Oracle® Web Applications Desktop Integrator

Implementation Guide

Release 11.5.10

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Part No. B12069-02

This document describes functionality to be delivered in the Oracle E-Business Suite 11.5.10 release. If you are implementing this product prior to the release, using product minipacks or family packs, some new functionality may be dependent on integration with other Oracle products. Please consult Oracle*MetaLink* for relevant product patches and documentation.

1 Introduction

Using Oracle Web Applications Desktop Integrator (Web ADI), users can create spreadsheets that enable the upload of data into Oracle Applications. Web ADI uses integrators to control the spreadsheet format, populate the spreadsheet with valid data, and to upload the data to the appropriate Oracle Application. The spreadsheets that users create with the Web ADI integrators have these features that facilitate spreadsheet creation and data upload:

- Spreadsheet editing capability, including the copying and pasting of data and the movement of ranges of cells
- Creation of spreadsheets with a definable layout that you can save and modify as needed
- Ability to perform recurring data entries by saving a spreadsheet, and then uploading it at needed intervals, such as every month or every quarter
- Immediate error messages to indicate invalid data, or other data upload issues, which enable you to correct any errors and upload the data again
- Validation of data against accounts, security rules, and reference information

This guide contains these topics:

- Prerequisites
- Web ADI Patch - Automatically Created Items
- Granting Users the Ability to Create Documents
- General Ledger Journals Integrator - Granting Users the Ability to Upload Documents
- General Ledger Journals Integrator - Create Group ID
- Web ADI Troubleshooting (Web ADI 8.2.1.6 and Later)
- Frequently Asked Questions
- Documentation Accessibility

Administering Web ADI consists of creating form functions that allow users to access Web ADI functionality. Use standard form function security to restrict access to Web ADI. If a parameter is supplied by the form function, users will not have to choose that parameter in the Create Document Page Flow.

In addition, the parameter values available to users in the create Document Page Flow can be restricted by including a list of valid values for the parameter in the Create Document Form Function you define. If you want to make particular default values available through the Parameter Default Type in the Layout user interface, then include these parameter values in the Create Document form function.

2 Prerequisites

The following are the prerquisites for Web ADI:

- One of the following operating systems must be installed on the client PC:
  - Windows ME
  - Windows NT 4.0 with Service Pack 3 or later
  - Windows 2000
  - Windows XP
  - Windows 98
- Internet Explorer 5.0 or greater installed on your machine.
- One of the following versions of Excel:
  - 97

- 2000
- 2003
- XP

For Web ADI to work with Excel XP, the user must:

1. Open Excel
2. Go to Tools > Macro > Security > Trusted Sources
3. Check the "Trust access to Visual Basic Project" option

- Make the user's browser security settings will allow a spreadsheet to be created on the desktop.
  1. Navigate to Tools > Internet Options and choose the Security tab.
  2. Select Local Intranet and choose the Custom Level button.
  3. Set the following option to Prompt:
  4. Initialize and script Active X controls not marked as safe.

3 Web ADI Patch - Automatically Created Items

The Web ADI patch automatically creates:

- Form functions
- Menu
- Responsibility

3.1 Form Functions

The following form functions are automatically created when the Web ADI patch is installed:

BNE_ADI_CREATE_DOCUMENT: This form function allows users to access the Create Document Page flow. This is a series of pages that prompts users for parameters that determine how a formatted spreadsheet is generated on the desktop.

BNE_ADI_DEFINE_LAYOUT: This form function allows users access to the user interface to define Layouts. Users are prompted for a Layout in the Create Document Page Flow. The Layout determines the fields that are included in the spreadsheet, their placement, and if they have default values.

BNE_ADI_DEFINE_MAPPING: This form function allows users to access the interface to define Mappings. Mappings are used to import information into a spreadsheet. Users select a Content in the Create Document Page

Flow to import information from a text file, or from Oracle Applications tables into a spreadsheet. The Mapping associates data in the Content with fields in the spreadsheet.

BNE_ADI_LOB_MANAGEMENT: This form function is specific to the Human Resources Application. You do not need to give users access to this form function unless they are using mail merge functionality in Oracle HRMS. See Metalink note 228527.1 for more information on HRMS functionality.

