

# **Oracle® E-Business Suite**

Maintenance Guide

Release 12.2

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Oracle E-Business Suite Maintenance Guide, Release 12.2

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# Send Us Your Comments

## **Oracle E-Business Suite Maintenance Guide, Release 12.2**

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Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document. Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

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Note: Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Oracle E-Business Suite Release Online Documentation CD available on My Oracle Support and [www.oracle.com](http://www.oracle.com). It contains the most current Documentation Library plus all documents revised or released recently.

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# Preface

## Intended Audience

Welcome to Release 12.2 of the *Oracle E-Business Suite Maintenance Guide*.

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

- The principles and customary practices of your business area.
- Computer desktop application usage and terminology.

If you have never used Oracle E-Business Suite, we suggest you attend one or more of the Oracle E-Business Suite training classes available through Oracle University.

See Related Information Sources on page xii for more Oracle E-Business Suite product information.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

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## Related Information Sources

This book is included in the Oracle E-Business Suite Documentation Library. If this guide refers you to other Oracle E-Business Suite documentation, use only the latest Release 12.2 versions of those guides.

### Online Documentation

All Oracle E-Business Suite documentation is available online (HTML or PDF).

- **Online Help** - Online help patches (HTML) are available on My Oracle Support.
- **Oracle E-Business Suite Documentation Library** - This library, which is included in the Oracle E-Business Suite software distribution, provides PDF documentation as of the time of each release.
- **Oracle E-Business Suite Documentation Web Library** - This library, available on the Oracle Help Center ([https://docs.oracle.com/cd/E26401\\_01/index.htm](https://docs.oracle.com/cd/E26401_01/index.htm)), provides the latest updates to Oracle E-Business Suite Release 12.2 documentation. Most documents are available in PDF and HTML formats.
- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.
- **Oracle Electronic Technical Reference Manual** - The Oracle Electronic Technical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for each Oracle E-Business Suite product. This information helps you convert data from your existing applications and integrate Oracle E-Business Suite data with non-Oracle applications, and write

custom reports for Oracle E-Business Suite products. The Oracle eTRM is available as an application in Oracle E-Business Suite.

### **Related Guides**

You should have the following related books on hand. Depending on the requirements of your particular installation, you may also need additional manuals or guides.

#### **Oracle Alert User's Guide**

This guide explains how to define periodic and event alerts to monitor the status of your Oracle E-Business Suite data.

#### **Oracle Application Framework Developer's Guide**

This guide contains the coding standards followed by Oracle E-Business Suite Development to create applications with Oracle Application Framework. This guide is available in PDF format on My Oracle Support, and as online documentation in JDeveloper 10g with Oracle Application Extension.

#### **Oracle Application Framework Personalization Guide**

This guide covers the design-time and run-time aspects of personalizing applications built with Oracle Application Framework.

#### **Oracle Application Management Pack for Oracle E-Business Suite Guide**

This book is intended for database administrators and system administrators who are responsible for performing the tasks associated with maintaining an Oracle E-Business Suite system using the Oracle Application Management Pack for Oracle E-Business Suite.

#### **Oracle Application Management Pack for Oracle E-Business Suite Metric Reference Manual**

This book lists the target metrics for Oracle E-Business Suite that Oracle Enterprise Manager monitors.

#### **Oracle Diagnostics Framework User's Guide**

This manual contains information on implementing and administering diagnostics tests for Oracle E-Business Suite using the Oracle Diagnostics Framework.

#### **Oracle E-Business Suite Cloud Manager Guide**

This guide describes how to manage Oracle E-Business Suite environments on Oracle Cloud Infrastructure (OCI) using the automated tooling in Oracle E-Business Suite Cloud Manager.

#### **Oracle E-Business Suite Concepts**

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12.2, or contemplating significant changes to a configuration. After describing the Oracle E-Business Suite architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus any installation and configuration choices that are available.

### **Oracle E-Business Suite CRM System Administrator's Guide**

This manual describes how to implement the CRM Technology Foundation (JTT) and use its System Administrator Console.

### **Oracle E-Business Suite Desktop Integration Framework Developer's Guide**

Oracle E-Business Suite Desktop Integration Framework is a development tool that lets you define custom integrators for use with Oracle Web Applications Desktop Integrator. This guide describes how to define and manage integrators and all associated supporting objects, as well as how to download and upload integrator definitions.

### **Oracle E-Business Suite Developer's Guide**

This guide contains the coding standards followed by Oracle E-Business Suite Development. It describes the Oracle Application Object Library components needed to implement the Oracle E-Business Suite user interface described in the *Oracle E-Business Suite User Interface Standards for Forms-Based Products*. It provides information to help you build your custom Oracle Forms Developer forms so that they integrate with Oracle E-Business Suite. In addition, this guide has information for customizations in features such as concurrent programs, flexfields, messages, and logging.

### **Oracle E-Business Suite Electronic Technical Reference Manual User's Guide**

This guide describes how to set up and navigate Oracle E-Business Suite Electronic Technical Reference Manual (eTRM) user interface in Oracle E-Business Suite. It also explains how to browse and search the Oracle eTRM repository to locate desired FND and database metadata and objects, and how to view object details, reports, and diagrams.

### **Oracle E-Business Suite Flexfields Guide**

This guide provides flexfields planning, setup, and reference information for the Oracle E-Business Suite implementation team, as well as for users responsible for the ongoing maintenance of Oracle E-Business Suite product data. This guide also provides information on creating custom reports on flexfields data.

### **Oracle E-Business Suite Installation Guide: Using Rapid Install**

This book describes how to run Rapid Install to perform a fresh installation of Oracle E-Business Suite Release 12.2 or to replace selected technology stack executables in an existing instance.

### **Oracle E-Business Suite Mobile Apps Administrator's Guide, Release 12.1 and 12.2**

This guide includes the latest mobile release with new underlying technologies, as well as the earlier mobile releases built with Oracle Mobile Application Framework (MAF). It explains how to set up an Oracle E-Business Suite instance to support connections from Oracle E-Business Suite mobile apps. It also describes common administrative tasks for configuring Oracle E-Business Suite mobile apps. Logging and troubleshooting information is also included in this book.

### **Oracle E-Business Suite Mobile Apps Developer's Guide, Release 12.1 and 12.2**

This guide includes information for the latest mobile release with new underlying technologies, as well as the earlier mobile releases built with Oracle Mobile Application Framework (MAF). For mobile releases built with MAF, this guide describes how to develop enterprise-distributed mobile apps by using mobile application archive (MAA) files and how to implement corporate branding. It also explains required tasks on implementing push notifications for supported mobile apps. In addition, it includes how to implement Oracle E-Business Suite REST services to develop custom mobile apps by using the Login component from Oracle E-Business Suite Mobile Foundation or using any mobile app development framework if desired.

### **Oracle E-Business Suite Security Guide**

This guide contains information on a comprehensive range of security-related topics, including access control, user management, function security, data security, secure configuration, and auditing. It also describes how Oracle E-Business Suite can be integrated into a single sign-on environment.

### **Oracle E-Business Suite Setup Guide**

This guide contains information on system configuration tasks that are carried out either after installation or whenever there is a significant change to the system. The activities described include defining concurrent programs and managers, enabling Oracle Applications Manager features, and setting up printers and online help.

### **Oracle E-Business Suite User's Guide**

This guide explains how to navigate products, enter and query data, and run concurrent requests by means of the user interfaces (UI) of Oracle E-Business Suite. It includes basic information on setting preferences and customizing the UI. An introduction to Oracle Enterprise Command Centers is also included. Lastly, this guide describes accessibility features and keyboard shortcuts for Oracle E-Business Suite.

### **Oracle E-Business Suite User Interface Standards for Forms-Based Products**

This guide contains the user interface (UI) standards followed by Oracle E-Business Suite Development. It describes the UI for Oracle E-Business Suite products based on Oracle Forms, and how to apply this UI to the design of such applications.

### **Oracle E-Business Suite Integrated SOA Gateway User's Guide**

This guide describes the high level service enablement process, explaining how users can browse and view the integration interface definitions and services residing in Oracle Integration Repository.

### **Oracle E-Business Suite Integrated SOA Gateway Implementation Guide**

This guide explains how integration administrators can manage and administer the web service activities for integration interfaces including native packaged integration interfaces, composite services (BPEL type), and custom integration interfaces. It also describes how to set up and implement Service Invocation Framework to invoke SOAP and REST services from Oracle E-Business Suite, and how to manage web service security, configure logs, and monitor both inbound service invocations using Service Monitor and outbound service invocations through Service Invocation Framework.

using Service Invocation Monitor.

### **Oracle E-Business Suite Integrated SOA Gateway Developer's Guide**

This guide describes how integration developers can perform end-to-end service integration activities. These include orchestrating discrete web services into meaningful end-to-end business processes using business process execution language (BPEL), and deploying BPEL processes at runtime.

This guide also explains how to invoke web services using the Service Invocation Framework. This includes defining web service invocation metadata, invoking web services, and testing web service invocation.

### **Oracle e-Commerce Gateway User's Guide**

This guide describes the functionality of Oracle e-Commerce Gateway and the necessary setup steps in order for Oracle E-Business Suite to conduct business with trading partners through Electronic Data Interchange (EDI). It also describes how to run extract programs for outbound transactions, import programs for inbound transactions, and the relevant reports.

### **Oracle e-Commerce Gateway Implementation Guide**

This guide describes implementation details, highlighting additional setup steps needed for trading partners, code conversion, and Oracle E-Business Suite. It also provides architecture guidelines for transaction interface files, troubleshooting information, and a description of how to customize EDI transactions.

### **Oracle Cloud Using the Oracle E-Business Suite Adapter with Oracle Integration 3**

This guide describes how to set up and use Oracle E-Business Suite Adapter connections in Oracle Integration to access supported Oracle E-Business Suite interfaces and REST services as inbound or outbound integrations from Oracle E-Business Suite.

Note that this book is the latest generation of Oracle Integration. Its prior generation, Oracle Integration Generation 2, is called Oracle Cloud Using the Oracle E-Business Suite Adapter with Oracle Integration. Both books are part of the integration documentation in Oracle Cloud Platform as a Service (PaaS) and are available in the Oracle Cloud Library on the Oracle Help Center.

### **Oracle Fusion Middleware Oracle E-Business Suite Adapter User's Guide**

This book covers the use of Oracle E-Business Suite Adapter (formerly known as Adapter for Oracle Applications in Oracle Fusion Middleware 11g releases) in developing integrations between Oracle E-Business Suite and trading partners.

This book is available in the Oracle Fusion Middleware 12c Documentation Library and Oracle Fusion Middleware 11g Documentation Library.

### **Oracle iSetup Developer's Guide**

This manual describes how to build, test, and deploy Oracle iSetup Framework interfaces.

### **Oracle iSetup User's Guide**



This guide describes how to use Oracle iSetup to migrate data between different instances of the Oracle E-Business Suite and generate reports. It also includes information on configuration, instance mapping, and seeded templates used for data migration.

### **Oracle Report Manager User's Guide**

Oracle Report Manager is an online report distribution system that provides a secure and centralized location to produce and manage point-in-time reports. Oracle Report Manager users can be either report producers or report consumers. Use this guide for information on setting up and using Oracle Report Manager.

### **Oracle Web Applications Desktop Integrator Implementation and Administration Guide**

Oracle Web Applications Desktop Integrator brings Oracle E-Business Suite functionality to a spreadsheet, where familiar data entry and modeling techniques can be used to complete Oracle E-Business Suite tasks. You can create formatted spreadsheets on your desktop that allow you to download, view, edit, and create Oracle E-Business Suite data, which you can then upload. This guide describes how to implement Oracle Web Applications Desktop Integrator and how to define mappings, layouts, style sheets, and other setup options.

### **Oracle Workflow Administrator's Guide**

This guide explains how to complete the setup steps necessary for any product that includes workflow-enabled processes. It also describes how to manage workflow processes and business events using Oracle Applications Manager, how to monitor the progress of runtime workflow processes, and how to administer notifications sent to workflow users.

### **Oracle Workflow Developer's Guide**

This guide explains how to define new workflow business processes and customize existing Oracle E-Business Suite-embedded workflow processes. It also describes how to configure message metadata for Oracle Mobile Approvals for Oracle E-Business Suite and how to define and customize business events and event subscriptions.

### **Oracle Workflow User's Guide**

This guide describes how users can view and respond to workflow notifications and monitor the progress of their workflow processes.

### **Oracle Workflow API Reference**

This guide describes the APIs provided for developers and administrators to access Oracle Workflow.

### **Oracle Workflow Client Installation Guide**

This guide describes how to install the Oracle Workflow Builder and Oracle XML Gateway Message Designer client components for Oracle E-Business Suite.

### **Oracle XML Gateway User's Guide**

This guide describes Oracle XML Gateway functionality and each component of the Oracle XML Gateway architecture, including Message Designer, Oracle XML Gateway Setup, Execution Engine, Message Queues, and Oracle Transport Agent. It also explains how to use Collaboration History that records all business transactions and messages exchanged with trading partners.

The integrations with Oracle Workflow Business Event System, and the Business-to-Business transactions are also addressed in this guide.

### **Oracle XML Publisher Report Designer's Guide**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Using Microsoft Word or Adobe Acrobat as the design tool, you can create pixel-perfect reports from the Oracle E-Business Suite. Use this guide to design your report layouts.

This guide is available through the Oracle E-Business Suite online help. For more information, see: *Notes for Using Oracle Business Intelligence Publisher 10g in Oracle E-Business Suite Release 12.2*, My Oracle Support Knowledge Document 1640073.1.

### **Oracle XML Publisher Administration and Developer's Guide**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Outputs include: PDF, HTML, Excel, RTF, and eText (for EDI and EFT transactions). Oracle XML Publisher can be used to generate reports based on existing Oracle E-Business Suite report data, or you can use Oracle XML Publisher's data extraction engine to build your own queries. Oracle XML Publisher also provides a robust set of APIs to manage delivery of your reports via e-mail, fax, secure FTP, printer, WebDav, and more. This guide describes how to set up and administer Oracle XML Publisher as well as how to use the Application Programming Interface to build custom solutions.

This guide is available through the Oracle E-Business Suite online help. For more information, see: *Notes for Using Oracle Business Intelligence Publisher 10g in Oracle E-Business Suite Release 12.2*, My Oracle Support Knowledge Document 1640073.1.

## **Integration Repository**

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite's business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the Oracle E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

## **Do Not Use Database Tools to Modify Oracle E-Business Suite Data**

Oracle STRONGLY RECOMMENDS that you never use SQL\*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite 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 E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, 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 E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite 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.



# Part 1

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Patching



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# Patching Overview

## Release Maintenance: Patching Concepts

Patches are applied throughout the life cycle of an Oracle E-Business Suite system. Depending on their type, they may update the Oracle E-Business Suite file system, the database, or both.

Such ongoing maintenance may be necessary for a number of reasons, including:

- Fixing an existing issue
- Determining the cause of a new issue
- Adding a new feature or functionality
- Updating to a higher maintenance level
- Applying the latest product enhancements
- Installing online help
- Providing interoperability with new or modified technology stack components
- Providing interoperability with new or modified technology stack versions

Oracle E-Business Suite patches are available from My Oracle Support [<https://support.oracle.com>].

All patches to Oracle E-Business Suite Release 12.2 are applied online: that is, to a running system with users logged on and working in their normal way. Use of online patching is mandatory in Release 12.2. The key concepts are described in *Oracle E-Business Suite Concepts*.

## Patch File Structure

Patches generally consist of a top-level directory that may contain several files, and one or more subdirectories. The top-level directory is named `<patchnum>`, where `<patchnum>` is the number of the patch. The most important files in the top-level directory are: README.txt, README.html and the unified driver file (named `u<patchnum>.drv`).

### Readme File

The README.txt or README.html file describes what the patch does. If the patch contains manual steps, the readme file provides information on using Oracle Patch Application Assistant (PAA) to generate customized installation instructions. If the patch does not contain manual steps, the readme file provides instructions for applying the patch using the adop utility.

### Unified Driver File

The unified driver, named `u<patchnum>.drv`, contains the commands necessary to change files and database objects, and to generate new objects. It contains a sequential list of copy, database, and generate instructions, which are arranged in sections. The adop utility reads the unified driver and then executes only the actions required for the system and node being patched.

## Patch Formats

Patch format describes the way the patch is packaged and applied. If a patch format is described as *cumulative*, that patch contains a consolidation of updates for a given codeline from the inception of a release, up to and including the latest release level.

Oracle E-Business Suite patches are released in the following formats:

#### Oracle E-Business Suite Patch Formats

Patches	Description
Individual bug fix	A patch that fixes an existing issue.
Product family release update pack (product family RUP)	An aggregation of patches on a given codeline created for all products in specific product family for a specific point release. For example, R12.FIN_PF.C.4.



Patches	Description
Release update pack (RUP)	A cumulative aggregation of product family release update packs on a given codeline created across Oracle E-Business Suite after the initial release. For example, 12.2.4.
Pre-upgrade patch	All <i>upgrade-related</i> , high-priority patches consolidated from all the products within a product family. Pre-upgrade patches are released as needed.
Consolidated upgrade patch	All upgrade-related patches consolidated from all the products in a product family. These patches are released as needed and are only available for upgrading a Release 12 system from one point release to another.

Patch formats can additionally be identified as high-priority. This means that the patch has an impact that is broad enough to merit application by all customers who have installed the affected product

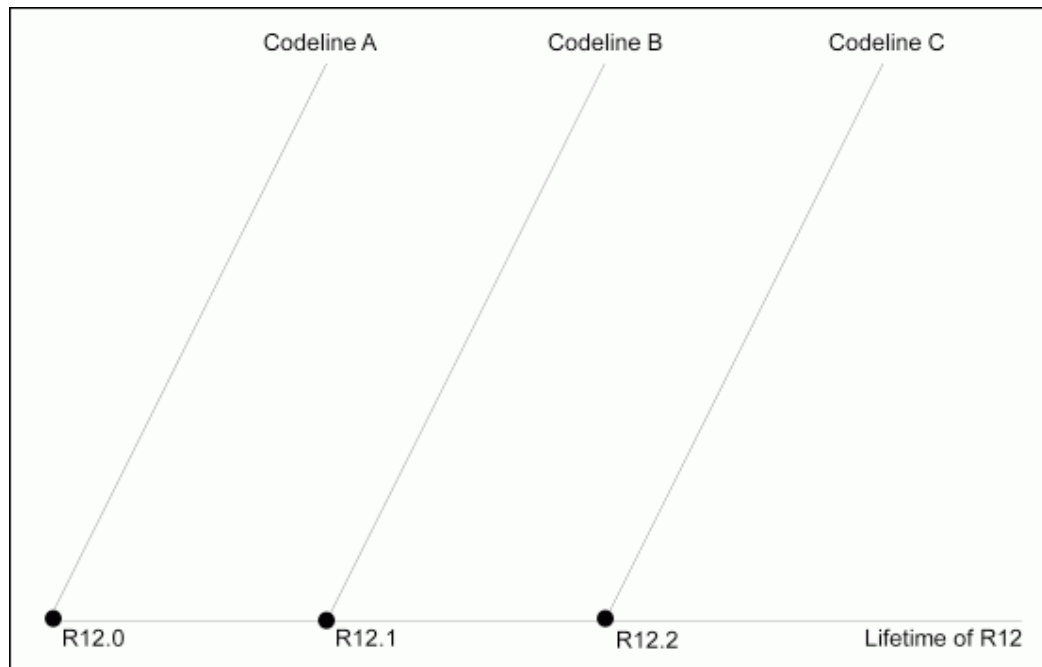
**Note:** You can find the latest available patches by logging on to My Oracle Support. Click the Patches and Updates tab and choose the Quick Links to the Latest Patchsets, Mini Packs, and Maintenance Packs link.

## Codelines

In Release 12, Oracle E-Business Suite patches are grouped into codelines. A *codeline* begins with a point release (for example, Release 12.0) consisting of a unique set of product features, and progresses to include all the patches created to maintain that point release. The initial Release 12.0 point release introduced codeline A. Additional point releases introduce new codelines, each identified by a unique letter. For example, Release 12.1 introduced codeline B, and Release 12.2 introduces codeline C.

**Important:** This discussion of releases, codelines, and codelevels (including the diagrams used as examples), is intended solely to illustrate the concepts of codelines and codelevels. It does not represent any release commitment on the part of Oracle.

### Codelines



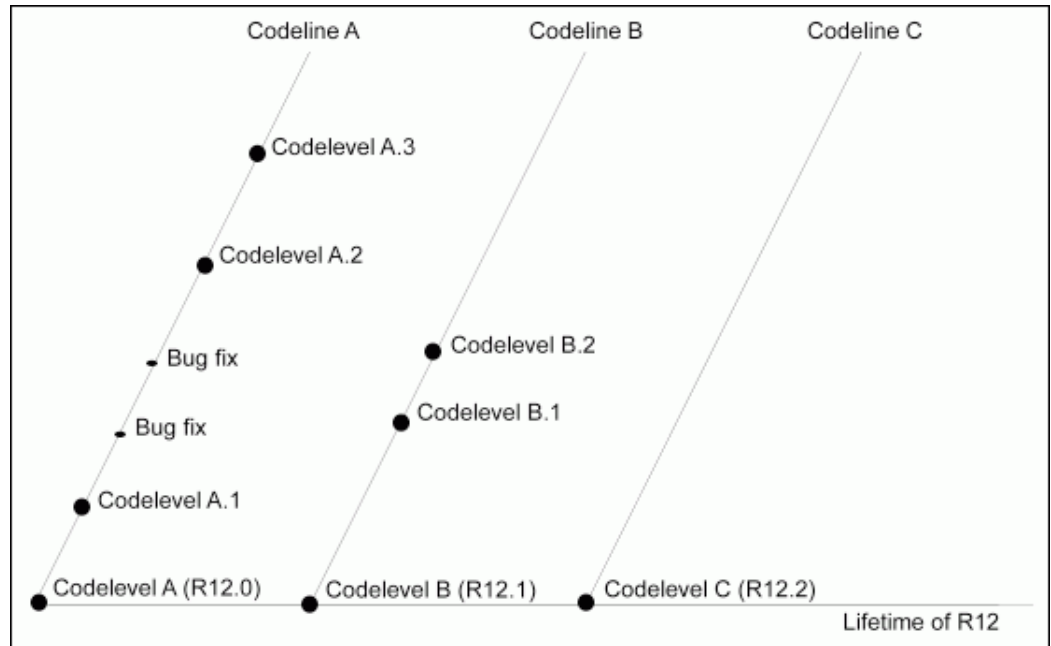
Codelines and their associated codelevels ease the tracking of patch prerequisites, dependencies, and compatibilities.

### Codelevels

Patches associated with codelines not only implement a set of product features for that point release, but also provide fixes to that set of features. This unique set of product features for a point release is referred to as a *codelevel*, and assigned a unique number.

The following diagram illustrates the relationship between codelines and codelevels in the context of Oracle E-Business Suite Release 12.

### Codelevels

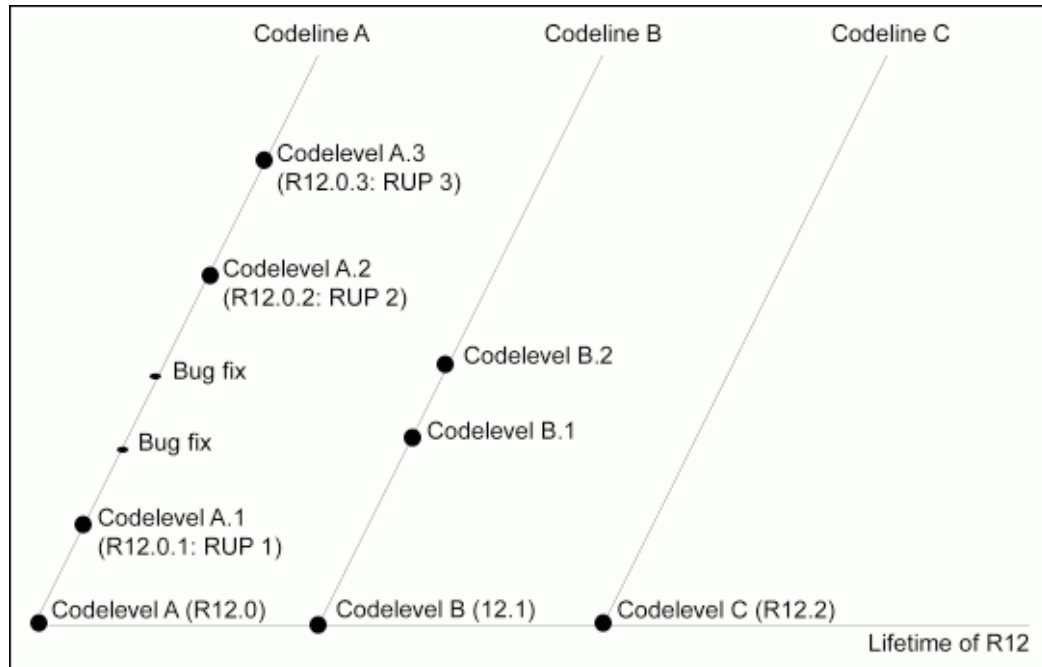


Further, codelevels identify patches for individual products. For example, if Oracle General Ledger (GL) is associated with your system, codelevel R12.GL.A.1 is the first set of fixes to codelevel R12.GL.A, R12.GL.A.2 is the second, and so on. Codelevels are cumulative - each one contains the initial set of features plus all the fixes created to date for that product or product family.

If individual bug fixes are created along the codeline, then subsequent codelevels will contain the bug fixes. For example, in the preceding diagram, the two bug fixes along codeline A will be included in codelevel A.2.

All codelevels created after the initial point release for a product or product family are aggregated into release update packs (RUPs). RUP1 is equivalent to R12.0.1, RUP2 is equivalent to R12.0.2, and so on. RUPs provide bug fixes. In addition, they may also provide feature enhancements, which provide new functionality that has a limited impact on your system.

### Codelevels in RUPs



A new point release contains new features that will substantially impact your system and may change its operation. It starts a new codeline (for example, codeline B). At that point, you can choose to upgrade to the new codeline and adopt the new features, or stay on your existing codeline, where bug fixes and enhancements will continue to be provided for your existing features.

**Warning:** When applying individual bug fixes, make sure that you apply only the bug fixes for your existing codeline.

**Note:** For more information on determining the codeline and codelevel for each product installed in your system, see the Codelevels Summary page discussed in Codelevels Introduced by the Patch, *Oracle E-Business Suite Maintenance Guide*.

## Deltas

Increasingly, you will see references to *delta* release update packs. This nomenclature was introduced to distinguish the AD-TXK codelevel (and updates) from the codelevel in the Suite-wide releases.

For example, AD-TXK Delta 10 (the combination of R12.AD.C.Delta.10 and R12.TXK.C.Delta.10) is the AD-TXK codelevel used by Oracle E-Business Suite Release 12.2.7.

**Important:** It is essential to be on the same AD and TXK codelevel.

We strongly recommend applying the latest AD and TXK release update packs as soon as you can, to take advantage of the newest features and fixes. In addition, future AD and TXK code fixes are made on top of the current codelevel.

## Patching Scope and Strategy

Online patching only applies to patching of Oracle E-Business Suite itself: software or metadata patches to external systems that are integrated with Oracle E-Business Suite cannot be applied as online patches. That is to say, external products that are integrated with Oracle E-Business Suite (whether in the same database or an external database) currently do not support Online Patching, and may require downtime to apply updates.

The same restriction exists for patches applied to external products that are integrated with Oracle E-Business Suite. Such products include Oracle Discoverer, SOA Suite/BPEL, OBIEE, ODI, Oracle EBS AccessGate, and any other Oracle Fusion Middleware products that are not embedded in the Oracle E-Business Suite technology stack. Finally, the restriction also applies to Oracle E-Business Suite patches that ship metadata to patch external systems.

**Additional Information:** For Oracle Discoverer, refer to My Oracle Support Knowledge Document 2277369.1, *Oracle E-Business Suite Support Implications for Discoverer 11gR1*.

When planning and executing a patching and maintenance strategy for an Oracle E-Business Suite system, you should perform the relevant tasks in the order shown below:

1. Apply the latest AD and TXK updates to get the most up to date version of the online patching tools.
2. Apply the latest Oracle E-Business Suite release update pack.
3. Apply the latest Oracle E-Business Suite family packs, and all patches on the Recommended Patch List (ATG release update packs and so on).
4. Apply the latest security patch updates (Critical Patch Updates).
5. Apply the latest Oracle Database Patch Set Updates (PSUs) and any associated Oracle E-Business Suite interoperability patches.
6. Apply any specific interim patches (one-off patches) if (and only if) it is not feasible to wait for the relevant fixes to be included in the release vehicles listed in the previous points. This applies to both Oracle E-Business Suite and technology stack component patches.

## Introduction to Patching Utilities

Patches are applied and tracked as needed by using one of the utilities designed specifically for that purpose. Some of these utilities are run from the command line, and others are Web-based. This section describes these utilities briefly. You can find a complete description of the utilities in later chapters of this book.

### Command Line Patching Utilities

The utilities in this section are all run from the command line.

#### **adop**

*adop* is the utility you use to apply patches to the Oracle E-Business Suite file system or database.

Oracle E-Business Suite Release 12.2 introduces a new utility, *adop* (AD Online Patching).

#### **AD Merge Patch (admrgpch)**

When you apply patches individually, tasks common to all patches must be performed multiple times. Traditionally, the AD Merge Patch tool was used to merge multiple patches into a single patch, so that the common tasks only needed to be performed once.

In Oracle E-Business Suite Release 12.2, all the functionality of AD Merge Patch has been included in the *adop* patching tool. By default, *adop* will apply a list of patches individually, but if desired you can specify the `merge=yes` parameter to have *adop* merge the listed patches and apply the merged patch.

AD Merge Patch can still be run independently of *adop*, for example to produce a merged patch that will be distributed and applied to many different systems.

#### **Patch Application Assistant (admsi.pl)**

Oracle Patch Application Assistant (PAA) helps you track and perform manual steps during patching, and provides consistency in the format of manual steps. For patches that have manual steps, the patch readme file contains generic instructions for *all* systems. The readme file instructs you to use PAA to generate instructions specific to your system. For merged patches, PAA automatically combines the contents of the individual patch readme files into a single readme file.

PAA generates a custom set of instructions, specific to your installation, that consolidates and displays the relevant manual steps for all the patches you want to apply. After successfully performing each manual step, you can record that step as 'completed' in the PAA interface. Then, when applying patches in the future, you can refer to this record to see which steps you have already completed. Unless specified

otherwise, you do not have to repeat the manual steps you have previously completed.

## **Web-Based Patching Utilities**

The Web-based utilities described in this section are all accessed via Oracle Applications Manager. (OAM)

### **Applied Patches**

Applied Patches enables you to query the patch history database for a list of patches that have been applied to your system. From the Applied Patches interface, you can view patch information such as patch number and type, driver file name, platform and version, location of applied patch, patch content and language, files changed or copied, bug fixes in each driver file, whether patch application was successful, and timing information.

### **File History**

With File History, you can view a history of the files that have been updated by a patch such as: APPL\_TOP where the file resides, directory in which the file resides, product family that owns the file, name of the file, version of the file, date on which the file was changed, patch details report, and action summary report for the updates to the file.

### **Patch Wizard**

An important part of the patching process is to keep abreast of new patches that are recommended, and analyze their effects before you actually apply them. With Patch Wizard, you can determine patches that have not been applied to your system, but are recommended to keep the system current. Patch Wizard also gives you a preview about the effects on your system of applying an individual patch.

### **Timing Reports**

Timing Reports help you monitor a job that is running or provide you with a view of the statistics from completed adop and AD Administration maintenance sessions. You can view information such as task name, time taken to complete the task, start time and end time.

### **Register Flagged Files**

Register Flagged Files provides a central register for your customizations. Use it to import, export, add, delete and view records of customized files. This utility replaces the applcust.txt file used in previous releases of Oracle E-Business Suite.

### **Software Updates**

Software Updates is a portal from which you can view all the patching-related activities of your system.





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## Patching Utilities

### The adop Utility

You use the *adop* (AD Online Patching) utility to apply patches to the Oracle E-Business Suite file system or database. You can either allow *adop* to prompt for the information required to apply a patch, or enter the information without being prompted. Whichever method you choose, *adop* will then perform the tasks required to apply the patch:

- Reads patch metadata to determine patch dependencies and requirements
- Uploads patch information from a prior patch session to the database (if applicable)
- Reads and validate the patch driver file and reads the product driver files
- Compares version numbers of object modules from the product libraries and version numbers of the existing files against the patch files
- Backs up all existing files that will be changed by the patch
- Copies files
- Archive files in libraries
- Relinks executables
- Generates forms, reports, messages, graphics, and Java archive (JAR) files
- Compiles JSP files and invalid database objects
- Updates database objects
- Runs AutoConfig to update configuration files if any template files are introduced or updated by the patch

- Saves patch information to the database

Be aware of the following important points about adop:

- The adop utility always runs from the *run edition* file system. It automatically sets its environment correctly, regardless of the edition it is run from. Editions are described in more detail later.
- If a patch contains no new updates to files or database objects in your system, adop takes no action.
- If adop detects a previously failed patching session, it will attempt to recover that session.

## adop Parameters

Run from the command line, adop accepts many parameters. Key characteristics include:

- All parameters must be entered in name=value pairs.
- Some parameters are required, while others are optional.
- Some parameters override other parameters, and some have a higher order of precedence over others.
- Most parameters can be specified with any phase: where a parameter only applies to certain phases, this is noted in brackets after the parameter name.

***adop Parameters***

<b>Parameter [Applicable Phase]</b>	<b>Purpose</b>	<b>Values</b>	<b>Comments</b>
skipsyncerror [prepare phase]	Enables the user to specify that any synchronization errors in the prepare phase are expected to be fixed automatically in the synchronization that takes place with subsequent patches.	yes/no	Default value is 'no'. Set the value to 'yes' in order to work around synchronization failures that may occur when patches that failed to apply correctly in a previous patching cycle are synchronized during the prepare phase.

Parameter [Applicable Phase]	Purpose	Values	Comments
prepare_sync_mode [prepare phase]	In the prepare phase, used to specify method of file synchronization between run and patch file.	patch/delta	<p>Valid for prepare phase.</p> <p>Can have a value of delta or patch. The default is patch.</p> <ul style="list-style-type: none"> <li>Specifying delta uses the file system synchronization command specified in the \$APPL_TOP_NE/ad/admin/delta_sync_drv.txt file. Optionally, you can ignore selected files and directories by specifying them in an exclusion file, \$APPL_TOP_NE/ad/admin/delta_sync_exclude_list.txt.</li> <li>Specifying patch reapplies all the patches that were applied to the run file system.</li> </ul>

Parameter [Applicable Phase]	Purpose	Values	Comments
fs_clone_sync_mode [prepare and fs_clone phases]	In the prepare and fs_clone phases, used to specify method of file synchronization between run and patch file systems.	cp/delta	<p>Valid for prepare and fs_clone phases.</p> <p>Can have a value of cp or delta. The default is cp.</p> <ul style="list-style-type: none"> <li>Specifying cp creates the complete patch file system from the run file system.</li> <li>Specifying delta uses the file system synchronization command specified in the \$APPL_TOP_NE/ad/admin/delta_sync_drive.txt file. Optionally, you can ignore selected files and directories by specifying them in an exclusion file, \$APPL_TOP_NE/ad/admin/delta_sync_exclusion_list.txt.</li> </ul>

Parameter [Applicable Phase]	Purpose	Values	Comments
abandon [apply phase]	<p>Specify whether to abandon a previous failed attempt to apply a patch. Use this mode if you want to continue with the online patching actions even though a patch apply has failed.</p> <p><b>Note:</b> If there was an error in the previous run, and 'abandon' is not set to 'yes', the same parameters will be re-used that were used in the failed run.</p>	yes/no	Default value is 'no'. You cannot set the abandon parameter to 'yes' if the restart parameter is also set to 'yes'.

Parameter [Applicable Phase]	Purpose	Values	Comments
apply_mode [apply phase]	Allows patches to be applied in <i>downtime</i> or <i>hotpatch</i> modes, by adding the relevant option to the <code>adop phase=apply</code> command.	<ul style="list-style-type: none"> <li>• online (default)</li> <li>• downtime</li> <li>• hotpatch</li> </ul>	<p><code>apply_mode=downtime</code> applies the specified patches in downtime mode. When using this mode, you only run the apply phase.</p> <p><code>apply_mode=hotpatch</code> applies the specified patches in hotpatch mode. When using this mode, you only run the apply phase.</p> <p><b>Important:</b> You must only use the downtime and hotpatch modes when explicitly directed, for example by the patch readme.</p>
flags [apply phase]	<p>Used to specify numerous options. To see a full list, enter:</p> <pre>\$ adop -examples</pre> <p>The flags typically exist in pairs, such as <code>autoskip/noautoskip</code></p>	Using the example of <code>autoskip/noautoskip</code> , this pair of flags is used to specify whether <code>adop</code> should quit if there is a driver action failure when applying a patch.	Using the example of <code>autoskip/noautoskip</code> : the default is <code>noautoskip</code> (quit processing). You can force processing to continue by specifying <code>flags=autoskip</code> either on the command line or in an input file.

Parameter [Applicable Phase]	Purpose	Values	Comments
merge [apply phase]	Used to merge multiple patches. You can merge the unified driver files into a single driver file that is passed to adop.	yes/no	If merge is set to the default of 'no', then the patches are applied sequentially in the order listed. You can set the merge parameter to 'yes' in order to merge a base patch with any required corrective patches, so that the corrected merge patch is applied as a single operation.
options [apply phase]	Used to specify various options during the apply phase. See the "adop Options" section later in this chapter.	option-specific	Refer to individual options.
restart [apply phase]	Specify if the previous failed patch apply should be restarted. This allows you to retry applying the previous patch from where it left off. This is useful if you were able to correct the cause of the error and want patch application to continue executing.	yes/no	Default value is 'no'. You cannot set the restart parameter to 'yes' if the abandon parameter is also set to 'yes'.



Parameter [Applicable Phase]	Purpose	Values	Comments
cm_wait [cutover phase]	Can be used when running cutover to specify how long to wait for existing concurrent processes to finish running before shutting down the Internal Concurrent Manager.	User-specified integer representing number of minutes to wait.  By default, adop will wait indefinitely for in-progress concurrent requests to finish.	Oracle recommends the following settings: <ul style="list-style-type: none"> <li>• On <i>production systems</i>, do not specify cm_wait, but monitor progress of concurrent tasks and take manual action on them if needed.</li> <li>• On <i>non-production systems</i>, specify cm_wait to limit the waiting time before cutover proceeds.</li> </ul>
mtrestart [cutover phase]	Used to specify whether to restart application tier services after cutover.	yes/no	Default value is 'yes'. If 'no' is specified, the services can later be restarted with the the adstrtal utility.

Parameter [Applicable Phase]	Purpose	Values	Comments
cleanup_mode [cleanup phase]	<p>Provides control over the extent of cleanup operations.</p> <p>If no value is specified, cleanup is performed in <i>standard</i> mode, which does the same as quick mode but also drops obsolete code objects.</p>	<ul style="list-style-type: none"> <li>quick</li> <li>full</li> </ul>	<p>cleanup_mode=quick performs the minimum necessary cleanup to complete the online patching cycle. Use this mode if you want to start a new online patching cycle as soon as possible.</p> <p>cleanup_mode=full performs all possible cleanup tasks for maximum recovery of space from unused database editions, objects and columns. Full cleanup is required after aborting an online patching cycle.</p>
phase	Used to tell adop which phases it is to run.	<ul style="list-style-type: none"> <li>prepare</li> <li>apply</li> <li>finalize</li> <li>cutover</li> <li>cleanup</li> <li>fs_clone</li> <li>abort</li> <li>actualize_all</li> </ul>	<p>You can use a comma-separated list to specify multiple phases. For example, 'phase=prepare,apply'</p> <p><b>Note:</b> Neither the abort nor fs_clone phases can be specified with any other phase.</p> <p>If you supply a phase other than those listed, a usage statement will be printed and adop will exit.</p>

Parameter [Applicable Phase]	Purpose	Values	Comments
loglevel	Used to specify the amount of information logged and displayed as adop performs its operations.	<ul style="list-style-type: none"> <li>• STATEMENT</li> <li>• PROCEDURE</li> <li>• EVENT</li> <li>• WARNING</li> <li>• ERROR</li> <li>• UNEXPECTED</li> </ul>	<ul style="list-style-type: none"> <li>• STATEMENT is only used for debugging.</li> <li>• PROCEDURE is only used for debugging high level procedures.</li> <li>• EVENT is used to display informational messages in normal processing. This is the default value.</li> <li>• WARNING is used to indicate an internal error that is handled by the system and does not affect processing.</li> <li>• ERROR indicates an action failed and will need to be reviewed by the user, but the system was able to continue processing.</li> <li>• UNEXPECTED indicates an unrecoverable error that halts processing and requires user intervention before processing can continue.</li> </ul>

Parameter [Applicable Phase]	Purpose	Values	Comments
input_file	Used to specify the name of the input_file supplied to adop.	<path to input_file>	Must be an absolute file path.
patches	Used to specify the patches adop is to apply.	<p>User-specified.</p> <p>Patches can be specified in two ways:</p> <ul style="list-style-type: none"> <li> <p>&lt;Patch Number&gt;:</p> <p>For example, to apply patch number 123456 you would specify 'patches=123456'.</p> </li> <li> <p>&lt;Patch Directory&gt;: &lt;Patch Driver File&gt; :</p> <p>For example, to apply the Korean language translation for patch 123456 you would specify 'patches=123456_KO:u123456.drv'. Note that patch directory is relative to the \$PATCH_TOP.</p> </li> </ul>	<p>You can use a comma-separated list to specify that multiple patches are to be applied in the same patching operation. The numbered-only and containing-a-colon categories of patch can be mixed.</p> <p>For example, you would specify patch number 111 and the Korean language version of patch 222 as 'patches=111, 222_KO:u222.drv'.</p>

Parameter [Applicable Phase]	Purpose	Values	Comments
hotpatch	<p>Specifies whether the patches are to be applied in hotpatch mode.</p> <p><b>Note:</b> This parameter has been superseded by the <code>apply_mode</code> parameter and is only retained for backward compatibility.</p>	yes/no	<p><code>hotpatch=yes</code> applies the specified patches to the run edition while this edition is in active use.</p> <p><b>Important:</b> You must only use hotpatch mode when explicitly directed, for example by the patch readme.</p> <p>You cannot abort application of a patch applied in hotpatch mode.</p>
prompt	Specifies whether adop prompts the user whether to continue after warnings.	yes/no	<p>Default is 'yes' (prompt the user). Set <code>prompt=no</code> to enable fully non-interactive mode, in which adop will continue past warning messages without user confirmation.</p>
workers	Used to specify the number of parallel workers to be employed.	User-specified integer.	<p>If you omit the 'workers' argument, a suitable number of workers will be chosen automatically.</p> <p>If you specify more workers than the machine can handle, adop will exit with an error.</p>

Parameter [Applicable Phase]	Purpose	Values	Comments
defaultsfile	Used to specify the path to the custom adop defaults file.	User-specified (but has a default value - see next column).	Must be an absolute file path. Defaults to \$APPL_TOP/admin/\$TWO_TASK if not specified by user.
patchtop	Used to specify the location where the patches are unloaded.	User-specified (but has a default value - see next column).	Must be an absolute file path. Defaults to \$PATCH_TOP if not specified.
allowcoredump	Used to specify that a core dump should be generated if adop crashes.	yes/no	Default value is 'no'. A value of 'yes' should be specified only if diagnostic information needs to be gathered.
analytics	Used to generate reports that can be helpful in debugging certain types of issue. Available with apply, finalize, cutover, and cleanup adop phases.	yes/no	Default value is 'no'. A value of 'yes' should be specified only if reports specifically need to be generated. This is because of the extra processing overhead involved.
validation	Specifies validation behavior. Default is full validation, with adop halting for critical problems. Using 'bypass' causes adop to ignore validation failure and continue if possible.	full/bypass	Default value is 'full'. Example of using the bypass option to disable validation: adop phase=prepare validation=bypass

## Online Help

To obtain help about the basics of adop operation, enter the command:

```
adop -help
```

The help usage statement will also appear if you supply an invalid parameter on the adop command line.

Optionally, you can also display examples of the various adop parameters by entering the command:

```
adop -examples
```

### The Input File

adop also accepts parameters in an *input file*. From the command line, you specify an input file by using the parameter `input_file=<myinput.txt>`, where `myinput.txt` is the name of your input file.

### Input File Parameters

**Note:** You should always provide the full path to the input file.

Any parameters can be specified in the input file. Parameters must appear in 'name=value' format, with one parameter per line. For example:

```
phase=apply
patches=123456
workers=8
autoskip=yes
```

**Note:** If you supply a parameter to the input file twice (for example, `workers` is defined on both lines 2 and lines 5 of your input file), the last definition (in this example, on line 5) will be used.

### The Defaults File

Parameters can also be passed to adop into adop through a *defaults file*. From the command line, you can specify a defaults file by using the parameter `defaultsfile=<mydefaults.txt>`, where `mydefaults.txt` is the name of your file.

Your own defaults file will be checked the validity of its contents, and if issues are found an error will be raised. If you do not specify a custom defaults file, adop will use the one that is automatically generated by the system (using AutoConfig).

If adop is being run in hotpatch mode, your own defaults file should be located on the *run* file system, under `$APPL_TOP/admin/$TWO_TASK`. Otherwise, the defaults file should be in the same location, but on the *patch* file system.

**Note:** Instead of using your own defaults file, it is generally preferable to supply your own parameters via the command line or in an input file. Parameters supplied in either of these ways take precedence over parameters in the the defaults file.

### Order of Parameters

If multiple different definitions are specified for a parameter, the following order of precedence is used.

1. Command Line
2. Input File
3. Defaults File

**Important:** You should never need to edit the defaults file because you can always specify a parameter on the command line (highest precedence) or in the input file (second highest precedence).

## Patch Log Files

It is advisable to review the relevant log files after any patching operation. The adop log files are located on the non-editioned file system (`fs_ne`) in a logical, hierarchical structure, where you drill down to the subdirectory that corresponds to the the action for which you wish to see the activities.

For example, if `$NE_BASE` (context variable `s_ne_base`) was `/u01/R122_EBS/fs_ne`, the top-level directory for the adop log files would be:

```
/u01/R122_EBS/fs_ne/EBSapps/log/adop
```

This location is referred to as the `$AD_LOG_HOME`.

Below this directory is a set of subdirectories, with a structure that depends on the operation.

### Case 1: Log files for adop phases

The log directory structure is as follows:

```
$ADOP_LOG_HOME/<session_id>/<execution_id>/<phase>
```

The components of this structure are as follows:

- **<session ID>** is the patching session ID
- **<execution\_id>** is a timestamp in the standard `<YYYYMMDD_HHMMSS>` format. An `<execution_id>` sub-directory is created for every invocation of adop on the command line
- **<phase>** is the online patching phase

So beneath an `$ADOP_LOG_HOME` you would see a session ID structure that looked something like this

```
$ADOP_LOG_HOME
- 100
- 101
- 102
- 155
```

In this example for patching cycle 155, there were three adop executions two on 27 July



2017 and one on 28 July 2017:

```
$ADOP_LOG_HOME
- 155
  - 20170727_140633
  - 20170727_154820
  - 20170728_125014
```

The subdirectory for the first of these executions would have a structure that looked like this:

```
-155
- 20170727_140633
  adop.log
  - prepare$ cd 20170727_140633
```

Continuing this example, the prepare subdirectory will contain files and subdirectories for the adop command (adop prepare) whose running caused the directory to be created. Within this directory you will find further subdirectories that correspond to the the nodes on which the command was run. And within each of those subdirectories will be node-specific log files that you can examine for activities that were performed there.

### **Case 2: Log files for adop phases with validations**

When validations are run as part of adop phase execution, the logs will appear in validate directories under the phase directories, with any node-specific directories under the validate directories:

```
$ADOP_LOG_HOME/<session_id>/<execution_id>/<phase>/validate
$ADOP_LOG_HOME/<session_id>/<execution_id>/<phase>/validate/<node>
```

### **Case 3: Log files for adop validations run as independent commands**

When validations are run as standalone commands (adop -validate), the absence of a corresponding phase means that the validation logs are placed in validate directories immediately under the execution directories, with any node-specific directories under the validate directories:

```
$ADOP_LOG_HOME/<session_id>/<execution_id>/validate
$ADOP_LOG_HOME/<session_id>/<execution_id>/validate/<node>
```

### **Case 4: Log files for the adop -status command**

The output of the adop -status command is directly related to the current adop session, so the output will be placed under the directory for the execution ID:

```
$ADOP_LOG_HOME/<session_id>/<execution_id>/adzdshowstatus.out
```

As well as adop log files, other AD log files are created for a variety of purposes: for example, to record all the actions associated with parallel workers. Like the adop log files, these worker log files are also written to the non-editioned file system.

Other AD log files include those shown in the following table:

### Non-adop AD Log Files

Log File	Used For
adrelink.log	Relinking
adlibin.log	Moving C object files into the C library of a product
adlibout.log	Moving C object files out of the C library of a product
adworkxxx.log	Database operations run in parallel
<language>_<filename>_ldt.log	Seed data loader files

If adop does not perform an action, it does not generate a log file associated with that type of action.

**Note:** You can also review log files using the View Log Files feature of OAM Timing Reports. See: View Log Files, page 5-27.

## Sessions

The adop utility maintains a session for each online patching cycle. A new session is created when you run the prepare phase. Each session is given a numeric ID number. The session is used to maintain the state of the online patching cycle across the various adop phases and commands. You can only run one adop session at a time on a particular Oracle E-Business Suite system.

### Patch Directory (Patchtop)

The directory where the patch files have been unzipped is referred to as the *patchtop*. The default patch top directory is \$NE\_BASE/EBSapps/patch, which is pointed to by the \$PATCH\_TOP environment variable.

If specifying your own choice of directory, you must supply the full path, and the operating system user that is running adop must have write permissions to that directory. Oracle recommends using the default \$PATCH\_TOP directory.

**Note:** On a shared file system, the patch only needs to be downloaded on the primary node. If the file system is non-shared, you only need to download to a secondary node.

If you want to merge patches before applying them, you need to download and unzip all the individual patches in the same location as that of the merged driver file. For example, if you merge patches 111, 222, and 333 (using AD Merge Patch), and the merged patch driver file location is `$PATCH_TOP/mergetest/mergetest.drv`, you should then download and unzip the individual patches as `$PATCH_TOP/patch/mergetest/111`, `$PATCH_TOP/mergetest/222`, and `$PATCH_TOP/mergetest/333`.

## Patch Driver File

The unified driver, named `u<patchnum>.drv`, contains the commands necessary to change files and database objects, and to generate new objects. It contains copy, database, and generate portions and performs the copy, database, and generate actions in the stated order. The adop utility runs the unified driver on all APPL\_TOPs, but only performs the specific actions that are actually required for each APPL\_TOP.

## Copy Portion of a Unified Driver

When the copy portion of a unified driver runs, adop performs the following actions:

- Extracts the appropriate files from the C library of each product.
- Compares the extracted object modules with their corresponding files in the patch directory. It also makes this type of comparison with files such as forms, reports, and SQL scripts.
- Backs up any product file with a more recent version in the patch directory to a subdirectory in the patch directory. For example, if `<patch_dir>` is the patch directory, `<system_name>` is the applications system name, `<appl_top_name>` is the APPL\_TOP name, and `<prod>` is the name of the product being patched, it backs up:

`<PROD>_TOP/<subdir(s)>/<old_file_name>`

to

`<patch_dir>/backup/<system_name>/<appl_top_name>/<prod>/<subdir(s)>/<old_file_name>`

**Note:** The Applications system name and the APPL\_TOP name are determined during the Rapid Install process.

- Replaces the outdated files of each product with newer files from the patch directory.
- Loads the new object modules into the C libraries.
- Relinks the Oracle E-Business Suite products with the operating system, Oracle server, and other Oracle products libraries.
- Applies changed Java class files and regenerates JAR files as needed.

- Copies any specified HTML or media files to their respective destinations.
- Compiles out-of-date Java Server Page (JSP) files (if any JSP files are included in the patch).

#### **Database Portion of a Unified Driver**

When the database portion of a driver runs, adop performs these actions:

- Gets a list of current invalid objects in the APPS schema.
- Determines whether the action was performed in a previous patch.
- Runs SQL scripts and EXEC commands, which change Oracle E-Business Suite database objects. By default, adop runs scripts and commands in parallel.
- Compiles invalid objects in the database.
- Assembles a list of current invalid objects in the APPS schema.

#### **Generate Portion of a Unified Driver**

When the generate portion of a driver runs, adop performs these actions:

- Generates Oracle Forms PL/SQL library files
- Generates Oracle Forms menu files
- Generates Oracle Forms executable files
- Generates Oracle Reports PL/SQL library files
- Generates Oracle Reports files
- Generates message files
- Generates Oracle Workflow resource files

#### **Number of Parallel Workers**

By default, adop runs database updates and file generation commands in parallel using multiple workers. The default number of workers is computed based on the system hardware configuration, but the number can be specified explicitly using the 'workers' parameter. Tasks are assigned to workers, the workers run the tasks to completion, and adop assigns new tasks.

adop runs (adop) all database actions based on *phase order*, a grouping of actions in the database portion of the patch that minimizes dependencies. This order is not necessarily the order in which the commands are listed in the database portion of the patch driver.

**Note:** For more information, see Using Parallel Processing, page 7-55 in the Maintenance section of this book.

## Customized Files

adop reviews the AD\_FILES table to determine if any customized files (Register Flagged Files) will be replaced by the patch. If so, it displays a message listing the customized files it will replace.

**Note:** For more information, see Customization Standards, *Oracle E-Business Suite Developer's Guide*, and Register Flagged Files, page 1-9.

## NLS

If the patch you are applying has an NLS-related version, and if you are an NLS customer, adop prompts you about the NLS-related version of the patch before allowing you to continue.

## Principles of Non-Interactive Patching

Non-interactive patching saves time by automating the patching process. It is used with all the major phases of adop, including the apply phase.

The adop utility runs non-interactively by default. You must specify all required parameters for each adop command, either on the command line or in an input file.

After the patching actions are complete, you perform any post-patching steps listed in the patch readme file.

## Messages

adop generates several types of messages. Each message is recorded in a log file. See Log Files, page 2-16 for a list and descriptions.

### Informational Messages

Informational messages are written to the informational message file. This log file uses the same base file name as the main adop log file, but substitutes a .lgi extension for the .log extension. For example, if the adop log file is named u1234567.log, the adop informational log file is named u1234567.lgi.

For example, adop writes information pertaining to the files not updated because they are up-to-date in the informational log file.

File will not be copied to destination.

Version check:

```
/slot03/appmgr/prodappl/ad/12.2/xml/oam/patch/history/SearchFiles.uix  
version is equal to or lower than  
/slot03/appmgr/prodcomm/html/oam/patch/history/SearchFiles.uix.  
File will not be copied to destination.
```

Version check:

```
/slot03/appmgr/prodappl/ad/12.  
2/xml/oam/patch/history/SearchFilesCriteriaAdvanced.uix  
version is equal to or lower than
```

```
/slot03/appmgr/prodcomm/html/oam/patch/history/SearchFilesCriteriaAdvanc  
ed.uix
```

## Error Messages

When adop is using parallel processing and an error occurs, the job fails. Review the main adop log file and the adworkxxx.log file to determine the source of the error, resolve the issues and continue. Restart adop using the adctrl command.

**Note:** See Monitoring and Controlling Parallel Processing, , for details on using the adctrl command.

If you cannot resolve the issue, you must:

- Verify that all steps in the readme file were completed.
- Check My Oracle Support for additional information regarding the patch you are applying.

If the message indicates that a worker has failed its job, you can fix the problem and restart the worker while the manager is running. Some failed jobs are deferred (not immediately reassigned) by the manager. These jobs do not cause the manager or other workers to stop.

See: Managing Worker Processes, page 9-1 in this book.

## Successful Completion Message

adop displays a success message when processing is complete. If you do not see a such a completion message, you should investigate and identify the reason.

## Backup Directory

When adop runs, a backup directory is created in the directory where you unzip the patch. The old version of each file updated by the patch is copied into the backup directory. When applying large patches (such as release update packs, product family RUPs, and pre-upgrade patches), ensure there is enough disk space on the system where you unzip the patch, or the patching process may fail. We recommend having at least twice the amount of disk space as the unzipped patch file uses.

**Tip:** When there is no patching cycle in progress, you can if desired delete the files in the backup directory to free the space.

## adop Patching Modes

The adop utility is normally used to apply patches in an online patching cycle. It can also be used:

- To run a patching cycle, and test patch application without actually taking any apply actions, in *test mode*
- To apply patches outside a patching cycle in *downtime mode*
- To apply patches without connecting to the database in *preinstall mode*

Each of these is described further below.

### Test Mode

In test mode, adop does not apply the patch. Instead, it lists each file it would have copied, relinked, executed, or generated, and shows exactly what actions it would have performed had it applied the patch. It also runs AutoConfig in test mode to determine any impending changes to the configuration files. This allows you to see the effects of a patch on your system before you apply it.

To run adop in test mode, add the `apply=no` parameter to the adop command you would use if you were actually going to apply the patch. In test mode, adop will go through the process of applying the patch but will *not* perform any of the following actions:

- Copy files from the patch directory to the Oracle E-Business Suite file system
- Archive object modules into the product libraries
- Relink executables
- Generate forms, reports, PL/SQL libraries, or menu files
- Run SQL or EXEC commands (commands that change the database)
- Instantiate new configuration files
- Update the patch information files
- Update patch information and release version in the database

## Downtime Mode

To optimize the process of upgrading to Oracle E-Business Suite Release 12.2, support is provided for the capability to apply Oracle E-Business Suite patches in downtime mode. When applying patches in this mode, adop will first confirm that the application tier services are down, and will then proceed to apply the patch to the run edition of the Oracle E-Business Suite database and file system. Downtime mode patching does not use an online patching cycle. The process of applying a patch in downtime mode completes more quickly than in online mode, but at the cost of increased system downtime.

To run adop in downtime mode, you use the following command line options. In this example, patch 123456 is applied in downtime mode:

```
$ adop phase=apply patches=123456 apply_mode=downtime
```

**Important:** Be aware that:

- Release 12.2 patches are not normally tested in downtime mode.
- Downtime mode is only supported for production use where explicitly documented, or when directed by Oracle Support or Development.

## Preinstall Mode

Preinstall mode is generally used during the upgrade process to update AD utilities, apply pre-upgrade patches, or work around other patching issues. adop asks all startup questions except those relating to the database.

**Important:** Run adop in preinstall mode only if the patch readme instructs you to do so.

To run adop in preinstall mode, include *preinstall=y* on the adop command line. It performs the following actions:

- Compares version numbers
- Copies files
- Relinks FND and AD executables
- Saves patch information to the file system

Because adop does not read driver files in preinstall mode, it copies all product files in the patch to the APPL\_TOP directory. Additionally, even if a file in the patch should be both in the APPL\_TOP and in another directory (such as in \$OA\_HTML), adop copies the file only to the APPL\_TOP.



In preinstall mode, adop validates codelevels against the files Preinstall\_Codelevel\_AD.txt and Preinstall\_Codelevel\_MP.txt. These files are located in the \$APPL\_TOP/admin directory, and contain codelevel information about AD and other products registered in the database tables.

Since no database connection is available in preinstall mode, adop tries to validate whether the current patch should be applied based on the codelevel information in these two files, as follows:

- If Preinstall\_Codelevel\_AD.txt is missing from the APPL\_TOP, adop will apply the patch in preinstall mode without validating the patch for codelevel compatibility.
- If Preinstall\_Codelevel\_MP.txt is missing from the APPL\_TOP, adop will proceed with patch application without validating the patch for codelevel compatibility of the entities.
- If both files are missing, adop will not validate codelevels in preinstall mode.

Note the following restrictions when applying a patch in preinstall mode:

- NLS patches cannot be applied on the instance.
- Baseline or codelevel-introducing patches cannot be applied on the instance.
- adop will not check to see if the patch is already applied on the system.

## adop Command Line Arguments

You can adjust the way adop operates by supplying arguments to the various parameters that adop recognizes. Arguments can be passed either directly on the command line or through an input file. adop is non-interactive (except for passwords), so all required arguments must be specified when entering an adop command.

An input file is specified as follows:

```
$ adop phase=apply input_file=<input_file.txt>
```

Arguments are specified on the command line or input file in "name=value" format, where "name" is the adop parameter name and "value" is your specified value. Parameter names are specified in lower case, and parameter values should be assumed to be case-sensitive.

You can enter more than one 'parameter=value' argument on a single command line by separating them with a single space, as in the following example.

```
printdebug=y flags=hidepw
```

In some cases, you can include more than one value for a token. When doing so, you separate the values with commas and no spaces. For example:

```
flags=nohidepw,trace
```

is valid, but

flags=nohidepw, trace

is not valid.

## adop Options

The "options" argument is used to pass options that control how the patch is applied. It takes the form of a comma-separated list. Enter a single option, or a comma-separated list of options such as *adop options=nocopyportion,nogenerateportion*.

**Note:** As with adop arguments, there must be no space after the comma.

### *adop Options*

Option	Description
actiondetails	<p>Purpose: Tells adop to print details of actions taken in a patching operation.</p> <p>Default: actiondetails</p> <p>Specify <i>options=noactiondetails</i> if you do not want the details to be printed.</p> <p>Comments: It is generally preferable to accept the default, as the action details can be useful in understanding adop operations and diagnosing issues.</p>
autoconfig	<p>Purpose: Tells adop to run AutoConfig automatically.</p> <p>Default: autoconfig</p> <p>Use <i>options=noautoconfig</i> if you are applying a number of patches in sequence and want to run AutoConfig once, after applying the last patch of the sequence.</p> <p>Comments: The dual file system in Release 12.2 means that there is no need to shut down application tier services before running AutoConfig.</p>

Option	Description
checkfile	<p>Purpose: Tells adop to either skip running EXEC, SQL, and EXECTIER commands if they are recorded as already run, or to record them as having run after running them.</p> <p>Default: checkfile</p> <p>Use <i>options=nocheckfile</i> to turn off the checkfile feature.</p> <p>Comments: This option is currently not supported unless explicitly documented in the patch readme.</p> <p>If you are reapplying a patch with <i>options=nocheckfile</i> and the patch contains a call for a seed table upgrade (AD_ZD_SEED. UPGRADE), you may receive the error message "ORA-20001: Cannot upgrade existing table from Patch Edition". You can safely ignore this message if the table already contains the column 'ZD_EDITION_NAME'.</p>
compiledb	<p>Purpose: Tells adop to automatically compile invalid objects in the database after running actions normally found in the database portion of the driver.</p> <p>Default: compiledb for standard patches. nocompiledb for standard patch translations, documentation patches, and documentation patch translations.</p> <p>Use <i>options=nocompiledb</i> to save time when multiple non-merged patches are applied in the same patching operation.</p> <p>Comments: Merging multiple patches and applying a single merged patch is usually a better strategy.</p>

Option	Description
compilejsp	<p>Purpose: Tells adop whether to automatically compile out-of-date JSP files. JSP files are only compiled if the patch contains copy actions for at least one JSP file.</p> <p>Default: compilejsp for standard patches. nocompilejsp for standard patch translations, documentation patches, and documentation patch translations.</p> <p>Use <i>options=nocompilejsp</i> to save time when multiple non-merged patches are applied in a maintenance window.</p> <p>Comments: Merging multiple patches and applying a single merged patch is usually a better strategy.</p>
copyportion	<p>Purpose: Tells adop whether to run commands normally found in the copy portion of the driver.</p> <p>Default: copyportion</p> <p>Comments: Use <i>options=nocopyportion</i> to tell adop not to perform copy actions of the driver.</p>
databaseportion	<p>Purpose: Tells adop whether to run commands normally found in the database portion of the driver.</p> <p>Default: databaseportion</p> <p>Comments: Use <i>options=nodatabaseportion</i> to tell adop not to perform database-related driver actions.</p>

Option	Description
forceapply	<p>Purpose: Tells adop to reapply a patch that has already been applied.</p> <p>Default: noforceapply</p> <p>Comments: Use the nocheckfile option in conjunction with forceapply to rerun files which may already have been executed.</p> <p>If you try to apply a patch that has already been applied and do not specify the forceapply parameter, adop will display an error like this:</p> <pre>[WARNING] Skipping the application of patch 14125999_AR since it has been already applied [WARNING] Hint: Patches can be applied again by specifying options=forceapply when invoking adop</pre>
generateportion	<p>Purpose: Tells adop whether to run commands normally found in the generate portion of the driver.</p> <p>Default: generateportion</p> <p>Use <i>options=nogenerateportion</i> to tell adop not to perform generate actions of the driver.</p>
integrity	<p>Purpose: Tells adop whether to verify that the version of each file referenced in a copy action matches the version present in the patch.</p> <p>Default: nointegrity</p> <p>Comments: Using <i>options=nointegrity</i> is safe and avoids some adop overhead.</p>
parallel	<p>Purpose: Tells adop whether to run actions that update the database in parallel (such as SQL) and actions that generate files in parallel (such as genform).</p> <p>Default: parallel</p> <p>Comments: Oracle does not recommend changing the default, as Oracle E-Business Suite patches are fully tested using this option.</p>

Option	Description
phtofile	<p>Purpose: Tells adop where to place patch history information after applying the patch.</p> <p>Default: nophtofile</p> <p>Use <i>options=phtofile</i> to tell adop to write patch history information to the patch information files in the file system (\$APPL_TOP/admin/\$TWO_TASK) instead of uploading it to the database.</p> <p>Comments: Using phtofile allows you to defer the uploading of patch history information to the database until after the system downtime.</p>
validate	<p>Purpose: Tells adop whether to connect to all registered Oracle E-Business Suite schemas at the start of the patch.</p> <p>Default: novalidate</p> <p>Use <i>options=validate</i> to validate password information for all Oracle E-Business Suite schemas.</p> <p>Comments: Useful for finding problems with incorrectly registered Oracle E-Business Suite schemas or schemas with invalid passwords.</p>

## The adop Interface

The adop utility is run from the command line. It prompts for required passwords, but expects all other input parameters to be specified on the command line or in an input file.

## Running adop

The following is a summary of the steps you use to run adop. For a complete procedural description of all the steps, see *Creating Customized Instructions for Patching Using PAA*, page 3-7.

### Step 1: Set the environment

You must set the environment to apply the configuration parameters that define your system. This task is common to many AD utilities, and is performed using the following command:

```
$ . <EBS_ROOT>/EBSapps.env run
```

<EBS\_ROOT> represents the Oracle E-Business Suite base install directory, such as /u01/oracle. There is no associated environment variable.

**Note:** The EBSapps.env file is provided by the AD-TXK release update packs.

## Step 2: Unzip the patch

Download and unzip the patch into the patch top directory, which is identified by the \$PATCH\_TOP environment variable.

## Step 3: Review the information in the readme file

In the directory where you unzipped the patch, you will find a README.txt file and a README.html file. Review either readme file for information about the patch and for instructions on using Oracle Patch Application Assistant (PAA) to generate customized instructions for your system.

## Step 4: Run Oracle Patch Application Assistant

Run PAA (admsi.pl) to generate customized instructions for your system. Follow the steps in the customized instructions to start the patching process.

## Step 5: Run adop

The customized instructions generated by PAA describe how to run adop using the adop command.

**Note:** You can add arguments on the command line to refine the way adop runs. See adop Modes, page 2-23 and Command Line Arguments, page 2-25.

A simple example of the commands to execute a complete online patching cycle for patch 123456 is as follows:

```
$ . <EBS_ROOT>/EBSapps.env run
$ adop phase=prepare
$ adop phase=apply patches=123456
$ adop phase=finalize
$ adop phase=cutover
$ . <EBS_ROOT>/EBSapps.env run
$ adop phase=cleanup
```

## Monitoring Status

You can obtain a brief report for the current patching session by running the command:

```
$ adop -status
```

This will display information that includes phases completed and the time taken. In the example below, the current patching session ID is 5:

```
Current Patching Session ID: 5
Node Name      Node Type      Phase      Status      Started
-----
Finished      Elapsed
-----
patchtest1     master      PREPARE    COMPLETED   06-MAY-13
11:31:38 -07:00      07-MAY-13 12:27:51 -07:00      0:56:13
                                APPLY      COMPLETED   07-MAY-13
04:19:17 -07:00      07-MAY-13 04:43:12 -07:00      0:23:55
                                CUTOVER    COMPLETED   07-MAY-13
05:54:03 -07:00      07-MAY-13 05:57:57 -07:00      0:03:54
                                CLEANUP    COMPLETED   07-MAY-13
09:14:33 -07:00      07-MAY-13 09:22:46 -07:00      0:08:13
```

The output is also recorded in a log or output file.

Two additional options with this command are as follows.

- If you want information about a particular session, specify the relevant session ID:  
\$ adop -status <session ID>
- If you want additional details of operations performed:  
\$ adop -status -detail

This option will give a summary of last ten adop session IDs, and full details of the file system and database changes introduced by a patch. It also shows the log file location of the current patching cycle.

## Aborting an Online Patching Cycle

If a patching cycle is failing and the issue cannot be resolved quickly, it is possible to abort the patching cycle and return to normal runtime operation. The patch edition will be dropped.

You can abandon a patching cycle (without applying any patches) by running the command:

```
$ adop phase=abort
```

**Important:** This abort command can only be used before successful completion of the cutover phase. After cutover, the system is running on the new edition, and abort is no longer possible for that patching cycle.

Aborting a patching cycle will drop the patch edition, but you must then run the cleanup and fs\_clone phases before starting a new patching cycle. The cleanup must be a full cleanup.

For example:



```
$ adop phase=prepare
$ adop phase=apply patches=123456
[Patch application encounters problems and you want to abort]
$ adop phase=abort
$ adop phase=cleanup cleanup_mode=full
$ adop phase=fs_clone
```

Optionally, you can combine the abort and cleanup commands as follows:

```
$ $ adop phase=abort,cleanup cleanup_mode=full
```

**Note:** You cannot abort application of a patch applied in hotpatch mode or downtime mode.

## Restarting adop

If you have shut down the workers, or if adop quits while performing processing actions, it saves all the actions completed up to that point in restart files. Investigate and resolve the problem that caused the failure, then restart adop. After you restart adop, it will ask if you want to continue with the previous session (at the point where the processing stopped), or start a new session.

**Note:** A difference from adpatch is that adop restart behavior is controlled by the `abandon=yes/no` and `restart=yes/no` options in the `input_file` that can be passed to the adop command in the apply phase.

You have several options when restarting (or abandoning) application of individual patches, as follows.

- If you want to restart a failed patch from where it left off, you only need to specify `restart=yes` on the command line:  

```
adop phase=apply patches=1234 restart=yes
```
- If you want to restart a failed patch from the very beginning, you need to specify `abandon=yes` on the command line:  

```
adop phase=apply patches=1234 abandon=yes
```
- If you want to ignore a previously failed patch and apply a different one instead, you need to specify the new patch number and `abandon=yes` on the command line:  

```
adop phase=apply patches=5678 abandon=yes
```

See: Restarting a Utility, page 7-51 in this book.

## AD Merge Patch

**Important:** The functionality of AD Merge Patch is now included in the adop tool (described in the next section). If you want adop to merge patches, you must explicitly specify `merge=yes` when invoking the tool. AD Merge Patch is still supported, however, and its usage is described in this section.

When a series of patches are applied individually, some patching actions (such as linking executables) may need to be performed repeatedly, which can take a lot of time. Also, in some special cases a corrective patch must be merged with a base patch in order to have the desired effect. In both these scenarios it is beneficial to merge multiple patches into a single merged patch, and then apply the merged patch.

An alternative is to use *AD Merge Patch*. This utility merges multiple patches into a single patch, allowing you to reduce patch application time by eliminating the tasks you would otherwise have to have performed for each individual patch.

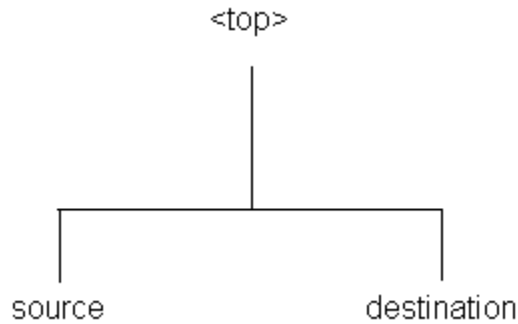
When merging compatible patches, AD Merge Patch bases its actions on metadata. It removes duplicate driver lines from the database portions of the driver. When merging two or more patches that have manual steps, the steps and readme files of both patches are also merged.

## Source and Destination Directories

You extract the patches to be merged from the *source* directory. The *destination* directory is where the merged patch is created. AD Merge Patch reads the patch driver files for each patch in the source directory and merges them to create patch driver files in the destination directory. If a file exists in more than one source patch, only the highest revision of the file is copied to the destination directory.

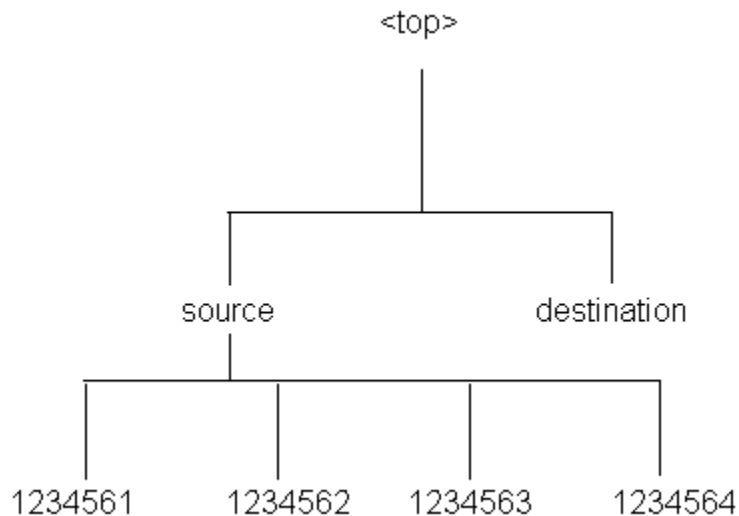
The source and destination directories should be created under the same parent directory. For example, if the parent directory is named `<top>`, both the source and destination directories should be subdirectories of `<top>`. The source and the destination directories cannot be child or parent directories of each other.

### Directory Structure for Source and Destination Directories - Basic Example



The source directory must have all patches to be merged as immediate child directories. The patch directories cannot be in a lower directory. For example, a directory structure for merging four patches would look like this:

### Directory Structure for Source and Destination Directories - Merging Four Patches



### Naming the Merged Patch

You should indicate the name of the merged patch on the command line, using the `-merge_name` option to provide a meaningful name. If you do not use this option, the patch will be given the default name of *merged*.

### Merging Zipped Patches

The manifest file is a text file in which you document the location and names of the patch zip files. The contents of a manifest file resemble the following:

```
/d01/prodappl/patches/p3903945_12_GENERIC.zip
/d01/prodappl/patches/p3892799_12_GENERIC.zip
/d01/prodappl/patches/p3874740_12_LINUX.zip
```

You can use the *-manifest* option to create a manifest file. AD Merge Patch references this file, and unzips the patches listed. It copies the unzipped files into the source directory and includes them, along with any other files in the source directory, in the merged patch.

## The AD Merge Patch Interface

You run AD Merge Patch and supply the information it needs from the command line. There are no menus or input screens.

## Running AD Merge Patch

AD Merge Patch is located in the AD\_TOP/bin directory. However, you run it from the parent directory (<top>) of the source directory. The following is a summary of the steps you use to run AD Merge Patch.

### Step 1: Set the environment

You must set the environment to indicate the location of the configuration parameters that define your system. This task is common to many AD utilities.

### Step 2: Run AD Merge Patch

From the parent directory (<top>), run AD Merge patch using the admrgpch command.

## Using AD Merge Patch With adop

You can use AD Merge Patch to merge patches, and then apply them with adop. Refer to the next section for details of the relevant adop commands and options.

In this example, patches 111 and 222 are to be applied after merging. The two patches are staged in <FS\_NE>/patch.

```
$ admrgpch -s <source_directory> -d <destination_directory>
$ pwd
/u01/R122_EBS/fs_ne/EBSapps/patch
$ admrgpch -s /u01/R122_EBS/fs_ne/EBSapps/patch \
-d /u01/R122_EBS/fs_ne/EBSapps/patch/test
```

Now patches 111 and 222 have been merged, and the merged patch's patchtop is /u01/R122\_EBS/fs\_ne/EBSapps/patch/test:

```
$ pwd
/u01/R122_EBS/fs_ne/EBSapps/patch/test
$ ls
fnd  u_merged.drv
```

You can then apply this patch:

```
$ adop phase=apply
```

During the next prepare phase, the synchronization steps expect the individual patches (111, 222) to be present under the merged patch's patchtop; in this example, /u01/R122\_EBS/fs\_ne/EBSapps/patch/test. You therefore need to move 111 and 222 to under /u01/R122\_EBS/fs\_ne/EBSapps/patch/test before running the next prepare:

```
$ pwd
$ /u01/R122_EBS/fs_ne/EBSapps/patch
$ mv 111 /u01/R122_EBS/fs_ne/EBSapps/patch/test
$ mv 222 /u01/R122_EBS/fs_ne/EBSapps/patch/test
$ cd /u01/R122_EBS/fs_ne/EBSapps/patch/test
$ ls
111 222 fnd u_merged.drvc
```

## Oracle Patch Application Assistant

For patches that have manual steps, the patch readme file instructs you to use Oracle Patch Application Assistant (PAA) by running the admsi.pl script. For merged patches, PAA automatically merges the contents of the individual patch readme files.

### The Oracle Patch Application Assistant Interface

The Patch Application Assistant is started from the command line, and collects your input in a graphical user interface.

### Running Oracle Patch Application Assistant

The following is a summary of the steps you use to run Patch Application Assistant. For a complete description of all the steps, see *Creating Customized Instructions for Patching Using PAA*, page 3-7.

#### Step 1: Set the environment

You must set the environment to apply the configuration parameters that define your system. This task is common to many AD utilities.

#### Step 2: Unzip the patch

Download the patch into the patch top directory (\$PATCH\_TOP) and unzip it.

#### Step 3: Review the information in the readme file

In the directory where you unzipped the patch, you will find a README.txt file and a README.html file. Review either of these files for information about the patch and for instructions on using Oracle Patch Application Assistant to generate customized instructions for your system.

#### Step 4: Run Oracle Patch Application Assistant

Run PAA (admsi.pl) to generate customized instructions for your system. Follow the

steps in the customized instructions to complete the patching process.

---

## Patching Procedures

### Concepts

Applying Oracle E-Business Suite patches without a significant system downtime is referred to as *online patching*, and a new utility, *adop*, is used to apply patches.

Online patching is supported by the capability of storing multiple application editions in the database, and the provision of a dual application tier file system. At any given point in time, one of these file systems is designated as *run* (part of the running system) and the other as *patch* (either being patched or awaiting the start of the next patching cycle). Whichever is the current run file system appears to the user in exactly the same way as the single application tier file system did in Oracle E-Business Suite releases prior to 12.2.

The existence of the dual file system has implications for patches that change the system configuration. The *adop* utility is required for applying software patches to the patch file system, but is not required to perform configuration changes. Depending on the specific situation, configuration changes can be made to either the run file system or the patch file system: automatic synchronization subsequently takes place in both cases. The relevant principles are described further in the What's Next section of this chapter, under the heading Configuration Management and Online Patching.

There are also implications for general (non-patching) maintenance activities. For information on choosing the appropriate file system to run AD tools from, refer to: *Choosing the Correct File System For Maintenance Tasks*, page 7-1 in Chapter 7 of this book.

A new environment variable, `$FILE_EDITION`, shows the current designation of a given dual file system member. Three other new environment variables designate the root directories of the run (`$RUN_BASE`), patch (`$PATCH_BASE`), and non-editioned (`$NE_BASE`) file systems.

For example:

- `$FILE_EDITION = patch`

- \$RUN\_BASE = /u01/R122\_EBS/fs1
- \$PATCH\_BASE = /u01/R122\_EBS/fs2
- \$NE\_BASE = /u01/R122\_EBS/fs\_ne

When a patch is being applied, the Oracle E-Business Suite system is running in normal production mode (full functionality, with some documented exceptions) in the run edition of the file system and database. Full application functionality is retained as patch execution proceeds, until the cutover phase is reached (as described later in this section).

**Note:** For more information about how online patching works, refer to Chapter 4, Patching and Management Tools, of *Oracle E-Business Suite Concepts*.

## Overview

It is more appropriate to think in terms of a *patching cycle* than a single patching operation. The online patching cycle consists of a number of phases:

1. Prepare
2. Apply
3. Finalize
4. Cutover
5. Cleanup

You specify the desired phase or phases as arguments to the adop utility. The actions taken in these phases are described in *Oracle E-Business Suite Concepts*. This and the preceding chapter of this book provide details of the available options.

**Note:** The adop utility sets its own environment. There is therefore no need to source the environment before running it.

An online patching consists of several *phases*, which are specified on the adop command line as follows:

```
adop phase=<phase_name>
```

**Prepare phase** - Used to start a new online patching cycle:

```
$ adop phase=prepare
```

**Apply phase** - Used to apply one or more patches to the patch edition of an Oracle E-Business Suite system:



```
$ adop phase=apply patches=123456,789101 workers=8
```

**Finalize phase** - Used to perform the final patching operations that can be executed while the application is still online:

```
$ adop phase=finalize
```

**Cutover phase** - Used to perform the transition to the patched environment:

```
$ adop phase=cutover
```

**Cleanup phase** - Used to remove old objects that are no longer needed:

```
$ adop phase=cleanup
```

The adop phases are described in more detail in The Online Patching Cycle, page 3-9 section of this chapter.

### **Abort command**

If necessary, an online patching cycle can be terminated, with the actions taken being discarded.

The command to perform this operation is:

```
$ adop phase=abort
```

This abort command is only available up to (but not including) the cutover phase. After cutover, the system is running on the new edition, and abort is no longer possible for that patching cycle.

## **Before You Start**

Before you can use online patching, you must perform some initial one-off setup steps:

- Check Inventory Setup
- Set Up Secure Shell on Application Tier Nodes
- Create Customized Instructions for Patch Application Assistant

Each of these requirements is described below.

### **Check Inventory Setup:**

#### **Summary**

- By default, a global (central) inventory is used to store information about all Oracle E-Business Suite Release 12.2 application tier nodes.
- The global inventory location must be identified by the `/oracle/oraInventory.loc` file.
- On a shared file system, the global inventory location must be shared and used by all participating nodes.

