriate administrative console should appear.

Note: The default Fulfillment Admin responsibility seeded with Oracle Applications is named JTF_FM_ADMINISTRATOR. Based on your environment, the Fulfillment administrator responsibility you use may have a different responsibility name. If you cannot find the appropriate responsibility name for your environment, consult with your systems administrator.

Upon clicking **Go**, the Home tab is active. The content displayed on this page (if any) is environmentally dependent.

2. From the set of tabs at the top right-hand side of the page, click the Group tab.

The Groups page appears, with the Group tab active. Under the Groups heading, a listing of all available Fulfillment Groups will display as an HTML table with hyperlinks.

Caution: A Fulfillment Group is required to perform this step. If no Fulfillment Groups are established, you must first establish one based on the requirements and procedures documented in *Oracle One-to-One Fulfillment Implementation Guide* and *Oracle One-to-One Fulfillment Concepts and Procedures*. After a Fulfillment Group has been appropriately established, return to this Implementation Guide and perform this step.

3. Click on the appropriate Group Name hyperlink.

The Group Detail page appears.

4. In the Agents table under Group Detail, add the User Name of the agent you wish to add to the Fulfillment group in the text field under the Name column.

This is the username of the Survey administrator.

5. In the Agents table under Group Detail, add the User Name of the agent you wish to add to the Fulfillment group in the text field under the Name column, and click **Go**.

In this field, enter the User Name or ID of the Survey administrator.

If necessary, you can search for the appropriate User Name from the list of all available agents. You can narrow your criteria using the wildcard character %.

When you click **Go**, the page will refresh, with the User Name of the agent you selected added to the list.

6. Click **Update** to confirm your selection.

The Groups page will again result.

At this point, this implementation task is completed, and you have added the Survey administrator user to the appropriate Fulfillment Group. Perform the remaining steps to verify that this implementation task was successful.

7. Select the same Group Name hyperlink from the Groups page.

The Group Detail page appears.

8. Verify that the survey administrator username appears in the list of agents.

9. Sign out of this administrative console by selecting the **Sign Out** icon located at the top right of the screen.

Guidelines

- If your implementation is on a Unix environment, proceed to the task [Setting Display Server for Unix Environments](#). Otherwise, for list- and non-list-based implementations, all implementation tasks are complete. You must now verify the implementation as appropriate.
- For troubleshooting tips regarding accessing the Survey Admin console, see [If You Cannot See the Survey Admin Console](#).
- For troubleshooting tips regarding accessing Fulfillment tabs in the Survey Admin console, see [Troubleshooting Fulfillment Admin Role Assignment](#).

See Also

[Assigning Survey-Related Responsibilities to a User](#)

[Establishing IES Profile Settings for Survey at the Site Level](#)

[Establishing Required Non-IES System Profiles at the User Level](#)

[Assigning Fulfillment Administrator Role to Survey Administrator](#)

Administering Oracle Scripting

Administration of Oracle Scripting Survey Campaigns is discussed in detail in the Oracle Scripting online help and *Oracle Scripting Concepts and Procedures Manual*. The administration tasks listed here are Oracle Applications-level tasks directly related to implementing Oracle Scripting.

This topic group includes the following topics:

[Determining the Survey Responsibility ID Code](#)

[Executing Concurrent Programs to Update Deployment Status](#)

[Executing Concurrent Programs to Summarize Survey Data](#)

[Executing Concurrent Programs to Send Fulfillment Requests for List-Based Surveys](#)

6.1 Determining the Survey Responsibility ID Code

In order to establish a default application GUI to display upon login to CRM JSP-based applications, you must set the user profile setting JTF_PROFILE_DEFAULT_RESPONSIBILITY. This step is described in the task [Establishing Required Non-IES System Profiles at the User Level](#). Since this responsibility is environment-specific, you must perform the following task to obtain this value.

Note: This step is not required for established users that must maintain a different default CRM application as their login GUI.

Prerequisites

- This step is required for obtaining the Survey product code specific to your environment. This is required for setting the JTF_PROFILE_DEFAULT_

RESPONSIBILITY parameter indicated as the last item in the table [Survey and JTF-Recommended User-Level System Profile Options](#)

- This is required to establish the JTF_PROFILE_DEFAULT_RESPONSIBILITY system profile setting, which is a user-level profile setting.
- This step is *not required* if an Survey administrator already has a default responsibility set for using JTF technology stack HTML-based applications from the " and intends to keep that responsibility. For more information, consult your SYSADMIN.
- An Oracle HRMS employee must already exist in the enterprise, must be available as a CRM resource, and must be associated with an Oracle Applications login.
- For list-based implementations, you must have assigned the JTF_FM_Administrator responsibility to a user with the Survey Administrator responsibility.
- This step, which results in the product code for the Survey component of Oracle Scripting, can be performed before *or* after establishing system profile settings for the Scripting application at the site level. It is required to set the last parameter for the user-level system profiles.

Before You Begin This Step

If you are already logged in as a user with the System Administrator responsibility, and are continuing from Implementation Step 3, begin from procedural step 4 in the section immediately below.

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate URL for your environment to log into Forms-based applications.
Either the SSWA or Forms login is appropriate.
2. From the applications login screen, enter in the provided fields a User Name and Password for a user with the System Administrator responsibility, and click **Connect**.
3. From the list of responsibilities, select System Administrator.
4. In the Functions tab of the Navigator, navigate to **Security > Responsibility > Define** and click **Open**.

To give focus to the Navigator, select **Navigator—System Administrator** from the **Window** menu.

5. With your cursor in the first tab field (**Responsibility Name**), begin query mode to search for the Survey Administrator responsibility.
6. Enter the responsibility name for which you are querying, and run the query.
 - Remember that the Survey administrator responsibility is known to Oracle Applications as Survey Administrator.
 - You may use the wildcard character (percent sign) as part of your search. For example, you can enter %SUR%.
 - If multiple responsibility records are returned, locate the appropriate record by using the Up and Down arrow keys on your keyboard.
7. Click in the Responsibility Name tab field. From the **Help** menu select **Diagnostics > Examine**.

If asked for a password, enter the apps level password.

The Examine Field and Variable Values form will pop. There are three tab fields: Block, Field, and Value.

8. Place your cursor anywhere in the Field tab field and click the ellipses.
The Choose a field window results.
9. Select **RESPONSIBILITY_ID** from the resulting list of values and click **OK**.
10. Record the value in the Value tab field.

This is the **RESPONSIBILITY_ID** for the Survey Administrator responsibility. This value is required to be entered into the **JTF_PROFILE_DEFAULT_RESPONSIBILITY** profile setting referred to in the implementation task [Establishing Required Non-IES System Profiles at the User Level](#).

11. Click **Cancel** to close the Examine Field and Variable Values form.
12. From the **File** menu, select **Close Form**.

6.2 Executing Concurrent Programs to Update Deployment Status

When you select define a survey deployment—the specific set of criteria for a survey cycle over a specified period of time—one set of criteria includes the deployment end date and time.

A concurrent program, already defined within Oracle Applications release 11.5.6 or later, must be executed on a regular basis to check this deployment end date and time. This process occurs from the Concurrent Manager and is performed by a survey administrator. When a deployment has passed its deployment end date and time, the deployment is closed by this concurrent program, updating the status in the database from "Active" to "Closed."

This, in turn, changes the status of corresponding (parent) cycle and survey campaign from "Active" back to "Open," *if* there are no other active deployments under the same cycle and survey campaign.

Oracle Corporation recommends executing this concurrent program once daily at an off-peak time (a time when load on the system is not high). For example, this could be one of the closing operations an interaction center supervisor performs at the end of the day.

Login

Self-Service Login URL

Responsibility

iSurvey User

Prerequisites

There are no prerequisites for executing this concurrent program. However, in order for this program to have any useful effect:

- The Survey component of Oracle Scripting must have been fully implemented.
- A survey campaign must already have been created and its children objects (survey cycle and survey deployment) defined.
- A deployment must have been made active.
- The deployment end date and time, as defined in the deployment detail and compared to SYSDATE, must be in the past.

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate URL for your environment to log into Forms-based applications.
Use either the SSWA or Forms login, as appropriate.

2. From the applications login screen, enter in the provided fields a User Name and Password for a user with the iSurvey User responsibility, and click **Connect**.
3. From the list of responsibilities, select iSurvey User. If necessary, click **OK** to confirm your selection.

The resulting menu will display the various options for concurrent processing

4. Run the Update Deployment Status concurrent program from the resulting list.

For specific details on executing or scheduling concurrent programs, please refer to Chapter 5 of *Oracle System Administrator's Guide*.

For a description of these concurrent programs, refer to the Oracle Scripting online help or *Oracle Scripting Concepts and Procedures*.

5. After executing each concurrent program, log out of Forms-based Oracle Applications if desired by selecting **Exit Oracle Applications** from the **File** menu.

6.3 Executing Concurrent Programs to Summarize Survey Data

When interaction center agents execute a script, or when survey respondents participate in a survey, their individual answers are collected in the Oracle Scripting schema of the applications database.

For generating footprinting reports (typically for the agent interface) or for generating reports on survey data, information must be moved into summary tables that make the data accessible to the reporting tools in the Survey Admin console under the Analysis tab.

Run this concurrent program prior to viewing any reports for the most current data, or schedule this program to execute on a regularly scheduled basis (for example, once daily at an off-peak time, when load on the system is not high).

Login

Self-Service Login URL

Responsibility

iSurvey User

Prerequisites

There are no prerequisites for executing this concurrent program. However, in order for this program to have any useful effect:

- The Survey component of Oracle Scripting must have been fully implemented.
- A survey campaign must already have been created and its children objects (survey cycle and survey deployment) defined.
- A deployment must have been made active.
- For survey reports, respondents must have participated in the survey. In this way, data is available in the IES schema of the Applications database to summarize for reporting purposes.
- For footprinting reports, the "Footprinting" option must be enabled in the deployed script executed by Scripting Engine interaction center users (agents).

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate URL for your environment to log into Forms-based applications.

Use either the SSWA or Forms login, as appropriate.

2. From the applications login screen, enter in the provided fields a User Name and Password for a user with the iSurvey User responsibility, and click **Connect**.

3. From the list of responsibilities, select iSurvey User. If necessary, click **OK** to confirm your selection.

The resulting menu will display the various options for concurrent processing

4. Run the Summarize Survey Data concurrent program from the resulting list.

For specific details on executing or scheduling concurrent programs, please refer to Chapter 5 of *Oracle System Administrator's Guide*.