3.2 Menu

The Desktop Integration Menu is created with the following prompts:

- Create Document (BNE_ADI_ CREATE_DOCUMENT)
- Define Layout (BNE_ADI_DEFINE_LAYOUT)
- Define Mapping (BNE_ADI_DEFINE_MAPPING)
- Manage Document Links (BNE_ADI_LOB_MANAGEMENT)

3.3 Responsibility

The Desktop Integration responsibility is created with the Desktop Integration Menu.

4 Granting Users the Ability to Create Documents

This subsection contains these topics:

4.1 Using Seeded Form Functions/Menu/Responsibility

If you want to grant users unrestricted access to Web ADI, you can assign the seeded Desktop Integration responsibility to their Oracle Applications Users (Security =>User=>Define). Unless your users are performing mail merge with Oracle HRMS, please remove the “Manage Document Links” prompt from the Desktop Integration Menu before assigning the Desktop Integration responsibility to users.

You may also choose to create other responsibilities and menus to restrict access to the available form functions. Some users may only need to create documents, while others are responsible for creating Mappings and Layouts.

4.2 Creating New Form Functions

You can create your own form functions:

- Set the Type to SSWA SERVLET FUNCTION for all Web ADI form functions
- Set the HTML Call for all Web ADI form functions to oracle.apps.bne.webui.BneApplicationService
- To create a form function allowing people to create documents, set the parameter field to bne:page=BneCreateDoc
- To create a form function allowing people to define layouts, set the parameter field to bne:page=BneDefineLayout
- To create a form function allowing people to define Mappings, set the parameter field to bne:page=BneMappingTemplate

4.2.1 Include Parameter Values in the Create Document Form Function

When users access the Create Document function, they are prompted for a number of parameters that determine how their spreadsheet will be created. These parameters can be specified within the form function to secure parameter values and force users to use certain values. Pages prompting users for values specified in the form function will not be displayed; this reduces the number of steps they must take to create documents.

Below is a description of each parameter in the page flow.

- Viewer Page
  - **Bne:viewer** (required) – The desktop program that will be used to view the spreadsheet.
  - **Bne:reporting** (required) – If checked, the spreadsheet created will not allow upload.
- Integrator Page
  - **Bne:integrator** (required) – Indicates the Oracle Application task users will be performing on the desktop.
- Layout Page
  - **Bne:layout** (required) – The Layout determines the fields in the spreadsheet, their placement, and their default values. Valid values are dependent on the Integrator that was selected.
- Content Page

- **Bne:content** (optional) – Points to information that will be imported into the spreadsheet. Valid values are dependent on the Integrator that was selected.

- Map Page (displayed if a Content is Chosen)
  - **Bne:map** (required if Content is chosen) – Provides the relationship between data in the content and fields in the spreadsheet. Valid values are dependent on the Content that was selected.
  - **Bnectl:file** (required if the "Text File Content" is chosen) – indicates the file that will be imported into the spreadsheet.

    Other parameter values may be displayed on this page depending on the Content that was selected.

4.2.2 Skipped Pages Parameters

If a page is to be skipped, every parameter on that page must be specified in the form function. Follow these steps to create a form function with specified parameter values:

1. Log into Self Service Applications and press the Create Document Function (make sure the System Administrator responsibility is attached to your user).
2. Select the parameter values you want to save in the Page Flow.
3. Press Save in the Review Page and the Select Shortcut window will appear.
4. Enter a name for your form function in the Shortcut Name field. This name will have the prefix BNE_ when you search for it in Oracle Applications.
5. Select Save to Form Function.
6. Select the parameters you want to save to the form function. Users will be required to manually select the parameters you do not save when they create documents.

   Language, Viewer and Reporting must all be saved if they are not be displayed to users. If you have users with different versions of Excel but will all be creating documents for upload in English, you may want to create separate form functions; one for each viewer.
7. Log into forms using the System Administrator responsibility and attach the form function to a menu. Application => Menu, and search for BNE_ <name_ entered_in_step_ 4>.

4.2.3 Allow users to create documents with one mouse click

If you use the steps above to save all of the required parameters, you can have the spreadsheet automatically created on the desktop as soon as users press the Self-Service menu function. One additional parameter must be added to the form function to not have the Review page displayed.