- Starting from the AD-TXK Delta.7 codelevel, an instance-specific 'EBS Installation Central Inventory' can optionally be used for the application tier of UNIX platforms.

### Using the Global Inventory

If you are using a UNIX platform, you should verify the existence and contents of the `oraInst.loc` file, which specifies the location of the `oraInventory.loc` file global inventory file.

1. Check that `oraInst.loc` exists in the correct directory for your platform:

#### *Platforms and Corresponding oraInst.loc Locations*

Platform	oraInst.loc Location
Oracle Solaris SPARC (64-bit)	<code>/var/opt/oracle</code>
Linux x86-64	<code>/etc</code>
IBM AIX on Power Systems (64-bit)	<code>/etc</code>
HP-UX-Itanium	<code>/var/opt/oracle</code>

2. Confirm that the contents of `oraInst.loc` look like this example:

```
inventory_loc=/oracle/oraInventory
```

where `/oracle/oraInventory` is the path to the directory where the central inventory is located. This location must be writable by the user account that will run Rapid Install.

If the `oraInst.loc` file does not exist, create it in the correct directory with contents based on the example shown above.

**Warning:** Incorrect permissions on `oraInventory` may cause issues not only with online patching (`fs_clone` phase), but also when installing a system with Rapid Install or cloning a system with Rapid Clone.

**Note:** If your system has separate installation user accounts for the database and the applications, both users must be in the same install group (`inst_group`) in `oraInst.loc`, which will need to contain a line such as `inst_group=oracle`.

**Important:** If you opted to use a Local Inventory, your `opatch lsinventory` command must include the `-invPtrLoc` parameter and appropriate value, or the command will fail. The syntax is as follows:

```
$ opatch lsinventory -invPtrLoc <path to oraInst.loc file>
```

### Using a Central Inventory

As well as supporting the traditional global inventory, the AD-TXK Delta.7 codelevel also introduces support for an *EBS Installation Central Inventory* on the application tier of UNIX platforms. Such an inventory is specific to a particular Oracle E-Business Suite instance, and identified by the `<s_base>/oraInventory/oraInst.loc` file. This feature is useful where there are multiple Oracle E-Business Suite installations on the same host. In particular, it allows safe simultaneous running of `fs_clone` on the different instances.

For an Oracle E-Business Suite instance to use the EBS Installation Central Inventory, all application tier Oracle Homes registered in the global inventory for the instance need to be migrated to the new inventory. You can do this can by performing the following steps on the primary application tier node.

1. Source the run edition file system.
2. Edit the context file and set the value of the context variable `'s_ebs_central_inventory'` to `'true'`.
3. Run AutoConfig.
4. Execute the following command:  

```
$ perl <FND_TOP>/patch/115/bin/txkMigrateInventory.pl -  
contextfile=<CONTEXT_FILE>
```
5. Ensure that all Application tier Oracle Homes of the current instance, registered with the global inventory have been migrated to the 'EBS Installation Central Inventory'.

Repeat all the above steps on any non-shared nodes and shared primary nodes (for example, in a hybrid setup). For all shared secondary nodes, perform Steps 1 to 3 (only) on each node.

**Important:** Once the inventory is migrated, any subsequently added nodes will be automatically configured to use the EBS Installation Central Inventory. Similarly, any new target instance cloned from this instance will automatically be configured to use the EBS Installation Central Inventory.

## Set Up Secure Shell on Application Tier Nodes:

In a multi-node environment, adop commands are invoked by a user on the primary node. Internally, adop uses Secure Shell (ssh) to automatically execute required patching actions on all secondary nodes. You must set up passwordless ssh connectivity from the primary node to all secondary nodes.

**Note:** Rapid Install and Rapid Clone set up the ssh key infrastructure.

### Principles

The `ssh-keygen` command is used to generate a *private/public key pair*. The *private key* is for the node from where all the remote nodes will subsequently be accessible by an ssh login that requires no password. The *public key* must be copied to each remote node's `<User Home Dir>/ .ssh` directory.

In essence, the sequence is as follows:

1. The following command initiates creation of the key pair:

```
$ ssh-keygen -t rsa
```

**Note:** The `<Enter>` key should be pressed instead of a passphrase being entered.

2. The private key is saved in `<User Home Dir>/ .ssh/id_rsa`.

**Important:** As this read-only file is used to decrypt all correspondence encrypted with the public key, its contents must not be shared with anyone.

3. The public key is saved in `<User Home Dir>/ .ssh/id_rsa.pub`.
4. The contents of the public key are then copied to the `<User Home Dir>/ .ssh/authorized_keys` file on the systems you subsequently wish to ssh to without being prompted for a password.

The following example demonstrates the steps:

1. 

```
$ ssh-keygen -t rsa
Generating public/private rsa key pair.
Enter file in which to save the key (/u01/user2/.ssh/id_rsa):<Enter>

Enter passphrase:<Enter>
Enter same passphrase again:<Enter>
Your identification has been saved in /u01/user2/.ssh/id_rsa.
Your public key has been saved in /u01/user2/.ssh/id_rsa.pub.
The key fingerprint is: 16:d0:e2:dd:37:2f:8e:d5:59:3e:12:9d:2f:12:
1e:5a
```

2. 

```
$ scp -pr /u01/user2/.ssh/id_rsa.pub \
user2@system1:/u01/user2/.ssh/authorized_keys
user2@system1's password:<password>
id_rsa.pub 100% 398 0.4KB/s 00:00
```
3. 

```
$ ssh user2@system1
```

**Note:** If you receive this message, it can safely be ignored:  
Warning: untrusted X11 forwarding setup failed:  
xauth key data not generated Warning: No xauth  
data; using fake authentication data for X11  
forwarding.

Once this has been done for the relevant operating system account on all nodes - that is, ssh can log in from the primary node to each secondary node without entering a password - so you are ready to run adop on multiple application tier nodes. It must be run on at least the primary (admin) node: from there, it will attempt to contact all the other application tier nodes that are part of the same Oracle E-Business Suite instance, and will run the required steps remotely on those nodes.

**Important:** If you change the password for the relevant operating system account on one or more nodes, you must regenerate the ssh credentials either using the  
\$AD\_TOP/patch/115/bin/txkRunSSHSetup.pl script, or your own native solution if you prefer.

The txkRunSSHSetup.pl script has a -help option that shows relevant usage options.

For example, a basic command to enable ssh would be:

```
$ perl $AD_TOP/patch/115/bin/txkRunSSHSetup.pl enablessh -
contextfile=<CONTEXT_FILE> -hosts=h1,h2,h3$
```

To verify ssh operation:

```
$ perl $AD_TOP/patch/115/bin/txkRunSSHSetup.pl verifyssh -
contextfile=<CONTEXT_FILE> -hosts=h1,h2,h3 \
-invalidnodefile=<filename to report ssh verification failures>
```

To disable ssh:

```
$ perl $AD_TOP/patch/115/bin/txkRunSSHSetup.pl disablessh \
-contextfile=<CONTEXT_FILE> -hosts=h1,h2,h3 \
-invalidnodefile=<filename to report ssh verification failures>
```

### Create Customized Instructions for Patch Application Assistant:

For patches that have manual steps, the patch readme file may instruct you to use *Oracle Patch Application Assistant* (PAA) to create customized instructions for your system. PAA consolidates and displays only the relevant manual steps for all the patches you want to apply, including steps that you have completed. It also automatically merges the contents of individual patch readme files for a merged patch.

**Requirement:** How do I know which manual steps associated with a patch apply to my system?

Sorting through the manual steps in a patch readme file to determine which ones apply to your system can be time-consuming. The Patch Application Assistant allows you to create a customized set of steps to that apply to your unique instance. Using the information on this list reduces the possibility of performing steps that are not necessary or that have been completed previously during the application of another patch.

When you download and unzip a patch, it delivers a static README.html file that advises you if the patch requires manual steps. If manual steps are required, you can generate a list of the steps by running a Perl script (admsi.pl) to initiate PAA. Once you have generated the list, use the PAA interface to see a full list of steps, or only those steps that apply to your system.

After successfully performing each manual step, you can record that it was *completed*. When applying patches in the future, this information is displayed in the PAA interface so that you can see which manual steps you have already performed.

### To run PAA

1. Download the patch that you want to apply and set (source) your environment. On UNIX systems, you must also set the environment variable DISPLAY to an active and authorized display.

For instructions on setting your environment, see: Running AD Utilities, page 7-51 in this book.

2. Run the admsi.pl script to generate customized installation instructions.

```
$ admsi.pl
```

The Oracle Patch Application Assistant welcome page appears:

You can select:

- View instance-specific instructions for a new patch.
  - View generic instructions as shipped by Oracle for a new patch - to view all the generic manual steps for a particular patch, including the completed steps.
  - Look at all incomplete tasks from previous patches - to view all the manual steps that have not been completed from previous patches.
3. Select View instance-specific instructions for a new patch. Enter the APPS password, and select the location where the patch is staged. Click Next.

The Summary of Installation Instructions page appears:

This page summarizes all the manual steps for the patch, grouped into the following categories: Preparation Tasks, Pre-Install Tasks, Apply the Patch, Post-Install Tasks, Finishing Tasks, and Additional Information. This page displays only

those categories in which there are manual steps.

4. Click the plus-sign icon in each category for more detailed information. For example, if you click the plus sign icon next to Best Practices, the Preparation Tasks screen appears with the tasks suggested for preparing your system for patching.
5. After you have completed all the manual steps in a category, check the Completed box to record the completion status in the database, then click Next. If a patch that you apply in the future contains any of the same manual steps, it will be marked as *completed* to inform you that you do not have to perform that task again.

After you have completed all manual steps in all categories, the system returns you to the Summary of Installation Instructions page.

Note the column of Completed boxes that corresponds to each task in a category. Check marks appear in the boxes for which you have completed manual steps.

6. Click Save to record tasks completed in the database. Click Cancel to exit PAA.

## The Online Patching Cycle

This section describes the online patching cycle from beginning to end, illustrating the actions taken in the different phases and putting into context the more detailed description of online patching in the following sections. It is designed to be read in conjunction with the important background material provided in the "Patching and Management Tools" chapter of *Oracle E-Business Suite Concepts*.

The online patching cycle consists of a number of high level phases:

1. prepare
2. apply
3. finalize
4. cutover
5. cleanup

A high level overview of an online patching cycle would, programmatically, look like this:

```

# Prepare for patching:
$ adop phase=prepare

# Apply patches:
$ adop phase=apply patches=<patch number>

# Apply any customizations to patch edition (optional):
$ . <EBS_ROOT>/EBSapps.env patch
$ sqlplus apps/apps @my_custom_script_01
$ sqlplus apps/apps @my_custom_script_02
...

# Finalize patch application:
$ adop phase=finalize

# Perform cutover:
$ adop phase=cutover
$ . <EBS_ROOT>/EBSapps.env run

# Perform user acceptance testing via application UI

# Perform cleanup:
$ adop phase=cleanup

```

### Important Additional Points

- After an online patching cycle is started, you should not perform any configuration changes in the run edition file system. Any that are made will not be propagated, and will therefore be lost after cutover is complete.
- The prepare, apply, and fs\_clone phases all require at least 10GB of free disk space. All other phases require 1GB of free space. A warning message will be displayed if less than the needed amount is available.
- The directories where you extracted the patches applied in a given patching cycle must be retained, in the same location and with the same contents, until the next prepare phase completes. This is also a requirement for patches applied in hotpatch or downtime mode.
- Any customizations must be applied to the patch edition during the apply phase, normally after any Oracle E-Business Suite patches have been applied.

### Special Phases

Two additional phases are provided for specialized use. Neither can be run in conjunction with any other phase. Further details of these phases are described in later sections.

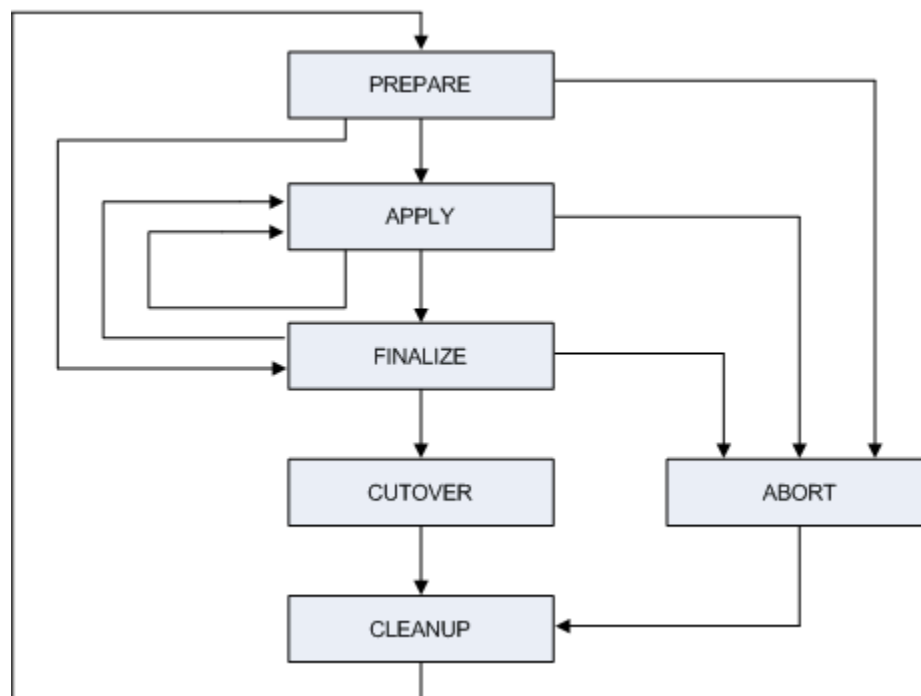
- The *abort* phase is used to terminate a patching cycle before it is complete, and roll back any changes that have been made. It can also be run in conjunction with a full cleanup operation.
- The *fs\_clone* phase is a command (not related to `adcfgclone.pl`) that is used to synchronize the patch file system with the run file system. Normally, the *fs\_clone* phase should only be run when mentioned as part of a specific documented



procedure.

**Important:** You may perform a procedure that as a final step instructs you to run `fs_clone`. You do not have to do this immediately: the key requirement is to run `fs_clone` before you start the next patching cycle. And if you are performing multiple procedures, each of which requires `fs_clone` to be run at the end, you only need to run it once before the start of the next patching cycle.

#### *The Online Patching Cycle*



adop will automatically set its environment as required, but it is the user's responsibility to set the environment correctly for any other commands that may be run. Set the run edition environment whenever executing commands that you intend to affect the run edition.

For example:

```
$ . <EBS_ROOT>/EBSapps.env run
$ adstrtal.sh
```

Set the patch edition environment whenever you intend to execute commands that affect the patch edition.

For example:

```
$ . <EBS_ROOT>/EBSapps.env patch
$ sqlplus apps/apps @my_custom_patch_script.sql
```

The adop tool executes non-interactively, executing the specified phase or phases in order. In a multi-node deployment, adop is only executed by the user on the primary node: internally, adop will use ssh remote execution to run required actions on all secondary nodes automatically. In addition, adop can be used to generate reports about patching operations in the environment.

adop is typically run as follows:

```
$ adop phase=<phase_name>
```

The phase parameter accepts the following phase names. These names can be specified individually, or (except where otherwise noted) with other phase names in a comma-separated list:

- `prepare` - Prepares the environment for patching.
- `apply` - Applies the specified patches to the environment.
- `finalize` - Performs any final steps required to make the system ready for cutover.
- `cutover` - Shuts down application tier services, makes the patch edition the new run edition, and then restarts application tier services. This is the only phase the involves a brief downtime.
- `cleanup` - Removes obsolete code and data from old editions.
- `abort` - Aborts the online patching cycle by dropping the database patch edition. This phase cannot be specified with any other phase.
- `fs_clone` - Recreates the patch edition file system as an exact copy of the run edition file system, preserving the mode, ownership, and timestamps of the files. This phase cannot be specified with any other phase. Use of `fs_clone` is normally not required. Situations that do require `fs_clone` are will explicitly document that requirement. If running this phase, ensure that your current working directory is *not* within the patch edition file system.

### Online Patching Cycle Steps - Prepare Phase:

This section describes the principles of adop operation in the prepare phase, followed by the steps you take to run this phase.

**Note:** The exact actions taken during the prepare phase are context-dependent: for example, the first time it is ever run on a system; when it is run after an apply phase has been aborted; and when it has been run after cutover.

## Principal adop Actions

During the prepare phase, adop performs the following steps.

1. Checks whether to perform a cleanup, which will be needed if the user failed to invoke cleanup after the cutover phase of a previous online patching cycle.
2. Validates system configuration to ensure that the system is ready to start an online patching cycle.
3. Checks to see if the database is prepared for online patching:
  - Checks if the database user is edition-enabled. If not, adop immediately exits with an error.
  - Checks to see if the patch service has been created. adop requires that a special database service exists for the purpose of connecting to the patch edition. This service is created automatically, but its continued existence is validated on each prepare.
  - Checks to see if logon trigger exists and is enabled. If the logon trigger is missing or the patch service has not been created, adop will automatically try to fix the issue so that it can proceed. If it cannot do so, it will exit with an error message.
  - Checks the integrity of the database data dictionary. If any corruption is found, adop will exit with an error. For information on how to resolve data dictionary corruptions, refer to My Oracle Knowledge Document 1531121.1, *Using the Online Patching Readiness Report in Oracle E-Business Suite Release 12.2*.
  - Checks that the E-Business Suite Technology Codelevel Checker (ETCC) has been run, to verify that all required patches have been applied to the database.
4. Checks system configuration on each application tier node. A number of critical settings are validated to ensure that each application tier node is correctly registered, configured, and ready for patching.
5. Checks for the existence of the "Online Patching In Progress" (ADZDPATCH) concurrent program. This program prevents certain predefined concurrent programs from being started, and as such needs to be active while a patching cycle is in progress (that is, while a database patch edition exists).

The flow of control is as follows.

1. If the ADZDPATCH program has not yet been requested to run, a request is submitted.
2. The status of ADZDPATCH is determined. If it is pending, it may be waiting

for an incompatible program to finish. At that point, its status will change to running, and it will allow the prepare phase to proceed. A message to this effect is displayed to the user.

3. The next stage depends on whether the concurrent managers are running:
  1. If the concurrent managers are all down, the prepare phase continues, with ADZDPATCH entering a status of pending (with the highest priority) until the managers are started.
  2. If the concurrent managers are partially up, but there is no manager defined that can run ADZDPATCH, then the prepare phase will exit with an error.
  3. If the concurrent managers are up, and there is one defined that can run ADZDPATCH, processing will loop until ADZDPATCH changes status from pending to running (that is to say, as noted in Step 2, no incompatible programs are found). The prepare phase then continues.

**Note:** ADZDPATCH is cancelled when the cutover phase is complete.

6. Invokes the TXK script  
`$AD_TOP/patch/115/bin/txkADOPPrepPhaseSynchronize.pl` to synchronize the patches which have been applied to the run APPL\_TOP, but not the patch APPL\_TOP. The script depends on the adop repository for patches that have been applied on the run APPL\_TOP but not the patch APPL\_TOP.
7. Checks the database for the existence of a patch edition, and creates one if it does not find one.
8. Calls the `$AD_TOP/patch/115/bin/txkADOPPrepPhaseSanityCheck.pl` script again to confirm that the database connection to the patch edition is working.

If any of these checks fail, adop will exit with an error.

### Optional User Checks

Before you run the prepare phase to start a new patching cycle, you may wish to perform a couple of optional checks.

The first check is to *validate your system* for patching, by running the command:

```
$ adop -validate
```

**Note:** If you run this command while a patching cycle is in progress, will take place for the cutover phase.

If you run this command from the primary node, adop will perform the checks on all the available nodes available in the system. In contrast, if you run it from a secondary node, it will run only on that node.

The second check is to confirm there is *adequate free space* on your system to support a patching cycle:

- SYSTEM tablespace - minimum of 25 GB free
- APPS\_TS\_SEED tablespace - minimum of 5 GB free

You can do this by running the `$AD_TOP/sql/ADZDSHOWTS.sql` script:

**Note:** For instructions on how to increase the size of a tablespace, refer to the "Altering and Maintaining Tablespaces" section in the "Managing Tablespaces" chapter of the *Oracle Database Administrator's Guide*.

### Required User Actions

You perform the following steps in the prepare phase.

1. Set the environment by executing (sourcing) the run file system environment file:

```
$ source <EBS install base>/EBSapps.env run
```

For more information, see Setting the Environment in Running AD Utilities, page 7-51

You can confirm that the environment is properly set by examining the relevant environment variables:

```
$ echo $FILE_EDITION
run
$ echo $TWO_TASK
dbSID
```

If you had sourced the *incorrect* environment file (i.e. from the patch file system), the environment variables would show as:

```
$ echo $FILE_EDITION
patch
$ echo $TWO_TASK
dbSID_patch
```

2. Download patches to be applied and place them in the `$PATCH_TOP` directory of your system. This directory is pre-created by the install in the non-editioned file system (`fs_ne`) and should not be changed.

**Important:** On a multi-node system with non-shared file systems, you must copy the patch files to each separate `$PATCH_TOP` directory, so that the patch files are available from the same location on all nodes.

3. Unzip the patch:

```
$ unzip p999999999.zip
```

4. Prepare the system for patching by running the following command to start a new patching cycle:

```
$ adop phase=prepare
```

### File System Synchronization Options

Sometimes, the patch file system application tier needs to be synchronized with the run file system application tier. There are three supported methods for doing this, the choice of which will depend on the circumstances and specific requirements. Each will be discussed in turn, with the first being the default and the third the most sophisticated.

1. **Default File Synchronization Method** - Identify patches that were applied to the run file system APPL\_TOP and then apply them to the patch file system APPL\_TOP.

The following steps are performed automatically:

1. The patches that need to be applied to the patch APPL\_TOP are identified and merged.
2. The merged patches are applied by the adop utility.

The adop utility identifies the patches to be applied, and applies them silently to the current patch APPL\_TOP. As this procedure only requires the application of previously unapplied patches, it needs less time and disk space than fs\_clone Synchronization (the second method described below).

In some circumstances, this default synchronization method may encounter issues when applying a series of patches to the patch edition. For example, if the previous patching cycle included patches that failed to apply correctly, and was followed by application of subsequent patches that corrected the issue.

The `skipsyncerror` parameter enables you to specify that you expect any synchronization errors in the prepare phase to be fixed automatically in the synchronization that takes place with subsequent patches. If the value of this parameter is specified as `yes`, the first patch to be synchronized will be done with the `autoskip` flag set.

**Note:** You must check the log files and confirm that synchronization with subsequent patches resolved the issue.

An example of using `skipsyncerror` is as follows.

1. You run `adop phase=prepare`.

2. The prepare phase fails with an error when trying to synchronize the run and patch file systems. That is, the attempt to synchronize a patch fails, but it is known that a subsequent patch will correct the problem.
3. You examine the log files and conclude that the errors will be fixed automatically in the synchronization that takes place with application of subsequent patches.
4. You run the command `adop phase=prepare skipsyncerror=yes` to restart the prepare phase. This time, application of the patch that failed in the previous prepare will be retried with the `autoskip` flag set.

Alternatively, if you are not confident that the error will be fixed (for example, you cannot identify the cause from examination of the log files), you should run the following commands in the order shown.

1. `adop phase=abort`
2. `adop phase=cleanup cleanup_mode=full`
3. `adop phase=fs_clone force=yes`

2. **fs\_clone File Synchronization Method** - Create a new patch file system by cloning the run file system using a special adop phase, `fs_clone`.

This method is useful if the APPL\_TOPs have become very unsynchronized (meaning that there would be a large number of delta patches to apply). It is a resource-intensive process, taking a backup of the entire current patch APPL\_TOP and then cloning the run APPL\_TOP to create a new patch APPL\_TOP. As this method requires more time and disk space, it should only be used when the state of the patch file system is unknown.

The `fs_clone` command is run as a special adop phase that must be invoked from the *run* file system, using the command:

```
$ adop phase=fs_clone
```

**Note:** You cannot specify `fs_clone` in conjunction with any other adop phase.

From Release 12.2.10, file system synchronization is implemented via a new defaults file, `$APPL_TOP_NE/ad/admin/adopdefaults.txt`. This file holds two new parameters. The one that applies to the `fs_clone` phase is called `fs_clone_sync_mode`. It can have a value of either `cp` or `delta`. The default is `cp`. Specifying `cp` creates the complete patch file system from the run file system. Specifying `delta` uses the file system synchronization command specified in the `$APPL_TOP_NE/ad/admin/delta_sync_drv.txt` file. This parameter is also applicable to the prepare phase.

This parameter is also available for use from the adop command line, and regular customer input files.

**Note:** The patch file system requires at least 25 GB of free disk space to be available for adop operations, including fs\_clone. If there is insufficient free space, the adop operation will fail.

If desired, you can change the temporary file system location used by fs\_clone, by setting the T2P\_JAVA\_OPTIONS environment variable to point to a temporary location of your choice:

```
$ T2P_JAVA_OPTIONS="-Djava.io.tmpdir=/home/t2p/temp"
$ export T2P_JAVA_OPTIONS
```

**Note:** You cannot change the fs\_clone temporary location by changing the value of the \$TMP environment variable.

If an fs\_clone operation fails, you can rerun it with the option `force=yes` to restart it from the beginning (with the same session ID), or `force=no` to restart it from the point where it failed.

**Note:** Windows users should refer to their platform-specific release notes for restrictions that may apply when running fs\_clone.

3. **Configurable File Synchronization Method** - This fast synchronization method uses your choice of third-party utility (we recommend `rsync` for UNIX platforms) to synchronize the file systems by copying files as applicable from the source directory to the destination directory. Optionally, you can ignore selected files and directories by specifying them in an exclusion file, `$APPL_TOP_NE/ad/admin/delta_sync_exclude_list.txt`. Configurable file synchronization uses a new adop parameter, `prepare_sync_mode`, which can have a value of `delta` or `patch`. Choosing `delta` uses the file system synchronization command specified in the `$APPL_TOP_NE/ad/admin/delta_sync_drv.txt` file. Choosing `patch` reapplies all the patches that were applied to the run file system. The default is `patch`.

To use this method, specify the parameter/value pair `prepare_sync_mode=<value>` on the adop command line. For example:

```
$ adop phase=prepare prepare_sync_mode=delta
```

The `delta_sync_drv.txt` file includes examples for setting up synchronization using `rsync` on UNIX and RoboCopy on Windows.

### Synchronizing Customizations



The default method of file system synchronization handles Oracle-supplied patches but will not synchronize any customizations that have been manually applied.

**Additional Information:** The synchronization modes and their associated actions are as follows:

- Patch synchronization - apply missing patches
- Delta (file) synchronization - copy file changes
- fs\_clone synchronization - clone entire file system

Examples of patching actions that are not synchronized by default include:

- Compiling user-defined JSPs
- Copying some third-party libraries
- Copying and compiling user-defined concurrent programs
- Copying and generating user-defined forms

To include custom patching actions in the default file system synchronization, you must include the required commands in the Custom Synchronization Driver, `$APPL_TOP_NE/ad/custom/adop_sync.drv`. You will add your customizations to the following section of the file:

```
#Begin Customization
...
#End Customization
```

All the actions defined in this file will be performed by adop automatically during the prepare phase. Be aware that there are two categories of custom command in `adop_sync.drv`: those that are run one time only, and those that are run at each file system synchronization (during the adop prepare phase).

The `adop_sync.drv` file is not currently reset to its template file at any point. Consequently, after cutover (and before the next prepare phase), you should review the contents of `adop_sync.drv` and ensure the requirements for your custom commands continue to be met.

**Note:** This is only an outline of the steps you need to take to preserve customizations. For full details, refer to *Oracle E-Business Suite Developer's Guide*

### Prepare Phase in Multi-Node Environments

In a multi-node environment, one application tier node will be designated as the *primary node*. This is the node where the Admin Server is located, and will usually

also be the node that runs Oracle HTTP Server. All other application tier nodes are designated as *secondary nodes*.

In a multi-node environment, you must enable ssh from the primary node to all secondary nodes to permit adop remote invocation. For ssh setup steps, refer to Set Up Secure Shell on Application Tier Nodes, page 3-6. In a multi-node environment, adop commands are always run from the primary node only. adop executes required patching actions on the secondary nodes automatically via remote invocation.

If a node unexpectedly becomes inaccessible via ssh, it will be *abandoned* by adop, and the appropriate further actions taken. Consider a scenario where the adop phase=prepare command is run in a system with ten application tier nodes. The command is successful on nine nodes, but fails on the tenth. In such a case, adop will identify the services enabled on nodes 1-9. If they are sufficient for Oracle E-Business Suite to continue to run normally, adop will mark node 10 as abandoned and then proceed with its patching actions. If they are *not* sufficient, adop will proceed no further.

### Online Patching Cycle Steps - Apply Phase:

This section describes the principles of adop operation in the apply phase, followed by the steps you take to run this phase.

#### Principles

In the apply phase, adop applies the specified patches to the system. In an online patching cycle, patches are applied to the patch edition of the database and file system.

#### Steps

In this phase, you will apply the patches that you designated for inclusion in this patching cycle. You can apply as many patches as you want per patching cycle. By default, a list of patches is applied one at a time, in the specified order. If you specify the merge option "merge=yes", the listed patches will automatically be merged and the resulting merged patch will be applied.

The following example will illustrate the options.

```
$ adop phase=apply input_file=<inputfile.txt>
```

This uses the input\_file that was mentioned earlier in this section.

An example input\_file might look like this:

```
workers=<number of workers>
patches=<patch number 1>:<driver file 1>.drv, <patch number 2>:<driver
file 2>.drv ...
```

Reports under the \$APPL\_TOP/admin/<SID>/out directory can help you identify and diagnose problems that may occur in the online patching cycle. These reports list the proposed changes to database objects, both new and modified.

The key files to examine are:

- \$APPL\_TOP/admin/<SID>/out/adzdcmped.out
- \$APPL\_TOP/admin/<SID>/log/u<patch\_number>.log

**Note:** For merged patches, the log file name will be derived from the timestamp when merging was performed.

### Using the analytics parameter in apply

If you want to use the `analytics` parameter (see `adop Parameters`, page 2-2) with the `apply` phase, enter the command:

```
$ adop phase=apply analytics=yes
```

Specifying this option will cause `adop` to run the following scripts and generate the associated output files (reports):

- `ADZDCMPED.sql` - This script is used to display the differences between the run and patch editions, including new and changed objects. The output file location is: `/u01/R122_EBS/fs_ne/EBSapps/log/adop/<adop_sessionID>/<apply_directory>/<context_name>/adzdcmped.out.`
- `ADZDSHOWED.sql` - This script is used to display the editions in the system. The output file location is: `/u01/R122_EBS/fs_ne/EBSapps/log/adop/<adop_sessionID>/<apply_directory>/<context_name>adzdshowed.out.`
- `ADZDSHOWOBS.sql` - This script is used to display the summary of editioned objects per edition. The output file location is: `/u01/R122_EBS/fs_ne/EBSapps/log/adop/<adop_sessionID>/<apply_directory>/<context_name>adzdshowobjs.out`
- `ADZDSHOWSM.sql` - This script is used to display the status report for the seed data manager. The output file location is: `/u01/R122_EBS/fs_ne/EBSapps/log/adop/<adop_sessionID>/<apply_directory>/<context_name>adzdshowsm.out`

**Note:** The `analytics` parameter should only be used when required, because of the extra processing needed.

### Online Patching Cycle Steps - Finalize Phase:

The `finalize` phase is used to perform any remaining processing that is needed to ensure the system is ready for the fastest possible cutover.

The key actions of the `finalize` phase are:

1. Pre-compute DDL that needs to be run at cutover.

2. Compile all invalid objects.
3. Validate that the system is ready for cutover.
4. If `finalize_mode=full`, compute statistics for key data dictionary tables for improved performance.

Run the finalize phase as follows:

```
$ adop phase=finalize
```

### Online Patching Cycle Steps - Cutover Phase:

This section describes the principles of adop operation in the cutover phase, followed by the manual steps you can optionally execute to run this phase.

**Important:** No users should remain on the system during cutover, as there will be a short downtime period while the application tier services are restarted. Also, any third-party processes connected to the old run edition of the database should be shut down, or they will be terminated automatically. If desired, you can defer running cutover until a time which will cause minimal disruption to users.

### Principles

The key actions performed in the cutover phase are:

1. *Shut down internal concurrent manager:* The adop utility signals the internal concurrent manager to shut down, but will wait for any existing concurrent requests to finish before it proceeds with cutover actions. The system is still available to users during this waiting period.

If you do not wish to wait indefinitely for concurrent requests to finish, specify the option `cm_wait=<maximum_minutes_to_wait>` with a number of minutes that reflects your operational needs.

When deciding whether to use this option, Oracle recommends:

- On *production systems*, do not specify `cm_wait`, but monitor progress of concurrent tasks and take manual action on them if needed.
  - On *non-production systems*, specify `cm_wait` to limit the waiting time before cutover proceeds.
2. *Shut down application tier services:* All application tier services are brought down. During this period, the system is unavailable to users.
  3. *Cutover database:* Promote patch database edition to become the new run database edition, using `adzdpmgr.pl` script.

4. *Cutover file system:* Promote patch file system to become the new run file system, switching the \$FILE\_EDITION values in the patch and run environments. The current patch APPL\_TOP becomes the new run APPL\_TOP, and the current run APPL\_TOP becomes the new patch APPL\_TOP.
5. *Terminate old database sessions:* Terminate any database connections to the old run edition of the database.
6. *Start application tier services:* Application tier services are restarted, on the new run edition. The system is now available again to users.

**Note:** The adop utility invokes the TXK script `txkADOPCutOverPhaseCtrlScript.pl` to perform tasks 1, 2, 3, 5, and 6. Task 4 is performed by AutoConfig.

1. Before running the cutover command, ensure you are ready to commit to application of the selected patches. Once cutover is complete, it is not possible to revert to the previous edition.

**Note:** Cutover will take longer if it has to wait for long-running concurrent processes to complete. In such a case, you can expect to see an informational message of the form:

```
[STATEMENT] [END 2013/10/28 23:47:16] Waiting for ICM  
to go down
```

If you do not want to wait for in-progress concurrent requests to finish normally, you can terminate the internal concurrent manager by executing the `adcmctl.sh abort` command from a different shell.

2. In most cases (but see below for the important exception of analytics), you then proceed to execute cutover with the command:

```
$ adop phase=cutover
```

This will promote the patch edition to be the new run edition, as well as switching the patch and run labels on the file systems (and thereby, as noted above, changing the patch file system to be the new run file system and the run file system to be the new patch file system).

**Important:** In the event of problems with the cutover phase, refer to My Oracle Support Knowledge Document 1584097.1, *Oracle E-Business Suite Release 12.2: Backup and Recovery Guidelines For Online Patching Cutover*.

## Deferring Application Tier Restart at Cutover

In some cases, you may need to perform additional manual steps after cutover but before restarting the application tier services. If this is the case, you can supply an additional parameter to the cutover command that causes the application services to remain shut down:

```
$ adop phase=cutover mtrestart=no
```

With this parameter, cutover will complete without restarting the application tier services. You can perform any additional steps that require the services to be shut down, and then start the application tier services manually using the `adstrtal.sh` script.

You must then also run the steps in the following section, Patching the Database Tier:

### **Patching the Database Tier**

These steps are performed post-cutover.

1. On the application tier, as the `applmgr` user:

1. Change directory to the run file system `$APPL_TOP` and source your environment file.
2. Run the following command:

```
$ perl <AD_TOP>/bin/admkappsutil.pl
```

This will create the `appsutil.zip` file in `<INST_TOP>/admin/out`.

2. On the database tier, as the `oracle` user:

Copy or ftp the `appsutil.zip` file to the `RDBMS_ORACLE_HOME`, then run the following commands:

```
$ cd <RDBMS_ORACLE_HOME>
$ unzip -o appsutil.zip
```

3. Run AutoConfig on the database tier.
4. Run AutoConfig on the run file system of each application tier node.
5. Start the application tier services.

### **JAR Files and Cutover**

In an online patching cycle, the requisite JAR files are initially stored in the `$APPL_TOP/admin/<SID>/out` directory, and then uploaded into the database during the cutover phase. Therefore, the `out` directory must not be deleted at least until cutover is complete.

### **Online Patching Cycle Steps - Cleanup Phase:**

This section describes the principles of `adop` operation in the cleanup phase, followed

by the steps performed in this phase.

**Important:** If you do not run the cleanup phase explicitly, it will be run automatically on the next prepare cycle, but this will cause a delay when starting your next online patching cycle.

**Additional Information:** With Oracle Database 19c Release Update 19.18 or later, cleanup of unused editioned objects in old database editions is handled by a background cleanup process in the database itself. A requested cleanup in adop will signal to the database that an old database edition is no longer in use, and over time the database will clean up unused objects in old editions using a background job. This will allow adop cleanup to complete much more quickly.

## Principles

Various actions are performed during cleanup, including dropping (removing) obsolete objects such as:

- Crossedition triggers
- Seed data
- Editioned code objects (covered objects)
- Indexes
- Columns
- Editions

## Steps

1. Cleanup is performed with the command:

```
$ adop phase=cleanup
```

The adop parameter `cleanup_mode` provides control of cleanup processing:

- `cleanup_mode=quick` - Performs minimum cleanup, including removal of obsolete crossedition triggers and seed data.
- `cleanup_mode=standard` - Does the same as quick mode, and also drops (removes) obsolete editioned code objects (covered objects). This is the default mode, so does not need to be specified.
- `cleanup_mode=full` - Performs maximum cleanup, which drops all obsolete code and data from earlier editions.

## Choosing the Cleanup Mode

Generally, you can use standard mode (the default). You might want to use the other modes in the following circumstances:

- Use quick cleanup when you need to start the next patching cycle as soon as possible. For example, if you want to start a new patching cycle right away, but have not yet run cleanup from the previous patching cycle, you can use quick cleanup mode to complete the essential cleanup tasks as fast as possible.
- Use full cleanup when you want to recover the maximum amount of space in the database. If you have run a large number of patching cycles, or applied a very large patch such as a rollup, significant space may be consumed by obsolete table columns and recovered by running a full cleanup. A full cleanup should only be performed when there is no immediate need to start a new patching cycle.

**Note:** Prior to AD-TXK Delta 8, if a table is patched and the definition of an existing column changed, the original column is marked as unused on a subsequent full cleanup. From AD-TXK Delta 8, a lower-versioned column is not marked as unused. If an abort is carried out, a higher-versioned column is marked as unused, as such a newly-added column is not in use.

## Terminating Sessions Connected to Old Editions

During a full cleanup operation, the adop utility can only drop old editions if those editions are not in use. An SQL script, ADZDKILLOLDSESSIONS.sql, provides a solution to let you terminate sessions that are connected to old editions. If you receive an error notification indicating that an edition could not be dropped because it is in use, you can run this script to terminate any sessions using the edition, and then proceed with the cleanup operation.

## Using the analytics Parameter in Cleanup

If you want to use the `analytics` parameter (see adop Parameters, page 2-2) with the cleanup phase, enter the command:

```
$ adop phase=cleanup analytics=yes
```

Specifying this option will cause adop to run the following script and generate the associated output file (report):

- ADZDCLEANUPRP.sql - This script is used to display the display the cleanup status. The output file location is:  
`$NE_BASE/EBSapps/log/adop/<adop_sessionID>/<cleanup_directory>/<context_name>/adzdcleanuprp.out.`

**Note:** The `analytics` parameter should only be used when required,



because of the extra processing needed.

### **Online Patching Cycle Steps - Abort Phase:**

If for some reason either the prepare or apply phase failed or gave problems, you can abort the patching cycle at either of these points by running a special phase with the command:

```
$ adop phase=abort
```

In the abort phase, adop does the following:

1. Confirms that there is an in-progress online patching cycle, so the abort call is therefore valid.
2. Checks for the existence of a patch edition and drops one if it exists.
3. Cancels the ADZDPATCH concurrent program, if it is running.
4. Deletes the rows inserted for the pending session ID from the ad\_adop\_sessions and ad\_adop\_session\_patches tables.

Be aware of the following important points:

- After running abort, a full cleanup must be performed. The cleanup command is: `adop phase=cleanup cleanup_mode=full`). This will remove any columns that were added by the patch but are no longer needed because of the abort. If they are not removed, they may cause problems in a later patching cycle.
- Alternatively, you can run a combined command to abort the patching cycle and perform a full cleanup:  

```
$ adop phase=abort,cleanup cleanup_mode=full
```
- If any attempt was made to apply patches to the patch edition, after abort you must run the fs\_clone phase (`adop phase=fs_clone`) to recreate the patch file system.

## **What's Next**

This section covers a variety of tasks that may apply either to individual online patching operations, or to your system setup as a whole. Diagnostic, troubleshooting, and reporting features are also described.

### **Manual Post-Patch Installation Tasks**

Traditionally, some patches have associated post-patch installation tasks, including recompilation of invalid packages, regenerating JAR files, and running AutoConfig. In an online patching environment such as Release 12.2 such tasks will normally be performed automatically in the apply phase.

If a post-installation patch step mentions any tasks that need to be performed explicitly, where they are run from depends on the type of patching:

- In a *normal online patching cycle*, the steps should be executed from the *patch* file system after the apply phase.
- If the patch is being applied in *hotpatch mode* or *downtime mode*, the steps should be executed from the *run* file system after the apply phase.

### Dropping Old Editions With the `actualize_all` Phase

As each online patching cycle is completed, the database will accumulate an additional old database edition. If the number of these grows too large, system performance will start to be affected. When the number of old database editions reaches 25 or more, you should consider dropping all old database editions by running the `adop actualize_all` phase and then performing a full cleanup.

**Important:** This procedure will take a large amount of time (significantly longer than a normal patching cycle), and should only be performed when there is no immediate need to start a new patching cycle.

Before starting, you should ensure that the system has the recommended database patches and latest AD-TXK code level installed.

To proceed, run the following commands in the order shown:

```
$ adop phase=prepare
$ adop phase=actualize_all
$ adop phase=finalize finalize_mode=full
$ adop phase=cutover
$ adop phase=cleanup cleanup_mode=full
```

You have now completed removal of the old database editions.

With Oracle Database 19c Release Update 19.18 or later, cleanup of unused editioned objects in old database editions is handled by a background cleanup process in the database itself. A requested cleanup in `adop` will signal to the database that an old database edition is no longer in use, and over time the database will clean up unused objects in old editions using a background job. This will allow `adop` cleanup to complete much more quickly.

### Context Variable Requirements Across Nodes and File Systems

The following context variables must have same value across all nodes, and also across the run and patch file systems:

- `s_dbport`
- `s_java_object_cache_port`
- `s_cmanport`

- s\_apps\_jdbc\_connect\_descriptor

The following context variables must have same value across the run and patch file systems of a given node:

- s\_http\_listen\_parameter
- s\_https\_listen\_parameter
- s\_rpcport
- s\_webssl\_port
- s\_webport
- s\_active\_webport
- s\_fnd\_cache\_port\_range
- s\_external\_url
- s\_login\_page
- s\_endUserMonitoringURL
- s\_dbport
- s\_java\_object\_cache\_port
- s\_cmanport
- s\_apps\_jdbc\_connect\_descriptor

**Note:** Following the application of one-off Patch 18942757:R12.TXK.C, the following MWA-related ports will have the same values on the run and patch file systems:

- s\_mwaPortNo
- s\_mwaTelnetPortNo
- s\_mwaDispatcherPort

### Configuration Management and Patching

The following guidelines apply to making configuration changes to Oracle E-Business Suite in the context of online patching. They particularly apply to the technology stack and application components that reside in the file system.

**Note:** For specific instructions on how to patch technology stack components, refer to My Oracle Support Knowledge Document 1355068.1, *Oracle E-Business Suite 12.2 Patching Technology Components Guide*.

The two basic scenarios are *online* and *offline* configuration changes. Each will be considered in turn.

*Online configuration changes* are performed within the context of an online patching cycle. This is the recommended strategy.

First, you prepare your system by running the `adop phase=prepare` command. You then make the desired configuration changes to the patch file system. They may include:

- Oracle WebLogic Server configuration changes
- HTTP Server configuration changes
- File system changes performed by the AD utilities

After making the configuration changes, you must run the command `adop phase=cutover` to promote them.

You must also run the command `adop phase=fs_clone` to propagate the configuration changes to the secondary file system.

*Offline configuration changes* are applied directly to the run file system, outside an online patching cycle. You can use the `adop -status` command to verify that no patching cycle is currently active. After making the desired configuration changes, you must explicitly run the `adop phase=fs_clone` command to propagate the changes to the patch file system.

**Important:** This offline scenario will require a period of downtime for users.

### Support for Single File System Development Environments

A normal Release 12.2 online patching environment requires two application tier file systems, one for the run edition and another for the patch edition. This dual file system architecture is fundamental to patching of Oracle E-Business Suite Release 12.2, and is necessary both for production environments and test environments that are intended to be representative of production. This feature makes it possible to create a development environment with a single file system, where custom code can be built and tested. The code should then always be tested in a standard dual file system test environment before being applied to production.

You can set up a single file system development environment by installing Oracle E-Business Suite Release 12.2 in the normal way, and then deleting the `$PATCH_BASE`

directory with the command:

```
$ rm -rf $PATCH_BASE
```

A limited set of adop phases and modes are available to support patching of a single file system development environment. These are:

- apply phase in downtime mode
- cleanup phase

Specification of any other phase or mode will cause adop to exit with an error.

The following important restrictions apply to using a single file system environment:

- You can only use a single file system environment for development purposes.
- A single file system environment must have a single-node application tier: multi-node application tiers are not supported.
- A single file system environment can only be created by conversion from an existing dual file system environment: you cannot directly create a single file system environment via Rapid Install or cloning.
- You cannot use online patching in a single file system environment.
- You cannot convert a single file system environment back to using a dual file system.
- You cannot clone from a single file system environment.

### **Restrictions on Applying Patches in hotpatch Mode**

Applying patches in hotpatch mode is only supported for use with patches that have been designed and tested to be applied in this way. This is because hotpatch mode applies changes to the run edition while this edition is in active use, which may result in one or more of the following issues for patches not designed to be applied as hotpatches:

- Runtime transactions may fail due to invalid objects.
- Runtime transactions may fail due to loss of PL/SQL package state.
- Application code and database objects may be temporarily inconsistent.
- Seed data may change, and may be temporarily inconsistent.
- Tables that are patched will be temporarily inconsistent.
- Code and data cached in application tier server memory may be inconsistent with changes made by the hotpatch.

- Runtime processing may hold long-term locks on code or data, leading to execution failures in the hotpatch.

Also, when you use hotpatch mode to apply a patch that contains a downloadable resource (such as a Forms-related client JAR file), that resource will only become available after you restart the Oracle WebLogic Server Managed Servers. Until you perform the restart, you may receive an error on the client or server about the integrity of the resource file.

Therefore, you should not attempt to apply a patch in hotpatch mode unless explicitly directed to do so by the patch readme.

### **Emergency Application of Patches**

In an emergency, you can deploy patches directly to the run file system and run edition, with the following important restrictions being strictly adhered to:

- The patch application should be performed using adop downtime mode.
- No patching cycle can be in progress. Even though adop will prevent you from applying patches in downtime mode while a patching cycle is under way, it is important to keep this in mind for planning purposes.
- To prevent massive invalidation in the database, code objects deployed to the database should not include parent objects that could cause extensive invalidation on dependent objects. If this does happen, a significant amount of time will be required for code recompilation.
- Directories that contain code deployed to the application tier during emergency patch deployment must be registered with the custom synchronization driver, to ensure successful automatic file system synchronization by the adop synchronization process.
- Deployment of grants to base objects results in code actualization and recompilation, and the subsequent risk of code invalidation. For guidance on how to perform such grant operations safely, refer to My Oracle Support Knowledge Document:1987947.1, *Granting Privileges On An Object May Cause Invalidations*.

**Warning:** Most Oracle E-Business suite patches are not tested in downtime or hotpatch mode. It is therefore important that this type of deployment is only used in an emergency, and not incorporated into standard maintenance practices.

### **Considerations When Re-Applying Patches**

As mentioned in the "adop Options, page 2-26" section of Chapter 2, if you try to apply a patch that has already been applied, and you do not specify `options=forceapply`, adop will display an error such as:

```
[WARNING] Skipping the application of patch 14125999_AR since it has
been already applied
[WARNING] Hint: Patches can be applied again by specifying
options=forceapply when invoking adop
```

There are two more scenarios that may occur in this type of situation:

- When a failed patch session is restarted with `abandon=no`, `restart=yes`, the patches applied in current adop session will *not* be applied even if `options=forceapply` is specified. For example, you run the command `adop phase=apply options=forceapply patches=1111,2222`, and application of patch 1111 is successful but patch 2222 fails. After correcting the problem, you try to rerun adop with the command `adop phase=apply options=forceapply patches=1111,2222 abandon=no, restart=yes`. In this example, patch 1111 would be skipped as it had successfully been applied, and application of patch 2222 would resume. If you wanted to apply patch 1111 again, you would need to specify `abandon=yes, restart=no`.
- If you apply multiple patches with `merge=yes`, and you do not specify `options=forceapply`, the patches will be applied *only* if at least one of the patches has not been successfully applied before.

**Note:** This check will be performed for AD and non-AD patches separately, as adop applies these two categories of patch in different sessions.

## Using the Database Recycle Bin With Online Patching

Section 6 of My Oracle Support Knowledge Document 396009.1, *Database Initialization Parameters for Oracle E-Business Suite Release 12*, states:

```
#####
#
# recyclebin parameter
#
# The database recyclebin must be turned off to allow
# the cleanup phase of the online patching cycle to be
# performed without having to connect as SYS.
#
# This feature may still be used at other times.
#
#####

recyclebin=off
```

You can use the database recycling bin by following these steps:

1. Set the 'recyclebin' database initialization parameter to 'on'
2. Run the command `adop phase=prepare`
3. Purge the `dba_recyclebin` table
4. Run the command `adop phase=actualize_all`

5. Run the command `adop phase=finalize,cutover`
6. Run the command `adop phase=cleanup cleanup_mode=full`

For more information about the database recycle bin, refer to the 'Using Flashback Drop and Managing the Recycle Bin' section in *Oracle Database Administrator's Guide 11g Release 2 (11.2)*.

### Requirements When Running Oracle HTTP Server on a Privileged Port

On a UNIX system, the TCP/IP port numbers below 1024 are special in that only processes with root privileges are allowed to listen on those ports. If you have configured Oracle HTTP Server to run on a privileged port, you must perform the following additional steps when running an online patching cycle. These steps are required for both SSL and non-SSL privileged ports.

- Before running the prepare phase or the fs\_clone phase, you must run the following commands as the root user on both the run file system and the patch file system:

```
chown root $FMW_HOME/webtier/ohs/bin/.apachectl
chmod 6750 $FMW_HOME/webtier/ohs/bin/.apachectl
```

- After running the prepare phase or the fs\_clone phase, you must run the following commands as the root user on the patch file system:

```
chown root $FMW_HOME/webtier/ohs/bin/.apachectl
chmod 6750 $FMW_HOME/webtier/ohs/bin/.apachectl
```

For more information, see: Starting Oracle HTTP Server on a Privileged Port, *Oracle Fusion Middleware Administrator's Guide for Oracle HTTP Server* and Running Oracle HTTP Server on a Privileged Port, My Oracle Support Knowledge Document 1905593.1, *Managing Configuration of Oracle HTTP Server and Web Application Services in Oracle E-Business Suite Release 12.2*.

### Integrating Your Custom Tasks Into the Online Patching Cycle

You may have business-specific tasks specific that need to be performed before, during or after a patching cycle. Support for such tasks is currently provided by callout points at the beginning and end of the cutover phase of the online patching cycle. This support will be extended in future releases of Oracle E-Business Suite.

## Monitoring, Reporting and Troubleshooting

This section is in three parts, that describe:

- Reporting and monitoring
- Analyzing log files
- Common issues



## Monitoring and Reporting

You can run the *Online Patching Monitoring* utility (*adopmon*) to provide a continuously refreshed view of key adop actions, in a conceptually similar way to the `tail -f` UNIX command. The *adopmon* utility is useful both in following the overall progress of a patching cycle and identifying the various individual actions that are being taken.

The following example shows how *adopmon* is used, with some sample output from the finalize phase.

```
$ adopmon
```

```
Running script. Press Ctrl-C to quit.
```

```
Enter the APPS password:
```

```
2015/08/04 11:59:02 testsystem      EVENT      Checking for
existing adop sessions.
2015/08/04 11:59:02 testsystem      EVENT      Checking for
pending hotpatch session.
2015/08/04 11:59:02 testsystem      EVENT      Checking for
pending cleanup session.
2015/08/04 11:59:02 testsystem      EVENT      Continuing with
existing session [Session ID: 66].
2015/08/04 11:59:02 testsystem      EVENT      ADOP (C.Delta.7)
2015/08/04 11:59:02 testsystem      EVENT      Session ID: 66
2015/08/04 11:59:02 testsystem      EVENT      Node: testsystem
2015/08/04 11:59:02 testsystem      EVENT      Phase: finalize
2015/08/04 11:59:02 testsystem      EVENT      Log:
/u01/orauser/usertest/fs_ne/EBSapps/log/adop/66/adop_20150804
_115825.log
2015/08/04 11:59:03 testsystem      EVENT      Verifying existence
of context files in database.
2015/08/04 11:59:04 testsystem      EVENT      Verifying data
dictionary.
2015/08/04 11:59:35 testsystem      EVENT      Running finalize
phase database actions.
2015/08/04 11:59:35 testsystem      EVENT      Log: @ADZDSHOWLOG.
sql "2015/08/04 11:59:35"
2015/08/04 11:59:35 testsystem      EVENT      Finalize System
2015/08/04 12:00:01 testsystem      EVENT      Executing FINALIZE
actions
2015/08/04 12:00:01 testsystem      EVENT      Compiling invalid
objects.
2015/08/04 12:00:01 testsystem      EVENT      Compile Edition:
V_20150804_1041
2015/08/04 12:01:55 testsystem      EVENT      Generating log
report.
2015/08/04 12:01:55 testsystem      EVENT      Output:
/u01/orauser/usertest/fs_ne/EBSapps/log/adop/66/finalize_2
0150804_115825/usertest_testsystem/adzdshowlog.out
2015/08/04 12:01:56 testsystem      EVENT      The finalize phase
completed successfully.
```

A related tool, the *Online Patching Diagnostic Reports* utility,

`$AD_TOP/bin/adopreports`, can be used to help diagnose issues or simply gather information about the status of your system.

The *adopreports* utility is invoked by entering the command:

```
$ adopreports <APPS username> <APPS password>
```

This displays the adopreports Main Menu:

```
Online Patching Diagnostic Reports Main Menu
-----
```

1. Run edition reports
2. Patch edition reports
3. Other generic reports
4. Exit

Choosing option 1 from the Main Menu displays the Run Edition Reports Sub Menu:

```
Run Edition Reports Sub Menu
-----
```

1. All
2. Count of uncovered objects per edition
3. List of uncovered objects per edition
4. Cleanup status - summary of covered objects per edition,etc.
5. Show covered objects count per edition.
6. Show list of covered objects per edition.
7. Back to main menu

Choosing option 2 from the Main Menu displays the Patch Edition Reports Sub Menu:

```
Patch Edition Reports Sub Menu
-----
```

1. All
2. Patch status - new/changed objects
3. Objects patch in the current edition
4. Table manager status
5. Back to main menu

Choosing option 3 from the Main Menu displays the Other Generic Reports Sub Menu:

```
Other Generic Reports Sub Menu
-----
```

1. Editions summary
2. Editioned objects summary
3. Free space in important tablespaces
4. Status of critical AD\_ZD objects
5. Actual objects in current edition
6. Objects dependencies
7. Objects dependency tree
8. Editioning views column mappings
9. Index details for a table
10. Inherited objects in the current edition
11. All log messages
12. Materialized view details
13. Database sessions by edition
14. Table details (Synonyms, EV, etc.)
15. Count and status of DDL execution by phase
16. Back to main menu

## Analyzing Log Files

The *Online Patching Log Analyzer Utility* analyzes adop log directories for errors and warnings, and displays messages to help the user quickly identify any problems that may have occurred during an adop run. It thereby offers an alternative to reviewing log files manually.

The Log Analyzer utility can be run without options, to scan all log directories of the

latest adop session for errors:

```
$ adopscanlog
```

The utility can also be run with various options, as shown in the following list.

- To scan log directories relating to the latest run of adop in the latest session:  

```
$ adopscanlog -latest=yes
```
- To scan log directories relating to the latest run of the specified phase, in the latest session:  

```
$ adopscanlog -latest=yes -phase=<phase_name>
```
- To scan all log directories of a given session (represented by a session\_id) for errors:  

```
$ adopscanlog -session_id=<number>
```
- To scan a specific log directory for errors:  

```
$ adopscanlog -scan_dir=<full path of directory to scan>
```
- To see a complete list of supported parameters:  

```
$ adopscanlog -help
```

## Common Issues

This section describes known issues and common problems with online patch application.

- **Tables need Defragmenting**

Sometimes, tables used by online patching will benefit from *defragmenting*.

You can identify tables that need defragmenting by running the following commands and queries:

```
-- Gather table statistics
SQL>exec dbms_stats.gather_table_stats
('APPLSYS','AD_ZD_DDL_HANDLER');
```

```
-- Query 1: Returns apparent table size
SQL>select table_name,round((blocks*8),2)||'kb' "size"
from dba_tables
where table_name = 'AD_ZD_DDL_HANDLER'
and owner = 'APPLSYS';
```

```
-- Query 2: Returns actual table size
SQL>select table_name,round((num_rows*avg_row_len/1024),2)||'kb'
"size"
from dba_tables
where table_name = '<table-name>'
and owner = 'table-owner';
```

If the "size" of the table reported by Query 1 is greater than the "size" reported by Query 2, then the table is fragmented.

To defragment the table, perform the following steps.

1. Run the prepare phase.

2. Run the command:

```
SQL>ADZDTABRDF.sql <owner> <table> [interim table name]
```

**Note:** Supplying the interim table name is only needed if you want to redefine a non-partitioned table to a partitioned table. In such a case, you must create the partitioned table before running this script.

3. Run the cutover phase.

The fragmentation will now have been eliminated.

- **Defaults File Becomes Corrupt**

The system-generated defaults file is located here:

```
$APPL_TOP/admin/<SID>/adalldefaults.txt
```

If this file becomes corrupt, running AutoConfig will automatically instantiate a new copy.

- **Cutover Fails**

If you need general assistance with recovering from a cutover failure, refer to My Oracle Support Knowledge Document 1584097.1, *Oracle E-Business Suite Release 12.2: Backup and Recovery Guidelines For Online Patching Cutover*

If you attempt to resume a failed session after cutover exits with `cutover_status=3`, you may receive an 'Invalid Credentials' error. This will be because the database patch edition has already been promoted to be the new run edition. To resume and complete cutover successfully, run the command:

```
$ adop phase=cutover action=nodb
```

The cutover operation is the most critical phase of an online patching cycle. Although other adop operations can be left to run unattended, you should carefully monitor the progress of cutover, so that you can respond quickly in case of any issues. If cutover fails to complete, check log messages for any problems that may require correction. Then try executing the cutover command again. When cutover is re-executed after a previous failure, adop will restart cutover processing at the failure point for any nodes that did not complete, and the processing may be successful this time.

- **Nodes Are Abandoned**

In a multi-node environment, the user executes adop commands only on the primary node. The primary instance of adop then uses ssh remote invocation to execute patching actions on all secondary nodes. At the end of each primary node

adop command, a summary report is produced showing the status of the command on each secondary node.

For example:

```
Format of Summary Report
-----
Node ebsint1 : COMPLETED
- Prepare status: COMPLETED
Node ebsint2 : COMPLETED
- Prepare status: COMPLETED
```

If a secondary node fails to complete a phase, you should investigate the related log messages. You may be able to retry running the phase by invoking adop again, this time from the primary node. When you retry a partially failed command, adop will determine which secondary nodes have not yet completed the phase, and only retry the command on the failed nodes.

If a secondary node fails and the issue cannot be easily resolved, you may be able to continue adop processing by invoking adop from the primary node in the next phase. When this happens, adop will display a confirmation message.

There are two cases:

**Case 1** - If the prepare phase fails on some secondary nodes, and you try to run the apply or cutover phases, adop will display the following message:

```
Prepare phase failed on node <node_name>. If you choose to proceed
with cutover, node <node_name> will be marked as abandoned. Do you
want adop to continue processing on completed nodes [y/n]?
```

**Case 2** - If application of some patches fails on any secondary node, and you try to run the cutover phase, the following message will be displayed:

```
Applying patch(es): `Failed patch list> on node <node_name> failed.
If you choose to proceed with cutover, node <node_name> will be
marked as abandoned. Do you want adop to continue processing on
completed nodes [y/n]?
```

If you respond 'y' to either of the above prompts, and all the essential services are available on completed nodes, adop will ignore any failed nodes and continue processing with the remaining available nodes. If an essential service is not available on any of the remaining available nodes, adop cannot continue and will display the following error:

```
Unable to continue with other available nodes: <comma-separated list
of available nodes>
```

Once the cutover phase completes on the primary node, adop will mark all failed nodes as 'ABANDONED'. A primary node can never be a abandoned node.

**Warning:** Abandoned nodes must be deleted and recreated before they can be used again. Therefore, do not allow a node to be abandoned unless you are sure this is appropriate.

Abandoned nodes must either be removed from the system, or reclone (copied) from an available node. If you start a new adop session (prepare, apply, fs\_clone)

while abandoned nodes are present in the system, adop will display an error:

Node(s) <abandoned\_node\_list> were abandoned in a previous patching cycle. To recover these node(s), follow the instructions in My Oracle Support Knowledge Document 1677498.1.

For further information, refer to the above-mentioned My Oracle Support Knowledge Document 1677498.1, *How to Restore An Abandoned Node in Oracle E-Business Suite Release 12.2*.

- **Old Data in adop Depository Tables Needs Removing**

Over time, the adop repository tables will accumulate data that may no longer be required. To clear such obsolete data, you can run the following API:

```
SQL>exec ad_zd_fixer.clear_adop_repo_tables;
```

If there is no active patching cycle, and you want to clear all data unconditionally, use this command:

```
SQL>exec ad_zd_fixer.clear_adop_repo_tables(true);
```

**Warning:** Before you run this API, be sure that the repository table data is definitely not needed.

## Patching HRMS Legislative Data

Special instructions apply to installation of the HRMS Legislative Data patch. These include adop options that will:

- Prevent attempts to synchronize the run and patch file systems when applying a patch file (in this case hrglobal.drv) that includes database operations only.
- Ensure that adop will proceed with the relevant patching request, instead of deeming the upgrade to have been installed already.

**Important:** Before applying the HRMS Legislative Data patch, refer to the full instructions provided in My Oracle Support Knowledge Document 1469456.1, *Datainstall and HR Global Application: 12.2 Specifics*.

## Patching NLS Systems

These patching procedures apply regardless of whether you are running American English (US) and one additional language, or American English (US) and several additional languages. If your system uses multiple languages, you can use AD Merge Patch to create merged patches in whichever of the following ways suits you best:

- A single, merged patch that contains all languages (including US English).

- One merged patch for US English and a second merged patch for all other languages.
- A separate merged patch for each language.

Before the introduction of online patching, the choice of which strategy to follow largely depended on the downtime that was acceptable: for example, the first option was straightforward but required the greatest downtime, and the third was the most complex but allowed users of a particular language to resume their work as soon as the relevant patch was applied. The second option often provided the best compromise between easy application and minimum downtime. Now, however, use of online patching means that downtime is greatly reduced as a factor when determining the strategy that most closely suits the organization's needs

When merging multiple language patches, AD Merge Patch converts the character set according to the NLS\_LANG variable in the Oracle E-Business Suite environment file. If you changed your character set since the initial installation, you might need to update the NLS\_LANG variable. If this variable is not set properly, run AutoConfig from Oracle Applications Manager to update the Oracle E-Business Suite context with the correct character set information, then run the appropriate AutoConfig command to recreate the Oracle E-Business Suite environment file. Reset the environment using the new environment file before merging patches.

For more information, see: AD Merge Patch, page 2-34.

### **Applying a Single Patch to an NLS Installation:**

**Requirement:** I need to apply a single patch to an Oracle E-Business Suite NLS installation.

If an Oracle E-Business Suite system contains languages other than American English (US), the recommended method is to apply the US patch first and then apply the translation patch for each installed language. If you have installed more than one additional language, you can merge all the translation patches and apply them as a single, merged NLS patch.

You can also merge US patches with the additional language patches. However, depending on your system topology, it may be necessary to keep the US and non-US patches separate.

#### **To apply a single patch to an NLS installation**

This procedure assumes that you will apply US and language patches separately.

1. Use adop to start a new patching cycle (`adop phase=prepare`).
2. Use adop to apply the patch driver of the US patch.
3. Use adop to apply the patch drivers of each NLS patch. If you have merged the individual NLS patches for a system that runs multiple languages, apply the driver

for the merged NLS patch.

4. Use adop to complete the patching cycle (finalize, cutover, cleanup phases).

### **Applying Multiple Patches to an NLS Installation:**

**Requirement:** I need to apply several patches to an Oracle E-Business Suite NLS installation.

If an Oracle E-Business Suite system contains multiple languages other than American English (US) and you are applying multiple patches for each language, the recommended method is to merge all US patches into a single patch and all patches for every non-US language into a single patch. Then apply the merged US patch, followed by the merged language patch.

You can also merge US patches with the additional language patches or merge each language in separate language-specific patches. Depending on your system topology, it may be necessary to keep the US and non-US patches separate. This procedure assumes that you will apply US and language patches separately.

### **To apply multiple patches to an NLS installation**

This example assumes the system has American English, French, and German installed.

1. Use adop to start a new patching cycle (`adop phase=prepare`).
2. Use AD Merge Patch to merge the US (American English) patches into a single patch.
3. Use AD Merge Patch to merge the French and German patches into a single NLS patch.
4. Use adop to apply all drivers of the merged US patch.
5. Use adop to apply all drivers of the merged NLS patch.
6. Use adop to complete the patching cycle (finalize, cutover, cleanup phases).

## **Keeping Your System Current**

Each time you apply a patch, associated information is stored in the Oracle Applications Manager patch history database. The Patch Wizard and Applied Patches tools provide graphical user interfaces that you can use to query the database for a complete history of patches applied to your system, to search for the patches you have already applied, and to determine existing patches that should be applied to keep your system current. Patch Wizard determines which recommended patches you should apply to your system, and the impact of applying these patches.

Before running Patch Wizard, you must set up My Oracle Support credentials. You



must also set up preferences and filters that govern the way you download patches. To see how to complete these one-time tasks, as well as learn about navigating the Patch Wizard pages and submitting requests, see: Accessing Patch Wizard, page 4-4.

### **Creating a List of Recommended Patches:**

**Requirement:** How do I determine if there are patches that I have not yet applied?

Patch Wizard creates a list of patches by comparing the patches in the patch history database against a list of recommended patches in a Patch Information Bundle file downloaded from My Oracle Support. It then determines which of the recommended patches you should apply to your system and reports the contents of the patch and the files that it will update when applied.

It does not report on all available patches, but only patches at the current codeline, such as high-priority patches, and those that update your system to a new codeline (pre-upgrade patches).

**Note:** The following steps describe how to access Patch Wizard using Oracle Applications Manager. Alternatively, a user can use the out-of-the-box Patch Wizard responsibility. This responsibility has the Patching and Utilities Standalone menu associated with it. A user with this responsibility will not need to navigate through Oracle Applications Manager to use Patch Wizard.

### **To see a list of patches recommended for your system using Oracle Applications Manager**

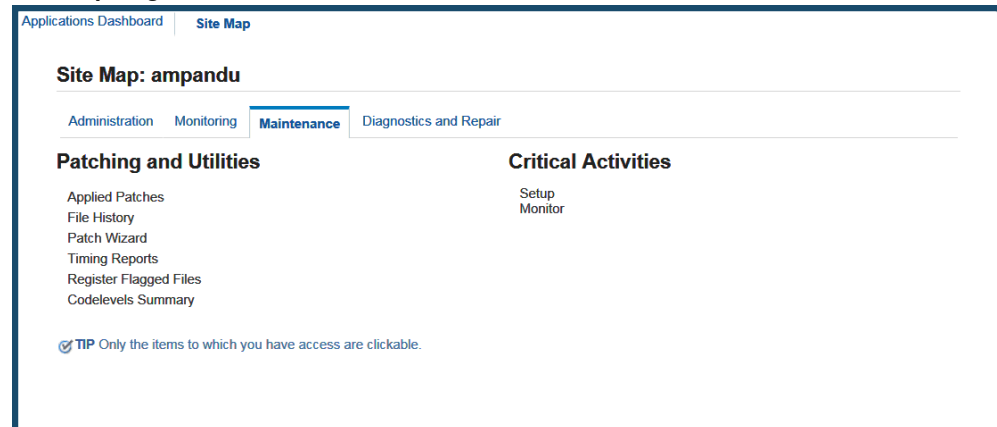
1. Access Oracle Applications Manager.

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM. All procedures in this section begin with the Site Map.

2. Access the Patch Wizard home page.

From the Site Map (Maintenance tab), click Patch Wizard under the Patching and Utilities heading.

## Site Map Page



The Patch Wizard home page appears.

3. Submit a request for recommended patches.

From the Recommend Patches page, select a patch filter. Use the magnifying glass icon to see a list of available patch filters.

## Recommend Patches Page - Top

[Applications Dashboard](#) | [Site Map](#)

[Applications System:ampandu >](#) [Patch Wizard >](#)

### Recommend Patches : ampandu

Last Updated : 03-Sep-2015 14:52:07  
Staging Directory /u01/R122\_EBS/fs\_ne/EBSpaps/patch  
My Oracle Support User ID

#### Options

Patch Wizard automatically downloads patches or the Patch Information Bundle from My Oracle Support before using them for analysis or recommendations.  
If it is unable to download files from My Oracle Support, it will try to use existing files in the staging directory.

Select OK Cancel

☒ Create Recommendation

Using Patch Filter

☐ Analyze Aggregate Patch Impact

The Patch Information Bundle created on 27-Feb-2008 03:00:51 was uploaded on 28-Feb-2008 01:26:05.

☒ Patch recommendations for In Use products only.  
 By selecting this option you will get patch recommendations for the products you have selected in the In Use column on the Codelevels Summary page.

☐ Analyze Specific Patches

Patch

After you have entered the requested information, click **OK**. The results of your request are shown in the Results section of the Patch Wizard main page. You can also schedule the request for a future date.

#### 4. Track the status of your request.

From the main page, you can track the status of your recommended patch request. Click the Job Status icon for the Recommend/Analyze Patches task.

## Job Status Page

[Applications Dashboard](#) | [Site Map](#)

Applications System:ampandu > Patch Wizard >

**Job Status:Recommend/Analyze Patches:ampandu**

Last Updated : 03-Sep-2015 14:53:45

[New Search](#) [Modify Search](#)

Details	Request ID ▲	Program ▲	Phase	Status	Requestor ▲	Requested Start Date ▲	Duration ▲	Wait Time ▲
▲	7572252	PatchWizard - Recommend Patches (Request Set SubmitAdvisorCriteria)	Running	Paused	RDAVID	03-Sep-2015 14:53:26	00:00:02	00:00:03
<div>Short Name <b>FNDRSSUB1243</b> Priority 50</div> <div>Application Name <b>Applications DBA</b> Responsibility <b>System Administration, Vision Services (USA)</b></div> <div>Submission Date <b>03-Sep-2015 14:53:26</b> Language <b>AMERICAN</b></div> <div>Actual Start Date <b>03-Sep-2015 14:53:29</b> Territory <b>AMERICA</b></div> <div>Completion Date <b>03-Sep-2015 14:53:31</b> Numeric Characters <b>-</b></div> <div>Print to Notify <b>Style: Portrait</b></div> <div>Parameters <b>50, 1408</b></div> <div>Repeat Interval <b>Never Repeats</b></div> <div>Completion Text</div>								
<a href="#">Sub Requests</a> <a href="#">Cancel</a> <a href="#">View Diagnostics</a> <a href="#">Manager Log</a> <a href="#">Request Log</a> <a href="#">Detailed Logs</a> <a href="#">Environment</a>								

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[TIP](#) Duration is the total time(HRS:MI:SS) the request has been running or the request ran.

[TIP](#) Wait Time is the time(HRS:MI:SS) the request has waited.

[TIP](#) To display the available actions on a request, please click on show details.

The Job Status page displays summary information. If you click the Show/Hide icon corresponding to your request ID, the page displays more details. For more information about the fields and functions on this page, see: Accessing Patch Wizard, page 4-4.

## Downloading Recommended Patches:

**Requirement:** How do I use Patch Wizard to download patches?

Patch Wizard can download patches based on either the list created by the "recommend patches" request or any list of patches entered in the Download Patches page.

The Download Patches page prompts you for information about the patches to download, then downloads them directly from My Oracle Support. The Merge Options section of this page defines how patches should be merged after they are downloaded.

### To download patches using Patch Wizard

1. Access Oracle Applications Manager.

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM. All procedures in this section begin with the Site Map.

2. Access the Patch Wizard home page.

From the Site Map (Maintenance tab), click Patch Wizard under the Patching and Utilities heading.

### Site Map Page

The Patch Wizard home page appears.

### Patch Wizard Home Page

Task Name	Description	Tasks	Job Status
Patch Wizard Preferences	Set recommendation, download, and stage area preferences		
Define Patch Filters	Create custom patch filters		
Recommend/Analyze Patches	Submit requests for patch advice or analysis		
Download Patches	Submit requests to download patches		
Aggregate Patch Impact	Aggregate Patch Impact		

3. Submit a request to download patches.

Click the Tasks icon for Download Patches. The Download Patches page appears.

## Download Patches Page - Top

[Applications Dashboard](#) | [Site Map](#)

Applications System:ampandu > Patch Wizard >

**Download Patches : ampandu**

Last Updated : 28-Feb-2008 01:43:12

Staging Directory /u01/R122\_EBS/fs\_ne/EBSapps/patch

My Oracle Support User ID

OK Cancel

**Patch Selection**

You must set up your My Oracle Support credentials before downloading patches.

Patch List

Enter Patch numbers, separated by commas (ex: 1234567, 8765432\_R12.AD.C, 8888888.AD.C) Downloaded patches can be found in the Staging Directory

Options

☐ Download only  
(Download the exact list of patches above)

☐ Download and Analyze  
(Download the patches listed above and the prerequisite patches of those that have not been applied)

☒ Download, Analyze and Aggregate Patch Impact  
(Download the patches listed above and the prerequisite patches of those that have not been applied, analyze them, and compute aggregate patch impact)

**Merge Options**

☐ Automatically merge downloaded patches  
(Merge happens only if all patches are downloaded successfully)

On this page, list the patches you want to download in the Patch List field.

Another option is to click the Details icon for a recommended patch request in the Results section of the Patch Wizard home page.

## Patch Wizard Home Page - Recommended Patches Results

### Recommended Patches Results

Previously submitted Filter Names/Patch Lists that do not appear in the Recommended Patches Results section have been purged according to the frequency setting in Purge Concurrent Request. Change the frequency setting in Applications Dashboard > Critical Activities if needed.

Filter Name/Patch List	Not Applied	Pending Cutover	Applied Indirectly	Total	Requested By	Completion Date	Run Status	Request Set	Details
17171237.IZU.C	1	0	0	1	SYSADMIN	01-Sep-2015 07:45:01	Normal	7514345	
Consolidated Maintenance Patches	3	0	0	3	RDAVID	01-Sep-2015 07:33:24	Warning	7514327	
17171237.IZU.C	1	0	0	1	SYSADMIN	29-Aug-2015 13:21:06	Normal	7513929	
Recommended Maintenance Patches	98	0	3	111	SYSADMIN	23-Jul-2015 18:33:22	Normal	7508580	

**TIP** Total: Total of Applied, Not Applied, Applied Indirectly, and Pending Cutover patches.

The Recommended Patches Results page for the recommended patch request appears.

## Recommended Patches Results Page

### Recommended Patches Results : atqa

Last Updated : 25-Aug-2016 18:56:57

Patch Filter/Patch ID Recommended and Consolidated Maintenance Patches  
Requested By SYSADMIN  
Completion Date 22-Jul-2016 14:15:27  
View Aggregate Patch Impact [Aggregate Impact](#)

- ☐ Show Hidden Patches (with the check mark in the Hide Patch column)  
☐ Show Nested Patches (patches included in another recommended patch)

[Redisplay Data](#)

If the Show Hidden Patches checkbox is not selected, the number of patches displayed may be less than the number listed on the Patch Wizard page.

Only patches selected on the current page can be downloaded.

#### Recommended Patches Results

Select Patch and ...		Download				Previous		1-25 of 136	Next 25	
<input type="checkbox"/>	Patch	Product	Prerequisites	Codelevel Introduced	Status	PAA	Reason Recommended	Patch Description	Hide Patch	Included in Aggregate Patch Impact
<input type="checkbox"/>	16755604.D itm		No		Applied	No	High Priority Patch	After applying this patch, User can flip IB Trackable flag when open POs exists	<input type="checkbox"/>	No
<input type="checkbox"/>	17171237.C izu	0	No		Not Applied	No	High Priority Patch	IZU: UPDATE FOR GME BATCH DETAILS DIAGNOSTICS TEST	<input type="checkbox"/>	No

**Note:** Before proceeding, you can use the Export All button to download a list of all the patches in CSV (Comma Separated Values) file format that can be opened with Microsoft Excel, or use the View All button to view all the patches on one page.

Select any number of recommended patches on this page and click the Download button. This populates the Patch List field in the Download Patches page with the selected patch numbers.

#### 4. Set download options.

On the Download Patches page, set Merge options and indicate information about languages and platforms. If you choose to automatically merge patches while downloading, specify the merged patch name and the merging strategy. You can select the languages and platform of the patches to download. When you provide information in this section of the page, Patch Wizard only downloads patches that match the selected languages and platform. You can also schedule the download for a future date.

#### 5. Submit request.

After you have entered the patch information, click OK.

#### 6. Track the status of your request.

From the main page, you can track the status of your patch request. Click the Job Status icon for Download Patches.

## Job Status Page

**Applications Dashboard** | [Site Map](#)  
Applications System.oam122 > Patch Wizard >

**Job Status:Download Patches:oam122**  
Last Updated : 05-Sep-2015 12:12:17

[New Search](#) [Modify Search](#)

Details	Request ID	Program	Phase	Status	Requestor	Requested Start Date	Duration	Wait Time
	7514345	DownloadPatches (Request Set DownloadPatches)	Completed	Normal	SYSADMIN	01-Sep-2015 07:44:20	00:01:49	00:00:08
<div>Short Name: <b>FNDRSSUB1623</b> Application Name: <b>Applications DBA</b> Submission Date: <b>01-Sep-2015 07:44:20</b> Actual Start Date: <b>01-Sep-2015 07:44:28</b> Completion Date: <b>01-Sep-2015 07:46:17</b> Style: <b>Portrait</b> Print to Notify: <b>50, 2152</b> Parameters: <b>Never Repeats</b> Repeat Interval: <b>Normal completion</b></div> <div>Priority: <b>50</b> Responsibility: <b>System Administration</b> Language: <b>AMERICAN</b> Territory: <b>AMERICA</b> Numeric Characters: <b>..</b></div>								
<a href="#">Sub Requests</a> <a href="#">View Diagnostics</a> <a href="#">Manager Log</a> <a href="#">Request Log</a> <a href="#">Detailed Logs</a> <a href="#">Output</a>								
	7513929	DownloadPatches (Request Set DownloadPatches)	Completed	Normal	SYSADMIN	29-Aug-2015 13:20:05	00:01:58	00:00:23

Previous 1-10 of 41 Next 10

**TIP** Duration is the total time(HRS:MI:SS) the request has been running or the request ran.  
**TIP** Wait Time is the time(HRS:MI:SS) the request has waited.  
**TIP** To display the available actions on a request, please click on show details.

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The Job Status page displays. If you click the Show/Hide icon corresponding to you request ID, the page displays more details. For more information about the fields and functions on this page, see: Accessing Patch Wizard, page 4-4.

## Determining Patch Impact on System Files:

**Requirement:** Before I apply a patch, can I see which system files will be affected?

Patch Wizard provides a Patch Impact Summary page that shows the impact of a specific patch if applied to your system. It contains the following information: Patch Impact Analysis, Direct Impact Summary, and Indirect Impact Summary. By reviewing these results, you can see detailed information about files included in a patch, as well as the effect a specific patch will have on your existing system files. For example, you can see information about total files in the patch, the number and type of files that will be installed, and which existing files will be changed. See: Accessing Patch Wizard, page 4-4.

### To view the information on the Patch Impact Summary page

1. Access Oracle Applications Manager.

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM. All procedures in this section begin with the Site Map.

2. Access the Patch Wizard home page.

From the Site Map (Maintenance tab), click Patch Wizard under the Patching and Utilities heading.



### Site Map Page

[Applications Dashboard](#) | [Site Map](#)

**Site Map: ampandu**

[Administration](#) | [Monitoring](#) | **[Maintenance](#)** | [Diagnostics and Repair](#)

**Patching and Utilities**

- Applied Patches
- File History
- Patch Wizard
- Timing Reports
- Register Flagged Files
- Codelevels Summary

**Critical Activities**

- Setup
- Monitor

**TIP** Only the items to which you have access are clickable.

### 3. View recommended patches results.

From the home page, click the Details icon for an item in the Results section.

### Recommended Patches Results Page

**Patch Wizard : oam122** Select Feature Applied Patches Go to Selected Feature

Last Updated : 05-Sep-2015 12:19:40

**Patch Wizard Tasks**

Task Name	Description	Tasks	Job Status
Patch Wizard Preferences	Set recommendation, download, and stage area preferences		
Define Patch Filters	Create custom patch filters		
Recommend/Analyze Patches	Submit requests for patch advice or analysis		
Download Patches	Submit requests to download patches		
Aggregate Patch Impact	Aggregate Patch Impact		

**Filter Criteria**

Filter Name contains

Completion Date is

(dd-MMM-yyyy)

**Recommended Patches Results**

Previously submitted Filter Names/Patch Lists that do not appear in the Recommended Patches Results section have been purged according to the frequency setting in Purge Concurrent Request. Change the frequency setting in Applications Dashboard > Critical Activities if needed.