For a description of these concurrent programs, refer to the Oracle Scripting online help or *Oracle Scripting Concepts and Procedures*.

5. After executing each concurrent program, log out of Forms-based Oracle Applications if desired by selecting **Exit Oracle Applications** from the **File** menu.
6. Summary data is now available to view in the Survey Admin console by accessing the Analysis tab. In order to access this console, you must log into

CRM HTML-based applications from the HTML Login URL with a user that has the Survey Administrator responsibility.

For a description of the steps to generate Survey or Scripting reports, refer to the Oracle Scripting online help or the *Oracle Scripting Concepts and Procedures Manual*.

6.4 Executing Concurrent Programs to Send Fulfillment Requests for List-Based Surveys

When you click Deploy for a list-based survey deployment, a concurrent request is generated which is scheduled to run at the deploy date and time (specified when defining a deployment). If the deploy date and time are in the past, the concurrent program executes immediately. The purpose of this concurrent program is to make a request to Oracle One-to-One Fulfillment to send out email invitations to the target population specified by the list.

Note: Upon selecting **Deploy**, as soon as the page refreshes, the corresponding Concurrent Request ID is immediately visible in the Deployment Detail page. You can use this Concurrent Request ID to monitor the Fulfillment Request submission through the Oracle Forms-based interface associated with the iSurvey User responsibility.

If reminders are also established for this deployment, concurrent requests are also generated (one per reminder) to execute at the specified interval (in days) as defined for the deployment. These requests will execute at the appropriate interval. When the concurrent manager runs the request, it attempts to submit a Fulfillment request for this survey deployment.

If the request is successful, a Fulfillment Request ID will be generated. This is visible from the Survey Admin Console in the Deployment Detail screen, immediately above the Concurrent Request ID.

If the request is not successful, you can attempt to manually run this concurrent program using the steps below.

Once a Fulfillment request has been successfully submitted to Fulfillment, there is no communication with the Survey Admin console regarding any possible problems in executing the Fulfillment request. Thus, if necessary, obtain the

Fulfillment Request ID from the Deployment Detail page of the Survey Admin console and attempt to remediate using Fulfillment debugging techniques.

Login

Self-Service Login URL

Responsibility

iSurvey User

Prerequisites

There are no prerequisites for executing this concurrent program. However, in order for this program to have any useful effect:

- The Survey component of Oracle Scripting must have been fully implemented.
- Oracle One-to-One Fulfillment must have been fully implemented and configured, and a Fulfillment server must be functional.
- A list-based survey campaign must already have been created and its children objects (survey cycle and survey deployment) defined.
- The associated list must be valid and accessible to the system.
- A deployment must have been made active.
- The deployment date and time, as defined in the deployment detail and compared to SYSDATE, must be in the past.

Steps

1. Using an Oracle Applications 11*i*-compliant Web browser, access the appropriate URL for your environment to log into Forms-based applications.

Use either the SSWA or Forms login, as appropriate.

2. From the applications login screen, enter in the provided fields a User Name and Password for a user with the iSurvey User responsibility, and click **Connect**.

3. From the list of responsibilities, select iSurvey User. If necessary, click OK to confirm your selection.

The resulting menu will display the various options for concurrent processing

4. Run the SUBMIT GROUP FM REQUEST FROM IES concurrent program from the resulting list.

For specific details on executing or scheduling concurrent programs, please refer to Chapter 5 of *Oracle System Administrator's Guide*.

For a description of these concurrent programs, refer to the Oracle Scripting online help or *Oracle Scripting Concepts and Procedures*.

5. After executing each concurrent program, log out of Forms-based Oracle Applications if desired by selecting **Exit Oracle Applications** from the **File** menu.
6. Fulfillment request status is visible in the Fulfillment Admin console. In order to access this console, you must log into CRM HTML-based applications from the HTML Login URL with a user that has the JTF_FM_ADMINISTRATOR or other Fulfillment admin responsibility.

See Also

- For more detailed description of how to use Oracle One-to-One Fulfillment, refer to the Oracle Scripting online help or *Oracle Foundation Concepts and Procedures*.
- For more information on implementing Oracle One-to-One Fulfillment, refer to *Oracle Foundation Implementation Guide*.
- For specific details on executing or scheduling concurrent programs, please refer to Chapter 5 of *Oracle System Administrator's Guide*.
- For accessing the Survey Admin console, see [If You Cannot See the Survey Admin Console](#).
- For accessing Fulfillment tabs in the Survey Admin console, see [Troubleshooting Fulfillment Admin Role Assignment](#).
- For other troubleshooting hints and tips, see [Survey Deployment and Fulfillment Troubleshooting](#)

Verifying the Implementation

The following topics are included in this topic group:

[Script Author Verification Tasks](#)

[Scripting Engine Verification Tasks](#)

[Survey Component Verification Tasks](#)

7.1 Script Author Verification Tasks

The following is a list of tasks you should perform to verify a successful Script Author implementation. Trained, knowledgeable individuals must perform these steps. The appropriate verification tasks to perform (rather than specific, step-by-step instructions for those verification tasks) are included in this section only, except where otherwise indicated.

The following topics are included in this topic group:

[Identifying Script Author Verification Tasks](#)

[Building a Hello World Test Script](#)

See Also

[Scripting Engine Verification Tasks](#)

[Survey Component Verification Tasks](#)

7.1.1 Identifying Script Author Verification Tasks

After installing the Script Author and implementing either the Scripting Engine agent GUI or the Survey Component, you should verify the implementation by performing the following:

1. Open the Script Author, create, save, and deploy a simple script to the appropriate instance of the Oracle Applications database.

Step-by-step instructions to create and deploy a [Hello World test script](#) is provided in this section for this purpose.

2. Test a simple script with no associated custom Java.

The first test script to be deployed and executed should have no custom Java methods associated with it. Testing such a script in the agent interface from Oracle Forms verifies that:

- A script can be launched in the designated environment, independent of the technical considerations related to custom Java.
- You eliminate certain environmental variables as the cause of problems if this test succeeds and the subsequent test (launching and executing a script that calls custom Java methods) fails.
- Script Author 11.5.6 is compiling and deploying scripts successfully.
- `Scripting User` or `Scripting Agent` responsibility functions appropriately.

For survey deployments, testing a simple script with no Java in a Web browser further verifies that:

- Survey resources are appropriately defined.
- Survey campaign information is appropriately configured and a script questionnaire appropriately associated with a campaign.
- `Survey Administrator` responsibility functions appropriately.

3. Deploy and test a script with custom Java code.

For this purpose we specifically recommend using the Regression Test Script posted on [OracleMetaLink](#) for that purpose.

The Regression Test Script on [OracleMetaLink](#) has a Document ID of 124522.1

- a. FTP custom Java to `<JAVA_TOP>/ies_custom` on the applications database.
- b. Modify the Apache `jserv.properties` file to reference the class path of custom Java supporting the Regression Test Script.
- c. Open Regression Test Script in Script Author 11.5.6 or later, save the file (to ensure it is 11.5.6-compatible), and deploy the Regression Test Script to the database.

- d. For survey implementations, create a survey campaign using the Regression Test Script.
- e. Run through the script in the appropriate execution GUI.

If you can successfully deploy and test the Regression Test Script, you quickly verify that:

- A script with custom Java methods associated with it can be launched in the designated environment.
- The Apache Web server can locate and interpret the custom Java classes.
- The `jserv.properties` file is appropriately configured.
- Pending the appropriate configuration of environmental variables, a customized script will function properly in this environment.

See Also

[Building a Hello World Test Script](#)

7.1.2 Building a Hello World Test Script

Step No.	Required	Step-by-Step Description	Perform From
1.	Required	On the client PC which contains the Script Author, select the Start menu.	Windows Desktop
2.	Required	From the Programs listing, highlight Oracle Scripting , then select Scripting Author . This opens the Script Author development environment. Note: The first time you launch the Script Author, you will be prompted to select a default language from the database or select the default ("American" for American English). Select the appropriate choice. If you cannot connect to the database, select the Install Default option.	Windows Desktop
3.	Required	From the Oracle Scripting File menu, select New , or click the New Script icon from the Toolbar. Oracle Scripting creates a new, empty script within the Script Author's visual layout region (the "canvas"). An icon called a Start node appears on the canvas, indicating that the new script has been started, and the Script Count in the Script Author's Explorer area will be shown as 1.	File menu <i>or</i> Script Author Toolbar
4.	Required	Click the Panel Insertion Mode icon (the blue sphere) from the Toolbar to indicate you wish to insert a new panel.	Script Author Toolbar
5.	Required	Click <i>once</i> in the canvas somewhere below the Start node. This action places a panel icon (shown as a blue sphere) into the canvas. Note: Until you switch to another Toolbar object or the Toggle Selection Mode (selected in the next step), the current Toolbar object remains selected and will continue to place objects (in this case, panels) on the canvas each time the mouse is clicked in the work area. If you prefer to disable this feature, uncheck the "Sticky Mode" option under the File menu. The option to disable "Sticky Mode" lasts for the duration of the Script Author session. If you prefer this mode you must select it each time you launch the Script Author.	Script Author canvas

6.	Required	<p>Click the Toggle Selection Mode icon from the Toolbar to turn off the Panel Insertion mode.</p> <p>Note: If you turn off "Sticky Mode" as described in the step above, selecting the Toggle Selection mode (in all cases) will not be required. However, when using the same toolbar tool (dropping multiple objects or drawing multiple branches of the same type), you will be required to select the object from the toolbar each time, which is not required when "Sticky Mode" is enabled.</p>	Script Author Toolbar
7.	Required	<p>Right-click the panel that you just added to the script. The Script Author displays a drop down menu with the following options: Edit, Edit Blob Name, and Edit Blob Properties.</p> <p>Note: If the dialog displayed shows only two options, Edit and Edit Blob properties, then you have not correctly selected the Panel object. Left-click to close the menu and re-select the Panel object.</p>	Script Author canvas
8.	Required	<p>Select the Edit Blob Properties option from the menu created by right-clicking on the new panel. The Script Author displays the Panel[n] Properties dialog.</p> <p>Note: The Script Author automatically assigns numbering to each new panel created (represented by [n] above) to enforce unique panel names. When you type a value in the Name field of the panel properties (such as "Hello") and apply the change, the value you entered replaces the [n] as the new name of the panel you have just created. Thus, for example, Panel5 Properties becomes PanelHello Properties. For the sake of simplicity, the name of each new panel (the value of [n]) will be excluded in these instructions, and the dialog will be referred to generically as the Panel Properties dialog.</p>	Panel Properties dialog
9.	Required	<p>In the Panel Properties dialog, input the following values in the prescribed fields:</p> <p>Name: hello</p> <p>Comments: <i>Leave blank</i></p> <p>Label: Greeting</p>	Panel Properties dialog
10.	Required	<p>Click Apply in the Panel Properties dialog.</p> <p>Note: Clicking the Apply button saves the values entered or changed (just as if you had clicked the Ok button), but leaves the dialog open for additional work.</p>	Panel Properties dialog