1. Log into Oracle Applications with the System Administrator responsibility. Navigate to the Form Function Screen and look up the Create Document form function you created with all of the required parameter values.
2. Go to the Parameter field, place the cursor at the end of the string in this field and enter:
   &bne:noreview=Yes.

4.2.4 Giving Users a Secured List of Values

You might want to grant access to several parameter values. Hard coding these parameter values in the form function would require you to create a Self-Service link for every parameter you wish to grant to a user. You can work around this by allowing users to choose from a restricted list of parameter values.

For Example:

Twenty Layouts may be defined for an Integrator, but you may create a form function that will allow user to see only ten. Do this by defining more then one value for the Bne:layout parameter in the form function definition.

1. Log into Oracle Applications with the System Administrator responsibility. Navigate to the Form Function Screen and look up a form function that calls the Create Document page flow.
2. Go to the Parameter field and locate the parameter you want to secure and add a comma-separated list of valid values, or a partial value that includes a wild card that will return more than one parameter value. Parameter values can be referenced by their internal key names or by their user visible values.

   a. Entering Internal Keys

   i. Parameter values are saved in the format of the Application Short Name:Key; For example, bne:integrator= BNE:JOURNALS_115&bne:layout = BNE:FUNCT_ACT_SINGLE_11I. To give the user two options for a Layout, you would enter bne:layout=

   BNE:FUNCT_ACT_SINGLE_11I,BNE:FUNCT_ACT_MULTIPLE_11I".

   ii. If you are only using the Journals Integrator, all of your parameter values will be using the BNE Application Short Name.

iii. There are two methods to determine the Key for a parameter. Users are required to enter in Keys when defining Layouts and Mappings that can be referenced by the form functions you create. If they follow the standard for creating Keys for their Layouts and Mappings (See Define Mapping and Define Layout in the *Web Applications Desktop Integrator User's Guide*), you should be able to derive the Key for a Layout based on its name and the name of the person who created it.

Another method to ensure that you have entered a valid value for a parameter is to go through the Create Document page flow, select the layout you want to grant to users, and click save on the review page to create a form function. Log in as System Administrator, look up the form function and see the key that was saved for the layout.

b. Entering User Values

i. If you do not know the key value for a layout, your form function may reference the name of the layout that is seen in the Create Document page flow.

ii. Navigate to the Select Layout page and choose the layouts you want the user to access. This may be Functional Actuals – Single and Functional Actuals – Multiple.

iii. Log in as System Administrator and look up the form function. Go to the parameter field and enter a comma separated list of the above layout names using the following format: parameter name=USER_NAME:user name,USER_NAME:user name. In this example, you would enter: "bne:layout=USER_NAME:Functional Actuals – Single, USER_NAME:Functional Actuals - Multiple". Note that the user name entered in the form function must match exactly the names you see in the Create Document page flow.

c. Using Wild Cards

You may create the above restricted list by entering a value for the bne:layout parameter that includes a wild card (%). The wild card character (%) must be escaped with "25". In this example, you would enter bne:layout=USER_NAME:Fu%25 to restrict the list to Functional Actuals – Single and Functional Actuals – Multiple. These will be the layouts shown to the user because they are the only layouts whose names begin with "Fu".

4.2.5 Including Parameters to be Default Values In Layouts

When users define Layouts, they can set a default value for a field. There are different types of defaults. They can set a constant default value; so they literally type in what they want the default to be in the Layout user interface. They can have Web ADI run a SQL statement to determine a

default value; they can reference an environmental variable, or they can reference a parameter sent by the create document form function you create for them (See the Define Layout white paper for more information). So when you set up your form function, you can create a list of valid default values to be referenced by users creating Layouts. These users select the Parameter Default Type, and enter the name of a parameter you have included in your form function.

Example:

1. You enter the following in the parameter filed for the create document form function:

   bne:page=BneCreateDoc&bne:language=Am&bne:layout=BNE:FUNCT_ACT&COMPANY=101

   Notice the COMPANY parameter. You can name this parameter anything you like, but be sure to notify users creating Layouts that this parameter can be referenced when they set default values.

2. Users navigate to the Layout user interface, set the Default type to Parameter and enter COMPANY in the Default value field.

   When the spreadsheet is created with the Layout, the field will automatically be populated with 101.