Filter Name/Patch List	Not Applied	Pending Cutover	Applied Indirectly	Total	Requested By	Completion Date	Run Status	Request Set	Details
17171237.IZU.C	1	0	0	1	SYSADMIN	01-Sep-2015 07:45:01	Normal	7514345	
Consolidated Maintenance Patches	3	0	0	3	RDAVID	01-Sep-2015 07:33:24	Warning	7514327	

The Recommended Patches Results page for the recommended patch request appears.

## Recommended Patches Results Page

### Recommended Patches Results : atqa

Last Updated : 25-Aug-2016 18:56:57

Patch Filter(Patch ID) Recommended and Consolidated Maintenance Patches  
Requested By SYSADMIN  
Completion Date 22-Jul-2016 14:18:27  
View Aggregate Patch Impact [Aggregate Impact](#)

- ☐ Show Hidden Patches (with the check mark in the Hide Patch column)  
☐ Show Nested Patches (patches included in another recommended patch)

[Redisplay Data](#)

**I** If the Show Hidden Patches checkbox is not selected, the number of patches displayed may be less than the number listed on the Patch Wizard page.

Only patches selected on the current page can be downloaded.

### Recommended Patches Results

Select Patch and ...		Download				Previous		1-25 of 136	Next 25	
<input type="checkbox"/>	Patch	Product	Prerequisites	Codelevel Introduced	Status	PAA	Reason Recommended	Patch Description	Hide Patch	Included in Aggregate Patch Impact
<input type="checkbox"/>	16755604.D itm		No		Applied	No	High Priority Patch	After applying this patch, User can flip IB Trackable flag when open POs exists	<input type="checkbox"/>	No
<input type="checkbox"/>	17171237.C izu	0	No		Not Applied	No	High Priority Patch	IZU: UPDATE FOR GME BATCH DETAILS DIAGNOSTICS TEST	<input type="checkbox"/>	No

#### 4. Access the Patch Impact Analysis page.

Clicking the Impact icon in the Recommended Patches Results page opens the Patch Impact Analysis page for the selected patch.

## Patch Impact Analysis Page

[Applications Dashboard](#) [Site Map](#)

Applications System: oam122 > [Patch Wizard](#) > [Recommended Patches Results](#) >

**Patch Impact Analysis for Patch 17171237-C: oam122**

Patch Description  
Patch Readme  
Total Files in Patch  
Files to install

R12 IZU: IZU: UPDATE FOR GME BATCH DETAILS DIAGNOSTICS TEST  
  
20  
20 ( 100.00 %)

**Direct Impact Summary**

Applications Patched  
File Types Installed  
New Files Introduced  
Existing Files Changed  
Flagged Files Changed  
Existing Files Unchanged  
Non-US Language Patches Required

1  
2  
19  
1  
0  
0  
0

**Indirect Impact Summary**

Unchanged Files Affected  
Menu Navigation Trees Affected

0 JSPs  
0 Responsibilities, 0 Paths

☒ **TIP** Analysis on Unchanged Files Affected only available for JSPs

☒ **TIP** Aggregate Impact Analysis only for patches with metadata uploaded from InfoBundle.zip

☒ **TIP** Non-US Language Patches are considered required when there are non-US languages installed and the base patch contains new or changed files of translated file types.

[Add to Support Cart](#)

Many of the line items on this page are links to detailed information about the impact of the patch on the system. For example, the File Types Installed value is a link to a page that lists the file types and the number of unchanged, changed, and new files in the file system as a result of applying the selected patch. For more information, see: Patch Impact Analysis, page 4-18.

### **Creating Patch Recommendations Without an Internet Connection:**

**Requirement:** How do I use the features of creating patch recommendations if I do not have access to an Internet connection?

You can run Patch Wizard without access to an Internet connection, if necessary, by downloading the Patch Information Bundle to a system which has Internet access. Once the download is complete, copy the Patch Information Bundle file to the Patch Wizard's staging directory. Then run Patch Wizard as you normally would based on the files you copied to the staging directory.

#### **To create recommendations without using an Internet connection**

1. Download the Patch Information Bundle to a system which has Internet access.
2. Set up a staging directory on a system that does not have Internet access. Patch Wizard must be able to read from and write to this staging directory.
3. Copy the Patch Information Bundle zip file to the staging directory. The zip file must be copied to a system that can access the Patch Wizard staging directory. If the staging directory is on a local disk, the zip file must be copied to the system where you run Patch Wizard. If the staging directory is on a shared (network) disk, it can be copied to any system with access to the shared disk.
4. Run Create Recommendations as you normally would from this point.

## **Analyzing Applied Patches**

As you apply patches, the actions taken are recorded in the Oracle E-Business Suite patch history database. You can query this database using the Oracle Applications Manager (OAM) Applied Patches feature, which provides easy access to reports based on your search criteria.

**Note:** Patch information is not stored in the database if the patch is applied in pre-install mode or test mode. Also, if patch application does not run successfully to completion, the associated information is neither uploaded to the patch history database nor available in the Applied Patches feature.

You enter search criteria on a search patches page, either Simple Search or Advanced Search. A summary report is displayed at the bottom of the search page.

Several detailed reports are also available, including Timing Details, Files Copied, Bug Fixes, and Action Summary. Most of these detailed reports have a standard layout. The top portion displays the criteria that were used for the search, and the bottom portion displays the results of the search.

See also Applied Patches in the OAM Help system.

## Determining If a Patch Was Applied:

**Requirement:** Can I determine if a specific patch has been applied to my Oracle E-Business Suite system?

To determine which patches were applied, enter a patch ID in the Applied Patch Check area of the Software Updates page. You can perform a simple search by entering an ID or a series of IDs separated by commas.

### To determine if a patch was applied

1. Access Oracle Applications Manager.

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM.

2. Access the Software Updates page.

From the Applications Dashboard, click the Software Updates tab. The Software Updates page appears.

### Software Updates Page

**Applications Dashboard: ampandu** Navigate to Application Services Go

[Overview](#) [Performance](#) [Critical Activities](#) [Business Flows](#) [Security](#) **[Software Updates](#)**

Applications System Version: 12.2.5

#### Applied Patch Check

Use this function to determine if a patch has been or has not been applied.

Patch  Go  
(Enter Patch numbers, separated by commas)

Applied	Not Applied

#### Patch Recommendation Requests

Full List

Filter Name / Patch List	Total	Not Applied	Status	Details
No records found.				

#### Maintenance Activities

Full List

Task Name	Status	Last Updated	Details	Log Files
AutoPatch - ucutover.drv	✓	25-Aug-2015 22:02:24		
AutoPatch - u19197270.drv	✓	25-Aug-2015 21:59:19		
AutoPatch - ucutover.drv	✓	05-Aug-2015 09:39:56		
AutoPatch - u21394029.drv	✓	05-Aug-2015 09:37:24		
AutoPatch - ucleanup.drv	✓	11-Jun-2015 12:09:45		
AutoPatch - ucutover.drv	✓	11-Jun-2015 11:02:25		
AutoPatch - u19681454.drv	✓	11-Jun-2015 10:31:14		
AutoPatch - u919245366.drv	✓	11-Jun-2015 10:28:28		

#### Related Links

**Setup Tasks**  
[Patch Wizard Preferences](#)

**Other Links**  
[Applied Patches](#)

3. Enter a patch ID.

In the Applied Patch Check area of the Software Updates page, enter a patch ID or a series of IDs separated by commas. Your queried ID appears in the corresponding column depending on whether it has been applied.

### **Searching for Patch Details:**

**Requirement:** What information is available on the Patch Details report? How do I create the report?

From any Patch Summary report, you can click the Details icon for a selected row to open the Patch Details report, which displays summary information carried over from the Results portion of either the Simple Search or Advanced Search page.

This report also contains more specific information about the patch, including:

- Name of the driver file and the date and time it was applied
- Command line options used to run the file
- Platform of the driver file
- Location where the driver was run
- Report on whether a codelevel was introduced, and if so, which one

From the Patch Details page, you can also access additional information about a patch, including timing details, files copied, bug fixes, and a summary of actions performed.

See: Applied Patches, page 5-1. See also Applied Patches in the OAM Help.

### **To review patch details**

1. Access Oracle Applications Manager.

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM.

2. Create a Patch Summary report.

From the Site Map (Maintenance tab), click Applied Patches under the Patching and Utilities heading. From either the Simple Search or Advanced Search page, enter a patch number or a date range to create a Patch Summary report. Click *Go*.

3. Select the patch.

Click the Details icon in any selected row of the Patch Summary report. The Patch Details report appears.

Patch Details Report

[Applications Dashboard](#) | [Site Map](#)

Applications System:ampandu > [Applied Patches](#) >

**Patch Details : 19676460.R12 : ampandu**

Last Updated : 03-Sep-2015 15:14:43

APPL\_TOP Name  
Patch  
Merged Patches  
Language

rws  
19676460.R12  
No  
AR

Drivers Applied  
Completion Date  
Patch Description

1  
01-Jun-2015 20:35:49

**i** If the same patch is applied multiple times, this page displays all of them.

Select Driver File and view...

Timing Details

Files Copied

Bug Fixes

Action Summary

|

Select	Driver File	Start Date	End Date	AutoPatch Options	Platform	Patch Top	Codelevel Introduced
<input checked="" type="radio"/>	u19676460.drv	02-Jun-2015 08:39:41	02-Jun-2015 08:40:04	hotpatch, nodatabaseportion, nocompiledb, syncfs	GENERIC	/u01/R122_EBS/fs_ne/autobuild/patch/19676460_AR	
<input type="radio"/>	u19676460.drv	01-Jun-2015 16:48:16	01-Jun-2015 16:52:02		GENERIC	/u01/R122_EBS/fs_ne/autobuild/patch/19676460_AR	

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The report displays patch details such as driver files, start and end dates, and platform. It also provides access to other patch details related to the driver files, such as files copied and bug fixes. You can select a driver from the list, and click one of the additional detail buttons to see other reports.

4. View additional details.

As an example of the details that are available for a selected driver, click Files Copied.

Files Copied Report

[Applications Dashboard](#) | [Site Map](#)

Applications System:ampandu > [Applied Patches](#) > [Patch Details](#) >

**Files Copied : u20784380.drv : ampandu**

Last Updated : 03-Sep-2015 15:26:09

Start Date  
AutoPatch Options  
Driver File

28-May-2015 22:29:17  
hotpatch  
u20784380.drv

End Date  
Platform  
Patch Top

28-May-2015 22:51:08  
GENERIC  
/u01/R122\_EBS/fs\_ne/autobuild/patch/20784380

Filter

File

contains

Go

Product	Directory	File	Version
FND	html	RF.jsp	120.2.12020000.2

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For each file, the Files Copied report shows the product short name, the directory where the file was copied, the name of the file, and the version number. To view other information associated with the driver file, click the Patch Details link at the

top of the page to return to the previous page.  
As another example, click the Bug Fixes button.

**Bug Fixes Report**

[Applications Dashboard](#) | [Site Map](#)

[Applications System:ampandu](#) > [Applied Patches](#) > [Patch Details](#) >

**Bug Fixes : u20784380.drv : ampandu**

Last Updated : 03-Sep-2015 15:29:48

Start Date  
11-Jun-2015  
03:28:50

End Date  
11-Jun-2015 03:46:26

AutoPatch  
Options  
forceapply

Platform  
Patch Top  
GENERIC

Driver File  
u20784380.drv

/ u01/ R122\_EBS/ fs\_ne/ EBSapps/ patch/ 20784380

Filter Bug Fix contains  Go

Bug Fix	Product	Applied	Remarks
12685871	fnf	Y	

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The Bug Fixes report lists all bug fixes included in the selected driver file. It contains the bug number, the associated product, and whether the bug fix was applied. If the fix was not applied, the Remarks column explains why.

5. View the Action Summary report.
- You can create a report that summarizes the actions of a selected driver file. Click the Patch Details link at the top of the page to return to the Patch Details page. (You can also access the Action Summary report by clicking the bug fix number on the Bug Fixes report.)
- From the Patch Details page, select a driver and click the Action Summary button.

## Action Summary Report

Applications Dashboard | Site Map

Applications System:ampandu > Applied Patches > Patch Details >

**Action Summary : u20784380.drv : ampandu**

Last Updated : 03-Sep-2015 15:33:35

Start Date  
03:28:50

End Date  
11-Jun-2015 03:46:26

AutoPatch  
Options  
forceapply

Platform  
Patch Top  
GENERIC  
/ u01/ R122\_EBS/ fs\_ne/ EBSapps/ patch/ 20784380

Driver File  
u20784380.drv

Filter File contains Go

The details icon displays additional information about database updates.

Product	Directory	File	Action	Phase	Run	Bug Fix	Details
FND	html	RF.jsp	copy		N	20784380	

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The Action Summary report shows more information about the driver and its actions. For definitions of the column headings, see Action Summary, page 5-13.

If the driver selected contains a database portion, the Patch Summary report shows the driver actions, such as sql and exec. If the driver performed actions on the database, the Details icon is active. Click it to see the Action Details report.

## Searching for Translation Patches:

**Requirement:** My Oracle E-Business Suite system operates in multiple languages. I want to make sure translation patches have been applied successfully.

If a patch has an associated translation patch, you apply the translation patch separately. The patch history database keeps a record of all translation patches you apply.

### To search for translation patches

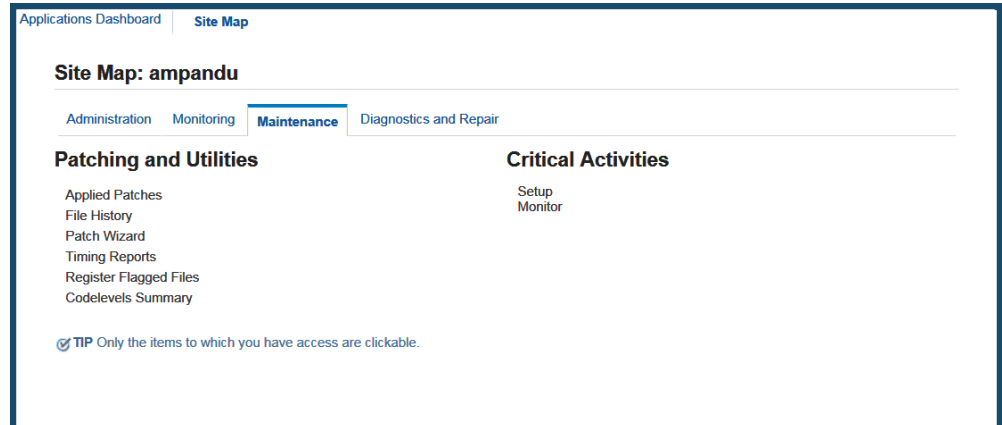
1. Access the Oracle Applications Manager.

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM.

2. Access the Simple Search page.



## Site Map Page



From the Site Map (Maintenance tab), click Applied Patches under the Patching and Utilities heading. The Simple Search page appears.

Enter the search criteria. For details about using the Simple Search page, see: Determining If a Patch Was Applied, page 3-54, or click the OAM Help button.

3. Specify the patch.

On the Simple Search page, enter the ID of the translation patch in the Patch field. Click Go.

4. Review the Patch Summary report

All applications of the patch are displayed. If multiple translations were applied, there will be multiple rows. The Language column shows the languages applied.

## Applied Patches Page - Simple Search

Applications Dashboard
Site Map

Applications System:ampandu >

**Applied Patches : ampandu**
Select Feature Applied Patches
Go to Selected Feature

Last Updated : 03-Sep-2015 15:36:33

### Simple Search

At least one field must be completed.

Advanced Search

Querying by a specific patch ID will return all patches that are included in the specified patch ID.

Patch 17919162  
(Enter either a patch number or a merged patch name)

Applied Within Last 180 Days

Applied From Date To Date  
(dd-MMM-yyyy) (dd-MMM-yyyy)

Language

Go Reset

A Bug Fix resolves a specific issue and a patch may contain one or more Bug Fixes.

Patch Name	Patch Description	Merged Patches	APPL_TOP Name	Language	Completion Date	Details
19676460.R12		No	rws	KO	01-Jun-2015 20:35:49	
19676460.R12		No	rws	AR	01-Jun-2015 20:35:49	
19676460.R12	Oracle E-Business Suite Online Help for 12.2.5 Release Update Pack	No	rws	US	01-Jun-2015 05:10:48	

View All

TIP The View All button returns a maximum of 200 rows.

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## Viewing Applied Patches in a Report Format:

**Requirement:** Can I review applied patches information without the OAM screens?

There may be times when you want to view applied patch history without running the Oracle Applications Manager. For example, you may need to view large amounts of data, or you may just need a list of patches without the detail provided in the OAM Patch History reports. In these cases, you can run command line scripts that list all patches applied in each patching session, all files affected by a patch, or all patches applied within a certain date range. The scripts, and a description of the reports they produce, are listed in the following table.

### Patch Report Scripts

Script Name	Report Content	Output Format
adphrept.sql	Lists patches applied in individual patching sessions, and includes details.	XML
adfhrept.sql	Displays information about files changed by patches.	XML

Script Name	Report Content	Output Format
adpchlst.sql	Lists patches applied in a given date range.	Text

The XML reports produced by adphrept.sql and adfhrept.sql can either be processed as XML or viewed as HTML.

To run a report that provides a listing of applied patches, follow the appropriate instructions in this section.

### To see a list of all completed patching sessions with patch details

Run the adphrept.sql script (located in <AD\_TOP>/patch/115/sql). This script produces an XML report showing individual patching sessions. If a patch was applied more than once, this report lists each application of the patch. If a merged patch was applied, it lists the merged patch by patch name. It does not list the individual patches within the merged patch.

To run adphrept.sql, use the following parameters:

```
<query_depth> <bug_number or ALL> <bug_product or ALL> \
<start_date_from (mm/dd/rr or ALL)> <end_date_to (mm/dd/yyyy or ALL)> \
<patchname/ALL> <patchtype/ALL> <level/ALL> <language/ALL> \
<appltop/ALL> <limit to forms server? (Y/N)> \
<limit to web server? (Y/N)> \
<limit to node server? (Y/N)> \
<limit to admin server? (Y/N)> \
<only patches that change DB? (Y/N)> <report_name>.xml
```

For <query\_depth>, specify 1 (details of patches only), 2 (details of patches and their bug fixes only), or 3 (details of patches, bug fixes, and bug actions).

At the command prompt, enter the report command and enter values for the parameters and prompts. For example, to see complete patch details for patching sessions that were run during January 2012, enter the following, using the mm/dd/yyyy date format:

#### UNIX:

```
$ cd $AD_TOP/patch/115/sql
$ sqlplus <APPS username>/<APPS password> \
@adphrept.sql 3 ALL ALL 01/01/2012 01/31/2012 \
ALL ALL ALL ALL N N N N N jan09.xml
```

#### Windows:

```
C:>\ cd %AD_TOP%\patch\115\sql
C:>\ sqlplus <APPS username>/<APPS password> @adphrept.sql 3 ALL ALL
01/01/2009 01/31/2009 ALL ALL ALL ALL N N N N N jan09.xml
```

The <AD\_TOP>/html directory contains the adpchrep.xsl style sheet for displaying the XML output file in HTML format. To view the XML file as HTML, copy both the adpchrep.xsl style sheet and XML output report to a directory accessible by a browser. Open the directory in your browser and click the XML filename.

### To display information about files changed by patches

Run the adfhrept.sql script (located in <AD\_TOP>/patch/115/sql) to produce an XML report named adfilerep.xml. Use the following parameters:

```
<filename> <latest file version only? (Y/N)> \
<start_date (mm/dd/rr or ALL)> <end_date (mm/dd/yyyy or ALL)> \
<patchtype/ALL> <language/ALL> \
<appltop/ALL> <limit to forms server? (Y/N)> \
<limit to web server? (Y/N)> \
<only patches that change DB? (Y/N)>
```

At the command prompt, enter the report command and enter values for the parameters and prompts. For example, to see the complete file version history for admorgb.pls considering only patches applied in January 2013, enter the following, using mm/dd/yyyy format:

#### UNIX:

```
$ cd $AD_TOP/patch/115/sql
$ sqlplus <APPS username>/<APPS password> \
@adfhrept.sql admorgb.pls N 01/01/2013 01/31/2013 \
ALL ALL ALL N N N N N
```

#### Windows:

```
C:>\ cd %AD_TOP%\patch\115\sql
C:>\ sqlplus <APPS username>/<APPS password> @adfhrept.sql admorgb.pls
N 01/01/2013 01/31/2013 ALL ALL ALL N N N N N
```

The <AD\_TOP>/html directory contains the adfilerep.xml style sheet for displaying the XML output file in HTML format. To view the XML file as HTML, copy both the adfilerep.xml style sheet and XML output report to a directory accessible by a browser. Open the directory in your browser and click on the XML filename.

### To see a list of all patches in a given date range

The adpchlst.sql report (located in <AD\_TOP>/patch/115/sql) produces a list (adpchlst.lst) of all patches in a date range, without patch detail. It differs from adphrept.sql in two ways: it lists a patch only once regardless of how many times it was applied, and it lists individual patches included within a merged patch. For example, if you combine patches 123, 124, and 125 in a merged patch called merged1, the report lists patches 123, 124, and 125, but not merged1.

At the command prompt, enter the report command and enter the date parameters in mm/dd/yyyy format. For example, to see a list of patches applied in July 2014, enter the following:

#### UNIX:

```
$ cd $AD_TOP/patch/115/sql
$ sqlplus <APPS username>/<APPS password> \
@adpchlst.sql 07/01/2014 07/31/2014
```

#### Windows:

```
C:>\ cd %AD_TOP%\patch\115\sql
C:>\ sqlplus <APPS username>/<APPS password> @adpchlst.sql 07/01/2014
07/31/2014
```

## **Monitoring Patches in Progress:**

**Requirement:** Can I monitor the progress of a patch while it is being applied?

Depending on the size and complexity of a patch, it may take from several minutes to several hours to completely apply it to your system. It is useful to know what a patch is currently doing and how long individual steps are taking.

The Timing Reports feature of Oracle Applications Manager allows administrators to view live information about in-progress patches, and the time taken by each patch action. To use this feature:

1. Run adop to start the patching session.
2. In Oracle Applications Manager, navigate to Timing Reports (Navigation: Sitemap > Maintenance > Patching and Utilities > Timing Reports).
3. Click on the refresh icon at any time to obtain the latest status.

It is also possible to monitor progress of a patching cycle by reviewing:

- adop messages - As adop runs, it displays messages on the screen about the status and progress of the patching process.
- Patch log files - adop creates log files containing information about the patching actions performed in an online patching cycle.
- Worker status - For jobs run in parallel, use AD Controller to view the status of the concurrent manager and workers assigned to process jobs. See AD Controller examples in Managing Worker Processes, page 9-1.

## **Analyzing Patches Without an Internet Connection:**

**Requirement:** How do I analyze specific patches if I do not have access to an Internet connection?

You can run Patch Wizard to analyze specific patches without access to an Internet connection, if necessary, by downloading the patches to a system which has Internet access. Once the download is complete, copy the patches to the Patch Wizard's staging directory. Then run Patch Wizard as you normally would based on the files you copied to the staging directory.

### **To analyze specific patches without using an Internet connection**

1. Download the patch zip file(s) to a system which has Internet access.
2. Set up a staging directory on a system that does not have Internet access. Patch Wizard must be able to read from and write to this staging directory.
3. Copy the patch zip file(s) to the <staging directory>/ad directory, if the downloaded

patch is an AD product patch. Otherwise, copy the patch zip file(s) to <staging directory>/nonad directory. The zip file(s) must be copied to a system that can access the Patch Wizard staging directory. If the staging directory is on a local disk, the zip file(s) must be copied to the system where you run Patch Wizard. If the staging directory is on a shared (network) disk, it can be copied to any system with access to the shared disk.

4. Run Analyze Specific Patches as you normally would from this point.

---

## Patch Tracking Utilities

### Patch Wizard

With Patch Wizard, you can determine patches that have not been applied to your system. It does not report on all available patches. It compares the patches you have already applied against a list of all recommended Oracle E-Business Suite patches. Recommended patches can include high-priority patches or patches that update to a new codelevel, such as release update packs (RUPs), product family RUPs, and pre-upgrade patches.

### How Patch Wizard Works

Patch Wizard supplies you with an interface from which you can:

- Set preferences, both site-specific and general, that include the staging directory and various defaults that will apply to the patches you download.
- Set up filters that report only those patches that may affect your system.
- Submit a request for a report of recommended patches, based on the filter(s) you set up.
- Analyze the impact of specific patches from a list you supply to Patch Wizard.
- Download patches, specify the language of the patches to download, and merge patches.

Before running any of the Patch Wizard tasks, set up your My Oracle Support credentials on the OAM Update My Oracle Support Credentials page. To access this page, go to the Patch Wizard main page, click Setup in the title bar. Alternatively, click the Setup link at the top right of any page of the OAM interface.

The Dashboard Setup page appears. Click the My Oracle Support Credentials link on the left side. The Update My Oracle Support Credentials page appears.

## OAM Update My Oracle Support Credentials Page

Applications Dashboard | Site Map

Applications System: oaf1225d >

**Update My Oracle Support Credentials** Update

**My Oracle Support**

\* My Oracle Support Userid

\* My Oracle Support Password

\* Email   
This email address will be used for querying My Oracle Support.

**Web Proxy Setup**

Please enter the following information if your Applications instance uses a Proxy Server to connect to the internet. Enter proxy username and password only if the proxy server requires authentication.

Proxy Server Host Name   
Enter fully qualified proxy server host name.

Proxy Server Port   
Enter proxy server port. Default port is 80.

Proxy Bypass Domains   
Enter domains for which proxy host should be bypassed.

Proxy Username

Proxy Password

Update your My Oracle Support credentials by providing your user ID, password, email address, proxy server host name, proxy server port, proxy bypass domains, proxy user name, and proxy password. The recommend, analyze, and download patches features typically require that your My Oracle Support user ID and password are set on the OAM Update My Oracle Support Credentials page. However, the recommend and analyze features can also be used when Patch Wizard does not have access to a direct Internet connection. If this is the case, you can leave the My Oracle Support user ID and password empty.

### The Patch Information Bundle

The *Patch Information Bundle* file contains the zip files of recommended patches, the list of recommended patches (Recommended.xml), the latest codelevel patches (Codelevels.xml), and information on products and product families (ProductInfo.xml). Each patch zip file contains a readme file, a patch LDT file, and a patch metadata file (patch\_metadata.xml).

The Patch Information Bundle file is updated daily. When you submit a patch analysis request, this file is automatically downloaded (if it is not specified otherwise in your My Oracle Support credentials.)

Patch Wizard loads the Patch Information Bundle data, including LDT files and readme files, into the Oracle E-Business Suite database. It uses the metadata to provide patch recommendations.



## Concurrent Programs

When you submit a request for patch analysis, Patch Wizard performs the following tasks using a set of concurrent programs:

- Uploading patch information from the Patch Information Bundle to Patch Wizard tables  
  
Patch Wizard loads the Patch Information Bundle metadata, including LDT files and readme files, into the Oracle E-Business Suite database.
- Recommending patches based on the current environment and the Patch Information Bundle  
  
Patch Wizard reports which patches update Oracle E-Business Suite at the current codelevel and which update to a new codelevel.
- Downloading patches (ad hoc or based on the list of recommended patches)  
  
Patch Wizard can download patches from My Oracle Support, and then merge the patches in the Patch Wizard staging directory.
- Analyzing lists of patches after downloading them from My Oracle Support  
  
Patch Wizard uploads the metadata for a specific patch or set of patches for you to view information reported from the metadata. For example, you can submit a request for patch analysis, and then view any recommended patches that have not yet been applied and the impact of applying this new patch.

## Running Patch Wizard Without Access to an Internet Connection

You can run Patch Wizard without access to an Internet connection, if necessary, by downloading the Patch Information Bundle to a system which has Internet access. Once the download is complete, copy the Patch Information Bundle file to the Patch Wizard's staging directory. Then run Patch Wizard as you normally would, to recommend and analyze patches, based on the files you copied to the staging directory.

## The Patch Wizard Interface

Patch Wizard is a Web-based utility in Oracle Applications Manager (OAM). The OAM interface gives Patch Wizard pages a uniform look and feel.

### Main Page

From this page, you have access to task icons used to set up the Patch Wizard staging directory, manage patch filters, submit concurrent requests, and view recommended patches. In addition, the Recommended Results section of this page displays a list of patches based on submitted requests.

## Task Icons

From the main page, access the other Patch Wizard pages by clicking on Task icons. The icons provide links to the following pages: Patch Wizard Preferences, Define Patch Filters, Recommended/Analyze Patches, Download Patches, and Aggregate Patch Impact.

## Details Icons

On many Patch Wizard pages, you can drill down to see more detail. For example, from the Recommended Patches Results section of the main page, click the Details icon for a specific recommended patch request to view the recommended patch results

## Accessing Patch Wizard

To access Patch Wizard, use one of the following navigation methods:

- Log in to Oracle E-Business Suite and navigate to Patch Wizard under Oracle Applications Manager.  
  
Oracle Applications Manager is available under the out-of-the-box System Administration responsibility.
- Log in to Oracle E-Business Suite as a user with the out-of-the-box Patch Wizard responsibility, which has the Patching and Utilities Standalone menu associated with it. Patch Wizard can thus be accessed without navigating through Oracle Applications Manager.

## Patch Wizard Main Page

Use the main page to access all features of Patch Wizard and to view the results of your requests for recommended patches. The Select Feature drop-down list at the top of the page provides access to the Applied Patches, File History, Timing Reports, and Register Flagged Files features.

Patch Wizard Main Page

Applications Dashboard








Site Map

Patch Wizard : oaf1225d

Select Feature Applied PatchesGo to Selected Feature

Last Updated : 31-Aug-2015 15:08:03

Patch Wizard Tasks

Task Name	Description	Tasks	Job Status
Patch Wizard Preferences	Set recommendation, download, and stage area preferences		
Define Patch Filters	Create custom patch filters		
Recommend/Analyze Patches	Submit requests for patch advice or analysis		
Download Patches	Submit requests to download patches		
Aggregate Patch Impact	Aggregate Patch Impact		

Filter Criteria

Filter Name

contains

Completion Date

is

(dd-MMM-yyyy)

Go

Patch Wizard Tasks Table

The Patch Wizard Tasks table lists the tasks available in Patch Wizard. The table contains the following columns of information for each task:

- Task Name: Name of the Patch Wizard task.
- Description: Describes the task.
- Tasks: Link to the page associated with the Patch Wizard task.
- Job Status: Link to the request submission status of the task where you can review warnings or errors for your request.

From the Patch Wizard Tasks table, choose the Tasks icons to view:

- The Patch Wizard Preferences page

From the Preferences page, set the staging directory, merge patch defaults, the languages and platform defaults for downloading patches, and whether to display or hide hidden patches. You must define the values on this page before you use any other Patch Wizard feature. You can also use this page to modify existing preferences at a later date.

- The Define Patch Filters page

Typically, you see only those patches that are recommended for your system. Use this page to set up filters that report only those patches that may affect your system.

- The Recommend/Analyze Patches page

Once you have selected values for a filter, submit the request to create a report of recommended patches based on that filter. You can also analyze specific patches by entering a comma-separated list of patch numbers.

- The Download Patches page

You can download patches, specify the language of patches to download, and merge patches from this page.

## **Recommended Patches Results**

The Recommended Patches Results section of the Patch Wizard main page lists all in-progress and completed requests for patch recommendations, based on the information you entered in the Filter Criteria section of the main page. For example, you can view only the results that contain a certain text string in the filter name, or only the results of requests completed on a certain date.

Clicking the icon in the Details column of a specific recommended patch request accesses the Recommended Patches Results page. After setting up and submitting a request, view the details of the recommended patches on this page.

## **Patch Wizard Preferences**

The site-specific information you set on the Patch Wizard Preferences page applies to other functions of Patch Wizard, such as Recommend/Analyze, Download Patches, and Codelevels Summary. From the Patch Wizard main page, click the Tasks icon for Patch Wizard Preferences.

The top portion of the page contains these sections: Staging Directory, Merge Option Defaults, and Language and Platform Details.

Patch Wizard Preferences : oaf122

Last Updated : 28-Feb-2008 01:26:05  
My Oracle Support User ID

OKCancel

Staging Directory

ⓘ \* Indicates a required field.

\* Staging Directory /dbfiles/app/ctf/cust/sql  
(Example: /d1/PROD/fts\_ne/EBSapps/patch)

Merge Option Defaults

ⓘ To download patches, you must set up your My Oracle Support Credentials page in OAM Site Map.

☐ Automatically merge downloaded patches

☒ One merged patch: US and non-US

Merging Strategy ☐ Two merged patches: US; non-US

☐ Multiple merged patches: US; language1; language2;...

Language and Platform Defaults

ⓘ Select default Languages and Platform for downloading patches.

Available Languages

Selected Languages

Languages

Albanian  
Amharic  
Arabic  
Armenian  
Assamese  
Azerbaijani  
Bangla  
Belarusian  
Brazilian Portuguese  
British English

Move  
Move All  
Remove  
Remove All

☒ Linux x86

☐ Linux x86-64

### Patch Wizard Preferences Page - Bottom

In Use Products Defaults

By selecting this option you will get patch recommendations for the products you have selected in the In Use column on the Codelevels Summary page.

☒ Patch recommendations for In Use products only.

Display Option Defaults

Hidden Patches are patches you don't want to display on the Recommended Patch Results Page.

☐ Show Hidden Patches (with the check mark in the Hide Patch column)

OK

Cancel

Depending on the product type (AD or non-AD), Patch Wizard downloads patches to a subdirectory under the staging directory. If the patch that ADOAM is trying to download is an AD product patch, it will be downloaded to the "ad" subdirectory under

the stage directory. Non-AD Patches will be downloaded to "nonad" subdirectory.

The staging directory is also used by Patch Wizard to create temporary files and subdirectories for patch recommendation requests. These temporary files and directories are deleted after processing.

**Note:** Oracle recommends you use the same staging directory each time you run Patch Wizard.

## Merge Option Defaults

Merging patches reduces patch application time by eliminating redundant tasks (such as responding to prompts and linking executables) for each individual patch.

**Note:** AD product patches cannot be merged with other product patches.

Patch Wizard screens allow you to merge AD and non-AD patches by specifying the appropriate options as discussed below. You can choose to automatically merge patches that you download.

The following merge options can be set:

- **My Oracle Support Credentials:** This link accesses the OAM Update My Oracle Support Credentials page, which allows you to set your My Oracle Support user ID and password. The recommend, analyze, and download patches features typically require that your My Oracle Support user ID and password are set in the OAM Update My Oracle Support Credentials page. The recommend and analyze features can also be used when Patch Wizard does not have access to a direct Internet connection. If this is the case, leave the My Oracle Support user ID and password empty.

The patches will be downloaded to the relevant subdirectory for the patch's product. If the patch that ADOAM is trying to download is an AD product's patch, it will be downloaded to "ad" subdirectory under the stage directory. Otherwise, it will be downloaded to the "nonad" subdirectory.

- **Automatically merge downloaded patches:** This checkbox tells Patch Wizard to automatically merge all downloaded patches.
- **Merging Strategy:** The following merging strategies when are available when downloading translation patches:
  - **One merged patch:** If the list of patches contains a single AD product patch or a single non-AD product patch, a single merged patch containing US and non-US patches will be generated. If the list of patches contains both AD and non-AD product patches, two merged patches will be generated: one for the merge of all

the AD product patches, and the other for the merge of all non-AD product patches.

For example, if "mrg\_2009072781642" is the merged patch name provided in the Downloads page, the merged AD patch directory name will be mrg\_2009072781642\_A, and the merged non-AD patch directory name will be mrg\_2009072781642\_N.

- **Two merged patches:** If the list of US patches includes both AD and non-AD product patches, the patches will be merged separately for AD and non-AD product patches. One merged patch will contain all US patches, and a second merged patch will contain all non-US patches.

For example, if "mrg\_2009072781642" is the merged patch name provided in the Downloads page, the merged AD US patch directory name will be mrg\_2009072781642\_US\_A, and the merged non-AD US patch directory name will be mrg\_2009072781642\_US\_N.

- **Multiple merged patches:** If the list of US patches includes a combination of AD products, non-AD products, AD language patches, and non-AD language patches, the patches will be merged separately for each of these categories.

For example, if "mrg\_2009072781642" is the merged patch name provided in the Downloads page, the merged AD US patch directory name will be mrg\_2009072781642\_US\_A, the merged non-AD US patch directory name will be mrg\_2009072781642\_US\_N, the merged AD NLS patch directory name will be mrg\_2009072781642\_<lang\_abbrev>\_A, and the merged non-AD NLS patch directory name will be mrg\_2009072781642\_<lang\_abbrev>\_N.

## Language and Platform Details

You can select the languages (one or more) of patches that Patch Wizard will recommend and download. You can also select the platform of the patches you want recommended and downloaded.

## In Use Products Defaults

Selecting the Patch Recommendation for In Use Products Only checkbox directs Patch Wizard to display on the Recommended Patch Results page only patches for the products marked as in use (active) in your system.

Both Patch Wizard and adop examine the In Use flag to determine what products you are using. To review the products currently marked as being in use in your system, click the Codelevels Summary Page link. See: *Codelevels Introduced by the Patch, Oracle E-Business Suite Maintenance Guide*.

## Display Option Defaults

Hidden patches are patches that you choose not to see in your reports. For example, if

Patch Wizard recommends patches for products you do not need for your system, you can choose to hide these patches.

However, checking the Show Hidden Patches box in the Patch Wizard Preferences page overrides the hidden patch setting, and all patches, even hidden patches, are reported.

After you have made all your selections on the Patch Wizard Preferences page, click OK to save them or click Cancel to discard.

## Define Patch Filters

The Patch Information Bundle file contains information for all recommended patches for all products. If Patch Wizard were to compare patches in the patch information database against all metadata in the Patch Information Bundle file, the number of recommended patches in the report might be too large to be useful for an individual system. Patch Wizards provides filters so that only those patch types and products in the metadata that apply to your system are included in the comparison.

From the main page, click the Tasks icon for Define Patch Filters to see all filters created for the current system. Patch Wizard provides three pre-seeded filters. In addition, you can create your own custom filters.

### Define Patch Filters Page

Applications Dashboard | Site Map

Applications System: oaf1225d > Patch Wizard >

**Define Patch Filters : oaf1225d**

Last Updated : 21-Jun-2015 12:21:49

**The Oracle Patch Filters (Recommended Maintenance Patches, Consolidated Maintenance Patches, and Recommended and Consolidated Maintenance Patches) cannot be edited.**

Create New

Select	Patch Filter Name	Type	Description	Updated By	Updated Date
<input checked="" type="radio"/>	Recommended Maintenance Patches	Oracle	Recommended patches for current release	INITIAL SETUP	21-Jun-2015 12:21:49
<input type="radio"/>	Recommended and Consolidated Maintenance Patches	Oracle	Recommended and consolidated patches, and new features. Suitable for upgrades.	INITIAL SETUP	21-Jun-2015 12:21:49
<input type="radio"/>	Consolidated Maintenance Patches	Oracle	Consolidated patches and new features for current release	INITIAL SETUP	21-Jun-2015 12:21:49

Add to Support Cart

Note that the pre-seeded filters are marked "Oracle" in the Type column, and filters you create are marked "Custom." You cannot edit or delete the pre-seeded filters, but you can use any of them as a template to create a new filter.

The pre-seeded filters are:

- Recommended Maintenance Patches: Recommended patches for the current release.



- Recommended and Consolidated Maintenance Patches: Recommended and consolidated patches, and new features. Suitable for upgrades.
- Consolidated Maintenance Patches: Consolidated patches and new features for the current release.

## Creating a New Custom Patch Filter

From the Define Patch Filters page, click Create New to create a new custom filter.

### Create Patch Filters Page

**Applications Dashboard** | [Site Map](#)

Applications System:oaf1225d > Patch Wizard > Define Patch Filters >

### Create Patch Filters : oaf1225d

**Patch Filter**

*i* \* Indicates a required field. Cancel Continue

\* Name

\* Description

*i* Use check boxes to define your Patch Filters.

**Licensed Product Families**

Product Family	Recommended Patches	New Codelevel
Advanced Planning	<input type="checkbox"/>	<input type="checkbox"/>
Applications Technology	<input type="checkbox"/>	<input type="checkbox"/>
Contracts Suite	<input type="checkbox"/>	<input type="checkbox"/>
Discrete Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>
E-Business Intelligence	<input type="checkbox"/>	<input type="checkbox"/>

On the Create Patch Filters page, enter a unique name and a description for each new custom filter. All licensed product families are listed in the Licensed Product Families section. Non-licensed product families are listed at the bottom of the page. There are two columns for each product family: Recommended Patches and New Codelevel. Select a box for each product family you want to include in the new filter.

By choosing the Create Like button on the Define Patch Filters page, you indicate you want to use an existing filter as a template to create a new filter. The system supplies the filter criteria from the existing filter for the new filter. Edit the criteria by checking or clearing the boxes. Click Continue to create the new filter.

## Recommend/Analyze Patches

After setting up the Patch Wizard staging area (and optionally creating custom filters) on the main page, you can submit requests for processing. Click the Tasks icon for Recommend/Analyze Patches.

The steps for using a predefined filter are, briefly:

1. Choose a predefined Patch Filter to use.

Select Analyze Aggregate Patch Impact if you want a report on the aggregate impact of the recommended patches.

Note that Patch Wizard automatically downloads patches or the Patch Information Bundle from My Oracle Support before using them for analysis or recommendations.

2. Click **OK**.
3. Check the status of your request by clicking the Request Set ID corresponding to your request in the Recommended Patches Results section of the Patch Wizard main page.
4. When your request has completed, from the main page, click the **Details** icon for your request in the Results section to access the Recommended Patches Results page. This page shows the set of recommended patches from the list you submitted that are not yet applied on your instance.

The steps for analyzing specific patches are, briefly:

1. In the Recommend Patches page, select the **Analyze Specific Patches** option.

**Note:** This option is enabled only after at least one recommendation has been run. If you have never used this tool, refer to My Oracle Support Knowledge Document 1267768.1, *Oracle E-Business Suite Releases 11i and 12.x: Required Updates for Patch Wizard*, for required patches and minimum Java versions.

2. In the **Patch** field, enter the list of patches to analyze as a comma-separated list.
3. Click **OK**.
4. Check the status of your request by clicking the Request Set ID corresponding to your request in the Recommended Patches Results section of the Patch Wizard main page.
5. When your request has completed, from the main page, click the **Details** icon for your request in the Results section to access the Recommended Patches Results page. This page shows the set of recommended patches from the list you submitted that are not yet applied on your instance.

## Recommended Patches : oaf1225d

Last Updated : 31-Aug-2015 20:06:49  
 Staging Directory /dbfiles/appicst/cust/sql  
 My Oracle Support User ID

---

### Options

Patch Wizard automatically downloads patches or the Patch Information Bundle from My Oracle Support before using them for analysis or recommendations.  
 If it is unable to download files from My Oracle Support, it will try to use existing files in the staging directory.

Select

☒ Create Recommendation

Using Patch Filter

☐ Analyze Aggregate Patch Impact

The Patch Information Bundle created on 27-Feb-2008 03:00:51 was uploaded on 28-Feb-2008 01:26:05.

☒ Patch recommendations for In Use products only.

By selecting this option you will get patch recommendations for the products you have selected in the In Use column on the Codelevels Summary page.

☐ Analyze Specific Patches

Patch

Enter Patch numbers, separated by commas (ex: 1234567, 8765432\_R12.AD.C, 8888888.AD.C) Downloaded patches can be found in the Staging Directory

☐ Analyze Aggregate Patch Impact

The Patch Information Bundle created on 27-Feb-2008 03:00:51 was uploaded on 28-Feb-2008 01:26:05.

- Create Recommendation

- Analyze Specific Patches

You can enter a date and time in the Schedule section of this page to run the request at a later time. The default setting is to run the job immediately. You can also schedule automatic recurring requests by entering the information in the Recurrence section.

### Recommend Patches Page - Bottom

**Schedule**

If no date or an earlier date is specified, the request will be scheduled to run immediately.

Date    
(dd-MMM-yyyy)

Time

**Recurrence**

☒ Never Repeat

☐ Repeat

Every  Days

End Date    
(dd-MMM-yyyy)

End Time

Click OK to submit the request.

When the request is submitted, Patch Wizard looks in the specific directories under the stage directory for the patches. If the patches are not present, or if there are newer versions available, Patch Wizard downloads them from My Oracle Support before creating recommendations or analyzing patches.

**Note:** If you want to create recommendations or analyze specific patches without using an Internet connection, refer to Creating Patch Recommendations Without an Internet Connection, page 3-52 or Analyzing Patches Without an Internet Connection, page 3-63.

Each time you submit a request to analyze specific patches or to recommend patches, Patch Wizard creates a Request Set ID. The Request Set ID is shown in the Results section of the Patch Wizard main page. To check the status of your request, click on the Request Set ID corresponding to your request in the Recommended Patches Results section.

## Download Patches

You use the Download Patches page to request a download of specific patches from My Oracle Support. From the main page, click the Download Patches tasks icon. From the Download Patches page, enter the patch numbers in the input field, separated with commas. Enter either bug numbers (for example, 1234567) or full patch names (for example, 1234567\_R12.AD.A). You can also choose to analyze the patches while downloading, or analyze and compute aggregate patch impact while downloading.

## Download Patches Page - Top

[Applications Dashboard](#) | [Site Map](#)  
Applications System: oaf1225d > Patch Wizard >  
**Download Patches : oaf1225d**  
Last Updated : 28-Feb-2008 01:43:12

**Downloaded patches should be placed in your \$PATCH\_TOP, please either change the value of the Staging Directory or plan to move the patch prior to running adop**

Staging Directory   
My Oracle Support User ID

**Patch Selection**

**You must set up your My Oracle Support credentials before downloading patches.**

Patch List

Enter Patch numbers, separated by commas (ex: 1234567, 8765432\_R12.AD.C, 8888888.AD.C) Downloaded patches can be found in the Staging Directory

Options ☐ Download only  
(Download the exact list of patches above)  
☐ Download and Analyze  
(Download the patches listed above and the prerequisite patches of those that have not been applied)  
☒ Download, Analyze and Aggregate Patch Impact  
(Download the patches listed above and the prerequisite patches of those that have not been applied, analyze them, and compute aggregate patch impact)

The Merge Options section is where you define how patches should be merged after downloading. The defaults for merging are set on the Patch Wizard Preferences page. If you choose to automatically merge patches while downloading, you can modify the merged patch name and specify the merging strategy in this section. The default merged patch name is "merged\_YYYYMMDDhhmmss", where "hh" is in 24-hour format.

## Merge Options Region

**Merge Options**

☐ Automatically merge downloaded patches  
(Merge happens only if all patches are downloaded successfully)

Merged Patch Name

☒ One merged patch: US and non-US

Merging Strategy ☐ Two merged patches: US; non-US

☐ Multiple merged patches: US; language1;language2;...

The Languages and Platform section allows you to select the languages and platform of the downloaded patches. The defaults for languages and platform are set on the Patch Wizard Preferences page. However, you can modify the information on this page. When you provide information in this section, Patch Wizard downloads only patches that match the languages and platform you select.

## Languages and Platform Region

**Languages and Platform**

Select Languages and Platform for downloading patches.

**Available Languages**

Armenian  
Assamese  
Azerbaijani  
Bangla  
Belarusian  
Brazilian Portuguese  
British English  
Bulgarian  
Canadian French  
Catalan

**Selected Languages**

Move  
Move All  
Remove  
Remove All

**Platform**

☒ Linux x86  
☐ Linux x86-64  
☐ Sun Solaris OS (SPARC 64-bit)  
☐ Microsoft Windows (32-bit)  
☐ AIX5L Based Systems (64-bit)  
☐ HP-UX PA-RISC (64-bit)  
☐ HP-UX Itanium  
☐ IBM: Linux on System z

You can also provide information in the Schedule section about downloads you want to perform at a later date.

## Download Patches Page - Bottom

**Schedule**

If no date or an earlier date is specified, the request will be scheduled to run immediately.

Date 31-Aug-2015 (dd-MMM-yyyy)

Time 00 00

OK Cancel

Add to Support Cart

## Recommended Patches Results

From the main page, click the Details icon associated with a patch request in the Results section to access the Recommended Patches Results page. This page presents a set of recommended patches based on the results of the selected Recommend Patches request that you submitted.

By default, this page displays only the recommended patches that are not included in other recommended patches. However, you can choose to display the nested patches and also see the patches that include them.

The first section lists the recommended patches.

## Recommended Patches Results Page

### Recommended Patches Results : atqa

Last Updated : 25-Aug-2016 18:56:57

Patch Filter/Patch ID: Recommended and Consolidated Maintenance Patches  
Requested By: SYSADMIN  
Completion Date: 22-Jul-2016 14:15:27  
View Aggregate Patch Impact: [Aggregate Impact](#)

- ☐ Show Hidden Patches (with the check mark in the Hide Patch column)  
☐ Show Nested Patches (patches included in another recommended patch)

[Redisplay Data](#)

**i** If the Show Hidden Patches checkbox is not selected, the number of patches displayed may be less than the number listed on the Patch Wizard page.

Only patches selected on the current page can be downloaded.

#### Recommended Patches Results

Select Patch and ...		Download				Previous		1-25 of 136	Next 25	
<input type="checkbox"/>	Patch	Product	Prerequisites	Codelevel Introduced	Status	PAA	Reason Recommended	Patch Description	<input type="checkbox"/>	Included in Aggregate Patch Impact
<input type="checkbox"/>	16755604.D itm			No	Applied	No	High Priority Patch	After applying this patch, User can flip IB Trackable flag when open POs exists	<input type="checkbox"/>	No
<input type="checkbox"/>	17171237.C izu	0		No	Not Applied	No	High Priority Patch	IZU: UPDATE FOR GME BATCH DETAILS DIAGNOSTICS TEST	<input type="checkbox"/>	No

The second section lists patches that introduce new codelevels.

Both sections display the following columns:

- **Select:** Select this checkbox and click the Download button if you want the patch number sent to the Download Patches page for submission. You can select any number of patches.
- **Patch:** The patch number of the recommended patch.
- **Product:** The product to which patch applies.
- **Prerequisites:** Specifies the codelevel required before you can apply this patch.
- **Codelevel Introduced:** Indicates whether the patch introduces a new codelevel for that product.
- **Status:** Indicates whether the patch is applied, not applied, applied indirectly, missing, or obsolete.
  - **Applied -** Self-explanatory.
  - **Not Applied -** Self-explanatory.
  - **Applied Indirectly -** The patch has not been applied, but all of the file versions in it have been applied through other patches.
  - **Missing -** The patch has not been applied and is missing one or more prerequisites that are defined in the patch itself.
  - **Obsolete -** Self-explanatory.

- **PAA:** This indicates whether there are manual steps you have to perform if you apply the patch.
- **Reason Recommended:** The reason the patch is recommended, for example, it is a high-priority patch, or part of a maintenance release pack (RUP) or a product family pack (RUP).
- **Patch Description:** Describes the patch.
- **Hide Patch:** Select this checkbox to hide the patch from the list of recommended patches. Use this feature to hide patches that you don't want to appear in the recommended patch results. To hide or show selected patches, use the Show Hidden Patches checkbox at the top of the page and click Redisplay Data to refresh the page. The default values are set in the Patch Wizard Preferences page.
- **Included in Aggregate Patch Impact:** Yes or No.
- **Impact:** (For unapplied or missing patches only) Click this icon to access the Patch Impact Analysis page. If you submitted a specific patch to analyze, click the Impact icon on the Recommended Patches Request page to view this report.

Click the Download button to transfer the selected patch number(s) to the Download Patches page for submission.

Click the Export All button to download a list of all the patches in CSV (Comma Separated Values) file format that can be opened with Microsoft Excel. Click the View All button to view all the patches on one page.

## Patch Impact Analysis

From the Recommended Patches Results page, click an icon in the Impact column to view the Patch Impact Analysis page for that patch.




## Patch Impact Analysis Page

[Applications Dashboard](#) | [Site Map](#)

Applications System: oamdev > [Patch Wizard](#) > [Recommended Patches Results](#) >

**Patch Impact Analysis for Patch 25178222-C: oam**

Patch DescriptionR12 AD: R12.AD.C.DELTA.9

Patch Readme

Total Files in Patch828


Files to Install46 (5.56%)


**Direct Impact Summary**


Applications Patched	3
File Types Installed	9
New Files Introduced	9
Existing Files Changed	37
Flagged Files Changed	2
Existing Files Unchanged	782
Non-US Language Patches Required	0

**Indirect Impact Summary**

Unchanged Files Affected	0 JSPs
Menu Navigation Trees Affected	0 Responsibilities, 0 Paths

 **TIP** Analysis on Unchanged Files Affected only available for JSPs

 **TIP** Aggregate Impact Analysis only for patches with metadata uploaded from InfoBundle.zip

 **TIP** Non-US Language Patches are considered required when there are non-US languages installed and the base patch contains new or changed files of translated file types.

[Add to Support Cart](#)

This page displays a list of summary information about which files are new, which files are changed, and which files are ignored when you apply the patch. Prerequisite patches and the readme file for this patch are also shown. Each of the summary items is a link to more complete information.

The key information on this page is separated into these sections.

### General Patch Information

General patch information includes:

- Patch Description: Describes the patch.
- Patch Readme: Click this icon to see the readme file for the patch.
- Total Files in Patch: The total number of files in the patch. Click the number link to access the Patch Impact Details page, which lists each file in the patch.
- Files to Install: The number of files the patch will install.

### Summary Information

There are two types of summary information: Direct Impact and Indirect Impact. Each summary item is a link to a page that lists the details for the summary count.

Direct patch impact includes:

- Applications Patched: The number of products that will have files updated. Click the number link to see details of each product affected, and how.
- File Types Installed: The number of different file types in the patch. Click the number link to see the file types and how they impact the system.

- **New Files Introduced:** The number of new files that will be introduced by the patch. Click the number link to details about each new file introduced.
- **Existing Files Changed:** The number of existing files in the system that will be changed by the patch. Click the number link to see the existing files changed and the new version numbers.
- **Flagged Files Changed:** The number of custom files that will be changed by this patch. Click the number link to identify the custom files changed by this patch.
- **Existing Files Unchanged:** The number of files unchanged because the version in the patch is older than the version in the system. Click the number link to see the files in the patch that are of the same or of earlier versions than those currently in the system.
- **Non-US Language Patches Required:** If the patch supports multiple languages, click the number link to identify the other languages available.

Indirect summary information includes:

- **Unchanged Files Affected:** The number of system files with dependencies on patched files.
- **Menu Navigation Trees Affected:** The number of menu navigation trees that will be updated by the patch.

## Patch Impact Analysis: Patched Applications

### Patch Impact Applications Patched Page

Applications Dashboard | Site Map

Applications System:oamdev > Patch Wizard > Recommended Patches Results > Patch Impact Analysis >

Patch Impact Applications Patched for Patch 25178222-C: oam

Patch Description R12 AD: R12.AD.C.DELTA.9

Application ▲	Directory ▲	Installed Files ▲	New Files ▲	Changed Files ▲
[AD] Applications DBA	8	30	8	22
[ADMIN]	1	6	0	6
[FND] Application Object Library	4	10	1	9

This page lists the applications patched. For each application, the number of directories and the number of installed files are listed. Counts of new and changed files for each application are also provided. Click on a number link to go to the Patch Impact File Details page for files for the application that match the specified criterion.

## Patch Impact Analysis: Installed File Types

### Patch Impact File Types Installed Page

Applications Dashboard | Site Map

Applications System:oamdev > Patch Wizard > Recommended Patches Results > Patch Impact Analysis >

Patch Impact File Types Installed for Patch 25178222-C: oam

Patch Description R12 AD: R12.AD.C.DELTA.9

File Type ▲	Unchanged Files ▲	Changed Files ▲	New Files ▲
class	61	1	0
cmd	9	1	0
pl	18	1	0
pls	43	9	2
pm	42	14	0
sql	88	9	1
txt	43	1	0
xml	2	0	6
zip	0	1	0

This page lists the file types from the patch impact analysis. For each file type, counts of unchanged files, changed files, and new files are listed. Click on a number link to see the Patch Impact File Details for that category.

### Patch Impact Analysis: File Details

This page lists details for the files that match the criteria set by the filter at the top of the page. You can filter by Application Short Name, Directory, File Name, Impact Type (New, Changed, or Unchanged), and Object Type. You can also specify whether you want to include only flagged files or only branched files. If you have navigated to this page from another page, some filters may already be applied.

A table is shown with the following columns for the file listing:

- Application
- Directory
- File Name
- Impact Type
- Version in APPL\_TOP
- Version in Patch
- Objects Affected
- Flagged Files

You can use the Export All button to download a list of all the files in CSV (Comma

Separated Values) file format that can be opened with Microsoft Excel, or use the View All button to view all the files on one page.

### Patch Impact Analysis: New Files Introduced

This page lists details for the new files introduced by the patch.

#### Example of Patch Impact File Details Page: New Files Introduced

[Applications Dashboard](#)
[Site Map](#)

**Patch Impact File Details for Patch 25178222-C: oam**
Apply Filter

Patch Description R12 AD: R12.AD.C.DELTA.9

App Short Name
File Name

☐ View Only Flagged Files
☐ View Only Branched Files

Directory
Impact Type New Files
Object Type All Types

Application	Directory	File Name	Impact Type	Version in APPL_TOP	Version in Patch	Objects Affected	Flagged Files
[AD] Applications DBA	patch/115/sql	ADZDNEB.pls	New Files	<None>	120.0.12020000.2	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDNES.pls	New Files	<None>	120.0.12020000.2	N/A	No
[AD] Applications DBA	patch/115/manualsteps	ad_apply_1offpatch_24578455.xml	New Files	<None>	120.0.12020000.2	N/A	No
[AD] Applications DBA	patch/115/manualsteps	ad_apply_hotpatch.xml	New Files	<None>	120.0.12020000.3	N/A	No
[AD] Applications DBA	patch/115/manualsteps	ad_apply_prereq_for_1224oneoff.xml	New Files	<None>	120.0.12020000.4	N/A	No
[AD] Applications DBA	patch/115/manualsteps	ad_run_adgrants.xml	New Files	<None>	120.15.12020000.2	N/A	No
[AD] Applications DBA	patch/115/manualsteps	adzdtdtfix_postinstall.xml	New Files	<None>	120.0.12020000.2	N/A	No
[AD] Applications DBA	patch/115/sql	bxCreatePatchService.sql	New Files	<None>	120.0.12020000.5	N/A	No
[FND] Application Object Library	patch/115/manualsteps	fnd_oneoff_disclaimer_info.xml	New Files	<None>	120.0.12020000.1	N/A	No

☒ TIP Use (%) as wildcard in filters
☒ TIP Use Application Short Name in filter

Export All
View All

### Patch Impact Analysis: Existing Files Changed

This page lists details for existing files that are changed in the patch.

**Example of Patch Impact File Details Page: Existing Files Changed**

Applications Dashboard

Site Map

Applications System: oamdev > Patch Wizard > Recommended Patches Results > Patch Impact Analysis >

Patch Impact File Details for Patch 25178222-C: oam

Apply Filter

Patch Description R12 AD: R12.AD.C.DELTA.9

App Short Name

File Name

Directory

Impact Type

Object Type

☐ View Only Flagged Files

☐ View Only Branched Files

Changed Files

All Types

Previous

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Next

Application	Directory	File Name	Impact Type	Version in APPL_TOP	Version in Patch	Objects Affected	Flagged Files
[AD] Applications DBA	patch/115/sql	ADZDADOPB.pls	Changed Files	120.25.12020000.126	120.25.12020000.136	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDADOPS.pls	Changed Files	120.18.12020000.45	120.18.12020000.47	N/A	No
[AD] Applications DBA	sql	ADZDDBCC.sql	Changed Files	120.13.12020000.72	120.13.12020000.73	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDLTRG.sql	Changed Files	120.3.12020000.7	120.3.12020000.12	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDMVB.pls	Changed Files	120.38.12020000.29	120.38.12020000.30	N/A	No
[AD] Applications DBA	sql	ADZDPMAN.sql	Changed Files	120.6.12020000.21	120.6.12020000.22	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDPRPB.pls	Changed Files	120.46.12020000.26	120.46.12020000.34	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDPRPS.pls	Changed Files	120.14.12020000.7	120.14.12020000.9	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDSMB.pls	Changed Files	120.73.12020000.46	120.73.12020000.50	N/A	No
[AD] Applications DBA	perl/ADOP	CleanupPhase.pm	Changed Files	120.2.12020000.31	120.2.12020000.33	N/A	No
[AD] Applications DBA	perl/ADOP	ClonePhase.pm	Changed Files	120.0.12020000.16	120.0.12020000.18	N/A	No
[AD] Applications DBA	perl/ADOP	CommonBusinessRoutines.pm	Changed Files	120.30.12020000.210	120.30.12020000.214	N/A	No
[AD] Applications DBA	perl/ADOP	DataAccessManager.pm	Changed Files	120.0.12020000.2	120.0.12020000.4	N/A	No
[AD] Applications DBA	perl/ADOP	PreparePhase.pm	Changed Files	120.6.12020000.50	120.6.12020000.53	N/A	No
[AD] Applications DBA	perl/ADOP	SessionManager.pm	Changed Files	120.0.12020000.28	120.0.12020000.29	N/A	No

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Next

☒ TIP Use (%) as wildcard in filters

☒ TIP Use Application Short Name in filter

Export All

View All

**Patch Impact Analysis: Flagged Files Changed**

The page lists details for flagged changed files. Note that for the filters, the Impact Type is 'Changed Files' and the View Only Flagged Files box is checked.

**Example of Patch Impact File Details Page: Flagged Files Changed**

Applications Dashboard

Site Map

Applications System: oamdev > Patch Wizard > Recommended Patches Results > Patch Impact Analysis >

Patch Impact File Details for Patch 25178222-C: oam

Apply Filter

Patch Description R12 AD: R12.AD.C.DELTA.9

App Short Name

File Name

Directory

Impact Type

Object Type

☒ View Only Flagged Files

☐ View Only Branched Files

Changed Files

All Types

Previous

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Application	Directory	File Name	Impact Type	Version in APPL_TOP	Version in Patch	Objects Affected	Flagged Files
[FND] Application Object Library	perl/GSCC/OpenEFC	file_gen_35.pm	Changed Files	120.1.12020000.2	120.1.12020000.3	N/A	Yes
[FND] Application Object Library	perl/GSCC/OpenEFC	file_gen_41.pm	Changed Files	120.1.12020000.3	120.1.12020000.6	N/A	Yes

Previous

1-15 of 37

Next

☒ TIP Use (%) as wildcard in filters

☒ TIP Use Application Short Name in filter

Export All

View All

**Patch Impact Analysis: Existing Files Unchanged**

The page lists details for existing files that are unchanged by the patch.

### Example of Patch Impact File Details Page: Existing Files Unchanged

[Applications Dashboard](#)
[Site Map](#)

[Applications System:oamdev](#) > 
 [Patch Wizard](#) > 
 [Recommended Patches Results](#) > 
 [Patch Impact Analysis](#) >

#### Patch Impact File Details for Patch 25178222-C: oam

Apply Filter

Patch Description R12 AD: R12.AD.C.DELTA.9

App Short Name   
 File Name

Directory   
 Impact Type   
 Object Type

☐ View Only Flagged Files  
☐ View Only Branched Files

Application	Directory	File Name	Impact Type	Version in APPL_TOP	Version in Patch	Objects Affected	Flagged Files
[AD] Applications DBA	patch/115/sql	ADFIXUSER.sql	Unchanged Files	120.0.12020000.5	120.0.12020000.5	N/A	No
[AD] Applications DBA	patch/115/sql	ADJRIB.pls	Unchanged Files	120.0.12020000.2	120.0.12020000.2	N/A	No
[AD] Applications DBA	patch/115/sql	ADJRINITPASSWD.sql	Unchanged Files	120.0.12020000.1	120.0.12020000.1	N/A	No
[AD] Applications DBA	patch/115/sql	ADJRIS.pls	Unchanged Files	120.0.12020000.2	120.0.12020000.2	N/A	No
[AD] Applications DBA	java/tools/configuration	ADOPCustomSyncUp.class	Unchanged Files	120.1.12020000.5	120.1.12020000.5	N/A	No
[AD] Applications DBA	sql	ADZDALLDLS.sql	Unchanged Files	120.0.12020000.6	120.0.12020000.6	N/A	No
[AD] Applications DBA	sql	ADZDAMPCUST.sql	Unchanged Files	120.0.12020000.10	120.0.12020000.10	N/A	No
[AD] Applications DBA	sql	ADZDCLEANUPRP.sql	Unchanged Files	120.5.12020000.3	120.5.12020000.3	N/A	No
[AD] Applications DBA	sql	ADZDCMPED.sql	Unchanged Files	120.9.12020000.4	120.9.12020000.4	N/A	No
[AD] Applications DBA	sql	ADZDCOBSJ.sql	Unchanged Files	120.3.12020000.2	120.3.12020000.2	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDCTXB.pls	Unchanged Files	120.0.12020000.2	120.0.12020000.2	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDCTXS.pls	Unchanged Files	120.0.12020000.2	120.0.12020000.2	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDDTFIX.sql	Unchanged Files	120.0.12020000.4	120.0.12020000.4	N/A	No
[AD] Applications DBA	patch/115/sql	ADZDENABADTAB.sql	Unchanged Files	120.0.12020000.10	120.0.12020000.10	N/A	No
[AD] Applications DBA	sql	ADZDEXRPT.sql	Unchanged Files	120.16.12020000.5	120.16.12020000.5	N/A	No

☒ TIP Use (%) as wildcard in filters  
☒ TIP Use Application Short Name in filter

Export All   View All

## Patch Impact Analysis: Required Non-US Language Patches

### Patch Impact: Non-US Language Patches Required Page

[Applications Dashboard](#)
[Site Map](#)

[Applications System:oamdev](#) > 
 [Patch Wizard](#) > 
 [Recommended Patches Results](#) > 
 [Patch Impact Analysis](#) >

#### Patch Impact: Non-US Language Patches Required for 23295219: oam122

The following non-US language patches will be required.

Patch ID	Language Code	Language	Language Status
23295219	KO	Korean	Installed
23295219	AR	Arabic	Installed

This page lists the following non-US language patches required for your installation. For each patch, the following is listed:

- Patch ID
- Language Code
- Language
- Language Status

## Patch Impact Analysis: Affected Unchanged Files

### Patch Impact Unchanged Files Affected Page

Applications Dashboard | Site Map

Applications System:oamdev > Patch Wizard > Recommended Patches Results > Patch Impact Analysis >

**Patch Impact Unchanged Files Affected for Patch 25186385-C: oam122** Apply Filter

Patch Description: R12 JTT: JTT:12.2+ RECOMMENDED PATCHES TO BE ADDED TO THE PRODUCT RPC

Patched File App:  Affected File App:

Patched Filename:  Affected Filename:

Object Type: All Types

Patched File App	Patched File Dir	Patched Filename	Impact Type	Affected File App	Affected File Dir	Affected Filename	Action Required	Objects Affected	Object Type
[JTF] CRM Foundation	html	jFlexDesclOVDisplay.jsp	Changed Files	[IBE] Store	html	ibeCZzdDFlexLovContainer.jsp	Recompile	N/A	N/A

☒ TIP Use (%) as wildcard in filters

☒ TIP Use Application Short Name in filter

☒ TIP Analysis on Unchanged Files Affected only available for JSPs

☒ TIP Action Required indicates what needs to be done to Unchanged Files Affected because of files patched

Some files have dependencies on patched files. For each affected unchanged file, the following is shown in the table:

- Patched File Application
- Patched Filename
- Impact Type
- Affected File Application
- Affected File Directory
- Affected Filename
- Action Required
- Objects Affected
- Object Type

Note that you can filter the table's contents by Patched File Application, Patched File Name, Object Type, Affected File Application, and Affected Filename.

# Patch Impact Analysis: Affected Menu Navigation Trees Summary

## Patch Impact Menu Navigation Trees Affected Summary Page

Applications Dashboard

Site Map

Applications System:oamdev > Recommended Patches Results > Patch Impact Analysis >

Patch Impact Menu Navigation Trees Affected Summary for Patch 26153905-C: oam122

Apply Filter

Patch Description R12 JAI: OFI GST CO-EXISTENCE

Application

Application ▲	Responsibilities Affected ▲	Menu Paths Affected ▲
[INV] Inventory	1	1
[JA] Asia/Pacific Localizations	10	16
[PO] Purchasing	1	2
[SQLAP] Payables	1	2

☒ TIP Use (%) as wildcard in filters

☒ TIP Use Application Short Name in filter

This page shows information on menu navigation trees affected by the patch. The table lists each affected application and for each application, a count of the affected responsibilities and a count of the affected menu paths. You can filter the table results by application.

For each affected menu path, click on the number to get details on the changes to the menu path in the Patch Impact Menu Navigation Trees Affected Detail page.

# Patch Impact Analysis: Affected Menu Navigation Trees - Details

## Patch Impact Menu Navigation Trees Affected Detail Page

Applications Dashboard

Site Map

Applications System:oamdev > Recommended Patches Results > Patch Impact Analysis > Affected Menus >

Patch Impact Menu Navigation Trees Affected Detail for Patch 26153905-C: oam122

Apply Filter

Patch Description R12 JAI: OFI GST CO-EXISTENCE

Application

Menu Navigation Path

Responsibility

Form/JSP Filename

Application ▲	Form/JSP Filename ▲	Form/JSP Description ▲	Responsibility ▲	Users ▲	Menu Navigation Path ▲
[PO] Purchasing	JAINBOEI.fmb	N/A	Purchasing, Vision India Hyderabad	1	India Localization => Invoice Entry
[PO] Purchasing	JAINUICL.fmb	N/A	Purchasing, Vision India Hyderabad	1	India Localization => Setup => Tax Setup

☒ TIP Use (%) as wildcard in filters

☒ TIP Use Application Short Name in filter

View All

This page shows details for each affected menu navigation path. For each menu path shown, the table includes:

- Application
- Form/JSP Name



- Form/JSP Description
- Responsibility
- Users (the number of users with access to this navigation path)
- Menu Navigation Path

Note that you can filter the table's contents by Application, Menu Navigation Path, Responsibility, or Form/JSP Filename.

## Register Flagged Files

With the Register Flagged Files tool, you can record any files in which you have made customizations. In previous releases of Oracle E-Business Suite, the applcust.txt file contained the records for all customized files. You had to maintain your custom files records in this file. In this release, information about customized files is still written to the applcust.txt file. However, with the Register Flagged Files tool you can download the files and maintain them in a web-based interface.

The Register Flagged Files tool displays the following information about customized files:

- Product abbreviation
- Directory where the files are located
- Name of modified file
- Comments

## The Register Flagged Files Interface

The Register Flagged Files tool is a Web-based utility in Oracle Applications Manager. From the Register Flagged Files home page, you can import, export, add, delete, and view records of customized files.

## Accessing Register Flagged Files

To access the Register Flagged Files tool, log in to Oracle Applications Manager (OAM) and choose Register Flagged Files from the Site Map.

### Step 1: Log in to Oracle Applications Manager

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM. From the Applications Dashboard, click the Site Map tab.

## Step 2: Go the Register Flagged Files home page

On the Site Map page, Register Flagged Files is included on the Maintenance tab under the Patching and Utilities heading. Click the Register Flagged Files link to go to the home page.

## Step 3: Select filter criteria

From the Register Flagged Files home page, you can search the records of customized files by product abbreviation, directory, file name, or a combination of product abbreviation, and directory or file name.

## Register Flagged Files Home Page

This section describes the Register Flagged Files home page.

### Register Flagged Files Home Page

The screenshot shows the 'Register Flagged Files : amp' page. At the top, there are tabs for 'Applications Dashboard' and 'Site Map'. Below the page title, there is a 'Select Feature' dropdown menu set to 'Register Flagged Files' and a 'Go to Selected Feature' button. A 'Last Updated' timestamp of '04-Sep-2015 13:19:51' is displayed. A row of action buttons includes 'Import', 'Export', 'Add', 'Cancel', and 'Apply'. The 'Filter Criteria' section contains two rows of search filters, each with a dropdown for the field (Product Abbreviation or Directory), a dropdown for the operator (contains), and a text input field. 'Go' and 'Clear' buttons are at the bottom of the filter section. Below the filters is a table with columns: 'Select', 'Product Abbreviation', 'Directory', 'File Name', and 'Comments'. The table contains one row with the values: a checkbox, 'ALR', 'help/US', 'alrsetup.idt', and an empty comment field. Above the table is a 'Select and ...' dropdown and a 'Delete' button. Below the table is a row of action buttons: 'Add to Support Cart', 'Import', 'Export', 'Add', 'Cancel', and 'Apply'.

Select	Product Abbreviation	Directory	File Name	Comments
<input type="checkbox"/>	ALR	help/US	alrsetup.idt	

Use the following buttons to:

- **Import:** Import a list of customized files from the applcust.txt file in csv format. Use this option to import a local applcust.txt file to the current system or from another system to the current one.
- **Export:** Export a list of customized files in csv format. The default name of the exported file is oamreport.csv. You can use this function to export a list of customized files for import into another system.
- **Add:** Add a record of a customized file.
- **Cancel:** Return to the Applications Dashboard home page.

- **Apply:** Apply and save any changes made to the Comments field of the list of customized files.

You can filter results either by product abbreviation, by directory/file name, or by a combination of product abbreviation, and directory or file name.

- **Product Abbreviation:** To search by product abbreviation, enter the abbreviation of the product for which the customization is made.
- **Directory/File Name:** You can filter the results by directory or file name. Enter the directory or file name for which the customization is made.

### List of Customized Files

The list of customized files appears at the bottom of the Register Flagged Files home page. Each line item represents a customized file.

The details provided for each line item are:

- **Select:** Select and delete the corresponding customized file. You can select and delete one file or multiple files at a time.
- **Product Abbreviation:** The abbreviated name of the Oracle E-Business Suite product family for which there is a customization.
- **Directory:** Directory path of the customized file.
- **File Name:** Name of the modified file.
- **Comments:** Use this area to add any comments associated with the customization. Oracle recommends using this area to record the exact location of the customized file.

### Adding a Flagged File

Click the Add button on the Register Flagged Files main page to access the Add Flagged Files page. From this page, you can add customized files. Use the Filter Criteria section to search for files you want to add.

## Add Flagged Files Page

[Applications Dashboard](#) | [Site Map](#)  
Applications System:amp > Register Flagged Files > >  
[Search Results](#) [Selected Data](#)

### Add Flagged Files : amp

Last Updated : 04-Sep-2015 13:24:50

[Apply](#) [Cancel](#)

#### Filter Criteria

At least one filter must have a value.

Product Abbreviation  contains  gl

Filename  contains  glcon

[Go](#) [Clear](#)

#### Search Results

[Return to Top](#)

Select and ... [Add](#) |

[Select All](#) | [Select None](#)

Select	Product Abbreviation	Directory	File Name
<input type="checkbox"/>	GL	admin/driver	glcon.drv
<input type="checkbox"/>	GL	admin/odf	glcon.odf
<input type="checkbox"/>	GL	patch/115/odf	glcon.odf

#### Selected Data

[Return to Top](#)

Product Abbreviation	Directory	File Name	Comments	Delete
GL	admin/driver	glcon.drv	<input type="text"/>	

You can filter results either by product abbreviation, by directory/file name, or by a combination of product abbreviation, and directory or file name.

- **Product Abbreviation:** To search by product abbreviation, enter the abbreviation of the product for which the customization is made.
- **Directory/File Name:** You can filter the results by directory or file name. Enter the directory or file name for which the customization is made.

From the Search Results section, select a file, then click the Add button. The files you select appear in the Selected Data section. Use this section to add any comments you have for each file. Then click the Apply button to confirm your selection.

## Importing a Flagged File

Click the Import button on the Register Flagged Files main page to access the Import Flagged File page. From the this page, you can import one file or a list of customized files in csv format.

You can import an existing applcust.txt file or a file from another system to the current one. This features saves you the time of using the Add button to add flagged files individually.

### Import Flagged File Page

[Applications Dashboard](#) | [Site Map](#)

[Applications System:amp](#) > [Register Flagged Files](#) >

**Import Flagged File : amp**

 **The imported file must be in csv format.**

Select File

In the Select File field, enter the name of the file you want to import or click the Browse button to navigate to the file. Then click Import. Click Cancel to return to the Register Flagged Files main page.



---

## Patch Reporting Utilities

### Applied Patches

With the Applied Patches reporting tool, you can view information about the patches applied to your system. This patch history includes information such as:

- Patch number
- Driver file name
- Platform
- APPL\_TOP on which the patch was applied
- Contents and language of the patch
- Files changed or copied
- Bug fixes included in each driver file
- Whether the fix was applied successfully, or reason it was not applied
- Timing information (start time, end time, elapsed time during application, restart time)

### How Patch Information Is Stored

The adop utility stores patch information in the database automatically each time it successfully applies a patch. However, if the patch is not applied successfully, or when you run adop in pre-install mode, patch history is not written directly to the database, but instead is written to these *patch information files*:

- javaupdates<YYYYMMDDhhmiss>.txt, which contains information about changes

to Java files

- adpsv<YYYYMMDDhhmiss>.txt, which contains information about changes to all files *except* Java files

**Note:** In the file name, *hh* is in 24-hour format.

Both files are located in the <APPL\_TOP>/admin/<SID> directory. Each time you run adop, it checks this directory for the existence of the patch information files. If it finds them, it automatically uploads the information they contain to the patch history database. If the upload is successful, adop then deletes the files from the directory. The adop log file records whether the upload was successful or unsuccessful.

## Patching Modes

The way you run adop affects the way it stores patch history information. When you apply a patch in test mode (using *apply=no* on the command line), adop does not write to the patch information files, and it does not upload patch history information to the database. When you apply a patch in pre-install mode (using *preinstall=y* on the command line), adop writes patch history information to the patch information files, and it uploads the contents of these files to the database the next time it runs. See: adop Modes, page 2-23.

## The Applied Patches Interface

The Applied Patches reporting tool is a Web-based utility in Oracle Applications Manager. The Simple Search page serves as a home page.

### Simple Search page

From this page, you can perform a simple search or access the Advanced Search page. You can use either of these pages to query the database for applied patches (the default) or to see a history of changed files. The results of either type of query appear at the bottom of the search page.

### Patch Details page

In the search results for both applied patches or file history, there is a Details column. Clicking any link in this column accesses the Patch Details page. From this page, you can go to the Timing Details page, the Files Copied page, the Bug Fixes page, or the Action Summary page.

**Note:** The discussion of each page contains more detail. The OAM help feature also contains information about the Applied Patches utility.



## Accessing Applied Patches Information

To query the patch history database for information about patches applied to your system and the files affected, log in to Oracle Applications Manager and choose Applied Patches from the Site Map.

### Step 1: Log in to Oracle Applications Manager

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM. From the Applications Dashboard, click the Site Map tab.

### Step 2: Go the Simple Search page

From the Site Map, Applied Patches is on the Maintenance tab under the Patching and Utilities heading. Click the Applied Patches link to go to the Simple Search page.

### Step 3: Select search criteria

From the Simple Search page, you can perform a query for applied patches or file history. Or, you can go to the Advanced Search page to perform a more detailed search.

**Note:** See detailed descriptions of individual pages in this chapter. See also Analyzing Applied Patches, page 3-53.

## Applied Patches Search Pages

This section describes queries for applied patches.

### Simple Search

You can perform a Simple Search from this page by entering the required information in the input fields.

## Applied Patches Page - Simple Search

[Applications Dashboard](#) | [Site Map](#)

Applications System: oaf1225d >

**Applied Patches : oaf1225d**

Select Feature Applied Patches

Last Updated : 31-Aug-2015 20:30:19

**Simple Search**

At least one field must be completed.

Querying by a specific patch ID will return all patches that are included in the specified patch ID.

Patch   
(Enter either a patch number or a merged patch name)

Applied Within Last  Days

Applied From Date  To Date   
(dd-MMM-yyyy) (dd-MMM-yyyy)

Language

A Bug Fix resolves a specific issue and a patch may contain one or more Bug Fixes.

Patch Name	Patch Description	Merged Patches	APPL_TOP Name	Language	Completion Date	Details
No search conducted						

**TIP** The View All button returns a maximum of 200 rows.

There are four fields in the Simple Search section:

- Patch: Enter the patch number in this field.
- Applied Within Last <number> Days: This field allows you to restrict the search to a specific timeframe. The default is 60 days.
- Applied From Date <begin date> To Date <end date>: This field allows you to search for patches that were applied during a specified period of time. Click the calendar icon to select the date or enter the date directly in the field. Some examples for the use of this field are:
  - Enter only the begin date. This search returns all patches applied from the begin date through today's date.
  - Enter only the end date. This search returns all patches applied up to the end date.
  - Enter the begin date and the end date. This search returns all patches applied between the begin date and the end date.
- Language: This drop-down list allows you to select the language of a patch to be queried. You can select only one language in this field. To select multiple languages, go to the Applied Patches Advanced Search page.

You must enter a value in at least one of the fields. If you do not, an error page reminds

you to go back and enter a value. To submit the query, click the Go button. The Reset button clears the entered search criteria.

## Advanced Search

Click the Advanced Search button to see the Applied Patches Advanced Search page, then enter the search criteria information.

### Applied Patches Page - Advanced Search

**Advanced Search**

\* Indicates a required field.

**Simple Search**

Querying by a specific patch ID will return all patches that are included in the specified patch ID.

\* Applications System Name

APPL\_TOP ☐ Name   
☒ All APPL\_TOP Server Types  
☐ Specific Server Type  
☐ Form ☐ Concurrent ☐ Web ☐ Administration

Product

Patch

(Enter either a patch number or a merged patch name, use % as a wild card character, ex: merged%)

Applied Within Last  Days

Applied From Date  To Date

**Available Languages**

Language

- AM - Amharic
- AR - Arabic
- AZ - Azerbaijani
- BG - Bulgarian
- CA - Catalan
- CKK - Cyrillic Kazakh
- CS - Czech
- CSR - Cyrillic Serbian
- D - German
- DK - Danish

**Selected Languages**

Move  
Move All  
Remove  
Remove All

**Go** **Reset**

On the Advanced Search page, there are additional search criteria to narrow the results of a query:

- Applications System Name (required): Defaults to the name of your Oracle E-Business Suite system. If you have migrated applied patches information from another system, and want to search those records, enter the name of that system.
- APPL\_TOP: Select Name and enter the name of the APPL\_TOP where the patches were applied.
- Product: Enter the product short name of the product that owns the patch in this field. The product short names for gl, ap, and fa are SQLGL, SQLAP, and OFA respectively. For all other products, the short name is the uppercase equivalent to the product abbreviation. For example, "AD" or "INV". This field is not case sensitive.
- Patch: Enter the patch number in this field.