11.	Required	Click the Answers property displayed on the left pane of the Panel Properties dialog. The right pane of the dialog changes to display a text area which will list any answers you define for the script. Note: For a script to be syntactically correct, every panel must contain at least one answer that will trigger when the script is executed (i.e., that is established as the default for distinct branching).	Panel Properties dialog
12.	Required	Click the Add button, which is immediately below the Answers text area. The Answer Entry Dialog appears.	Panel Properties dialog
13.	Required	Provide the following values for the fields in the Answer Entry Dialog: Default for Distinct Branching: <i>checkmark</i> Name: helloAnswer UI Type: Button Label for reporting: <i>Leave blank</i>	Answer Entry Dialog
14.	Required	From the bottom of the Answer Entry Dialog, click the Edit Data Dictionary button. The application displays the Edit Data Dictionary dialog.	Panel Properties dialog
15.	Required	Select the Lookups tab.	Edit Data Dictionary dialog
16.	Required	On the Lookups tab, click the Specify lookups radio button.	Edit Data Dictionary dialog
17.	Required	Click the Add button. The application displays the Lookup entry dialog.	Lookup entry dialog
18.	Required	In the Lookup entry dialog, assign the following values to the fields: Display Value: Continue Value: Continue Click Ok to close the Lookup entry dialog and return to the Edit Data Dictionary dialog. Click Ok to close the Edit Data Dictionary dialog and return to the Answer Entry Dialog.	Lookup entry dialog Edit Data Dictionary dialog

19.		<p>Click Ok to close the Answer Entry Dialog. The answer that you have defined now appears in the Answers text area in the Panel Properties dialog. It should appear as an entry with the name Answer:helloAnswer (default).</p> <p>Note: If the word "default" does not appear in parentheses next to the answer you have just defined, use the Edit button to re-enter the Answer Entry Dialog and click the Default for Distinct Branching checkbox. Click Ok to apply, and then go to the next step.</p>	Panel Properties dialog
20.	Required	<p>Click Ok to close the Panel Properties dialog. On the canvas below the Start node, the panel for which you have just configured name and answer properties should appear.</p>	Panel Properties dialog
21.	Required	<p>Click <i>once</i> on the panel you have just created. When the markers appear around the panel to indicate that you have selected it, open the Panel Layout Editor (PLE).</p> <p>Note: The Panel Layout Editor can be opened by selecting Panel Layout Editor from the Tools menu, by clicking on the Panel Layout icon from the Toolbar, or by entering the keyboard combination command CTRL-SHIFT-E. It can also be accessed by selecting the Panel Layout property displayed on the left pane of the Panel Properties dialog, and then selecting Panel Layout Editor from the Panel Layout details area.</p>	Tools menu <i>or</i> Script Author canvas <i>or</i> keyboard
22.	Required	<p>When the Panel Layout Editor opens in Script Author 11.5.6 or later, representative controls for any answers you have defined appear on the page, with room above for text. Click once in the text entry area. From the toolbar, click the Set Spoken Text Font icon. Then enter the following text: Hello, World!</p> <p>Note: The text is formatted as "Spoken Text," allowing one-click formatting to provide an easy visual clue. For agents, this is typically text that would be read to a customer during an interaction. For scripts run in the Web interface as a survey, this is an easy way to emphasis text or use one of two preexisting formats.</p>	PLE Toolbar
23.	Required	<p>Save the panel text you have created and exit the Panel Layout Editor. You can do this by selecting Save and then Exit (both from the File menu), or you can simply exit the Panel Layout Editor and click the Yes button when the Unsaved Changes dialog asks if you would like to save the changes you have made.</p>	Panel Layout Editor <i>or</i> Unsaved Changes dialog

24.	Required	Select the Group Insertion Mode icon from the Toolbar.	Script Author Toolbar
25.	Required	Click once on the canvas, below the hello panel. The Script Author will place a Group object into the script at the insertion point.	Script Author canvas
26.	Required	Click the Toggle Selection Mode icon from the Toolbar to turn off the Group Insertion mode.	Script Author Toolbar
27.	Required	Double-click the newly-added group. The Group Properties dialog is displayed.	Script Author canvas
28.	Required	Fill out the fields in the Group Properties dialog in the following manner: Name: WrapUpGroup Comment: Enables the Disconnect button Note: The comment is not required.	Group Properties dialog
29.	Required	Click Apply in the Group Properties dialog.	Group Properties dialog
30.	Required	Click the Shortcut property from the items on the left pane of the Group Properties dialog. The right pane is re-written and a new field appears. You must fill it out as follows: Shortcut: WrapUpShortcut Note: This Shortcut name must appear <i>exactly as typed here, with upper and lowercase text and no spaces</i> . For scripts run in the agent application, the Scripting Engine associates the Disconnect button with any group containing the Shortcut property of WrapUpShortcut .	Group Properties dialog
31.	Required	Click OK in the Group Properties dialog. The dialog closes and the new group appears on the canvas below the hello panel. A new group represents a second graph. The original graph on which the hello panel and the WrapUpGroup group reside is referred to as the Root Graph.	Group Properties dialog
32.	Required	From the Script Author canvas, click once on the WrapUpGroup icon to select it. The selection markers will appear.	Script Author canvas
33.	Required	Click the Go Down Into Child Graph icon from the Toolbar. You will now see the child graph of the new group, which contains only a Start node.	Script Author Toolbar

34.	Required	Click the Panel Insertion Mode icon from the Toolbar and click once in the child graph below the Start node.	Script Author Toolbar
35.	Required	Click the Toggle Selection Mode icon from the Toolbar to turn off the Panel Insertion mode.	Script Author Toolbar
36.	Required	<p>Double-click the new panel to display the Panel Properties dialog. Click on the Properties property from the items on the left pane of the Panel Properties dialog, and enter the following values in the prescribed fields:</p> <p>Name: goodbye</p> <p>Comments: <i>Leave blank</i></p> <p>Label: Last panel</p> <p>Note: The Script Author "remembers" the last property panel or field location displayed in any similar dialog. Thus, you may need to select a different property or field in a given dialog in order to proceed with the steps indicated in these instructions.</p>	Script Author canvas
37.	Required	Click Apply in the Panel Properties dialog.	Panel Properties dialog
38.	Required	Click the Answers property displayed on the left pane of the Panel Properties dialog. The right pane of the dialog changes to display a text area which will list any answers you define for the script.	Panel Properties dialog
39.	Required	Click the Add button to define your answer in the Answer Entry Dialog .	Panel Properties dialog
40.	Required	<p>Provide the following values for the fields in the Answer Entry Dialog:</p> <p>Default for Distinct Branching: <i>checkmark</i></p> <p>Name: goodbyeAnswer</p> <p>UI Type: Button</p> <p>Label for reporting: <i>Leave blank</i></p>	Answer Entry Dialog
41.	Required	From the bottom of the Answer Entry Dialog, click the Edit Data Dictionary button. The application displays the Edit Data Dictionary dialog.	Panel Properties dialog
42.	Required	On the Lookups tab, click the Specify lookups radio button.	Edit Data Dictionary dialog
43.	Required	Click the Add button. The application displays the Lookup entry dialog.	Lookup entry dialog

44.	Required	<p>In the Lookup entry dialog, assign the following values to the fields: Display Value: Finish Value: Finish Click Ok to close the Lookup entry dialog and return to the Edit Data Dictionary dialog. Click Ok to close the Edit Data Dictionary dialog and return to the Answer Entry Dialog. Click Ok to close the Answer Entry Dialog.</p>	<p>Lookup entry dialog Edit Data Dictionary dialog</p>
45.	Required	<p>Click Apply in the Panel Properties dialog.</p>	<p>Panel Properties dialog</p>
46.	Required	<p>Click the Panel Layout property displayed on the left pane of the Panel Properties dialog. The right pane of the dialog changes to display the Panel Layout details, including a Browse button from which you can import HTML, and a Panel Layout Editor button.</p>	<p>Panel Properties dialog</p>
47.	Required	<p>Click Panel Layout Editor. The Panel Layout Editor for the goodbye panel appears.</p>	<p>Panel Properties dialog</p>
48.	Required	<p>In the Panel Layout Editor dialog, click once in the text entry area. From the toolbar, click the Set Spoken Text Font icon. Then enter the following text, followed by: Goodbye, World! Press Enter to continue to the next line, and then click the Set Instruction Font icon. In the Text entry area, type the following text: [Click the Finish button.] Note: Instructional text is intended to provide instructions to the end user of the script.</p>	<p>PLE Toolbar</p>
49.	Required	<p>Save the panel text you have created and exit the Panel Layout Editor. Click Ok to save and close the Panel Properties dialog. The goodbye panel is now visible below the Start node of this child graph.</p>	<p>Panel Layout Editor <i>or</i> Unsaved Changes dialog</p>

50.		<p>From the Script Author Toolbar, click the Termination Point Insertion Mode icon.</p> <p>On the canvas, below the goodbye panel, click once to insert a Termination node.</p> <p>Note: A Termination node is required for each graph in a script, and exits the graph.</p>	
51.	Required	<p>From the Script Author Toolbar, select the Default Branch Mode icon. When over the canvas, the cursor turns into a cross-hairs symbol, indicating that you can begin drawing a line to define flow from one object to another within the canvas.</p>	Script Author Toolbar
52.	Required	<p>With the cursor displayed as a cross-hairs symbol, click on the Start node and drag to draw an arrow between the Start node and the goodbye panel. Release the mouse.</p> <p>The two objects are connected.</p>	Script Author canvas
53.		<p>With the cursor displayed as a cross-hairs symbol, again click on the canvas, this time connecting the goodbye panel and the Termination node.</p> <p>If you have disabled "Sticky Mode," you must again select the Default Branch Mode icon from the toolbar to accomplish this step.</p> <p>You have now completed a syntactically correct graph. Return to the root graph to complete this script.</p>	
54.	Required	<p>From the Script Author Toolbar, select the Go up to parent graph icon.</p> <p>The canvas now displays the root graph.</p>	
55.		<p>From the Script Author Toolbar, click the Termination Point Insertion Mode icon.</p> <p>On the canvas, below the goodbye panel, click once to insert a Termination node.</p> <p>Note: For the root graph, the Termination node indicates the completion of the script.</p>	
56.	Required	<p>From the Script Author Toolbar, select the Default Branch Mode icon.</p> <p>Connect the Start node to the hello panel, the hello panel to the WrapUpGroup object, and the WrapUpGroup object to the Termination node with default branches.</p>	Script Author Toolbar
57.	Required	<p>Click the Toggle Selection Mode icon from the Toolbar to turn off the Default Branch insertion mode.</p>	Script Author Toolbar