5 General Ledger Journals Integrator - Granting Users the Ability to Upload Documents

Prevent users from uploading General Ledger journals by setting the ADI: Use Function Security to Yes for a user profile. If the profile option is enabled, one of the following functions must be in the menu assigned to the user's current responsibility to allow upload: Enter Budget Journals, Enter Journals, Enter Encumbrances, and Import Journals. If the responsibility does not have access to any of these functions, an error will be received when the user selects Upload from the Oracle menu in Excel.

You can assign one of these form functions to a user's self service responsibility without having it appear on the Self-Service home page by not giving it a prompt in the responsibility's menu.

6 General Ledger Journals Integrator - Create Group ID

Web ADI can automatically generate a Group ID during a General Ledger Journals Integrator upload. Use the GLDI: Create Group ID profile option to trace journals posted in the General Ledger to specific Web ADI users. You can choose to generate a Group ID based upon the internal User ID, a combination of the internal User ID and the Julian date, or an automatic

sequence number. The value derived for this profile option will always be uploaded, even if the field does not exist in the worksheet, or if the Group ID field exists in the worksheet and contains a value.

7 Web ADI Troubleshooting (Web ADI 8.2.1.6 and Later)

Three aspects of Web ADI troubleshooting are discussed:

- Jserv Configuration
- Environment
- Web ADI Configuration

7.1 Jserv Configuration

Is the servlet environment configured correctly?

1. Are servlets working?

This is to confirm that the Apache/Jserv environment is correctly configured for the running of servlets. Apache includes a servlet named "IsItWorking". If the "IsItWorking" servlet does not run, it typically means that basic configuration settings in the jserv.properties or zone.properties are incorrect.

To run the "IsItWorking" servlet, enter the following URL:

http://<server>:<port>/servlets/IsItWorking

2. Are only some servlets working?

If the "IsItWorking" servlet runs successfully but specific servlets won't run, it is typically due to problems with a specific servlet accessing java classes. Java and the servlet environment use a mechanism called a ClassLoader to provide access to the java class files at runtime. The ClassLoader normally refers to the CLASSPATH operating system environment variable when determining the files and directories to use when loading classes.

In a servlet environment such as Apache JServ, the CLASSPATH environment variable is not available and as such the jserv.properties file and the zone.properties file are used to configure the ClassLoader for the JServ environment.

Check the error_log, jserv.log or mod_jserv.log files. If errors include "ClassNotFoundException", it typically means that a .jar or .zip file that contains the required classes is not included in the configuration. Configure your jserv.properties and zone.properties files accordingly.

It may be necessary to set the Log level in jser.conf to debug in order to obtain more detailed messages. The following text shows the relevant section of the configuration file:

```
# Log Level for this module

# Syntax: ApJServLogLevel
[debug | info | notice | warn | error | crit | alert | emerg]

# Default: info    (unless compiled w/ JSERV_DEBUG, in which case it's
debug)

#ApJServLogLevel notice

ApJServLogLevel debug
```

Remember to restart the HTTP server after making changes to these configuration files.

Listed below are some simple Web ADI servlets that can be tested:

- http://<server>:<port>/servlets/BNETEST
- http://<server>:<port>/servlets/oracle.apps.bne.framework.BneCaboTest Servlet
- http://<server>:<port>/servlets/oracle.apps.bne.framework. BneSnoopServlet

7.2 Environment

Is the UIX environment configured correctly?

Web ADI uses Oracle's UIX (also known as Cabo) libraries for the generation of the Web ADI User Interface. UIX requires specific configuration which is documented in the following references:

<Note:139863.1> - Configuring and Troubleshooting the Self Service Framework with Oracle Applications.

<Metalink Note 181244.1> - Configuring an X Display Server for Applications on Unix Platforms.

<xserver.html> - Tecate X Server Configuration Guide, located in <BNE_TOP>/patch/115/readme directory.

7.3 Setting of DISPLAY Environment Variable for Web ADI Under Unix

Web ADI is built using Oracle Applications' Self Service Framework and as a result, requires the setting of a number of environment variables in order to operate correctly. The most important of these is the X-Windows

DISPLAY variable. It is used for the Tecate graphics generation and may be new to some Applications sites. Tecate is described in the X-Server notes provided with Web ADI. The setting of DISPLAY variables is also required by the Applications Concurrent Manager for release 11.5.3 and greater.