- Applied Within Last <number> Days: Restricts the timeframe during which the patches were applied.
- Applied From Date <begin date> To Date <end date>: Narrows the search to a specified period of time. Click the calendar icon to select the date or enter the date directly in the field.
- Language: Select the language of a patch to be queried. Select one language or multiple languages in the Available Languages box and click the Move button.

## Search Results

After a search, the results appear at the bottom of the search page. If the results section contains multiple pages of retrieved information, use the Previous and Next links or the drop-down list to navigate from page to page. The retrieved patch information is presented in increments of 25 line items per page. Each line item represents an applied patch.

The details provided for each patch are:

- Patch Name: Name of the patch.
- Patch Description: Describes the patch.
- Merged Patches: Lists patches that have been merged.
- APPL\_TOP Name: Name of the APPL\_TOP where the patches were applied.
- Language: Patch language.
- Completion Date: Date and time the patch application was completed.
- Details: Provides access to the Patch Details report.

Click a Details icon in the report to open the Patch Details report, which provides details for a specific patch. From the Patch Details report, you can drill down and access reports showing timing details for the patch, all files copied to the file system by this patch, all bug fixes that were applied by this patch, and all actions taken by the patch driver.

**Note:** For more information on the Patch Details report, see: Patch Details, page 5-9.

## File History Search Pages

To search for files that have been updated by a patch, click the File History option in the Select Feature drop-down list on the Applied Patches search pages.

## Simple Search

You can perform a Simple Search from this page by entering the required information in the input fields.

### File History Page - Simple Search

[Applications Dashboard](#) | [Site Map](#)  
Applications System:oaf1225d >  
**File History : oaf1225d** Select Feature **File History** [Go to Selected Feature](#)  
Last Updated : 31-Aug-2015 20:36:09

**Simple Search** [Advanced Search](#)

\* Indicates a required field.

File Name format is <name>.<extension>. Do not enter the full path to <name>. Use % as a wildcard character in the File Name field.

\* File Name

Applied Within Last  Days

Changed From Date To Date

(dd-MMM-yyyy) (dd-MMM-yyyy)

Language

APPL_TOP Name	Product	Directory	File	Version	Changed Date	Patch Details	Action
No search conducted							

**TIP** The View All button returns a maximum of 200 rows. [View All](#)

[Add to Support Cart](#)

The following fields are in the Simple Search section:

- File Name (required): Enter the name of a file in this field. Do not include a directory path. This field is case-sensitive and accepts a % wildcard symbol in combination with literal characters.
- Applied Within Last <number> days: Enter the number of days to include in the search. The default is 60 days.
- Changed From Date <begin date> To Date <end date>: Search for files that were updated during a specified period of time. Click the calendar icon to select the date or enter the date directly in the field. Some examples for the use of this field are.
  - Enter only the begin date. This search returns file history information from the begin date through today's date.
  - Enter only the end date. This search returns file history information up to the end date.
  - Enter the begin date and the end date. This search returns file history information between the begin date and the end date.



- **File Name (required):** Enter the name of a file in this field. Do not include a directory path. This field is case-sensitive and accepts a % wildcard symbol in combination with literal characters.
- **Latest Version Only:** The options are Yes or No. Yes returns information for only the latest version of the file. No returns information for all versions of the selected file.
- **Applied Within Last <number> days:** Enter the number of days.
- **Changed From Date <begin date> To Date <end date>:** Search for file history information spanning a specified period of time. Click the calendar icon to select the date or enter the date directly in the field.
- **Language:** Select the language of a patch to be queried. Select one language or multiple languages in the Available Languages box and click the Move button.

## Search Results

After a search, the results appear at the bottom of the page. Each line item represents a file that was changed due to its inclusion in a patch. The details provided for a file are:

- **APPL\_TOP Name:** This is the name of the APPL\_TOP containing the files.
- **Product:** Name of the product that owns the file.
- **Directory:** Directory path where the file is located.
- **File:** Name of the file.
- **Version:** Version number of the file.
- **Changed Date:** Date this version of the file was updated by a patch.
- **Patch Details:** Click on the patch number to see the Patch Details report for the patch in which the file was included.
- **Action:** Click on the icon to see the Action Summary report for the action that updated the file.

If a file has never been patched, the message "The above criteria resulted in no rows" appears in the APPL\_TOP Name column. If the number of files retrieved exceeds 200, the report lists only the first 200 files. Use the filter to reduce the number of files in the report.

## Patch Details

From the Applied Patches page, click the Details icon in a selected row from the results

section, or from the File History page, click the patch number link in the Patch Details column, to open the Patch Details report. This report provides details for a specific patch. The patch summary information is carried over and appears at the top of the Patch Details report.

### Patch Details Report

[Applications Dashboard](#)
[Site Map](#)

[Applications System: oaf1225d](#) > [Applied Patches](#) >

**Patch Details : 20784380.C : oaf1225d**

Last Updated : 31-Aug-2015 20:54:04  
 APPL\_TOP Name **rws3270137**  
 Patch **20784380.C**  
 Merged Patches **No**  
 Language **US**

Drivers Applied **2**  
 Completion Date **01-Jul-2015 02:20:00**  
 Patch Description **R12.TXK.C.DELTA.7**

**i** If the same patch is applied multiple times, this page displays all of them.

Select Driver File and view...	Timing Details	Files Copied	Bug Fixes	Action Summary			
Select	Driver File	Start Date	End Date	AutoPatch Options	Platform	Patch Top	Codelevel Introduced
<input checked="" type="radio"/>	u20784380.drv	01-Jul-2015 01:04:26	01-Jul-2015 01:21:42	forceapply	GENERIC	/ u01/ R122_EBS/ fs_ne/ EBSapps/ patch/ 20784380	
<input type="radio"/>	u20784380.drv	21-Jun-2015 01:01:17	21-Jun-2015 01:06:45	hotpatch	GENERIC	/ u01/ R122_EBS/ fs_ne/ autobuild/ patch/ 20784380	

Add to Support Cart

This report contains the following information:

- **Select:** This option button determines which driver file details are presented in the Timing Details report, Files Copied report, the Bug Fixes report, or the Action Summary report.
- **Driver File:** Name of the driver file.
- **Start Date:** Date and time the application of the driver file began.
- **End Date:** Date and time the application of the driver file was complete.
- **adap Options:** Displays any command line options used to run the driver file.
- **Platform:** Platform of the driver file.
- **Patch Top:** Location of the driver when it was run.
- **Codelevel Introduced:** Link to the Codelevel Introduced report for the patch.

To see additional details for a patch, click one of the following buttons on the report:

- **Timing Details:** Takes you to the adap Timing Details report.
- **Files Copied:** Takes you to the Files Copied report.



- Bug Fixes: Takes you to the Bug Fixes report.
- Action Summary: Takes you to the Action Summary report.

## Codelevel Introduced

From the Patch Details page, click the Codelevel Introduced icon to access the Codelevel Introduced report.

### Codelevel Introduced Report

Applications Dashboard

Site Map

Applications System: oaf1225d > Applied Patches > Patch Details >

Codelevel Introduced : u20784380.drv : oaf1225d

Last Updated : 31-Aug-2015 20:56:39

Start Date

21-Jun-2015 01:01:17

End Date

21-Jun-2015 01:06:45

AutoPatch

hotpatch

Platform

GENERIC

Options

Patch Top

/ u01/ R122\_EBS/ fs\_ne/ autobuild/ patch/ 20784380

Driver File

u20784380.drv

Abbreviation	Name	Type	Codeline	Codelevel
txk	Oracle Applications Technology Stack	product	C	C.7

Add to Support Cart

This report contains the following information about the codelevel introduced:

- Abbreviation: The abbreviation for the product, product family, or feature to which this patch applies.
- Name: The full name of the product, product family, or feature to which this patch applies.
- Type: Indicates whether this patch applies to a product, product family, or feature.
- Codeline: Indicates the codeline of the current product, product family, or feature in the patch. (For example, codeline A for Release 12.0, codeline B for Release 12.1, and so on.)
- Codelevel: Indicates the codelevel of the current product, product family, or feature in the patch. (For example, codelevel A.1 for RUP1, A.2 for RUP 2, and so on.)

You can sort each of these columns by clicking the column title at the top of the report.

## Timing Details

The adop Timing Details can also be accessed through the Timing Reports link from the Maintenance tab on the OAM Site Map.

See Timing Reports, page 5-15 for more information on Timing Details.

# Files Copied

The Files Copied report lists all files copied to the file system as a result of the actions in the selected driver file. You access this report by selecting a driver file in the Patch Details report and clicking the Files Copied button.

## Files Copied Report

Applications Dashboard | Site Map

Applications System:oaf1225d > Applied Patches > Patch Details >

Files Copied : u19676460.drv : oaf1225d

Last Updated : 31-Aug-2015 21:01:58

Start Date22-Jun-2015 03:24:10

AutoPatchhotpatch, nodatabaseoption,

Optionsnocompiledb, syncfs

Driver Fileu19676460.drv

End Date22-Jun-2015 03:25:10

PlatformGENERIC

Patch Top / u01/ R122\_EBS/ fs\_ne/ autobuild/ patch/ 19676460

Filter File contains Go

Product	Directory	File	Version
RRS	help/ US	rrs_sql.gif	120.2

Add to Support Cart

This report contains the following information about the files copied:

- Product: Short name for the product that owns the file.
- Directory: Directory path where the file was copied.
- File: Name of the file.
- Version: Version number of the copied file.

You can sort each of these columns by clicking the column title at the top of the report. If there are no files copied in the patch, no rows are displayed. If the number of files copied exceeds 200, the report lists only the first 200 files. Use the filter to reduce the number of files in the report.

# Bug Fixes

The Bug Fixes report lists all bug fixes included in the selected driver file. Select a driver file in the Patch Details report and click the Bug Fixes button.

## Bug Fixes Report

[Applications Dashboard](#) | [Site Map](#)

[Applications System: oaf1225d](#) > [Applied Patches](#) > [Patch Details](#) >

**Bug Fixes : u19681454.drv : oaf1225d**

Last Updated : 31-Aug-2015 21:11:34

Start Date01-Jul-2015 06:27:56

AutoPatchOptionsforceapply

Driver Fileu19681454.drv

End Date01-Jul-2015 06:30:59

PlatformGENERIC

Patch Top / u01/ R122\_EBS/ fs\_ne/ EBSapps/ patch/ 19681454

Filter Bug Fix contains Go

Bug Fix	Product	Applied	Remarks
16434126	au	Y	
17912683	au	Y	
18712696	fnd	Y	

Add to Support Cart

This report contains the following information about bug fixes:

- Bug Fix: Number of the bug fixed as a result of the selected driver file. Some items in this column are links. Clicking a linked item accesses the Action Summary report.
- Product: Short name for the product for which the bug was fixed.
- Applied: Indicates whether the bug fix was applied.
- Remarks: If the bug fix was not applied, the reason is stated here.

You can sort each of these columns by clicking the column title at the top of the report. If there are no bug fixes in the patch, no rows are displayed. If the number of bug fixes exceeds 200, the report lists only the first 200. Use the filter to reduce the number of items in the report.

## Action Summary

The Action Summary report provides summary information for the actions of a selected driver file. Each line item represents a performed action. You access this report either by selecting a driver file in the Patch Details report and clicking the Action Summary button, by clicking the Action icon in the File History search results, or by clicking a bug fix number in the Bug Fix column of the Bug Fixes report.

## Action Summary Report

[Applications Dashboard](#) | [Site Map](#)

Applications System:oaf1225d > Applied Patches > Patch Details >

**Action Summary : u21072232.drv : oaf1225d**

Last Updated : 31-Aug-2015 21:19:08

Start Date  
AutoPatch  
Options  
Driver File

22-Jun-2015 05:38:36  
hotpatch  
u21072232.drv

End Date  
Platform  
Patch Top

22-Jun-2015 05:38:51  
GENERIC  
/ u01/ R122\_EBS/ fs\_ne/ autobuild/ patch/ 21072232

Filter  contains

The details icon displays additional information about database updates.

Previous 1-25 of 123 Next 25

Product	Directory	File	Action	Phase	Run	Bug Fix	Details
FND	admin/ driver	fnfile.drv	copy		N	21072232	
ADMIN	top	addtlb.pls	copy		N	21072232	
ADMIN	top	adaprb.pls	copy		N	21072232	
ADMIN	top	adsysapp2.sql	sql	first	Y	21072232	

The Action Summary report contains the following summary information:

- **Product:** Short name for the product that owns the file referenced by the action.
- **Directory:** Directory path for the file referenced by the action.
- **File:** Name of the file referenced by the action.
- **Action:** Type of action performed on the updated file.
- **Phase:** Phase in which the action occurred.
- **Run:** Signifies whether the action was executed.
- **Bug Fix:** Number of the bug fixed as a result of the selected driver file.
- **Details:** This link is active if adop performed database actions, usually SQL or EXEC actions where Run = y. Click this link to access the Action Details report.

You can sort each of these columns by clicking the column title at the top of the report. If the number of actions exceeds 200, the report lists only the first 200. Use the filter to reduce the number of items in the report.

## Action Details

To access this report, click the Details icon in a selected row of the Action Summary report. The Action Summary information is carried over and presented at the top of the report.

## Action Details Report

Applications Dashboard | Site Map

Applications System:1225d > Applied Patches > Patch Details > Action Summary >

Action Details : adsysapp2.sql : 1225d

Last Updated : 31-Aug-2015 21:20:52

Bug Fixes21072232

RunY

Actionsql

Phase

ProductADMIN

Directorytop

adsysapp2.sql

Before VersionN/A

After VersionN/A

Arguments	Command Modifier	Check Object	Elapsed Time	Start Time	Restart Time	End Time	Restarted?
&systempwd	sqlplus_driver	none none none	1 sec	22-Jun-2015 05:38:40		22-Jun-2015 05:38:41	N

Add to Support Cart

This report contains the following information about action details:

- Arguments: Specific argument for SQL and EXEC commands.
- Command Modifier: SQL or EXEC command modifier in the database section of the driver.
- Check Object: Name of the database object to check for, along with name and password of the schema where adop looks for the checked object.
- Elapsed Time: Time required to complete the action.
- Start Time: Date and time the action began.
- Restart Time: Date and time the action was restarted.
- End Time: Date and time the action was complete.
- Restarted?: States whether the action was restarted.

N/A in the report represents action details that are not specified. For example, in the Arguments field, N/A means no additional arguments were specified.

## Timing Reports

The Timing Reports utility provides the job history of applied patches. It captures statistics about, and job timing information for, adop and AD Administration maintenance sessions that run parallel workers. Both adop and AD Administration store information about a processing session in database tables. You can access this information, either during the session or after it is complete, through the OAM interface.

**Note:** You can also access job timing information during a current session or for a completed session by running `adtimrpt.sql` from the command line. This script creates the `adt<session_id>.lst` report. For more information, see: AD Job Timing Report, page 8-4 in the Maintenance section of this book.

During a parallel session, AD utilities assign processing jobs to workers. For jobs that affect the database, job actions are grouped in phases to reduce dependencies between jobs - workers do not have to wait for another worker to complete a dependent job before completing their assigned task. See: Using Parallel Processing, page 7-55 in the Maintenance section of this book.

The Timing Reports utility lists processing tasks and provide details about the elapsed time for phases, jobs, and sessions. The information includes:

- Jobs run successfully on the first try
- Failed jobs that were restarted and then run successfully
- Failed jobs that were skipped
- Long-running jobs
- Summary information for each parallel phase
- Time taken to run a job
- Overall elapsed time for each session

## The Timing Reports Interface

The Timing Reports interface consists of a main page, a Timing Details page, and a View Log Files page which provides links to reports about specific maintenance session information.

### Main Page

From the Timing Reports main page, you can view a list of all in-progress, stopped, aborted, and completed maintenance sessions. Click the Details icon to access the Timing Details page or click the Log Files icon to access the View Log Files page.

### Timing Details Page

There are two types of Timing Details reports - those associated with an adop session and those associated with an AD Administration session.

**Note:** The discussion of each page contains more detail. The OAM help feature also contains information about the Timing Reports.

### **View Log Files Page**

This page contains a list of log files generated for the corresponding maintenance session.

## **Accessing Timing Reports**

To access the Timing Reports main page, log in to Oracle Applications Manager and choose Timing Reports from the Site Map.

### **Step 1: Log in to Oracle Applications Manager**

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM. From the Applications Dashboard, click the Site Map tab.

### **Step 2: Access Timing Reports**

From the Site Map, Timing Reports is on the Maintenance tab under the Patching and Utilities heading. Click the Timing Reports link to go to the main page.

### **Step 3: Filter the results**

There is a filter at the top of the page that allows you to narrow the contents of the list. You can filter based on the following status of the tasks: Any tasks, In-progress tasks, Completed tasks, Stopped tasks, or Aborted tasks. You can also filter by Task Name, Status, Start Date, and Run Time. Click Go to activate the filter.

**Note:** See descriptions of individual pages in this chapter for details. See also AD Administration, page 7-61 in the Maintenance section of this book.

## **Timing Reports Main Page**

The Timing Reports main page shows information for each maintenance session.

## Timing Reports Main Page

[Applications Dashboard](#) | [Site Map](#)  
Applications System: oaf1225d >  
**Timing Reports : oaf1225d** Select Feature Timing Reports ▾ Go to Selected Feature

Last Updated : 02-Sep-2015 10:45:06

Filter Status ▾ is ▾ Any ▾ Go

Only the last 90 days program runs are displayed.

In Progress; Stopped (no update in past one hour); Aborted; Completed.

<span>Previous</span> <span>1-25 of 114</span> <span>Next 25</span>						
Task Name	Status	Start Date	Run Time	Last Update	Details	Log Files
AutoPatch - ucutover.drv		19-Aug-2015 22:49:17	50 sec	19-Aug-2015 22:50:07		
AutoPatch - u21657397.drv		19-Aug-2015 22:29:35	3 min, 13 sec	19-Aug-2015 22:32:48		
AutoPatch - u21497435.drv		28-Jul-2015 22:22:12	19 sec	28-Jul-2015 22:22:31		
AutoPatch - ucleanup.drv		28-Jul-2015 22:15:10	16 sec	28-Jul-2015 22:15:26		
AutoPatch - ucutover.drv		28-Jul-2015 22:03:42	18 sec	28-Jul-2015 22:04:00		
AutoPatch - u21497435.drv		28-Jul-2015 21:55:51	28 sec	28-Jul-2015 21:56:19		
AutoPatch - u21470829.drv		23-Jul-2015 06:21:48	3 min, 26 sec	23-Jul-2015 06:25:14		
AutoPatch - ucleanup.drv		23-Jul-2015 06:03:16	11 min, 4 sec	23-Jul-2015 06:14:20		

- Task Name: Name and brief description of the maintenance session.
- Status: Status of the timing report. A clock icon means the session is still in-progress, an exclamation icon means the session has stopped, an X icon means the session was aborted (that is, the AD utility was restarted with the gf option), and a check mark means the session has completed.
- Start Date: Date and time the maintenance session began.
- Run Time: Time required to complete the maintenance session.
- Last Update: Time the timing information was last updated.
- Details: Access the Timing Details for the maintenance session.
- Log Files: Access the log files of the maintenance session.

## adop Timing Details

Click the Details icon of a selected row (with an adop task name) in the Timing Reports list to open the adop Timing Details report. This report provides details for a specific session of adop.



## adop Timing Details Report

Applications Dashboard | Site Map

Applications System:oaf1225d > Timing Reports >

AutoPatch Timing Details : ucutover.drv : oaf1225d


Last Updated : 02-Sep-2015 10:51:59








Filter Elapsed Time greater than 4 Go

(Enter number of seconds)

Timing Details

Expand All | Collapse All



Focus	Task Name	Elapsed Time	Start Date	End Date
	AutoPatch			
	Run a single patch driver file	50 sec	19-Aug-2015 22:49:17	19-Aug-2015 22:50:07
	Database portion steps	41 sec	19-Aug-2015 22:49:18	19-Aug-2015 22:49:59
	Run SQL scripts and EXEC commands	41 sec	19-Aug-2015 22:49:18	19-Aug-2015 22:49:59
	Running database update commands	41 sec	19-Aug-2015 22:49:18	19-Aug-2015 22:49:59
	Running SQL and EXEC commands in parallel	38 sec	19-Aug-2015 22:49:20	19-Aug-2015 22:49:58
	Steps after generate portion	8 sec	19-Aug-2015 22:49:59	19-Aug-2015 22:50:07
	Save Patch History	8 sec	19-Aug-2015 22:49:59	19-Aug-2015 22:50:07

The adop Timing Details report lists every task performed in a maintenance session. The Timing Details section contains the following information for each task:

- Focus: Select the circle icon next to a task to see just the sub-tasks within it.
- Task Name: Name of the task. Click the triangle icon to expand or contract the sub-tasks within the task. The underlined Task Names are links to the Job Timing report for that particular task.
- Elapsed Time: Time required to complete the task. This field is not applicable for stopped or in-progress tasks.
- Start Date: Date and time the task began.
- End Date: Date and time the task was complete. This field is not applicable for stopped or in-progress tasks.

Use the filter to adjust the list of tasks based on their elapsed time. The default list shows all tasks with elapsed time of greater than 4 seconds. Use the Expand All link to see all sub-tasks and the Collapse All to see just the top-level task.

When you access the adop Timing Details report for a stopped or in-progress task, the page defaults to display the most recently performed sub-tasks. For in-progress tasks, you can use the Refresh icon to get the latest running tasks. The Refresh icon is a picture of a page with a blue circular arrow.

# Run Information

Additional adop task information is available by clicking the triangle icon for the Run Information section at the bottom of the page. The subsections in Run Information are General, Timing Summary, and Files Installed on this APPL\_TOP.

## adop Timing Details Report - Run Information

Run Information			
General		Timing Summary	
Utility Name	AutoPatch	Start Date	19-Aug-2015
Task	ucutover.drv	End Date	22:49:17
Log File	/ u01/ R122_EBS/ fs_ne/ EBSapps/ log/ adop/ 22/ cutover_20150819_224005/ oaf1225d_rws/ log/ cutover.log	Total Run Time	60 sec
Driver File	/ u01/ R122_EBS/ fs2/ EBSapps/ appl/ ad/ 12.0.0/ patch/ 115/ driver/ ucutover.drv	Files Installed on this APPL_TOP	
Patch Top	/ u01/ R122_EBS/ fs2/ EBSapps/ appl/ ad/ 12.0.0/ patch/ 115/ driver	Administration	Yes
Options	hotpatch,nocompiledb	Java and HTML	Yes
Platform	LINUX	Forms	Yes
Applications System Name	oaf1225d	Concurrent Processing	Yes
Oracle Database	oaf1225d_patch		
Oracle Home	/ u01/ R122_EBS/ fs2/ EBSapps/ 10.1.2		
APPL_TOP Name	rws3270137		
APPL_TOP Directory	/ u01/ R122_EBS/ fs2/ EBSapps/ appl		

# General

This subsection contains the following information:

- Utility Name: Name of the utility used to perform the task.
- Task: Task performed.
- Log File: Name and location of the log file.
- Driver File: Name and location of the patch driver file.
- Patch Top: Location of the patch driver files.
- Options: Command options used when running adop.
- Platform: Platform of the system.
- Applications System Name: Name of the Applications system on which the task was performed.
- Oracle Database: Name of the database.
- Oracle Home: Directory path to the Oracle home used to link the executables.
- APPL\_TOP Name: Name of the APPL\_TOP.
- APPL\_TOP Directory: APPL\_TOP directory path.

### Timing Summary

This subsection contains the following information:

- Start Date: Date and time the task began.
- End Date: Date and time the task was complete. This field does not apply for stopped or in-progress tasks.
- Total Run Time: Time required to complete the task. This field does not apply for stopped or in-progress tasks.

### Files Installed on this APPL\_TOP

This subsection contains the following information:

- Java and HTML: States whether the APPL\_TOP on which the task was performed supports HTTP (Web) services.
- Forms: States whether the APPL\_TOP on which the task was performed supports forms services.
- Concurrent Processing: States whether the APPL\_TOP on which the task was performed supports concurrent processing services.

### AD Administration Timing Details

Click the Details icon of a selected row (with an AD Administration task name) in the Timing Reports list to open the AD Administration Timing Details report. This report provides details for a specific session of AD Administration.

## AD Administration Timing Details Report

[Applications Dashboard](#) | [Site Map](#)

Applications System: oaf1225d > [Timing Reports](#) >

**AD Administration Timing Details : Compile APPS schema : oaf1225d**

Last Updated : 02-Sep-2015 11:08:28

Filter      
(Enter number of seconds)

**Timing Details**

[Expand All](#) | [Collapse All](#)

Focus	Task Name	Elapsed Time	Start Date	End Date
	AD Administration			
	Compile APPS schema	36 sec	23-Jun-2015 21:55:18	23-Jun-2015 21:55:54
	Compile APPS - Run Invoker Rights	31 sec	23-Jun-2015 21:55:18	23-Jun-2015 21:55:49
	Compiling APPS	5 sec	23-Jun-2015 21:55:49	23-Jun-2015 21:55:54

**Run Information**

**General**

Utility Name AD Administration  
Task Compile APPS schema  
Log File / u01/ R122\_EBS/ fs\_ne/ EBSapps/ log/ adadmin/ log/ compile\_apps\_schema.log  
Driver File N/A  
Patch Top N/A  
Options N/A  
Platform LINUX  
Applications System Name au64xb8

**Timing Summary**

Start Date 23-Jun-2015 21:55:18  
End Date 23-Jun-2015 21:55:54  
Total Run Time 36 sec  
**Files Installed on this APPL\_TOP**  
Administration Yes

The Timing Details and Run Information sections contain the same types of information for each task as the adop Timing Details report. See: adop Timing Details, page 5-18.

## In-Progress Timing Details

You can use the In-Progress Timing Details page to monitor the job while it is running. Click the Refresh icon to view the steps that are in progress.

In the In-Progress AD Utility section, you can filter the results by elapsed time.

The adop Timing Details section contains the following information for each task:

- **Focus:** Select the circle icon next to a task to see just the sub-tasks within it.
- **Task Name:** Name of the task. Click the triangle icon to expand or contract the sub-tasks within the task. The underlined Task Names are links to the Job Timing report for that particular task.
- **Elapsed Time:** Time required to complete the task. This field is not applicable for stopped or in-progress tasks.
- **Start Date:** Date and time the task began.
- **End Date:** Date and time the task was complete. This field does not apply for stopped or in-progress tasks.

- Number of jobs in this task: Number of jobs contained within each level of the task.
- Number of jobs completed: Number of jobs completed within this level of the task.

## Job Timing

The underlined Task Names in the adop Timing Details report and the AD Administration Timing Details report link to the Job Timing report for that particular task. This report provides timing information for each job within the selected task and allows you to drill down into each task to view any exception reports.

### Job Timing Report

[Applications Dashboard](#) | [Site Map](#)

[Applications System:oaf1225d](#) > [Timing Reports](#) > [AutoPatch Timing Details](#) >

## Job Timing Report : Running parallel SQL and EXEC commands : oaf1225d

Last Updated : 02-Sep-2015 11:18:40

Driver File **ucutover.drv** Task Name **Running parallel SQL and EXEC commands**

### Job Timing Summary

Jobs that ran successfully	17	Total Elapsed Time	3 sec
Exceptions	0	Total Job Time	8 sec
Total Number of Jobs	17	Total Number of Workers	16

### Filter Criteria

Phase  contains  (Case sensitive)

Run Time  greater than  Go (Enter number of seconds)

[Phase Info](#) [Product Info](#)

ⓘ Restarted jobs may have Run Time not equal to the difference between Start Time and End Time.

Phase	Product	Directory	File	Action	Start Time	End Time	Run Time	Restarted?
con	ad	patch/ 115/ sql	ADZDWRKR.sql	sqlplus	22-Jun-2015 06:08:24	22-Jun-2015 06:08:24	0 sec	N
con	ad	patch/ 115/ sql	ADZDWRKR.sql	sqlplus	22-Jun-2015 06:08:24	22-Jun-2015 06:08:24	0 sec	N

Click a Task Name on the Timing Details report to open the Job Timing report. The Job Timing Summary information appears at the top of the Job Timing report and the details appear at the bottom.

The summary information includes:

- Jobs that ran successfully: Number of successful jobs.
- Exceptions: Number of jobs that were not completed successfully. If exceptions exist, it is a hyperlink to the Exceptionreport.
- Total Number of Jobs: Number of jobs within the task.

- Total Elapsed Time: Time required to complete the task.
- Total Job Time: Time required to complete the jobs within the task.
- Total Number of Workers: Number of workers used to perform the task.

The Job Timing Details section contains the following information for each job:

- Phase: Database processing phase.
- Product: Abbreviation for the product being updated.
- Directory: Directory path of the file run by the job.
- File: File used to perform the job.
- Action: Action of the job.
- Start Time: Date and time the job began.
- End Time: Date and time the job completed.
- Run Time: Total time of the job.
- Restarted?: States whether the job was restarted.

The filters at the top of the Details section allow you to adjust the list of jobs based on the property and run time of jobs. You can filter based on the following properties of the jobs: Phase, Product, Directory, File, Action, or Restarted. Click Go to activate the filter.

Click the Phase Info button to open the Phase Information report.

## Phase Information

Clicking the Phase Info button provides timing information by phase for a task selected in either the adop Timing Details report or the AD Administration Timing Details report.

### Phase Information Report

Applications Dashboard

Site Map

Applications System:oaf1225d > Timing Reports > AD Administration Timing Details > Job Timing Report >

Phase Information : Compile APPS - Run Invoker Rights : oaf1225d

Last Updated : 02-Sep-2015 11:25:08

Driver File N/A

Task Name Compile APPS - Run Invoker Rights

Phase	Start Time	Elapsed Time	Jobs	Total Job Time	Restarted?	Skipped
Invoker's Rights - Setup	23-Jun-2015 21:55:19	23 sec	1	23 sec	N	0
Invoker's Rights - Rewrite	23-Jun-2015 21:55:43	1 sec	16	2 sec	N	0
Invoker's Rights - Grant	23-Jun-2015 21:55:44	1 sec	16	1 sec	N	0
Invoker's Rights - Cleanup	23-Jun-2015 21:55:45	0 sec	1	0 sec	N	0

Add to Support Cart

The general information presented at the top of the Phase Information report are:

- Driver File: Name of the driver file.
- Task Name: Name of the task performed.

The Phase Information details include:

- Phase: Database processing phase.
- Start Time: Date and time the phase began.
- Elapsed Time: Time required to complete the phase.
- Jobs: Number of jobs in the phase.
- Total Job Time: Time required to complete the jobs within the phase.
- Restarted?: States whether any jobs within the phase was restarted.
- Skipped: Number of jobs within the phase that were skipped.

### Product Information

Clicking the Product Info button displays timing information for all products, with the aggregate timing information for database tasks being shown in the Total Job Time column for each product.

## Overall Product Summary

<a href="#">Applications Dashboard</a>   <a href="#">Site Map</a>		Applications System: oaf1225d > <a href="#">Timing Reports</a> > <a href="#">AD Administration Timing Details</a> > <a href="#">Job Timing Report</a> >	
Last Updated : 02-Sep-2015 11:33:10		Driver File : N/A	
		Task Name	Compile APPS - Run Invoker Rights
Product	Phase	Jobs	Total Job Time
ad	Invoker's Rights - Cleanup	1	0 sec
ad	Invoker's Rights - Grant	16	1 sec
ad	Invoker's Rights - Rewrite	16	1 sec
ad	Invoker's Rights - Setup	1	23 sec

Add to Support Cart

Clicking the link for an entry in the Product column displays full status details for a specific product. The example shown below is for FND.

## Specific Product Details

<a href="#">Applications Dashboard</a>   <a href="#">Site Map</a>	
<b>Products Licensed with Base Version 12.0.0: oaf1225d</b>	
Last Updated: 02-Sep-2015 11:36:10	
<b>Summary</b>	
Status	Count
Licensed	173
Shared	2

List of Products

Filter  is

If searching by 'status', please input 'licensed', 'shared' or 'not licensed' as the search keyword.

Select a Product and View...  |

Select	Product Abbreviation ▲	Product Name	Patch Set	Status
<input checked="" type="radio"/>	AD	Applications DBA	R12.AD.C.7	Shared

Add to Support Cart

## Exceptions

Clicking the Exceptions number in the Job Timing report opens the Exception report. This report is available only for jobs that have an Exceptions value greater than zero in the Job Timing report. It provides a list of exceptions encountered during the maintenance session.



## Exception Report

[Applications Dashboard](#) | [Site Map](#)

[Applications System:isgsoab0](#) > [Timing Reports](#) > [AutoPatch Timing Details](#) > [Job Timing Report](#) >

### Exception Report : Running parallel SQL and EXEC commands : isg

Last Updated : 04-Sep-2015 21:11:57


Driver File **u19676458.drv**

Task Name **Running parallel SQL and EXEC commands**

Jobs failed, restarted manually, then run successfully **0**

Jobs failed and skipped **5**

Phase	Status	Product	Directory	File	Run Time	Restarted?
last+1	Skipped	java	oracle/ apps/ xdo/ oa/ util	XLIFFLoader.class	0 sec	N
last+1	Skipped	java	oracle/ jrad/ tools/ trans/ imp	XLIFFImporter.class	0 sec	N
last+1	Skipped	java	oracle/ apps/ xdo/ oa/ util	XLIFFLoader.class	0 sec	N
last+1	Skipped	java	oracle/ apps/ xdo/ oa/ util	XLIFFLoader.class	0 sec	N
last+1	Skipped	java	oracle/ apps/ xdo/ oa/ util	XLIFFLoader.class	0 sec	N

 **TIP** Skipped : Jobs failed and skipped  
Restarted : Jobs failed, restarted automatically, then run successfully

Add to Support Cart

The general information includes:

- Driver File: Name of the driver file being run when the exception occurred.
- Task Name: Task being performed when the exception occurred.
- Jobs Failed, then restarted successfully: Number of jobs that initially failed but were restarted successfully.
- Jobs Failed and skipped: Number of failed jobs that were skipped.

The Exception details include:

- Phase: Database processing phase.
- Status: Status of the exception.
- Product: Owner of the file with the exception.
- Directory: Location of the file.
- File: File being processed when the exception occurred.
- Run Time: Total time the process ran.
- Restarted?: States whether the job with the exception was restarted.

## View Log Files

Clicking the Log Files icon of a selected row opens the View Log Files page. This page lists all the log files generated for a specific maintenance session. You can view log files of completed jobs or jobs that are in progress.

## View Log Files Page

[Applications Dashboard](#) | [Site Map](#)  
[Applications System:isgsoab0](#) > [Timing Reports](#) >  
**View Log Files : isg**  
Last Updated : 04-Sep-2015 21:16:25

\* Indicates a required field.

Task Name	AutoPatch - ucleanup.drv	Start Date	12-Aug-2015 11:11:40
Status	Completed	Last Updated	12-Aug-2015 11:15:32
* Log Directory	/u01/R122/fs_ne/EBSSapps/log/adop/121/fs_clone	Run Time	3 min, 52 sec

**Log Files**

Select a Log File and...

ViewDownload

Select	Log File	Log Type
<input checked="" type="radio"/>	cleanup.log	Main Log File
<input type="radio"/>	cleanup.lgi	Other Log File
<input type="radio"/>	adlibout.log	Other Log File
<input type="radio"/>	adlibin.log	Other Log File

The View Log Files page contains the following information:

- Task Name: Name of the task for which these log files have been generated.
- Status: Status of the task. Valid status types are: In-progress, Completed, Stopped, or Aborted.
- Log Directory: Location of the listed log files. It is defined by the user when the task is run. This is a required field.
- Start Date: Date and time the task was started.
- Last Updated: Date and time the task was completed.
- Run Time: Time required to complete the task.

The following buttons apply to the Log Files section:

- View: Use this button to view a log file after you have selected the radio button of the corresponding log file.
- Download: Use this button to download a log file after you have selected the radio button of the corresponding log file.

The Log Files section contains the following information:

- Select: Use this radio button to select the corresponding log file for viewing or downloading.
- Log File: Name of the log file.

- Log Type: Log files can be one of these types:
  - Main - primary log files for patch applications and AD Administration tasks.
  - Worker - generated by the processes that run in parallel, using a number of workers.
  - Other - informational files and log files created by the copy portion of a universal (u) patch driver, for example.

## View Log Details

Details of each log file are displayed on the View Log Details page. To access this page, select the radio button next to one of the log files and click the View button. The page displays up to 500 lines. It automatically defaults to the last page in the log file.

### View Log Details Page

The screenshot shows the 'View Log Details' page for the log file 'AutoPatch - ucleanup.drv : isg'. The page includes a navigation bar with 'Applications Dashboard' and 'Site Map'. Below this is a breadcrumb trail: 'Applications System:isgsoab0 > Timing Reports > View Log Files >'. The main title is 'View Log Details : AutoPatch - ucleanup.drv : isg'. The 'Last Updated' timestamp is '04-Sep-2015 21:20:24'. There are input fields for 'Number of lines per page' (set to 500, with a note '(Limit 500 lines)') and 'View specific page number'. A 'Go' button is next to the page number field. A note states: 'By default, the last page of the log file is displayed.' Navigation buttons 'First', 'Previous', 'Next', and 'Last' are present. The log content is titled 'Contents of cleanup.log :'. It shows the following text: 'Done Gathering Statistics for AD\_PATCH\_HIST\_TEMP', '>>> Inserted 1 bug history records for this patch (total).', '>>>> Inserted 0 action history records for this bug (total).', 'About to update the current-view snapshot: Wed Aug 12 2015 04:15:27', 'Updating the current-view snapshot...', and 'Done updating the current-view snapshot: Wed Aug 12 2015 04:15:32'. The page is identified as 'Page 4 of 4' with a 'Go to bottom' link.

The View Log Details page contains the following information:

- Number of lines per page: Use this to specify the number of lines per page you want to display. The maximum number of lines per page you can display is 500.
- View specific page number: Use this to view a specific page. Enter the page number in the field and click the Go button.

You can use the following buttons to navigate to specific portions of the log file:

- First: Go to the first page.

- Previous: Go to the previous page.
- Next: Go to the next page.
- Last: Go to the last page.

#### Contents of ...

This section displays the contents of the log file. Click the Go to bottom link to navigate to the last page of the log file. From the last page of the file, click the Return to top link to go back to the first page.

## Software Updates

Software Updates is a portal from which you can view all the patching-related activities of your system. From the Software Updates main page, you can access information such as:

- patches that have or have not been applied
- latest three patch recommendation requests from the Patch Wizard page
- latest eight jobs run from the Timing Reports page
- links to patching related pages

## The Software Updates Interface

The Software Updates page is a Web-based utility in Oracle Applications Manager. From this page, you can get an overview of all patching-related information.

## Accessing Software Updates

To view patching-related activities for your system, log in to Oracle Applications Manager and click the Software Updates tab.

### Step 1: Log in to Oracle Applications Manager

Follow the instructions in Accessing Patch Wizard, page 4-4 to access OAM.

### Step 2: Click on the Software Updates tab

From the Applications Dashboard, click the Software Updates tab.

## Software Updates Page

This section describes the Software Updates page.

## Software Updates Page

[Applications Dashboard](#) | [Site Map](#)

**Applications Dashboard: oaf1225d**Navigate to [Application Services](#) [Go](#)

[Overview](#) [Performance](#) [Critical Activities](#) [Business Flows](#) [Security](#) **[Software Updates](#)**

**Applications System Version: 12.2.5**

**Applied Patch Check**

Use this function to determine if a patch has been or has not been applied.

Patch  [Go](#)  
(Enter Patch numbers, separated by commas)

Applied	Not Applied

**Patch Recommendation Requests**

[Full List](#)

Filter Name / Patch List	Total	Not Applied	Status	Details
No records found.				

**Related Links**

**Setup Tasks**

- [Patch Wizard Preferences](#)
- [Define Patch Filters](#)
- [Update My Oracle Support Credentials](#)
- [Register Flagged Files](#)

**Other Links**

- [Applied Patches](#)
- [File History](#)
- [Products Installed](#)
- [Codelevels Summary](#)

**Maintenance Activities**

[Full List](#)

Task Name	Status	Last Updated	Details	Log Files
AutoPatch - ucutover.drv	✓	19-Aug-2015 22:50:07		
AutoPatch - u21657397.drv	✓	19-Aug-2015 22:32:48		
AutoPatch - u21497435.drv	✓	28-Jul-2015 22:22:31		
AutoPatch - ucleanup.drv	✓	28-Jul-2015 22:15:26		
AutoPatch - ucutover.drv	✓	28-Jul-2015 22:04:00		
AutoPatch - u21497435.drv	✓	28-Jul-2015 21:56:19		
AutoPatch - u21470829.drv	✓	23-Jul-2015 06:25:14		
AutoPatch - ucleanup.drv	✓	23-Jul-2015 06:14:20		

The top of the page indicates the version of your Oracle E-Business Suite system.

### Applied Patch Check

Use the Applied Patch Check field to check if a patch or a series of patches have been applied to your system. Enter a patch ID or a series of IDs separated by commas to check if the patch or patches have been applied to your system. The table below the field contains two columns: Applied and Not Applied. Your queried patch ID appears in the corresponding column depending on whether it has been applied or not.

### Patch Recommendation Requests

This section lists the latest three patch recommendation requests from the Patch Wizard main page. From this section, you can view the following information: Filter Name/Patch List, Total (Applied and Unapplied), Unapplied, Status, and Details.

Click the Full List button in the Patch Recommendation Results section to go directly to the Patch Wizard main page. Click the Details icon to go directly to the Recommended Patches Results of the associated patch. See: Accessing Patch Wizard, page 4-4.

### Maintenance Activities

This section lists the latest eight jobs from the Timing Reports page. From this section, you can view the following information: Task Name, Status, Last Updated, Details, and Log Files.

Click the Full List button in the Maintenance Activities section to go directly to the

Timing Reports main page. Click the Details icon to go directly to the Timing Details report of the associated task, or click the Log Files icon to go directly to the View Log Files page of the associated task. See: Timing Reports, page 5-15.

## **Related Links**

This section lists the links related to patching activities for your system.

# Part 2

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## General Maintenance





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## Basic DBA Tasks

### Overview of Oracle E-Business Suite DBA Duties

Oracle E-Business Suite database administration (DBA) combines the efforts of an Oracle E-Business Suite System Administrator and an ORACLE database administrator.

### ORACLE Schemas

Installation of Oracle E-Business Suite includes the automatic addition of a number of schemas (sometimes called ORACLE schemas) to the database. For security, you should set carefully-chosen passwords for these schemas. For information about changing passwords, see: Oracle E-Business Suite Password Management, page 6-4.

These schemas can be categorized as follows:

1. Schemas that exist in every Oracle database, whether or not the database is used for Oracle E-Business Suite. For example, SYS, SYSTEM.
2. A schema that is an analogue of the Oracle Database SYS and SYSTEM schemas, and designed for Oracle E-Business Suite applications database administration purposes. For example, EBS\_SYSTEM.
3. A small set of critical core schemas used for specific purposes by Oracle E-Business Suite. For example, APPLSYSPUB, APPLSYS, APPS, APPS\_NE.
4. A large set of schemas provided by individual Oracle E-Business Suite products, ranging (using product short names) from ABM through to ZX.
5. A small set of schemas that belong to optional database features or third party products. These fall into three sub-categories:
  1. Schemas that are both used by and patched with Oracle E-Business Suite. For example, CTXSYS.

2. Schemas that are used by Oracle E-Business Suite but patched only with the database. For example, MDSYS.
3. Schemas that are not used by Oracle E-Business Suite. For example, SCOTT.

All these types of schema are used during runtime operations of Oracle E-Business Suite. The schemas of types 2, 3 and 4-1 above are accessed during initial installation and patching.

**Note:** None of the Oracle E-Business Suite schemas relate to a particular Oracle E-Business Suite user. The Oracle database schemas and passwords are used to connect to the database, while application usernames and passwords are used to access Oracle E-Business Suite.

Three passwords are especially significant in Oracle E-Business Suite schema usage, so should be chosen with particular care:

1. A password for APPLSYSPUB (also known as the GATEWAY user).
2. A password shared between APPLSYS, APPS, and APPS\_NE.
3. A password for all the product-specific base schemas (type 3).

## Registering an ORACLE Schema

The installation process automatically registers Oracle E-Business Suite ORACLE schemas.

You must register an ORACLE schema with Oracle E-Business Suite if you create a custom application using Oracle Application Object Library. See: My Oracle Support Knowledge Document 1577707.1, "Creating a Custom Application in Oracle E-Business Suite Release 12.2."

## Reregistering ORACLE Schemas

You should also reregister ORACLE schemas associated with custom applications built using Oracle Application Object Library each time you upgrade Oracle Application Object Library.

## Initialization Code

You can add in custom initialization SQL code to be executed when a database session starts up or when it is re-initialized. You specify this code using a profile option.

The code is executed by FND\_GLOBAL.INITIALIZE and APPS\_INITIALIZE immediately after initializing global variables, profiles, and the contents of client\_info on session startup.

### Profile Option Initialization SQL Statement - Custom

Using the profile option Initialization SQL Statement - Custom, you can add site-specific initialization code, such as optimizer settings. This profile value must be a valid SQL statement, or a PL/SQL block for more than one statement, that is to be executed once at the startup of every database session.

This profile option can be set at any level by the System Administrator, and is reserved for use by customers.

### Profile Option Initialization SQL Statement - Oracle

This profile option is used by Oracle E-Business Suite. This profile option and its value settings are delivered as seed data, and must not be modified.

## Resource Consumer Groups in Oracle E-Business Suite

The Database Resource Manager introduced in Oracle8i is used to allocate and manage resources among database users and applications.

Resource consumer groups and resource plans provide a method for specifying how to partition processing resources among different users. A resource consumer group defines a set of users who have similar resource usage requirements. An overall resource plan specifies how resources are distributed among the different resource consumer groups.

Oracle E-Business Suite allows the system administrator to assign individual Oracle E-Business Suite users to resource consumer groups. In addition, concurrent programs and concurrent managers can be assigned to resource consumer groups.

**Note:** These resource consumer groups apply to CPU resources only.

For additional information, see the Oracle database documentation.

### Assigning Resource Consumer Groups

The system administrator can assign a user to a resource consumer group by setting the value of the user profile option FND:Resource Consumer Group for that particular user. The user can see this profile option but cannot update it.

The system administrator can assign a concurrent program to a resource consumer group in the Parameters window of the Define Concurrent Program form. See: Concurrent Programs Parameters Window, *Oracle E-Business Suite Setup Guide*.

The system administrator can assign a concurrent manager to a resource consumer group in the Define Concurrent Manager form. See: Concurrent Managers Window, *Oracle E-Business Suite Setup Guide*.

## Hierarchy of Resource Consumer Group Assignments

Conflicts can arise between the resource consumer groups associated with a single session. For example, a concurrent manager assigned to one resource consumer group may run a concurrent program assigned to another. A similar situation arises when a user performs a transaction managed by a transaction manager that has a different resource consumer group than the user. To resolve such conflicts, Oracle E-Business Suite uses a hierarchy.

In the case of a concurrent program, the system first checks to see if the program has an assigned resource consumer group and if so, uses that. If not, the system checks the concurrent manager running the program and uses its resource consumer group. If the concurrent manager is not assigned to a resource consumer group the system uses the default group "Default\_Consumer\_Group".

In the case of a transaction manager running a transaction program, the system once again checks the resource consumer group assigned to the program, if any, and if there is none, checks the transaction manager. If the transaction manager has no assigned resource consumer group the system then checks the profile option value for the user whose session began the transaction. If there is no resource consumer group defined the system uses the default resource consumer group.

For a user running a form, the system first checks the profile option value for that user and uses that if it is defined. Otherwise the system uses the default resource consumer group.

## Oracle E-Business Suite Password Management

Oracle E-Business Suite provides two command line utilities, AFPASSWD and FNDCPASS, for setting Oracle E-Business Suite schema passwords. These utilities change the password registered in Oracle E-Business Suite tables and the schema password in the database. The utilities can also be used to change user passwords.

**Additional Information:** For more information regarding schemas that are managed by AFPASSWD and FNDCPASS, see Database Schemas Found in Oracle E-Business Suite, *Oracle E-Business Suite Security Guide*.

Several important considerations apply:

- AFPASSWD and FNDCPASS are used to change the passwords for the APPLSYS, APPS, and APPS\_NE accounts as well as for the Oracle E-Business Suite product accounts.
- AFPASSWD and FNDCPASS are not used to change the password for EBS\_SYSTEM, SYSTEM, SYS, or other Oracle database accounts. To change the passwords for these accounts, use the ALTER USER SQL statement. For example:  
`ALTER USER <username> IDENTIFIED BY <new_password>`

- The Oracle E-Business Suite system must be shut down before you change the password for a system schema (APPLSYS, APPS, or APPS\_NE).
- It is recommended that you back up the FND\_USER and FND\_ORACLE\_USERID tables before changing system passwords. Remove the backups after you have confirmed that the changes are successfully completed.
- After changing a system schema password with either AFPASSWD or FNDCPASS, you should run AutoConfig to synchronize the application tier files.
- If you are changing the APPLSYSPUB password using either AFPASSWD or FNDCPASS, you must change the value for the context variable `s_gwyuid_pass` and then run AutoConfig.

In Oracle E-Business Suite Release 12.2.3 and later, you can also use the AFPASSWD utility to migrate Oracle E-Business Suite user passwords to a non-reversible hash password scheme.

**Note:** FNDCPASS will continue to be shipped with Oracle E-Business Suite for use in changing passwords, and customers can switch to the AFPASSWD utility for this purpose at their discretion. However, note that as of Release 12.2.3, the USERMIGRATE mode of FNDCPASS is deprecated. You should now use AFPASSWD to migrate to a password hashing scheme.

My Oracle Support Document 457166.1 lists the current patch for password handling. Check this document to ensure that you have applied the latest updates.

## AFPASSWD Utility

The AFPASSWD utility includes the following features:

- AFPASSWD only prompts for passwords required for the current operation, allowing separation of duties between applications administrators and database administrators. This also improves interoperability with Oracle Database Vault. In contrast, the FNDCPASS utility, page 6-12 currently requires specification of the user name and password for the APPS user as well as the user name and password for the EBS\_SYSTEM user or SYSTEM user, depending on your codelevel. These FNDCPASS requirements prevent separation of duties between applications administrators and database administrators.
- As AFPASSWD prompts for all required passwords, it avoids the security risk incurred by entering passwords on the command line for FNDCPASS.
- When changing a password with AFPASSWD, the user is prompted to enter the new password twice to confirm.

- If you have not already done so, you should use the AFPASSWD utility to migrate Oracle E-Business Suite user passwords to a non-reversible hash password scheme.

**Note:** You should always run AutoConfig after changing any system schema (APPLSYS, APPS, APPS\_NE) password.

## AFPASSWD Usage

The AFPASSWD command is used with the relevant command line options to perform the desired action.

```
AFPASSWD -h
```

```
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -f <FNDUSER>
```

```
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -o <ORAUSER>
```

```
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -a
```

```
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -l <ORAUSER> <TRUE|FALSE>
```

```
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -L <TRUE|FALSE>
```

```
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -s <APPLSYS>
```

These options have the following functions:

- **-h** - Displays help.
- **-c <APPSUSER>[@<TWO\_TASK>]** - Specifies the connection string to use, the Oracle E-Business Suite user, and/or the value of TWO\_TASK. This option can be use in combination with others. If it is not specified, default values from the environment will be used.

**Note:** The password will be prompted for, and should not be provided in the connection string.

- **-f <FNDUSER>** - Changes the password for an Oracle E-Business Suite user. Specify the user name. A user name that contains spaces or special characters must be enclosed in double quotation marks; for example, "JOHN SMITH" or "JOHN.DOE@EXAMPLE.COM".
- **-o <ORAUSER>** - Changes the password for an Oracle E-Business Suite database user. Specify the user name.

**Note:** This only applies to users listed in the FND\_ORACLE\_USERID table, not database users in general.

- **-a** - Changes all Oracle passwords for schemas that are registered as base product

schemas in the FND\_ORACLE\_USERID table (excluding the passwords of APPS, APPLSYS, and APPS\_NE) to the same password, in the same way as the ALLORACLE mode does in FNDCPASS.

- **-l** - Locks or unlocks an individual Oracle E-Business Suite database user (ORACLE\_USER) (except required schemas). Specify TRUE to lock or FALSE to unlock.
- **-L** - Locks or unlocks all Oracle E-Business Suite database users (except required schemas). Specify TRUE to lock or FALSE to unlock.
- **-s <APPLSYS>** - Changes the password for the APPLSYS user, the APPS user, and the APPS\_NE user. This requires the execution of AutoConfig on all tiers. After changing the APPLSYS password, you must also perform the steps listed in Important Additional Instructions to Update WLS Data Source, page 6-7.

### Important Additional Instructions to Update WLS Data Source

Whenever you use AFPASSWD or FNDCPASS in SYSTEM mode to change the APPS or APPLSYS schema passwords, you must also perform the following actions.

**Note:** Using SYSTEM mode with either APPLSYS or APPS will simultaneously update both the APPLSYS and APPS schemas; The respective passwords are kept in sync by both AFPASSWD and FNDCPASS.

**Important:** Perform the following steps on the *run* file system of the primary node.

1. Shut down the application tier services using the `$INST_TOP/admin/scripts/adstpall.sh` script.
2. Change the APPLSYS password, as described for the utility you are using.
3. Start AdminServer using the `$INST_TOP/admin/scripts/adadminsrvctl.sh` script. Do not start any other application tier services.
4. Change the APPS password in WLS data source by running the the following script as shown:  

```
$ perl $FND_TOP/patch/115/bin/txkManageDBConnectionPool.pl
```

When prompted, select "updateDSPassword" to change the APPS password in the WLS data source.
5. Start all the application tier services using the `$INST_TOP/admin/scripts/adstrtal.sh` script.

6. Verify the WLS data source changes as follows:
  1. Log in to the WLS Administration Console.
  2. In the Domain Structure tree, expand Services, then select Data Sources.
  3. On the Summary of JDBC Data Sources page, select EBSDataSource.
  4. On the Settings for EBSDataSource page, select **Monitoring >Testing**.
  5. Select "oacore\_server1".
  6. Click **Test DataSource**.
  7. Look for the message "Test of EBSDataSource on server oacore\_server1 was successful".

**Important:** Steps 4, 5, and 6 are only applicable when using the "-s <APPLSYS>" option to change the APPLSYS, APPS, and APPS\_NE passwords. They are not applicable when changing passwords for product schemas.

In the next prepare phase after the password change, adop will invoke EBS Domain Configuration to ensure that the WLS data source on the patch file system will be synchronized with the new APPS password.

## Using AFPASSWD to Migrate to a Password Hashing Scheme

You can use AFPASSWD to migrate Oracle E-Business Suite user passwords to a password hashing scheme. The migration converts the passwords for local Oracle E-Business Suite users (that is, users stored in the FND\_USER table) from their current encryption to a non-reversible password hashing scheme, thus making the passwords non-recoverable. This feature provides additional protections against brute forcing of hashes in case the password hashes in the database are compromised. You can select SHA-2 algorithms (SHA-256, SHA-384, and SHA-512) defined by NIST FIPS 180-4 which are combined internally with the use of the PBKDF2 derivation function as defined by NIST 800-132 to make calculating the hashes computationally more difficult.

**Note:** The option to migrate to the SHA hash mode is deprecated in Release 12.2.3 and higher. You should now migrate only to SHA-256, SHA-384, or SHA-512. However, if you previously migrated to the SHA hash mode, you can use AFPASSWD to perform another migration to one of the advanced hash modes.

Migration to a password hashing scheme is a one-way operation that cannot be undone without a system restore from backup. Up to and including Release 12.2.9, this



migration is optional and is not implemented unless you manually execute it to take advantage of this feature. Oracle recommends that you do implement an advanced password hashing scheme to enhance Oracle E-Business Suite user password security.

Beginning in Release 12.2.10, or if you apply R12.ATG\_PF.C.Delta.9 or later, if you have not already migrated to a password hashing scheme, then your instance is automatically upgraded to a partial migration to the SHA-256 hash mode. With a partial migration, users on an earlier encryption mode can still log in and their passwords will still be encrypted, but all subsequent password changes will switch these users to the advanced hash mode. It is strongly recommended that you run AFPASSWD to complete the migration after the upgrade. You can also optionally run AFPASSWD to switch to SHA-384 or SHA-512 before completing the migration.

Using an advanced hash algorithm adds a small delay to the login process for users due to the additional computation. Oracle recommends that you use advanced password hashing with the strongest SHA-2 algorithm that provides acceptable login performance.

**Note:** The AFPASSWD migration option does not affect existing password schemes for the following types of users:

- Users whose passwords are managed externally in Oracle Directory Services
- Users whose passwords are managed externally in a third-party LDAP directory, such as Microsoft Active Directory
- Oracle E-Business Suite database users

Before migrating, back up your Oracle E-Business Suite instance so that you can restore it from the backup if necessary.

Also, before migrating, verify that you have upgraded all desktop clients to a version supported with Release 12.2 to ensure that these clients can continue to connect to your Oracle E-Business Suite instance. These clients include the following:

- Oracle Collaboration Suite - See *Oracle Collaboration Suite Installation Guide* for your platform.
- Oracle Configurator - See *Oracle Configurator Installation Guide*.
- Oracle Discoverer - See the following My Oracle Support Knowledge Documents:
  - 1380591.1, *Using Discoverer 11.1.1 with Oracle E-Business Suite Release 12.2*
  - 2277369.1, *Oracle E-Business Suite Support Implications for Discoverer 11gR1*

If you plan to export Oracle E-Business Suite users for bulk loading into Oracle Directory Services, you should perform the export and bulk load before you migrate

Oracle E-Business Suite user passwords to a password hashing scheme. After you implement password hashing, the AppsUserExport utility can no longer include the passwords when exporting Oracle E-Business Suite user information. For more information, refer to: Migrating Data between Oracle E-Business Suite and Oracle Directory Services, *Oracle E-Business Suite Security Guide*.

To migrate Oracle E-Business Suite user passwords to a password hashing scheme, specify the AFPASSWD command with the following options.

Options with Remove Invalid Users OFF:

```
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -m <HASH-MODE> [MIGRATION]
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -p [MIGRATION]
```

Options with Remove Invalid Users ON:

```
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -M <HASH-MODE> [MIGRATION]
AFPASSWD [-c <APPSUSER>[@<TWO_TASK>]] -P [MIGRATION]
```

The options have the following functions:

- **-c <APPSUSER>[@<TWO\_TASK>]** - Specifies the connection string to use, the Oracle E-Business Suite user, and/or the value of TWO\_TASK. This option can be use in combination with others. If it is not specified, default values from the environment will be used.

**Note:** The password will be prompted for, and should not be provided in the connection string.

- **-m <HASH-MODE> [MIGRATION]** - Migrates records in the FND\_USER table to hash mode using the specified algorithm.
  - Specify the hash mode to use. You can specify any of the following advanced hash algorithms:
    - SHA256
    - SHA384
    - SHA512

**Note:** The SHA hash mode is deprecated in Release 12.2.3 and later. Do not specify SHA as the hash mode for AFPASSWD; instead, specify one of the advanced SHA-2 hash algorithms.

- Specify the type of advanced hash migration to perform.
  - **FULL** - A full migration migrates all the records in the FND\_USER table to the selected hash mode. If you do not specify a migration type, then a full migration is performed by default.

- **BACKGROUND** - A background migration migrates all the records in the FND\_USER table to the selected advanced hash mode in the background as a concurrent program named Advanced Hash Migration (AFPASSWD\_MIGRATION).
- **PARTIAL** - A partial migration allows users with an earlier encryption mode to coexist with users creating new passwords with the selected advanced hash mode. Users on the earlier encryption mode can still log in, but subsequent password changes will switch these users to the selected advanced hash mode.

**Note:** Partial migration is used to change between advanced hash modes and should be performed only after a full or background migration. If you perform a partial migration first, use **-P** to subsequently run any full migration.

If you are already using an advanced hash mode (SHA256, SHA384, or SHA512), then you can only migrate to another advanced hash mode, and you can only specify the migration type **PARTIAL**.

- **-M** - Performs the same function as **-m** and marks any passwords that cannot be successfully migrated as invalid, which removes obsolete credentials for those users.
- **-p [MIGRATION]** - Completes a partial migration using one of the following two modes:
  - **FULL** - Migrates remaining records to HASH-MODE in the current session. If no migration mode is indicated, this is the default.
  - **BACKGROUND** - Migrates remaining records to HASH-MODE in the background as a concurrent program.
- **-P** - Performs the same function as **-p** and marks any passwords that cannot be successfully migrated as invalid, which removes obsolete credentials for those users.

The AFPASSWD log file is written to the directory where AFPASSWD was executed. You should review this log file to verify the status of the migration.

If your instance has been automatically upgraded to a partial migration to the SHA-256 hash mode, then it is strongly recommended that you complete the migration by running the AFPASSWD utility with the following command:

```
AFPASSWD -P BACKGROUND
```

This command will migrate all user passwords that can be migrated over to the current password hashing scheme. This operation cannot be reversed.

If you prefer to use a different hash mode such as SHA-384 or SHA-512 instead of SHA-256, then you can perform another partial migration to switch to that hash mode before you run the command to complete the migration. For example:

```
AFPASSWD -m [SHA384|SHA512] PARTIAL
AFPASSWD -P BACKGROUND
```

**Note:** After you have migrated to a password hashing scheme, you may encounter an issue when using the expdp database export utility in which the FND\_USER\_PREFERENCES table is not properly exported. As a workaround to resolve this issue, you can re-export and re-import the FND\_USER\_PREFERENCES table separately using the exp and imp utilities, after initially running expdp and impdp.

1. Immediately after running expdp and impdp, use the exp utility to export the FND\_USER\_PREFERENCES table from the source database with the following command:

```
exp TABLES=(<APPLSYS SCHEMA NAME>.FND_USER_PREFERENCES)
COMPRESS=Y DIRECT=Y
```

For example:

```
exp TABLES=(APPLSYS.FND_USER_PREFERENCES) COMPRESS=Y
DIRECT=Y
```

When prompted, enter the user to run the utility, such as EBS\_SYSTEM or SYSTEM, and the password for that user.

2. Then import this data into the target database using the following command:

```
imp FILE=expdat.dmp LOG=imptab.log
TABLES=FND_USER_PREFERENCES FROMUSER=<APPLSYS SCHEMA NAME> IGNORE=Y
```

For example:

```
imp FILE=expdat.dmp LOG=imptab.log
TABLES=FND_USER_PREFERENCES FROMUSER=APPLSYS IGNORE=Y
```

When prompted, enter the user to run the utility, such as EBS\_SYSTEM or SYSTEM, and the password for that user.

## FNDCPASS Utility

**Important:** Although still supported for backwards compatibility, FNDCPASS is a legacy tool. Entering passwords on the command line may be a security risk. Oracle recommends that all customers make the transition to its successor, AFPASSWD, page 6-5, as soon as they can,

for which no passwords are entered on the command line.

The FNDCPASS utility can be used to change various types of passwords.

- Type 2 - Passwords for schemas that are used by shared components of Oracle E-Business Suite (APPLSYS, APPS, APPS\_NE); Also referred to as system passwords. This type does not include EBS\_SYSTEM or database system administration accounts such as SYS or SYSTEM.
- Type 3 - Passwords for schemas that are provided by individual products within Oracle E-Business Suite

**Note:** You should always run AutoConfig after changing any system (type 2) password.

### To change the APPS, APPLSYS, and APPS\_NE (type 2) schema password:

Here, all application tier services must first be shut down using the command `$INST_TOP/admin/scripts/adstpall.sh`. SYSTEM mode changes the APPS and APPS\_NE passwords as well as the APPLSYS password, and thereby keeps them all synchronized.

Use this command to change passwords for schemas that are used by shared components of Oracle E-Business Suite:

```
FNDCPASS <logon> 0 Y <SYSTEM username>/<SYSTEM password> SYSTEM \  
  <username> <new_password>
```

Use the above command with the following arguments. When specifying the SYSTEM token, FNDCPASS expects the next arguments to be the APPLSYS user name and the new password.

**<logon>**

The Oracle user name.

**Note:** You can provide just the Oracle user name and FNDCPASS will prompt you for the password. Alternatively, you can provide the <username>/<password> pair.

**<SYSTEM  
username>/<SYSTEM  
password>**

The username and password for the SYSTEM DBA account. If your instance is on Release 12.2.11 or later, or if you have applied the Oracle E-Business Suite Release 12.2 Consolidated Patch for EBS System Schema Migration, then this account is EBS\_SYSTEM. For earlier codelevels, this account is SYSTEM.

**<username>**

The APPLSYS user name. For example, 'applsys'.

**<new\_password>**                      The new password.

This command does the following:

1. Verifies the current APPLSYS password.
2. Re-registers password in Oracle E-Business Suite.
3. Changes the APPLSYS, APPS\_NE, and all APPS passwords (for multi-APPS schema installations) to the same password.
4. ALTER USER is executed to change the ORACLE password for the above ORACLE users.

For example, the following command changes the APPLSYS password:

```
FNDCPASS <APPS username> 0 Y <SYSTEM username>/<SYSTEM password> SYSTEM
APPLSYS <new_password>
```

After changing the APPLSYS password, you must also perform the steps listed in Important Additional Instructions to Update WLS Data Source, page 6-7.

You will then need to run AutoConfig (adautocfg.sh) using <new\_password> as the APPS password, and finally restart application tier services using the command \$INST\_TOP/admin/scripts/adstrtal.sh.

**Tip:** For assistance in resolving any issues, refer to My Oracle Support Knowledge Document 1306938.1, *FNDCPASS Troubleshooting Guide For Login and Changing Applications Passwords*.

### To change an Oracle E-Business Suite schema password (type 3) (other than APPS/APPLSYS/APPS\_NE):

Use this command to change the password of a schema provided by an individual product in Oracle E-Business Suite:

```
FNDCPASS <logon> 0 Y <SYSTEM username>/<SYSTEM password> ORACLE \
<username> <new_password>
```

Use the above command with the following arguments. When specifying the ORACLE token, FNDCPASS expects the next arguments to be an ORACLE user name and the new password.

**<logon>**                                      The Oracle user name.

**Note:** You can provide just the Oracle user name, and the system will prompt you for the password. Alternatively you can provide the <username>/<password> pair.

**<SYSTEM**

<SYSTEM  
username>/<SYSTEM  
password>

The username and password for the SYSTEM DBA account. If your instance is on Release 12.2.11 or later, or if you have applied the Oracle E-Business Suite Release 12.2 Consolidated Patch for EBS System Schema Migration, then this account is EBS\_SYSTEM. For earlier codelevels, this account is SYSTEM.

<username>

The Oracle user name. For example, 'GL'.

<new\_password>

The new password.

For example, the following command changes the GL user password:

```
FNDCPASS <APPS username> 0 Y <SYSTEM username>/<SYSTEM password> ORACLE  
GL <new_password>
```

ORACLE Password:

**Note:** The program prompts the user for the APPS password in the above example.

### To change all ORACLE (type 3) schema passwords:

Use this command to change the passwords of all schemas provided by Oracle Application products that are registered as base product schemas in the FND\_ORACLE\_USERID table:

```
FNDCPASS <logon> 0 Y <SYSTEM username>/<SYSTEM password> ALLORACLE \  
<new_password>
```

Use the above command with the following arguments. When specifying the ALLORACLE token, FNDCPASS expects the next argument to be the new password.

<logon>

The Oracle user name.

**Note:** You can provide just the Oracle user name, and the system will prompt you for the password. Alternatively you can provide the <username>/<password> pair.

<SYSTEM  
username>/<SYSTEM  
password>

The username and password for the SYSTEM DBA account. If your instance is on Release 12.2.11 or later, or if you have applied the Oracle E-Business Suite Release 12.2 Consolidated Patch for EBS System Schema Migration, then this account is EBS\_SYSTEM. For earlier codelevels, this account is SYSTEM.

<new\_password>

The new password.

For example, the following command changes all ORACLE schema passwords:

```
FNDCPASS <APPS username> 0 Y <SYSTEM username>/<SYSTEM password>  
ALLORACLE <new_password>  
ORACLE Password:
```

**Note:** The program prompts the user for the APPS password in the above example.

### To change an Oracle E-Business Suite user's password:

You can use this command to change an individual Oracle E-Business Suite user's password:

```
FNDCPASS <logon> 0 Y <SYSTEM username>/<SYSTEM password> USER \  
<username> <new_password>
```

Use the above command with the following arguments. When specifying the USER token, FNDCPASS expects the next arguments to be an Oracle E-Business Suite user name and the new password.

**<logon>** The Oracle user name.

**Note:** You can provide just the Oracle user name, and the system will prompt you for the password. Alternatively you can provide the <username>/<password> pair.

**<SYSTEM  
username>/<SYSTEM  
password>**

The username and password for the SYSTEM DBA account. If your instance is on Release 12.2.11 or later, or if you have applied the Oracle E-Business Suite Release 12.2 Consolidated Patch for EBS System Schema Migration, then this account is EBS\_SYSTEM. For earlier codelevels, this account is SYSTEM.

**<username>** The Oracle E-Business Suite user name. For example, 'VISION'.

**<new\_password>** The new password.

For example, if you were changing the password for the user VISION, you would use the following command:

```
FNDCPASS <APPS username> 0 Y <SYSTEM username>/<SYSTEM password> USER  
VISION <new_password>  
ORACLE Password:
```

**Note:** The system prompts the user for the APPS password in the above example.



## FNDCPASS prompting for password if not provided

FNDCPASS prompts the user for the APPS user password if it is not given on the command line.

You can choose not to give the APPS password in the same command, as in the following example.

```
FNDCPASS APPS 0 Y <SYSTEM username>/<SYSTEM password> USER operations  
<password>  
ORACLE Password:
```

Here the APPS password is not provided on the command line, but instead you are prompted for it.

## Using Case-Sensitive Database Passwords

To help meet increasing and often mandatory requirements for complex passwords, Oracle E-Business Suite now supports the use of Oracle Database 11g case-sensitive passwords. This is in contrast to the traditional Oracle Application Library behavior of storing and validating all database passwords as uppercase, regardless of the case in which they are entered.

Case-sensitive database passwords can be employed with any Oracle E-Business release that uses Oracle Database 11g. Using mixed case enables more secure application schema passwords to be specified.

### Overview

There are two possible situations:

**Case sensitivity disabled (default)** - For new database accounts or changed database passwords, Oracle automatically records the case in which the password was originally specified and stores it as a hash value in the data dictionary table that holds user information. However, new or changed database account passwords will continue to not be case-sensitive unless and until the mixed-case feature is explicitly enabled.

**Case sensitivity enabled** - After the feature is enabled, database passwords created or changed since the upgrade to Oracle Database 11g will need to be entered in the case specified originally. Only database passwords that remain unchanged in Oracle Database 11g will continue to not be case-sensitive. The database stores a case-sensitive version of the password created or changed in Oracle Database 11g, whether the mixed-case feature is enabled or not. The case-sensitive version of the password is therefore ready for immediate use as soon as the feature is enabled.

For example:

- When the initialization parameter SEC\_CASE\_SENSITIVE\_LOGON is set to FALSE, dogfood, DogFood, and DoGFoOd are all the same password.
- When SEC\_CASE\_SENSITIVE\_LOGON, is set to TRUE, dogfood, DogFood, and

DoGFooD are 3 different passwords.

The case sensitivity capability for Oracle E-Business Suite database passwords is analogous to the way the SIGNON\_PASSWORD\_CASE profile is used to determine how new or changed Oracle E-Business Suite user passwords will be stored.

The following table shows the applicable versions of Oracle E-Business Suite and Oracle Database for the Case Sensitivity feature:

***Applicable Versions of Software for the Case Sensitivity Feature***

Software Component	Applicable Version(s)	Additional Patches
Oracle E-Business Suite	12.2.2, 12.2.3, 12.2.4	None
Oracle E-Business Suite	12.1.1+	12964564
Oracle Database	11.2.0.3, 11.2.0.4, 12.1.0.1, 12.1.0.2	

## Enabling Case-Sensitive Database Passwords

Case sensitivity is controlled by the setting of the Oracle Database 11g initialization parameter SEC\_CASE\_SENSITIVE\_LOGON. The default for Oracle E-Business Suite databases is FALSE, which means that new, existing (pre-11g), and changed database passwords will all remain not case-sensitive.

Prior to enabling case sensitivity, database passwords may be in an unknown case depending on the codelevel of your Oracle E-Business Suite instance when they were changed. This includes the APPS, APPLSYS, and APPS\_NE passwords. Therefore, before you enable the Case Sensitivity feature, you must change the APPLSYS/APPS/APPS\_NE password with the AFPASSWD or FNDCPASS tool, ensuring that you use all uppercase when typing the password values to force the passwords to be stored in uppercase. This will normalize your system to a known state prior to conversion to Oracle Database 11g case-sensitive passwords for Oracle E-Business Suite database users. After changing the APPLSYS/APPS/APPS\_NEW passwords, you should also change the passwords of the other schemas used in your Oracle E-Business Suite instance to be all uppercase as well.

The Case Sensitivity feature is enabled as follows:

1. Set the Oracle Database 11g initialization parameter SEC\_CASE\_SENSITIVE\_LOGON to TRUE.

**Note:** The default for Oracle E-Business Suite databases is FALSE,

which means that new, existing (pre-11g), and changed database passwords will remain not case-sensitive.

2. Shut down and restart the database. New and changed database passwords will now be case-sensitive.
3. Change the APPLSYS, APPS, and APPS\_NE passwords to ensure that the database password is stored in the expected case. Use uppercase for the old password value on the first password change after setting the parameter.

For more information about using the Oracle E-Business Suite provided command line utilities, AFPASSWD and FNDCPASS, to change your passwords, see: Oracle E-Business Suite Password Management, page 6-4.

In addition, change any other Oracle E-Business Suite database passwords. Use all uppercase for the old password value on the first password change after setting the parameter.

**Warning:** Three failed login attempts with the APPS user will result in the APPS user account being locked. This is the default behavior of the Oracle Database 11g user profile. Before running AFPASSWD or FNDCPASS with the APPS password, verify you have the correct APPS password by logging into SQL\*Plus with the APPS user successfully.

After the APPS password is successfully changed by AFPASSWD or FNDCPASS, it is case-sensitive.

**Warning:** The APPLSYSPUB password is unique in that it must be maintained as an uppercase password. This means that if you opt to change the APPLSYSPUB password in Oracle Database 11g, you must enter the new password in all uppercase to preserve system functionality.

4. Ensure that the `sqlnet_*.ora` file has the line `SQLNET.ALLOWED_LOGON_VERSION_SERVER = 8` (if the initialization parameter `SEC_CASE_SENSITIVE_LOGON` is set to `FALSE`) or `SQLNET.ALLOWED_LOGON_VERSION_SERVER = 10` (if `SEC_CASE_SENSITIVE_LOGON` is set to `TRUE`).

However, starting with Oracle Database 19, ensure that the `sqlnet_*.ora` file has the line `SQLNET.ALLOWED_LOGON_VERSION_SERVER=10` (for both `TRUE` or `FALSE` values of `SEC_CASE_SENSITIVE_LOGON`).

5. After Oracle Database 11g password case-sensitivity has been enabled, a DBA

should immediately change the passwords of the database administrative accounts such as SYS and SYSTEM. The DBA may also wish to employ a password management policy (profile) to ensure system administrators change the Oracle E-Business Suite database passwords within a reasonable time.

Existing database passwords that were never changed in Oracle Database 11g will remain case-insensitive until changed, after which they will become case-sensitive.

## Additional Considerations for Oracle E-Business Suite DBAs

Be aware of the following points:

- We recommend that the APPLSYSPUB password should be changed on all Release 12.x systems, using either AFPASSWD or FNDCPASS. AutoConfig should be run after changing the password, to synchronize all the application tier files.

**Important:** The APPLSYSPUB password is an exception to the standardization of mixed case passwords, and must always be in upper case. This is true even if case-sensitive passwords have been enabled in Oracle Database 11g (SEC\_CASE\_SENSITIVE\_LOGON=true).

For more information, refer to About Oracle E-Business Suite Secure Configuration, *Oracle E-Business Suite Security Guide*.

- If you are on Oracle E-Business Suite Release 12.1 or 12.2, ensure that your sqlnet\_ifile.ora has the line SQLNET.ALLOWED\_LOGON\_VERSION\_SERVER = 8 (if the initialization parameter SEC\_CASE\_SENSITIVE\_LOGON is set to FALSE) SQLNET.ALLOWED\_LOGON\_VERSION\_SERVER = 10 (if SEC\_CASE\_SENSITIVE\_LOGON is set to TRUE)
- Passwords with special characters or multibyte characters are not currently supported with Oracle E-Business Suite.
- Although the parameter is deprecated with Oracle Database 12c, it is still supported for backwards compatibility.

## ORACLE Users Window

An ORACLE username grants access privileges to the ORACLE database.

This section is provided for reference use only. Beginning with Release 12.2, the ORACLE Users window should not be used. For information on creating custom applications and related ORACLE users, see: AD Splicer, *Oracle E-Business Suite Setup Guide* and My Oracle Support Knowledge Document 1577707.1, *Creating a Custom Application in Oracle E-Business Suite Release 12.2*. For information on changing passwords for ORACLE users, see: Oracle E-Business Suite Password Management,

page 6-4.

The installation process always registers your ORACLE username, and additional ORACLE usernames are needed only for custom applications using Oracle Application Object Library. For more information, see My Oracle Support Knowledge Document 1577707.1, *Creating a Custom Application in Oracle E-Business Suite Release 12.2*.

Before an ORACLE username is registered, the ORACLE username should be created (this function is usually performed by a database administrator). The ORACLE username must include the *create session* privilege.

If you register an ORACLE username as a "restricted" ORACLE username, you submit a concurrent request to set up read-only privileges to the Oracle Application Object Library tables. An "enabled" ORACLE username has all privileges to those tables. A "disabled" ORACLE username has no privileges to those tables.

If you do not register and enable your ORACLE username or if you disable a registered ORACLE username, your user cannot use Oracle Application Object Library features such as menus and flexfields.

You should not change the registration of any ORACLE usernames that the installation process registers, other than changing the passwords.

If you are registering a change to an existing ORACLE password, make the password change in the database immediately AFTER you register the password change in Oracle E-Business Suite. Until you register the password changes in Oracle E-Business Suite and implement them in the database, responsibilities using this ORACLE username cannot connect to the database.

Your password must follow the guidelines for creating passwords discussed in the Oracle database documentation. Remember that if you use non-character values in your password, you may need to use quotation marks around your password when changing it in the database.

**Note:** Use a password management utility described in Oracle E-Business Suite Password Management, page 6-4 to change the password, not the ORACLE Users window.

**Warning:** If you are changing the password to the *appls* ORACLE username, which contains the Oracle Application Object Library tables, you must *not* change the passwords to any other ORACLE usernames at the same time.

As soon as you change and save the password, you should immediately log out of the Oracle E-Business Suite, make the *appls* password change in the database, and then sign on again before you do anything else. You should also ensure that no other users are logged on to the Oracle E-Business Suite while you are changing the *appls* password.

**Important:** For passwords for the APPS accounts, the *appls* password must be identical to the password for the APPS accounts (APPS, APPS2, APPS3). The uniform passwords enable the different sets of books to operate correctly.

## ORACLE Users Block

This block contains the following:

### Password

The password of your ORACLE username.

Until you register the password changes in Oracle E-Business Suite and implement them in the database, responsibilities using this ORACLE username cannot connect to the database.

### Privilege

The type of privilege to the Oracle Application Object Library database tables for this ORACLE username. The Oracle Application Object Library tables contain information for Oracle Application Object Library features such as menus, help text, and flexfields. If you do not have access to these tables, you cannot use these features.

The default value for this field is Enabled.

- Enabled - An enabled ORACLE username has full privileges (insert, query, update, and delete) to the Oracle Application Object Library database tables.
- Restricted - A restricted ORACLE username has only query privileges to the Oracle Application Object Library database tables. This ORACLE username can view Oracle Application Object Library data, but cannot insert, update, or delete information.
- Disabled - A disabled ORACLE username has no privileges to the Oracle Application Object Library database tables. This ORACLE username cannot insert, query, update, or delete Oracle Application Object Library information and cannot use Oracle Application Object Library features.

Two additional privilege types appear, associated with ORACLE usernames configured at installation. However, these privilege types cannot be selected from your list of values.

- Public - The installation process registered an ORACLE username with the Public privilege, allowing all users to access the Application Sign-On Security form where they must enter a valid Oracle E-Business Suite username and password.

- **Applsys** - The installation process registered the Oracle Application Object Library ORACLE username with the Applsys privilege.

## Install Group

The value of the installation group associated with your ORACLE username. Install group numbers should be consecutive whole numbers, where 1 represents the first set of books (or first set of product installations), 2 is the second set of books, 3 is the third set of books, and so on. Install group number 0 represents products that need only single installations.

**Important:** Since the installation process does not affect ORACLE usernames (also known as "schemas") for custom applications, this value is for your reference only and is currently not used.

## Applications Window

Information provided here is for reference only. Beginning with Release 12.2, you must register a custom application using AD Splice. See: *AD Splicer, Oracle E-Business Suite Setup Guide* and My Oracle Support Knowledge Document 1577707.1, "Creating a Custom Application in Oracle E-Business Suite Release 12.2."

Oracle Application Object Library uses information supplied when an application is registered to identify application objects such as responsibilities and forms as belonging to your application. This identification with your custom application allows Oracle E-Business Suite to preserve your application objects and customizations during upgrades. The application basepath tells Oracle Application Object Library where to find the files associated with your custom application.

You can use your custom application to name your custom menus, concurrent programs, custom responsibilities, and many other custom components. For some objects, the application part of the name only ensures uniqueness across Oracle E-Business Suite. For other components, the application you choose has an effect on the functionality of your custom object.

## Applications Block

When you register a custom application, you provide the information Oracle uses to identify it whenever you reference it. Although the application short name of an application can be changed, doing so may cause a change in the application code where the application short name is hardcoded.

**Important:** You should not change the name of any application that you did not develop, as you cannot be sure of the consequences. You should never change the name of any Oracle E-Business Suite application,

because these applications may contain hardcoded references to the application name.

## Application

This user-friendly name appears in lists seen by application users.

## Short Name

Oracle E-Business Suite uses the application short name as an internal key; for example, when identifying forms, menus, concurrent programs and other application components. The short name is stored in hidden fields while the name displays for users.

Your short name should not include spaces. You use an application short name when you request a concurrent process from a form, and when you invoke a subroutine from a menu.