58.	Optional	Using click-and-drag techniques, select all the objects on the canvas (Start node, hello panel, Termination node, and Default branches). From the lower Tools menu, select the Align Selected Objects Vertically icon. All highlighted items will align vertically, presenting a neat graph on the canvas.	Script Author Toolbar
59.	Required	At the File menu, select Save to save your work. This command can also be executed by selecting the Save Script (disk) icon in the Toolbar or by entering CTRL-S from the keyboard.	Script Author File Menu <i>or</i> Script Author Toolbar <i>or</i> keyboard
60.	Required	In the resulting Script Chooser menu, you can save the script to your local file system or to the applications database. Fill in the following: Location: Select the directory in which you wish to save the Script Author file. Note: For location, Oracle Corporation recommends a child directory of the Script Author directory , for example (your path may differ): " [OraHome] \oracle\apps\ies\author\scripts. " File Type: Select the default Oracle CRM script file (.script, scr) option. File name: helloWorldTestScript.script Click the Save button to save the file in the selected directory.	Script Chooser dialog
61.	Required	Even though you have saved and named your script in your operating system's filing system, you still need to assign a name to the script which will be recognized from a database perspective. Right-click on any unpopulated section of the canvas to display two options, Edit and Edit Blob Properties, and select Edit Blob Properties to open the [Script Name] Properties dialog. You can also open this dialog by selecting Script Properties from the File menu. Note: If the dialog displayed shows <i>three</i> options— Edit , Edit Blob Name , and Edit Blob Properties —then you have not correctly selected the Script properties dialog, but properties for another object. The global script itself is the Binary Large Object (Blob) for which you want to modify properties. In this case, left-click to close the menu and re-select the Script Properties following one of the methods above.	Script Author canvas

62.	Required	<p>In the resulting global [Script Name] Properties dialog (which should currently be named something like Untitled1 Properties), fill in the following:</p> <p>Name: helloWorldTestScript</p> <p>Comments: <i>Leave blank.</i></p> <p>Script language: As appropriate for your environment. For example, AMERICAN for American English.</p> <p>Click the Ok button to save the global script properties and return to the canvas.</p> <p>Note: For the Name field, fill in a name under which this script will be deployed to the database. We recommend using the same name as that you assigned to the <code>.script</code> file in the filing system, if practical.</p> <p>Do not assign a file extension to this name.</p> <p>For the Comments field, you may elect to fill this in with information you will find helpful to identify this particular script or script version. This field is for information only and is not processed in any way.</p> <p>For the Script language field, enter the language in which this script is developed, based on the FND_LANGUAGES table of the Oracle <i>8i</i> database. For this example, ensure this field reads AMERICAN, for American English.</p>	Global [Script Name] Properties dialog
63.	Suggested	<p>Select Syntax Check from the Tools menu, or click the Check Syntax icon in the Toolbar. Assuming all the syntax in your script is correct, a status line at the bottom of the Author will display the message "Syntax check successful, with no errors." If the syntax check fails, correct any errors and check the syntax of the script again until successful.</p>	Tools menu or Check Syntax Toolbar icon
64.	Required	<p>At the File menu, select Save again, to ensure you save the Global Script properties you assigned.</p> <p>Note: The method used to save the document is not important. You may elect to click the Save icon in the Script Author Toolbar or enter CTRL-S from the keyboard.</p>	File Menu <i>or</i> Script Author Toolbar <i>or</i> keyboard
65.	Required	<p>From the Tools menu, select Deploy Script. This displays the Deploy Script To dialog. Enter the host name, port, and SID for your specific instance of the Oracle Applications server, including the apps level user name and password.</p>	Deploy Script To dialog

66.	Required	<p>To launch this script in the agent interface, you must perform the following actions:</p> <ul style="list-style-type: none">■ Log into Forms-based Oracle Applications with the appropriate responsibility to launch a script. For example, to launch the script in stand-alone mode, the user must have the <code>Script User</code> or <code>Script Agent</code> responsibility.■ Launch the Script Chooser form as appropriate. For example, in stand-alone mode, select the Demo Form from the Navigator.■ Select the script name and language from the Script Chooser. For example, select helloWorldTestScript/American, and click Start Script.■ Execute the script.	Forms-based applications
67.	Required	<p>To launch this script as a survey in a Web browser, you must perform the following actions:</p> <ul style="list-style-type: none">■ Log into CRM Web-based Oracle Applications as a user with the <code>Survey Administrator</code> responsibility to access the Survey Admin console. access the Survey Admin console from the HTML Login URL.■ Define header, error page and final page resources. For example, you can create references to preseeded test survey resources in the Survey Resources tab. These are named <code>iessvytestheader.jsp</code>, <code>iessvytesterror.jsp</code> and <code>iessvytestthanku.jsp</code>.■ Create a non-list-based survey campaign, cycle, and deployment. The survey campaign must identify a deployed 11.5.6 test script.■ Deploy the deployment and record the deployment ID (dID) from the Deployment detail page. The format should be as follows: <code>http://<server>.<domain>:<port>/OA_HTML/iessvymain.jsp? dID=xx</code>■ Enter the URL in a Web browser to launch an instance of the specified non-list-based deployment associated with a release 11.5.6 script.■ Execute the script.	Forms-based applications

See Also

[Identifying Script Author Verification Tasks](#)

7.2 Scripting Engine Verification Tasks

There are two sets of verification tasks for the Scripting Engine, based on whether one or both interfaces were implemented at the enterprise. Follow the appropriate set or sets of verification tasks below.

The following topics are included in this topic group:

[Scripting Engine Agent Interface Verification Tasks](#)

[Scripting Engine Web Interface Component Verification](#)

See Also

[Script Author Verification Tasks](#)

[Survey Component Verification Tasks](#)

7.2.1 Scripting Engine Agent Interface Verification Tasks

Scripting Engine verification tasks for the Java-based interaction center interface include the following:

- For Apache Mid-Tier Servlet Architecture implementations, using Apache Web Server verification URLs to ensure that servlets (particularly the Scripting Servlet) are configured and operational. See [Apache Web Server Servlet Verification URLs](#) below.
- Executing the Hello World test script in the agent application
- Obtaining and processing the Regression Test Script from *OracleMetaLink*, including:

For this purpose we specifically recommend using the Regression Test Script posted on *OracleMetaLink* for that purpose. The Regression Test Script on *OracleMetaLink* has a Document ID of 124522.1

- Deploying Regression Test to the database
- Uploading Regression Test custom JAR file to the server
- Referencing custom Java class path for Regression Test custom code in the `jserv.properties` file

- Executing the Regression Test script in the agent application

7.2.1.1 Apache Web Server Servlet Verification URLs

In order to execute Oracle Scripting in the agent application using the Apache Mid-Tier architecture, the Scripting Servlet must be operational.

The following URL can be used to verify that the Scripting Servlet is properly configured and operational:

```
http://<servername>.<domain>:<Apache Web server  
port>/<servlet_zone>/oracle.apps.ies.client.  
application.ScriptingServlet
```

The following URL can be used to verify that the Apache JServ servlet engine is configured and operational:

```
http://<hostname>:<port>/<servlet_zone>/IsItWorking
```

The following URL can be used to verify that the AOL test servlet is configured and operational:

```
http://<hostname>:<port>/<servlet_zone>/oracle.apps.fnd.  
test.HelloWorldServlet
```

Note, however, that this servlet may have been removed by system administration and is not an indication of whether or not the Scripting Servlet will function.

7.2.2 Scripting Engine Web Interface Verification Tasks

Scripting Engine verification tasks for executing a script in the Web browser-based interface include the following:

- Verifying the Guest User setup.
 - The primary verification test that can be performed independent of survey campaign administration steps is the verification of the guest user setup.
- Specifying JSP resources.
- Creating a non-list-based survey campaign, cycle, and deployment.
- Deploying a deployment.

Performing any verification task other than testing the Guest User requires you to also perform all Survey implementation steps. These are in addition to Scripting Engine implementation tasks for all implementations and those required for the

Web interface, since testing a script in the Web interface requires a survey campaign to be defined and deployed.

See [Survey Component Verification Tasks](#) for more information.

Note: Since testing for *all* customized scripts is recommended at the lowest HTML interpretation engine available, steps for implementing the Scripting Engine for the agent interface are *recommended to be performed for all implementations*. For more information, see [New In This Release > Compiling Custom Code Using JDK 1.1.8](#) in the introduction to this implementation guide.

See Also

[Script Author Verification Tasks](#)

[Survey Component Verification Tasks](#)

7.2.2.1 Guest User Verification Steps

For Survey operations, ensure you have a guest user defined. If you did not establish the guest user JTF property, it is recommended that you verify the username and password for the guest user to ensure it is functioning.

Steps

1. Check the guest user name and password JTF properties.
For information on how to view the guest user settings, see [Verifying or Adding a Guest User for the Respondent](#).
2. Log into CRM HTML-based applications by accessing the HTML Login URL.
3. Use the guest user name and guest password key value pairs.
4. If the following error results in the HTML admin console, the guest user is functioning properly:

This page is missing or not a valid HTML page.

This message indicates that there is an Oracle Applications username that has no responsibilities and no default application associated with it. This is appropriate for the guest user.

7.3 Survey Component Verification Tasks

To test the survey component, Oracle Corporation recommends creating a survey campaign using an already deployed Oracle Scripting release 11.5.6 script (such as Regression Test or Hello World) and defining a non-list-based survey campaign, cycle, and deployment.

Step-by-step instructions to accomplish the verification tasks below are detailed as appropriate in this implementation guide, and in the *Oracle Scripting Concepts and Procedures Manual* and Oracle Scripting online help.