If the Tecate code is unable to connect to an X-Server, graphics will not be generated and Web ADI screens will have missing images.

The DISPLAY setting is specified in the iAS (Apache) Jserv configuration file: jserv.properties. An excerpt is shown below:

```
# An environment name with value passed to the JVM

# Syntax: wrapper.env=[name]=[value] (String)

# Default: NONE on Unix Systems

#       SystemDrive and SystemRoot with appropriate values on Win32
# systems

# new self-service framework uses a Java package called Tecate

wrapper.env=DISPLAY=yowie.calgaryora.com:0.0
```

With the DISPLAY variable set within the Unix shell environment, executing xclock should produce a clock on the target system's display. If xclock does not work when BNETEST is run, it will report an environment problem, as listed in Table 1:

Table 1 BNETEST Results

Graphics Environment Test	
Test Name	**Status**
Connection to graphics server	Error while connecting to the graphics environment.

Depending on the logging level chosen in iAS Jserv, the jserv.log file will log errors such as:

```
[22/04/2002 19:40:48:392 MDT]
BneApplicationService/java.lang.InternalError: Can't connect to X11
window server using 'yowie.calgaryora.com:0.0' as the value of the
DISPLAY variable.

        at sun.awt.X11GraphicsEnvironment.initDisplay(Native Method)

…
…
…

[22/04/2002 19:40:48:392 MDT] BneApplicationService/oracle.cabo.style:
Could not initialize the graphical environment. Please make sure that the
```

DISPLAY environment variable is set correctly. Proceeding with image generation disabled...

For Release 11i, the generated gifs may be found under:

$OA_HTML/cabo/images/cache/en

(or a language specific directory other than "en")

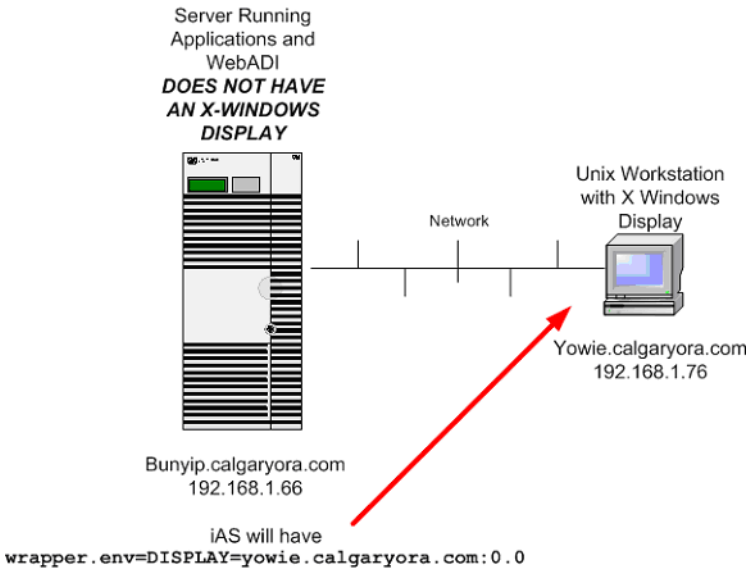
For Release 11

<APACHE_TOP>/Apache/htdocs/webapp/cabo/images/cache/en

In summary, Web ADI requires that the code running in the iAS Jserv engine has the ability to connect to an X-server.

The X-Server does not need to be on the same machine as iAS. The system can be configured as shown in Figure 1:

Figure 1 Configuration Example



In the diagram above, "bunyip" is a server without an X-Windows console attached or is operating "headless". In order to generate images, the DISPLAY variable is pointed to a second machine: "yowie".

The target X-Server has client connections enabled through "xhost +". If a more secure environment is needed, this may be achieved through the use of xauth. Use of this utility is outside of the scope of this document.

This type of architecture must be designed to take into account any high availability requirements, since the external X-Server machine represents a potential failure point. It should be noted, that once images have been generated, they are cached on the server and WebADI is able to function correctly without the live connection to the X-Server. It is possible to just manually copy the gif files into these directories; this may be used as an interim solution if there are problems configuring an X-Server in the first place.