**Tip:** Although your short name can be up to 50 characters, we recommend that you use only four or five characters for ease in maintaining your application and in calling routines that use your short name. To reduce the risk that your custom application short name could conflict with a future Oracle E-Business Suite short name, we recommend that your custom application short name begins with "XX".

## Basepath

The name of an environment variable that represents the top directory of your application's directory tree. Oracle E-Business Suite searches specific directories beneath the basepath for your application's files and scripts.

In general, your application's basepath should be unique so that separate applications do not write to the same directories.

However, custom applications that will be used only for naming custom responsibilities, menus and other data components may be defined. In this case, you can use the basepath of the Oracle application that uses the same forms as your application. For example, if you are defining a Custom\_GL application, you could use the GL\_TOP basepath for your custom application. In this case, however, you should not create custom components in the directory structure, such as custom forms and reports, because they will be difficult to isolate for maintenance and upgrading.

See: *Oracle E-Business Suite Concepts*



## Network Test Window

**Network Test Window**

**Oracle Applications**

File Edit View Folder Tools Window Help

**Network Test**

**Latency**

Trials

Iterations

**Bandwidth**

Trials

Iterations

Notes

Clear Old Test Data Run Test

**Results**

Test Date  ☐ Batch

**Latency Results**

Round Trip Time (milliseconds)

Trial Sample Data

	Test	LAN	WAN
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

**Bandwidth Results**

Data Rate (kbits per second)

Trial Sample Data

	Test	LAN	WAN
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

LAN = Client at HQ (Redwood Shores) and Server at HQ on LAN.  
WAN = Client at HQ and server in Orlando (T1 line).

<OSC> <DBG>

You can use the Network Test form to monitor the latency and bandwidth of the network for forms applications, or to help create a baseline for use in comparing response times from within the application. This information enables you to make comparisons between locations, or at different times of day at the same location. The form shows the time taken to perform one or more Oracle Forms round trips, and the throughput used.

The latency shown on the form represents a combination of the round trip time needed to traverse the physical network (including any devices), and the Forms overhead to process a packet. The network test form is designed to more closely measure the network latency and bandwidth of an actual forms user. Note that the results are not expected to match the times returned by ping, traceroute, or other diagnostic network commands.

To test the network latency, a short sequence of packets is sent from the client application to the application server, then on to the database server, and back to the client. You need to specify the number of sequences (iterations) you want to send, and the number of times you want to send each set of iterations (trials). The default setting

is 5 trials of 100 iterations each. The average latency is the total time for all round trips in a trial, divided by the number of iterations.

The bandwidth test (or more accurately, throughput test), examines the data transfer rate, and shows how many bytes per second your network transferred between the client, application server and database server.

## Running a Test

Click the Run Test button to perform the test.

You can provide notes to indicate the conditions for each test you run.

## Evaluating the Test Results

If one test result varies significantly from the other trials, discard that information.

Use the Clear Old Test Data button to purge previous test results from your database.

The results of both the latency and throughput tests are displayed in the Results block.

- *Latency Results* displays the minimum, average, and maximum round trip time for a single round trip from a PC client to the server.
- The *Bandwidth* window shows the throughput results, and displays the minimum, average, and maximum data rate in bytes per second.

For comparison, the sample data fields show the results of tests completed at Oracle Headquarters in Redwood Shores, California.

## Administering Folders

*Find Folders Window*

The screenshot shows the 'Find Folders' window within the Oracle Applications environment. The window has a title bar 'Oracle Applications' and a menu bar with 'File', 'Edit', 'View', 'Folder', 'Tools', 'Window', and 'Help'. Below the menu bar is a toolbar with various icons. The main area of the window is titled 'Find Folders' and contains three radio buttons for selection: 'Default folder assignments by responsibility' (unselected), 'Default folder assignments by user' (selected), and 'Folders' (unselected). Under 'Default folder assignments by responsibility' is a text field labeled 'Responsibility'. Under 'Default folder assignments by user' is a text field labeled 'User Name'. Under 'Folders' are three text fields labeled 'Folder Set', 'Folder', and 'Owner'. At the bottom right of the main area are two buttons: 'Clear' and 'Find'. The window has a scroll bar on the right and a status bar at the bottom with '<OSC>'.

Administer folders by assigning default folder definitions either to a specific user or to a responsibility. Manage folder definitions by assigning them to new owners, determining which folder definitions should be public (accessible by anyone), and setting the AutoQuery behavior of the folders.

You can do different tasks depending on how you search for folders or folder assignments in the Find Default Folders window.

You can assign a default folder to a user or responsibility in "restricted mode" such that all folder functionality is disabled at runtime for the user. In this way you can, for example, prevent users from seeing specific fields, or control which records they can query. This behavior is controlled by the Behavior Mode poplist value, set when the folder is assigned.

You must have default folders before you perform these steps.

## To Assign a Folder to a Responsibility:

Follow these steps to assign a folder to a responsibility:

1. Navigate to the Find Default Folders window. Use "Default folder assignments by responsibility" to view the responsibilities for which to assign default folders.
2. You can assign default folders for each responsibility. When users of this responsibility navigate to this folder block, they see the default folder you specify, unless it is overridden by a user-level default.

From the Folder field, enter the name of the default folder. The name of the folder set to which the folder belongs is filled in automatically.

If you do not know the name of the folder, enter the folder set first, then view the folders that belong to that set.

After you save a default folder definition for a folder set, that folder set no longer appears in the list of values.

**Folder Set:** Every folder set is associated with a particular folder block, and a user or responsibility can have one default folder within each folder set. The folder set name generally describes the records shown in the block; some blocks may have multiple sets of folders associated with them.

## To Assign a Folder to a User:

Follow these steps to assign a folder to a user:

1. Navigate to the Find Default Folders window. Use "Default folder assignments by user" to view a list of eligible users.
2. You can assign default folders for each responsibility. When users navigate to this folder block, they see the default folder you specify.

From the Folder field, enter the name of the default folder. The name of the folder set to which the folder belongs is filled in automatically.

If you do not know the name of the folder, enter the folder set first, then view the folders that belong to that set.

After you save a default folder definition for a folder set, that folder set no longer appears in the list of values.

**Folder Set:** Every folder set is associated with a particular folder block, and a user or responsibility can have one default folder within each folder set. The folder set name generally describes the records shown in the block; some blocks may have multiple sets of folders associated with them.

**Source Type:** Either User or Responsibility. Records entered in this window use the source type of User. If one of the current user's responsibilities has default folders

defined, the default folders are listed with a source type of Responsibility.

User defaults override Responsibility defaults. You cannot delete Responsibility default folders in this window.

**Responsibility:** The responsibility which uses this default folder definition.

## To Assign Ownership of a Folder:

Follow these steps to assign ownership of a folder:

1. Navigate to the Find Default Folders window. Use "Folders" to view general information about folders.
2. Select the folder(s) that requires a change of ownership.
3. Choose "Change Owner" and enter the new owner for the selected folders, or change the value in the Owner field to change the owner of a single folder.

**Folder Set:** Every folder set is associated with a particular folder block, and a user or responsibility can have one default folder within each folder set. The folder set name generally describes the records shown in the block; some blocks may have multiple sets of folders associated with them.

**Public:** Whether this folder definition is public; whether users besides the owner can use it. Use this field to determine whether to make folder definitions generally available.

**Anyone's Default:** Whether this folder definition is used as a default by a user or a responsibility. If it is a default definition, use Default Assignments to view the users and responsibilities for which it is the default folder definition.

**Default Assignments:** The users and responsibilities that use this folder definition as a default.

## To Delete a Folder Definition

Follow these steps to delete a folder definition:

1. Navigate to the Find Default Folders window. Use "Folders" to view general information about folders.
2. If you queried up multiple folders, select the folder(s) to delete.
3. Delete the folder. Deleting folders deletes the folder definition along with any user and responsibility default assignments for the folder.

## To Create and Assign a Folder in "Restricted Mode"

Use the steps below to create and assign a folder in a "restricted mode". When user

opens a folder in restricted mode, all folder functionality is disabled.

1. Run the folder form and navigate to the folder block.

Hide or show fields as you wish. Take care in choosing the appropriate fields, as the fields that are hidden will not be accessible for users or responsibilities of this folder block after it is assigned to them as a default folder in restricted mode.

2. Save the folder.

3. Assign the folder as a default folder to a responsibility or user.

4. Set the value of the new Behavior Mode poplist to "Restrict fields and folder functions".

A default folder can have one of the following values for Behavior Mode:

- No restrictions - End user can perform all folder functions.
- Restrict fields and folder functions - End user cannot perform any folder functions. This is "Restricted Mode".

Note that even if the Behavior Mode is restricted, the owner of the folder can still perform the folder functions.

## Runtime Scenarios with Restricted Mode

Here are two scenarios with restricted mode:

### End user runs folder form with restrictions

When the user opens the restricted default folder form, all folder functions are disabled. For example, the user cannot open any other folders, or move or resize fields.

Within a folder block, once a restricted default folder loads, all folder functionality will become disabled even if that block supports other folder objects.

### System Administrator wants to change the default restricted folder

Once a default folder is assigned with the Behavior Mode "Restrict fields and folder functions" to any user or responsibility, it no longer appears in the list of available folders for opening by any user (even though this folder is defined as "Public").

To change this default folder, you should first assign the default folder to yourself. Then run the folder form and navigate to the folder block so that the default folder will load. You can then make modifications and save the folder. Even though the Behavior Mode is restricted, the folder functions can still be performed since you have become the owner of the folder.

---

# Applications DBA System Maintenance Tasks and Tools

## Overview

This chapter describes the various operations you will need to perform during your work as an Oracle E-Business Suite DBA. Depending on your organization's requirements, some of the tasks will need to be performed often, and others rarely or never.

In addition, the frequency with which many of the tasks will need to be performed is very likely to vary over the life cycle of your Oracle E-Business Suite system. For example, you will probably apply patches throughout the life of the system, but only add an NLS language when there is a specific business need.

## Choosing the Correct File System For Maintenance Tasks

As described in the Patching part of this book, and in Chapters 2 and 4 of *Oracle E-Business Suite Concepts*, all patching in Release 12.2 is done while the Oracle E-Business Suite system is running and available for use. One of the key concepts involved is the employment of a dual file system: users are connected to the run file system, while patches are, when needed, applied to the patch file system. After all the relevant patches have been applied, the current online patching cycle concludes with the two file systems swapping their identities.

As pre-12.2 Oracle E-Business Suite releases only employed one file system, there was no choice about where maintenance activities had to be carried out from. Use of a dual file system in Release 12.2 has required the introduction of a *Configuration Change Detector*, which automatically detects when changes are made to one file system and replicates them to the other.

With technology stack components, however, you may need to make updates manually. In such cases, the question arises as to which file system should you perform the updates on.

Your choice should be made as follows:

- *When a patching cycle is in progress*, you should perform maintenance tasks on the *patch* file system, keeping the following important related points in mind.
  - In general, you should only make configuration changes to Oracle HTTP Server or Oracle WebLogic Server (including Managed Servers) on the patch file system when so instructed by the patch readme, a My Oracle Support knowledge document, or Oracle Support.
  - If for some reason you find you need to perform such configuration tasks on the run file system, you must either complete or abort the active patching cycle first.
- *When no patching cycle is in progress*, you should perform maintenance tasks on the *run* file system, keeping the following important related points in mind.
  - In general, you should make configuration changes to Oracle HTTP Server or Oracle WebLogic Server (including Managed Servers) on the run file system when there is no active online patching cycle.
  - After making maintenance or configuration updates on the run file system, you should then always clone the run file system to the patch file system using the `adop fs_clone` command.
  - If you do not run `adop fs_clone` after making updates on the run file system, `adop` will run the command automatically in the prepare phase of the next patching cycle, which may result in that cycle taking significantly longer.

**Warning:** If you do not wait until after the cutover phase of a patching cycle is complete, any maintenance tasks or configuration changes you have made on the run file system will be lost.

## Managing Files

This section contains information about maintenance tasks associated with Oracle E-Business Suite files.

### Generating Product Files:

#### Requirement

I want to generate missing product files.

#### Discussion

Every Oracle E-Business Suite product contains generated files, such as form, report,



message, and JAR (Java archive) files. Run AD Administration when you suspect generated files are missing. For example, if users are not able to use a certain General Ledger form, regenerating the form file may resolve the issue. You may also need to generate files after you license additional products.

**Note:** You do not have to shut down your system to generate files. However, users that are accessing the files being generated (for example, for Human Resources forms) must log out.

## Actions

Perform the following steps:

1. Determine the file types that require generation.
2. Start AD Administration by setting the environment and then entering `adadmin` on the command line.

**Note:** For more information, see *Setting the Environment in Running AD Utilities*, page 7-51.

3. From the AD Administration Main menu, go to the Generate Applications Files menu and select the task for the type of files you want to generate, based on the following criteria:
  - When you choose one of the options for generating form or report files, you can select an individual file, a set of files, or all files of the selected type.
  - The "Generate product JAR files" option allows you to generate all JAR files for all products, or only JAR files that are out-of-date.

**Important:** If you are performing a new installation of Oracle E-Business Suite, you must create your own signature, and then force regeneration of all JAR files. This will avoid the occurrence of security warnings, for example when launching forms, that can result from the existence of multiple signatures.

- The "Generate message files" option generates all message files for all products.

**Note:** For more information, see *Generating Applications Files*, page 7-66.

4. Repeat the generation task on each APPL\_TOP that contains the files (if the system contains multiple APPL\_TOPs).

5. Review the AD Administration log file for warnings or errors.

## **Adding New Off-Cycle Products:**

### **Requirement**

I want to add a product that was released after the last release update pack.

### **Discussion**

Products that are released in between maintenance releases are sometimes referred to as *off-cycle* products. Since these new products do not appear in the OAM License Manager, you must add them to your product list by using AD Splicer. This utility splices the product into the list of existing products that are known to your system. This process makes the product available, so that you can register it as active, and thus, make it available to the AD maintenance utilities.

Once you have spliced the product, you use the adop utility to install the product-related files.

**Note:** For more information, see AD Splicer in this chapter.

### **Actions**

Perform the following steps:

1. Download the initial product patch from My Oracle Support.

This patch contains information about the new product, AD Splicer control files required to add the product, and the associated product files.

2. Review the readme file.

Unzip the patch in the patch top directory. The patch readme file contains information on how to install the product. It may include manual steps to perform as part of this process.

**Important:** Do *not* apply the patch using adop.

3. Apply prerequisite patches (if any).

Follow the instructions about prerequisite patches in the patch readme file.

4. Create tablespaces (conditional).

If you initially installed your system with Rapid Install 11.5.10 or later, omit this step.

If your system was upgraded to Release 11.5.10 from a previous version of Release 11i, you may have chosen to continue using the OFA tablespace model. If so, create

two tablespaces for each product, one for the product tables and another for the product indexes.

**Note:** For more information, see Tablespace Management in *Oracle E-Business Suite Concepts*.

5. Copy AD Splicer control files and product configuration file.

Copy <prod>prod.txt, <prod>terr.txt, and newprods.txt to APPL\_TOP/admin.

**Caution:** If a newprods.txt already exists from a previous AD Splicer session, rename the existing file before copying the new newprods.txt file. If you need to edit this file, see AD Splicer in this chapter.

6. Add the off-cycle product to the list of products.

Log on as applmgr, set the environment, and run AD Splicer. It modifies the APPL\_TOP and database, then performs the same registration function as OAM License Manager.

**UNIX:**

```
$ cd $APPL_TOP/admin
$ adsplice
```

**Windows:**

```
C:\>cd %APPL_TOP%\admin
C:\>adsplice
```

Run AD Splicer for each APPL\_TOP and database combination so that the Applications utilities recognize the off-cycle products as active and valid.

7. Run the AD Configuration report (adutconf.sql). Review the list of registered products to verify that the product was spliced properly into the database.

**Note:** For more information, see AD Configuration Report , page 8-5 in this book.

8. Log out and log in again so that the new environment file (UNIX) or environment subkey in the registry (Windows) is used to set up the environment.

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

9. Verify that <PROD>\_TOP registry and environment variables are set correctly for the newly spliced off-cycle products.

10. Download and apply the patch that introduces the product functionality.

The documentation that instructed you to apply this patch using AD Splicer contains information about which patch you need to apply next.

## **Maintaining Snapshot Information:**

### **Requirement**

What is a snapshot, and how do I use it?

### **Discussion**

Snapshots are current views of your system: they are created once, and then updated when appropriate to maintain a consistent view. There are two types of snapshot: APPL\_TOP snapshots and global snapshots. An APPL\_TOP snapshot lists patches and versions of files in the APPL\_TOP. A global snapshot lists patches and latest versions of files in the entire Applications system (that is, across all APPL\_TOPs).

Patch Wizard uses a global snapshot to determine which patches have already been applied. An APPL\_TOP snapshot is used to determine if prerequisite patches have been applied to a particular APPL\_TOP.

**Note:** For more information, see Maintain Snapshot Information in Maintaining Applications Files, page 7-69.

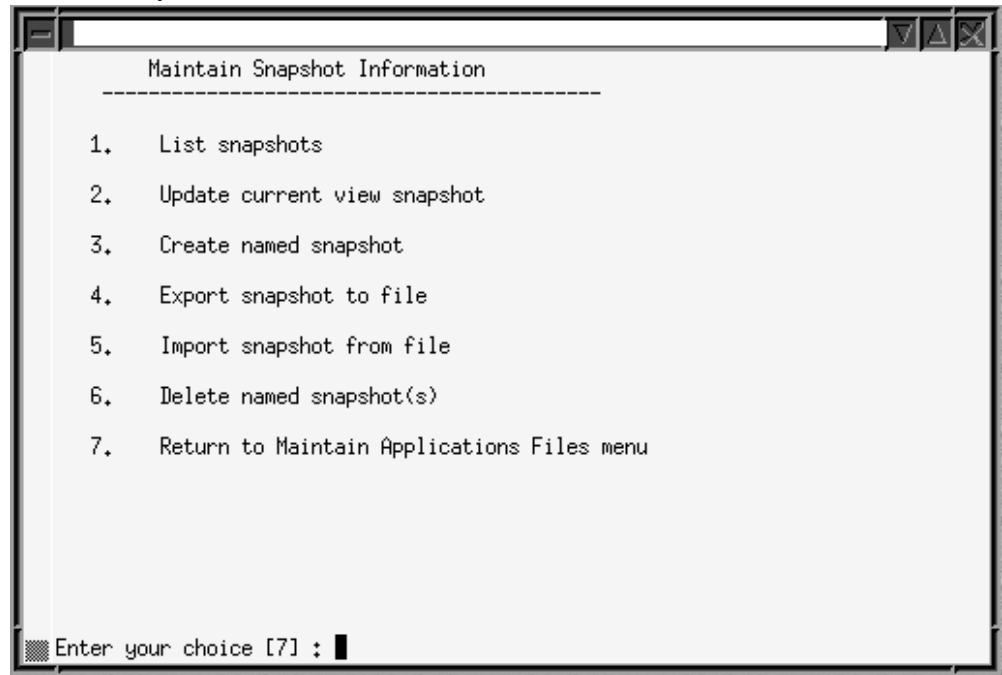
### **Actions**

If you need to perform any of the Maintain Snapshot tasks, select an option from the Maintain Snapshot Information submenu.

1. Access the Maintain Snapshot Information menu.

From the AD Administration Main Menu, choose Maintain Applications Files. Then choose Maintain Snapshot Information.

### Maintain Snapshot Information Menu



#### 2. Choose an option.

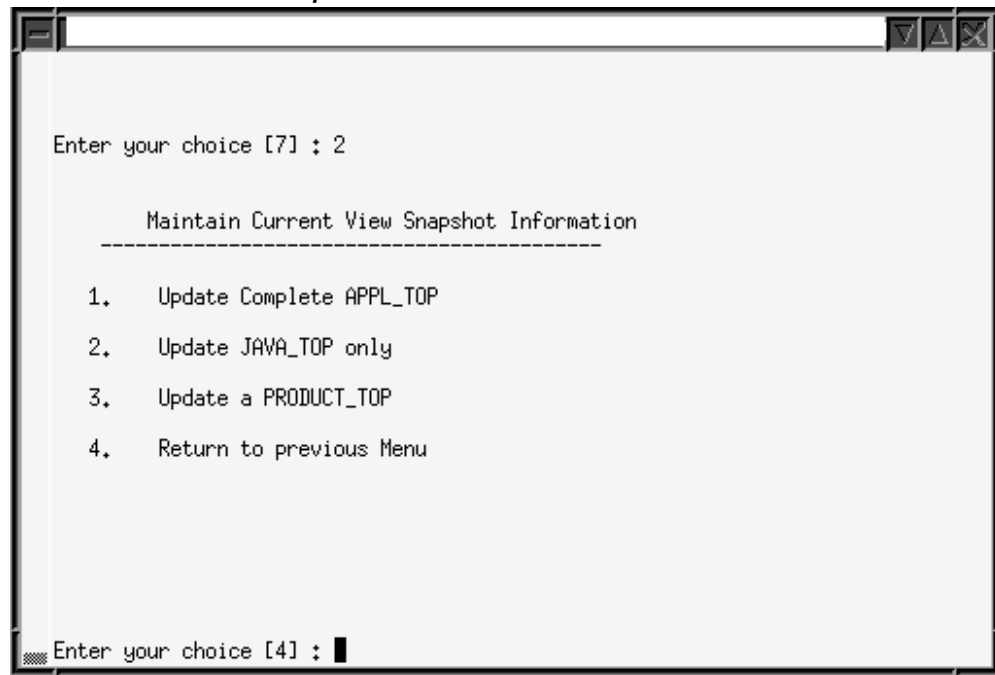
From this menu, you can:

- List snapshots (stored in the system)
- Update current view snapshot (full or partial APPL\_TOP and global)
- Create named snapshot (select a current view snapshot to copy and name)
- Export snapshot to file (select one to export to a text file)
- Export snapshot to file (select one to export to a text file)
- Delete named snapshot (select a snapshot for deletion)

In addition to the existing snapshots tasks, you can choose to synchronize selected files - a *partial snapshot* - instead of synchronizing all files for the entire APPL\_TOP. You would use this option when you have copied only a few files to the APPL\_TOP.

1. Select the Update Current View Snapshot option.
2. From the snapshot submenu, select one of the following options:

### Maintain Current View Snapshot Information Menu



- Update Complete APPL\_TOP.

This is the original functionality of the Update Current View Snapshot option. It synchronizes all the files in your APPL\_TOP.

- Update JAVA\_TOP only.

Synchronizes only the files in the JAVA\_TOP. At the prompt, enter the path to the JAVA\_TOP subdirectory where the files were copied. If the files were copied to more than one directory, press Enter. AD Administration scans the entire JAVA\_TOP and updates the information in both the current view and the global view snapshots.

- Update a <PRODUCT>\_TOP.

Synchronizes only the files in a specific <PRODUCT>\_TOP. Enter the product abbreviation, then provide the subdirectory information at the prompt.

Enter the path to a single subdirectory in the <PRODUCT>\_TOP. If the files were copied to more than one directory in the <PRODUCT>\_TOP, press Enter. AD Administration scans the entire <PRODUCT>\_TOP and updates the information in both the current and the global view snapshots.

During a new installation, Rapid Install automatically creates a current snapshot as a baseline. Then, each time you apply a patch, a new (updated) snapshot is automatically created to ensure that it reflects application of the patch and so

remains up to date.

**Tip:** You can update snapshot information using the AD Administration task any time you think it necessary. However, the process can be time-consuming.

## **Relinking Product Executables:**

### **Requirement**

How do I relink product executables?

### **Discussion**

Relinking executable programs with the Oracle server product libraries keeps them functioning properly. When you need to relink programs, run the AD Administration "Relink Applications Programs" task.

**Note:** For more information, see Relink Applications Programs in Maintaining Applications Files, page 7-69.

### **Actions**

Perform the following steps:

1. Start AD Administration.

Set the environment and enter `adadmin` on the command line.

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

2. Shut down services.

When relinking files on a concurrent processing server, shut down the concurrent managers. When relinking files on a Forms node, shut down the Forms services.

**Note:** For more information, see Stopping and Starting Application Tier Services, page 7-22 in this chapter.

3. Relink programs.

From the AD Administration Main menu, go to the Maintain Applications Files menu. Then choose the "Relink Applications programs" task. For each product, choose whether to link all executables or only specific ones.

## Relinking AD Executables:

### Requirement

How do I relink AD executables?

### Discussion

You cannot use AD Administration to relink AD executables. Instead, you run AD Relink. With this command line utility, you can relink several AD utilities with a single command.

AD Relink requires the `force=` parameter. There is no default for this parameter. You must specify either "n" to relink the executable program only if the dependent libraries or object files are more recent than the current executable program, or "y" to relink regardless of the status of the libraries or object files.

An optional command line argument is `backup_mode`. Use it to indicate whether you want to back up executables. There are three possible values for `backup_mode`:

#### *AD Relink backup\_mode Values*

Value	Effect
<code>backup_mode=none</code>	Do not back up any executables.
<code>backup_mode=all</code>	Back up all executables.
<code>backup_mode=file</code>	Back up files according to instructions in <code>adlinkbk.txt</code> (the default).

### Actions

Perform the following steps:

1. Log on as `applmgr` and set the environment.

**Note:** For more information, see *Setting the Environment in Running AD Utilities*, page 7-51.

Windows users must run `%<APPL_TOP>%\relinkenv.cmd`, executed from a command window. Change directory to `%APPL_TOP%` and run `apps . sh` to set up all required environment variables. (Note there is a space between the dots in this command.)

```
C:\> . ./apps.sh
```

2. Relink files.



Run AD Relink using the appropriate command for your operating system.

**UNIX:**

```
$ adrelink.sh force={y | n} [<optional arguments>] <ad program name>
```

**Windows:**

Change directory to %APPL\_TOP%\bin and relink the desired file using the following syntax:

```
C:\> sh adrelink.sh force={y | n} [<optional arguments>] <ad program name>
```

If you want to relink several AD utilities, list the programs on the command line, separating each with a space and enclosing it in quotations. For example, to relink both AD Controller (adctrl) and AD Administration (adadmin), enter:

**UNIX:**

```
$ adrelink.sh force=y "ad adctrl" "ad adadmin"
```

**Windows:**

```
C:\> sh adrelink.sh force=y "ad adctrl.exe" "ad adadmin.exe"
```

To create a backup file (for all executables), use the following syntax:

**UNIX:**

```
$ adrelink.sh force=y backup_mode=all
```

## Compressing, Archiving, and Deleting Files:

### Requirement

Which Oracle E-Business Suite files can be safely compressed, archived, or deleted?

### Discussion

There are several types of files that can be compressed, archived, or deleted: log and output files, upgrade files, and patching backup files. However, Oracle recommends this action only if there is no other way to increase available disk space.

**Caution:** We strongly recommend creating a backup before you delete any files and keeping the backup readily available in case you need to restore files.

### Actions

Perform the following tasks, using the commands specific to your operating system.

1. Compress, archive, or delete the following files, according to your operational requirements. The three categories can be treated independently for cleanup purposes.
  - Log and output files.

You can compress, archive, or delete log and output files created by AD utilities. They are located in the following directories, where <SID> is the name of the database instance for the current Applications system: \$APPL\_TOP/admin/<SID>/log and \$APPL\_TOP/admin/<SID>/out (UNIX) or %APPL\_TOP%\admin\<SID>\log and %APPL\_TOP%\admin\<SID>\out (Windows).

**Caution:** Log files may contain passwords. Back up these files to a secure location. Do not delete the directories.

- Upgrade files.

After you complete and verify an upgrade, you can compress, archive, or delete the upgrade files located in \$APPL\_TOP/admin/preupg (UNIX) or in %APPL\_TOP%\admin\preupg (Windows).

**Caution:** Do *not* remove any files under <PROD>\_TOP/admin. They are used by AD utilities such as adop and adadmin.

- Patching backup files.

After you apply patches, you can compress, archive, or delete old files that have been backed up in the patch top subdirectory.

**Caution:** Verify that the patch was applied successfully and the patched functionalities are fully tested before you delete backup files.

## Adding NLS Languages

### Adding NLS Languages:

#### Requirement

I want to add an additional language to my existing system.

#### Discussion

You can add a new language to your Release 12.2 system at any time after your installation or upgrade.

**Note:** For more information, see My Oracle Support Knowledge Document 252422.1, *Requesting Translation Synchronization Patches*.

### Actions

Perform the following steps:

1. From Oracle Applications Manager, go to License Manager and activate or change your base language to a new one.
2. From AD Administration, run Maintain Multi-lingual Tables (AD Administration Main Menu > Maintain Applications Database Entities Menu).
3. To complete your language installation, refer to *Oracle E-Business Suite NLS Release Notes* for your current release level. Choose the appropriate language installation method for the release level.

### Requirement

I want to confirm that my NLS language software is current with the latest US patch levels.

### Discussion

If your Oracle E-Business Suite system has active languages other than American English, you can bring them up to the current US Applications patch level by using the Translation Synchronization Patch utility. Alternatively, you can individually download and apply the NLS version of all US patches you have applied to your system. You can use AD Merge Patch to create a single patch, and then apply it using adop.

### Actions

Perform the following steps:

1. For details of how to use the Translation Synchronization Utility, follow the instructions in My Oracle Support Knowledge Document 252422.1, *Requesting Translation Synchronization Patches*.

### Requirement

I want to check if there are translation updates other than those associated with US patches.

### Discussion

There may be updates that enhance your translated software that are not associated with US patches, and therefore, are not included in the updates you received when you requested a Translation Synchronization patch. You can request these updates using the Translation Synchronization Patch utility by selecting the Get Latest Translations checkbox on the file manifest submission form.

**Note:** For more information, see My Oracle Support Knowledge Document 252422.1, *Requesting Translation Synchronization Patches*.

**Actions**

Perform the following steps:

1. Run the Translation Synchronization Patch utility (adgennls.pl).
2. Create a manifest using the form provided in My Oracle Support. When you submit the manifest, click the Get Latest Translations checkbox option to get translation updates that were made available since the initial Release 12 NLS, in addition to any NLS patches needed to synchronize your NLS patch level with the US patch level.
3. When you are notified that it is available, apply the Translation Synchronization Patch (TSP) for all languages you requested.

**Requirement**

I want to deactivate a language.

**Discussion**

Deactivating a language is not supported. Once they have been activated, you must maintain all languages in an NLS system.

**Actions**

None.

## Maintaining the Database

This section contains information you can use to maintain your database and effectively manage system resources.

**Using System Resources Efficiently:****Requirement**

How do I keep optimization statistics up to date?

**Discussion**

Optimization is the process of choosing the most efficient way to execute a SQL statement. Oracle E-Business Suite Release 12 uses cost-based optimization. By analyzing the "cost" of using each resource, you can keep your system tuned for optimum performance. The optimizer uses actual table statistics to determine the most efficient access paths and join methods for executing SQL statements.

These statistics are gathered when you run the Gather Schema Statistics concurrent program. It is important to run this program after an upgrade and, subsequently, on a regular basis to avoid performance degradation (we recommend once a month). The length of time the statistics in an instance are of any value depends on the amount DML that is done during a period of time. For completely static tables, once may be enough

for the life of the table. For tables that are completely reloaded all the time, you must run Gather Schema Statistics more often: tables loaded during a Data Pull in Advanced Planning and Scheduling is a good example of this. OE/OM tables are also constantly updated.

**Tip:** Based on usage, identify the frequency for gathering all statistics, and the frequency that works best for gathering statistics only for specific products.

### Actions

Perform the following steps.

1. Log in to Oracle E-Business Suite with the System Administrator responsibility.
2. Navigate to the Submit Request window (Request > Run).
3. Submit the Gather Schema Statistics program.

Set the schema name to ALL to gather statistics for all Oracle E-Business Suite schemas (having an entry in the FND\_PRODUCT\_INSTALLATIONS table). In addition to gathering index and table-level statistics, the procedure also gathers column-level histogram statistics for all columns listed in the FND\_HISTOGRAM\_COLS table.

**Note:** For more information, see Cost-Based Optimization in Oracle E-Business Suite in the *Oracle E-Business Suite Configuration Guide*.

### Validating the APPS Schema:

#### Requirement

How do I verify the integrity of my APPS schema?

#### Discussion

AD Administration can run a SQL script (advrfapp.sql) against the APPS schema that checks for certain conditions that are undesirable, but will not produce fatal problems. The Validate APPS Schema task executes this script.

You can run this task at any time, but it is most effective if run:

- Immediately after an upgrade
- Before converting to Multi-Org
- After performing an export/import (migration)
- As a part of custom development in the APPS schema

## Actions

Perform the following tasks, using the commands specific to your operating system.

### 1. Start AD Administration.

Set the environment and enter `adadmin` on the command line.

**Note:** For more information, see *Setting the Environment in Running AD Utilities*, page 7-51.

### 2. Validate APPS schema.

Select the "Validate APPS schema" task from the Maintain Applications Database Entities menu. Review the output file (`<APPS schema name>.lst`) for invalid database objects. It is located in `$APPL_TOP/admin/<SID>/out` (UNIX) or in `%APPL_TOP%\admin\<SID>\out` (Windows)

**Note:** For more information, see *Validate APPS Schema* in this chapter.

You can also run this task from SQL\*Plus:

#### UNIX:

```
$ cd $APPL_TOP/admin<SID>/out
$ sqlplus <SYSTEM username>/<SYSTEM password> \
@$AD_TOP/admin/sql/advrfapp.sql \
<APPS schema name> <AOL schema name>
```

#### Windows:

Change directory to `%APPL_TOP%\bin` and relink the desired file using the following syntax:

```
C:\> cd %APPL_TOP%\admin\<SID>out
C:\> sqlplus <SYSTEM username>/<SYSTEM password> @%AD_TOP%
\admin\sql\advrfapp.sql <APPS schema name> <AOL schema name>
```

### 3. Resolve any issues.

The `<APPS schema name>.lst` file is divided into three sections:

- Issues you *must* fix (not specific to the APPS schema)
- Issues you *must* fix (specific to the APPS schema)
- Issues you may want to address (specific to the APPS schema)

Each section of the file contains instructions for resolving the issues that are listed.

## Recreating Grants and Synonyms:

### Requirement

How do I recreate grants and synonyms in the APPS schema?

### Discussion

In order to maintain database objects, you should check the APPS schema for missing grants and synonyms. Using the AD Administration menu, you can run tasks to validate the APPS schema and then recreate any missing grants and synonyms.

**Note:** For more information, see Recreate Grants and Synonyms for APPS Schema in this chapter.

### Actions

Perform the following steps:

1. Start AD Administration.

Set the environment and enter `adadmin` on the command line.

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

2. Recreate grants and synonyms.

From the Main AD Administration menu, go to the Maintain Applications Database Entities menu. Select the "Recreate grants and synonyms for APPS schema" task.

## Compiling Invalid Objects:

### Requirement

When should I compile invalid objects?

### Discussion

The Oracle database automatically compiles invalid database objects the first time an object is used and during patch application. This action can take some time, so you may want to compile objects before the first use, at a time when you know the system usage is low.

You compile invalid objects with AD Administration. This task is most effective under the following circumstances:

- After custom packages are moved to the APPS schema and need to be compiled
- After applying patches that alter packages in the APPS schema

- After validating the APPS schema and identifying invalid objects

### Actions

Perform the following tasks, using the commands specific to your operating system.

1. Start AD Administration.

Set the environment and enter `adadmin` on the command line.

**Note:** For more information, see *Setting the Environment in Running AD Utilities*, page 7-51.

2. Compile Applications schema.

From the Main AD Administration menu, go to the Compile/Reload Database Entities menu. Choose the "Compile APPS schema" task.

### Listing Objects in the Shared Pool:

#### Requirement

How can I see a list of objects stored in the shared pool?

#### Discussion

You can run the `ADXCKPIN.sql` script to query for objects stored in the SGA shared pool. It shows the objects known to the SGA and the size that they consume. The output file is `ADXCKPIN.lst`.

### Actions

1. Run the following commands:

```
$ cd $APPL_TOP/admin<SID>/out
$ sqlplus <SYSTEM username>/<SYSTEM password> \
@%AD_TOP%\sql\ADXCKPIN.sql
```

## Performing Maintenance Tasks Non-Interactively

Unless otherwise noted, maintenance tasks described in this book are performed interactively: they require user intervention, primarily in the form of responding to prompts. However, you can schedule certain AD Administration and AD Controller tasks to run with little or no user intervention by running these utilities *non-interactively*: instead of responding to prompts each time you run the task, you specify a file that contains the information necessary to complete the task without user intervention. In such a case, there is no need to monitor the process in order to respond to prompts. The file used is referred to as a *defaults file*.



## Scheduling Non-Interactive Maintenance:

### Requirement

How do I schedule and run maintenance tasks non-interactively?

### Discussion and Actions

To set up a non-interactive task requires the creation of a *defaults file*. AutoConfig automatically creates a defaults file (adalldefaults.txt) each time it runs. This file can be used as a template to create a customized defaults file.

**Important:** Running AutoConfig is now the recommended way to create a defaults file, in contrast to previous releases where adadmin could be used to do so.

Once the defaults file has been created and customized, you start the relevant maintenance utility from the command line, specifying the name of the defaults file, a log file name, and the number of parallel workers.

The same defaults file can be used to run different AD Administration commands: a single such file can contain all your choices for the different menu options. In order to choose which task the defaults file will run, you also add menu\_option=<menu choice> to the utility start command. This overrides any menu-specific key stroke information stored in the defaults file initially, and allows you to use the defaults file for any of the AD Administration menu items. It also ensures that the menu option you intended for the defaults file is always valid, even if the menu items are renumbered or relocated in subsequent releases.

**Note:** For more information, see Preparing for Non-Interactive Processing, page 7-61.

## Restarting a Failed Session:

### Requirement

My non-interactive AD Administration session failed. How do I restart it?

### Discussion

To restart a failed non-interactive session, you run AD Administration using the restart=yes parameter.

### Actions

Perform the following tasks, using the commands specific to your operating system.

1. Determine the reason the session failed and fix the issue.
2. Run AD Administration from the command line.

Use the same parameters that you used to start the original non-interactive session, plus the `restart=yes` parameter. For example:

**UNIX:**

```
$ adadmin defaultsfile=$APPL_TOP/admin/testdb1/adadmindef.txt \  
logfile=adadmin_noninteractive.log workers=5 interactive=n \  
restart=y menu_option=CHECK_DUAL
```

**Windows:**

```
C:\> adadmin defaultsfile=%APPL_TOP%\admin\testdb1\adadmindef.txt \  
logfile=adadmin_noninteractive.log workers=5 interactive=n restart=y \  
menu_option=CHECK_DUAL
```

3. AD Administration runs the task. It does *not* prompt you to continue the previous (failed) session.

## Distribute Processing With Distributed AD

**Requirement:**

How can I distribute tasks across my multi-node system?

**Discussion:**

*Distributed AD* is a special parallel processing feature that can be employed to decrease the time needed for patch application (and other tasks) by allocating the associated worker processes to multiple application tier nodes. The `adadmin` and `adop` utilities direct workers running both on that node and on other nodes in the system.

**Note:** You must have a shared application tier file system to use Distributed AD.

**Important:** As online patching is performed while the applications remain online, you should take care not to overwhelm the system with an excessive number of AD parallel workers that could reduce the performance of the running applications. There should be less need for numerous workers, since applying patches as quickly as possible (to minimize downtime) is less important in an online patching environment.

**Actions:**

The distribution of workers is specified as follows:

```
workers=<total number of workers> localworkers=<number of workers on  
primary node>
```

The following two examples will illustrate this.

### Example 1 - Distribute a total of eight workers across a two-node system

1. To begin, enter a command that will run an adop session with three workers on the primary node and five workers on secondary nodes:

```
$ adop phase=apply input_file=myinput.txt
```

The file myinput.txt will need to include the lines:

```
workers=8  
localworkers=3
```

2. Now start an AD Controller session on each of the secondary nodes that will run workers, using the distributed=y argument.

```
$ adctrl distributed=y
```

3. To start workers 4 through to 8 on a secondary node, enter "4-8" in response to the prompt from AD Controller:

```
Enter the worker range: 4-8
```

**Note:** Workers must be specified in contiguous sequences such as 1-4 or 5-8. You cannot, for example, start workers 1, 3, 5, 7 on one node, and workers 2, 4, 6, and 8 on another.

### Example 2- Distribute a total of twelve workers across a three-node system

1. To begin, enter a command that will run an adop session with four workers on the primary node and eight workers on secondary nodes:

```
$ adop phase=apply input_file=myinput.txt workers=12 localworkers=4
```

The file myinput.txt will need to include the lines:

```
workers=12  
localworkers=4
```

2. Now start an AD Controller session on the second node, specifying that workers 5-8 should run there:

```
$ adctrl distributed=y  
Enter the worker range: 5-8
```

**Note:** As in the previous example, workers must be specified in contiguous sequences such as 1-4 or 5-8.

3. Finally, start AD Controller on the third node, specifying that the last four workers (9-12) should run there:

```
$ adctrl distributed=y  
Enter the worker range: 9-12
```

# Managing Application Tier Services

When running certain scripts or utilities, you may be directed to stop application tier service (server) processes manually. This section contains information about stopping and starting these processes.

**Note:** Scripts in this section may contain system-specific information. If you change the Rapid Install defaults, you may need to edit the scripts before rerunning them.

## Starting and Stopping Application Tier Services:

### Requirement

How do I start and stop application tier services?

### Discussion

When Rapid Install sets up and configures the service and server processes, it stores a control script for each process in the \$INST\_TOP/admin/scripts directory.

Certain maintenance procedures require that you stop one or more services or servers manually, and restart them after you complete the procedure. By running the appropriate script on the command line, along with a stop or start argument, you can stop (or start) a single server process, several processes, or all processes. The following table lists the key scripts.

*Application Tier Service Process Control Scripts*

Service Process and Script Action	Implementation on UNIX	Implementation on Windows
<b>HTTP (Web) Server:</b> Used to start, stop, and check the status of HTTP (Web) server.	adapcctl.sh	adapcctl.cmd
<b>Oracle Process Manager (opmn):</b> Used to start, stop and check the status of opmn.	adopmnctl.sh	adopmnctl.cmd
<b>Concurrent Processing:</b> Used to start, stop, and check the status of concurrent managers.	adcmctl.sh	adcmctl.cmd

Service Process and Script Action	Implementation on UNIX	Implementation on Windows
<b>Forms (Socket):</b> Used to start, stop and check the status of the Forms services in Socket Mode.	adformsrvctl.sh	adformsrvctl.cmd
<b>Managed Server Control:</b> Used to start, stop and check the status of the Managed Servers. The relevant server name must be supplied on the command line: oacore_server1, forms-c4ws_server1, forms_server1, or oafm_server1.  Can also be used in <i>Managed Server Independence Mode</i> , where a Managed Server reads its configuration files directly, instead of contacting the Admin Server.	admanagsrvctl.sh	admanagsrvctl.cmd
<b>WLS Admin Server:</b> Used to start, stop, and check the status of the Admin Server.  If you specify the <code>-silent</code> option, informational startup messages will not be displayed on the console, but only recorded in a log file. Any error messages will still be displayed, though.	adadminsrvctl.sh	adadminsrvctl.cmd
<b>Node Manager:</b> Used to start, stop, and check the status of Node Manager. Each node in a WLS domain has a Node Manager.	adnodemgrctl.sh	adnodemgrctl.cmd
<b>Oracle TNS Listener:</b> Used to start, stop, and check the status of the TNS Listener.	adalnctl.sh	adalnctl.cmd
<b>Start all application tier server processes:</b> Used to start all processes with one command.	adstrtal.sh	adstrtal.cmd

Service Process and Script Action	Implementation on UNIX	Implementation on Windows
<b>Stop all application tier server processes:</b> Used to stop all processes with one command.	adstpall.sh	adstpall.cmd

## Actions

Choose the procedure that meets your needs.

### To start or stop a single application tier server process (UNIX)

Use a command of the following form:

```
<process script name> [stop | start]
```

**Tip:** Many of the relevant scripts also have other options, such as 'status'. Entering the script name alone will display a list of the available options.

1. Open a terminal window.
2. To stop the Concurrent Processing server (for example), run the adcmctl.sh script with the 'stop' option:

```
% adcmctl.sh stop
You are running adcmctl.sh version 120.19
Enter the APPS username: <APPS username>
Enter the APPS password: <APPS password>
```

### To start or stop a single application tier server process (Windows)

On Windows , services can be started or stopped using the appropriate process control script (command file), or from the Services Control Panel.

#### Using Process Script

1. Open a command window.
2. To stop the Concurrent Processing server (for example), run the adcmctl.cmd script with the 'stop' option:

```
C:\> adcmctl.cmd stop
You are running adcmctl.cmd version 120.19
Enter the APPS username: <APPS username>
Enter the APPS password: <APPS password>
```

#### Using Services Control Panel

1. Go to Start > Administrative Tools and click Services.

2. Select the relevant service in the Services window.
3. Click Start or Stop, as required.

### To start all application tier server processes (UNIX)

Use a command of the following format:

```
<process script name> [stop | start]
```

1. Open a terminal window.
2. Enter the command:

```
$ adstrtal.sh
You are running adstrtal.sh version 120.24
Enter the APPS username: <APPS username>
Enter the APPS password: <APPS password>
Enter the WebLogic Server password: <WLS password>
```

**Tip:** As an alternative, you can provide all the required passwords on the command line as follows:

```
{ echo $APPSUSER ; echo $APPSPASS ; echo $WLSADMIN ; }
| adstrtal.sh @ -nopromptmsg
```

A more secure alternative, which does not require the APPS credentials to be supplied, is:

```
$ adstrtal.sh -secureapps
You are running adstrtal.sh version 120.24
Enter the Applications username: <Concurrent Manager operator
username>
Enter the Applications password: <Concurrent Manager operator
password>
Enter the WebLogic Server password: <WLS password>
```

### Starting and Stopping Application Tier Services on Multiple Nodes

You can start and stop services on all application tier nodes of an instance by running `adstrtal.sh` or `adstpall.sh` on the primary node and specifying the `-allnodes` option:

```
$ adstrtal.sh -mode=allnodes
$ adstpall.sh -mode=allnodes
```

You will be prompted for the password in the same way as when the command is run on a single node.

### Using Managed Server Independence Mode

You can also start managed servers in *Managed Server Independence mode*, where a managed server retrieves its configuration at startup by reading its configuration and security files directly, instead of contacting the Admin Server.

This is done by specifying the `-msimode` option on the `admanagedsrvctl.sh` command line used to start a specific Managed Server. For example:

```
$ admanagedsrvctl.sh start forms-c4ws_server1 -msimode
```

**Note:** A managed server can only be started in Independence Mode if it has been started at least once by connecting to the Admin Server. This is because starting a managed server in MSI mode requires the presence of a local copy of the configuration and security files.

### To start all application tier server processes (Windows)

Use a command of the following format:

```
<process script name> [stop | start]
```

1. Open a command window.
2. Enter the command:

```
$ adstrtal.cmd
You are running adstrtal.cmd version 120.24
Enter the Applications username: <APPS username>
Enter the Applications password: <APPS password>
Enter the WebLogic Server password: <WLS password>
```

A more secure alternative, which does not require the APPS credentials to be supplied, is:

```
$ adstrtal.cmd -secureapps
You are running adstrtal.cmd version 120.24
Enter the Applications username: <Concurrent Manager operator
username>
Enter the Applications password: <Concurrent Manager operator
password>
Enter the WebLogic Server password: <WLS password>
```

### To stop all application tier server processes (UNIX)

Use a command of the following format:

```
<process script name> [stop | start]
```

1. Open a terminal window.
2. Enter the command:

```
$ adstpall.sh
You are running adstpall.sh version 120.24
Enter the Applications username: <APPS username>
Enter the Applications password: <APPS password>
Enter the WebLogic Server password: <WLS password>
```

**Tip:** As an alternative, you can provide all the required passwords on the command line as follows:

```
{ echo $APPSUSER ; echo $APPSPASS ; echo $WLSADMIN ; }
| adstpall.sh @ -nopromptmsg
```

A more secure alternative, which does not require the APPS credentials to be



supplied, is:

```
$ adstpall.sh -secureapps
You are running adstpall.sh version 120.24
Enter the Applications username: <Concurrent Manager operator
username>
Enter the Applications password: <Concurrent Manager operator
password>
Enter the WebLogic Server password: <WLS password>
```

### To stop all application tier server process (Windows)

Use a command of the following format:

```
<process script name> [stop | start]
```

1. Open a command window.
2. Enter the command:

```
$ adstpall.cmd
You are running adstpall.cmd version 120.24
Enter the Applications username: <APPS username>
Enter the Applications password: <APPS password>
Enter the WebLogic Server password: <WLS password>
```

An alternative, which does not require the APPS password at all, is:

```
$ adstpall.cmd -secureapps
You are running adstpall.cmd version 120.24
Enter the Applications username: <Concurrent Manager operator
username>
Enter the Applications password: <Concurrent Manager operator
password>
Enter the WebLogic Server password: <WLS password>
```

**Note:** The AD-TXK Delta 10 codelevel provides the capability to set the thread count for the adstrtal and adstpall application tier service control scripts.

This feature has been implemented via a new context variable called `s_srvctl_thread_count` in the application tier context file. The default value is 10. Depending on your requirements, you can change the value. The setting should be based on the number of processors on the system, must always be a value greater than zero, and should not exceed twice the number of processors.

A key benefit of setting the thread count is enabling managed servers to be started in batches, as controlled by the context variable's value. This can help performance, for example in helping fully utilize the resources of a large server with many CPUs.

## Starting and Stopping Database Tier Services:

### Requirement

How do I start or stop the Oracle Net Services listener manually?

### Discussion

When Rapid Install sets up and configures the server processes during installation, it stores a script for the Net Services listener process in the Oracle 11g database server \$ORACLE\_HOME/appsutil/scripts/<CONTEXT\_NAME> directory. You use this script to start or stop the Net Services listener process for the database.

### Actions

#### To start or stop the Net Services listener (UNIX)

1. Open a terminal window.
2. Log in as the oracle user on the database server and navigate to the \$ORACLE\_HOME/appsutil/scripts/<CONTEXT\_NAME> directory.
3. Enter a command of the form:

```
$ addlnctl.sh [start|stop] <listener_name>
```

**Tip:** Many of the relevant scripts also have a 'status' option, which is often useful.

For example, to start the PROD listener, enter:

```
$ addlnctl.sh start PROD
```

**Note:** For more information, see the *Oracle Net Services Administrator's Guide*.

#### To start or stop the Net Services listener (Windows)

1. As the oracle user, open a command window and navigate to the %ORACLE\_HOME%\appsutil\scripts\<CONTEXT\_NAME> directory.
2. Enter a command of the form:

```
C:\> addlnctl.cmd [start|stop] <listener_name>
```

For example, to start the PROD listener, enter:

```
C:\> addlnctl.cmd start PROD
```

**Note:** For more information, see the *Oracle Net Services*

## **Requirement**

How do I start or stop the Oracle database manually?

## **Discussion**

When Rapid Install sets up and configures the server processes during installation, it creates a script for the database process in the Oracle 11g database server \$ORACLE\_HOME/appsutil/scripts/<CONTEXT\_NAME> directory. You use this script to start or stop the database on your database tier.

## **Actions**

### **To start or stop the Oracle database (UNIX)**

1. Log in as the oracle user on the database server.
2. Open a terminal window and navigate to the \$ORACLE\_HOME/appsutil/scripts/<CONTEXT\_NAME> directory.
3. Enter a command of the form:  

```
$ addbctl.sh [start|stop] {immediate|abort|normal}
```

**Tip:** Many of the relevant scripts also have a 'status' option, which is often useful.

For example, to stop the database using the normal option, you would enter:

```
$ addbctl.sh stop normal
```

### **To start or stop the Oracle database (Windows)**

1. Log in as the oracle user on the database server.
2. Open a command window and navigate to the %ORACLE\_HOME%\appsutil\scripts\<CONTEXT\_NAME> directory.
3. Enter a command of the form:

```
C:\> addlnctl.cmd [start|stop] <listener_name>
```

For example, to start the PROD listener, enter:

For example, to stop the database using the normal option, you would enter:

```
C:\> addbctl.cmd stop normal
```

## Oracle E-Business Suite Maintenance Utilities

You use Oracle E-Business Suite system maintenance utilities to perform a variety of operations from installing and upgrading Oracle E-Business Suite systems, to updating configuration parameters, to maintaining and patching your database and file system, to producing system reports.

In this book, these utilities have been categorized by the way you access and use them. This may be from the command line, or via a Web-based interface.

### Command Line Utilities

The tools generally referred to as Applications DBA (AD) utilities are started and run from the command line. They initiate processes that perform a variety of system maintenance tasks, such as applying and merging patches. As they run, the utilities prompt you for system-specific parameters necessary to perform the maintenance task. In addition, many of the utilities produce reports that contain information such as job timing and file versions.

The AD utilities have similar interfaces, operation, input, and report formats. Many also share the ability to accept arguments, flags, and options, which you can use to refine the actions they perform. You add the argument on the command line when you start the utility. For example, to specify the number of workers that adop should run in parallel when applying a patch, you enter the number of worker processes on the command line when you run adop. A list of commonly used command line arguments and flags, and a brief description of how to use them, begins later in this chapter.

The command line maintenance utilities are listed in the following table. Their operation is described further in this book, or, in the case of Rapid Install, in *Oracle E-Business Suite Installation Guide: Using Rapid Install*.

### ***AD Command Line Utilities***

<b>AD Utility Name</b>	<b>Executable or Script</b>	<b>Description</b>	<b>Usage Restrictions</b>
AD Administration	adadmin	Performs maintenance tasks for Oracle E-Business Suite.	<p>If a patch edition exists, the tool can be invoked from the patch file system. If a patch edition does not exist, the tool can be invoked from the run file system.</p> <p>In all other cases, adadmin will display an error message.</p>
AD Check Digest	adchkdig	Checks the integrity of Oracle E-Business Suite patches downloaded from My Oracle Support.	None.
AD Configuration	adutconf.sql	Reports standard information about the installed configuration of Oracle E-Business Suite.	If a patch edition exists, the tool can be invoked from the patch file system. If a patch edition does not exist, the tool can be invoked from the run file system.
AD Controller	adctrl	Manages parallel workers in AD utilities.	If adop is run in hotpatch mode, you should run adctrl from the run file system. Otherwise, run adctrl from the patch file system.
AD File Identification	adident	Reports the version and translation level of an Oracle E-Business Suite file.	None.

AD Utility Name	Executable or Script	Description	Usage Restrictions
AD File Character Set Converter	adncnv	Converts a file from one character set to another.	You should run adncnv from the same \$APPL_TOP as the source file (to be converted) resides on.
AD Merge Patch*	admrgpch	Merges multiple patches into a single merged patch.	In Release 12.2, adop is the recommended tool for merging patches. If you still wish to run AD Merge Patch, you should do so from the run file system.
AD Relink	adrelink.sh	Relinks Oracle E-Business Suite executable programs with the Oracle server product libraries.	The tool will regenerate the executables on whichever file system it was invoked on.
AD Splicer	adsplce	Adds off-cycle products.	If a patch edition exists, the tool can be invoked from the patch file system. If a patch edition does not exist, the tool can be invoked from the run file system.
AD Job Timing Report		Reports a summary of the timing for jobs run by parallel workers.	If adop is run in hotpatch mode, you should run adtimrpt.sql from the run file system. Otherwise, run adtimrpt.sql from the patch file system.
AD Online Patching	adop	Applies patches and other system updates.	Executed from the run file system.

AD Utility Name	Executable or Script	Description	Usage Restrictions
Patch Application Assistant	admsi.pl	Generates customized installation instructions for a patch.	<p>If you are applying a patch in hotpatch mode, you must run Patch Application Assistant from the run file system.</p> <p>If you are not using hotpatch mode, run Patch Application Assistant in the patch file system after the prepare phase.</p>
Rapid Install	srapidwiz	Provides a wizard for entering parameters that are specific to a new installation or an upgrade of an Oracle E-Business Suite system.	None.

## Online Patching and AD Utilities

The use of online patching in Oracle E-Business Suite Release 12.2 has implications for the operation of AD Admin and AD Splicer. If these utilities are run during an online patching cycle, and perform tasks that change the file system, this will trigger corresponding actions during the prepare phase of the next online patching cycle.

Such tasks include:

- GEN\_MESSAGES
- GEN\_FORMS
- GEN\_REPORTS
- GEN\_JARS
- RELINK
- COPY\_FILES
- CONVERT\_CHARSET

- CMP\_MENU
- CMP\_FLEXFIELDS
- SCAN\_APPLTOP
- SCAN\_CUSTOM\_DIR

**Important:** AD Admin and AD Splicer can be invoked from the run edition only if there is no patch edition. An error will be displayed if you try to run any of these utilities from the run edition and a patch edition exists. In other words, before running them you will either set your environment to the patch file system, or, if no patch edition exists, set your environment to the run file system.

For more information about the effect of online patching on Oracle E-Business Suite maintenance activities, refer to Choosing the Correct File System For Maintenance Tasks, page 7-1 in this book.

## Web-Based Utilities

Oracle Applications Manager (OAM) provides a Web-based interface where system administrators can monitor system status, administer services, examine system configuration, manage Oracle Workflow, view applied patches, and measure system usage. It provides a concise overview of the state of your Oracle E-Business Suite system, and serves as a gateway to utilities for tasks such as managing system configuration, reviewing patch history, determining which patches will bring your system up to date, registering additional products and languages, and other maintenance activities.

The Web-based maintenance utilities are listed in the following table. Their operation is described further in Part 2 of this book and in *Oracle E-Business Suite Setup Guide*.

### **Oracle Applications Manager Utilities**

OAM Utility Name	Description
Applied Patches	Uses key patch information in the patch history database. You can search the database to create reports in several formats.



OAM Utility Name	Description
AutoConfig	Use to view current context files, edit parameters contained in the context files, view previous context files, and compare current context files against previous ones.
File History	Enables the viewing of files that have been updated by a patch.
License Manager	Registers additional Oracle E-Business Suite products, country-specific functionalities, or languages. You can also use License Manager to change the base language for your system.
Patch Wizard	Determines patches that have not been applied, but that should be applied to keep the system current. Downloads and merges patches from My Oracle Support.
Register Flagged Files	Used to record any files in which you have made customizations. Replaces the need to use applcust.txt, which contained the record for all customized files in previous releases.
Software Updates	Provides an overview of all patching-related information for your system.
Timing Reports	Helps you monitor jobs that are running or view statistics of completed patching and AD Administration maintenance sessions.

## Online Help

Both the AD utilities and the OAM utilities provide a help function.

## Command Line Help

For the AD command line utilities, you can request a list of arguments by entering the utility name with help=y appended. For example, to access help for AD Administration, enter the command:

```
adadmin help=y
```

The arguments and options that you can use to refine the operation of a utility are listed, along with a brief description of how they work. Below is an example of the

command line help for AD Administration:

usage: adadmin [help=y]

```
adadmin
  [printdebug=y|n][localworkers=<localworkers>]
  [flags=hidepw|trace]

adadmin Non-Interactive mode
  [defaultsfile=<$APPL_TOP/admin/SID/defaultsfile>]
  [logfile=<logfile>][interactive=y|n]
  [workers=workers>][menu_option=ASK_NAME>][restart=y|n]
```

where

**Key to options:**localworkers = The number of workers to run on the local machine. Used in Distributed AD.

flags = Generic flags passed to AD utilities. The available values for AD Admin are hidepw and trace.

defaultsfile = The defaults file filename, located under \$APPL\_TOP/admin/SID/ directory.

menu\_option = Skips the AD Admin menu and executes the task supplied on the command line. Valid values are listed below.

RELINK	Relink Applications programs
GEN_MESSAGES	Generate message files
GEN_FORMS	Generate form files
GEN_REPORTS	Generate reports files
GEN_JARS	Generate product JAR files
VALIDATE_APPS	Validate APPS schema
CMP_INVALID	Compile APPS schema
CMP_MENU	Compile menu information
CREATE_GRANTS	Recreate grants and synonyms for APPS schema
CMP_FLEXFIELDS	Compile flexfield data in AOL tables
MAINTAIN_MLS	Maintain multi-lingual tables
CHECK_DUAL	Check DUAL table
RELOAD_JARS	Reload JAR files to database
COPY_FILES	Copy files to destinations
CHECK_FILES	Check for missing files
LIST_SNAPSHOTS	List snapshots
UPDATE_CURRENT_VIEW	Update current view snapshot
CREATE_SNAPSHOT	Create named snapshot
EXPORT_SNAPSHOT	Export snapshot to file
IMPORT_SNAPSHOT	Import snapshot from file
DELETE_SNAPSHOT	Delete named snapshot(s)
CONVERT_CHARSET	Convert character set
SCAN_APPLTOP	Scan the APPLTOP for exceptions
SCAN_CUSTOM_DIR	Scan a CUSTOM directory for exceptions

## Obtaining Help in OAM

OAM Help is available by clicking the *Help* link in the header of an Oracle Applications Manager screen.

For example, from the OAM Site Map, OAM displays an overview of OAM and page-specific help describing the features of the Site Map page.

Individual help topics may include topical essays, procedures, and page descriptions. The help associated with the utilities and features discussed in this book provides

navigation paths, field definitions, and general information about using the page.

## Command Line Utilities

The AD maintenance utilities were developed to perform specific Oracle E-Business Suite maintenance and reporting tasks from the command line. For example, you use AD Online Patching (adop) to apply all types of patches to your system, and you use AD Administration to perform routine maintenance tasks.

However, even though the utilities each have a specialized function, they are designed to complement each other, so many employ similar operations. This section summarizes the operations that AD utilities have in common. Subsequent chapters describe each utility's features in detail.

## Common AD Operations

Many AD utilities employ similar features and operations as they perform processing tasks. For example, most rely on prompts to gather values for system-specific processes, and all automatically create log files to record processing actions. This section describes some of these common operations.

### Prompts

Many AD utilities prompt for information necessary for completing a task. Prompts typically include a description of the information needed, and may include a default answer (in square brackets). You can just press the [Return] key to accept the default.

For example:

```
The ORACLE username specified below for Application Object Library  
uniquely identifies your existing product group: APPLSYS
```

```
Enter the ORACLE password of Application Object Library [APPS] :
```

```
Press [Return] to accept the default value, or type a new value  
after the colon and press [Return]. Read the prompts carefully  
to make sure you supply the correct information.
```

## Interactive and Non-Interactive Processing

The AD utilities perform processing tasks interactively by default. That means the utility prompts for system-specific information at the point where it needs it, making it necessary for you to be present during the entire operation in order to respond to the prompts.

AD Administration, adop, , and AD Controller can run some file system and database tasks non-interactively: you store the required information in a defaults file, and the utility reads the information from this file instead of prompting you for the input. Non-interactive processing is useful for scheduling routine tasks that require little or no user intervention.

**Note:** For more information, see Performing Maintenance Tasks Non-Interactively, page 7-18 in this book. See also Monitoring and Controlling Parallel Processes, page 7-58 in this chapter.

### Special Parameter for Using adop and AD Administration Non-Interactively

When running AD Online Patching, AD Administration, or AD Splicer in non-interactive mode, the "stdin=y" option can optionally be used to prompt for passwords in the standard input. The default is for passwords to be supplied without prompting.

### Log Files

All AD utilities record their processing actions and any errors that they encounter in log files. Many utilities prompt you for the name of the log file that will record the processing session, with a display such as this:

```
<utility name> records your <utility name> session in a text file you
specify.
Enter your <<utility name> log file name or press [Return] to accept the
default name shown in brackets.
```

```
Filename [<utility name>.log] :
```

The default file name is <utility name>.log. For example, for AD Administration, the default log file is adadmin.log.

AD Administration log files are stored in the following locations:

#### UNIX:

\$APPL\_TOP/admin/<SID>/log

#### Windows:

%APPL\_TOP%\admin\<SID>\log

### Restart Files

Restart files contain information about what processing has already been completed. They are located in \$APPL\_TOP/admin/<SID>/restart (UNIX) or in %APPL\_TOP%\admin\<SID>\restart (Windows).

If a utility stops during processing due to an error, or you use AD Controller (in the case of parallel processing) to shut down workers while they are performing processing tasks, you can restart the utility. If you do, it looks for restart files to determine if there was a previous session. If the files exist, the utility prompts you to continue where the processing left off, or to start a new process. If you choose to continue, it reads the restart files to see where the process left off, and continues the process from that point.

**Caution:** Do not modify or delete any manager or worker restart files unless specifically directed to do so by Oracle Support Services.

By default, AD utilities delete their restart files when processing is complete, but leave backup versions with the extensions .bak, .bk2, or .bk3.

**Warning:** Restart files record passwords for your Oracle E-Business Suite products. You should restrict access to all restart files (located in \$APPL\_TOP/admin/<SID>/restart). If you are running a utility with options=nohidepw, the log files may also contain passwords on lines prefixed with HIDEPW.

## Configuration and Environment Files

Most AD utilities require access to system parameters stored in various configuration and environment files when processing maintenance tasks. For example, it may be necessary to know the location of an Oracle Application Server ORACLE\_HOME or the Database (RDBMS) ORACLE\_HOME.

Configuration and environment files are generated by AutoConfig during an installation or upgrade. You typically do not have to manually update or maintain the information in these files. They are updated when you run AutoConfig.

**Note:** For more information, see AutoConfig, *Oracle E-Business Suite Concepts* and Using AutoConfig Tools for System Configuration, *Oracle E-Business Suite Setup Guide*.

The following table lists configuration and environment files commonly used by the AD command line utilities, and in some cases, by the OAM Web-based utilities.

**Note:** <CONTEXT\_NAME> defaults to <SID>\_<hostname>.

### *AutoConfig-Managed AD Utility Files*

File name	Location	Description
adconfig.txt	\$APPL_TOP/admin	Contains environment information used by all AD utilities.  <b>Warning:</b> Do not update this file manually.

File name	Location	Description
<CONTEXT_NAME>.env (UNIX)	RDBMS ORACLE_HOME	Used to configure the environment when performing maintenance operations on the database.
<CONTEXT_NAME>.cmd (Windows)		
APPS<CONTEXT_NAME>.env (UNIX)	APPL_TOP	This file calls the environment files needed to set up the APPL_TOP and the Applications ORACLE_HOME.
APPS<CONTEXT_NAME>.cmd (Windows)		
<CONTEXT_NAME>.env (UNIX)	APPL_TOP	Called by APPS<CONTEXT_NAME>.env (UNIX) or APPS<CONTEXT_NAME>.cmd (Windows) file to set up the APPL_TOP. This file calls either adovars.env (UNIX) or adovars.cmd (Windows).
<CONTEXT_NAME>.cmd (Windows)		
<CONTEXT_NAME>.env (UNIX)	\$INST_TOP/appl/admin	Called by APPS<CONTEXT_NAME>.env (UNIX) or APPS<CONTEXT_NAME>.cmd (Windows).
<CONTEXT_NAME>.cmd (Windows)		
adovars.env (UNIX) adovars. cmd (Windows)	APPL_TOP/admin	Called by the <CONTEXT_NAME>.env (UNIX) or <CONTEXT_NAME>.cmd (Windows) file located in the APPL_TOP. Used to set environment variables for Java and HTML.

The following configuration and environment files are also used by most AD utilities, but are not created by AutoConfig.

**Warning:** Do not update any of these AutoConfig-managed files manually.

### ***Non-AutoConfig AD Utility Files***

<b>File name</b>	<b>Location</b>	<b>Description</b>
applora.txt	APPL_TOP/admin	Contains information about required init.ora parameters for runtime.
applorau.txt	APPL_TOP/admin	Contains information about required command lineinit.ora parameters for install and upgrade.
applprod.txt	APPL_TOP/admin	The AD utilities product description file, used to identify all products and product dependencies.
applterr.txt	APPL_TOP/admin	The AD utilities territory description file. It contains information on all supported territories and localizations.
findenv.env	FND_TOP	Sets additional environment variables used by Oracle Application Object Library. The default values should be applicable for all customers.

### **Feature Version Numbers**

In order to use some AD Administration and adop features, the version number of the feature must be the same in both the file system and the database. There may be times when these feature versions do not match. For example, if a patch did not run successfully to completion, it may have updated the file system, but not the database. In this case, the file system version and the database version could be different.

When you start AD Administration or adop, an information matrix scrolls on the screen. It indicates the status (Active=<Yes or No>) and version numbers of the following features: CHECKFILE, PREREQ, CONCURRENT\_SESSIONS, PATCH\_HIST\_IN\_DB, PATCH\_TIMING, and SCHEMA\_SWAP.

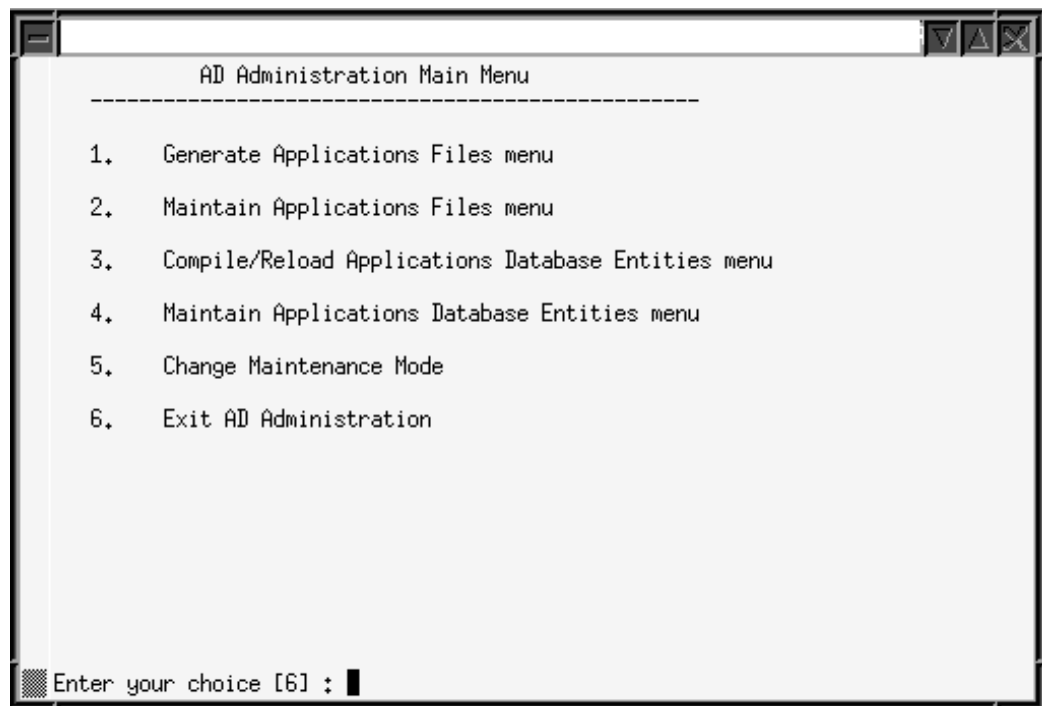
The matrix is for information only. No action is required unless the feature versions do not match. If they do not, you can use the OAM Applied Patches utility to determine which patches were applied successfully and verify the version level.

## The AD Interface

Some AD utilities are designed to perform a single function. For example, you run AD Relink only to relink executables programs with the server product libraries. These utilities do not use menus or input screens. All user interaction is from the command line in the form of prompts.

However, other utilities have multiple functions, which are presented on menus or input screens. For example, when you run AD Administration, the first screen you see is the main menu.

**AD Administration Main Menu**



From this screen, choose one of the submenus, and then from there, choose the process you want to run.

**Note:** You can run the AD Utilities while an online patching cycle is in progress. The only additional step needed is to set the environment to the patch edition. An error will be raised if you try to run a utility from the run edition while a patch cycle is in progress (that is, a patch edition exists).



## Command Line Arguments

You can direct the way the AD utilities operate by adding modifiers to the utility's start command. These modifiers may be in the form of arguments, flags, or options. They all refine the actions performed by a utility.

Command line arguments, flags, and options are in the "token=value" format, where token is the name of the modifier. You should enter both the argument and the value in lowercase type (the utility automatically converts the "token" portion to lowercase, but it cannot convert the "value").

For example:

```
$ adadmin LOGFILE=TEST.LOG
```

The token ("LOGFILE") will be converted to lowercase, but the value (TEST.LOG) is not recognized by the utility. The correct way to enter this command is:

```
$ adadmin logfile=test.log
```

You can enter more than one token=value argument on a single command line by separating them with one blank space as in the following adadmin command.

```
$ adadmin printdebug=y flags=hidepw
```

In some cases, you can include more than one value for a token. In this case, separate the values with commas. For example:

```
$ adadmin flags=nohidepw,trace
```

Comma-separated lists must not contain blank spaces. For example, the following command is not valid and will give an error:

```
$ adadmin flags=nohidepw, trace
```

Some arguments are used only by a specific utility. For example, adop makes extensive use of command line arguments and options that are unique to that utility: these are listed and discussed in the Patching section of this book.

Other command line arguments are used by several utilities. These are listed in the following table.

### ***AD Utility Command Line Arguments***

<b>abandon</b>	<b>Description</b>
Used by	AD Administration, adop.
Purpose	Tells AD utilities to abandon an existing non-interactive session. Can be used only when interactive=n is also specified.

<b>abandon</b>	<b>Description</b>
Values	y or n
Default	n, meaning that the last utility run non-interactively did not successfully complete the processing.
Example	adadmin interactive=n abandon=y

#### ***AD Utility Command Line Arguments***

<b>defaultsfile</b>	<b>Description</b>
Used by	AD Administration, adop, AD Controller.
Purpose	Specifies the defaults file which stores answers to interactive AD utility questions. Normally used non-interactively.
Values	A fully-qualified filename. Must be under the \$APPL_TOP/admin/<SID> directory.
Default	None, meaning that no defaults file is used.
Example	adctrl defaultsfile=/d1/apps/prodappl/admin/prod1/ prod_def.txt

#### ***AD Utility Command Line Arguments***

<b>help</b>	<b>Description</b>
Used by	All AD utilities.
Purpose	Summarizes available command line options.
Values	y or n

<b>help</b>	<b>Description</b>
Default	n
Example	adadmin help=y

#### ***AD Utility Command Line Arguments***

<b>interactive</b>	<b>Description</b>
Used by	AD Administration, adop, AD Controller.
Purpose	Tells AD utilities whether to run either interactively or non-interactively.
Values	y or n
Default	y, meaning that the utility runs interactively.
Example	adadmin interactive=n

#### ***AD Utility Command Line Arguments***

<b>localworkers</b>	<b>Description</b>
Used by	AD Administration, adop.
Purpose	Specifies the number of workers to run on the primary node in a Distributed AD environment.
Values	1 to the maximum supported by your database, but not more than 999, inclusive
Default	Defaults to the value of the workers argument, which means all workers run on the primary node.
Example	adadmin workers=8 localworkers=3

#### ***AD Utility Command Line Arguments***

<b>logfile</b>	<b>Description</b>
Used by	All AD Utilities.
Purpose	Tells AD utilities what log file to use. Normally used when running a utility non-interactively.
Values	A file name ( <i>not</i> a fully-qualified path name)
Default	None, meaning that the utility will prompt for the log file name.
Example	adctrl logfile=test.log

#### ***AD Utility Command Line Arguments***

<b>menu_option</b>	<b>Description</b>
Used by	AD Administration, AD Controller.
Purpose	When running one of these utilities non-interactively, used to connect the actions in a defaults file with a specific menu item.
Values	See list of menu options in the description of these utilities. Must be used with interactive=n and defaultsfile=<name of defaults file>.
Default	N/A
Example	adctrl interactive=n defaultsfile=\$APPL_TOP/admin/prod/ctrldefs.txt menu_option=SHOW_STATUS

### ***AD Utility Command Line Arguments***

<b>parallel_index_threshold</b>	<b>Description</b>
Used by	AD Administration, adop.
Purpose	Specifies the number blocks in a table. If a table contains fewer blocks than the threshold setting, indexes are created with parallel workers and serial DML. If the table contains more blocks than the threshold setting, indexes are created with one worker and parallel DML.
Values	0 to 2147483647; if set to 0, indexes are created with parallel workers and serial DML
Default	20000; meaning a threshold of 20,000 blocks
Example	adadmin parallel_index_threshold=15000

### ***AD Utility Command Line Arguments***

<b>printdebug</b>	<b>Description</b>
Used by	All AD Utilities.
Purpose	Tells AD programs to display extra debugging information. In some cases, the amount of extra debugging information is substantial.
Values	y or n
Default	n
Example	adadmin printdebug=y

**AD Utility Command Line Arguments**

<b>restart</b>	<b>Description</b>
Used by	AD Administration, adop, AD Controller.
Purpose	Tells AD utilities running non-interactively to restart an existing session. Only valid when interactive=n is also specified.
Values	y or n
Default	n, meaning that the utility running non-interactively will expect to run a completely new session.
Example	adadmin interactive=n restart=y

**AD Utility Command Line Arguments**

<b>wait_on_failed_job</b>	<b>Description</b>
Used by	AD Administration, adop.
Purpose	Directs the utilities to wait for user input in a non-interactive session when a job fails.
Values	y or n
Default	n
Example	adadmin wait_on_failed_job=yes

**AD Utility Command Line Arguments**

<b>workers</b>	<b>Description</b>
Used by	AD Administration, adop.

<b>workers</b>	<b>Description</b>
Purpose	Specifies the number of workers to run. Normally used when running the utility non-interactively.
Values	1 to the maximum supported by your database, but not more than 999
Default	No, meaning that the program prompts for the number of workers to run
Example	adadmin workers=8

### AD Flags Argument

The flags= argument is used by all AD utilities. It passes one of several generic flags to the utility. Enter one flag or a comma-separated list of flags. The default is None.

#### ***flags= Argument Options***

<b>hidepw</b>	<b>Description</b>
Default	hidepw
Purpose	Directs the utilities to either hide or show passwords in AD Utility log files.
Comments	By default, lines in an AD utility log file containing passwords are modified to hide the passwords.  When nohidepw is specified, each line containing hidden passwords is followed by a corresponding line prefixed with HIDEPW;, showing the original line with passwords.
Example	adadmin flags=nohidepw

**flags= Argument Options**

<b>logging</b>	<b>Description</b>
Default	logging
Purpose	Tells the AD utility whether to create indexes using logging or nologging.
Comments	<p>Using flags=nologging when creating indexes may increase performance. However, flags=nologging makes database media recovery incomplete and does not work with standby databases.</p> <p>Logging is the default in adop to support database media recovery and standby databases. We do not recommend using flags=nologging for production systems unless you make a complete backup both before and after running adop.</p> <p>flags=nologging affects indexes created through ODF only, not SQL scripts. The XDF utility always creates indexes with logging.</p>
Example	adop flags=logging

**flags= Argument Options**

<b>trace</b>	<b>Description</b>
Default	notrace
Purpose	Tells the AD utility whether to log all database operations to a trace file.



trace	Description
Comments	<p>Database trace files created while running an AD utility may aid debugging. The flags=trace option creates multiple trace files for the AD utility and the AD workers. A new trace file is created each time the AD utility or a worker reconnects to the database.</p> <p>Note that flags=trace only traces database operations internal to the AD utility itself. Database operations in SQL scripts or external programs run by the AD utility are not recorded by flags=trace.</p>
Example	adadmin flags=trace

**Note:** Many AD utilities accept additional arguments to those listed. However, these should be used only under the explicit direction of Oracle Support.

## Running AD Utilities

**Important:** AD utilities cannot be run in parallel with each other. For example, adadmin should not be run when adop is running on any of the nodes in the system. In addition, parallel sessions of the same utility should not be run. For example, two parallel adadmin sessions cannot be run either on the same node or different nodes in the system. The only exception to this is adop, which can safely be run in parallel on multiple nodes (but not in parallel on a single node).

**Important:** AD utilities such as AD Admin and AD Splice can be invoked from the run edition only if there is no patch edition. If a patch edition exists, attempting to invoke the utility from the run edition will fail with an error.

To run AD utilities, set the environment to define the system configuration parameters. For example, a utility may require the directory path to the Applications ORACLE\_HOME. This parameter, and others, make up your system environment.

**Important:** Before setting the environment, Windows users must also

configure Windows services.

Once you have pointed the utility to the correct environment, you start it by entering the utility name.

**Note:** See Configuration and Environment Files, page 7-39 in this chapter.

### Setting the Environment:

To set the Oracle E-Business Suite environment, complete the following steps. See the applicable Installation and Upgrade Notes for any additional platform-specific steps.

**Important:** Remember that there are two file systems in Release 12.2, run and patch. The environment must be set correctly on both.

1. Log in as applmgr (Applications file system owner).
2. Run the environment (UNIX) or command (Windows) file for the current APPL\_TOP and database.

#### UNIX:

The environment file is typically APPS<CONTEXT\_NAME>.env, and is located under APPL\_TOP. From a Bourne, Korn, or Bash shell, enter the following command:

```
$ . APPS<CONTEXT_NAME>.env
```

#### Windows:

Using either Windows Explorer or the Run option from the Start menu, enter the command:

```
%APPL_TOP%\envshell.cmd
```

This creates a command window with the required environment settings for Oracle E-Business Suite. All subsequent commands should be run in this window.

3. If you have made any changes to the environment, check that it is correctly set by entering the following commands:

#### UNIX:

```
$ echo $TWO_TASK
$ echo $ORACLE_HOME
$ echo $PATH
```

#### Windows:

```
C:\> echo %LOCAL%
C:\> echo %ORACLE_HOME%
C:\> echo %PATH%
C:\> echo %APPL_CONFIG%
```

For UNIX, the ORACLE\_HOME must be set to the proper database directory, and TWO\_TASK or LOCAL must identify the correct database. For Windows, APPL\_CONFIG must be set to <CONTEXT\_NAME>.

4. Ensure that there is sufficient temporary disk space.

You should have at least 50 MB in the temporary directories denoted by \$APPLTMP and \$APPLPTMP (UNIX), or %APPLTMP% and %APPLPTMP% (Windows). You should also have space in the operating system's default temporary directory, which is usually /tmp or /usr/tmp (UNIX) or C:\temp (Windows).

5. If you are running an AD utility to relink or update Oracle E-Business Suite product files or modify Oracle E-Business Suite database objects, shut down the concurrent manager, Web server listeners, forms server listeners if the files are on a node that contains the associated servers. For example, if the files are on the node that contains the concurrent processing server, shut down the concurrent managers.

**Note:** For more information, see *Administer Concurrent Managers* in *Oracle E-Business Suite System Setup Guide*.

### Configuring Windows Services:

If you are running AD utilities on a Windows platform, you must first shut down all forms services, Web listener services, and concurrent manager services. In addition, you must verify that the database and database listeners are running.