After making the deployment active, if you can execute the deployment you have verified the following, in two categories:

Survey Implementation Steps

- Assigning the Survey Administrator responsibility to an existing or new Oracle Applications user.
- Creating, modifying, or referencing JSP survey resources and ensuring they are present in the `$OA_HTML` directory on the server.
- Defining survey resources, a survey campaign, cycle, and deployment in the Survey Admin console.
- Deploying a deployment.
- Ensuring you can participate in a survey using a Web browser.

Further, if the test script contains custom Java, you have verified:

Scripting Engine Survey Implementation Steps

- Uploading custom JAR file to the server.
- Referencing custom Java class path in the `jserv.properties` file.

For specific information on creating a survey campaign, refer to the *Oracle Scripting Concepts and Procedures Manual*.

Scripting Engine Survey Reporting Steps

To confirm Survey reporting, you must execute several surveys and then perform the non-Fulfillment administrative steps for concurrent programs.

After you do this, attempt to view reports in the Analysis tab of the Survey Admin console. Succeeding in this step verifies the following:

- Validating the minimum requirement of JDK 1.2 on the application server.

- Assigning the iSurvey User responsibility to an existing or new Oracle Applications user.
- Ensuring Survey Summary tables are updated via concurrent programs

See Also

[Script Author Verification Tasks](#)

[Scripting Engine Verification Tasks](#)

Diagnostics and Troubleshooting

This topic group includes the following topics:

[Common Implementation Errors](#)

[Common Verification or Execution Errors](#)

[Survey Deployment and Fulfillment Troubleshooting](#)

[Log Files and Error Messages](#)

8.1 Common Implementation Errors

This topic group includes the following topics:

[Responsibility Names Versus Responsibility Keys](#)

[Survey Implementation Errors](#)

8.1.1 Responsibility Names Versus Responsibility Keys

If you cannot locate a responsibility name as described in this or other Oracle documentation, your environment may have been customized. In such an event, you should research the responsibility key to determine a match. For example, the typical responsibility name for an administrator of Oracle One-to-One Fulfillment is JTF_FM_ADMINISTRATOR. In some implementations, the responsibility key is JTF_FM_ADMINISTRATOR but the responsibility name may have been changed (for example, to Fulfillment Administrator).

Compare a responsibility key against its name using the following procedure.

Steps

1. Using an Oracle Applications 11*i*-compliant Web browser, access the appropriate URL for your environment to log into Forms-based applications.
Either the SSWA or Forms login as appropriate.
2. From the applications login screen, enter in the provided fields a User Name and Password for a user with the System Administrator responsibility, and click **Connect**.
3. From the list of responsibilities, select System Administrator. If necessary, click **OK** to confirm your selection.
4. In the Functions tab of the Navigator, navigate to **Security > Responsibility > Define** and click **Open**.
The Responsibilities form results.
5. Enter query mode by pressing F11 on your keyboard or selecting **View > Query by Example >Enter**.
The form fields turn blue, indicating query criteria can be entered.
6. Click in the third tab field, Responsibility Key, and enter your query criteria.
You may use the wildcard character (percent sign) as part of your search.
7. Execute the query by pressing CTRL-F11 on your keyboard or selecting **View > Query by Example >Run**.
If multiple records are returned, locate the appropriate record by using the Up and Down arrow keys on your keyboard.
8. Compare the Responsibility Key value with the Responsibility Name (in the first field) to determine the appropriate responsibility name for your environment.
Use that responsibility name to perform your implementation or administration steps.

8.1.2 Survey Implementation Errors

This topic group includes the following topics:

[General Implementation Errors](#)

[If You Cannot See the Survey Admin Console](#)

[Troubleshooting Fulfillment Admin Role Assignment](#)

8.1.2.1 General Implementation Errors

The responsibility for administering the Survey component of Oracle Scripting is known to Oracle Applications as Survey Administrator. Do not confuse the Survey Administrator responsibility (required for administering survey campaigns) with the iSurvey User responsibility (required for executing or scheduling concurrent programs).

When you are logged into Oracle Applications as a system administrator and are searching for responsibilities in Forms-based applications, it is recommended to search using the percent wildcard character, for example "%SURVEY%", because:

- Searching under "iSurvey" will only result in finding the iSurvey User responsibility, which *does not have the required administrative privileges* to access the Survey Admin console.
- Searching under "Survey" will only result in finding the Survey Administrator responsibility, which *does not have the required privileges* to administer, schedule, or run concurrent programs.

8.1.2.2 If You Cannot See the Survey Admin Console

If you cannot successfully view the Survey Admin console:

- Check that the Web server and database are up and running in your environment.
- Check that you are entering the correct HTML Login URL for your specific instance into the Web browser's location or address field. For example, the syntax for accessing Oracle CRM Web-based Oracle Applications is:
`http://<server>.<domain>:<port>/OA_HTML/jtflogin.jsp`
- Check that the User ID and Password used to access the HTML Login URL have been created in Oracle Forms administrative screens by a user with the System Administrator responsibility, and that the user has been assigned the Survey Administrator responsibility.
- Check that the appropriate profile settings have been established for the application at the site level, and for the application at the user level (the User Name in Forms-based applications matches the User ID and Password you used to access the JTF HTML-based application).

8.1.2.3 Troubleshooting Fulfillment Admin Role Assignment

If You Cannot See Fulfillment Page

If you can successfully enter the Survey Admin console, but cannot view the Fulfillment page:

- Check that Fulfillment has been implemented appropriately and the Fulfillment server is up.
- Check that you appropriately assigned the JTF_FM_ADMIN role.
- Check that after moving the JTF_FM_ADMIN role into the Assigned Roles list, you clicked Update.
- Ensure that all the Fulfillment (fm.db) objects in the database are valid.

If you can successfully enter the Fulfillment tab, displaying a Fulfillment sub-tab and displaying the Master Document page, you have verified that:

- You have appropriately assigned the Fulfillment Admin role to the Survey administrator user.
- Oracle One-to-One Fulfillment is implemented in your environment.

8.2 Common Verification or Execution Errors

The following topics are included in this topic group:

[Script Author Deployment Errors](#)

[Script Author Script Verification](#)

[Scripting Engine Agent Interface Errors](#)

[Survey Administration Errors](#)

8.2.1 Script Author Deployment Errors

Problem: Deploying a script to the database with the Author fails.

Solution 1: The tablespace for the IES_DEPLOYED_SCRIPTS table may not be large enough. Particularly indicative is the scenario in which previous scripts were deployed to the database without difficulty. To resolve, increase the size of the tablespace (usually named USER_DATA) to an appropriate size (based on database usage and other installed applications). Consult your database documentation for details.

Solution 2: Connection to the Oracle Applications database instance has failed. This would result from one of the following two causes: (1) the database is down, or (2) connection information was incorrectly entered. Connection information required includes Connection Name (optional) and the following required fields: Host Name (the name of the database host), Port Number (the TNS listener port number), SID (the database instance name), User Name and Password (both require apps level).

See Also

- Check with the database administrator if the database is down.
- Refer to the *Oracle Scripting Concepts and Procedures Manual* or Oracle Scripting Online help for more information on connection information.

8.2.2 Script Author Script Verification

When testing a script, it is not enough to ensure the script will launch in the appropriate interface (in the Java interface for agents, or in a Web browser for surveys). You must also test each path in the script to ensure all commands are functioning as expected. It is important to ensure each component is functioning on its own and in consonance with all others. From the standpoint of the script itself, one must test:

- The "call guide" or "survey" (the script document developed with Script Author)
- All custom Java methods developed to support the script
- All PL/SQL procedures attached as commands to panels, blocks, branches, etc.
- All Blackboard commands
- All Forms commands
- All Constant commands
- All Delete actions

8.2.3 Scripting Engine Agent Interface Errors

The following topics are included in this topic group:

[Troubleshooting Applet Security and Signing](#)

[Pre-11.5.6 Script Launching Error](#)

[Resolving JInitiator Connection Error in Caching Architecture](#)

8.2.3.1 Troubleshooting Applet Security and Signing

Problem: A yellow bar appears on the bottom of all Forms windows that reads Warning: Applet Window.

This is a security configuration issue. From a Scripting perspective, you cannot launch Scripts after logging into Forms-based applications.

Solution 1 (Client): This may be an indication that the proper security certificate has not been installed on the client JInitiator. Improper security configuration on the client can lead to a variety of problems in Oracle Scripting. Among them, the ability to copy and paste to and from fields in Scripting will be disabled. Be sure to properly configure applet security on each client machine. First, empty your Oracle JInitiator cache and try logging in again. If the yellow bar reappears, uninstall and re-install Oracle JInitiator.

Solution 2 (Server): This may be an indication that the Applications JAR files have not been signed properly on the server. For more details on proper security configuration, consult your Oracle Applications installation documentation.

8.2.3.2 Pre-11.5.6 Script Launching Error

Problem: Attempting to launch a script from the Script Chooser in an Oracle Scripting 11.5.6 environment that was compiled and deployed with a previous version of the Script Author will result in errors.

This problem occurs regardless of whether you attempt to launch the script from an integrated Oracle Forms application, or whether you attempt to launch the script in stand-alone mode by using the Scripting User or Scripting Agent responsibilities.

A blank Scripting agent interface appears, with two error messages displaying, one on top of another.

Error Messages

The error messages will be similar to the following:

1. An unexplained error occurred.
2.

```
oracle.apps.ies.framework.server.ScriptData; Local class not compatible:
stream classdesc
serialVersionUID=3705110615200071234 local class
serialVersionUID=5531446994268563988
```

Solution: In order to remedy this problem, open the offending script in Script Author 11.5.6 or later, recompile by performing a syntax check, save the updated script, and redeploy to the database.

8.2.3.3 Resolving JInitiator Connection Error in Caching Architecture

Problem: When attempting to launch a script, you get an AOLJ `NotConnectedException` error message. This problem can occur when using Oracle Scripting in the Caching Architecture.

Error Messages

The error messages in the Java console will be similar to the following:

```
AuthService - Validating user IESTEST ...failed
AOLJ_JAVA_EXCEPTION (MESSAGE=Not able to create new database connection.
Cause:sun.applet.AppletSecurityException:
  checkconnect.networkhost1)
  SECURITY-No gateway reconnect
  SYSTEM-ERROR (MESSAGE=checkconnect.networkhost1)
  .....
oracle.apps.ies.integration.common.exception.NotConnectedException: Not
Connected Exception
  at java.lang.Throwable.<init>(Compiled Code)
  at java.lang.Exception.<init>(Compiled Code)
  at
oracle.apps.ies.integration.common.exception.IntegrationException.<init>(Int
egrationException.java:34)
  at
oracle.apps.ies.integration.common.exception.NotConnectedException.<init>(No
tConnectedException.java:34)
  at
oracle.apps.ies.client.proxyBean.ProxyBeanStateImpl.throwNotConnectedExcepti
on(ProxyBeanStateImpl.java:144)
  .....
```

Cause: In Oracle JInitiator's control panel, the Network Access setting **Applet Host** means that the applet only has privileges to communicate with a single server (the Web server from which it was downloaded). Setting the Network Access in Oracle JInitiator Properties to **Unrestricted** allows the applet to communicate with any server on the network.