Another solution is the use of Xvfb: X Windows Virtual Frame Buffer. This is a component of X11R6.6 (and earlier release), which provides a "virtual" x-server when a physical display is not available. This may be obtained as source code from http://www.x.org, or for some operating systems (such as HP-UX), as binaries from the manufacturer or user sites. The usual security caveats go along with the use of externally provided binary distributions.

1. Was the Web ADI patch successfully applied?

Ensure no errors occurred during the patching process. WebADI is added to the Applications system through the adsplice utility. This sets up directories and also makes the appropriate data dictionary changes. Check for any errors in the adsplice.log file. Patches are applied using a utility called adpatch. When a patch is applied, adpatch creates a log file. Check the results of this log file for errors.

2. Are other self service applications that use the uix libraries working?

If i-Procurement is installed, log on to self service, choose the i-Procurement home page and select either the "Find a product" function or the "Go shopping" function. These pages should display successfully in your browser: ensure that the icons display correctly and that the tabs appear across the top of the page.

i-Procurement also uses the UIX libraries used by Web ADI. Checking that i-Procurement is able to display User Interface pages confirms that uix is configured and working within a self service installation, separate to Web ADI. You simply need to ensure that these pages display correctly, if you get errors or a blank screen here, it typically means there is a problem with the uix configuration.

3. Does the BneCaboTestServlet work?

Web ADI supplies a test servlet for the UIX environment. To run the BneCaboTestServlet, enter the following URL:
http://<server>:<port>/servlets/oracle.apps.bne.framework.BneCaboTestServlet

This test servlet provides the ability to test simple and complex page generation. When you select either "simple" or "complex", a page is

displayed that renders a sample of what the page generation should look like. Test both the "Generate Simple Page" and "Generate Complex Page" selection, if errors occur, refer to the troubleshooting documentation for UIX mentioned above.

7.4 Web ADI Configuration

1. Are errors reported by the Web ADI diagnostic tool?

Web ADI provides a diagnostic tool named BNETEST to confirm the configuration of Web ADI. To run this tool, download the patch for the diagnostic tool that matches the version of Web ADI you have installed and enter the following URL:

http://<server>:<port>/servlets/BNETEST

The resulting web page describes the tests provided by the tool. A variety of tests can be run, the results of the tests and any errors will be available from your Browser. Ensure the status of each test is "Success".

2. Is configuration of the BNE_UIX_PHYSICAL_DIRECTORY profile required?

With release 8.2.1.6 of Web ADI, product configuration has been simplified. Previously, Web ADI required additional product configuration using a file named webadi.properties along with numerous changes to the jserv.properties file. The webadi.properties file is no longer needed. Consequently, changes to jserv.properties should no longer be required.

A number of profiles are now seeded when Web ADI is installed to allow additional configuration. Normally, these profile options do not need to be set, but under some circumstance editing may be required.

The BNE_UIX_PHYSICAL_DIRECTORY profile may need setting if you have problems with generated icons and buttons. Web ADI uses the UIX (also known as Cabo) libraries for generating the Web ADI user interface. UIX generates various icons and buttons that appear on the web pages. These generated images are placed in a directory that must be configured within Web ADI. Normally this is done automatically through the java properties "OA_HTML" or "MEDIA_DIRECTORY". These java properties are set up with the Applications AutoConfig utility in the jserv.properties file. When invoked, Web ADI searches for the values set for "OA_HTML" or MEDIA_DIRECTORY" and appends a "cabo" directory to the value. Web ADI then uses this value for the BNE_UIX_PHYSICAL_DIRECTORY.

If Web ADI is not able to determine a value for BNE_UIX_PHYSICAL_ DIRECTORY, it will display a configuration error page with messages similar to those listed:

Your environment is not configured correctly.

BNE_UIX_PHYSICAL_DIRECTORY is not configured.

Please have your system administrator refer to the Post Installation section of the Web ADI Configuration Guide for details on how to configure the BNE_UIX_PHYSICAL_DIRECTORY and BNE_UIX_BASE_PATH.

If the configuration error page is displayed, you will need to set the BNE_UIX_PHYSICAL_DIRECTORY profile to a value appropriate to your environment.

Remember to restart the HTTP server after making changes to the Web ADI profile values.