To view and change the status of a service, follow these steps:

1. Select Start > Settings > Control Panel, and double-click on Services.
2. Highlight the appropriate service name and click Stop or Start as appropriate. The following table lists the services and status required when running an AD utility:

**Windows Services and AD Utility Status Requirements**

Service Type	Service Name	Status
Concurrent Manager Services	OracleConcMgr<CONTEXT NAME>	Stopped

Service Type	Service Name	Status
Database Services	OracleService<SID>	Started
Database Listener	Oracle<SID>_<DB_VERS>R DBMSTNSListener<SID>	Started

### Starting a Utility:

To start an AD utility, enter the utility's executable name on the command line. For example, to start AD Administration, you would enter the command:

```
$ adadmin
```

**Note:** For more information, see Command Line Utilities, page 7-37 in this chapter for a list of AD executables.

### Exiting or Stopping a Utility:

When menu-driven utilities complete a processing task, they return you to the main menu, where you either choose another process or Exit. AD Administration is an example. Other utilities do not use a menu format. In this case, the utility exits automatically when processing is complete. *adop*, AD Merge Patch, and File Character Set Converter *File Character Set Converter* are examples.

Before it begins processing tasks, you can stop a utility by entering *abort* at any prompt. You can use this command only for utilities that display prompts, and only when a prompt is displayed on the screen.

In some cases, a utility may begin the processing actions, but quits before the actions are complete (because of an error). Or, during a parallel processing session, you may decide to stop the processing actions by shutting down the workers.

**Note:** For more information, see the Troubleshooting chapter in this section for additional details about shutting down and restarting workers.

### Restarting a Utility:

You can restart a utility by entering the executable name on the command line. When you restart, the utility prompts you to enter a new log file, or to specify the log file from the interrupted session. When you reuse the log file from a previous session, the utility adds the message "Start of <utility name> session" to the end of the file and appends messages from the continued session as it generates them.

The utility prompts you to do one of the following:

- **Continue Session (the default)**

The utility checks the progress of the previous session in the restart files, and begins processing at the point where your last session stopped.

- **Start New Session**

The utility asks you to confirm your choice if you choose not to continue the previous session. It starts the process from the beginning.

If the process that stopped was running in parallel, a `FND_INSTALL_PROCESSES` table may exist. If it does, the utility asks if you want to drop the table. This message serves as a warning to make you aware of the existing AD session. Determine if any other utility is running in another session or on another node. If you are sure that the AD utility that is currently running is not needed, you can drop the `FND_INSTALL_PROCESSES` table and continue with the newer AD session that you started.

**Note:** For more information, see Restart Files, page 7-38 in this chapter.

## Using Parallel Processing

### Processing Tasks in Parallel

Parallel processing is typically used by AD Administration and to:

- Compile invalid objects.
- Run database driver tasks, such as SQL scripts.
- Generate various kinds of files, such as forms, report, and message files.

Workers complete processing tasks assigned to them by the manager. The utilities themselves determine the list of tasks to be performed and prioritize them for execution. They also prompt for the number of workers to perform the tasks. For example, when applying a database driver, it creates a list of database tasks and prompts you to specify the number of workers that should run concurrently to execute these tasks.

The worker processes are instances of the adworker program. This program can only be called by the manager processes, and cannot be run stand-alone.

### Managers

The manager assigns each worker a unique ID and inserts a row for each worker in the `FND_INSTALL_PROCESSES` table. It creates this table to serve as a staging area for job information, and as a way to communicate with the worker. Communication is

accomplished using two columns: CONTROL\_CODE and STATUS.

The manager updates the table with a subset of the list of jobs, one job per worker. For example, if there are five workers, then the table holds five jobs (even though there may be 100 or more jobs involved in the complete action). The manager starts the workers and uses the CONTROL\_CODE and STATUS columns to assign tasks. It polls these two columns continuously, looking for updates from the workers. As a worker finishes its assignment, the manager updates each row with the next task in the list, and leaves another message for the worker.

Once all jobs are complete, the manager tells the workers to shut down, and then drops the FND\_INSTALL\_PROCESSES table (after it is sure all workers have actually shut down).

## Workers

Each worker updates the STATUS column, giving the manager a report on its progress. As the jobs are completed, the manager updates the table with the next job in the queue, and updates the CONTROL\_CODE and STATUS columns telling the worker to start processing. If there is a failure, the worker reports a failed status.

For certain tasks, some worker processes spawn other child processes that do the actual work. The spawned child process returns a status code to the worker that spawned it. The worker interprets the code to determine if the job has been completed successfully. Examples of child processes are SQL\*Plus and FNDLOAD.

## Deferred Jobs

The first time a job fails, the manager automatically defers the job and assigns a new one to the worker. If the deferred job fails the second time it is run, the manager defers it again only if the total runtime of the job is less than ten minutes. If the deferred job fails a third time (or if the job's total runtime is not less than ten minutes the second time it is run) the job stays at failed status and the worker waits. At this point, you must address the cause of the failure, and then restart the job.

**Note:** For more information, see Running AD Controller Interactively, page 7-58 in this chapter.

The deferred job feature uses the AD\_DEFERRED\_JOBS table. This table is created when the FND\_INSTALL\_PROCESSES table is created, and is dropped when the FND\_INSTALL\_PROCESSES table is dropped.

## Determining Number of Workers

The AD utilities provide a default number of workers of twice the number of CPUs on the database server. Oracle recommends you choose a number of workers between 2-4 times the number of CPUs. For example, if there are four CPUs on the database server, you should choose something in the range of 8-16 workers.

The AD utilities calculate a maximum number of workers that your database can support (up to 999). You cannot enter a number of workers greater than the database can support.

**Note:** In Release 12.2, AD utilities execute during runtime. Therefore, the number of available DB processes is also taken into account when calculating the number of workers. During periods of presumed high activity, estimating the requirement for DB processes can limit the number of AD workers more than the actual number of DB processes.

## Worker Log Files

In addition to the information recorded in the <utility name>.log file, utilities that process jobs in parallel write details about errors to worker log files. The adwork<number>.log files (adwork001.log, adwork002.log...) reside in the \$APPL\_TOP/admin/<SID>/log directory, where <SID> is the value of the ORACLE\_SID or TWO\_TASK variable (UNIX), or in %APPL\_TOP%\admin\<SID>\log, where <SID> is the value of ORACLE\_SID or LOCAL (Windows).

Concurrent requests run by adop and adadmin create their own log files.

**Note:** For more information, see Log and Output File Names and Locations in *Oracle E-Business Suite Setup Guide*.

## Worker Restart Files

Restart files are used to continue processing at the point where it stopped. Each worker may also have a restart file called adworkxxx.rf9. These files are stored in \$APPL\_TOP/admin/<SID>/restart (UNIX) or in %APPL\_TOP%\admin\<SID> \restart (Windows). The worker creates the restart file when the manager assigns it a job, and deletes the restart file when it finishes the job.

**Caution:** Do not modify or delete any manager or worker restart files unless explicitly told to do so by Oracle Support.

The Troubleshooting chapter in this section discusses various error situations when running a utility and how to resolve them.

## Parallel Support for Data Manipulation Language (DML)

To reduce downtime when creating indexes, the parallel\_index\_threshold argument for AD utilities is set to a default value of 20,000. This means that if a table contains less than 20,000 blocks, the AD utilities create indexes with parallel workers and serial DML (just as in earlier releases). If a table contains 20,000 blocks or more, indexes are now created with only one worker and parallel DML. You can adjust this threshold value by

specifying the `parallel_index_threshold` argument on the AD utility command line.

## Monitoring and Controlling Parallel Processes

AD sessions that use parallel processing may run to completion without user intervention. However, it is often useful to determine how many jobs have been completed or whether processing has stopped for some reason. AD Controller is a utility that you can use to determine the status of AD Administration or adop workers and to control their actions. You can run AD Controller interactively or non-interactively. It must be run in its own window, not in the same window as `adadmin` or `adop`.

**Note:** For more information, see *Interactive and Non-Interactive Processing*, page 7-37 in this chapter.

You choose options that display worker status, restart workers, or issue commands to the manager from the AD Controller main menu.

## Running AD Controller Interactively

Follow these steps to access AD Controller.

1. Log in as `applmgr` and set the environment as described in *Setting the Environment*, page 7-52 in this chapter.

**Important:** AD Controller (`adctrl`) can only be run from the **patch edition** of the file system. Attempting to run it from the run edition will give an error. You can identify which edition you are in by checking the value of the `FILE_EDITION` environment variable.

2. Start AD Controller with the `adctrl` command. This will prompt you to:
  - Confirm the value of `APPL_TOP`.
  - Specify an AD Controller log file (the default is `adctrl.log`). The AD Controller log file is written in the current working directory.
  - Supply the Oracle Application Object Library user name and password.
3. Choose an option from the main menu.

Once you respond to the prompts, the main menu appears.



### AD Controller Menu

```
AD Controller Menu
-----
1.  show worker status
2.  Tell worker to restart a failed job
3.  Tell worker to quit
4.  Tell manager that a worker failed its job
5.  Tell manager that a worker acknowledges quit
6.  Restart a worker on the current machine
7.  Exit

Enter your choice [1] :  |
```

Type a number to select an option. Press [Return] at any time to return to the AD Controller main menu.

**Note:** See the Troubleshooting Applications DBA Operations chapter in this book for instructions on using each menu option.

### Running AD Controller Non-Interactively

You can run AD Controller without user intervention by creating a defaults file, which captures information you supply at the interactive prompts in a file that you can later use to run AD Controller without user intervention. Creating a defaults file and running AD Controller non-interactively works in much the same way as it does for AD Administration.

**Note:** For more information, see Scheduling Non-Interactive Maintenance in this book.

Like AD Administration, the same defaults file can be used to run different AD Controller commands: a single file can contain all your choices for the different menu options. In order to choose which task the defaults file will run, you add menu\_option=<menu choice> to the utility start command. This overrides any menu-specific key stroke information stored in the defaults file initially, and allows you to use the defaults file for any of the AD Controller menu items. It also ensures that the menu option you intended for the defaults file is always valid, even if the menu items are renumbered or relocated in subsequent releases.

The available options are listed in the following table.

***AD Controller Menu Options***

Menu Option	Effect
ACKNOWLEDGE_QUIT	Tell manager that a worker acknowledges quit
INFORM_FAILURE	Tell manager that a worker failed its job
RESTART_JOB	Tell worker to restart a failed job
SHOW_STATUS	Show worker status
SHUTDOWN_WORKER	Tell worker to quit
START_WORKER	Restart a worker on the current machine

**Note:** The menu options for running AD Administration are listed in the Preparing for Non-Interactive Processing, page 7-61 section of this book.

The following is an example of running AD Controller non-interactively to show worker status:

```
$ adctrl interactive=n defaults_file=$APPL_TOP/admin/prod/ctrldefs.txt \
logfile=adctr.log menu_option=SHOW_STATUS
```

Using any menu option on the command line, except for SHOW\_STATUS, requires that you also use the worker\_range=<range> option. See the AD Controller command line help for details.

## Distributing Processing Tasks Across Nodes

AD uses its existing manager-worker job system employed in parallel processing to include Distributed AD. This parallel processing feature allows workers in the same AD session to be started on multiple application tier servers to utilize all available resources. Because the AD workers create and update file system objects, as well as database objects, Distributed AD must be used only on systems that are using a shared application tier file system to ensure the files are created in a single, centralized location.

While running either adadmin or adop on the primary node, you can start an AD Controller session from any of the nodes in the shared application tier file system environment to perform any standard AD Controller operation, using both local and

non-local workers.

**Note:** For more information, see the *Distribute Processing with Distributed AD*, page 7-20 of this book.

## About System Maintenance

After your system is installed, it will be necessary to perform certain maintenance tasks to keep it running smoothly. For example, you will generate form files, maintain snapshot information, relink executables, compile or validate the APPS schema, and so on. Some tasks are routine and should be performed on a regular basis. Other tasks are non-routine and generally performed infrequently.

You run maintenance tasks from the command line using AD Administration. Once you start this utility, it presents the tasks in menu form, grouped generally by type of activity you will perform. For example, the tasks associated with compiling and reloading Applications database entities are grouped on the same menu.

In addition to the AD Administration maintenance tasks, this chapter describes AD Relink, a command line utility used to relink AD executables.

**Important:** You *cannot* relink AD utilities executables using AD Administration.

## AD Administration Overview

AD Administration manages most of the maintenance tasks required for your Oracle E-Business Suite system. Currently, these maintenance tasks are grouped by types on the AD Administration main menu.

When you start AD Administration from the command line, it prompts you for the basic system-specific information it needs. For example, you need to supply a name for the log file where processing actions and error messages will be recorded.

**Note:** For more information, see Prompts, page 7-61 in Chapter 1.

Once you respond to these prompts, AD Administration displays the main menu, which serves as the gateway to various submenus where you select the individual maintenance tasks. For example, on the Generate Applications Files menu, you can run tasks that generate message files, forms files, report files, message files, or product JAR files. These submenu tasks may also require you to respond to prompts to collect task-specific information. For example, some tasks require you to enter the number of workers you want to employ to process the jobs associated with the task.

**Note:** For more information, see Processing Tasks in Parallel, page 7-55 in Chapter 1.

When you respond to AD Administration prompts, you are running the utility interactively. However, like adop and AD Controller, you can also run AD Administration non-interactively, specifying a previously created defaults file that contains the information necessary to run a specific maintenance task without user intervention.

**Note:** For more information, see Interactive and Non-Interactive Processing , page 7-37 in Chapter 1.

## Prompts

In addition to the basic prompts described in Chapter 1, AD Administration may require additional information that is specific to one of the submenu tasks. If so, it displays additional prompts. For example, when running the Generate Product JAR files task from the Generate Applications Files menu, AD Administration prompts you as follows:

Do you wish to force generation of all jar files? [No]:

The task-specific prompts are described more fully in the discussion of each task.

## Preparing for Non-Interactive Processing

The discussion of command line prompts assumes you are running AD Administration interactively. You respond to the standard prompts and those required for specific tasks you choose from the AD main menu and submenus. AD Administration can also run some tasks non-interactively by using the information you store in a defaults file, instead of requiring you to respond to prompts.

**Note:** For more information, see Interactive and Non-Interactive Processing , page 7-37 in this book.

## Specifying a Menu Option in the AD Administration Defaults File

The same defaults file can be used to run different AD Administration tasks a single file can contain all your choices for the different menu options. In order to choose which task the defaults file will run, you add `menu_option= <menu choice>` to the utility start command. This overrides any menu-specific key stroke information stored in the defaults file initially, and allows you to use the defaults file for any of the AD Administration menu items. It also ensures that the menu option you intended for the defaults file is always valid, even if the menu items are renumbered or relocated in subsequent releases.

**Defaults File menu\_option Values**

<b>menu_option Value</b>	<b>Corresponding AD Administration Menu Choice</b>
GEN_MESSAGES	Generate message files
GEN_FORMS	Generate form files
GEN_REPORTS	Generate reports files
GEN_JARS	Generate product JAR files
RELINK	Relink Applications programs
COPY_FILES	Copy files to destinations
CONVERT_CHARSET	Convert character set
SCAN_APPLTOP	Scan the APPL_TOP for exceptions
SCAN_CUSTOM_DIR	Scan a CUSTOM directory for exceptions
LIST_SNAPSHOT	List snapshots
UPDATE_CURRENT_VIEW	Update current view snapshot
CREATE_SNAPSHOT	Create named snapshot
EXPORT_SNAPSHOT	Export snapshot to file
IMPORT_SNAPSHOT	Import snapshot from file
DELETE_SNAPSHOT	Delete named snapshot
CHECK_FILES	Check for missing files
CMP_INVALID	Compile APPS schema
CMP_MENU	Compile menu information
CMP_FLEXFIELDS	Compile flexfield data in AOL tables

<b>menu_option Value</b>	<b>Corresponding AD Administration Menu Choice</b>
RELOAD_JARS	Reload JAR files to database
VALIDATE_APPS	Validate APPS schema
CREATE_GRANTS	Recreate grants and synonyms for APPS schema
MAINTAIN_MLS	Maintain multi-lingual tables
CHECK_DUAL	Check DUAL table

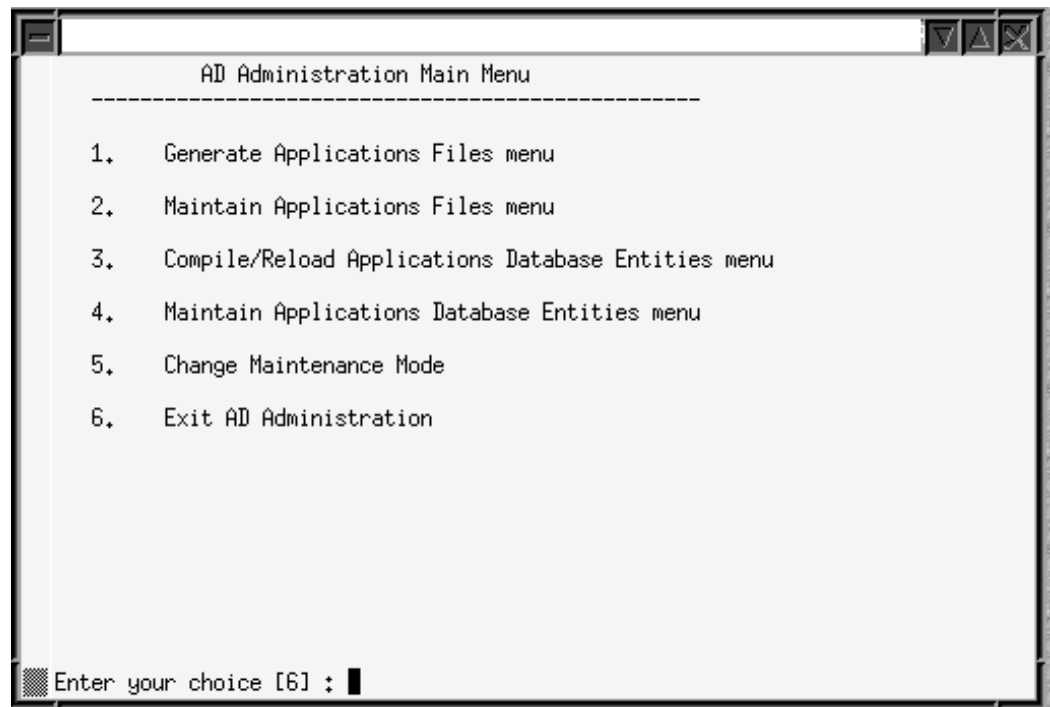
## The AD Administration Interface

You start AD Administration from the command line. However, all maintenance tasks are initiated from the AD Administration Main Menu. This section describes some of the common features used to run this utility.

### Main Menu

After you start AD Administration and respond to the prompts, the AD Administration Main Menu appears.

### AD Administration Main Menu



This menu displays the submenus where the individual maintenance tasks are grouped. To choose a submenu, type the number of the menu at the prompt. To exit AD Administration, press [Return].

### Available Options

Depending on your system configuration, the submenus for AD Administration may show slightly different option names and numbers from the ones displayed here.

## Running AD Administration Interactively

Complete the steps in this section to display the AD Administration Main Menu and access the submenus and the maintenance tasks.

1. Set the environment.

You must set the environment in order to apply the environment variables that define your system. This task is common to many AD utilities. See *Setting the Environment*, page 7-52 in this book for the preparatory steps.

2. From any directory, start AD Administration with this command:

```
$ adadmin
```

The utility starts and displays the first prompt.

3. Respond to prompts.

Supply the information requested by the AD Administration prompts. Prompts unique to an option are described with the option.

When you complete the prompts, the Main Menu appears.

4. Choose maintenance tasks.

On the Main Menu, choose a submenu. The submenus and the options they display are described fully beginning with Generate Applications Files in the next section.

5. Exit AD Administration.

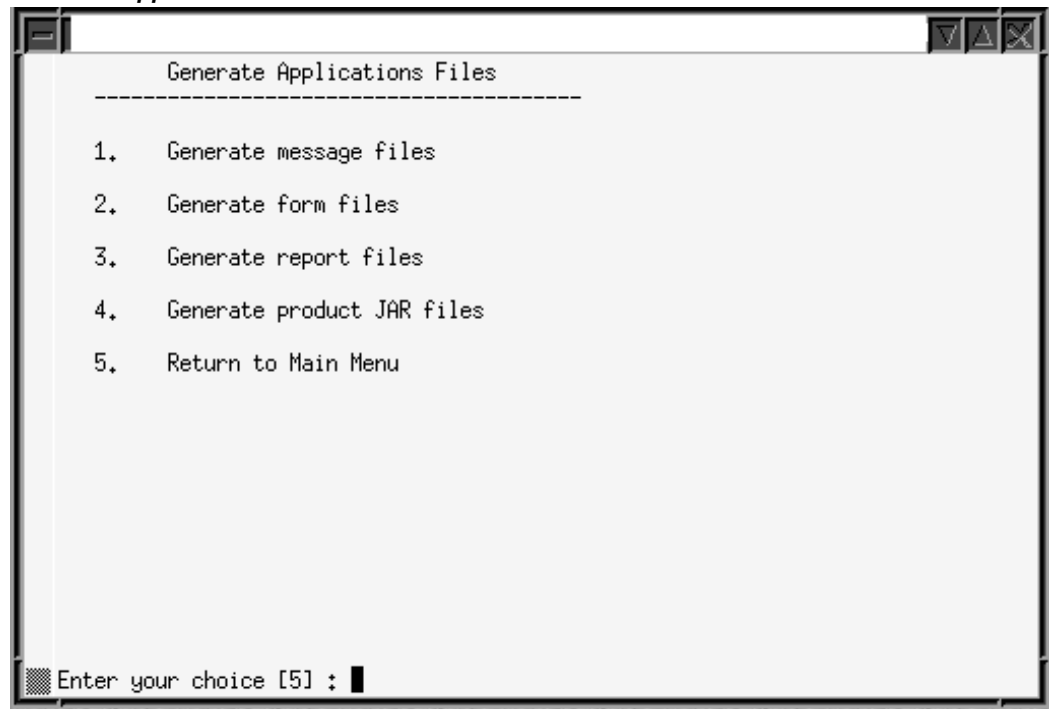
You can exit AD Administration from the Main Menu by choosing option 6 (Exit AD Administration) at the screen prompt. You can also choose to exit the utility at any prompt by typing `abort` on the command line. See Restart Files, page 7-38 in this book for information about restarting AD utilities after using the `abort` command.

## Generating Applications Files

You may need to generate Applications files from time to time during your Applications life cycle. You access the associated tasks from the Generate Applications Files menu.



### Generate Applications Files Menu



If system users are having difficulty accessing messages, forms, or reports, you may be able to resolve the issue by generating the associated files. Or, when you apply a patch that adds or changes product functionality, you may want to generate the associated files after you apply the patch, instead of running the generate driver during the patching downtime. The Generate Files tasks may be performed on any server, as required.

You do not have to shut down your system to generate files. However, users that access the files being generated (for example, for Human Resources forms) must log off.

## Generate Message Files

Oracle E-Business Suite uses files to display messages. This task generates binary message files (extension .msb) from Oracle Application Object Library tables.

**Caution:** Run this task only when instructed to do so in a patch readme file, or by Oracle Support Services.

## Generate Form and Report Files

These activities are carried out in much the same way.

- **Generate forms files**

Generates executable Oracle forms files (extension .fmx) from the binary forms definition files (extension .fmb). The definition files are located under AU\_TOP, and the executable files are stored under each product's directory.

- **Generate report files**

Generates the binary Oracle Reports report files (extension .rdf).

The prompts and behavior work in similar fashion, except as noted:

- Ask for the number of workers and generate selected objects for selected products in parallel
- Display the current character set (from NLS\_LANG) and ask if you want to generate form or report objects in this character set
- Ask if you want to regenerate Oracle Forms PL/SQL library files, menu files, and executable files (forms files only)
- Ask for the products associated with the form or report objects
- Ask if you want to generate specific form or report objects for each selected product
- Display the current set of installed languages and ask if you want to generate form or report files in these languages
- Create a list of all objects to generate
- Display the list of objects to be generated (specific objects or all objects)

## Generate Product JAR Files

Generate Java archive (JAR) files whenever you upgrade the Oracle Developer technology stack, or when advised by Oracle Support Services. This task signs JAR files (if on a Web server) and also does the following:

- Generates product JAR files in JAVA\_TOP and copies them to APPL\_TOP
- Generates other Java-related files under APPL\_TOP and JAVA\_TOP
- Recreates Java libraries (appsborg.zip and appsborg2.zip) under APPL\_TOP and JAVA\_TOP

When you run the task, it prompts:

Do you wish to force generation of all jar files? [No]

If you choose No, it generates only JAR files that are missing or out-of-date. If you choose Yes, all JAR files are generated (more time-consuming).

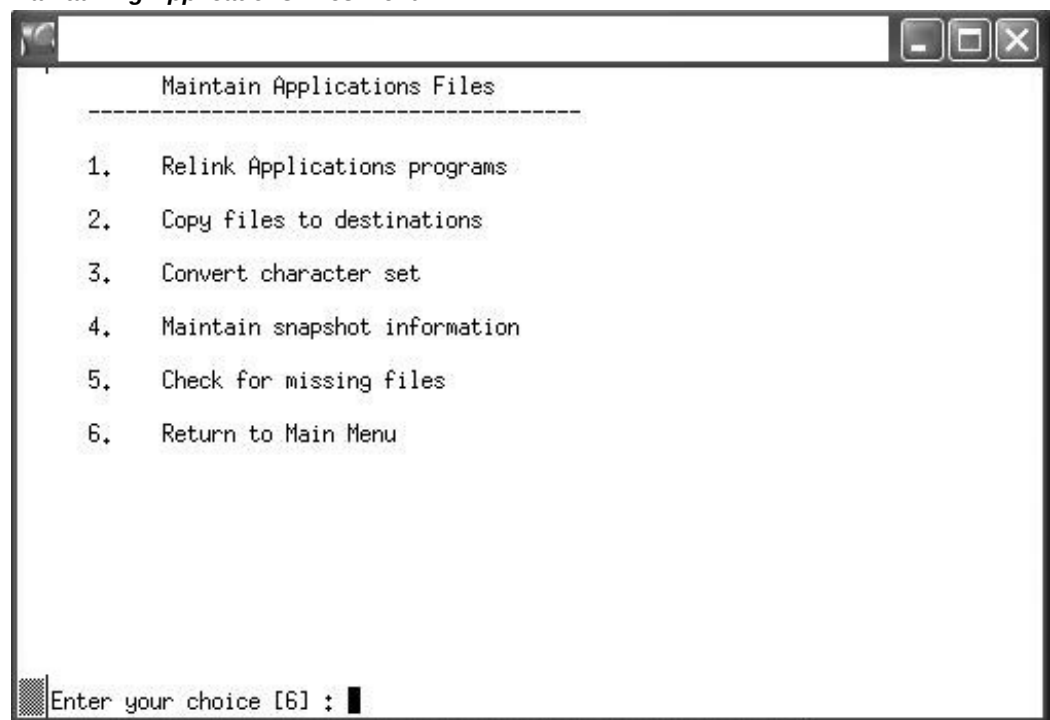
If AD Administration displays a list of warnings or errors and objects that did not

generate successfully and asks if you want to continue as if successful, review the log file to determine if the problems require attention. If you choose not to continue and restart your session at a later time, AD Administration attempts to regenerate only the files that did not generate successfully.

## Maintaining Applications Files

Certain maintenance tasks are required to keep your Applications files up to date. For example, you may need to copy product files to a central location or convert files in the APPL\_TOP to another character set. These tasks are grouped on the Maintain Applications Files menu.

*Maintaining Applications Files Menu*



You can run any of these tasks by choosing it from this menu.

## Relink Applications Programs

Relinks Oracle E-Business Suite executable programs with the Oracle server libraries so that they function with the Oracle database. For each product, you can choose whether to link all executables or specific ones only.

The default is to relink without debug information. You should use the debug option only when requested to do so by Oracle Support Services.

**Important:** AD Administration cannot be used to link executables for the AD products themselves. You must use AD Relink for this. See Relinking AD Executables in this chapter.

## Copy Files to Destinations

Copies files from each product area to central locations where they can be easily referenced by non-Applications programs. This option uses revision-based copy logic to ensure that the destination file versions are the same as, or higher than, the source file versions.

Oracle recommends that you do not use the force option to overwrite existing files, unless so instructed by Oracle Support Services. Copying files with this option updates all JAR files, resulting in them all being downloaded to each client again and causing runtime performance degradation.

The file types and their respective destinations are shown in the following table:

***Copy Files to Destinations Summary***

These files ...	... are copied to: (UNIX)	... are copied to: (Windows)
Java files	\$JAVA_TOP	%JAVA_TOP%
HTML files	\$OAH_TOP	%OAH_TOP%
Media files	\$OAM_TOP	%OAM_TOP%

The directories for the variables are specified in the adovars.env file (UNIX) or the adovars.cmd file (Windows).

When this option is used to copy reports files, the default destination is under AU\_TOP.

## Convert Character Set

Prepares the files in the APPL\_TOP for conversion to another character set, and then performs the conversion.

**Note:** For more information, see Globalization Support in *Oracle E-Business Suite Concepts*.

When you choose this option, AD Administration presents another submenu, which contains options for scanning your files in preparation for the conversion. The scan searches for exceptions - files that will have incomplete (lossy) conversions - so that you

can fix potential problems before you actually convert the character set. Choose one of the following scan options.

**Tip:** Always verify the compatibility of the database character set before converting the APPL\_TOP character set.

The options are:

1. Scan the APPL\_TOP for exceptions.

Scans the APPL\_TOP and creates three files in the admin\<SID>\out directory.

***Scan APPL\_TOP for Exceptions Output Files***

File	Contents
admanifest_excp.lst	Lists files that will not be converted because of lossy conversion.
admanifest.lst	Lists files that can be converted.
admanifest_lossy.lst	Lists files with lossy conversions, including line by line detail.

Review the files listed in admanifest\_excp.lst. Fix files that report lossy conversion before you convert the character set. Repeat this task until there are no entries in admanifest\_excp.lst. If you need to see more detail, review admanifest\_lossy.lst.

2. Scan a CUSTOM directory for exceptions.

Collects the same information as the first task, but scans custom Applications directories rather than the APPL\_TOP directory.

**Note:** With this option, adadmin may list additional files (such as .rdf, .doc, and .zip) as exceptions in admanifest\_excp.lst. This is because the CUSTOM directory can be modified by users, so the file extension is not enough for adadmin to determine whether a file can be successfully converted. In contrast, users cannot modify the files under \$APPL\_TOP, so the file extensions there are a reliable guide to whether a file can be successfully converted.

3. Convert character set.

Run this task only if admanifest\_excp.lst has no entries. It prompts you for the manifest file (admanifest.lst) created when you ran the scan option(s).

The utility backs up the product source files and the APPL\_TOP/admin source files. It saves product files in the <PROD>\_TOP directories in the format <prod>\_s\_<char\_set>.zip. It saves admin source files in the APPL\_TOP/admin directory in the format admin\_s\_<char\_set>.zip

## Maintain Snapshot Information

There are two types of snapshots: *APPL\_TOP snapshots* and *global snapshots*. An APPL\_TOP snapshot lists patches and versions of files in the APPL\_TOP. A global snapshot lists patches and latest versions of files in the entire Applications system (that is, across all APPL\_TOPs).

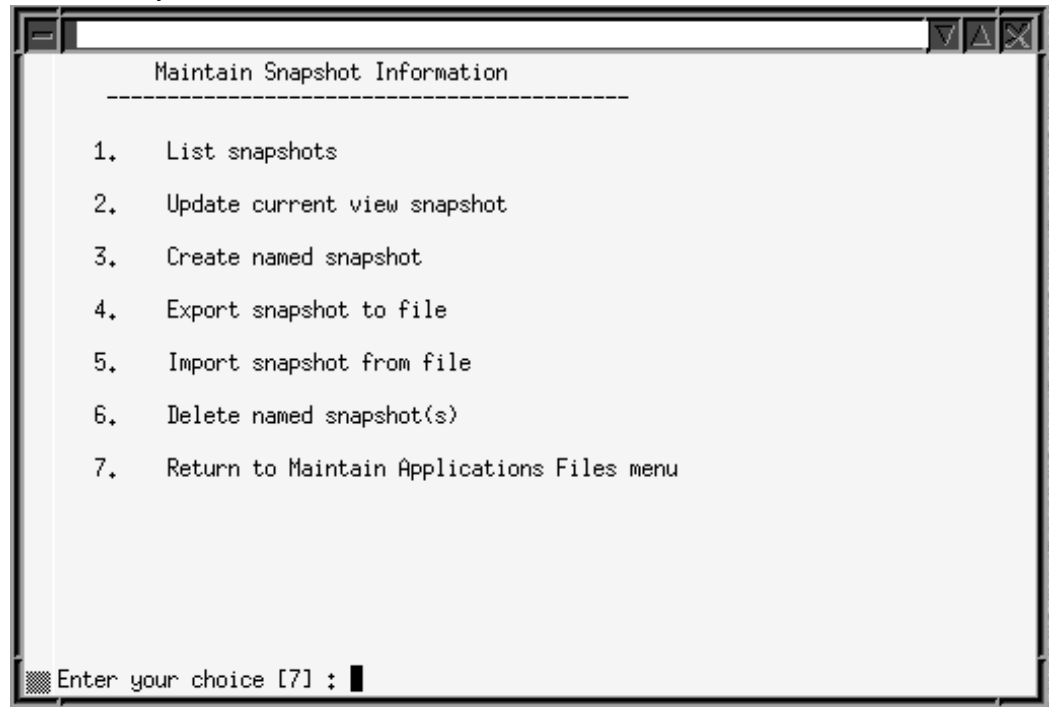
Both APPL\_TOP snapshots and global snapshots may be either *current view snapshots* or *named view snapshots*. A current view snapshot is created once and updated when appropriate to maintain a consistent view. A partial view snapshot allows you to synchronize only selected files from a current view. A named view snapshot is a copy of the current view snapshot at a particular time (not necessarily the latest current view snapshot), and is not updated.

Patch Wizard uses the information contained in the global current view snapshot to determine which patches have already been applied. The APPL\_TOP current view snapshot is used to determine if all prerequisite patches have been applied to that APPL\_TOP. Snapshot information is stored in the AD\_SNAPSHOTS, AD\_SNAPSHOT\_FILES, and AD\_SNAPSHOT\_BUGFIXES tables.

During a new installation, Rapid Install creates a current snapshot as a baseline. Whenever you apply a patch, a new (updated) snapshot is created to reflect the application.

Snapshot information maintenance is performed by choosing Maintain Snapshot Information from the Maintain Applications Files menu, and then selecting the required option.

### Maintain Snapshot Information Main Menu



These options allow you to:

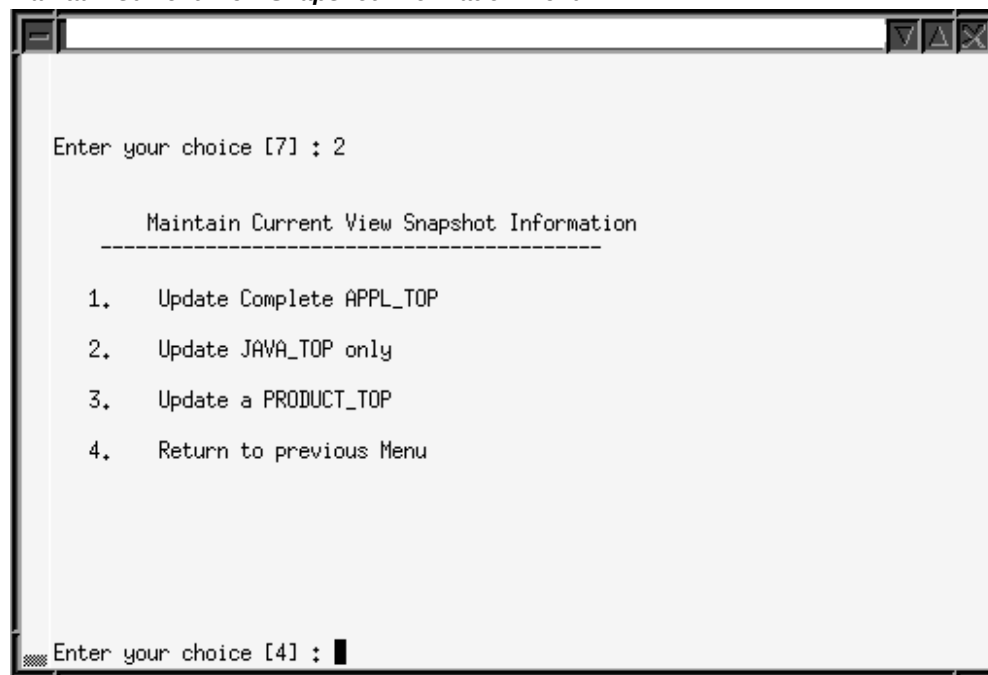
- List snapshots stored in the system
- Update a current view snapshot (full or partial APPL\_TOP and global)
- Create a named snapshot (you select a current view snapshot to copy and name)
- Export a snapshot to file (you select a snapshot to export to a text file)
- Import a snapshot from a text file (you select a snapshot to import from a text file)
- Delete a named snapshot

### Maintain Current View Snapshot Information

When you maintain a current view snapshot, you can choose to synchronize selected files (to maintain a partial snapshot), instead of synchronizing all files for the entire APPL\_TOP. Use this option when you have copied only a few files to the APPL\_TOP.

1. Select the Update Current View Snapshot option from the Maintain Snapshot Information menu.

### Maintain Current View Snapshot Information Menu



2. From the Maintain Current View Snapshot Information menu, you can select one of the following options:

- **Update Complete APPL\_TOP**

This is the original functionality of the Update Current View Snapshot option. It synchronizes all the files in your APPL\_TOP.

- **Update JAVA\_TOP only**

Synchronizes only the files in the JAVA\_TOP. At the prompt, enter the path to the JAVA\_TOP subdirectory where the files were copied. If the files were copied to more than one directory, press *Enter*. AD Administration scans the entire JAVA\_TOP and updates the information in both the current view and the global view snapshots.

- **Update a <PRODUCT>\_TOP**

Synchronizes only the files in a specific <PRODUCT>\_TOP. Enter the product abbreviation, then provide the subdirectory information at the prompt.

Enter the path to a single subdirectory in the <PRODUCT>\_TOP. If the files were copied to more than one directory in the <PRODUCT>\_TOP, press *Enter*. AD Administration scans the entire <PRODUCT>\_TOP and updates the information in both the current and the global view snapshots.



## Check for Missing Files

Verifies that all files needed to run Oracle E-Business Suite for the current configuration are in the current APPL\_TOP. Choose this task if you suspect there are files missing in your APPL\_TOP.

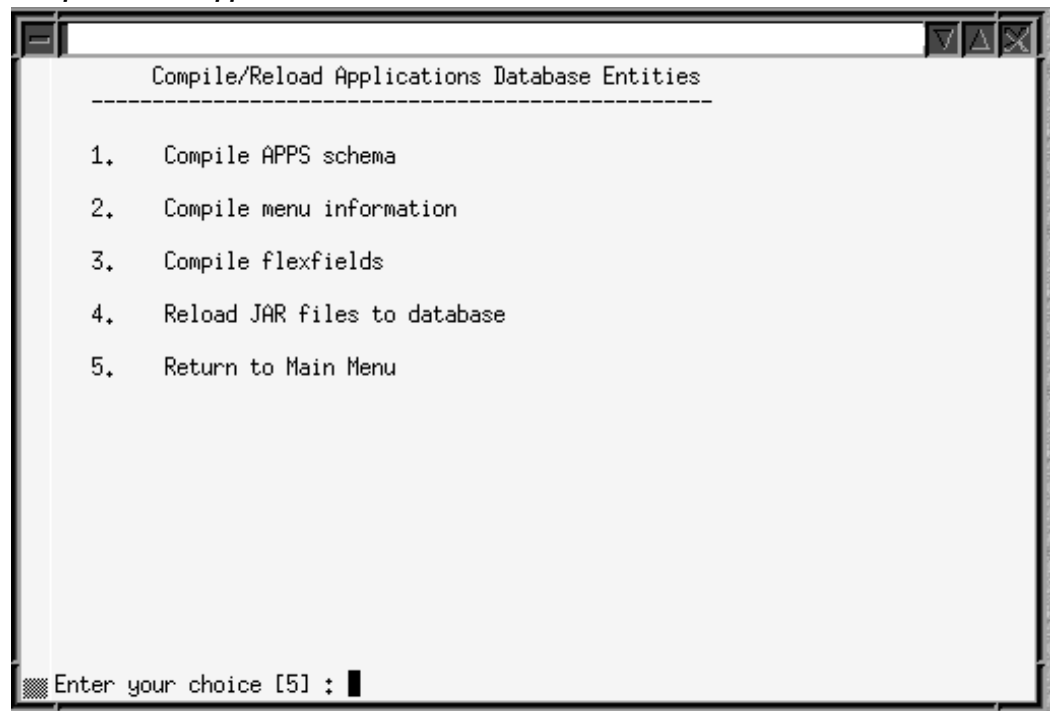
## Managing Database Entities

Database entities are database objects or data in the database related to Oracle E-Business Suite. Tasks for managing entities are grouped into two options on the AD Administration Main Menu: one for compiling or reloading entities and one for verifying their integrity.

## Compiling or Reloading Database Entities

To compile or reload database entities, choose the Compile/Reload Applications Database Entities Menu option from the AD Administration Main Menu.

### *Compile/Reload Applications Database Entities Menu*



You run the tasks on this menu any time you need to compile or reload database objects; for example, after you upload new menu entries, or apply a patch that changes the setup of flexfields. Run these tasks only on the node where the core AD technology directories are located.

## Compile APPS schema

Spawns parallel workers to compile invalid database objects in the APPS schema.

**Note:** For more information, see *Compiling Invalid Objects* in this chapter.

## Compile Menu Information

Compiles menu data structures. Choose this task after you have uploaded menu entries to the FND\_MENU\_ENTRIES table, or if Compile Security concurrent requests submitted from the Menus form (after changing menu entries) fail for any reason.

AD Administration asks if you want to force compilation of all menus. If you choose the default (No), only menus with changes are compiled. If you enter Yes, all menus are compiled. Compiling all menus is generally not required.

## Compile Flexfields

Compiles flexfield data structures in Oracle Application Object Library (FND) tables. Choose this task after you apply a patch that changes the setup of flexfields. Patches usually indicate when you should perform this step

Flexfields automatically compile data when you use them for the first time, so running this task is generally not required. However, compiling flexfields at a specific time can alleviate potential runtime performance issues. For example, you may choose to compile them when system usage is known to be low, rather than automatically on first use.

## Reload JAR files to Database

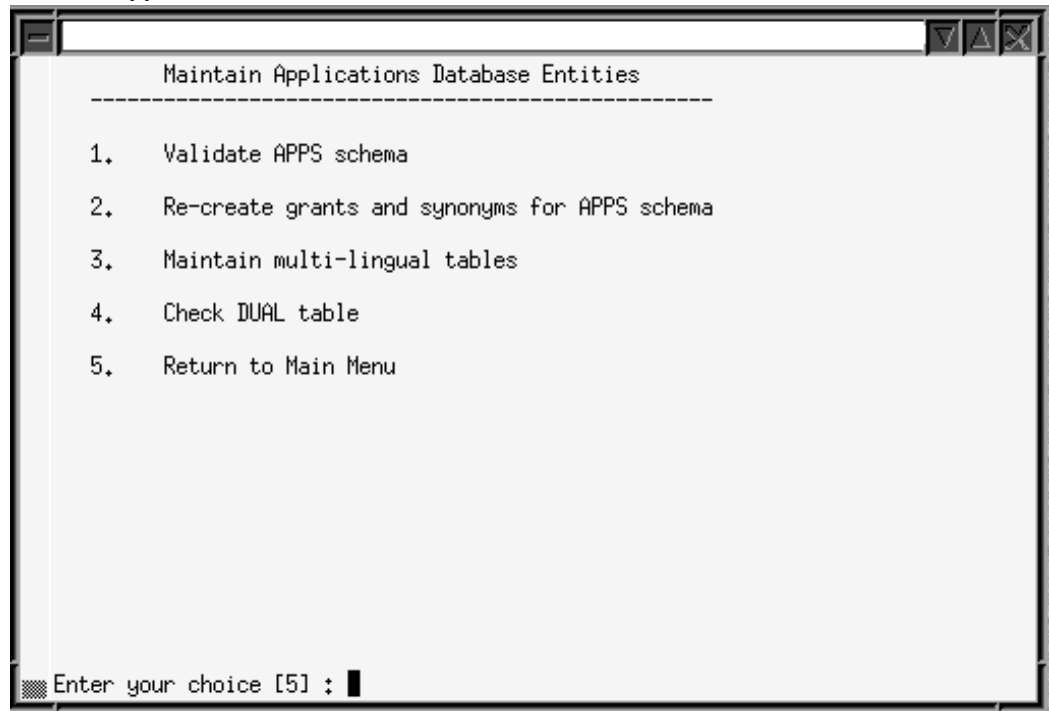
Reloads all appropriate Oracle E-Business Suite JAR files into the database. Choose this task if all Oracle E-Business Suite Java classes are removed from your database; for example, if the database Java Virtual Machine (JVM) is reloaded because of database corruption.

## Maintaining Applications Database Entities

During normal system use, the integrity of your database can be compromised, for example through user error or after you apply an inappropriate patch. It is advisable to verify the integrity of database entities as a regular maintenance procedure, or whenever the behavior of your system indicates that database entities may have been corrupted.

To perform these maintenance tasks, select the Maintain Applications Database Entities Menu option from the AD Administration Main Menu.

### Maintain Applications Database Entities Menu



Some tasks on this menu report on issues, or potential issues, with database entities, and others actually remedy the issues.

#### Validate APPS schema

Verifies the integrity of the APPS schema. It produces a report named <APPS schema name>.lst. that lists issues and potential issues, grouped by the action required:

- Issues you *must* fix (not specific to the APPS schema)
- Issues you *must* fix (specific to the APPS schema)
- Issues you may want to address (specific to the APPS schema)

The report is located in \$APPL\_TOP/admin/<SID>/out (UNIX), where <SID> is the value of the ORACLE\_SID or TWO\_TASK variable, or in %APPL\_TOP%\admin\<SID>\out (Windows), where <SID> is the value of the LOCAL variable. Each section of the file contains instructions for resolving the issues that are listed. Most issues can be fixed by either compiling invalid database objects or recreating grants and synonyms.

#### Recreate Grants and Synonyms for APPS Schema

This task recreates grants and synonyms for the Oracle E-Business Suite public schema (APPLSYSPUB) and recreates grants and synonyms linking sequences and tables in the

base schemas to the APPS schema.

Typically, you run this task after the Validate APPS schema task has reported issues with missing grants and synonyms.

## Maintain Multi-Lingual Tables

Run this task after you add a language. It prompts you for the number of workers, then updates all multilingual tables.

## Check DUAL Table

Some Oracle E-Business Suite products must access the DUAL table. It must exist in the SYS schema and contain exactly one row. This task verifies the existence of this table and the single row.

**Important:** If the DUAL table does not exist, or if it does not contain only one row, the Oracle E-Business Suite products that access it will fail to operate correctly.

## Using AD Relink

You use AD Relink to relink AD executables with the Oracle server product libraries when required, to ensure they will keep functioning properly with the Oracle database.

**Note:** AD executables can *only* be relinked using AD Relink. This is in contrast with other product executables, which are relinked using the Relink Applications Executables task on the AD Administration Maintain Applications Files menu.

## Relinking AD Executables

A number of options are available to provide extra control over the relinking process. For example, you can relink multiple AD executables in one operation.

### Log Files:

As you run AD Relink, it creates a log file (adrelink.log) where it records errors and messages. AD Relink appends information about the latest relink action to the end of the file. This file is located in APPL\_TOP/admin/log. If an error occurs while you are using AD Relink, or if you are not sure that the relinking was successful, review this file to see what issues should be fixed.

Relinking errors encountered during an AD Administration or patching session are recorded in the main log files for those utilities. See Log Files, page 7-38.

A new log file is created each time AD Relink runs. To recover disk space, or just as good housekeeping practice, you can delete adrelink.log files that are no longer needed (for example, after a relink operation is found to have completed successfully).

### Command Line Arguments:

You can modify or refine the operation of AD Relink with the command line arguments in the following table.

#### *AD Relink Command Line Arguments*

<b>force</b>	<b>Description</b>
Purpose	Indicates which executable programs to relink
Values	<ul style="list-style-type: none"> <li>• n, (relink only if the libraries or object files are more recent than the current executable program)</li> <li>• y (relink regardless of the status of the libraries or object files)</li> </ul>
Default	none (must enter either y or n)
Example	adrelink force=n

#### *AD Relink Command Line Arguments*

<b>backup_mode</b>	<b>Description</b>
Purpose	Indicates whether you want to back up executables
Values	<ul style="list-style-type: none"> <li>• none (do not back up any executables)</li> <li>• all (back up all executables)</li> <li>• file (back up files according to instructions in adlinkbk.txt)</li> </ul>
Default	backup_mode=file

<b>backup_mode</b>	<b>Description</b>
Example	adrelink force=n backup_mode=all

**Note:** These command line arguments are intended for use with the AD Relink utility only.

Files that are critical to running Oracle E-Business Suite are listed in the adlinkbk.txt file, which is located in APPL\_TOP/admin. Using the backup\_mode=file argument directs AD Relink to back up only these files.

### **The AD Relink Interface:**

You run AD Relink from the command line. It does not use menus or input screens.

### **Running AD Relink:**

Run AD Relink as follows.

1. Set the environment.

You must set the environment to indicate the location of the configuration parameters that define your system. This task is common to many AD utilities. See Setting the Environment, page 7-52 in this book for the basic steps.

2. Relink files.

Run AD Relink with the appropriate command for your operating system:

#### **UNIX**

```
S adrelink.sh force=n "ad <executable name>"
```

#### **Windows**

```
C:\> sh adrelink.sh force=n "ad <executable name>"
```

---

# Applications DBA Reporting and Tracking Tasks

## Timing Information

Use the reports in this section to gather job timing statistics.

### **Requirement:**

How can I monitor the time it takes to complete individual system patching or maintenance sessions?

### **Discussion:**

When you run AD Administration or adop, they automatically capture timing information about processing sessions that run parallel tasks.

Stored in database tables, this information can be accessed as the *AD Job Timing Report*. You can access the content of this report from either the OAM Timing Reports feature or the command line.

The information captured includes:

- Jobs run successfully on the first try
- Failed jobs that were restarted and then run successfully
- Failed jobs that were skipped
- Time-consuming jobs
- Job timing information
- Summary information about each parallel phase

- Overall timings for each session
- Status of an in-progress patching session

### **Actions:**

Information about timing sessions for both AD Administration and adop is collected in a single action and can be viewed in Oracle Applications Manager.

**Note:** For more information about this interface and its contents, see adop Timing Details, page 5-18 and AD Administration Timing Details, page 5-21 in the Patching section of this book.

## **General System Reporting**

Use the reports in this section to gather general system statistics and status information.

### **Installed Configuration Information:**

#### **Requirement**

How can I view information such as undo information, list of operating units, or NLS init.ora settings?

#### **Discussion**

The AD Configuration script (adutconf.sql) is an SQL script that reports on the configuration of an Oracle E-Business Suite system. You can use the report (adutconf.lst) in troubleshooting, or simply to document the status of your installation. For example, it contains information about undo segments, registered products and schemas, Reporting Currencies settings, and NLS database initialization parameters.

#### **Actions**

1. Log in as applmgr and set the environment as described in Setting the Environment in Running AD Utilities, page 7-51.
2. Use the command for your platform to run the script. The output file is written to adutconf.lst in the current working directory.

#### **UNIX**

```
$ cd $APPL_TOP/admin/<SID>/out
$ sqlplus <APPS schema username>/<APPS schema password> \
@$AD_TOP/sql/adutconf.sql
```



## Identifying File Versions and Translation Levels:

### Requirement

I want to obtain information about file versions.

### Discussion

When collecting information about your system, perhaps for sending to Oracle Support, you may need to determine the version and translation levels of your files.

### Actions

You can obtain version and translation levels of your files by running AD File Identification (`adident`).

## Oracle E-Business Suite Reporting Tools

As you use your Oracle E-Business Suite system, you perform maintenance tasks that modify and enhance your system. Oracle E-Business Suite includes tools that enable you to create numerous reports about system status. For example, you can generate a report about the version and translation level of your files. You can also generate reports that contain statistics about how many maintenance sessions are complete, number of jobs in each session, and the time it took to complete the session and individual jobs.

**Note:** Many of the Oracle E-Business Suite reporting capabilities are related to patching. For details of those reports, see the Patching section of this book.

## Categories of Reporting Tool

The AD reporting utilities introduced here are described in more detail later in this section. They are all run from the command line.

### AD Job Timing Report

This report is produced automatically by `adop` and `adadmin` to report on long-running processes, but can be run manually from the command line to provide summary information about AD utility sessions.

### AD Configuration Report

This report contains information about the installed configuration of Oracle E-Business Suite, including product group information, whether Multi-Org or MRC functionality is installed, base language and other installed languages, and so on.

## AD File Identification Report

This report identifies the version and translation level of Oracle E-Business Suite files.

## AD Job Timing Report

When you run adop or adadmin, they automatically generate an AD Job Timing report (adt<session\_id>.lst) that shows how long it takes to complete a parallel processing session, and provides information about the actions of workers as they process jobs during the session. These reports include timing statistics for the entire session, the phases in the session (AD Administration does not group jobs by phases), and individual jobs.

At any time during a patching or adadmin session, you can run a script to create an AD Job Timing report that shows the progress of the current session. Or you can go to the APPL\_TOP/admin/<SID>/out directory to view an adt<session\_id>.lst report from a previous session.

For patching and adadmin sessions, the adt<session\_id>.lst report is very similar to the web-based Timing Report you can access via Oracle Applications Manager.

### AD Job Timing Report Interface:

You can view job timing statistics from the Timing Reports page in Oracle Applications Manager. You can also run the AD Job Timing Report for AD Administration jobs from the command line. There are no menus or input screens.

### Running AD Job Timing Report:

1. Set the environment.

Set the environment in order to apply the environment variables that define your system. This task is common to many AD utilities. See Setting the Environment, page 7-52 in this book for the basic steps.

2. Run AD Job Timing report.

Run the report with this command, where <session\_id> is the session of the timing statistics you want to see, and <output file> is the name of the file where the statistics will be written.

#### UNIX

```
$ cd $APPL_TOP/admin/<SID>/out
$ sqlplus <APPS username>/<APPS password>
@$AD_TOP/admin/sql/adtimrpt.sql \
<session id> <output file>
```

## AD Configuration Report

The AD Configuration utility is a SQL script that reports standard information about the installed configuration of Oracle E-Business Suite. Run this task in order to debug or document the status of your installation. Running AD Configuration generates a report file (adutconf.lst) that contains the following:

- SQL\*Plus PAUSE and NEWPAGE settings
- Undo information
- Information about the product group
- Whether Multi-Org is installed, and list of operating units
- Whether Multiple Reporting Currencies (MRC) functionality is installed
- List of registered products
- Information on all registered schemas
- Information about all installed products, including shared and dependent products
- Status of localization modules
- NLS init.ora settings

### AD Job Configuration Report Interface:

You run AD Configuration and supply the information it needs from the command line. There are no menus or input screens.

### Running AD Configuration Report:

1. Set the environment.

Set the environment in order to apply the environment variables that define your system. This task is common to many AD utilities. See Setting the Environment, page 7-52 in this book for the basic steps.

2. Run AD Configuration report.

Use the following commands. The report output file is written to adutconf.lst in the current working directory.

#### UNIX

```
$ cd $APPL_TOP/admin/<SID>/out
$ sqlplus <APPS schema username>/<APPS schema password> \
@$AD_TOP/sql/adutconf.sql
```

## AD File Identification Report

The AD File Identification utility creates a report that identifies the version and translation level of Oracle E-Business Suite files. It is useful when collecting information about your site for Oracle Support Services.

### AD File Identification Report Interface:

You run AD File Identification and supply the information it needs from the command line. There are no menus or input screens.

### Running AD File Identification:

Run this utility as follows.

1. Set the environment.

Set the environment in order to apply the environment variables that define your system. This task is common to many AD utilities. See *Setting the Environment*, page 7-52 for the basic steps.

2. Run AD File Identification.

Use the following commands. The output is displayed on the screen.

#### UNIX

```
$ addident Header <file 1> [ <file 2> <file 3> ... ]
```

## AD Check Digest

The AD Check Digest utility checks the integrity of downloaded patches. Oracle provides MD5 and SHA-1 digests for each Oracle E-Business Suite patch. The MD5 digest is a 128-bit string output that uniquely identifies the patch and the SHA-1 is a 160-bit string output. The patch digests are viewable from the My Oracle Support download page for a particular patch. Use AD Check Digest to verify whether the computed digests for the downloaded patch match the digests published on My Oracle Support.

### AD Check Digest Interface:

You run AD Check Digest and supply the information it needs from the command line. There are no menus or input screens.

### Parameters:

The following parameters are used for running AD Check Digest.

### AD Check Digest Parameters

Parameter	Meaning
-file	<p>Patch file name and path. This parameter is required.</p> <p>When the <code>-file</code> parameter is specified without the <code>-md5</code> and <code>-sha1</code> parameters, AD Check Digest computes the MD5 and SHA-1 digests for the patch.</p>
-md5	<p>The MD5 output from the My Oracle Support patch download page.</p> <p>When you specify the <code>-md5</code> parameter, AD Check Digest compares the MD5 value you provide with the MD5 digest computed for the patch file.</p>
-sha1	<p>The SHA-1 output from the My Oracle Support patch download page.</p> <p>When you specify the <code>-sha1</code> parameter, AD Check Digest compares the SHA-1 value you provide with the SHA-1 digest computed for the patch file.</p>

### Running AD Check Digest:

Run this utility as follows.

1. Set the environment.

You must set the environment in order to apply the environment variables that define your system. This task is common to many AD utilities. See *Setting the Environment*, page 7-52 in this book for the basic steps.

2. Run AD Check Digest.

Use the following commands. The output is displayed on the screen.

#### UNIX

```
$ adchkdig -file <File> [ -md5 <MD5_digest> -sha1 <SHA-1_digest> ]
```



---

# Troubleshooting Applications DBA Operations

## Managing Worker Processes

The adadmin and adop utilities can process jobs in parallel to reduce the time needed to complete them. This section describes the procedures for reviewing these processes, and handling situations where processing has been interrupted.

**Note:** For more information, see Using Parallel Processing, page 7-55.

### Reviewing Worker Status:

#### Requirement

How can I monitor the progress of parallel processing jobs?

#### Discussion

When adadmin and adop process jobs in parallel, they assign jobs to workers for completion. There may be situations that cause a worker to stop processing. AD Controller is a utility you can use to determine the status of workers and manage worker tasks. You use it to monitor the actions of workers and the status of the processing jobs they have been assigned.

#### Actions

To review worker status, perform these steps:

1. Set the environment by executing (sourcing) the patch file system environment file:  

```
$ source <patch APPL_TOP path>/APPS<CONTEXT_NAME>.env
```

**Note:** For more information, see Setting the Environment in

2. Start AD Controller by entering `adctrl` on the command line.

3. Review worker status.

Select "Show worker status" from the AD Controller main menu. AD Controller displays a summary of current worker activity. The summary columns are:

- Control Worker is the worker number
- Code is the last instruction from the manager to this worker
- Context is the general action the manager is executing
- Filename is the file the worker is running (if any)

The following table describes the types of status that may be assigned to a worker and reported in the Status column.

***Worker Status Values***

Status	Meaning
Assigned	The manager assigned a job to the worker, and the worker has not started.
Completed	The worker completed the job, and the manager has not yet assigned it a new job.
Failed	The worker encountered a problem.
Fixed, Restart	The worker should retry the failed operation now that the problem has been fixed.
Restarted	The worker is retrying a job or has successfully restarted a job (note that the status does <i>not</i> change to Running).
Running	The worker is running a job
Wait	The worker is idle.

If the worker status shows as Failed, the problem may need to be fixed before the



AD utility can complete its processing. This is described next.

## **Determining Why a Worker Failed:**

### **Requirement**

One of the workers has failed. How do I determine the cause of the failure?

### **Discussion**

When a worker fails its job, you do not have to wait until the other workers and the manager stop. Use the worker log files (adworknnn.log) to determine what caused the failure. These log files are written to APPL\_TOP/admin/<SID>/log. You can find the worker log file and copy it to a temporary area so that you can review it. If the job was deferred after the worker failed, there may be no action required on your part.

The first time a job fails, the manager defers the job and assigns a new worker. If the deferred job fails a second time, the manager defers it a second time only if the runtime of the job is less than ten minutes. If the deferred job fails a third time, or if the job's runtime is greater than ten minutes, the job stays at a failed status and the worker waits for intervention.

### **Actions**

1. Set the environment by executing (sourcing) the patch file system environment file:

```
$ source <patch APPL_TOP path>/APPS<CONTEXT_NAME>.env
```

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

2. Start AD Controller by entering `adctrl` on the command line.
3. Identify the worker that encountered a problem.

Workers that have encountered problems stop processing jobs and show a status of Failed. Follow the steps in the Reviewing Worker Status, page 9-1 section in this chapter to determine which workers have a status of Failed.

4. Review the log file to find out why the worker failed.

The following is an example of a worker failure message:

AD Worker error:  
The following ORACLE error:

```
ORA-01630: max # extents (50) reached in temp segment in tablespace
TSTEMP
occurred while executing the SQL statement:
```

```
CREATE INDEX AP.AP_INVOICES_N11 ON AP.AP_INVOICES_ALL (PROJECT_ID,
TASK_ID)
NOLOGGING STORAGE (INITIAL 4K NEXT 512K MINEXTENTS 1 MAXEXTENTS 50
PCTINCREASE 0 FREELISTS 4) PCTFREE 10 MAXTRANS 255 TABLESPACE APX
```

AD Worker error:  
Unable to compare or correct tables or indexes or keys because of  
the error  
above

In this example, the worker could not create the index AP\_INVOICES\_N11 because the maximum number of extents in the temporary tablespace was reached.

5. Determine how best to resolve the problem that caused the failure. For example, search My Oracle Support for potential causes. If you cannot identify a fix, you may wish to open a service request with Oracle Support.

## Handling a Failed Job:

### Requirement

I have reviewed the log file for the failed worker and determined the problem. What do I do next?

### Discussion

A worker usually runs continuously in the background and when it fails to complete the job it was assigned, it reports a status of Failed. When the manager displays an error message, confirm the failed status of a worker by using AD Controller to review worker status. If the job was deferred after the worker failed, no action may be required.

**Note:** For more information, see Using Parallel Processing, page 7-55.

### Actions

Perform the following steps:

1. Set the environment by executing (sourcing) the patch file system environment file:  

```
$ source <patch APPL_TOP path>/APPS<CONTEXT_NAME>.env
```
2. Start AD Controller by entering `adctrl` on the command line.

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

3. Identify the failed file.

The Worker and Filename columns in the AD Controller worker status screen show the numbers of the workers that failed and list the name of the files that failed to run.

4. Review the worker log file.

Each worker logs the status of tasks assigned to it in a log file called adworkxxx.log, where nnn is the worker number. For example, adwork001.log for worker 1 and adwork007.log for worker 7. These files are in the \$APPL\_TOP/admin/<SID>/log directory on the patch file system. Review adworkxxx.log for the failed worker to determine the source of the error.

5. Resolve the error.

Resolve the error using the information provided in the log files. Contact Oracle Support Services if you do not understand how to resolve the issue.

6. Restart the failed job.

Choose Option 2 from the AD Controller main menu to tell the worker to restart a failed job.

7. Verify worker status.

Choose Option 1 again. The Status column for the worker that failed should now say Restarted or Fixed, Restart.

**Note:** When all workers are in either Failed or Wait status, the manager becomes idle. At this point, you must take action to get the failed workers running again.

## Terminating a Hanging Worker Process:

### Requirement

A worker process has been running for a long time. What should I do?

### Discussion

When running AD utilities, there may be situations when a worker process appears to hang, or stop processing. If this occurs, it may be necessary to terminate the process manually. Once you do, you must also restart that process manually.

**Caution:** A process that appears to be hanging could actually just be a long-running job.

To terminate a process, start AD Controller, obtain the ID of the worker, and then stop

any hanging processes. Once you make the necessary changes, you can restart the job or worker.

**Note:** For more information, see *Restarting a Failed Worker*, page 9-7.

### Actions

1. Set the environment by executing (sourcing) the patch file system environment file:

```
$ source <patch APPL_TOP path>/APPS<CONTEXT_NAME>.env
```

**Note:** For more information, see *Setting the Environment in Running AD Utilities*, page 7-51

2. Start AD Controller by entering `adctrl` on the command line.

3. Determine what the worker process is doing.

Use the AD Controller worker status screen to determine the file being processed and check the worker log file to see what it is doing:

- Check whether the process is consuming CPU.
- Review the file to see what actions are being taken.
- Check for correct indexes on the tables (if the problem appears to be performance-related).
- Check for an entry for this process in the `V$SESSION` table. This may provide clues to what the process is doing in the database.

4. Get the worker's process ID.

If the job is identified as "hanging," determine the worker's process ID.

#### UNIX:

```
$ ps -a | grep adworker
```

#### Windows:

Invoke the Windows Task Manager (with Ctrl-Alt-Delete or Ctrl-Shift-Esc) to view processes.

5. Determine what processes the worker has started, if any.

If there are child processes, get their process IDs. Examples of child processes include `SQL*Plus` and `FNDLOAD`.

6. Stop the hanging process, using the command that is appropriate for your operating system.

7. Fix the issue that caused the worker to hang. Contact Oracle Support Services if you require assistance doing this.
8. Restart the job or the worker.

See Restarting a Failed Worker, page 9-7 in this chapter for more information.

## Restarting Processes

This section describes some situations where you may need to choose the restart option in AD Controller.

### Restarting a Failed Worker:

#### Requirement

I need to restart a failed worker.

#### Discussion

If a worker has failed, or if you have terminated a hanging worker process, you need to restart the worker manually.

Some worker processes spawn other processes called child processes. If you terminate a child process (that is hanging), the worker that spawned the process shows Failed as the status. After you fix the problem, choose to restart the failed job. Once the worker is restarted, the associated child processes are started as well.

#### Actions

Perform these steps:

1. Set the environment by executing (sourcing) the patch file system environment file:

```
$ source <patch APPL_TOP path>/APPS<CONTEXT_NAME>.env
```

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

2. Start AD Controller by entering `adctrl` on the command line.
3. Choose Option 1 to review worker status.
4. Take the appropriate action for each worker status.

If the worker shows Failed, choose Option 2 to restart the failed job. When prompted, enter the number of the worker that failed.

If the worker shows Running or Restarted status, but the process is not really running, select the following menu options:

- Option 4: Tell manager that a worker has failed its job. When prompted, enter the number of the hanging worker.
- Option 6: Tell manager to start a worker that has shut down on the current machine. When prompted, enter the number of the worker that failed.

**Caution:** Do not choose Option 6 if the worker process is running. Doing so will create duplicate worker processes with the same worker ID.

The worker will restart its assigned jobs and spawn the necessary child processes.

## Restarting an AD Utility After Machine Failure:

### Requirement

While I was running an AD utility, the machine crashed. What is the best way to the restart the utility?

### Discussion

Because the manager cannot automatically detect a machine crash, you must manually notify it that all jobs have failed and manually restart the workers. If you restart the utility without doing this, the utility status and the system status will not be synchronized.

### Actions

Perform these steps:

1. Set the environment by executing (sourcing) the patch file system environment file:

```
$ source <patch APPL_TOP path>/APPS<CONTEXT_NAME>.env
```

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

2. Start AD Controller by entering `adctrl` on the command line.
3. Select the following options:
  - Option 4: Tell manager that a worker has failed its job (specify 'all' for workers)
  - Option 2: Tell worker to restart a failed job (specify 'all' for workers)
4. Restart the AD utility that was running when the machine crashed.

## Shutting Down and Restarting Managers

This section discusses some reasons for shutting down and reactivating managers.

### Shutting Down a Manager:

#### Requirement

How do I stop an AD utility while it is running?

#### Discussion

There may be situations when you need to shut down an AD utility while it is running. For example, you may need to shut down the database during an adop or adop session.

You should perform this shutdown in an orderly fashion so that it does not affect your data. The best way to do this is to shut down the workers manually so that the AD utility quits in an orderly fashion.

#### Actions

Perform these steps:

1. Start AD Controller

Set the environment by executing (sourcing) the patch file system environment file:

```
$ source <patch APPL_TOP path>/APPS<CONTEXT_NAME>.env
```

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

2. Start AD Controller by entering `adctrl` on the command line.
3. In `adctrl`, select Option 3 and enter 'all' for the worker number. Each worker stops when it either completes or fails its current job.
4. Verify that no worker processes are running. Use the appropriate command for your platform.

#### UNIX:

```
$ ps -a | grep adworker
```

#### Windows:

Invoke Windows Task Manager (with Ctrl-Alt-Delete or Ctrl-Shift-Esc) to view the relevant processes.

5. When all workers have shut down, the manager and the AD utility quit.

## Restarting a Manager:

### Requirement

No workers are running jobs, when they should be doing so. What is the problem?

### Discussion

A restarted worker resumes the failed job immediately as long as the worker process is running. The other workers change to a Waiting status if they cannot run any jobs because of dependencies on the failed job, or because there are no jobs left in the phase. When no workers are able to run, the manager becomes idle and messages like the following will appear on the screen:

```
ATTENTION: All workers either have failed or are waiting:
```

```
FAILED: file cedropcb.sql on worker 1.  
FAILED: file adgrnctx.sql on worker 2.  
FAILED: file aftwf01.sql on worker 3.
```

```
ATTENTION: Please fix the above failed worker(s) so the manager can  
continue.
```

### Actions

Complete the following steps for each failed worker:

1. Start AD Controller.

**Note:** For more information, see Setting the Environment in Running AD Utilities, page 7-51.

2. Determine the cause of the error.

Choose Option 1 to view the status. Review the worker log file for the failed worker to determine the source of the error.

3. Resolve the error.

Use the information provided in the log files. Contact Oracle Support Services if you do not understand how to resolve the issue.

4. Restart the failed job.

Choose Option 2 on the AD Controller menu to tell the worker to restart a failed job. The worker process restarts, causing the AD utility to become active again.



---

# Technology Inventory Utility

## Technology Inventory Utility

This chapter describes the *Technology Inventory Utility* that was introduced in Oracle E-Business Suite Release 12. This command-line utility generates reports that list the installed technology stack components and versions on the various nodes of a Release 12.x Oracle E-Business Suite system. The reports can be generated in either HTML (the default) or text format. Separate reports are generated for the database and application tiers.

Since there are major differences in technology components between Release 11i and Release 12.x, this utility will also be useful for those who wish to become familiar with the components and versions employed by Release 12.x.

## Running the Technology Inventory Utility

The Technology Inventory Utility generates a consolidated report that summarizes the version levels of all installed technology stack components.

Set your Oracle E-Business Suite environment, then run one of the following commands:

### On UNIX:

Application tier:

```
perl $FND_TOP/patch/115/bin/TXKScript.pl  
-script=$FND_TOP/patch/115/bin/txkInventory.pl  
-txktop=$APPLTMP  
-contextfile=$CONTEXT_FILE  
-appspass=password  
-outfile=$APPLTMP/Report_Inventory.html
```

Database tier:

```
perl $ORACLE_HOME/appsutil/bin/TXKScript.pl
-script=$ORACLE_HOME/appsutil/bin/txkInventory.pl
-txktop=$ORACLE_HOME/appsutil/temp
-contextfile=$CONTEXT_FILE
-appspass=password
-outfile=$ORACLE_HOME/appsutil/temp/Report_Inventory.html
```

**Note:** To generate the report in text format, append -  
reporttype=text to the relevant command, and change the outfile  
name to have a .txt suffix instead of a .html suffix.

## On Windows:

Application tier:

```
perl %FND_TOP%\patch\115\bin\TXKScript.pl
-script=%FND_TOP%\patch\115\bin\txkInventory.pl
-txktop=%APPLTMP%
-contextfile=%CONTEXT_FILE%
-appspass=password
-outfile=%APPLTMP%\Report_Inventory.html
```

Database tier:

```
perl %ORACLE_HOME%\appsutil\bin\TXKScript.pl
-script=%ORACLE_HOME%\appsutil\bin\txkInventory.pl
-txktop=%ORACLE_HOME%\appsutil\temp
-contextfile=%CONTEXT_FILE%
-appspass=password
-outfile=%ORACLE_HOME%\appsutil\temp\Report_Inventory.html
```

**Note:** To generate the report in text format, append -  
reporttype=text to the relevant command, and change the outfile  
name to have a .txt suffix instead of a .html suffix.

## Parameters

The following table describes the parameters for the utility:

### *Technology Inventory Utility Parameters and Their Usage*

Parameter	Usage
txktop	Temporary working directory used by perl modules. Required parameter.
contextfile	Location of the Applications context file. If not specified, default is picked from environment.

Parameter	Usage
appspass	APPS schema password. If not specified, default password is used.
outputfile	Location of the report being generated. If not specified, the default location is \$APPLTMP/TXK.

## Output from the Technology Inventory Utility

The report generated on both the application and database tiers has the following common header:

### *Technology Inventory Utility Output Report Parameters*

Parameter	Usage
Date	Date on which report was generated.
Hostname	Details of host on which report was generated.
Enabled Services	Services enabled on the host where report was generated (application tier only).
Instance	Name of the instance.
Platform	OS name of the host where report was generated.
OS	OS release version of the host where report was generated.
DB Host	Details of the host where database is located.
Context File	Location of the context file specified when the report was generated.
Report File	Location of the report that was generated.

Parameter	Usage
XML Definition File	Lists actions executed to obtain the contents of the report.

The contents of the main report reflect the role of the node on which the utility is run: Database, Web, Forms, or Concurrent Processing.

## Future Directions

A future release of Oracle E-Business Suite will build on the Inventory Utility to validate the components in use.

---

# Managing Oracle Fusion Middleware Logging

## Collecting and Managing Log Files

This chapter describes debugging techniques and options for the Oracle Fusion Middleware 11g components of E-Business Suite Release 12.2. These include:

- Oracle Process Manager and Notifications Server, which manages the HTTP Server.
- Oracle HTTP Server (Apache), which acts as a single Entry Point Proxy Server.
- Oracle WebLogic Server, which contains Oracle E-Business Suite Application Server Deployments.

This chapter provides steps to enable extra debug and automate collection of log files required for debugging the various issues that you may encounter.

**Important:** Any increase to logging levels should be reversed once the necessary debug information has been collected. Oracle does not recommend that detailed logging is left activated for extended periods, especially on production systems.

## Collecting Log Files at Lower Debug Levels

This section should be followed if you are planning to create a service request for an issue that has already occurred or which is not easily reproducible. The procedures described do not enable additional debug information to be collected: rather, they simply collect log files at whatever debug levels are currently configured.

For some problems, the debug information collected here may not suffice: in such cases, you should follow the steps in the section Collecting Log Files at Higher Debug Levels.

## Oracle Process Manager and Oracle HTTP Server Log Files

To gather the log files for OPMN and OHS services, run the following command as the owner of the application tier file system:

```
$ zip -r /tmp/`uname -n`_`date +%m%d%y.%H%M`_OPMN_OHS.zip  
$IAS_ORACLE_HOME/instances/*/diagnostics/logs/OHS/EBS_web_component/*log  
* $IAS_ORACLE_HOME/instances/*/diagnostics/logs/OPMN/opmn/*
```

This will create zip files in the /tmp directory with names including the server name, date, and time. For example: server1.example.com\_092415.1405\_OPMN\_OHS.zip. (Here, the date is specified in MMDDYY format.) To support a service request, you may collect these files from the /tmp directory and upload them to the request.

## Oracle WebLogic Server Log Files

To gather the log files for Oracle Fusion Middleware components such as Node Manager, Admin Server, forms, oacore and oafm services, run the following command as the owner of the application tier file system:

```
$ zip -r /tmp/`uname -n`_`date +%m%d%y.%H%M`_FMW.zip \  
$IAS_ORACLE_HOME/.. /wlserver_10.3/common/nodemanager \  
$EBS_DOMAIN_HOME/servers/oa*/logs/* \  
$EBS_DOMAIN_HOME/servers/forms*/logs/* \  
$EBS_DOMAIN_HOME/servers/AdminServer/logs/* \  
$EBS_DOMAIN_HOME/sysman/log/*
```

**Note:** This example shows the command being split over several screen lines, with each screen line being terminated by the backslash character.

This will create zip files in the /tmp directory with names including the server name, date, and time. For example: server1.example.com\_092415.1405\_OPMN\_OHS.zip. (Here, the date is specified in MMDDYY format.) To support a service request, you may collect these files from the /tmp directory and upload them to the request.

## Collecting Log Files at Higher Debug Levels

This section describes how to enable the higher logging levels required to capture the additional debug information that is sometimes needed for resolving problems. You may be directed to this section by Oracle Support. Follow the steps below to enable debug for the appropriate component, in readiness for reproducing the issue and (typically) sending the collected log files to Oracle.

**Note:** Generally speaking, increasing the log levels in this way should only have a minimal impact on performance (maximum 5% degradation).

## Oracle Process Manager

To enable debug for opmn, open the file

`$IAS_ORACLE_HOME/instances/<instance>/config/OPMN/opmn/opmn.xml`  
with a text editor (such as `vi`) and change the line:

```
<debug comp=" " rotation-size="1500000"/>
```

to:

```
<debug comp="ons[all];pm[all]" rotation-size="1500000"/>
```

Save your changes and exit the editor.

Alternatively, you can increase the opmn logging level for the current session by issuing the command:

```
$IAS_ORACLE_HOME/instances/<yourinstance>/bin/opmnctl set target=debug  
comp="ons[all];pm[all]"
```

This will enable debug for *all* components running under the opmn process. However, in many situations this may not be practical, so you will need to adjust the logging levels as described below.

## Oracle HTTP Server Access Logging

To adjust OHS logging levels, access the Enterprise Manager console at `http://server.domain:wls_admin_port/em` and log in as the WLS admin user for Oracle E-Business Suite, usually `weblogic`.

Expand the Web Tier menu, right-click 'EBS\_web\_component', and choose 'Administration - Log Configuration'. Here you have the option to set the log level. Set it to 'Trace:32'.

## Node Manager

To adjust the log level for Node Manager, open the file `$IAS_ORACLE_HOME/. . /wlserver_10.3/common/nodemanager/nodemanager.properties` with a text editor (such as `vi`) and add the line:

```
adjust LogLevel=INFO to LogLevel=FINEST
```

## Start and Stop Logging

To adjust start/stop log levels, access the Enterprise Manager console at `http://server.domain:wls_admin_port/em` and log in as the WLS admin user for Oracle E-Business Suite, usually `weblogic`.

Expand 'WebLogic Domain', then expand 'EBS\_domain\_X'. Right-click 'AdminServer' and select 'Logs - Log Configuration'. Here you have the option to set the logging level. Set it to 'Trace:32'.

## Oracle WebLogic Server Logging

### Part 1: Enable Logging Level

1. To adjust Oracle WebLogic Server logging level, access the Enterprise Manager console at `http://server.domain:wls_admin_port/em` and log in as the WLS admin user

for Oracle E-Business Suite, usually `weblogic`.

2. Expand 'Environment - Servers'.
3. Select the servers you wish to enable debug for. Typically, this will be the oacore servers.

**Note:** If you have more than one server defined in a cluster, you will need to enable debug for each server individually. Only enable logging for managed servers that are experiencing issues.

4. Choose the 'Logging' tab, select the 'Advanced' link, and change severity level to 'Trace'.
5. Change Severity levels for standard out and domain log broadcaster to 'Debug'.
6. On this same configuration page, you will see the setting 'Limit number of retained files'. You may need to increase this value, as extra logging might otherwise result in log files being overwritten because of increased log file rotation.

## Part 2: Enable Debug Areas

Continuing from Part 1 above:

1. Select the 'Debug' tab and expand the 'WebLogic' section.
2. Select the Servlet group for which you wish to enable debug:

Component	When to Enable Debug
Servlet	You are experiencing general issues.
JDBC	You are experiencing JDBC connection problems.
ClassLoader	You are experiencing issues relating to classloading, such as missing classes on startup of services.

3. Choose 'Enable' to activate debug for these components.

## Restart Application Tier Services and Clear Log Files

You are now ready to restart application tier services using the scripts located in `$ADMIN_SCRIPTS_HOME`.



At this stage, it is desirable to clear the existing log files. Using a new set of log files will enable the problem to be more easily pinpointed. This is especially true of production systems where logs can be large and consequently hard to debug.

Log files should be cleared while the application tier services are down. You can do this manually, or use the following script.

### Script For Automatically Clearing Contents of Log Files

Source the environment, ensure the application tier services are shut down (as noted above), then run the following script as the applmgr user:

```
for files in $IAS_ORACLE_HOME/instances/*/diagnostics/logs/OPMN/opmn
$EBS_DOMAIN_HOME/sysman/log
do
for file in `ls $files/*`
do
echo "Clearing file: " $file
cat /dev/null > $file
done
done
for files in
$IAS_ORACLE_HOME/instances/*/diagnostics/logs/OHS/EBS_web_component
$EBS_DOMAIN_HOME/servers/*/logs $IAS_ORACLE_HOME/../../wlserver_10.
3/common/nodemanager
do
for file in `ls $files/*log* $files/*out*| grep -v lck`
do
echo "Clearing file: " $file
cat /dev/null > $file
done
done
```

**Tip:** To identify the log files without making any changes, comment out the line `cat /dev/null > $file` by placing a `#` character at the beginning. When you are happy with the proposed changes, remove the `#` and re-run the script.

For additional information on logging definition, rotation, location, and control, refer to My Oracle Support Knowledge Document 1366187.1, *Oracle Applications E-Business Suite 12.2 Fusion Middleware Log Files: Locate, View, and Control*.

### Reproduce Issue and Upload Log Files

You are now ready to reproduce the issue and gather the log files, typically for uploading to your service request.



---

# Logging Features in Oracle E-Business Suite

## Overview

Oracle E-Business Suite provides several types of logs in its products. This chapter focuses on the Logging Framework, which enables you to set up and view log messages in Oracle Applications Manager.

Other types of log files are discussed in the documentation for their respective product area.

## The Logging Framework

The Oracle E-Business Suite Logging Framework provides the ability to store and retrieve log messages for debugging, error reporting, and alerting purposes.

You can set up, view, and purge log messages through HTML-based user interface pages that are located in Oracle Applications Manager.