Solution: Set the Network Access control panel to unrestricted.

Steps

1. From the Windows task bar, click **Start**.
2. Select **JInitiator Control Panel <version>** from the **Programs** menu.

The JInitiator control panel, labeled Oracle JInitiator Properties, appears.

3. Select the **Basic** tab, if not active.
4. In the Network Access field, select **Unrestricted**.
5. Click **Apply**.
6. Close the control panel, or make other changes as desired.

See Also

Oracle *MetaLink* Note 145962.1, Jinitiator Network Access Setup for Scripting in Caching Architecture

8.2.4 Survey Administration Errors

Problem: The following error results in the Web browser when you click the Survey Campaign tab in the Survey Admin console:

```
IES_SVY_SELECT_ALL_SURVEYS-Error selecting surveys  
No further information
```

Cause: JTF Application Object Model (AOM) properties are not correctly set.

Solution: Check to see if the following JTF properties are set in that environment, and correct accordingly.

Login

HTML Login URL

Responsibility

System Administrator

Steps

1. Using an Oracle Applications 11i-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications user ID and password associated with the required responsibility as indicated above.

The Oracle Applications system administration console should appear. You will see several tabs, including Home, Users, Settings, Deployment, Diagnostics, Performance, and Design.

2. Click the Settings tab (third tab from the left).

The Introduction page for Settings will result. The sub-tabs include Security, Site Preferences, and System.

3. Click the System tab (third tab from the left).
A navigation tree on the left side of the page displays.
4. Click the last link, Advanced.
The Advanced Properties page displays.
5. From the View dropdown menu, select **JTF**.
Advanced properties for JTF will display in a list, if any.
6. Compare values in list and adjust or create accordingly as indicated below.
 - These values are provided in key value pairs.
 - To edit an existing value, click the hyperlink and modify the values per the table below.
 - To create a new key value pair, click **Create** and add values as indicated in the table below.
 - You can add multiple values to a single key by adding values in a separate sequence line when defining or modifying key values.
This is the only time the sequence line is required; sequence number is otherwise not relevant.
 - When each record is updated or created, click **Update** at the bottom of the Key Details table.
 - Upon completion, exit the application by clicking **Sign Out** at the top of the admin console.

Table 8–1 Key Value Pairs for JTF AOM Advanced Properties

Key	Value	Value
	Sequence	
service.fwobject.class	0	oracle.apps.jtf.aom.base.FrameworkObject
service.oracle.apps.jtf.aom.services.dataaccess.persistence.PersistenceServiceFactory.desc	0	Persistence.fwobject
service.oracle.apps.jtf.aom.services.dataaccess.queryinterface.QueryInterfaceFactory.desc	0	Query.fwobject

Table 8–1 (Cont.) Key Value Pairs for JTF AOM Advanced Properties

Key	Value	Value
	Sequence	
service.oracle.apps.jtf.aom.services.transaction.TransactionProviderServiceFactory.desc	0	TransactionProvider.system
service.factories	0	oracle.apps.jtf.security.perm.AuthorizationServiceFactory oracle.apps.jtf.coreservices.appscontext.AppsContextServiceFactory oracle.apps.jtf.coreservices.logging.LoggingFactory oracle.apps.jtf.aom.services.transaction.TransactionProviderServiceFactory
	1	oracle.apps.jtf.security.auth.AuthServiceFactory oracle.apps.jtf.security.dataaccess.DacServiceFactory oracle.apps.jtf.coreservices.objectbox.ObjectBoxServiceFactory oracle.apps.jtf.aom.services.dataaccess.persistence.PersistenceServiceFactory
	2	oracle.apps.jtf.profile.ProfileServiceFactory oracle.apps.jtf.profile.ProfilePersistenceServiceFactory oracle.apps.jtf.activity.ActivityServiceFactory oracle.apps.jtf.activity.ActivityQueryServiceFactory oracle.apps.jtf.activity.ActivityQueryServiceFactory oracle.apps.jtf.aom.services.dataaccess.queryinterface.QueryInterfaceFactory
	3	oracle.apps.jtf.profile.ProfileQueryServiceFactory

8.3 Survey Deployment and Fulfillment Troubleshooting

The following are troubleshooting tips specifically regarding undelivered Invitations or Reminders for list-based survey campaigns. Invitations and Reminders are HTML Master Documents sent by Oracle One-to-One Fulfillment to invite or remind an already invited individual to participate in a survey campaign.

Background

When you click "Deploy" for a list-based survey deployment, a concurrent request is generated which is scheduled to run at the deploy date and time (specified when defining a deployment). The purpose of this concurrent program is to make a request to Oracle One-to-One Fulfillment to send out email invitations to the target population specified by the list.

Upon selecting Deploy, the status of the deployment changes from "Open" to "Active." If the status of the corresponding parent objects (Cycle and Survey Campaign) status were "Open," the status of each will change to "Active."

As soon as the page refreshes, the corresponding Concurrent Request ID is immediately visible in the Deployment Detail page. You can use this Concurrent Request ID to monitor the Fulfillment Request submission through the Oracle Forms-based interface associated with the iSurvey User responsibility.

When the request executes, either it will succeed or fail to complete.

- **Successful Request:** A successful request is indicated in the Request Detail form as Phase: Complete, Status: Normal. Such a status indicates that the *request* was executed, but *does not necessarily indicate* that the Fulfillment request has successfully been *received by the Fulfillment server*. This distinction is important because it helps determine how to fix any emerging problem. Additional information is available in the Requests list by clicking View Log on the appropriate request. If a request was executed but there was an internal error, the log may indicate the presence of such an error. For example, if a Survey Admin user deploying the survey was not associated with a Fulfillment group, this would be indicated in the log.
- **Request Not Completed:** A failed request is indicated in the Request form as Phase: Complete, Status: Error. Such a status indicates that the request has been executed but *was not completed*. See below for more information.

If the request is successful, a Fulfillment Request ID will be generated. This is visible from the Survey Admin Console in the Deployment Detail screen, immediately above the Concurrent Request ID.

This request can be tracked using the Fulfillment tabs within the Survey Admin console, using this Fulfillment Request ID. If necessary, the same ID can be used by a Fulfillment administrator, accessing the full functionality of Oracle One-to-One Fulfillment by logging into the Fulfillment Admin console.

Once a Fulfillment request has been successfully submitted to Fulfillment, there is no communication with the Survey Admin console regarding any possible problems in executing the Fulfillment request. Thus, if necessary, obtain the

Fulfillment Request ID from the Deployment Detail page of the Survey Admin console and attempt to remediate using Fulfillment debugging techniques.

Fulfillment Request Failure Signs

In Concurrent Manager, a Fulfillment request that was not completed can be detected in the Request form as Phase: Complete, Status: Error.

Additional information to help determine why a request failed may be visible by clicking View Log in the Request form

In the Survey Admin console, when deploying a list-based survey, the status is set to "Active" upon a successful request to Concurrent Manager. However, if the status of the deployment changes back to "Open," this may indicate a failure to execute the Fulfillment request.

Once a Fulfillment request has been successfully submitted to Oracle One-to-One Fulfillment, the Fulfillment Engine then needs to process it. Only successful processing by the Engine results in an email message being sent out and the subsequent receipt of respondent data for a list-based survey campaign.

Query Failure

The Fulfillment Engine will fail if the query associated with the Master Document fails. Therefore, once a Fulfillment ID is generated, use Fulfillment debugging methods to troubleshoot the failure point within Oracle One-to-One Fulfillment.

Troubleshooting Recommendations

- Log into Forms-based applications and check the Phase and Status of the concurrent request. Additional information to help determine why a request failed may be visible by clicking View Log in the Request form of the Concurrent Manager.
- Failure may indicate Fulfillment implementation, configuration issues, or invalid Fulfillment packages.
- You may also need to check Fulfillment configuration, implementation, or that the Fulfillment server is functioning.
- For Fulfillment information, refer to *Oracle Foundation Implementation Guide*.

Scenario: You have successfully executed a concurrent program, and a Fulfillment request has been successfully submitted to Fulfillment. However, once the deployment date and time have passed, no survey responses are allowed (deployment is not valid, is not active, or you are using an invalid URL).

Suggestion 1: Check the Survey Admin console to see if the response end date has already passed or the status has changed from Active to Closed or Cancelled.

Suggestion 2: Check the invitation to see if the URL in the email link is in the appropriate format as indicated below:

`http://<server>.<domain>:<port>/OA_HTML/iessvymain.jsp? dID=xx&rID=xxxxxxxx`

where dID = the deployment ID and rID = the unique respondent ID

If the URL associated with the hyperlink is incorrect, you must fix the query associated with the Fulfillment Master Document in the template used for that survey. Then you must resubmit the request via Concurrent Manager.

Suggestion 3: Check the Fulfillment Admin console to determine if there is a Fulfillment server problem.

Scenario: If the Fulfillment request indicates Phase: Completed, Status: Error, you can resubmit the request. To resubmit it:

1. Copy the parameters from the Request Detail form.
2. Return to the Navigator.
3. Navigate to **Survey Administration > Requests > Run**.
4. Select "Single Request" from the Submit a New Request dialog and click **OK**.

The Submit Request form will appear.

5. In the Names field, enter "SUBMIT GROUP FM REQUEST FROM IES" and press Tab.

You can enter partial criteria and use the % wildcard character, if desired.

The Parameters dialog will appear.

6. One at a time, enter the parameters you copied from the failed request, and click Submit.

There are 9 parameters, each separated by a comma. If nothing appears before a comma, that parameter is null and can be left blank.

7. After clicking submit, a dialog will appear with a request ID. Copy the request ID and use this to track your request.

Note: The deployment detail page will still indicate the original request ID. This will not be updated; ensure you use the new request ID to track your request.

8.4 Log Files and Error Messages

Error and informational messages for the Scripting Engine agent GUI and some error messages for the Survey component are written to IES log files.