3. Are the Web ADI Functions configured correctly?

A number of functions are seeded during installation of the Web ADI patch. These functions must be made available to users in order for Web ADI to be used.

4. Is the correct version of self service installed?

Web ADI is currently certified with version 5.6E of Self Service. Certification of 5.5.2E is planned for the future. If you are not using 5.6E, it is strongly recommend that you upgrade to 5.6E.

<Metalink Note 186247.1> -Configure & Troubleshoot Self Service Framework with Applications 11.5.7

5. Are other Web ADI servlets working?

If you are having a problem with a specific Web ADI function, such as "Create Document", test the other Web ADI functions such as "Define a Web ADI Layout" or "Web ADI Text Mapping Definition". Refer to the Web ADI configuration guide for details of these defined functions.

7.5 If Problems Persist

If you are still having configuration issues with Web ADI after following the release documentation and working through the final checklist found at the end of this section, please forward the following details to Oracle Support:

- Oracle Applications Version
- Self Service Version
- Web ADI Version

Web ADI Version is available from Oracle -> About menu within Excel if using a spreadsheet by Web ADI. It is also available by running BNETEST, ensure that the "Show debug information for support" checkbox is selected,

click on "Perform Enabled Tests", then click link to "Miscellaneous Information".

Alternatively, enter the following url:
http://<server>:<port>/servlets/oracle.apps.bne.integrator.upload.BneUploaderService?getBneEnvironment=true

An xml document will be returned, Web ADI versions will be included in this document, look for the attribute named "release". Helpful log files to view:

- **jserv.properties:** Typically in the <ORACLEHOME>/Apache/Jserv/conf directory
- **zone.properties:** Typically in the <ORACLEHOME>/Apache/Jserv/servlets directory
- **jserv.log:** Typically in the <ORACLE_HOME>/Apache/Jserv/logs directory
- **mod_jserv.log:** Typically in the <ORACLEHOME>/Apache/Jserv/logs directory
- **bne.log:** Typically in the <FND_TOP>/log directory. If the BNE_SERVER_LOG_PATH, BNE_SERVER_LOG_FILENAME profiles have been set, the name and location of this file will be based on the profile settings.

Consider setting the Web ADI log level to either "detail" or "trace". To do this, set the BNE_SERVER_LOG_LEVEL profile. You will need to restart the HTTP server for this change to take effect.

Then rerun any tests so the extra detail will be output to the log file. Be aware that leaving the BNE_SERVER_LOG_LEVEL set to "detail" or "trace" will increase the size of the Web ADI log file significantly
as well as having an impact on performance. Remember to remove the "detail" or "trace" setting once you are finished with the diagnostics of your configuration.

Output from BNETEST

Run BNETEST by entering the following url:

http://<server>:<port>/servlets/BNETEST

Ensure that the "Show debug information for support" checkbox is selected, click on "Perform Enabled Tests".

Save the output as a text/html file.

Note: BNETEST is a diagnostic tool for checking the state of the Web ADI environment. It is available for download as a patch. This is a separate patch to that of Web ADI. Ensure that the version of BNETEST that you download is for the version of Web ADI that you have installed.

7.6 Troubleshooting Checklist

1. _____ Has the HTTP server been restarted after making any configuration changes?
2. _____ "IsItWorking" servlet operational?
3. _____ Other servlets operational?

   /servlets/BNETEST

   /servlets/oracle.apps.bne.framework.BneCaboTestServlet

   /servlets/oracle.apps.bne.framework.BneSnoopServlet
4. _____ Iprocurement operational?
5. _____ BneCaboTestServlet generates simple page?
6. _____ BneCaboTestServlet generates complex page?
7. _____ AD Splicer installed patch without errors?
8. _____ BNETEST reports "Success" on all tests?
9. _____ Web ADI pages display without configuration error page?
10. _____ Are Web ADI Functions configured correctly?
11. _____ Confirm Self Service version is 5.6E.
12. _____ Confirm Web ADI Servlets:

    Create Document

    Define a Web ADI Layout

    Web ADI Text Mapping Definition

8 Frequently Asked Questions

How does Web ADI utilize the Internet Computing Architecture (ICA)?