These messages must be written into the code by developers. For more information, refer to *Oracle E-Business Suite Developer's Guide*.

## Configuring the Logging Framework

The following sections cover configuration of the Logging Framework.

### Using Application Tier Properties to Configure Logging

All application tier property settings take precedence over profile option settings. Application tier properties only affect the application tier code, and do not affect the PL/SQL layer logging.

## Using Java

Java system properties can be defined for controlling logging for each JVM.

The following examples show how to turn on logging for all modules and levels using Java system properties.

For this example, we assume that the JVM has write permission for the file "/path/to/apps.log". This file can be changed to any other file for which the JVM has write permission.

If you plan to log to a file, it is highly recommended that you explicitly override the default file "aferror.log" by setting AFLOG\_FILENAME. The default does not specify a full file path, and may not be writable by the application tier process in some cases.

### Command Line JVM System Properties

To enable logging for an application (for example, MyClass) that is run from the command line, add the parameter values to the command line:

```
/local/java/jdk1.2.2/bin/java \  
-DAFLOG_ENABLED=TRUE -DAFLOG_LEVEL=STATEMENT \  
-DAFLOG_MODULE=% -DAFLOG_FILENAME=/path/to/apps.log MyClass
```

## Using C

Environment variables can be defined for controlling logging for each C process.

The following examples show how to turn on logging for all modules and levels using C Environment variables.

For this example, we assume that the C process has write permission for the file "/path/to/apps.log". This file can be changed to any other file for which the C process has write permission.

If you plan to log to a file, it is highly recommended that you explicitly override the default file "aferror.log" by setting AFLOG\_FILENAME. The default does not specify a full file path, and may not be writable by the application tier process in some cases.

```
#!/bin/csh  
setenv AFLOG_ENABLED Y  
setenv AFLOG_LEVEL STATEMENT  
setenv AFLOG_MODULE %  
setenv AFLOG_FILENAME /path/to/apps.log  
./C-Executable
```

## Using Oracle Application Object Library Profile Options to Configure Logging

You can configure logging by setting the appropriate Oracle Application Object Library (FND) profile options. The following table lists profile option names and sample values:

### **Profile Options**

Profile Option Name	User Specified Name	Sample Value
AFLOG_ENABLED	FND: Debug Log Enabled	"Y"
AFLOG_MODULE	FND: Debug Log Module	"%"
AFLOG_LEVEL	FND: Debug Log Level	"ERROR"
AFLOG_FILENAME	FND: Debug Log Filename	"/path/to/apps.log"

The available levels are Site, Application, Responsibility, and User. User settings override Responsibility settings, Responsibility settings override Application settings, and Application settings override Site settings.

To emphasize this point, the following is a summary of the impacts of the different profile option levels:

- User: Affects only the given user.
- Application: Affects all users for the specific application.
- Responsibility: Affects all users in any application for that responsibility.
- Site: Affects all users, applications, and responsibilities.

**Note:** When setting up logging at the Site level, we strongly recommend that you set the logging level to UNEXPECTED. ERROR or EXCEPTION are also possibilities. We strongly discourage setting the logging level for a site to anything other than UNEXPECTED, ERROR, or EXCEPTION.

### **Using Logging to Screen**

In addition to the above methods where log messages are written to a file or the database, Logging to Screen provides:

- The ability to enable logging on a per HTTP request or per HTTP session basis.
- Dynamic configuration which does not require restarting any servers or changing any log profiles.
- A convenient lightweight mechanism to diagnose performance issues. Each

message is timestamped to the millisecond.

If Logging to Screen is enabled, then the Java log messages generated for a particular HTTP Request-Response are buffered in memory and appended to the end of the generated HTML page.

This feature does not affect any existing configurations of file or database logging. File or database logging continues to behave per the configured application tier log properties and/or log profile values.

Note that this mechanism currently provides only Java layer messages. Regular file or database logging should be used if messages from other layers (such as PL/SQL) are needed.

### Enabling Logging to Screen in Oracle Application Framework Pages

For security reasons, this feature is only accessible if the "FND: Diagnostics" Profile is set to "Yes".

Use the following procedure to enable Logging to Screen in pages based on the Oracle Application Framework:

1. Click the **Diagnostics** button.
2. Select **Show Log to Screen** from the drop-down list.
3. Choose an appropriate log level.
4. Optionally, enter a module filter criteria such as **jtf\***. [In URLs, use the asterisk symbol (\*) as a wildcard character, not the percent sign (%).]

### Enabling Logging to Screen in CRM Technology Foundation Pages

For security reasons, this feature is only accessible if the "FND: Diagnostics" Profile is set to "Yes".

To enable logging to screen in pages based on the CRM Technology Foundation, append the following to the page's URL:

#### **jtfdebug**

Specify the logging level that should be displayed on the current screen.

#### **jtfdebugfilter**

(Optional) If desired, this parameter can be used as a filter to display messages based on a Java package name.

For example: `<current_url>&jtfdebug=STATEMENT&jtfdebugfilter=jtf*`

[In URLs, use the asterisk symbol (\*) as a wildcard character, not the percent sign (%).]

### Startup Behavior

At startup, applications do not have access to profile values. If application tier

properties are not set, then at startup, the system defaults to logging as follows:

- Logs are stored in the file `aferror.log` (in the current directory).
- Logs are stored at the level `UNEXPECTED`.
- Logs are stored for all modules.

After a connection to the database has been established, the site-level log profiles are read. When the user, responsibility, and application have been established, the Oracle Application Object Library (FND) profiles are read for that user.

For Java and PL/SQL applications, the logging system is initialized by `FND_GLOBAL.INITIALIZE` (which is called from `APPS_INITIALIZE`), which is called normally as part of the startup of every Java application session, form, report, or concurrent program. At that point, it has user information and will log with the proper user profiles. Before the `FND_GLOBAL.INITIALIZE`, if the logging system is called it will self-initialize and log with the site-level profile values.

For Java applications, this is the sequence of startup steps:

1. If any of the log parameters are set as Java system properties, then use them.
2. Logging is not disabled using the Java system property `AFLOG_ENABLED=FALSE`, and if any of the remaining log parameters are not set as system properties, then retrieve the corresponding Oracle Application Object Library (FND) profile option values from the database. User-level profile values override responsibility-level profile values, which override application-level profile values, which override site-level profile values.
3. If any of the log parameters are not set either as system properties or as profile values (or they are not accessible due to an error), then use the default values.

## Guidelines for the Logging Framework

Set up your system for logging according to the following guidelines. We recommend that you use Oracle Applications Manager as the user interface for any log management tasks.

### Recommended Default Site-Level Settings

For normal operations, we recommend that you configure your system as follows:

- Enabled: On
- Logging Level: `UNEXPECTED`
- Log Repository: Database

- Module Filter: %

**Caution:** If you set the default site-level logging level to STATEMENT or PROCEDURE, a decrease in system performance could result. Under that configuration, the large amount of generated log messages might significantly slow down the system. Furthermore, if the site-level logging level is set to a low severity for a long time, then the FND\_LOG\_MESSAGES table could potentially run out of space.

## Recommended Settings for Debugging

If you need to lower the logging level in order to gather information about a system error, use the following recommended configurations. (As stated above, the default logging level should be UNEXPECTED. This maintains optimum system performance.)

### Using Logging to Screen

For Java-based pages that are based on the Oracle CRM Technology Foundation or the Oracle Application Framework, if you have access to the browser that is displaying the generated HTML, you can use the Logging to Screen feature to view further details if an error is reported. See: Using Logging to Screen, page 12-1.

This lightweight mechanism works best in cases where:

- You are interested in Java layer messages only.
- Debugging of is required for a particular request-response. For example, a JSP request from a browser.
- Debugging is required for all request-responses within a specific session.

### Pinpointing an Error to a Specific User

You can use Oracle Application Object Library profiles to enable logging for the specific user, responsibility, and application that were active when the error occurred. Ask the user to log in again for the profile changes to take effect. Remember to return the profiles to their usual values after debugging has been completed.

If you suspect that certain code is causing the problem, then use hierarchical module filters to restrict which messages are logged. For example: fnd.common.%

Set the logging level according to the appropriate level of detail. Recall that EVENT messages report key progress events, while EXCEPTION, ERROR, and UNEXPECTED messages report failures.



## For High Volumes

For high load, high volume scenarios, you can log application tier messages to a local file, which is faster than logging to a remote database. To do so, define the `AFLOG_FILENAME` property to write all application tier logging to a local file. Be sure to limit the number of generated messages:

- Use Oracle Application Object Library FND Profiles to restrict logging according to:
  - Specific users
  - Specific responsibilities
  - Specific applications
- If you suspect that certain code is causing the problem, then use hierarchical module filters to restrict which messages are logged. For example: `fnd.common%`
- Set the logging level according to the appropriate level of detail. Recall that `EVENT` messages report key progress events, while `EXCEPTION`, `ERROR`, and `UNEXPECTED` messages report failures.

For maintenance purposes, you should periodically rotate log files and purge old messages from the database table.

## Updating Configuration Properties

If you have configured logging using application tier properties, you need to restart the affected processes for any changes to be picked up.

If you have configured logging using FND Log Profiles, you need to request the user to log in again (no restart is needed)

If you have configured logging using Logging to Screen, the update is immediate. No re-login or restart is needed.

## How to Completely Disable Logging

Use the following procedure to completely disable logging:

- If logging is configured using application tier properties, then set the `AFLOG_ENABLED` application tier properties to `FALSE` in all appropriate application tier configuration files and/or startup scripts.
- If logging is configured using Oracle Application Object Library profiles in the database, use the logging setup screen in Oracle Applications Manager to turn off logging for all applications, responsibilities, and users. For details, see Oracle Applications Manager online help.

See the "Updating Configuration Properties" section above for details on how and when the modified values come into effect.

## Purging Log Messages

You should periodically delete old log messages to account for the space limitations of the database table. In addition, you should periodically rotate log files.

There are several ways to purge log messages. They are described below:

### Using a Concurrent Program

The concurrent program "Purge Debug Log and System Alerts" (Short name: FNDLGPRG) is the recommended way to purge messages. This program purges all messages up to the specified date, except messages for active transactions (new or open alerts, active ICX sessions, concurrent requests, and so on). This program is by default scheduled to run daily and purge messages older than 7 days. Internally this concurrent program invokes the FND\_LOG\_ADMIN APIs, which are described later in this document.

### Using Oracle Applications Manager

Navigate to **System Alerts and Metrics** from the **Navigate to** drop-down list on the Applications Dashboard. Then click **Logs**.

### Using the Oracle CRM System Administrator Console

Navigate to **Settings > System > Debug Logging**.

### Using PL/SQL

You can use the FND\_LOG\_ADMIN PL/SQL package to delete log messages.

For example:

```
SET SERVEROUTPUT ON
declare
    del_rows NUMBER;
BEGIN
    del_rows := fnd_log_admin.delete_all;
    DBMS_OUTPUT.PUT_LINE(del_rows || ' rows deleted');
END;
```

## Viewing Log Messages

This section summarizes the different user interfaces that can be used to view and work with log messages, and how to access log messages from each UI.

### CRM System Administrator Console

Navigate to **Settings > System > Debug Logging**.

## Oracle Application Framework Pages

When working in Oracle Application Framework pages, you can use the following procedure to view log messages.

1. Pages based on the Oracle Application Framework have a global button labeled **Diagnostics**. Click this button to open a window where you can choose **Show Log**. (Note that this "Diagnostics" global button does not refer to the Diagnostics feature in Oracle Applications Manager that enables management and execution of diagnostic tests.)
2. Select **Show Log** to open the Logs page within Oracle Applications Manager. The Logs page is part of the System Alerts and Metrics feature.

**Note:** For the Diagnostics global button to be visible, the profile option FND\_DIAGNOSTICS must be set to YES.

## Oracle Applications Manager

The Logging features in Oracle Applications Manager can be accessed in the following ways:

- From the global Diagnostics button in Oracle Application Framework, select **Show Log**
- Using the System Administration responsibility, navigate to Oracle Applications Manager > Logs
- From the Oracle Applications Manager Site Map, navigate to Monitoring > Logs (Under Current Activity)
- In a Forms-based application, navigate to Help (menu) > Diagnostics > Logging

OAM gives you the capability to perform the following:

- Search using various criteria (Concurrent Program Request ID, Session ID, User ID, and so on).
- Drill down to view related logs
- View log attachments
- Add logs and attachments to the Support Cart
- Select valid values using Interdependent Lists of Values
- Export/Download Logs in CSV format

- Delete logs
- Configure logs based on logging profiles
- View a log summary
- Drill down from the OAM Concurrent Processing Request page to the request log

Access to the OAM Logging functionality is controlled using Oracle Application Object Library function security. The seeded responsibilities System Administration and System Administrator have the logging functions assigned. For other responsibilities, use the following:

- Full access (Search/Configure/Delete): OAM\_BF\_SYSLOG\_ALL\_MENU (Log Search: All Functions) (Menu)

This menu contains:

- Search: OAM\_BF\_SYSLOG\_READ\_ONLY\_MENU (Log Search: Read Only) (Menu)
- Delete: OAM\_BF\_SYSLOG\_DELETE (Log Delete) (function)
- Configure: OAM\_BF\_SYSLOG\_CONFIG (Log Setup) (function)

## Oracle Forms

Navigate to **Help > Diagnostics > Logging**.

## Log Files in Applied Technology Products

The table below describes some of the log files used by Applied Technology products. These log files do not necessarily use the Logging Framework described above.

**Note:** For information on adop log files, refer to the section Patch Log Files, page 2-16.

### Log Files in Applied Technology Products

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Alert	Action Log. This log shows the text of the action, if the action is a message action, operating system script, or SQL statement script action that is defined in Oracle Alert.		Review Alert History form > Find Actions button > Action Log button	Reviewing Action History, <i>Oracle Alert User's Guide</i>
Oracle Alert	Reply Log		Choose the Reply Log button to open a window and display response log. (Review Alert History form > Find Actions button > Response > Reply Log)	Reviewing Action History, <i>Oracle Alert User's Guide</i>
Oracle Alert	Request Log. This allows you to view the complete log file of the check request.		Review Alert History form > Find Check button > Choose Request Log from the Tools menu	Reviewing Alert Check Information, <i>Oracle Alert User's Guide</i>

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Application Framework	error.log / jserv. log ( An Apache/JServ log file that identifies if any problems occur when starting the JVM).	error.log or jserv. log	Accessible through the Quik Apache configuration page.	<i>Oracle Application Framework Developer's Guide</i> , available from My Oracle Support Document 1315485.1.
Oracle Application Framework	fnd.log, for FND logging at the application tier.	fnd.log	/tmp/fnd.log	<i>Oracle Application Framework Developer's Guide</i> , available from My Oracle Support Document 1315485.1.
Oracle Application Object Library - Concurrent Processing	Concurrent Request log file	l<request ID>.req	Default is \$APPLCSF/\$APP LLOG. But additional options available; see Log and Output File Names and Locations, <i>Oracle E-Business Suite Setup Guide</i> .	Log and Output File Names and Locations, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Concurrent Processing	Host Language Concurrent Program	FCP_LOG	Same as above	Host Language Concurrent Programs, <i>Oracle E-Business Suite Setup Guide</i>

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Application Object Library - Concurrent Processing	Internal Concurrent Manager Log File	<mgrname.mgr>	Default is \$APPLCSF/\$APP LLOG. But see Log and Output File Names and Locations, <i>Oracle E-Business Suite Setup Guide</i> for additional option.  UI: Concurrent Processes window > Internal Manager Log, OAM > Site Map > Administration > Request Processing Managers > [Service] > View Processes > ICM Log (B)	Controlling the Internal Concurrent Manager from the Operating System, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Concurrent Processing	Concurrent Manager log file	w<number>.mgr	Same as ICM , or Concurrent Requests window > Manager Log	Log and Output File Names and Locations, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Concurrent Processing	Internal Monitor process log	i<number>.mgr	Same as ICM log	Concurrent Processes Window, <i>Oracle E-Business Suite Setup Guide</i>

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Application Object Library - Concurrent Processing	ICM Activation/Deactivation Logs	CM_<SID>.log and CS_<SID>.log	\$FND_TOP/\$APP LLOG	Setting Up, Starting, and Shutting Down Concurrent Managers, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Concurrent Processing	FRD log file	NA	GUI: OAM UI - "Forms Sessions for Process ID" > View Diagnostics	OAM Generic Collection Service, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Printing (Pasta)	Pasta error log file	User-defined	User-defined	Configuration File Options, <i>Oracle E-Business Suite Setup Guide</i> and Command Line Parameters, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Tablespace Migration Utility (OATM)	Log file for the generation of migration commands.	findgmcmd <timestamp>.log	Created in the working directory from which the user runs the PERL program.	Phase 1: Preparatory Steps, <i>Oracle E-Business Suite Setup Guide</i>



Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Application Object Library - Tablespace Migration Utility (OATM)	Log file for the migration of tables with LONG columns.	fndmlong<timestamp>.log	Created in the working directory from which the user runs the PERL program.	Phase 2: Migration Steps, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Tablespace Migration Utility (OATM)	Log file for the process to execute the script fndemseq.sql.	fndemseq<timestamp>.log	Created in the working directory from which the user runs the PERL program.	Phase 2: Migration Steps, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Tablespace Migration Utility (OATM)	Log file for the execution of execute the SQL script fndemcmd.sql	fndemcmd<timestamp>.log	Created in the working directory from which the user runs the PERL program.	Phase 2: Migration Steps, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Application Object Library - Tablespace Migration Utility (OATM)	Log file for the process for enabling all the constraints, triggers, policies and start queues.	fndenabl<timestamp>.log	Created in the working directory from which the user runs the PERL program.	Phase 3: Post-Migration Steps, <i>Oracle E-Business Suite Setup Guide</i>
Oracle Applications Manager	Forms Runaway Processes	NA	Site Map > Monitoring (subtab) > Current Activity (heading) > Forms Runaway Processes (link) Overview	Additional Monitoring Features and Options, page 14-13

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Applications Manager	Oracle Applications Manager log file		Navigation: Site Map > Administration > Applications Manager Log (under Others)	Oracle Applications Manager Log, page 14-46
Oracle E-Business Suite Integrated SOA Gateway	Design-time Logs, recorded during service generation and deployment life cycle for an interface that has the design-time log enabled.		Accessible through the Integration Repository user interface.	Logging for Web Services, <i>Oracle E-Business Suite Integrated SOA Gateway Implementation Guide</i>
Oracle E-Business Suite Integrated SOA Gateway	Runtime Logs, recorded during the invocation of Oracle E-Business Suite services by Web service clients.		These logs are captured and viewed through the Service Monitor user interface.	Monitoring and Managing SOAP Messages Using Service Monitor, <i>Oracle E-Business Suite Integrated SOA Gateway Implementation Guide</i>
Oracle E-Business Suite CRM Technology Foundation (JTT)	Page Flow Logging reports	NA	Settings tab > System > Properties > Page Flow Logging > Reports	Viewing Page Flow Logging Reports, <i>Oracle E-Business Suite CRM System Administrator's Guide</i>

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle iSetup	Extract Log File	NA	Migrations > Extract > View Log	Viewing an Extract, <i>Oracle iSetup User's Guide</i>
Oracle iSetup	Transform Log File	NA	Transforms > Extract > View Log	Viewing a Transform, <i>Oracle iSetup User's Guide</i>
Oracle Report Manager	Logs for Oracle Report Manager concurrent requests		Access through UI. Use standard concurrent processing UI or Oracle Report Manager: Home > Completed Requests > Details icon > (B) View Log	Report Manager Home Page, <i>Oracle Report Manager User's Guide</i>
Oracle Web Applications Desktop Integrator	Oracle Web Applications Desktop Integrator log	bne.log or value specified in BNE Server Log Filename profile option	FND_TOP/log or value specified in BNE Server Log Path profile option	Setting Profile Options, <i>Oracle Web Applications Desktop Integrator Implementation and Administration Guide</i>

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Workflow	Oracle Workflow Builder log	wfbldr.log, if View menu > Log > To File is selected	If View menu > Log > To File is selected, then the log file is stored in the Oracle home on the client PC where Oracle Workflow Builder is installed, ORACLE_HOME \WF\DATA\us\wfbldr.log; or access through the Oracle Workflow Builder UI: View menu > Log > Show	Oracle Workflow Builder Menus, <i>Oracle Workflow Developer's Guide</i>
Oracle Workflow	Log of command-line diagnostic tests for notification mailers when you run the tests using oracle.apps.fnd.wf.mailer.Mailer.	test.log or name specified in – Dlogfile parameter	Directory from which the diagnostic tests are run.	Running Command-Line Notification Mailer Diagnostics, <i>Oracle Workflow Administrator's Guide</i>

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Workflow	SQL trace file for an Oracle Workflow Business Event System agent listener, if you enable SQL tracing for the agent listener using the SQL_TRACE_LEVEL parameter.	<INSTANCE>_ora_<PID>_WFAL_<componentId>_<timestamp>.trc. For example: WF11G_ora_254_WFAL_10002_20100302.trc	The location specified in the USER_DUMP_DEST parameter as listed in the V\$PARAMETER view.	Scheduling Listeners for Local Inbound Agents, <i>Oracle Workflow Administrator's Guide</i>

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Workflow	Logs for Oracle Workflow service component containers.	The log file names are determined by Oracle E-Business Suite Logging Framework properties or profile options, if written to a file.	Either written to the Generic Service Management log file or to the log file location specified in your Oracle E-Business Suite Logging Framework properties or profile options. View through Oracle Applications Manager UI, from the Service Components page or Component Details page. Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) View Log or Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) View Details icon > (B) View Log	Service Components, page 15-6

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Workflow	Logs for Workflow Background Process concurrent requests.		Access through UI: Use standard concurrent processing UI or Oracle Applications Manager, from the Background Engines page. Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Background Engines status icon > (B) View Log	Engines, page 15-92

Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Workflow	Logs for Purge Obsolete Workflow Runtime Data concurrent requests.		Access through UI. Use standard concurrent processing UI or Oracle Applications Manager, from the Workflow Purge pages. Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Purge status icon > Request Log link or Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Purge status icon > (B) View Purge Requests > (B) View Log	Purging Workflow Data, page 15-96



Product	User-friendly log filename or description	Default log file name(s), if any (usually for log files not available in the UI)	Log file location and/or navigation path	For more information, see:
Oracle Workflow	Logs for Workflow Control Queue Cleanup concurrent requests.		Access through UI. Use standard concurrent processing UI or Oracle Applications Manager, from the Control Queue Cleanup page. Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Control Queue Cleanup status icon > (B) View Log	Workflow Control Queue Cleanup, page 15-103



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## Running Diagnostics

### Diagnostics in Oracle E-Business Suite

Oracle E-Business Suite delivers various diagnostic tools, including, for example:

- Diagnostics in Oracle Applications Manager, page 14-38
- Oracle Diagnostics Framework, page 13-1

In addition, diagnostic features are available from the Help menu in Forms-based applications in Oracle E-Business Suite.

### Oracle Diagnostics Framework

Oracle Diagnostics Framework provides the infrastructure to execute diagnostic tests either for troubleshooting or for simply sanity-checking the Oracle E-Business Suite instance periodically or after applying any patch. Oracle E-Business Suite Diagnostics provides application specific troubleshooting tools that can help shorten problem-resolution time.

For more information, see *Introduction to Oracle E-Business Suite Diagnostics, Oracle Diagnostics Framework User's Guide*.

### Controlling Access to the Oracle Forms-based Applications Diagnostics Menu

The Diagnostics menu is one of several menus available in Oracle Forms-based applications in Oracle E-Business Suite. These menus allow the user to invoke standard Oracle Forms functions, such as "Clear Record" as well as Oracle E-Business Suite-specific functions. For more information on the Oracle E-Business Suite pulldown menus for Forms-based applications, see: *Pulldown Menus and the Toolbar, Oracle E-Business Suite Developer's Guide*.

The Diagnostics menu can be found under the Help menu > Diagnostics.

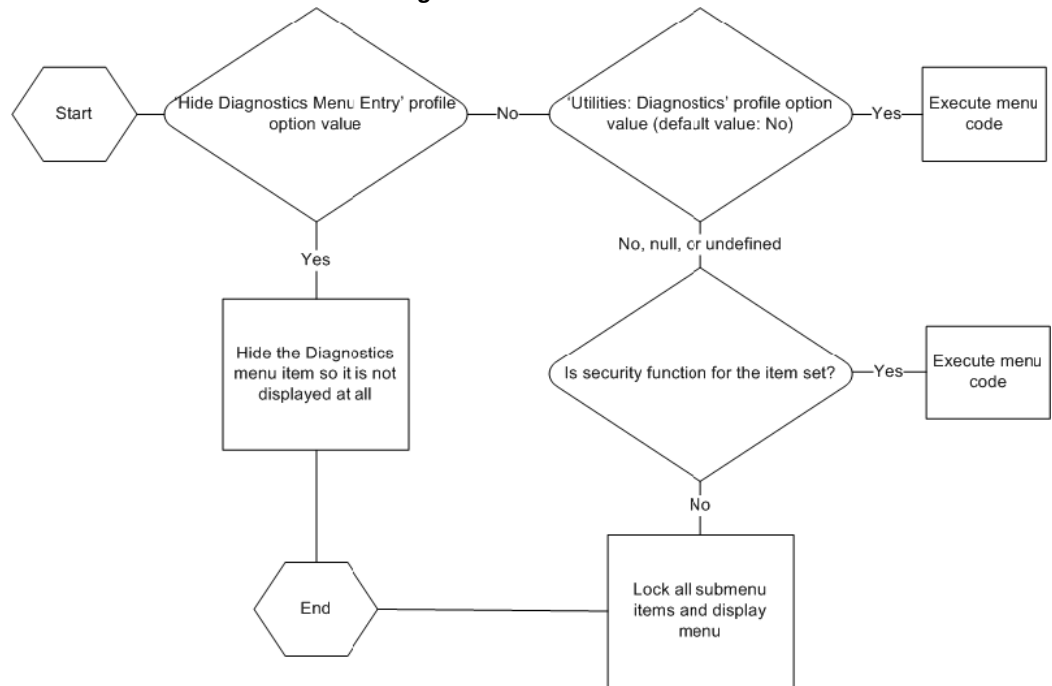
In previous releases, access to the Diagnostics menu and submenu items was controlled by two profile options, Hide Diagnostics Menu Entry and Utilities: Diagnostics:

- Hide Diagnostics Menu Entry - If this profile is set to Yes, the Diagnostics menu is hidden from the user.
- Utilities: Diagnostics - Utilities: Diagnostics determines whether a user can automatically use the following Diagnostics submenu items: Examine, Trace, Debug, Properties, and Custom Code. If Utilities:Diagnostics is set to Yes, then users can automatically use these features. If Utilities:Diagnostics is set to No, then users must enter the password for the APPS schema to use these Diagnostics features. When the user no longer needs to use these features, he or she can select the menu entry Disable Secured Diagnostics.

Beginning with Release 12.1.3, access to the above Diagnostics submenu items can be controlled by the profile Utilities:Diagnostics or by security functions using Role-Based Access Control (RBAC). Whether or not a submenu item is available is checked on an as-needed basis by the system when the user selects the submenu item. If the menu item is not available to the user, the message "Function not available to this responsibility. Change responsibilities or contact your System Administrator."

The following flowchart illustrates how the menu items are secured:

**Flowchart for Access Control to Diagnostic Menu Entries**



## Seeded Security Functions and Permission Sets

The following table lists the seeded securing functions and their corresponding Diagnostic menu items.

Note that there are read-only functions for some menu items.

**Seeded Securing Functions and Corresponding Menu Names**

Securing Function Name	Securing Function User-Friendly Name	Internal Menu Name	Runtime Menu Name
FND_DIAGNOSTICS_EXAMINE	FND Diagnostics Menu Examine	DIAGNOSTICS • EXAMINE	Diagnostics • Examine
FND_DIAGNOSTICS_EXAMINE_RO	FND Diagnostics Menu Examine	DIAGNOSTICS • EXAMINE	Diagnostics • Examine

Securing Function Name	Securing Function User-Friendly Name	Internal Menu Name	Runtime Menu Name
FND_DIAGNOSTICS_TRACE	FND Diagnostics Trace	TRACE <ul style="list-style-type: none"> <li>NO_TRACE</li> <li>REGULAR</li> <li>BINDS</li> <li>WAITS</li> <li>BINDS_AND_WAITS</li> <li>PLSQL_PROFILING</li> </ul>	Diagnostics <ul style="list-style-type: none"> <li>No Trace</li> <li>Regular Trace</li> <li>Trace with Binds</li> <li>Trace with Waits</li> <li>Trace with Binds and Waits</li> <li>PL/SQL Profiling</li> </ul>
FND_DIAGNOSTICS_VALUES	FND Diagnostics Values	PROPERTIES_MENU <ul style="list-style-type: none"> <li>ITEM</li> <li>FOLDER</li> </ul>	Diagnostics - Properties <ul style="list-style-type: none"> <li>Item</li> <li>Folder</li> </ul>
FND_DIAGNOSTICS_VALUES_RO	FND Diagnostics Values Read Only	PROPERTIES_MENU <ul style="list-style-type: none"> <li>ITEM</li> <li>FOLDER</li> </ul>	Diagnostics – Properties <ul style="list-style-type: none"> <li>Item</li> <li>Folder</li> </ul>
FND_DIAGNOSTICS_CUSTOM	FND Diagnostics Custom	CUSTOM_CODE_MENU <ul style="list-style-type: none"> <li>NORMAL</li> <li>OFF</li> <li>CORE</li> <li>SHOW_EVENTS</li> </ul>	Diagnostics - Custom Code <ul style="list-style-type: none"> <li>Normal</li> <li>Off</li> <li>Core Code Only</li> <li>Show Custom Events</li> </ul>

Securing Function Name	Securing Function User-Friendly Name	Internal Menu Name	Runtime Menu Name
FND_DIAGNOSTICS_PERSONALIZE	FND Diagnostics Personalize	CUSTOM_CODE_MEN • CUSTOMIZE	Diagnostics - Custom Code • Personalize
FND_DIAGNOSTICS_PERSONALIZE_RO	FND Diagnostics Personalize Read Only	CUSTOM_CODE_MEN • CUSTOMIZE	Diagnostics - Custom Code • Personalize

The following table lists seeded permission sets.

#### **Seeded Permission Sets**

Permission Set Name	Permission Set Code	Permissions Assigned
FND Diagnostics Examine Menu	FND_DIAGNOSTICS_EXAMINE_PS	FND Diagnostics Menu Examine
FND Diagnostics Examine Read Only	FND_DIAGNOSTICS_EXAMINE_RO_PS	FND Diagnostics Menu Examine Read Only
FND Diagnostics Custom Menu	FND_DIAGNOSTICS_CUSTOM_PS	FND Diagnostics Custom
FND Diagnostics Personalizations Menu	FND_DIAGNOSTICS_PERSONALIZATION_PS	FND Diagnostics Personalize
FND Diagnostics Personalizations Menu Read Only	FND_DIAGNOSTICS_PERSONALIZATION_RO_PS	FND Diagnostics Personalize Read Only
FND Diagnostics Properties Menu	FND_DIAGNOSTICS_PROPERTIES_PS	FND Diagnostics Values
FND Diagnostics Properties Menu Read Only	FND_DIAGNOSTICS_PROPERTIES_RO_PS	FND Diagnostics Values Read Only

Permission Set Name	Permission Set Code	Permissions Assigned
FND Diagnostics Trace Menu	FND_DIAGNOSTICS_TRACE_PS	FND Diagnostics Trace
FND Diagnostics Menu Developer	FND_DIAGNOSTICS_DEVELOPER_PS	<ul style="list-style-type: none"> <li>FND Diagnostics Examine</li> <li>FND Diagnostics Personalize</li> <li>FND Diagnostics Trace</li> <li>FND Diagnostics Values</li> <li>FND Diagnostics Custom</li> </ul>
FND Diagnostics Menu Support	FND_DIAGNOSTICS_SUPPORT_PS	<ul style="list-style-type: none"> <li>FND Diagnostics Examine Read Only</li> <li>FND Diagnostics Personalize Read Only</li> <li>FND Diagnostics Trace</li> <li>FND Diagnostics Values Read Only</li> <li>FND Diagnostics Custom</li> </ul>

To give a user access to a secured menu item using RBAC, grant a permission set containing a permission for that item to a role. Then assign that role to the user.

### Example - Granting access to the Examine menu item only

For example, say you want to give a certain user full access to the "Examine..." menu item only. You want to make the other menu items that are controlled by the profile Utilities:Diagnostics inaccessible to that user.

1. Ensure that the profile option Hide Menu Entry is set to No, because that profile controls whether the Diagnostics menu is visible at all.
2. Ensure that the Utilities: Diagnostics profile is set to No, so that the other menu items will be unavailable.
3. Grant the seeded permission set **FND Diagnostics Examine Menu** to a role.



4. Assign the role to the user.

The user should then be able to access the "Examine..." menu item, but not the other items controlled by the Utilites:Diagnostics profile.

## Related Topics

Overview of Access Control with Oracle User Management, *Oracle E-Business Suite Security Guide*

## Java Mission Control and Java Flight Recorder

A new feature in Oracle E-Business Suite Release 12.2.6 allows you to enable Java Mission Control (JMC) and Java Flight Recorder (JFR). When Release 12.2.6 is installed, or the AD.C and TXK.C Delta 8 patches are applied, the feature to enable or disable JFR can be managed via AutoConfig.

By default, the feature is off (disabled). When the feature is enabled via AutoConfig, the startup script will have the following parameters added for the specified managed server or Java process:

```
-XX:+UnlockCommercialFeatures -XX:+FlightRecorder
```

The specified managed server or Java process will need to be restarted for the new feature to be available. When the feature is disabled via AutoConfig, the above parameters will be removed and the feature will be unavailable after the next restart of the managed server or Java process.

### To Enable or Disable JMC and JFR for Oracle E-Business Suite Managed Servers

To enable or disable JFR, follow these steps:

1. Log in to the Oracle E-Business Suite application tier.
2. Source the Oracle E-Business Suite environment.
3. To enable JFR for the Oracle WebLogic Server managed servers, run the following command:

```
$ perl $FND_TOP/bin/txkrun.pl -script=FlightRecorder -  
enable=oacore_server1,forms_server1 -contextfile=$CONTEXT_FILE
```

4. To disable JFR for the Oracle WebLogic Server managed servers, run the following command::

```
$ perl $FND_TOP/bin/txkrun.pl -script=FlightRecorder -  
disable=oacore_server1,forms_server1 -contextfile=$CONTEXT_FILE
```

5. After running the enable or disable command, restart the managed servers to put the change into effect.

### To Enable or Disable JMC and JFR for Oracle E-Business Suite CP, GSM, and AD

To enable or disable JFR, follow these steps:

1. To enable JFR, run the following command:

```
$ perl $FND_TOP/bin/txkrun.pl -script=FlightRecorder -enable=CP,GSM,  
AD -contextfile=$CONTEXT_FILE
```

2. To disable JFR, run the following command:

```
$ perl $FND_TOP/bin/txkrun.pl -script=FlightRecorder -disable=CP,  
GSM,AD -contextfile=$CONTEXT_FILE
```

3. Source the environment file before restarting the CP, GSM, and AD services.

### Using JFR Recordings

After the JFR feature is enabled, JFR recordings can be managed by running the `jcmd` command with a PID and desired action appended, plus any applicable options:

```
jcmd <PID>.<action> [options]
```

The `jcmd` command has to be run from `$COMMON_TOP/util/jdk64/bin`.

Here are some usage examples, all for a PID of 7000:

To start a recording:

```
$ jcmd 7000 JFR.start name=MyRecording settings=profile delay=20s  
duration=2m filename=/EBS12jfr/myrecording.jfr
```

To check on a recording:

```
$ jcmd 7000 JFR.check
```

To dump a recording:

```
$ jcmd 7000 JFR.dump name=MyRecording filename=/EBS12jfr/dump.jfr
```

To stop a recording:

```
$ jcmd 7000 JFR.stop name=MyRec_cp
```

Optionally, the Java Mission Control console can be used to start the recording. For more information, see the JMS and JFR documentation at <https://docs.oracle.com/javacomponents/index.html>.

---

# Oracle Applications Manager

## Overview

Use Oracle Applications Manager to monitor and manage components of your Oracle E-Business Suite instance.

For more information on setting up and using Oracle Applications Manager, see *Oracle E-Business Suite Setup Guide*.

## The Applications Dashboard

The Applications Dashboard provides a "snapshot" of your Oracle E-Business Suite system. Information is grouped under the following tabs: Overview, Performance, Critical Activities, Diagnostics, Business Flows, Security, and Software Updates.

From the Dashboard you can navigate to the Site Map, or use the drop-down menu to navigate to any of the following pages:

- Application Services
- Configuration - Overview
- Forms Sessions
- Database Status
- Applied Patches
- Patch Wizard
- Workflow Manager

Oracle Applications Manager uses the collection program OAM Applications Dashboard Collection (short name: FNDOAMCOL) to gather the information

displayed. The default repeat interval for this program is 10 minutes. To immediately regather the data and update the display for a particular region, click the corresponding Refresh icon. If the OAM Applications Dashboard Collection request is not running when you log in to the Oracle Applications Manager, a request will be submitted automatically under your username.

**Note:** The status of Web Components is collected manually from the Dashboard.

## Overview

This page provides an overview of the general status of your system. It includes the following regions:

### Applications System Status

Use this region to view the status of each host machine in your system. The display shows which services are installed on which host machine and the statuses of these services.

Services displayed that represent more than one service component (such as Forms) indicate the status of the worst-case component. For example, if the Forms Listener is down, but the other Forms components are running, the down status will be indicated on this page.

The Database, Concurrent Processing, Forms, and Web status indicators drill down to the Applications System Status page where you can view the status of each individual service.

- Host - the host name.
- Platform - the host's operating system.
- Admin - indicates whether the Admin server has been installed on the host machine.
- Database - indicates the status of the database instance installed on the host machine.
- Concurrent Processing- indicates the status of the Internal Concurrent Manager and the services managed by the ICM.
- Forms - indicates the status of the Forms Server components: Forms Listener, Metrics Server, Metrics Client, and OAM Generic Collection Service.
- Web - indicates the status of the Apache Web Listener.

## Configuration Changes

The purpose of this region is to alert you to system-level changes that have occurred in the last 24 hours. Use this data to help diagnose sudden changes in the functioning of your applications system.

To see the list of Patches Applied, click on the number to drill down to the Patch Summary page.

To see the list of Site Level Profile Options, click on the number to drill down to the Site Level Profile Settings page.

To see the list of Applications Context Files Edited, click on the number to drill down to the Applications Configuration Parameters page. Changes made to context files can impact your overall processing configuration and the functioning of business processes.

## System Alerts

This region lists the number of system alerts in the categories listed below. If your system is functioning well, there should be no new alerts reported. When an alert of a particular type first occurs, it is counted as a new alert. It remains new until the status is manually changed by the administrator. If an alert of the same type occurs again while the original alert is still in open or new status, it is counted as a new occurrence.

- New Alerts - alerts that have not yet been acknowledged by the administrator. An alert is acknowledged when it is manually moved from a status of "New" to a status of "Open" or "Closed."
- New Occurrences - additional occurrences of alerts that are in new status.
- Open Alerts - all alerts that are in an open status. An alert must be manually moved from the new to open status.
- Open Occurrences - all occurrences of alerts that are currently open. Click on the number for any of these to drill down to the System Alerts and Metrics page.

## Web Components Status

This region lists the status of the web components. Status values may be "Up," "Down," or "Warning".

The status of each Web component is determined by testing the corresponding URL as defined in the component's Web agent profile option. The Warning status will be displayed if the profile option is not set. Otherwise, a status of Up or Down will be returned based on the success of the URL test. The profile options are listed with their corresponding components below.

- Servlet Agent - Uses profile option APPS\_SERVLET\_AGENT (Apps Servlet Agent). If down, the Self-Service Framework-based Applications will not function, as well

as all other servlet-based features. Look for errors in the Apache error and access logs (see above for location). Also, execute the Servlet Ping from the System Administration Diagnostics menu.

- JSP Agent - Uses profile option APPS\_SERVLET\_AGENT (Apps Servlet Agent). If down, execute the JSP Ping from the System Administration Diagnostics menu. In addition, all nodes in FND\_NODES are authorized to ping; if the OAM node belongs to that list, then the JSP Agent status will be valid. Additional nodes can be authorized by adding a preference similar to the following example:

```
user: #INTERNAL
module: FND_PING
name: ALLOWED_NODES
value: www.example.com, or 192.0.2.1
```

- TCF - Uses profile option APPS\_SERVLET\_AGENT (Apps Servlet Agent). If down, try running the AOL/J Diagnostic or the Servlet Ping utilities from the System Administration Diagnostics menu.

## User Initiated Alerts

The User Initiated Alerts region is similar to the System Alerts region. You can define additional alerts to be raised for events of your choosing. With User Initiated Alerts, end users can report problems or other issues to administrators by clicking on the "Contact Admin" global button available in Oracle Application Framework-based pages. The end user can provide a description of the problem, and the framework will automatically collect the application context of the page from which the user clicked the button. This report generates an user alert, which can be viewed from the Oracle Application Manager Dashboard.

This feature is enabled when the profile "OAM: UALERT\_SHOW\_ICON" is set to 'Y' at the Site level and logging is enabled at the Unexpected level ("UNEXPECTED-6").

This region lists the number of alerts in these categories:

- New Alerts - Alerts that have not yet been acknowledged by the administrator. An alert is acknowledged when it is manually moved from a status of "New" to a status of "Open" or "Closed."
- New Occurrences - Additional occurrences of alerts that are in the New status.
- Open Alerts - All alerts that are in an Open status. An alert must be manually moved from the New to Open status.
- Open Occurrences - All occurrences of alerts that are currently open. Click on the number for any of these to drill down to the Alerts and Metrics page.

## Applications System Status

This page lists each Applications Server and its status. Each server type expands to

display the host name, which expands to display the status of each server component.

Navigation: Applications Dashboard (Overview page) > (drill down on) Database, Concurrent Processing, Forms, or Web column (under Applications System Status)

- Administration
- Database- expands to display the instance name and status. Drill down on the instance name to display the Database Status Details page. Concurrent Processing - expands to display concurrent managers and services controlled by the Internal Concurrent Manager. These expand to display the instances of the managers and services and their statuses. Drill down on the instance names to display the Service Instances page.
- Forms - expands to display the Forms server components: the Forms Listener, the Metrics Server, the Metrics Client, and the OAM Generic Collection Service. The component names expand to display the service instances. Drill down on the instance name to display the Service Instances page.
- Web - expands to display the web component: the Apache Web Listener. The component name expands to display the service instance name. Drill down on the instance name to display the Service Instances page.

Click on the Focus icon for an item to display only its status and the status of its children.

## Applications Dashboard - Performance

The Performance region lists Activity and System Throughput indicators. Each of the values listed for Activity and System Throughput links to the related detail page.

### Activity

- Forms Sessions - the number of running Forms sessions. Drills down to the Forms Sessions page.
- Database Sessions - the number of active database sessions. Clicking the value runs the Show Active Database Sessions request and returns the results page.
- Running Concurrent Requests - drills down to the Search for Requests Results page showing all currently running requests.
- Service Processes - drills down to the System Activity page. Service processes include all concurrent manager processes and all processes managed by the ICM. If you have set up your system to have other services managed by the GSM, those services are included as well.
- Services Up - the number of service instances whose target services match the

actual services. Services Down - the number of service instances whose target services do not match the actual services.

- Invalid Database Objects - drills down to the Invalid Database Objects page displaying the search results for invalid objects owned by the APPS schema.
- Unsent Workflow E-Mail

### System Throughput (last 24 hours)

- Completed Concurrent Requests - the percentage of concurrent requests submitted in the last 24 hours that have completed.
- Sent Workflow E-Mail - the percentage of Workflow e-mail sent successfully.

## Applications Dashboard - Critical Activities

The Critical Activities region lists concurrent programs that perform maintenance activities. The programs are grouped by activity type and by application. To display only a particular group, click the group's **Focus** icon.

To add or delete a program to the critical activities list, click the **Modify Monitored Program List** button to access the Modify Monitored List page.

To change the frequency that a monitored program is run, click the **Update Frequency** button.

For each critical activity, the following are displayed:

- Program Name - Drills down to the Activity Summary page showing work metrics for those programs that have been instrumented to compute them.
- Request ID - The last run request ID. Drills down to display the request in the concurrent request Search Results screen.
- Last Run Date
- Outcome - indicates the completion status of the request.
- Oracle Recommended Frequency - The frequency that Oracle recommends a critical program be run (if applicable).
- On Schedule (Oracle Recommended) - indicates whether the Oracle recommended schedule has been met (if applicable).
- Onsite Frequency - the frequency that the program is currently scheduled to run. To change the frequency, use the Update Frequency button to access the Update Frequency for Monitored Critical Activities page.



- On Schedule (Onsite Frequency) - indicates whether the onsite schedule has been met.
- Success Rate - the percentage of completed requests that completed with a status of normal. Drill down on the value to display a success rate chart showing completion status percentage rates of Normal, Warning, and Error. Mouse over the chart to display the numeric values.

## Modify Monitored List

*Navigation: Applications Dashboard > Critical Activities (B) Modify Monitored Program List*

Use this page to add or remove programs to the critical activities list.

To add a program to the Monitored list, select the program from the Not Monitored list and click the Move shuttle button.

To add all programs from the Monitored list, click the **Move All** shuttle button.

To remove a program from the Monitored list, select the program from the Monitored list and click the **Remove** shuttle button.

To remove all programs from the Monitored list, click the **Remove All** shuttle button.

Click **OK** to apply your changes.

## Update Frequency for Monitored Critical Activities

*Navigation: Applications Dashboard > Critical Activities (B) Update Frequency*

Use this screen to update the frequency that your critical activity programs are run.

The following are listed for each critical activity program:

- Program Name
- Application
- Program Type
- Oracle Recommended Frequency - the run frequency recommended by Oracle (if applicable).
- Onsite Frequency - the frequency that the program is currently scheduled to run. To change the run schedule for a program, update the **Onsite Frequency** field and click **OK**. Note that this is the target frequency and may not be the frequency that the program actually runs. Monitor the success of the target frequency with the On Schedule (Onsite Frequency) field on the Applications Dashboard - Critical Activities page.

## Critical Activities - Activity Summary

*Navigation: Applications Dashboard > Critical Activities > [Program Name]*

This page displays work metrics for those maintenance programs that have been instrumented to compute them. The display can be filtered by the table name or value.

- Name - the name of the table that will be purged by the program.
- Value - the number of rows in the table that will be purged if the program is run.

## Applications Dashboard - Business Flows

Oracle Applications Manager allows you to monitor and support business flows within Oracle E-Business Suite. User-defined key business flows are correlated with the system components responsible for the execution of those flows.

*Navigation: Applications Dashboard > Business Flows tab*

From the OAM console you can:

- View the hierarchical representation of the business flows.
- Monitor system alerts, errored requests, and errored work items for a business flow.
- View the setup status for the business flows and associated subflows.

The Key Business Flows region displays the current listing of business flows, with these columns:

- Status - Indicates the setup status of the business flow. Business flows that are not fully set up are listed as unavailable
- Edit

To create a new business flow, click **Create**. Click View Details for a selected business flow to view additional information for that business flow. Click the **Edit** icon for a selected business flow to update it.

## Create or Edit a Business Flow

Use these pages to create or edit a business flow.

*Navigation: Applications Dashboard > Business Flows tab > Create (B) or Edit icon for a selected business flow*

Enter a name and description for the business flow.

Enter in a child flow or component for the business flow. Choose from the following:

- New Business Flow - If you select New Business Flow you are prompted for a name and description of the new business flow. You can later update the new subflow

with children of its own.

- Existing Business Flow - You are prompted to choose a business flow from a list of values.
- Work Item Type - You are prompted to choose a workflow item type from a list of values.
- Component - Select from Concurrent Program, Service, Form or Function. You are prompted for a component name from a list of values.

### View Business Flow Details

This page displays details for a selected business flow.

*Navigation: Applications Dashboard > Business Flows tab > View Details (B) for selected business flow*

Subflows and components of the business flow are shown in hierarchical format. You can expand or collapse nodes on the hierarchical tree.

### Business Flow Monitoring and Setup

Maintain your business flow monitoring from this page.

*Navigation: Setup (global icon) > Business Flows (side navigation)*

### Schedule Requests

OAM provides the following concurrent program to help you maintain your business flow setup. Schedule requests for the concurrent program from the link provided.

- Metrics Refresh - schedule requests for the OAM: KBF Metrics Rollup Program to update the setup status of your business flows.

### Setup Monitoring

For each of the business flows listed, you can view whether monitoring is enabled and enable or disable monitoring.

Select a business flow and click Update to enable or disable monitoring. Click **View Details** to view if monitoring is enabled.

### Applications Dashboard - Security

Information on this page helps you detect and diagnose security issues on your Oracle E-Business Suite System.

*Navigation: Applications Dashboard > Security (tab)*

Click the **Manage Security Options** button to manage SQL\*Net access for your

application tier hosts.

## Security Alerts

Security Alerts can be raised either at runtime by the application code, or at the failure of security-related diagnostic tests. The table is organized by severity, which can be Critical, Error, or Warning. It provides numerical counts of new and open alerts. Where enabled, you can drill down on the numerical links to view and manage the details of an alert and any associated diagnostic test reports. Alert details and test reports can be added to the Support Cart.

## Security Test Failures

This table shows security-related diagnostic tests that failed when they were executed. The table specifies the most recent time that the test failed, and provides links that open detailed test reports. For a specific test, clicking the **Diagnose** icon will re-execute the test - this is useful to verify that the error still exists. For a specific application, clicking the Diagnose icon allows you to re-execute all failed tests in that application for the chosen security level.

## Resources

Links to security-related documents on My Oracle Support are located here. Documents include:

- Best Practices for Securing Oracle E-Business Suite
- Oracle Support Services Security Alert - Frequently Asked Questions
- Security Announcements and Notes

## Security-Related Tests

You can manage Oracle E-Business Suite Diagnostics tests from the Dashboard.

The two key tests accessible from the OAM Security tab are:

- Best Practices: Database Security Tests
- Best Practices: Oracle E-Business Suite Security Tests

These tests are described further in My Oracle Support Document 1337420.1, *Secure Configuration Guide for Oracle E-Business Suite Release 12.2*.

For more information on Oracle E-Business Suite Diagnostics, see: *Oracle Diagnostics Framework User's Guide*.

## Manage Security Options

Use this button to access Security Options.

## Managing SQL\*Net Access from Application Tier Hosts

These pages allow you to restrict SQL\*Net access to the database from your application tier hosts. If you enable the SQL\*Net Access security option, you can select which hosts have SQL\*Net access to the database. If you disable the SQL\*Net Access security option, then all application tier hosts have SQL\*Net access to the database.

### View SQL\*Net Access

Use the View SQL\*Net Access page to see how SQL\*Net Access is currently configured for your application tier hosts.

*Navigation: Applications Dashboard > Security (tab) > Manage Security Options (B)*

If the Manage SQL\*Net Access security option is disabled, a message here indicates that it is disabled. All hosts have SQL\*Net access to the database in this case.

If this feature is enabled, the table of hosts indicates which hosts have SQL\*Net access and which do not.

**Note:** In order for the information on this page to be accurate, the following steps must be run in addition to enabling or disabling the Manage SQL\*Net security option:

- Run AutoConfig on the database tier
- Restart the TNS Listener

The table shows the hosts that have SQL\*Net access and includes the following columns:

- Name
- Platform
- Oracle Applications Host - Indicates whether the host is an Oracle E-Business Suite host or not. Application services (Concurrent Processing, Oracle Forms, Web, Admin, and Database services) can run on Oracle E-Business Suite hosts.

### Enable SQL\*Net Access

Use the Manage SQL\*Net Access wizard to enable or disable SQL\*Net access to the application tier hosts. You can register a new host and grant it access as well from this wizard.

### Disable SQL\*Net Access

When you disable the SQL\*Net Access security option, you allow SQL\*Net access to the database from your application tier hosts.

## Applications Dashboard Collection

Oracle Applications Manager uses the program OAM Applications Dashboard Collection (short name: FNDOAMCOL) to gather the information displayed on the Dashboard under the Overview and the Performance tabs.

The Dashboard Collection Program can selectively enable and disable monitoring of various metrics, and to raise alerts for services when the service has a specified status. The Dashboard Collection Program can collect data for a metric and then raise an alert when a metric reaches a specified threshold. Note that for most components, you can collect data for monitoring purposes in two different ways: (1) through the Dashboard Collection Program, or (2) manually refreshing the data from a Dashboard page.

Metrics for the following data can be monitored for the following using the Dashboard Collection Program. In addition, data for web components can be collected manually in the dashboard.

### Activity

- Forms Sessions
- Database Sessions
- Running concurrent requests
- Service processes
- Services up
- Services down
- Invalid database objects
- Unsent Oracle Workflow e-mail

### Configuration changes (made in the last 24 hours)

- Patches applied
- Site level profile options
- Applications context files edited

### System Alerts

- New alerts
- New occurrences of an alert

- Open alerts

Alerts can be raised for the following services. When a service attains a specified status, an alert is raised.

- Service instances listed under Applications System Status
- Web Components

#### **System Throughput (in the last 24 hours)**

- Completed concurrent requests
- Sent Oracle Workflow e-mail

## **Additional Monitoring Features and Options**

From the Monitoring tab on the OAM Site Map, you can access these utilities.

### **Service Instances for the Forms Listener**

*Navigation: Site Map > Monitoring > Forms (under Availability)*

This page lists the service instances for the Forms Listeners. From this page you can edit information for a selected service instance. You can also view its status, view processes, and view information on its Forms Runtime Processes. Also, you can start, stop, abort, or restart the instance.

### **SQL Activity**

*Navigation: Site Map > Monitoring > SQL Activity (under Performance)*

This page provides data regarding SQL Activity:

- SQL\_HASH
- Physical Reads
- Logical Reads
- Total Sorts
- Execs
- Total Loads
- Load

For more information on these columns, see the Oracle database documentation.

## Concurrent Request Runaways

*Main Navigation Path: Site Map > Monitoring (subtab) > Performance (heading) > Concurrent Request Runaways (link)*

System performance can potentially be affected by database sessions that should have ended when their corresponding concurrent requests were canceled, but for some reason did not.

If any such database sessions are currently active, they will be reported on this page. The table supplies context information for each session: request ID, AUDSID, program, user name, start time, phase, status, Oracle SPID, and PID. You can delete a session by selecting it in the table and clicking Terminate. You can drill down on the links in the request ID, AUDSID, program, and user name columns to view the respective details.

## Forms

The following information is shown:

### Forms Sessions

*Navigation: Site Map - Monitoring > Forms Sessions (under Current Activity)*

This page shows information on the current forms sessions. Every open form has its own database session, or "form session."

The profile option "Sign-On: Audit Level" should be set to 'Form' to use this feature. If this profile option is not set to 'Form', the Forms Sessions table will show an empty table even when there are active forms sessions.

Use the profile option "OAM: Large Record Display Size" to control the number of records displayed.

To filter the display by Form Name, Username, Responsibility, or Application, make the appropriate selection from the drop-down menu, enter the search string in the field provided, and click Go.

The following data is shown for each session:

- Form Name
- AUDSID - The auditing session ID. Click on the value to drill down to the Database Session information page.
- RTI\_PID - The runtime instance process ID. Click on the value to drill down to the Forms Sessions for Process ID page.
- Username
- Responsibility



- Application
- LRs (Session Logical Reads) - Input/output (I/O) is one of the most expensive operations in a database system. SQL statements that are I/O-intensive can monopolize memory and disk use and cause other database operations to compete for these resources. To prevent single sources of excessive I/O, Oracle lets you limit the logical data block reads per call and per session. Logical data block reads include data block reads from both memory and disk. The limits are set and measured in number of block reads performed by a call or during a session.
- PRs (Physical Reads) - The total number of data blocks read from the disk for the session.
- CPU
- PGA (Session Program Global Area memory) - The PGA is a memory buffer that contains data and control information for a server process. A PGA is created by Oracle when a server process is started. The information in a PGA depends on the configuration of Oracle
- UGA - User Global Area memory used by the session.
- Duration - in HH:MM:SS

Click on the **Session Details** button or the AUDSID to view database information for the selected forms session.

Use the **Diagnostics On/Off** button to turn on or off the Forms Runtime Diagnostics (FRD) for the runtime process. If this button is disabled, make sure your Forms patch set level is 12 or higher (that is, 6.0.8.20 or higher) and then set the environment variable FORMS60\_OAM\_FRD for the Forms Listener process.

#### Forms Sessions for Process ID

If you click on the RTI\_PID from the Forms Session window, or if you click on the PID from the Forms Runtime Processes window you will see the fields described above as well as the following data for the Process ID:

- Client IP Address
- Server Host Name
- CPU Time
- Memory Usage (KB)
- Diagnostics (On/Off)
- Log File Name

Use the **View Diagnostics** button to view the Forms Runtime Diagnostics (FRD) log file. The log file can be added to the Support Cart.

## Forms Runtime Processes

*Navigation: Site Map - Monitoring > Forms Runtime Processes (under Current Activity)*

This page shows information about Forms runtime processes. You must first register and start a service instance of the OAM Generic Collection Service to collect this information. The Generic Collection Service must be running for the information to be collected.

You can filter your view by Node or Username.

The following columns are shown for each session:

- PID - The ID of the runtime process for the user session. Click this value to drill down to the Forms Sessions for Process ID page.
- Node
- Memory (KB) - The memory used by the runtime process in kilobytes. For HP and AIX platforms, this is the virtual memory size. For all other platforms, this is the resident set size.
- CPU
- Duration
- Client IP Address - The IP address of the client machine used to connect to the Forms Services.
- Username - The database username used by the Forms application for the user session.
- Diagnostics - On/Off
- Last Update Time

Use the Upload button to refresh the data on this page.

Use the Terminate button to end a selected process.

Click on the Sessions button or click on the PID to view the Forms Sessions for Process ID page.

## System Activity (Activity Monitors)

*Navigation: Site Map > Activity Monitors (under Activity)*

This region displays information on the system's activity.

A Database Sessions graph displays the number of database sessions related to the following:

- Login sessions
- Oracle E-Business Suite forms sessions
- Services
- Requests

A Concurrent Requests graph displays the number of requests with the following statuses:

- Pending
- Running
- Waiting on a lock
- Inactive
- Completed in the last hour

Click on the bar for any status to drill down to more information on requests of each status.

## Database Session Information

*Navigation: Site Map - Monitoring > Forms Sessions (under Current Activity) > (B) Session Details*

This page displays detailed information about the selected database session. Click **Terminate** to end the database session.

### Summary

- Form or Service Name
- Username
- Responsibility

### Instance Attributes

- Logon Time
- Serial Number
- OS PID

- Status
- Session ID
- Oracle SPID
- User
- SQL Hash - If the value shown is a link, you can click on it to view a page showing the SQL statement that is currently executing, as well as an execution plan for the statement. For more information on execution plans, see the Oracle database documentation.

#### **Client Attributes**

- OS User
- Machine
- Process
- Terminal

#### **Application Attributes**

- Module
- Module Hash
- Action
- Program

#### **Session Wait Information**

- Event
- Wait Time
- Timeouts
- Average Wait
- Total Wait
- Maximum Wait

## Tracing Options

Set the trace options to the level desired. Options available are:

- Normal Trace
- Trace with Waits
- Trace Off
- Trace with Binds
- Trace with Binds and Waits

Click **Apply** to apply any changes made to the Tracing Options. Click **View Trace** to view the current trace information.

## Current Activity

The following information is shown:

## User Monitoring

The feature monitors an Oracle E-Business Suite user's current activity within the system, with respect to the system components. It monitors the user's current activity within forms and concurrent programs. Sign-on Audit should be turned on for Form Activity data to be available.

## Invalid Objects

*Navigation: Site Map > Monitoring > Invalid Objects (under Current Activity)*

This page lists invalid objects in the database. To remove invalid objects, you can compile the APPS schema (for invalid objects in the APPS schema) or run a script provided with the database (for other invalid objects). See Maintaining the Database, page 7-14 for more information on compiling objects.

## Forms Runaway Processes

*Navigation: Site Map > Monitoring (subtab) > Current Activity (heading) > Forms Runaway Processes (link) Overview*

You can also access this page by clicking the **View Runaways** button on the Forms Runtime Processes page.

Running Oracle E-Business Suite requires the creation of many system-level processes. On occasion, processes can behave incorrectly and have a negative impact on system performance. In Oracle Applications Manager, you can:

- Configure thresholds (maximum memory size, maximum CPU percent, maximum

duration in minutes) for tracking runaway processes. These settings take immediate effect as soon as you click Apply. These settings are used to raise system alerts on the Applications Dashboard.

- See the user name and IP address of runaway processes.
- Terminate processes.
- See the parameters of the OAM Generic Collection Service (the background process which runs on all Forms nodes).
- Open the associated log file.

You can define memory, CPU, and duration thresholds. Memory refers to process memory size, resident set size, or total virtual memory size based on the platform. On a UNIX system, CPU refers to the cumulative execution time of the process. On a Windows NT system, CPU is, CPMemory - Process memory size, Kb, resident set size or total virtual memory size based on the platform. CPU - On UNIX, it is the percentage of CPU use. If the system has both UNIX and Windows NT nodes, then CPU refers to the percentage of CPU use. In all cases Duration refers to the total time elapsed since a connection was established.

The default values of the thresholds are as follows:

- Maximum memory: 1.0 MB
- Maximum CPU: 25%
- Maximum duration: 20.0 minutes

## Applications Usage

*Navigation: Site Map > Monitoring (tab) > Applications Usage Reports (under Usage)*

The Applications Usage page contains links to the following pages:

- Products Installed
- Applications Users Per Module Summary
- Page Access Tracking and Sign-On Audit: Configuration, Reports
- Applications Usage Reports: Purchase Lines Processed, Order Entry Lines Processed, and more

## Products Installed

*Navigation:*

*Applications Systems > (B) Configuration > Products Installed*

or

*Applications Systems > (menu) Applications Usage > (B) Go > Products Installed*

This page lists the following information for Oracle E-Business Suite products:

- Application Short Name
- Application Name
- Version
- Status- A product's status can be Installed, Shared, or Inactive. Installed indicates that the product has been licensed and installed. The Shared status is used for products that other products are dependent upon. Products that are neither Installed nor Shared have an Inactive status.

### **Application Users Per Module Summary**

*Navigation: All Applications Systems > (pull down menu) Applications Usage > (B) Go > Application Users Per Module Summary*

This page lists the following information for Oracle E-Business Suite modules:

- Application Short Name
- Module Name
- Count - number of current users

You can view details for a particular module by selecting its radio button on the left and clicking the **View Details** button. This takes you to a page that lists the following:

- Module Name
- User Name
- Description of User
- Creation Date of User
- Last Log On Date

Click **Show All** to see a format suitable for printing that lists all users. Within the Show All format, click on **Show Set** to see the table format of the list.

### **Page Access Tracking and Sign-On Audit**

Page Access Tracking and Sign-on Audit tracks the accesses of Oracle E-Business Suite

JSPs and Oracle Forms for usage pattern analysis and performance statistics. The Reports screen displays the complete flow of accesses across technology stacks within a user session. It also aggregates collected metrics and display summary statistics.

## **Applications Usage Reports**

Use these reports to collect information on specific applications usage. Your License Management Services analyst may ask you to collect such information, or you can use these reports for your own monitoring.

The following reports can generate information on various licensing metrics in a time period you specify. However, for the purposes of License Management, a twelve (12) month period is used.

### **Purchase Line Items Processed (Internet Supplier Portal, Purchasing Intelligence, and iProcurement)**

These reports generate information for the licensing metric Purchase Line. Purchase Line is defined as the total number of purchase line items processed by the application during a 12 month period. Multiple purchase lines may be created on either a requisition or purchase order or may be automatically generated by other Oracle E-Business Suite programs. For iProcurement, Purchase Lines are counted as all line items on an approved requisition created in iProcurement. For Internet Supplier Portal and Purchasing Intelligence, Purchase Lines are counted as the line items on purchase orders processed through each of those applications. This does not include communication on the same Purchase Order. For each application, you may not exceed the licensed number of Purchase Lines during any 12-month period unless you acquire additional Purchase Line licenses from us. You may acquire a different number of Purchase Line licenses for each program (Number of Purchase Lines for iProcurement could be a smaller number than for Internet Supplier Portal).

For Internet Supplier Portal, use the Suppliers script to generate a list of suppliers and their IDs. You can then use this information when running the Purchase Line Items Processed report for Internet Supplier Portal.

### **Order Entry Lines Processed (Order Management)**

This report is used for the licensing metric Order Line, which is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period.

### **Expense Reports Processed (Internet Expenses)**

This report is used for the licensing metric Expense Report, which is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of Order Lines during any 12 month period.



### Invoice Line Items Processed (Accounts Receivables)

This report is used for the licensing metric Invoice Line, which is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

## Custom Reporting Utilities - SQL Extensions

Use this page to run seeded and custom scripts.

*Navigation: Site Map > SQL Extensions (under Others)*

In using this feature, you must ensure the following:

- Any SQL file (.sql) should be created with the same character set as the database character set.
- Any XML file (.amx) should be created with an XML encoding declaration if the file encoding is different from UTF-8 encoding.

Click on the icon in the Focus column to display only those reports from the selected group.

Use the **Hide/Show** icon next to the group name to hide or display the reports contained in the group.

The following columns are shown for each report:

- Name - Click on the name of the report to display the report details.
- Description
- Protected - A "locked" icon indicates that a password is required to submit the report.
- Run Report - Click on the icon in this column to run the report. If a password or parameters are required, the SQL File Details page will display. Otherwise, the output of the report will display in the Results page.

Use the **Reload** button to reload the displayed reports from the metadata file.

### Adding Custom Scripts to the SQL Extensions Page

You can have your custom scripts automatically discovered by Oracle Applications Manager and available to run from the SQL Extensions page.

1. Create a new SQL script. Multiple SQL statements are allowed within the same file. For example: a report called "Get Sysdate": sysdate.sql
2. Create a directory called /custom/sql for your custom SQL files under

<APPL\_TOP>/admin. Your directory structure should look like  
<APPL\_TOP>/admin/custom/sql.

3. Copy your SQL files to <APPL\_TOP>/admin/custom/**sql** directory.
4. Now log in to Oracle Applications Manager and navigate to Site Map > SQL Extensions.
5. The discovered SQL files will be under the "DefaultC" group.

After the files are discovered, you can customize the grouping, protection, and execution method of these scripts.

### Customizing Automatically Discovered Scripts

To customize the grouping, protection, report format, or drill-downs for your automatically discovered scripts, you must edit **oamcustext.amx** located under <APPL\_TOP>/admin/custom/xml.

For each discovered script, the oamcustext.amx file will contain an entity similar to the following example that defines the grouping, protection, and report format:

```
<cReport type="SQL" group="DefaultC">  
  <title>sysdate.sql</title> <script name="sysdate.sql" protected="yes" execMode="SQLPLUS" parameters="unknown">  
  </script>  
</cReport>
```

#### To move your report to a different group

You can change the group that your report displays under.

1. In the oamcustext.amx file, change the value of "group" to the name of the group you want your report to appear in. For example, to change the group to "Custom Reports", the result would be:

```
<cReport type="SQL" group="Custom Reports">  
  <title>sysdate.sql</title>  
  <script name="sysdate.sql" protected="yes" execMode="SQLPLUS" parameters="unknown">  
  </script>  
</cReport>
```

2. Log in to Oracle Applications Manager and navigate to the SQL Extensions page (Site Map > SQL Extensions).

3. Click the **Reload** button to reload the metadata. Your script will appear under the new group.

#### To change the protection on your report

You can change the password protection that is set on your report.

1. In the oamcustext.amx file set the value of "protected" to "yes", if you want password protection enabled on your script. Set it to "no" to remove password protection. For example, to set the protection to "no", the result would be:

```
<cReport type="SQL" group="Custom Reports">
<title>sysdate.sql</title>
<script name="sysdate.sql" protected="no" execMode="SQLPLUS" parameters="
unknown">
</script>
</cReport>
```

2. Log in to Oracle Applications Manager and navigate to the SQL Extensions page (Site Map > SQL Extensions).
3. Click the **Reload** button to reload the metadata. Your script will appear with the "unlocked" icon.

#### To change the report format

1. In the oamcustext.amx file set the value of "execMode" to "SQLPLUS" text format, or set it to JDBC for HTML format. For example, to set the report format to HTML, the result would be:

```
<cReport type="SQL" group="Custom Reports">
<title>sysdate.sql</title>
<script name="sysdate.sql" protected="no" execMode="JDBC" parameters="
unknown">
</script>
</cReport>
```

2. Log in to Oracle Applications Manager and navigate to the SQL Extensions page (Sitemap > SQL Extensions).
3. Click the **Reload** button to reload the metadata.

#### To provide drill-downs from the results of your script

For reports defined in HTML format, you can provide drill-downs from the results of

your script to other Oracle Applications Manager pages. Currently drill-downs are supported for requests based on REQUEST\_ID and database session information based on AUDSID.

Example:

Suppose your SQL script returns REQUEST\_ID as the first column of the report, you can link it to the Request Details page as follows:

1. Ensure that execMode="JDBC"
2. Add the following to the entry for your SQL script:

```
<keyColumns>  
<column position="1" key="REQUEST_ID"/>  
</keyColumns>
```

Here, position="1" indicates that the REQUEST\_ID column is the first column reported by your select statement. Currently the possible values for the key attribute are REQUEST\_ID and AUDSID.

The new full entry for your SQL script will look like the following:

```
<cReport type="SQL" group="Custom Reports">  
<title>sysdate.sql</title> <script name="sysdate1.sql" protected="no" execMode="JDBC"  
parameters="unknown">  
</script>  
<keyColumns>  
<column position="1" key="REQUEST_ID"/>  
</keyColumns>  
</cReport>
```

## Troubleshooting

- If you try to execute a SQL script and encounter the following error message:

**An error has occurred!**

**<filename>(No such file or directory)**

The SQL file does not exist under <APPL\_TOP>/admin/custom/sql. Make sure you have copied the file into this directory.

- If your SQL script takes input parameters, ensure that you provide the parameters one per line in the **Input Parameters** text field. The result will contain errors if you do not provide the necessary parameters.

## Details of Report

*Navigation: Site Map > SQL Extensions >(select report name)*

This page displays information based on the report definition. Information may include:

- Description
- Report Format - HTML or Text
- Applications Schema Password - If the report is password-restricted, enter the password here.
- Input Parameters - Enter any required or optional parameters.

You can run the report from this window by clicking the **Run Report** button.

## Report Results

*Navigation: Site Map > SQL Extensions (Run Report)*

The contents and format of this page will vary depending on the report run.

Report results returned in HTML allow you to filter the report by a specific Column value.

Use the **Refresh** button to rerun a report from this page.

Click **Add to Support Cart** to add your report results to the Support Cart.

# System Alerts, Metrics, and Logs

## Overview of System Alerts, Metrics, and Logs

The System Alerts, Metrics, and Logs screens provide information that can help you diagnose potential problems. For example, configuration issues, overdue routine maintenance tasks, and invalid data can cause serious problems requiring either an automated response or manual intervention.

Oracle E-Business Suite applications can report these potential problems as system alerts to Oracle Applications Manager. These alerts can then be tracked in OAM, and administrators can classify alerts as open or closed, as well as keep notes on the steps taken to resolve underlying problems.

In addition, some problems may be more easily detected through external analysis of performance metrics. External analysis allows for easier comparison of current and historical metric values, consideration of metrics from multiple products and components, and end-user defined exception triggers. Such exceptions could include decreasing transaction throughput for a component or excessive completion times for a business process.

## System Alerts

*Navigation: Site Map > >Monitoring > System Alerts (under Current Activity)*

Components in an Applications System such as concurrent programs, forms, service instances, or functions can post exception messages during specific error conditions as defined by the developer of the component. The term "System Alert" denotes a grouping of such exceptions having the same message. The term "Occurrence" is used to denote each member exception of such a group. Each alert is associated with a Severity (Critical, Error or Warning) and a Category (System or Product).

This page shows a summary of the system alerts as well as a list of new alerts.

Alerts are classified by Severity level:

- Critical - the alert indicates that an important business flow is impeded, or that a large number of users is affected.
- Error - the alert indicates a less severe, more isolated issue.
- Warning - the alert indicates that there may be a negative impact on users or business processes.

Alerts are also marked as New or Open. "New" indicates that the alert has just been posted in the system. "Open" indicates the alert is being resolved.

In the Summary region, Alerts are grouped according to their severity and status of New or Open. The New or Open column indicates how many alerts of the given severity exist. You can click on the number to drill down to details on the alerts.

When a new exception is posted, if an alert already exists with the same message and is in New or Open state, then the new exception is considered an occurrence of the existing alert. If an alert with the same message does not exist then a new one is created (with the state New) and this exception becomes the first occurrence of this alert. A notification is also sent to subscriptions for the newly created alert.

You can change the state of alerts (along with the associated occurrences) in OAM. You can change the state of a new alert to Open to indicate the exception has been acknowledged and the problem is being resolved. Once the problem is resolved you can change the state of the alert to Closed. You can also add notes to alerts; for example, to indicate how the problem was resolved.

You can search for alerts, search for occurrences, and view the notification setup for alerts using the buttons provided.

## System Alert Flood Control

Oracle Applications Manager provides the System Alerts feature to inform system administrators of potential problems in Oracle E-Business Suite. For the Oracle Application Object Library messages logged at the level of Unexpected, OAM can raise system alerts. Ideally, system administrators should actively look at these alerts and

close them once issue is resolved. If for some reason the alerts are not closed, too many new system alerts can flood the system with alerts, occurrences, business events, and notifications. Oracle E-Business Suite provides a mechanism to control the count of new system alerts to avoid a system alert flood.

By default, the system will raise only 500 new alerts. Once this limit is reached for new system alerts, no new alerts or notifications will be raised and a message will be displayed on System Alert and Metric page. To re-enable the alerting, a system administrator should change the status of existing new alerts from OAM. Oracle E-Business Suite also allows system administrators to change the default threshold by using the System Alert Setup button from System Alert and Metrics page can access this page. From the setup page you can also change the number of occurrences per alert. By default, only 50 occurrences per alert are logged.

The setup page also provides control to enable the system alert for a particular severity. If critical severity is selected, only critical alerts will be logged. "None" selection will disable the system alert completely and no new alerts will be raised.

## System Alert Details

This page displays the details associated with a particular system alert. This page includes the summary information for the alert such as severity, category, state, creation date, and the exception message. The occurrences table summarizes the individual occurrences for this alert. You can select an occurrence and click **View Details** to drill down to the context details for an individual occurrence.

From this page, you can also change the state of the alert as well as navigate to the **Add Notes** page to add notes to the alert.

## Search Alerts

This page allows you to search for alerts by Severity, Category, State and Posted Date. The search results are displayed in the same tabular format as in the New Alerts section in the **System Alerts** page. You can also add notes or change the state of the alerts displayed in the results table.

To search for occurrences from this page, click **Search Occurrences**.

## Search Occurrences

This page allows the user to search for occurrences of alerts by various criteria. The query criteria are categorized into the following groups:

- System Alert - The criteria in this section pertain to the alert to which the occurrence belongs.
- Component - The criteria in this section pertain to the component that logged the occurrence.
- User and Responsibility - The criteria in this section pertain to the user and

responsibility that used the component that generated the alert.

- **Database Session** - The criteria in this section pertain to the database session associated with the transaction during which the exception was logged.
- **Others** - Additional criteria related to the occurrence.

From the results table on this page, users can drill down to view the context details for each occurrence. In addition, the users can also drill down to view the details for the alert to which each occurrence belongs.

To search for alerts from this page, click **Search Alerts**.

### System Alert Occurrence Details

This page displays the entire context information associated with an individual alert occurrence. This page is divided into the following three sections:

- **Summary** - This section displays information associated with the alert to which the occurrence belongs.
- **Context** - This section displays all the context information and is further categorized into the following subsections:
  - **Component** - Name and application of the component that posted the alert occurrence.
  - **User and Responsibility** - Username, responsibility, and application for the user who ran the Component that posted the alert occurrence.
  - **Database Session** - Database session ID, database instance, session module, and session action associated with the database session for the transaction during which the alert was posted.
  - **Others** - Miscellaneous information such as session ID, node, security group, processes ID, thread ID (if applicable) and JVM ID (if applicable).
- The third section on this page varies based on the type of the transaction during which the alert occurrence was posted. The following types are possible:
  - **Concurrent Request** - Request ID, concurrent program name, a link to the request log, and a link to the output file are available if the transaction is a concurrent request. You can use the Request ID link to drill down to the request details. In addition, you can drill down to view related system logs to view other log messages that were posted during the same transaction.
  - **Concurrent Process** - If the transaction type was a concurrent process (belonging to a service instance), the service instance name, concurrent process



ID, and a link to the manager log can be viewed from this section.

- **Form** - If the transaction was from a Form, the form name is displayed in this section.
- **ICX** - If the transaction was of type ICX, then the ICX transaction ID is displayed in this section.

In addition, regardless of the transaction type, users can also drill down to view related system logs to view other log messages that were posted during the same transaction.

## System Metrics

*Navigation: Site Map > Monitoring > System Alerts (under Current Activity) > Metrics (tab)*

Not all exception conditions can be immediately detected directly within an Oracle E-Business Suite component, but are best detected through external analysis. Some are detected by measuring certain criteria, such as decreasing transaction throughput for a component or excessive completion times for a business process. External analysis allows for easier comparison of current and historical metric values, consideration of metrics from multiple products and components, and end-user defined exception triggers. These exceptions are analogous to "events" in Oracle Enterprise Manager where the user specifies the specific conditions that will trigger an alert.

### Simple Search Metrics

You can search for metrics based on **Application**, **Component**, **Posted After** date, or **Posted Before** date.

### Advanced Search Metrics

Click on the **Advanced Search** button to search for metrics based on detailed criteria.

This page allows the users to search for metrics based on the context information associated with the metrics. The query criteria are categorized into the following groups:

- **Metrics** - The criteria in this section pertain to the metric itself such as metric code, metric value and date on which the metric was posted.
- **Component** - These criteria pertain to the component that logged the metric.
- **User and Responsibility** - These criteria pertain to the user and responsibility that used the component that generated the metric.
- **Database Session** - These criteria pertain to the database session associated with the transaction during which the metric was logged.

- **Others** - This group contains miscellaneous criteria such as node, security group, process ID, Thread ID, and JVM ID.

From the results table, users can drill down to view the context details for each metric.

## System Metrics Results Table

The System Metrics results table shows information on:

- **Component** - the application component. A component is a functional unit, such as a concurrent program, form, or Web Application function.
- **Application** - the owning application of the metric.
- **Metric Code** - the internal name of the metric.
- **Value** - the value of the metric.
- **Metric Type** - the data type of the metric.
- **Time** - the time the metric was taken.

## System Metric Details

This page shows the following:

### Summary

- Metric Code
- Metric Type
- Metric Value
- Time Posted

### Context

- Component:
  - Name
  - Application
- Database Session
  - AUDSID
  - DB Instance

- Session Module
- Session Action
- User and Responsibility
  - User
  - Responsibility
  - Application
- Others
  - Session ID
  - Node
  - Security Group
  - Process ID
  - Thread ID
  - JVM ID

#### **Request Summary**

- Request ID - Click on the request ID to view details for the request.
- Request Log - Click **View** to view the request log.
- Program Name - the program name.
- Output file - click **View** to view the output file.

## **System Logs**

*Navigation: Site Map > Monitoring > Logs (under Current Activity)*

System Logs are messages that are logged by Oracle E-Business Suite system components.

Log messages contain a comprehensive set of context information and are useful for pinpointing and diagnosing system problems. They can have the following levels (listed from most serious to least serious):

- 6 - Unexpected: Used for the failure reporting of internal unhandled software failures. Example: Failed to place order due to NullPointerException

- 5 - Error: Used for the failure reporting of external end user errors. Example: Invalid username/password
- 4 - Exception: Used for the failure reporting of internal handled software failures. Example: User Session timed out
- 3 - Event: Used for high-level progress reporting. Example: Order placed successfully
- 2 - Procedure: Used for API-level progress reporting. Example: Entering or exiting an API
- 1 - Statement: Used for low-level progress reporting. Example: Processing records within an API

The system logs screens allow you to work with log messages that have been saved to the database. Note that if logging has been configured to store messages in an application tier file, such log messages will not be visible on the UI screens. Also, if a log message would normally raise a system alert but the message is sent to a file instead of the database, then the system alert will not be raised.

The following topics describe how to work effectively with the system logs screens:

- Performing a Simple Search
- Performing an Advanced Search
- Working With Search Results
- Viewing Log Message Details
- Setting Up Logging

## **Performing a Simple Search**

In a simple search, you can search for log messages based on the following criteria:

- Posted After date  
The default value is today's date.
- Posted Before date  
The default value is tomorrow's date.
- Component Application
- Component
- Module

- Level

Enter values into the fields as desired and click **Go** to perform a search.

## Performing an Advanced Search

To run an advanced search, click the **Advanced Search** button. You can use any combination of the following search criteria:

- Logged From
- Logged To

The default time interval is from 12:00 AM today to 12:00 AM tomorrow.

- Application
- Responsibility
- User
- Log Level
- Module
- Message
- Host
- Java Virtual Machine
- Database Session ID
- Security Group
- Database Instance

On this page, the LOVs only display values that are reflected in existing log messages. For example, the User LOV only shows users who are specified in one or more log messages. It does not show the entire list of Oracle E-Business Suite users. Furthermore, the LOVs are also filtered by any other search criteria you have entered on the page.

Optionally, you can perform searches that depend on the Component Type. In the Component region, select a Type from the drop-down list. The page will refresh to offer additional search fields. For example, for Concurrent Programs, you can search by Concurrent Program Application or Concurrent Program Name.

## Working with Search Results

### Viewing Search Results

When you perform a search, the System Log Summary table shows how many log messages were returned and how many are at each log level.

Individual log messages are listed in the System Log Details table. For each log message, the sequence number, module, log level, user, and time are displayed. You can drill down on an individual message or on a user to view details.

### Downloading Search Results

To download all returned log messages, click the Download All button. (This includes the full range of log messages, not only those displayed on the current page.) The downloadable file is a comma-delimited CSV file.

To download your choice of currently displayed log messages, select them in the table and click the Download button.

Additionally, you can save all search results by clicking the **Add to Support Cart** button.