This topic group includes the following topics:

[Oracle Scripting Execution Errors and Error Logging](#)

[Viewing IES Server Logs](#)

8.4.1 Oracle Scripting Execution Errors and Error Logging

When executing the Scripting Engine, any resulting errors are stored in various places and viewed differently based on the genesis of the error.

This topic group includes the following topics:

[Errors in the Scripting Engine Agent Interface](#)

[Errors in the Scripting Engine Web Interface](#)

[Server Logging and Debug Mode](#)

8.4.1.1 Errors in the Scripting Engine Agent Interface

- When an agent is running a script, if an error occurs on the client end (from the Forms client), this error is written to the JInitiator Java console.

To view the JInitiator Java console, select the Show Java Console option in the Basic tab of the Oracle JInitiator Properties dialog accessed from the JInitiator Control Panel (typically Start > Programs > JInitiator Control Panel [Version]).

- If an error occurs in the servlet or session, this error is written to the IES server logs.

For example, if an action calls a Java method that does not exist, this is a server error.

For more information on server logs, see [Server Logging and Debug Mode](#).

8.4.1.2 Errors in the Scripting Engine Web Interface

When a respondent is taking a survey, errors are distinguished by the two components of the JSP layer:

1. The Scripting HTML client, which takes the script and renders HTML.
2. The survey-specific layer that wraps the output to the HTML client in survey-specific functionality (such as checking Deployment IDs for a valid deployment URL).

In general:

- Any errors in the Scripting Engine session or generic HTML client layer are logged, in detail, in the IES server log.

A summarized version of the error is passed back and displayed by the Web browser.

- Any errors occurring in the survey-specific layer are displayed by the Web browser.

If you have set the JTF debug mode on, survey-specific debug messages, as well as other debug information, will be logged in JTF-specific server logs.

From a Survey perspective, the Scripting Engine is a set of Java classes on the middle tier that receives requests from the JSP layer (including the message to launch a script), and processes them. All business logic as determined by the survey questionnaire script, custom code or database calls, and respondent actions are evaluated by the Scripting Engine, which passes processing information to the JSP layer to interpret, which in turn sends information to the Web browser to display. Scripting Engine errors are automatically stored in the server and can be viewed with the CRM HTML-based server log viewer, regardless of the debug mode.

Errors in the interpretation of the survey questionnaire script, custom code or database calls, and respondent actions will automatically store error messages in the server and can be viewed with the CRM HTML-based server log viewer. These errors are written to the server logs regardless of debug being on or off. Additional informational messages are also stored in the server logs when debugging mode is enabled.

JSP Layer Errors

The Java Server Pages layer includes a survey functionality component and an HTML client component in the middle tier. When a request to process a URL linked to a particular survey campaign deployment is received in the middle tier, it is evaluated by the survey processing component. This component receives the

request, processes it, and validates it. If there is an error (such as invalid deployment ID, invalid URL or invalid date due to an expired or inactive deployment), the survey processing component generates an error message to be sent to the Web browser. The error message is displayed in the Web browser as an error page. Viewing the source of the page from the browser may provide additional information regarding the error, such as stack trace messages useful for troubleshooting.

If valid, the request is sent to the HTML client component, which sends a request to the Scripting Engine. The HTML client component serves as a broker between processing occurring in the Scripting Engine and the survey processing component, which passes information to the Web browser to display.

8.4.1.3 Server Logging and Debug Mode

Like other Oracle Applications, Oracle Scripting allows error messages—and other informational messages—to be logged upon request.

For Oracle Scripting-specific messages, this is accomplished by setting the IES system profile setting IES : Debug Mode to Debug on. Details on how to set this profile are contained in the section [Establishing Common IES Profile Settings](#).

When Oracle Applications ships, the IES profile setting IES : Debug Mode is null. There are two possible values: Debug off and Debug on. Both the unset (null) value and the Debug off value result in no logging of debug or other informational messages.

When the profile is set to Debug on, these messages will be logged. For agents using Scripting in the interaction center, setting this profile to Debug on will also result in numerous error and debug message dialogs appearing upon runtime of the Scripting agent application. This mode is typically used to debug issues and is generally set to the Debug off value.

The Survey component (the JSP layer) uses pre existing JTF logging facilities to log messages in debug mode. Thus, errors related to Scripting or Survey functionality may be contained in IES or JTF logs, based on the cause of the error.

8.4.2 Viewing IES Server Logs

Server logs are viewed from the HTML Login URL following the steps below.

Login

HTML Login URL

Responsibility

Interaction Center Server Log Viewer or Interaction Center Server Manager

Steps

1. Using an Oracle Applications 11*i*-compliant Web browser, access the appropriate login URL. Provide an Oracle Applications user ID and password associated with the required responsibility as indicated above.

The Oracle Call Center Technology administration console should appear.

2. In the **Log Messages** tab, click the **Summary Report** subtab.
3. Click **Server Name** and select a server.
4. Click **Server Type** and select a server type (for example, **Scripting**), then click **Go**.

Error logs will be listed under the **Error** column and informational messages under the **Information** column.

5. To view detailed reports, click the appropriate message type hyperlink.

Upgrading from a Previous Release

Oracle Scripting release 11.5.6 is a major functional release and includes significant improvements and changes. Some of the new features or aspects of Oracle Scripting may impact production environments using previous releases of Oracle Scripting 11*i* and custom scripts. This section is provided to guide you through the changes with minimum impact.

The steps required to migrate any Oracle Scripting 11*i* environment to release 11.5.6 include:

- [Implementation Upgrade Tasks](#)
- [Installation of Updated Script Author](#)
- [Converting, Re-Deploying, and Testing Scripts](#)

A.1 Implementation Upgrade Tasks

Implementation upgrade tasks include:

- [Upgrading to Oracle Applications 11.5.6 or Later](#)
- [Modifying System Profile Settings](#)
- [Referencing Custom Java](#)

See Also

- [Installation of Updated Script Author](#)
- [Converting, Re-Deploying, and Testing Scripts](#)

A.1.1 Upgrading to Oracle Applications 11.5.6 or Later

In order to use Oracle Scripting 11.5.6, you must upgrade Oracle Scripting to release 11.5.6 or later. This is accomplished either by executing a Rapid Install for 11.5.6 or by upgrading with the appropriate CRM Family Pack for 11.5.6.

Note: Oracle Applications must generally be at the same patch level (for example, release 11.5.6) to function appropriately. Upgrading to release 11.5.6 can be achieved using the appropriate series of patches that meets your specific application requirements, or using the appropriate Oracle Platinum version to support a release 11.5.6 upgrade. Appropriate patching is prerequisite of a successful Oracle Scripting implementation and is not addressed herein. For more information, see *OracleMetaLink* or contact your Oracle Support representative.

A.1.2 Modifying System Profile Settings

To execute Oracle Scripting in the Scripting Engine agent interface, you must change the IES : IES ARCHITECTURE TYPE profile upon upgrading to release 11.5.6 or later. The profile options for this system profile setting have changed, as has the recommended architecture.

Guidelines

1. For upgrading to the new Apache Mid-Tier architecture, select the value **Apache mid tier/Servlet architecture**.
2. For using Oracle Scripting 11.5.6 in the Caching Architecture, select the value **Caching Architecture** (replacing **Two Tier Mode**).

Note that using Oracle Scripting in the Caching Architecture will *only be supported as follows*:

- a. For customers previously using this architecture in a production environment.
- b. For a limited amount of time, as designated by Oracle Support Services, and no later than the release of Oracle Applications release 11.5.7.
3. The previous value, Three Tier Mode, has been removed. Do not use this setting under any circumstance.

See Also

For more information, see [New in this Release > Profile Setting Modifications](#) in the introduction to this document.

A.1.3 Referencing Custom Java

There are two types of custom Java used in association with Oracle Scripting:

- [Custom Commands](#)
- [Custom Java Beans](#)

A.1.3.1 Custom Commands

The most common type is custom Java methods written using Oracle Scripting APIs to provide additional functionality to a script using a Command (for example, branch actions, embedded values in panel text, statements defining parameters for a conditional or indeterminate branch, and so forth).

These Java commands always run in the Java Virtual Machine (JVM) designated by architecture type. Thus:

- If using the Caching Architecture, the JVM is provided by JInitiator on the client workstation. In this case, your code must be compiled to JDK 1.1.8 or earlier.
If using the Caching Architecture, see [Guidelines](#) above for caveats.
- If using the Apache Mid-Tier architecture, the JVM is provided by the Apache JServ (which can be JDK 1.1.8, 1.2, or 1.3). The compiling restrictions are based on the JDK used by your version of Apache.

The following topics are included in this topic group:

- [Referencing Custom Commands in the Caching Architecture](#)
- [Referencing Custom Commands in the Apache Mid-Tier Architecture](#)

A.1.3.1.1 Referencing Custom Commands in the Caching Architecture Using the Caching Architecture of Oracle Scripting in releases 11.5.4 and 11.5.5, the `appsweb.cfg` file was required to be modified:

- a. To reference custom Java in support of custom commands,
- b. To obtain JDBC classes, and
- c. To obtain AOL/J classes.

If you are upgrading an Oracle Scripting implementation using the Caching Architecture, you must still modify the `appsweb.cfg` file to reference custom Java code (as well as to download JDBC classes to the client workstation). *Modification of the `appsweb.cfg` file to obtain AOL/J classes is no longer required. For details, see Appendix D of the Oracle Scripting Implementation Guide release 11.5.4 or 11.5.5, as appropriate.*

Note: If using the Caching Architecture, see [Guidelines](#) in this section for caveats.

A.1.3.1.2 Referencing Custom Commands in the Apache Mid-Tier Architecture Using the new Apache Mid-Tier Architecture, the class path of the `jserv.properties` file on the Apache Web server must be modified to reference custom Java. The requirement to upload custom Java classes to the applications server has not changed.

For more information, see [Adding Custom Java Class Path to `jserv.properties` File](#).

A.1.3.2 Custom Java Beans

The second type of custom Java to support Scripting is custom java code compiled in a UI Java Bean that is used to replace an entire panel in the runtime session. This is always run by JInitiator, which at this time must be compiled to JDK 1.1.8 or earlier. When JInitiator on the client supports JDK later than 1.1.8, this information will appear in the Certify section of *OracleMetaLink*.

Note: While substitution of *an entire panel* with a Java Bean is still supported, substituting an *answer* (or *panel node*) with a Java bean is no longer supported as of release 11.5.6 and later.