ICA is a three-tiered framework with desktop, middle, and database tiers. For Web ADI, the desktop tier will make a direct connection to the HTTP Server. The business logic is controlled through Java components which are executed by an appropriate module. The modules connect to the data server as necessary to complete their assigned instructions. Web ADI business logic and properties will be installed on the Middle tier. The Apache listener is required on the middle tier.

How is Web ADI installed?

Web ADI was first included in 11.5.8. You can get the most current version by applying the latest patch set.

What versions of Excel can be used with Web ADI?

At this time, Excel 97, 2000, XP, and 2003 are supported.

What internet browser does Web ADI require?

Internet Explorer 5 or later is required.

Is the Apple Macintosh supported?

Although not currently supported, work is currently underway to support Macintosh.

How does the desktop tier communicate with the middle tier?

The Desktop tier makes a direct connection to the HTTP server on the Middle Tier. Standard web protocols are used such as HTTP, HTTPS, or SSL.

Why is Internet Explorer 5 or greater needed?

Internet Explorer 5 or greater has the ability to receive OLE commands from the middle tier and send instructions to Excel.

Why is Excel 97 or greater is needed?

VBA code in Excel is capable of receiving OLE commands from the browser.

What is the role of the middle tier?

Oracle Applications software and tools are deployed and managed on this tier. This tier eliminates the need to install and maintain application software on each desktop client. The software also has the potential to scale with load by moving components to separate hosts. Network traffic is kept low by passing only data, instead of passing graphical information like some screen scraping technologies. Web ADI business logic is installed on the middle tier.

What versions of Oracle Applications does Web ADI support?

Release 11 and 11i are supported.

How does the middle tier communicate with the database tier?

The middle and database tiers communicate via SQL*Net, Net8, or JDBC.

Why is Cabo needed?

Cabo is the technology that renders HTML pages for the Web ADI user interface.

How will new integrators be added?

Integrators will be added to an install by applying a patch which updates the Web ADI Repository.

Is there installation documentation?

The About Document contains Web ADI Installation instructions. This file is on Metalink, and is found in the Patch Set readme file.

What is the role of the database tier?

The Database tier holds all data, data-intensive programs, and processes all SQL requests for data. Machines in this tier do not communicate directly with Applications users, but rather with machines on the middle tier that mediate these communications, or with other servers on the database tier.

Why must I set my Intranet browser security setting "Initialize and script ActiveX controls not marked as safe" to "Prompt"?

Web ADI requires Internet Explorer to make a connection to Excel so that the spreadsheets can be created. No ActiveX control is actually downloaded or run here, it is the security setting that has a special name. When the

HTML document attempts to make the connection to Excel, Internet Explorer looks at it's security settings to determine if this should be allowed. In a default installation, this particular security setting is set to Disabled.

This means that Web ADI's request is denied, and a spreadsheet cannot be created. We do not want ANY user to set the value to Enabled, because we cannot assume that all such requests are valid. The appropriate middle ground is the Prompt setting, which causes a dialog box to appear when we attempt to invoke Excel from Internet Explorer. If an end user is concerned about security, then they can choose No - don't proceed on the dialog, and no spreadsheet will be created. If the user wishes to create their spreadsheet, then they allow this one request to go through. Note that the user had just clicked the Create Document button within the Web ADI user interface before this dialog appears, and as such they know that they just asked for a document to be created, and for security reasons they are now being asked for confirmation by Internet Explorer to allow this to happen. So in conclusion, Web ADI does not require you to download any ActiveX controls, where asking for permission to invoke Excel from Internet Explorer.

How can I import text files in a multi-byte environment?

If you are operating in a multi-byte environment, you must save the text file with UTF-8 encoding before importing the text file.

Can I copy my entire Web ADI worksheet to a different workbook?

You cannot copy an entire worksheet to a different workbook. However, you can copy row values from one sheet to another Web ADI sheet and upload. Copying the entire worksheet is not supported because Excel just copies the rows and columns. The macro code behind the Web ADI worksheet is not copied over to the new sheet, therefore none of the Web ADI functionality such as Upload or List of Values will work.

Does Web ADI support Single Sign On (SSO)?

Yes, Web ADI is SSO capable when used in an E-Business Suite environment. No extra configuration of Web ADI with SSO is required. The first version to support SSO is BNE.C Rup5.

9 Documentation Accessibility

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