A.2 Installation of Updated Script Author

You must install the Script Author component in order to create, modify, or deploy scripts to the applications database. Further, any existing (pre-11.5.6) script *must be converted* to an 11.5.6 (or subsequent) version of the Script Author prior to execution in the Scripting Engine provided by Oracle Applications 11.5.6 or later.

The method for obtaining the Script Author has changed in release 11.5.6. Details on obtaining Script Author for Oracle Scripting release 11.5.6 or later is described in detail in the [Implementing the Script Author Component](#) section of this document.

See Also

- [Implementation Upgrade Tasks](#)
- [Converting, Re-Deploying, and Testing Scripts](#)

A.3 Converting, Re-Deploying, and Testing Scripts

When accessing the Script Chooser Forms window to launch a script in the Scripting Engine agent interface, *all scripts deployed to the database* (not just 11.5.6 scripts) will be listed. Nonetheless, ***only scripts that have been recompiled in Script Author 11.5.6 or later will be executable in the 11.5.6 or later Scripting Engine.***

This is true regardless of whether the scripts are launched from an integrated application (Oracle TeleSales, Oracle TeleService, or Oracle Collections), or when launching in stand-alone mode.

Thus, any previously deployed scripts required to be executed in Scripting Engine release 11.5.6 or later must be opened in a matching 11.5.6 or later Script Author, converted (by saving), re-deployed, and tested.

Note: Ensure that all scripts to be converted are still supported. For example, there are two qualifications:

While substitution of *an entire panel* with a Java Bean is still supported, substituting an *answer* (or panel *node*) with a Java bean is no longer supported as of release 11.5.6 and later.

Scripts that contain multiple answers in a panel may not use the "button" UI type. The only supported use of a button UI type is for a panel with a single answer definition.

Steps

The following is a list of the recommended steps for conversion and redeployment:

1. Determine which scripts in the production environment must be converted (i.e., which scripts will be run in the 11.5.6 environment).
2. Prepare a test environment that has the 11.5.6 release of Scripting (including the 11.5.6 version of Script Author) installed.
3. For each script identified in [Step 1](#), locate in your script archive (the source `.script` file that was used to deploy the script to the production environment).

Note: If you are unable to locate the exact `.script` file that was used to deploy the script currently in use in the production environment, you can obtain a copy of this script from the production database itself. To do so, from the Script Author, select the **Database** tab of the **Open Script** dialog to open scripts directly from the referenced database.

4. Make a backup copy of the script.

Note: If you select Save from the Script Author, the pre-11.5.6 script will be saved in the same location, appended with a file extension of `.previous`. Thus, if the previous script were named `sample.script`, the 11.5.6 version of the script will now be named `sample.script`, and the earlier version will be retained as `sample.script.previous`.

Warning: If you use the Save As command, ensure you provide a new name for the converted script, since the `<filename>.previous` copy will not be created.

5. Launch the release 11.5.6 or later version of the Script Author.
6. Open the script file (identified in [Step 3 above](#)) in the Script Author.
The Script Author will warn you that you are converting the script to be compatible with the 11.5.6 version of the Script Author only, and if you save this script, you will no longer be able to read it with a pre-11.5.6 version of the Script Author.
7. Save the converted script.
8. Choose **Tools > Deploy Script** to re-deploy the script to the test environment.
You are now ready to execute this script in the test environment.
9. Run the script in the Scripting Engine agent interface and test the re-deployed script.
10. After verifying that no new problems have been introduced, follow the same process to re-deploy the script to the production environment.

If you discover any issues, correct the script, redeploy, and test until successful.

11. Repeat this process for each script identified in [Step 1](#).

Guidelines

To ensure no confusion between source script files, consider creating separate folders or directories on the Script Author workstation, identifying scripts by Script Author version (at minimum, discriminating between pre-11.5.6 scripts and 11.5.6 or later scripts). Move any <filename>.previous copies of updated scripts into the appropriate pre-11.5.6 directory.

See Also

- [Implementation Upgrade Tasks](#)
- [Installation of Updated Script Author](#)

Abbreviations and Acronyms

Abbreviations and Acronyms

Acronym	Definition
AIM	Application Implementation Methodology
ANI	Automatic Number Identification
AOM	Application Object Model
API	Application Programming Interface
CRM	Customer Relationship Management
CTI	Computer-Telephony Integration
DBA	Database Administrator
DNIS	Dialed Number Identification Service
ERP	Enterprise Relationship Planning
GIF	Graphics Interchange Format
GUI	Graphic User Interface
HR	Human Resources
HTML	HyperText Markup Language
HTTP	HyperText Transfer Protocol
HTTPS	HyperText Transfer Protocol – Secure
IG	Implementation Guide

Acronym	Definition
JAR	Java Archive
JDBC	Java Database Connectivity
JDK	Java Development Kit
JSP	Java Server Pages
JTF	Java Technology Foundation
JVM	Java Virtual Machine
PL/SQL	Programming Language/Structured Query Language
SID	System Identifier
SQL	Structured Query Language
sysadmin	Systems Administrator
UI	User Interface
URL	Uniform Resource Locator

Product-Related Acronyms

Acronym	Definition
AI	Oracle Advanced Inbound
AO	Oracle Advanced Outbound
eMC	Oracle eMail Center
HRMS	Oracle Human Resources Management System
ICX	Internet Cartridge Exchange
IH	Oracle Interaction History
OES	Oracle Email Server
OTM	Oracle Telephony Manager
OTS	Oracle TeleSales
OMO	Oracle Marketing Online

Oracle Product Designations

Acronym	Definition
AMS	Oracle Marketing Online
IEO	Oracle Interaction Center Technology
IES	Oracle Scripting
IEM	Oracle eMail Center
JTF_FM	Oracle One-to-One Fulfillment
OES	Oracle Email Server

Glossary

Campaign

A focused effort to achieve a particular goal from a targeted population over a specific period of time for a particular business purpose.

CRM Resource Manager

Oracle CRM Resource Manager is a responsibility included with a Rapid Install of Oracle CRM Applications so that HRMS person types (most often, employees) required by Oracle products can be created. It does not have the full functionality of HRMS. Note that if HRMS is installed, HRMS employees must be created using that tool and cannot be created with CRM Resource Manager.

Cycle

A Cycle is a repeatable survey event, utilizing the same script. Multiple cycles will also allow the same survey to be given through different media types, when supported. Multiple cycles are typically used to measure the same characteristics at a different moment in time.

Deployment

An instance of a survey and cycle within a survey campaign; this refers to a single instance or execution of a survey campaign; for list-based deployments this refers to a specific set of lists and templates.

eBusiness Center login

One of the names for the HTML-based login screen to access CRM applications built on the JTF technology stack. Sometimes referred to as the JTF login.

Error Page

This survey resource is a JSP file (or pure HTML with a JSP file extension) that displays as a full page any time an error results during survey participation (when a respondent is taking a survey). For example, an error might occur if a resource is unavailable, the script designated by the survey campaign information is not loaded, or other unexpected conditions are encountered. This page may contain graphics in GIF or JPEG format.

Final Page

This survey resource is a JSP file (or pure HTML with a JSP file extension) that displays after the last panel in the survey questionnaire has been viewed by the survey respondent. It typically includes a thank-you message to the survey respondent, and indicates to the survey respondent that the survey has ended successfully. This page may contain graphics in GIF or JPEG format, and optionally may contain a hypertext link, for example to the enterprise's home page.

Header Page

This survey resource is a JSP file (or pure HTML with a JSP file extension) that displays at the top of each page throughout the survey session, except the Error and Final pages). Just below the Header, the content placed in the panel text editor for that panel (if any) will display, followed by all answer definitions in the panel (each in its own horizontal row). The Header Page often contains corporate logos or other standardized graphics in GIF or JPEG format.

Oracle HRMS

Oracle HRMS is a full-featured enterprise Human Resources Management System. It is an ERP application using Oracle Forms technology to manage human resources used by a variety of ERP and CRM applications.

Invitation

An e-mail message, inviting potential survey respondents to participate in the survey. Each e-mail message contains a customized link to the specified survey.

JTF Login

One of the names for the HTML-based login screen to access CRM applications built on the JTF technology stack. Sometimes referred to as the eBusiness Center login.

List

The list of potential survey respondents who will receive an invitation to participate in the questionnaire. List members may also receive reminders to participate in a

survey, which includes the survey end date. Lists are built using OMO's List Management feature. Use of list-based surveys requires OMO.

Reminder

An e-mail message, reminding potential survey respondents (already invited to take a survey) of the last day to participate. For anonymous deployments, all list members will receive reminders. For non-anonymous deployments, only list members who have not yet responded will receive reminders.

Respondent

An individual responding to a request for information (in the form of participating in a questionnaire). For list-based survey campaigns, respondents are list members who responded to an e-mailed invitation to participate in the survey.

Sample

The population from which information is solicited by survey.

Script

This file (built using the Script Author component of Oracle Scripting) contains the business rules and text for the single script (for the agent interface) or survey questionnaire (for the Web interface) employed by a given survey campaign.

Survey Campaign

Using the Survey component, this is the super class that contains the Script object, the Cycle objects, and Deployment objects. The actual questions/answer choices are defined in the Script.

Survey Questionnaire

Set of questions built using the Script Author component of Oracle Scripting for execution in the Scripting Engine as a survey questionnaire, typically to gather feedback, obtain market data, tabulate opinion, measure satisfaction, or otherwise collect data directly from specific (customers, employees, prospects) or non-specific target populations.

Survey Resource

One of four JSP-format files (or pure HTML files saved with a JSP file extension) that provide functionality to a survey when executed in the HTML GUI. For list-based survey campaigns, these are the Header Page, Error Page, and Final Page. The Header displays as the top of each HTML page. The Final Page is displayed after a survey questionnaire has been completed, whereas the Error Page is reached

when an error condition in taking the survey occurs. For iSupport hosted survey campaigns, there is a separate Error page. These are uploaded into the \$OA_HTML directory on the applications server and are served by the Web server as appropriate.

SYSDATE

This refers to the current Systems Date of the database. When creating records in a database the SYSDATE is typically time-stamped as creation date, and SYSDATE is also used as a default setting for creating responsibilities from an Oracle Applications perspective.

Template

A "mail-merge" template, built using Oracle One-to-One Fulfillment. Templates are employed by the Survey component of Oracle Scripting for **invitations** and **reminders** to participate in a survey. A template includes an associated query and also identifies the Fulfillment Master Document into which to perform a merge prior to sending to the Fulfillment server.