## Viewing Log Message Details

### Summary

- Module: The unit of code specified in the FND\_LOG API call. A module might be a PL/SQL stored procedure, a C file, or a Java class.
- Level
- Time Posted
- Message Text

### Context

- Component: Name, Application
- User and Responsibility: User, Responsibility, Application
- Database Session: AUDSID, DB Instance
- Others: Session ID, Node, Security Group, Process ID, Thread ID, JVM ID

### Request Summary

- Request ID
- Request Log
- Program Name
- Output File

### Attachment

In the Attachment region, additional context information (such as environment variables or file versions) may be available in some cases.

Optionally, you can add this page to the Support Cart.

## Setting Up Logging

*Navigation: Site Map > Monitoring > Logs (under Current Activity) > Log Setup (button)*

On the Log Setup screen, you can configure logging according to user, responsibility, application, or site. Additionally, you can view any Java System Property settings for the current JVM that may be active. Note that Java System Property settings override all other settings.

### Setting Up Logging for Users, Responsibilities, or Applications

The following procedure explains how to set up logging for a particular user. The steps are the same for responsibilities or applications. Note that user settings override responsibility settings, responsibility settings override application settings, and application settings override site settings. In the table, null values indicate that the setting is to be inherited from the next higher profile level.

1. If the User table is not currently displayed, then click the icon to show it.
2. If there is a blank User Name field, then click the flashlight icon to select a user name. If there is not a blank User Name field, then click the **Add Another Row** button to add an empty row to the table, then select a user name.
3. In the Log Enabled field, select null, Yes, or No. A null value means that the setting will be inherited from a higher level profile value.
4. In the Log Level field, select a log level. Log messages greater than or equal to the specified level will be stored.
5. (Optional) In the Midtier Log File Name field, type in a valid application tier file path. If this field is blank, then log messages will be stored in the database. Note: Server PL/SQL messages are always logged to the database.
6. (Optional) In the Module field, enter the module for which you want to enable logging. For example, "fnd%".
7. Click Apply to save your work.

### Setting Up Logging for a Site

The following procedure explains how to set up logging for your entire site.

1. In the Log Enabled field, select null, Yes, or No. (A null value means that the setting will be inherited from a higher level profile value.)
2. In the Log Level field, select a log level. Log messages greater than or equal to the

specified level will be stored. It is strongly recommended that you choose 4 - Exception, 5 - Event, or 6 - Unexpected. Significant system performance issues may arise if logging is enabled at less than 4 - Exception.

3. (Optional) In the Midtier Log File Name field, type in a valid application tier file path. If this field is blank, then log messages will be stored in the database. Note: Server PL/SQL messages are always logged to the database.
4. (Optional) In the Module field, enter the module for which you want to enable logging. For example, "fnd%".
5. Click **Apply** to save your work.

## Diagnostics in Oracle Applications Manager

Oracle Applications Manager allows you to run diagnostic utilities from the Diagnostics and Repair tab on the OAM Site Map.

### Debug Workbench

*Navigation Path: Site Map > Diagnostics and Repair (tab) > Diagnostics (heading) > Debug Workbench (link)*

#### Overview

The Debug Workbench enables you to centrally control and monitor the debugging of Oracle E-Business Suite components. Using the Debug Workbench, you can set up debug rules for system components and view the debug information that has been collected.

The Debug Workbench can be launched from Oracle Applications Manager and from the Standard Request Submission (SRS) form using the button **Debug Options...** By default, this button is disabled. To enable this button, set the Concurrent: Allow Debugging profile option to Y.

#### Using the Main Debug Workbench Screen

On the main Debug Workbench screen, a table lists summary information (Rule ID, Component Name, and so on) for the debug rules that exist on the system. On this screen, you can:

- Filter the table by component type (Concurrent Programs, Forms).
- Create debug rules.
- Search for past executions of debug rules.



- Delete a debug rule.

## Creating Debug Rules

You create debug rules to collect debug information about specific system components.

To create a new debug rule, use the following procedure:

1. On the main Debug Workbench screen, click the **Create** button. This launches a multi-step flow of screens that guide you through the rule-making process.
2. Choose the component type that you want to debug. Optionally, you can enter a comment to describe the rule.
3. Choose the component instance.
4. You must set up at least one debug option. Debug options such as logging level, PL/SQL profiler, SQL trace, and Reports trace are available. For a given rule, you can select any combination of available debug option values.
5. Specify the context and schedule of the rule. You can set a rule to execute for a specific responsibility or user, and to execute either during a specific span of time or for a certain number of repetitions.
6. Review your work and click the **Finish** button to save the new rule.

The new rule will appear on the main Debug Workbench screen.

## Troubleshooting Wizards

Oracle Applications Manager provides several wizards:

- Concurrent Manager Recovery
- Service Infrastructure
- Generic Collection Service (GCS) and Forms Monitoring Wizard
- CP Signature

### Concurrent Manager Recovery

*Navigation: Site Map - Diagnostics and Repair > Concurrent Manager Recovery (under Troubleshooting Wizards)*

Use this feature when the Internal Concurrent Manager fails to start.

Click the **Run Wizard** button to start the recovery process. You cannot run this process if the Internal Concurrent Manager is currently running.

If you encounter any problems, each wizard screen can be added to the Support Cart.

### Step 1- Active Managers with a Database Session

This screen lists all managers that must be stopped before proceeding with the recovery.

Listed for each manager are:

- CP ID - The Concurrent Program ID.
- Manager - The manager name.
- Node - The node on which the manager is running.
- DB Session ID - Drills down to the Database Session Details screen.
- Session Status
- OS ID
- Started At - The time at which the manager was started.
- Running Request - Drills down to display the request in the Advanced Search for Requests page.

You may want to wait for any requests that are running to complete before you execute the shutdown. Drill down on the Running Request to view it.

Click **Shutdown** to shut down all the listed managers, and then click the **Refresh** icon to verify that they were shut down. If a manager fails to shut down from this page, you can drill down to the **Database Session Details** page and use the **Terminate** button to end the session from there. Return to the **Concurrent Manager Recovery** screen and refresh the page to verify all managers have been shut down before proceeding to the next step.

### Step 2 - Managers Deemed Active but Without Database Session

Any processes listed here must be terminated before continuing. Because these processes have lost their database sessions, they must be manually terminated from the command line. Refer to your operating system documentation for instructions on terminating a process from the command line.

After terminating the processes, click **Update** to mark the processes as no longer active in the database table. Click the **Refresh** icon to verify that all processes have been terminated.

Listed for each process are:

- CP ID

- Manager
- Node
- OS PID
- Started At

### Step 3 - Reset Conflict Resolution

Click the **Reset** button to reset the listed requests for conflict resolution. This action changes requests that are in a Pending/Normal phase and status to Pending/Standby. Click the **Refresh** icon to verify that all requests have been reset.

You can drill down on the Request ID to view the request in the **Advanced Search for Requests** screen.

Listed for each request are:

- Request ID
- Program
- User

### Step 4 - Requests that are Orphaned

This page lists the requests that do not have a manager. If any requests have Active Sessions listed, drill down on the session ID and terminate the session from the **Database Session Details** screen. Return to the Concurrent Manager Recovery screen and click the **Refresh** icon to verify that the session is no longer active.

Listed for each request are:

Request ID - Drills down to display the request in the **Advanced Search for Requests** page.

- Parent ID
- Program
- User
- Phase
- Status
- Active Session

## Concurrent Manager Recovery Summary

The summary page lists the information collected from the previous steps. After reaching this page, you should be able to restart your Internal Concurrent Manager. If you cannot, retry starting the Internal Concurrent Manager with DIAG=Y, refresh the summary page, add it to the Support Cart with the log files, and send them to Oracle Support.

**Log Files Collected** - Click on the log file name to view it. The log files can be added to the Support Cart.

### Report Summary

- Active Managers with a Database Session
- Managers Deemed Active but Without a Database Session
- Reset Conflict Resolution
- Requests that are Orphaned

## Service Infrastructure

*Navigation: Site Map > Diagnostics and Repair > Service Infrastructure (under Troubleshooting Wizards)*

Using the Service Infrastructure diagnostic wizard, you can examine existing Generic Service Management data to determine potential problems, and update the data to eliminate the issues.

Click **Run Wizard** to begin using the wizard.

### Step 1: Active Nodes without a Service Manager

This screen lists any active nodes without a registered service manager. Concurrent processing requires a registered Service Manager on every registered node. If you need to register service managers for the listed nodes, you can click on the **Register** button to do so.

### Step 2: Active Concurrent Processing Nodes without an Internal Monitor

This screen lists any concurrent processing nodes that need a registered Internal Monitor. Click the **Register** button to register Internal Monitors for any listed nodes.

### Step 3: Service Managers without Active Nodes

This screen lists service managers and Internal Monitors that are registered for deactivated or nonexistent nodes. If you do not plan on using these nodes in the future, these managers, including the Internal Monitor, can be disabled. Click the **Disable** button to disable the managers for a node.

#### Step 4: Active Nodes with Inactive Service Managers

All active nodes should have active service managers. This screen lists active nodes without active service managers. Click the **Activate** button to activate service manager definitions for the listed nodes.

#### Step 5: Enabled Service Instances without Workshifts

This screen shows service instances without any workshifts defined. You can add the Standard workshift to the listed service instances using the **Add Workshifts** button.

#### Step 6: All Nodes should be Uppercased (for Service Instances)

This screen lists any service instances that are assigned to a node that does not have an uppercase name. Use the **Uppercase** button to change the names of the listed nodes to uppercase.

#### Step 7: All Nodes should be Uppercased (for Processes)

This screen lists any processes on nodes that do not have an uppercase name. Use the **Uppercase** button to change the names of the listed nodes to uppercase.

#### Service Infrastructure Summary

This screen shows a summary of the data found for each of the previous screens, as well as any changes you made.

Configuration and Log files are listed first. Two log files and two configuration files are listed for each node. You can click on the name of the file to view it and add it to the Support Cart. You can add all the files to the Support Cart using the **Add All Files to Support Cart** button.

### Generic Collection Service (GCS) and Forms Monitoring Wizard

*Navigation Path: Site Map > Diagnostics and Repair (tab) > Troubleshooting Wizards (heading) > GCS and Forms Monitoring (link)*

#### Overview

The GCS and Forms Monitoring wizard helps you troubleshoot the OAM Generic Collection Service.

#### Prerequisites

The wizard cannot be launched unless the Internal Concurrent Manager (ICM) is up and running.

#### Running the Wizard

Click **Run Wizard** to start the wizard. The steps in the wizard are as follows:

1. If necessary, register the OAM Generic Collection Service on all listed nodes.
2. If necessary, enable the OAM Generic Collection Service on all listed nodes.

3. If necessary, activate the OAM Generic Collection Service on all listed nodes.
4. See the registration of the Forms Listener.
5. If necessary, enable the Forms Listener on all listed nodes.
6. If necessary, set the Sign-On Audit level to "FORM".
7. See a summary screen where you can view a log file and add files to the Support Cart.

## CP Signature

The CP Signature Wizard collects information regarding the current status of concurrent processing on the system.

*Navigation: Site Map > Diagnostics and Repair > CP Signature*

This wizard collects information on the following:

- Configuration status for Parallel Concurrent Processing, Real Application Clusters, and Generic Service Management
- Registered nodes
- Concurrent processing package versions
- Concurrent processing package errors
- Concurrent processing profile options
- Service instances that could be managed by concurrent processing
- Concurrent processing processes
- Request processing manager specialization rules
- Request Conflict Resolution
- Concurrent request processing statistics
- Recent requests to run the Purge Concurrent Request and/or Manager Data program

## Support Cart

The Support Cart feature allows you to save Oracle Applications Manager pages with their data and then zip them up in a file to send to Oracle Support. Oracle Support can

then view your pages in the Oracle Applications Manager display format.

When you click the **Add to Support Cart** button, the page is added to the Support Cart. If you have filtered or sorted the data, your manipulated view is submitted.

For example, these are some of the pages with the Support Cart feature:

- Configuration Overview
- Site Level Profile Settings
- Recommended/Mandatory Initialization Parameters
- ICM Environment
- Products Installed
- Invalid Objects
- Concurrent Manager Recovery
- Report Results
- All log files

To view the contents of the Support Cart, click on the **Support Cart** global button.

Click **Save Cart** to save the contents to a zip file that you can send to Oracle Support.

Any contents of the cart that are not saved are automatically deleted when you log out of Oracle Applications Manager.

To restore a saved cart, click **Restore Cart** to browse your directory for the saved cart.

To restore a cart file, select a cart file from the list displayed, or use Browse to select a file from the directory. Then click **Restore**.

## Support Cart Contents

### Description

Enter a TAR Number and additional details for the Support Cart Contents.

### Applications Signature

The Support Cart can collect a standard set of information regarding your E-Business Suite system. Oracle Support requires this information when logging a technical assistance request (TAR).

To collect this information, click **Collect**.

In the **Generic** region, information is collected on:

- Product information - For each product, the version, current patch level, and status (for example, "Installed") is shown.
- Database parameters - The init.ora parameter settings.
- Patches - For each individual patch applied, the patch number, type (for example, "Patch Set" or "Maintenance Pack"), and application timestamp is shown.
- Topology - This page includes data about all the nodes of the applications infrastructure. For each node, it collects information about the operating system and the different services running on that node.
- Database version

Click the **View** icon to view these pages. If you want to delete a page, select it and click the **Delete** button. Clicking **Collect** again will collect information for all four pages again.

In the **Nodes** region, you can specify to include or exclude output and log files for specific nodes as well.

#### Other Information Collected

Pages that you save using the **Add to Support Cart** button are listed under this tab.

## Oracle Applications Manager Log

This page displays the log file generated by Oracle Applications Manager.

*Navigation: Site Map > Administration > Applications Manager Log (under Others)*

The current message level of the log is shown. To change the level, select the desired option and click **Go**.

**Note:** Changing the log level from this page will only be effective until the servlet is restarted. For a persistent setting, the log level initialization parameter must be changed in zone.properties. The parameter is: oracle.apps.oam.logger.level

For example:

servlet.weboam.initArgs=oracle.apps.oam.logger.level=USER

The possible settings are:

- USER - includes messages related to Oracle Applications Manager initialization routines, trace information about the error message, and any diagnostic messages related to customizations or extensions that have been added.
- SUPPORT - includes the User level messages and additional information useful to



support for diagnosing problems (for example, configuration setting details, prerequisite patch-related issues, and module-related information).

- DEV - (Development) includes trace information related to code paths (for example, "Inside method A") and any code-related information that could be useful to the developer to diagnose a problem. This level also includes performance-related log messages.

The default is USER.

The log can be added to the Support Cart.

## Purging in Oracle Applications Manager

### *Purging Options under the Critical Activities Tab in the Oracle Applications Manager Dashboard*

Applications Dashboard: fw1v122 Navigate to Application Services

Overview Performance **Critical Activities** Business Flows Security Software Updates

**Critical Activities**

Last Updated: 24-Aug-2016 21:25:35 Update Frequency Modify Monitored Program List

Expand All Collapse All

Focus	Program Name	Request ID	Last Run Date	Outcome	Oracle Recommended Frequency	On Schedule (Oracle Recommended)	Onsite Frequency	On Schedule (Onsite frequency)	Success Rate	Run
	▲ Critical Activities									
	▲ Purge									
	▲ FND									
	Purge Concurrent Request and/or Manager Data	7439092	17-Feb-2016 13:48:22	✓	Unavailable		Unavailable		100%	
	Purge Logs and Closed System Alerts	7439091	17-Feb-2016 13:47:52	✓	Unavailable		Every day		100%	
	Purge Obsolete Workflow Runtime Data	7439089	17-Feb-2016 13:49:34	✓	Unavailable		Every day		94%	
	Purge Signon Audit data	7439090	17-Feb-2016 13:47:50	✓	Unavailable		Unavailable		100%	

TIP Request ID is for the last run request.  
 TIP Onsite Frequency is user defined and can be updated.  
 TIP On Schedule columns indicate warning flags if programs are overdue with respect to Oracle recommended or Onsite frequencies.

*Navigation: Site Map > Maintenance > (Critical Activities) Setup and Monitor*

Purge programs help reduce the amount of transient data stored in an Oracle E-Business Suite system. Periodically purging unneeded data helps to:

- Reduce system downtime for upgrades
- Decrease backup times
- Increase storage efficiency
- Improve system performance

Oracle E-Business Suite has several concurrent programs defined as purge programs. These programs can then be added to the Critical Activities by navigating to the Setup link. These features can then be run from the Critical Activities Monitor link.

Note that there are significant challenges to managing the data footprint for Oracle E-Business Suite. Oracle E-Business Suite transactions cannot be deleted based upon simple criteria such as date ranges, for example, because Oracle E-Business Suite data relates to business transactions that require the understanding of business rules to determine state.

For example, one specific purchase order might be deleted because it was cancelled or fulfilled. A different purchase order on the same day may still be partially unfulfilled, so it cannot be deleted. Yet another purchase order may be completely fulfilled, but only partially paid in Accounts Payable, so it cannot be deleted.

This kind of complexity requires product module-specific purging rules, and even rules that span multiple product modules. In the example of the purchase order was that was completely fulfilled but only partially paid, a purging rule would need to evaluate linked transactions between Purchasing and Financials to determine whether the data can be safely removed.

Given the way that Oracle E-Business data is deeply linked across many products, it is likely that there are many situations in which there are no machine-readable ways of determining whether data can be safely removed without violating referential integrity. Oracle does not recommend third-party tools for data subsetting in Oracle E-Business Suite environments. The use of third-party tools to modify Oracle E-Business Suite data structures, including deleting EBS data using third-party data subsetting templates, is likely to violate Oracle E-Business Suite referential integrity and is not recommended.

For additional information on managing your data footprint, refer to *Reducing Your Oracle E-Business Suite Data Footprint using Archiving, Purging, and Information Lifecycle Management*, My Oracle Support Knowledge Document 752322.1.

## Automated Standby Deployment in Oracle E-Business Suite Cloud Manager

You can use Oracle E-Business Suite automation features in Oracle Applications Manager and Oracle E-Business Suite Cloud Manager) to create a standby environment from an on-premises environment in Oracle Cloud Infrastructure. For details, refer to the *Oracle E-Business Suite Cloud Manager Guide*.

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# Oracle Workflow Manager

## Oracle Workflow Manager Overview

Oracle Workflow Manager is a component of Oracle Applications Manager that allows system administrators to manage Oracle Workflow for multiple Oracle E-Business Suite instances from a single console.

Using Oracle Workflow Manager, administrators can control Workflow system services, such as notification mailers, agent listeners, and other service components, background engines, purging obsolete Workflow data, and cleanup of the Workflow control queue. Administrators can also monitor work item processing by viewing the distribution of all work items by status and drilling down to additional information. Additionally, they can monitor event message processing for local Business Event System agents by viewing the distribution of event messages by status as well as queue propagation schedules. With this ability to monitor work items and event messages, a system administrator can identify possible bottlenecks easily.

To access Oracle Workflow Manager, log into Oracle Applications Manager and select an applications system. Then, you can follow one of the following navigation paths:

- Choose Workflow Manager from the pull-down menu in the Applications Dashboard page and click the Go button.
- Choose Site Map, choose the Administration tab, and then choose the Home link in the Workflow region of the Site Map page. You can also choose one of the other links in the Workflow region to navigate directly to the corresponding page within Oracle Workflow Manager.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go*

You can also use other features to help manage Oracle Workflow.

- Use Oracle Diagnostics Framework to run diagnostic tests that check the setup of your Oracle Workflow installation and review debugging information.

- Use Oracle E-Business Suite Logging to review Oracle Workflow logs. Oracle Workflow uses the Oracle E-Business Suite Logging framework to standardize and centralize in the database logging activities related to the Oracle Workflow Business Event System and Oracle XML Gateway.

**Additional Information:** The Java application tier components of Oracle Workflow, including notification mailers and agent listeners, also use Oracle E-Business Suite Logging; however, due to the high volume of messages that pass through these components, their information is logged to the file system by default.

## Gathering Oracle Workflow Statistics

Some Oracle Workflow Manager graphs and lists may summarize large volumes of data, depending on the level of activity in your Oracle E-Business Suite instance. To enhance performance in displaying these statistics, Oracle Workflow Manager periodically runs concurrent programs to gather the statistics and displays the graphs and lists based on the latest data from the concurrent programs.

- Workflow Agent Activity Statistics Concurrent Program (FNDWFAASTATCC) - Gathers statistics for the Agent Activity graph in the Workflow System status page and for the agent activity list in the Agent Activity page.
- Workflow Mailer Statistics Concurrent Program (FNDWFMLRSTATCC) - Gathers statistics for the throughput graph in the Notification Mailer Throughput page.
- Workflow Work Items Statistics Concurrent Program (FNDFWFITSTATCC) - Gathers statistics for the Work Items graph in the Workflow System status page, for the Completed Work Items list in the Workflow Purge page, and for the work item lists in the Active Work Items, Deferred Work Items, Suspended Work Items, and Errored Work Items pages.

These concurrent programs are scheduled to run every 24 hours by default. They do not require any parameters. You can optionally cancel the default scheduled requests and run the programs with a different schedule if you want to gather statistics at a different frequency.

Each of these graphs and lists displays the date and time when its statistics were last updated, as well as a refresh icon that you can select to refresh the statistics immediately if necessary. However, note that if your Oracle E-Business Suite instance contains very large volumes of workflow data, you may encounter delays or page timeouts when refreshing the data.

**Note:** Oracle Workflow Manager statistics that typically represent

smaller volumes of data, such as work item details and work item activity details, are queried directly rather than through the concurrent programs.

## Oracle Workflow System Status

The Workflow System status page provides a high-level view of the status of your Oracle Workflow instance. The page displays the date and time when the system status information was last updated. To refresh this information, click the refresh icon. To add the information from this page to your support cart, click the Add to Support Cart button.

**Note:** The system status information is queried directly, separately from the concurrent programs that gather other Oracle Workflow statistics.

The Workflow System status page shows the up, down, or unavailable summary status of the following Workflow features:

- Notification Mailers - To manage notification mailer service components, click the Notification Mailers status icon.
- Agent Listeners- To manage agent listener service components, click the Agent Listeners status icon.
- Service Components - To manage all types of service components, click the Service Components status icon.
- Background Engines - To view Workflow Background Process concurrent requests, click the Background Engines status icon.
- Purge - To view summary information about Purge Obsolete Workflow Runtime Data concurrent requests and completed work items, click the Purge status icon.
- Control Queue Cleanup - To view Workflow Control Queue Cleanup concurrent requests, click the Control Queue Cleanup status icon.

For service component features, including notification mailer service components, agent listener service components, and all types of service components grouped together, the summary status icons represent the following statuses:

- Down - At least one service component of this type has a status of Stopped with Error or System Deactivated. You should investigate the error.
- Up - At least one service component of this type has a status of Running or Suspended, and no service components of this type have a status of Stopped with

Error or System Deactivated.

- Unavailable - No service components of this type have a status of Running, Suspended, Stopped with Error, or System Deactivated. For example, if all service components of this type either have not yet been completely configured, or have stopped without errors, then the Unavailable summary status is displayed.

To submit a concurrent request for a feature that runs as a concurrent program, choose the program you want from the Submit Request For pull-down menu and click the Go button. You can submit requests for the following programs:

- Background Engines
- Purge
- Control Queue Cleanup

## Related Database Parameters

This region displays information about database initialization parameters required for Oracle Workflow. For each parameter, the list shows the parameter name, actual parameter value, recommended value, and description. If the actual value does not match the recommended value, the recommended value is marked with a warning indicator icon.

The JOB\_QUEUE\_PROCESSES parameter defines the number of job queue processes for your instance. Oracle Workflow requires job queue processes to handle propagation of Business Event System event messages by AQ queues and for notification mailers. The minimum recommended number of processes for Oracle Workflow is two.

**Note:** In Oracle Database 10g and later, you do not need to set the AQ\_TM\_PROCESSES parameter.

## Workflow Metrics

This region displays summary information about work items and Business Event System agent activity.

### Work Items

This graph displays the distribution of all work items with the following statuses: Active, Deferred, Suspended, and Error.

- To show this graph if it is hidden, click the Show link.
- To hide this graph if it is shown, click the Hide link.
- The graph header displays the date and time when the work item statistics were

last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.

- To view the distribution of item types within a status, either click the bar for that status in the graph, or click the status name link.
- To view the number of work items with a particular status, position the mouse pointer over the bar for that status in the graph.

**Note:** A work item can be counted in more than one status. For example, all work items that do not have an end date are counted as Active work items, including deferred, suspended, and errored work items as well as running work items. Also, if an activity within an item is deferred, and the work item as a whole is suspended, the work item is included in the count for both the Deferred and Suspended statuses. Consequently, the total of the counts for all the statuses is greater than the actual number of work items.

### Agent Activity

This graph displays the distribution of all event messages on Business Event System agents with the following statuses: Ready, Waiting, Expired, Undeliverable, and Error.

**Note:** Messages are not explicitly assigned a status of Error. The Error bar in the graph represents messages of any status on the WF\_ERROR agent.

- To show this graph if it is hidden, click the Show link.
- To hide this graph if it is shown, click the Hide link.
- The graph header displays the date and time when the agent activity statistics were last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.
- To view the distribution of event messages with different statuses on different agents, either click the bar for a status in the graph, or click an event message status name link.
- To view the number of event messages with a particular status, position the mouse pointer over the bar for that status in the graph.

### Related Links

This region provides links to other Oracle Workflow management features.

## Configuration

Click the Service Components link to configure service components, including notification mailers and agent listeners.

Click the Queue Propagation link to view database initialization parameters required for queue propagation and a list of propagation schedules for Business Event System agents.

## Throughput

- Click the Work Items link to view the distribution of completed work items across different item types.
- Click the Notification Mailers link to view the notification mailer throughput. This graph shows the throughput of the notification mailers by displaying the distribution of notifications in the WF\_NOTIFICATIONS table with the following statuses:
  - Processed - Outbound notifications for which an e-mail message has been sent by a notification mailer service component.
  - Waiting - Outbound notifications for which an e-mail message has not yet been sent.

The graph header displays the date and time when the notification mailer throughput statistics were last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.

To view the number of notifications with a particular status, position the mouse pointer over the bar for that status in the graph.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Related Links > Throughput > Notification Mailers*

- Click the Agent Activity link to view the distribution of event messages with different statuses on different agents.

## Service Components

The Generic Service Component Framework helps to simplify and automate the management of background Java services. Service component containers and their service components are run through Generic Service Management (GSM), which you can control through Oracle Applications Manager (OAM).

A service component container is an instance of a service that manages the running of the individual service components that belong to it. The container monitors the status of its components and handles control events for itself and for its components. These actions are recorded in a log for the container.



A service component is an instance of a Java program which has been defined according to the Generic Service Component Framework standards so that it can be managed through this framework. Currently, Oracle Workflow provides four service component types: Workflow Mailer, Workflow Agent Listener, Workflow Java Agent Listener, and Workflow Web Services Outbound.

Oracle Workflow provides several seeded service components of these types, within seeded containers, to perform standard processing. You can optionally create additional service components to perform custom processing. If you create custom service components, you can either assign them to the seeded containers, or, based on the volume to be handled by the seeded containers, you can also choose to create your own custom containers.

All service components have certain attributes required by the Generic Service Component Framework. General definition attributes for a component include the component name, startup mode, container type, inbound agent, outbound agent, and correlation ID. Detail attributes include the container that owns the component, the maximum idle time for an on-demand component, maximum error count, number of inbound and outbound processing threads, component log level, read timeout period, minimum sleep time, maximum sleep time, error sleep time, and whether to close connections when the read timeout period expires.

A service component can have one of three startup modes.

- Automatic - When a component container is started, it will automatically start its automatic service components. It will also monitor these components and restart them automatically when necessary.
- On-Demand - A component container will start its on-demand service components if those components have messages waiting to be processed. For example, an on-demand notification mailer service component will be started if there are messages waiting on the WF\_NOTIFICATION\_OUT queue. The container will stop an on-demand service component when that component's maximum idle time has been exceeded.
- Manual - You must manually start and stop the service component through Workflow Manager. The component container does not start or stop its manual service components.

All service components use the Oracle Applications GSM container type. A component can have either an inbound agent to process inbound messages, an outbound agent to process outbound messages, or both. An Oracle Advanced Queuing (AQ) correlation ID can be assigned to a component to limit its processing to only messages marked with that correlation ID.

Oracle Workflow provides three predefined containers in which you can create components, the Workflow Mailer Service, the Workflow Agent Listener Service, and the Workflow Document Web Services Service. For an on-demand service component, you can specify the maximum amount of time that the service component can remain

idle before it is stopped by its container. A service component can have either one inbound processing thread, to enable inbound processing, or none, to disable inbound processing. A service component can have one or more outbound processing threads, to enable outbound processing depending on the volume of outbound messages, or none, to disable outbound processing. Some types of service components perform only inbound processing or only outbound processing. For example, agent listeners only process inbound event messages and consequently should always have an outbound thread count of zero.

A diagnostic log is recorded for each component container, from the time the container starts to the time it stops. When a container is restarted, a new log is begun. You can view the log through Workflow Manager. Each log entry is marked with the container ID, and, if applicable, with the ID of the service component that generated it. You can specify the level of detail of the information you want to record for each component container. You can also specify a separate log level for an individual service component within the container. The log levels you can select, in order from most detailed to least detailed, are as follows:

- 1 - Statement
- 2 - Procedure
- 3 - Event
- 4 - Exception
- 5 - Error
- 6 - Unexpected

The default log level for both containers and service components is Error. This level is the recommended setting for normal usage.

A processing thread for a service component runs in a loop in which it reads messages from the queue associated with its assigned agent and then waits during a specified amount of sleep time before checking the queue for messages again. The read timeout period defines the amount of time the service component continues attempting to read messages from the queue, after the last message has been dequeued, before timing out. If another message is received before this time expires, that message is processed and the timeout period begins again. If the timeout period expires and no more messages have been received, the service component stops reading and its sleep time begins.

The minimum sleep time for a service component defines the minimum amount of time during which the service component waits, after its read timeout period expires, before it checks the queue for messages again. If a queue receives messages infrequently, you can choose to increase the sleep time between read attempts when no messages are received by setting a maximum sleep time greater than the minimum sleep time. In this case, the service component initially waits for the minimum sleep time after it finishes reading messages from its queue. If no messages are read in subsequent attempts, then

the sleep time between read attempts gradually increases until the maximum sleep time is reached. Increasing the sleep time can help enhance performance if messages are received infrequently. You can also set the maximum sleep time parameter to 0 (zero) to indicate that the sleep time should not be increased. In this case, the service component always waits for the minimum sleep time between read attempts.

The error sleep time for a service component defines the amount of time during which the service component waits, after an error occurs, before it attempts to begin processing again. Additionally, a service component processing thread can either close its connections after its read timeout period expires, when its sleep time begins, or the connections can remain open until the processing thread stops.

A service component may also have additional configuration parameters that are specific to the type of processing it performs. For example, a notification mailer service component has configuration parameters to specify the inbound and outbound e-mail servers it uses.

Among both the common and the type-specific configuration parameters, some parameters can be refreshed dynamically while a service component is running. These parameters are identified by a refresh icon in the configuration pages for the component. For example, the component log level, inbound thread count, and outbound thread count are refreshable parameters.

The control events you can perform for a service component include:

- Starting a service component
- Suspending a running service component, so that the threads stop processing but connections are not closed
- Resuming a suspended service component
- Refreshing a running service component with changed parameters
- Stopping a running or suspended service component

A service component may also have additional control commands that are specific to the type of processing it performs. For example, Workflow Mailer components include a command to launch summary notifications.

You can perform these control events manually at runtime by choosing the relevant command for the component in the Service Components page. You can also schedule single or repeating control events when you are configuring a service component.

A service component can have one of the following statuses.

- Not Configured - Some required configuration parameters for the component have not been completed. The component cannot be started until its configuration is complete.
- Starting - The component is preparing to run.

- **Running** - The component is running normally. You can choose to suspend processing for a component in this state, refresh the configuration parameters for the component that are dynamically refreshable, or stop the component.
- **Suspending** - The component is preparing to suspend its processing.
- **Suspended** - The component's thread has stopped processing, but its connections remain open. When a component is suspended, you can either resume its processing or stop it altogether.
- **Resuming** - The component is preparing to resume processing and return to a Running status.
- **Stopping** - The component is preparing to stop running.
- **Stopped** - The component was stopped normally, without errors.
- **Stopped with Error** - The component reached the maximum number of errors specified in its Max Error Count parameter and has stopped. The component container will restart an automatic component in this status, or an on-demand component in this status that has messages waiting to be processed.
- **System Deactivated** - An automatic or on-demand component was deactivated automatically by its container because the component was stopped with an error the maximum number of times specified in the container's SVC\_COMP\_MAX\_ERROR\_COUNT service parameter. A component in this status will not be restarted automatically until the container is restarted.
- **User Deactivated** - An automatic or on-demand component was manually stopped by a user. It will not be restarted automatically. If you want to restart it, you must do so manually.

A component with a status of Starting, Running, Suspending, Suspended, Resuming, or Stopping is considered to be active. While a component is active, you cannot edit the component name, startup mode, container type, inbound agent, outbound agent, correlation ID, container, or, for an on-demand component, the maximum idle time. You must stop the component before you can change these attributes. However, you can edit the component's other configuration parameters while it is active. If you edit any refreshable parameters, the component will be dynamically refreshed with the new parameter values.

You can manually stop a component from any status. Also, if a container stops for any reason, all of its components are stopped as well.

If the status of a service component changes to Stopped with Error or System Deactivated, Oracle Workflow posts a system alert to the System Alerts and Metrics page in Oracle Applications Manager.

## Viewing Service Components

The Service Components page shows the service components that are defined in your Oracle Workflow installation.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon*

To add the information from this page to your support cart, click the Add to Support Cart button.

For each service component, the list displays the service component name, status, type, startup mode, container type, and container. Click any column heading to sort the list by that column.

- To filter the service components displayed in the list, select a service component property from the Filter pull-down menu, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Service component name
  - Service component status
  - Service component type display name
  - Service component type internal name
- To verify that the statuses displayed for the service components in the list are current, click the Verify All button.
- To create a new service component, click the Create button.
- To edit a service component's configuration, select the service component and click the Edit button. The steps to edit the configuration depend on the service component type.
- To view the diagnostic log of the service component container in which this service component is running, select the service component and click the View Log button. The log includes log messages for this component and any other component belonging to that container.
- To view details about a service component, either click the service component link in the Name column, or select the service component and click the View Details button. The information that is displayed depends on the service component type.
- To review the events that have been scheduled to control the running of the service component, click the View Event History button. For each event, the Event History page displays the event name, status, user who requested the event, component

status before the event was processed, date and time the event processing was completed, container for the service component, container type, and any event parameters for a refresh event. You can use this event history as an audit trail to review who scheduled control events for the service component. The status of an event may be Pending, Skipped, In Progress, Completed, or Error. In some cases, an event may be skipped if the component is not in an appropriate status at the time for which the event is scheduled. For example, a refresh event cannot be executed if the component is stopped at the scheduled time.

- To delete a service component, select the service component and click the Delete button. If the service component is currently active, you must stop it before you can delete it.

**Note:** Several of the seeded service components are required by Oracle Workflow and Oracle XML Gateway and cannot be deleted. If you want to disable them, you can stop them manually using the Stop command from the command pull-down menu. However, note that stopping these components disables the features they support. For example, stopping the Workflow Error Agent Listener and Workflow Java Error Agent Listener disables error handling for the Business Event System.

- To manually control the running of a service component, select the service component, choose the command you want from the command pull-down menu, and click the Go button. You can choose the following commands:
  - Refresh
  - Resume
  - Start
  - Stop
  - Suspend
  - Launch Summary Notifications (Workflow Mailer service components only)
- To manage the service instances for the container of a service component through GSM, click the container link in the Container column.

## Creating Service Components

The Pick Component Type page lets you choose the type of service component you want to create. This page lists the name and description of each available type. Select the type that you want and click the Continue button. The steps to complete the service

component configuration depend on the type you select.

Oracle Workflow provides the following service component types.

- Workflow Mailer - Service components that perform send and respond e-mail processing for the Notification System.
- Workflow Agent Listener - Service components that process inbound messages on Business Event System agents in the database.
- Workflow Java Agent Listener - Service components that process inbound messages on Business Event System agents in the application tier.
- Workflow Web Services Outbound - Service components that process outbound Web service messages.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > Create*

## Reviewing Service Component Details

The Component Details page lets you review the configuration of a service component.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) View Details*

The Component Details page displays the configuration parameters defined for the service component and any special status information, as well as the control events that are currently scheduled for the service component. For each event, the list shows the event name, initial start time, whether the event is currently running, the next scheduled execution time for a repeating event, the last previous execution time for a repeating event, the interval in minutes between executions of a repeating event, the number of times the event has failed, the job ID of the DBMS job used to schedule the event, and the PL/SQL API that DBMS job runs.

- To add the information from this page to your support cart, click the Add to Support Cart button.
- For Workflow Mailer service components only, to send test messages, click the Test Mailer button. In the Test Notification Mailer page, select the recipient role to which the messages should be sent, and click the Send Test Message button.

**Note:** To send a test message successfully, you must select a recipient role that either has a valid e-mail address defined, or that has members with valid e-mail addresses defined. The recipient role must also have a notification preference that includes individual e-mail notifications.

If you set an override e-mail address for the notification mailer, the

Test Notification Mailer page displays that address. In this case the test message is sent to the override address rather than the e-mail address of the recipient role. However, you must still select a recipient role to enable the notification mailer to send the test messages.

Oracle Workflow sends two test messages to the recipient role: one message with content built using PL/SQL and one message with Oracle Application Framework content. Check the e-mail account for the recipient role to view the test messages and reply to them with the Acknowledge response. If you did not implement inbound e-mail processing for this mailer, use the Worklist pages to respond to the test messages after viewing the outbound messages in e-mail. After you acknowledge both test messages, Oracle Workflow sends a confirmation message to the same recipient role to show that the notification mailer successfully processed the inbound response e-mails.

If you do not receive the test messages or the response confirmation message, or if the message content does not appear correctly, check the notification mailer setup, including the mail servers and the mailer configuration parameters. In particular, if the Oracle Application Framework content does not appear correctly, check the Application Framework Agent and WF: Workflow Mailer Framework Web Agent profile options, as well as the Framework User, Framework Responsibility, Framework Application ID, and Framework URL Timeout parameters in the advanced configuration wizard. See: Setting Up a Notification Mailer, page 15-22 and Message Generation, page 15-55.

**Note:** Oracle Workflow sends the test messages by launching the PLSQL/OAFwk Response Test Process in the System: Tests (WFTTESTS) item type. This item type is stored in a file called wftstmlr.wft in the \$FND\_TOP/import/<lang> subdirectory. You can optionally use the Status Monitor to check the status of the test process.

- For Workflow Mailer service components only, to set an override address where you want to send all outgoing e-mail notifications, click the Set Override Address button. Use an override address when you are testing workflow definitions or mailer processing so that you can automatically receive all the test notifications at one e-mail address, instead of having to check or change each individual recipient's e-mail address. To ensure that the override address is accessible and that its use is authorized, you must verify the request before the notification mailer can use the address.

In the Set Override Address page, review the current override address, if any. Enter the e-mail address you want to set as the new override address, and choose Submit. Then check the e-mail account you specified for the verification e-mail message.



In the Verify Override Address page, enter the verification code shown in the e-mail message, and choose Apply. If necessary, you can use the link provided in the verification e-mail message to navigate back to the Verify Override Address page. You must log in to Oracle Applications Manager before you can access this page.

To remove the override address, navigate to the Set Override Address page and choose the Clear Override Address button. The notification mailer then resumes sending e-mail notifications to the individual recipients' e-mail addresses.

- To review the events that have been scheduled to control the running of the service component, click the View Event History button. For each event, the Event History page displays the event name, status, user who requested the event, component status before the event was processed, date and time the event processing was completed, container for the service component, container type, and any event parameters for a refresh event. You can use this event history as an audit trail to review who scheduled control events for the service component. The status of an event may be Pending, Skipped, In Progress, Completed, or Error. In some cases, an event may be skipped if the component is not in an appropriate status at the time for which the event is scheduled. For example, a refresh event cannot be executed if the component is stopped at the scheduled time.
- To view the diagnostic log of the Generic Service Management (GSM) service component container in which this component is running, click the View Log button. The log includes log messages for this component and any other component belonging to that container.
- To change the values of the configuration parameters or the scheduled events, click the Edit button and navigate to the appropriate page within the service component configuration wizard.
- To return to the Service Components page, click the OK button.

## Service Instances for Service Component Containers

You can use Oracle Applications Manager to control service component containers as service instances of type Generic Service Component Container in GSM.

### Editing Service Parameters for a Container

Among other properties, a GSM service instance can have work shifts assigned to it. A work shift in turn can have service parameters associated with it. For a service instance that is a service component container, these service parameters apply to the container as a whole to determine how the container manages the components that belong to it.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > container link > (B) Edit > (B) Edit Service Parameters*

The Edit Service Parameters page initially displays the service parameters that can be

specified for a container in the Edit Service Parameters field, together with their seeded default values. In most cases, you do not need to change these values. However, you can optionally edit these values in the Edit Service Parameters field if you choose.

You can also optionally delete any of the service parameters from the Edit Service Parameters field. In this case, for all parameters except the proxy setting parameters, the parameter values are obtained from the global settings stored in the WF\_RESOURCES table. The default values in the WF\_RESOURCES table are the same as the initial default values in the Edit Service Parameters page.

In the Edit Service Parameters field, the service parameter names and values should be specified separated by colons, in the following format:

`<name1>=<value1>:<name2>=<value2>: . . . <nameN>=<valueN>`

The following service parameters can be specified for a container:

- SVC\_WRITE\_DIAG\_TO\_GSM\_LOG - Specify Y if you want to write diagnostic information to the GSM log file in all cases. The default value is Y. Specify N if you want to let the FND: Debug Log Filename (AFLOG\_FILENAME) profile option determine where to write the log, either to a specified file or to the database if no file is specified. For more information about FND: Debug Log profile options, refer to *Oracle E-Business Suite Setup Guide*.
- SVC\_CONTAINER\_LOOP\_SLEEP - Specify the sleep time in seconds during which the container waits, after it finishes reading control messages from its GSM queue, before it checks that queue for messages again. The default sleep time is 10 seconds.
- SVC\_CONTAINER\_READ\_TIMEOUT - Specify the maximum amount of time in seconds that the container continues to block on the GSM queue after processing the last message. If another message is received before this time expires, that message is processed and the timeout period begins again. If the timeout period expires and no more messages have been received, the container stops blocking on the queue and its sleep time begins. The default timeout period is 10 seconds.
- SVC\_CONTAINER\_LOG\_LEVEL - Specify the level of detail to record for the container in its log. The default value is 5 (Error). The valid levels, in order from most detailed to least detailed, are:
  - 1 - Statement
  - 2 - Procedure
  - 3 - Event
  - 4 - Exception
  - 5 - Error
  - 6 - Unexpected

- **SVC\_COMP\_MONITOR\_LOOP\_SLEEP** - Specify the sleep time in seconds during which the container waits, after it starts any automatic components that need to be started, before it checks its automatic components again. The default value is 60 seconds.
- **SVC\_COMP\_MONITOR\_ONDEMAND\_FREQ** - Specify the interval in seconds to determine how often the container checks whether its on-demand components need to be started or stopped. This activity is more costly than monitoring the automatic components and should usually be performed less frequently. The default value is 300 seconds.
- **SVC\_COMP\_MAX\_ERROR\_COUNT** - The container-level maximum error count. If any automatic or on-demand component in the container is stopped with an error the specified number of times, the component status will be set to System Deactivated, and the container will no longer automatically restart the component. The default value is 5.

You can also optionally specify the following service parameters for proxy settings. You should set these parameters if components in this container need to use a proxy server to access web content that is outside a firewall. For example, a mailer component may need to access outside web content that is to be included in an e-mail notification. The Generic Service Component Framework uses the values you set in these service parameters to set the relevant Java System Properties.

- **SVC\_PROXY\_SET** - Specify `true` to indicate that you want to use a proxy for your connections. The default value is `NONE`.
- **SVC\_PROXY\_HOST** - Specify the host machine for the proxy. The default value is `NONE`.
- **SVC\_PROXY\_PORT** - Specify the port on which the proxy is listening. The default value is `NONE`.
- **SVC\_NONPROXY\_HOSTS** - Specify any hosts that components in this container should access directly, rather than through the proxy server. When the service container starts, the Generic Service Component Framework uses the value of this parameter to set the `http.nonProxyHosts` System Property. Specify the list of hosts separated by vertical bars (`|`), without any spaces. You can use an asterisk (`*`) as a wildcard character within the host names. For example:  
`*.us.example.com|*.example.org|*.example.net`

**Note:** If you use AutoConfig to specify proxy settings for your Oracle E-Business Suite instance, then you do not need to set the proxy-related service parameters here. In this case it is recommended that you continue to use AutoConfig to manage your proxy settings.

Use the proxy-related service parameters only if you do not use a proxy setup elsewhere, but you do require it for service components such as workflow mailers or agent listeners.

For Workflow Mailer service components only, you can also set one additional parameter that does not appear in the Edit Service Parameters field by default. The `IGNORE_BASE64_DECODE_ERRORS` parameter lets you specify whether to ignore or throw any BASE64 decoding errors that occur during response processing for Workflow Mailer components. If this parameter is not specified, as is the default, or if it is set to `TRUE`, then any BASE64 decoding errors are ignored. If you want to retain the decoding errors, add this parameter to the list for the Workflow Mailer service component you want, and set its value to `FALSE`. This parameter does not apply for any other type of service component.

## Selecting the Log Level for a Container

You can use the Service Status page to control the running of a service component container, including changing the log level for the container. The log level controls how much information is recorded in the log. Note that the log level you select here applies only to the log messages for the container. You can assign separate log levels to the individual components within the container.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > container link > (B) View Status*

The log level with which the container starts is determined by the value of the `SVC_CONTAINER_LOG_LEVEL` service parameter. If no value is defined for that parameter, the log level is obtained from the default setting stored in the `WF_RESOURCES` table. The default container log level, which is also the recommended setting, is Error.

If the container is running, you can optionally specify a different container log level for the current session. To change the log level, select the level you want from the Change Log Level To pull-down menu and click the Go button. The log levels you can select, in order from most detailed to least detailed, are as follows:

- 1 - Statement
- 2 - Procedure
- 3 - Event
- 4 - Exception
- 5 - Error
- 6 - Unexpected

Note that the log level you set dynamically in the Service Status page applies only for the duration of the current container session, and does not change the log level stored for the container in the service parameters. To set the log level permanently, so that the container starts with that log level in each new session, edit the value of the SVC\_CONTAINER\_LOG\_LEVEL service parameter in the Edit Service Parameters page. See: Editing Service Parameters for a Container, page 15-15.

If the log level has been changed dynamically for the current session, the Service Status page may not display the log level that is currently in effect for the container. However, you can always review the current log level in the container log file by choosing View Log in the Service Components page or the Component Details page.

## Creating Service Component Containers

If you create custom service components, you can choose to create custom containers to manage those service components. You create a container as a GSM service instance of type Generic Service Component Container in Oracle Applications Manager.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > container link > (B) Create New*

Among other properties, a GSM service instance can have work shifts assigned to it. A work shift in turn can have service parameters associated with it. For a service instance that is a service component container, these service parameters apply to the container as a whole to determine how the container manages the components that belong to it. If you create a custom container, you should specify service parameters for the work shifts for your new service instance in order to specify how to run the new container. To enter service parameters easily, copy the service parameters from one of the seeded Oracle Workflow containers to your new container.

After creating a custom container, you can assign service components to it using the appropriate service component configuration wizard. Ensure that your custom containers are running in order to run the service components belonging to them.

## Notification Mailers

A notification mailer is a Java program that performs e-mail send and response processing for the Oracle Workflow Notification System, using the JavaMail API. You need to implement one or more notification mailers only if you want to have your workflow users receive their notifications by e-mail, as well as from the Worklist Web pages.

## Managing Notification Mailers

The notification mailer program is defined as a service component type in the Generic Service Component Framework. This framework helps to simplify and automate the management of background Java services.

Oracle Workflow provides one seeded notification mailer service component, called

Workflow Notification Mailer. Most of the configuration parameters for this mailer are set to default values. You can enter several of the remaining required parameters using AutoConfig. After installation, you then only need to enter the e-mail inbox password in order to complete the configuration of this mailer. Alternatively, if you only want to send outbound messages and do not need to receive inbound messages, you only need to disable inbound processing in order to complete the configuration of this mailer. If the mail servers and Business Event System components used by the notification mailers are set up, and the Workflow Mailer Service container to which the Workflow Notification Mailer belongs is started, then the seeded notification mailer automatically starts running once its configuration is complete.

You cannot delete the seeded Workflow Notification Mailer or edit its name, assigned agents, correlation ID value, or container. However, if necessary you can optionally update other configuration parameters, schedule control events, or manually choose control commands to start, stop, suspend, resume, or refresh this notification mailer.

**Note:** Oracle Alert also uses the Workflow Notification Mailer to send and receive alert e-mail messages. If you use Oracle Alert, ensure that the configuration of the Workflow Notification Mailer meets your alert requirements. See: Setup Steps, *Oracle Alert User's Guide*.

You can also optionally create additional notification mailer service components. For example, you can create a notification mailer that processes only messages that belong to a particular workflow item type, or instances of a particular message from a particular item type. You can create additional mailers that process the same types of message to increase throughput.

The correlation ID for a notification mailer determines which messages it can process.

- To create a general notification mailer that can process any message from any item type that is not being handled by a dedicated notification mailer, leave the correlation ID blank. The seeded Workflow Notification Mailer has a blank correlation ID so that it can run as a general mailer.
- To dedicate a notification mailer to processing messages from a particular item type, set the correlation ID to the internal item type name followed by a colon and a percent sign.
- To dedicate a notification mailer to processing instances of a particular message from a particular item type, set the correlation ID to the internal item type name followed by a colon and then the internal message name.

**Note:** If you run a general notification mailer and a dedicated notification mailer at the same time, then the general notification mailer does not process messages that match the dedicated notification mailer's correlation ID, as long as the dedicated notification mailer has

a status of Running, Stopped With Error, or System Deactivated. If the dedicated notification mailer has any other status, such as User Deactivated or Suspended, then the general notification mailer does process the messages that match the dedicated notification mailer's correlation ID.

To ensure consistency in message handling, all notification mailers that can process the same messages must share the same values for certain parameters. Multiple mailers can process the same messages in the following cases:

- A general mailer runs at the same time as any dedicated mailers.
- Multiple general mailers run at the same time.
- Multiple dedicated mailers for the same item type or message definition run at the same time.

In these cases, the notification mailers must share the same values for the following parameters:

- HTML Agent
- Attach Images to Outbound E-mails
- Attach Stylesheet to Outbound E-mail
- Autoclose FYI
- Direct Response
- Reset NLS
- Inline Attachments
- All message template parameters

However, these mailers can have different values for the From and Reply-to Address parameters. The headers of each notification e-mail message will contain the From and Reply-to Address values of the notification mailer that actually sent the message, unless the message itself has the special #WFM\_FROM and #WFM\_REPLYTO message attributes defined to override the notification mailer's parameters. See: Notification Mailer Attributes, *Oracle Workflow Developer's Guide*.

You can also configure any notification mailer service component to process only inbound messages, or only outbound messages. You associate inbound and outbound mailers with each other by assigning them the same mailer node name. The mailer node name indicates which inbound mailer can process incoming responses to outbound messages sent by a particular outbound mailer.

You can optionally assign the same node name to multiple mailers for load balancing purposes. However, each mailer that performs inbound processing for a node must have its own inbox.

- If you enable both outbound and inbound processing for the same mailer, that mailer will automatically use the same node name for both types of processing, enabling it to process incoming responses to the outbound messages it sent. You can optionally also create other notification mailers that share the same node name.
- If you create an outbound-only mailer, but you still want to perform response processing for e-mail responses to the outbound messages it sends, you should create at least one other mailer with the same node name that does perform inbound message processing. Otherwise, there will be no inbound mailer that can process incoming responses to outbound messages sent by this outbound mailer.
- If you only want to implement outbound message processing, without inbound e-mail response processing, then you can configure an outbound-only mailer without creating a corresponding inbound mailer. In this case you should configure the mailer to use message templates for response-required notifications that do not request a response by e-mail, but instead direct recipients to respond from the Notification Details Web page. For example, you can configure the mailer to send response-required notifications using the Workflow View From UI message template, which is an alternative template provided by Oracle Workflow in the System: Mailer item type, or create your own custom message templates. The outbound-only mailer can still use the standard message templates to send outbound summary notifications or For Your Information (FYI) notifications that do not require a response.
- Create an inbound-only mailer only if you have also created at least one mailer with the same node name that performs outbound message processing. If no outbound mailer shares the same node name, no incoming response messages will be marked with that node name, and the inbound-only mailer will have no messages to process.

Dedicated mailers for different item types or message definitions should use different node names.

If you create custom notification mailer service components, you can either assign them to the seeded container for notification mailers, named Workflow Mailer Service, or, based on the volume to be handled by the seeded container, you can also choose to create your own custom containers.

## Setting Up a Notification Mailer

Currently, Oracle Workflow supports the Simple Mail Transfer Protocol (SMTP) for outbound messages and the Internet Message Access Protocol (IMAP) for inbound messages. You must have an SMTP server set up in order to send Oracle Workflow notification e-mail messages, and an IMAP server set up if you want to receive e-mail



notification responses. Users can receive e-mail notifications using various e-mail clients, although notifications may be displayed differently in different clients, depending on the features each client supports.

**Note:** Oracle Workflow supports IMAP version 4 (IMAP4) compliant mail servers. Ensure that your mail server uses this IMAP version.

To set up a notification mailer, you must perform the following steps.

1. Set up an SMTP mail server to send outbound messages.

You can optionally configure the SMTP server to require authentication for server connections through the Simple Authentication and Security Layer (SASL). The Oracle Workflow notification mailer supports the PLAIN, LOGIN, and DIGEST-MD5 authentication mechanisms. Additionally, if you have applied patch 9452181 for JavaMail version 1.4.x, then the notification mailer can also support the Microsoft NTLM authentication mechanism. If you configure your SMTP server to use one of these authentication mechanisms, set up a user name and password for the notification mailer to use in establishing an authenticated connection to the server.

If you configure your SMTP server to support more than one authentication mechanism, then the notification mailer uses the mechanism that appears first in the server's list of supported mechanisms. Consequently, if you want the notification mailer to use a particular mechanism, ensure that that mechanism appears first in the server's list. At a minimum, you should ensure that the first authentication mechanism listed for the server is one that the notification mailer supports.

**Note:** If you use the PLAIN or LOGIN authentication mechanisms, it is recommended to connect to the SMTP server through Transport Layer Security (TLS) or Secure Sockets Layer (SSL) to encrypt the user name and password that are sent to the server. See: *Connecting to Mail Servers Through TLS or SSL, Oracle Workflow Administrator's Guide*. If you use the DIGEST-MD5 or NTLM authentication mechanisms, the JavaMail API encrypts the user name and password before sending the data to the SMTP sever.

2. Set up an IMAP4 compliant mail server with an e-mail account for the notification mailer if you want to receive inbound messages.

The notification mailer requires three folders in this e-mail account: the inbox, a folder to store processed messages, and a folder to store discarded messages. If the e-mail account does not already include folders named PROCESS and DISCARD, Oracle Workflow automatically creates these two folders when you complete the basic notification mailer configuration. You can optionally specify other folders for

the notification mailer using the advanced configuration wizard.

**Note:** If you create the PROCESS and DISCARD folders manually before configuring the notification mailer, use your e-mail client to create these folders. A notification mailer may not be able to access folders that were created using command line tools outside the e-mail client.

However, note that you must not use an e-mail client to access the notification mailer's e-mail account while the notification mailer is running. Use the e-mail client only during setup.

3. You can use AutoConfig to enter the following configuration parameters for the seeded Workflow Notification Mailer service component during installation. For more information about running AutoConfig, see: Technical Configuration, *Oracle E-Business Suite Setup Guide*, and Technical Configuration Tools, *Oracle E-Business Suite Concepts*.
  - SMTP Server
  - IMAP Server (if you want to receive inbound messages)
  - Inbox Username (if you want to receive inbound messages)
  - Reply To E-mail Address (if you want to receive inbound messages)
  - HTML Agent Name - This parameter defaults to the value you enter for the Applications Servlet Agent parameter in AutoConfig. Use the following format:  
`http://<server_name>:<port>/OA_HTML/`

**Note:** When you enter the SMTP Server and IMAP Server parameters, specify each server in the following format:  
`<server_name>[:<port_number>]`

- For the IMAP Server parameter, specify the actual host name. Do not use `localhost` as the setting for this parameter.
- For the SMTP Server parameter, Oracle strongly recommends that you specify the actual host name. However, you can specify `localhost` as the setting for the SMTP Server parameter if you ensure that an SMTP server is configured to send e-mails to all valid domains on each host where concurrent managers run. If you have implemented Parallel Concurrent Processing to allow concurrent processing activities to be distributed across multiple nodes in a cluster system, then

you must configure an SMTP server on every node. Otherwise, if a concurrent manager attempts to execute outbound notification mailer processing on a node without an SMTP server, the processing will fail.

- You can optionally specify the port number to use on each server. If you do not specify a port number, the notification mailer uses port 143 on the IMAP server and port 25 on the SMTP server by default.
4. Ensure that the Business Event Local System status is set to Enabled in the Workflow Configuration page, and that the JOB\_QUEUE\_PROCESSES database initialization parameter, which is required for the Business Event System, is set to an appropriate value. The Business Event Local System status is set to Enabled by default, and usually you do not need to change this status. If notification processing is not being completed, however, you should check this preference value.
  5. **(Recommended)** You can optionally set the WF: Workflow Mailer Framework Web Agent profile option to the host and port of the Web server that notification mailers should use to generate the content for Oracle Application Framework regions that are embedded in notifications. If this profile option is not set, notification mailers will use the same Web agent specified in the Application Framework Agent profile option. However, on a load-balanced Web server, notification mailers might not be able to render Oracle Application Framework content within a notification. In this case, set the WF: Workflow Mailer Framework Web Agent profile option to a physical host, instead of a virtual host. The WF: Workflow Mailer Framework Web Agent profile option should be set at site level. See: Overview of Setting User Profiles, *Oracle E-Business Suite Setup Guide*.
  6. **(Optional)** If your Oracle E-Business Suite instance is set up in a DMZ configuration, you can optionally configure links for the Notification Detail Link attachment in e-mail notifications to be generated using the external web entry point for users whom you designate as external users. In this way external users without access to your intranet, such as suppliers, can access these links to Oracle E-Business Suite content from workflow notifications.
    - To designate users as external users who must access Oracle E-Business suite through the external web entry point, assign them the role WF\_EXTERNAL\_ROLE. See: Create Grant, *Oracle E-Business Suite Security Guide*.

**Note:** Some Oracle E-Business Suite applications assign the role WF\_EXTERNAL\_ROLE to certain users as part of their configuration. For more information, see your product-specific

documentation.

- To specify the external web entry point that the notification mailer should use to generate the links, set the FND Framework External Agent profile option. See: Overview of Setting User Profiles, *Oracle E-Business Suite Setup Guide*.

When a notification is sent to a recipient with the role `WF_EXTERNAL_ROLE`, the notification mailer uses the external agent specified in the FND Framework External Agent profile option to generate the link for the Notification Detail Link attachment. However, if no value is set in the FND Framework External Agent profile option, then the notification mailer uses the default Web agent specified in the Application Framework Agent profile option.

For more information about DMZ configurations, see: *Oracle E-Business Suite Release 12.2 Configuration in a DMZ*, My Oracle Support Document 1375670.1.

7. **(Optional)** If you send e-mail notifications to users who are external to your enterprise and do not have access to your Oracle E-Business Suite instance at all, you can optionally exclude the Notification Detail Link attachment from e-mails sent to those users. To designate users as external users who cannot access Oracle E-Business Suite, assign them the role `WF_EXTERNAL_ROLE_NOEBS_ACCESS`. Users with this role can receive e-mail notifications, but will not receive a link to the notification in the Notification Details page as an attachment.

Use the `WF_DIRECTORY.AddUsersToAdHocRole()` API to add the users you want to the `WF_EXTERNAL_ROLE_NOEBS_ACCESS` role. See: *AddUsersToAdHocRole*, *Oracle Workflow API Reference*.

8. Before a service component can run, the container which manages it must first be started. The seeded Workflow Notification Mailer service component belongs to a container named Workflow Mailer Service, while the seeded agent listener service components that are also required for notification mailer processing belong to a container named Workflow Agent Listener Service. You should ensure that these two containers are running. If you create your own custom containers for custom service components, ensure that those containers are running as well. Use the Service Instances page to start the containers as service instances in Generic Service Management (GSM).
9. When the Workflow Agent Listener Service container is running, it automatically starts seeded agent listener service components named Workflow Deferred Notification Agent Listener, Workflow Error Agent Listener, and Workflow Inbound Notifications Agent Listener, which are required for notification mailer processing. Ensure that these agent listeners are running.
10. Use the notification mailer configuration wizard to configure your notification mailer service component. The Basic Configuration page lets you configure a

notification mailer quickly by entering only the minimum required parameters, while the advanced configuration wizard lets you specify additional parameters to control how the notification mailer processes messages.

If you entered configuration parameters for the seeded Workflow Notification Mailer through AutoConfig, you only need to enter the password for the e-mail inbox in order to complete the configuration for that mailer and begin running it. If you did not enter parameters for the seeded mailer through AutoConfig, then in order to complete the configuration for that mailer you need to enter only the SMTP server, IMAP server, e-mail inbox username, e-mail inbox password, and reply-to e-mail address. All other configuration parameters for the seeded Workflow Notification Mailer are initially set to default values and do not need to be changed, although you can optionally do so if you choose.

**Note:** The IMAP server, e-mail inbox username, e-mail inbox password, and reply-to e-mail address are required only if you want to receive inbound messages. Alternatively, if you only want to send outbound messages and do not need to receive inbound messages, you only need to disable inbound processing in order to complete the configuration of the Workflow Notification Mailer.

11. **(Optional)** By default, the seeded Workflow Notification Mailer has a Launch Summary Notifications event scheduled to send summary notifications once a day. You can optionally use the notification mailer configuration wizard to modify the start time and interval for this event's schedule, or to schedule the Launch Summary Notifications event at the interval you choose for any notification mailer service component. When this event is processed, a summary notification is sent to each role with a notification preference of SUMMARY or SUMHTML, listing all the notifications that are currently open for that role.
12. **(Optional)** You can configure a notification mailer to connect to the SMTP server and IMAP server through TLS or SSL to encrypt the data exchanged. See: *Connecting to Mail Servers Through TLS or SSL, Oracle Workflow Administrator's Guide*.
13. **(Optional)** You can optionally set the internal mailer parameter named HTML\_DELIMITER to specify which characters the notification mailer uses to delimit response values in response templates for HTML-formatted e-mail notifications. Valid values for the HTML\_DELIMITER parameter are:
  - **DEFAULT** - The notification mailer uses the default delimiters, currently set as the single quote ( ' ) for both the opening and the closing delimiter. The notification mailer also uses the default delimiters if the HTML\_DELIMITER parameter value is left null.
  - **APOS** - The notification mailer uses the single quote, or apostrophe ( ' ) , as both

the opening and the closing delimiter. This setting is currently the same as the default.

- QUOTE - The notification mailer uses the double quote ( " ) as both the opening and the closing delimiter.
- BRACKET - The notification mailer uses the left bracket ( [ ) as the opening delimiter and the right bracket ( ] ) as the closing delimiter.

Using single quotes as the delimiters accommodates e-mail applications that cannot process double quotes in the <A HREF="mailto:"> tag for the response template link, but can accept single quotes. However, if you want users to be able to use apostrophes or single quotes in their response values without entering an escape character, you can use double quotes or brackets as the delimiters, depending on what your e-mail application supports. See: To Respond to an HTML E-mail Notification, *Oracle Workflow User's Guide*.

**Note:** If the HTML\_DELIMITER parameter is set to an invalid value, the notification mailer throws an exception at startup. Any notifications created during this time are rendered with the default delimiters instead.

By default, the HTML\_DELIMITER parameter is set to the value DEFAULT. Use the `afsvcpup.sql` script to change the parameter value to specify the delimiters you want to use. See: To Set Internal Mailer Parameters, *Oracle Workflow Administrator's Guide*.

If a particular notification message has the special #WFM\_HTML\_DELIMITER message attribute defined, however, the notification mailer will use the #WFM\_HTML\_DELIMITER attribute value to determine which delimiters to use for that notification, instead of using the HTML\_DELIMITER parameter value.

**Note:** The HTML\_DELIMITER parameter only controls the response templates for HTML-formatted notifications. This parameter does not apply to plain text notifications.

14. **(Optional)** You can optionally set the internal mailer parameter named SET\_WFNTEF\_AUTO\_GEN\_HEADER if you want the notification mailer to include a header in the e-mails it sends indicating that they are auto-generated. The header appears as follows:

Auto-Submitted: auto-generated

Including this header can help enable message filtering and avoid automatic responses being returned to the notification mailer.

By default, the SET\_WFNTEF\_AUTO\_GEN\_HEADER parameter is set to the value N. If

you want to include the `Auto-Submitted: auto-generated` header in the e-mails, use the `afsvcpup.sql` script to change the parameter value to `Y`. See: *To Set Internal Mailer Parameters, Oracle Workflow Administrator's Guide*.

15. **(Optional)** You can optionally set the internal mailer parameter named `OUTBOUND_THREAD_WAIT_TIMEOUT` if you want to specify an outbound thread wait timeout period for the notification mailer. This period is the maximum amount of time in seconds that an outbound thread continues to wait, when attempting to send a message, before timing out. If the timeout period expires and the message has not yet been successfully sent, then the notification mailer sets the mail status of the notification to `ERROR` and sends an error notification to the system administrator.

By default, no outbound thread timeout period is configured. If you want to configure a timeout period, use the `afsvcpup.sql` script to set the `OUTBOUND_THREAD_WAIT_TIMEOUT` parameter value to the number of seconds you want the thread to wait. See: *To Set Internal Mailer Parameters, Oracle Workflow Administrator's Guide*.

16. **(Optional)** You can optionally configure Oracle Workflow for OAuth-2.0-based inbound connections to the Microsoft Office 365 Exchange Online server, or OAuth-2.0-based inbound and outbound connections to the Google Workspace Gmail server. By default, notification mailers use a basic authentication scheme to authenticate user credentials with mail servers through a user name and password. In OAuth-2.0-based authentication, a notification mailer requests an access token and sends that access token along with the user name to connect to Microsoft Office 365 Exchange Online or Google Workspace Gmail and process messages. For detailed steps, see My Oracle Support Knowledge Document 2884072.1, *Configuring Oracle Workflow for OAuth 2.0 with Microsoft Office 365 Exchange Online in Oracle E-Business Suite Release 12.2 and Release 12.1.3* or My Oracle Support Knowledge Document 2966503.1, *Configuring Oracle Workflow for OAuth 2.0 with Google Workspace Gmail in Oracle E-Business Suite Release 12.2*.

17. **(Optional)** You can optionally limit the size of Oracle Workflow email notifications, including the email body and any attachments, using the "Workflow Mailer SMTP server size limit" profile option. For example, if your mail server restricts the size of emails that can be sent, you can use this profile option to ensure that Oracle Workflow emails remain within the allowed size.

Out of the size limit you specify in this profile option, Oracle Workflow reserves 200 KB for the email body. If adding the attachments would cause the email to exceed the specified size, then Oracle Workflow does not include those attachments in the email, but instead displays a note in the email indicating that one or more attachments could not be included. In this case, the user must access the notification through the Worklist pages to view the attachments.

You can set the "Workflow Mailer SMTP server size limit" profile option in the System Profile Values window. This profile option can be set at site level only. The

internal name for this profile option is `WF_MAIL_SMTP_SIZE_LIMIT`. See: *Overview of Setting User Profiles, Oracle E-Business Suite Setup Guide*.

18. **(Optional)** The seeded Workflow Notification Mailer uses the Automatic startup mode by default and will be started automatically when you complete its configuration. If you select the Manual startup mode for a notification mailer service component, use the Service Components page to start that notification mailer. You can also use this page to manage any notification mailer service component.

## Outbound Notification Mailer Processing

When the Workflow Engine determines that a notification message must be sent, it raises an event in the Business Event System called `oracle.apps.wf.notification.send`. Oracle Workflow provides a seeded subscription to this event, which is defined to be deferred immediately so that the workflow process that owns the notification can continue. The event is placed on the standard `WF_DEFERRED` agent. Oracle Workflow provides a seeded agent listener named Workflow Deferred Notification Agent Listener that runs on this agent to continue notification processing. This agent listener is dedicated solely to processing deferred notification events.

When the event is dequeued from `WF_DEFERRED` and the subscription is processed, the subscription requires the event data for the event, causing the generate function for the event to be executed. The generate function for this event performs the following actions:

- Checks whether the message is eligible to be sent by e-mail according to the settings in the Email Notification Preference field in the Workflow Configuration page.
- Resolves the notification recipient role to one or more e-mail addresses defined for the role; an e-mail address can itself be a mail list.
- Checks the notification style preference of the recipient to determine whether an e-mail notification is required, and in what type of format.
- Switches its database session to the recipient role's preferred language and territory as defined in the directory service.
- Generates an XML representation of the notification message and any optional attachments using the appropriate message template.

Finally, the subscription places the event message on the standard `WF_NOTIFICATION_OUT` agent.

A notification mailer service component polls the `WF_NOTIFICATION_OUT` agent for messages that must be sent by e-mail. When the notification mailer dequeues a message from this agent, it uses a Java-based notification formatter to convert the XML representation of the notification into a MIME (Multipurpose Internet Mail Extensions)



encoded message and sends the message by the Simple Mail Transfer Protocol (SMTP).

The e-mail notifications are based on message templates defined in Oracle Workflow Builder. Oracle Workflow provides a set of standard templates in the System: Mailer item type, which are used by default. It is not recommended to modify the standard templates. However, you can customize the message templates used to send your e-mail notifications by creating your own custom message templates in a custom item type using the Workflow Builder. Then assign these templates to a particular notification in a workflow process by defining special message attributes. In this case the templates assigned to the notification override any other templates.

You can also create your own custom message templates in the System: Mailer item type using the Workflow Builder, and assign these templates to a particular notification mailer service component in the mailer configuration parameters. The templates assigned to a mailer override the default System: Mailer templates. However, if any notifications have templates specifically assigned to them through message attributes, the notification-level templates still override the templates assigned to the mailer.

If the notification mailer cannot deliver an e-mail notification to one or more of the recipient's e-mail addresses, it performs the following actions:

- Sets the mail status of the notification to `SENT` if the e-mail was delivered successfully to at least one e-mail address for the recipient.
- Sets the mail status of the notification to `FAILED` if the e-mail could not be delivered to any e-mail address defined for the recipient. This mail status indicates that an exception prevented this e-mail notification from being delivered but does not prevent the mailer from processing other notifications.
- Adds the e-mail address or addresses to its invalid e-mail address list. To avoid unnecessary processing, each notification mailer stores a list of e-mail addresses to which it could not deliver messages, and does not attempt to send any further messages to those addresses. If all the addresses for a recipient are invalid, then for any subsequent notifications to the listed addresses, the notification mailer simply sets the mail status directly to `FAILED`. If at least one address for the recipient was valid, then the notification mailer continues sending notifications to the valid address or addresses, but does not attempt to send any further messages to the invalid addresses.

**Note:** Each notification mailer can store up to 100 e-mail addresses in its invalid e-mail address list. If the notification mailer encounters additional invalid addresses when the list is already full, the notification mailer removes the oldest addresses from the list and adds the new addresses in their place. Also, the notification mailer clears the list by removing all addresses whenever you stop and restart the mailer.

- Changes the notification preference of the recipient to `DISABLED`, if all the e-mail addresses for the recipient are invalid. To further help avoid unnecessary processing, if a recipient has a notification preference of `DISABLED`, Oracle Workflow does not generate a complete XML representation of any notifications to that recipient, and a notification mailer does not attempt to send e-mail notifications to that recipient. Instead, the notification mailer simply sets the mail status of the notifications directly to `FAILED`. The change in notification preference also indicates to the user that e-mail notifications cannot be delivered. You or the user must correct the issue that caused the failure and then reset the notification preference in order for the user to receive e-mail notifications.

If at least one e-mail address for the recipient was valid, then the notification preference of the recipient is not changed. In this case the notification mailer continues sending notifications to the valid address or addresses, but does not attempt to send any further messages to the invalid addresses.

- Sends a notification to the `SYSADMIN` user. If all the e-mail addresses for a recipient are invalid, this notification informs the administrator that an e-mail notification could not be sent to one or more recipients, that the notification preference for those recipients has been set to `DISABLED`, and that those recipients' original notification preferences, which are listed, should be reset after the issues that caused the failures are corrected. See: User Notification Preference Update Report Message, *Oracle Workflow Administrator's Guide*.

If at least one e-mail address for the recipient was valid, then this notification informs the administrator that an e-mail notification could not be sent to one or more e-mail addresses for the recipient, that those addresses should be either corrected or removed from the list of e-mail addresses defined for the recipient, and that Oracle Workflow will not attempt to send any further notifications to these addresses until the notification mailer is restarted. See: Invalid Email Address Warning Message Template, *Oracle Workflow Administrator's Guide*.

**Note:** When a notification does not have the Expand Roles option checked, only one copy of the notification is sent to the recipient role as a whole, even if the role includes multiple users. That is, the notification is sent with the same notification ID to all users in the role. If the notification mailer cannot deliver the e-mail notification to one or more of the users in the role, then in addition to the other actions in this list, the notification mailer adds a record to the Oracle Workflow entity preferences table for each user with an invalid e-mail address, indicating that sending this notification ID failed for that user. If you later retry the notification, the notification is sent only to those users for whom it previously failed.

If the e-mail notification is successfully delivered to one of these users when the notification is retried, then the notification mailer removes the record of the send failure for that user, for that notification ID only,

from the Oracle Workflow entity preferences table. If e-mail delivery fails again for a particular user, then the record of the send failure is retained in the table to allow the notification to be retried again later.

Individual users whose notification preference was set to `DISABLED` can reset their notification preference manually using the Preferences page in Oracle E-Business Suite. You can also run the Workflow Directory Services Bulk Reset `DISABLED` Notification Preference concurrent program to reset the notification preference for multiple users at once. See: Handling Mailer Errors, *Oracle Workflow Administrator's Guide*.

After correcting the e-mail issues and resetting `DISABLED` notification preferences, you can run the Resend Failed/Error Workflow Notifications concurrent program to retry open notifications that previously could not be sent. See: Handling Mailer Errors, *Oracle Workflow Administrator's Guide*.

## Inbound Notification Mailer Processing

Notification mailers can also process e-mail responses from users, using the Internet Message Access Protocol (IMAP). A notification mailer uses a Java-based e-mail parser to interpret the text of each message and create an XML representation of it.

A notification mailer uses three folders in your response mail account for response processing: one to receive incoming messages, one to store processed messages, and one to store discarded messages.

A notification mailer does the following to process response messages:

- Logs into its IMAP e-mail account.
- Checks the inbox folder for messages. If a message exists, the notification mailer reads the message, checking for the notification ID (NID) and node identifier in the NID line.
- If the message is not a notification response, meaning it does not contain an NID line, the notification mailer moves the message to the discard folder and treats it as an unsolicited message. For the first unsolicited message from a particular e-mail address, the notification mailer also sends a warning message back to the sender of the message. However, to avoid sending unnecessary warnings due to bounced or auto-reply messages, each mailer node stores a list of e-mail addresses from which it has received unsolicited mail, and does not send any further warning messages to those addresses. Instead, if the node receives a second unsolicited message from a particular address, the notification mailer discards the message and raises the `oracle.apps.wf.mailer.unsolicited` event. You can optionally define a subscription to this event if you want to perform some other action in response to the second unsolicited message. For all subsequent unsolicited messages, the notification mailer simply discards the message.

**Note:** Each mailer node can store up to 100 e-mail addresses in its warned list. If the node receives unsolicited messages from additional addresses when the list is already full, the notification mailer removes the oldest addresses from the list and adds the new addresses in their place. Also, the notification mailer clears the list by removing all addresses when you start the mailer for the first time, and again whenever you stop and restart its container. In these cases, the mailer may send another warning message if it receives further unsolicited e-mail from an address that is no longer on the warned list.

**Note:** You can optionally use the Send Warning for Unsolicited E-mail mailer parameter to prevent notification mailers from sending any warning messages at all. See: Notification Mailer Configuration Wizard, page 15-35.

- If the message is a notification response, but for a different node, the notification mailer leaves the message in the inbox and adds the e-mail's Unique Message ID (UID) to its ignore list.
- If the message is a notification response for the current node, meaning it contains an NID line including the node identifier of the current node, the notification mailer processes the message.

The notification mailer performs the following steps for messages that belong to its node.

- Retrieves the notification ID.
- Checks to see if the message bounced by referring to the tags specified in the configuration parameters, if any. If the message bounced, the notification mailer updates the notification's status and stops any further processing, based on the specifications of the tag list.
- Checks the Oracle Workflow database for this notification based on the NID line.
  - If the notification does not exist, meaning the notification ID or the access key in the NID line is invalid, the notification mailer moves the message to the discard folder. If the NID line is incorrectly formatted, the notification mailer moves the message to the discard folder and treats it as an unsolicited message.
  - If the notification exists, but is closed or canceled, the notification mailer moves the message to the processed folder and sends a Workflow Closed Mail or Workflow Canceled Mail message to the recipient role, respectively.

**Note:** You can optionally use the Send E-mails for Canceled Notifications mailer parameter to prevent notification mailers from sending any notification cancellation messages. See: Notification Mailer Configuration Wizard, page 15-35.

- If the inbound message is a response to a request for more information that has already been answered, or if the message is formatted as a more information response but no information was requested for that notification, then the notification mailer moves the message to the discard folder and sends a Workflow More Info Answered Mail message to the sender of the message.
- If the notification exists and is open, the notification mailer generates an XML representation of the message and places it on the standard WF\_NOTIFICATION\_IN agent as an event called oracle.apps.wf.notification.receive.message. The notification mailer then moves the message for the completed notification to the processed folder.

**Note:** If the character encoding of the response message is not compatible with the database codeset, the notification mailer may not be able to parse the response and recognize the response values. Ensure that the character encoding of messages in your mail client is compatible with the codeset of your database.

Finally, if there are no more unprocessed messages in the inbox, the notification mailer logs out of the e-mail account.

Oracle Workflow provides a seeded agent listener named Workflow Inbound Notifications Agent Listener that runs on the WF\_NOTIFICATION\_IN agent to continue notification processing for the valid response messages placed on that agent. When an event message is dequeued from WF\_NOTIFICATION\_IN, Oracle Workflow executes a seeded subscription that calls the appropriate notification response function. This function verifies the response values with the definition of the notification message's response attributes in the database. If a response value is invalid, or if no response value is included, the notification mailer sends a Workflow Invalid Mail message to the recipient role, or, for an invalid response to a request for more information, the notification mailer sends a Workflow Invalid Open Mail (More Information Request) message to the recipient role. If the responses are valid, the notification response function records the response and completes the notification.

## Notification Mailer Configuration Wizard

Use the notification mailer configuration wizard to configure a new notification mailer service component, or to edit the configuration of an existing notification mailer service component. The notification mailer configuration wizard begins with the Basic

Configuration page, which lets you configure a notification mailer quickly by entering only the minimum required parameters.

From the Basic Configuration page, you can also navigate to the advanced configuration wizard to specify additional parameters that control how the notification mailer processes messages. The advanced configuration wizard lets you define general and detail attributes, define e-mail server and message generation parameters, schedule control events, and define tags to assign statuses to unusual messages.

Some parameters appear in both the Basic Configuration page and the advanced configuration wizard. Both the Basic Configuration page and the advanced configuration wizard also let you send test messages.

**Note:** If you are configuring the seeded Workflow Notification Mailer and you entered configuration parameters for this mailer through AutoConfig, then you only need to enter the password for the e-mail inbox in order to complete the configuration for that mailer. If you did not enter parameters for the seeded mailer through AutoConfig, then in order to complete the configuration for that mailer you need to enter only the SMTP server, IMAP server, e-mail inbox username, e-mail inbox password, and reply-to e-mail address. All other configuration parameters for the seeded Workflow Notification Mailer are initially set to default values and do not need to be changed, although you can optionally do so if you choose.

Note that the IMAP server, e-mail inbox username, e-mail inbox password, and reply-to e-mail address are required only if you want to receive inbound messages. Alternatively, if you only want to send outbound messages and do not need to receive inbound messages, you only need to disable inbound processing in order to complete the configuration of the Workflow Notification Mailer.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Notification Mailers status icon > (B) Create > (B) Continue*

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Notification Mailers status icon > (B) Edit*

## Basic Configuration

This page lets you configure a notification mailer quickly by entering only the minimum required parameters in a single page. You must set parameters marked with an asterisk (\*) to appropriate values for your environment before you can run the notification mailer.

### Details

- **Name** - The name of the service component. This name must be unique. The name of the seeded notification mailer service component is Workflow Notification

Mailer, and you cannot change this value.

### Outbound E-mail Account

- **Connect through a proxy server** - Select this parameter if the notification mailer should connect to the outbound mail server using the proxy server details configured for Oracle E-Business Suite.
- **Outbound Protocol** - Oracle Workflow currently supports the SMTP protocol for outbound e-mail.
- **Authentication Type** - Select the authentication type to use for connections to the outbound mail server, either BASIC or OAUTH. By default, notification mailers use a basic authentication scheme to authenticate user credentials with mail servers through a user name and password.

You can optionally implement OAuth-2.0-based authentication instead to authenticate through a user name and a valid access token for connections to the Google Workspace Gmail server. For detailed steps, including additional parameters to specify in this region, see My Oracle Support Knowledge Document 2966503.1, *Configuring Oracle Workflow for OAuth 2.0 with Google Workspace Gmail in Oracle E-Business Suite Release 12.2*.

- **Server Name** - The name of the outbound SMTP mail server. Oracle strongly recommends that you specify the actual host name for the SMTP server. However, you can specify `localhost` as the setting for this parameter if you ensure that an SMTP server is configured to send e-mails to all valid domains on each host where concurrent managers run. If you have implemented Parallel Concurrent Processing to allow concurrent processing activities to be distributed across multiple nodes in a cluster system, then you must configure an SMTP server on every node. Otherwise, if a concurrent manager attempts to execute outbound notification mailer processing on a node without an SMTP server, the processing will fail. Also, when you save the configuration, Oracle Workflow Manager tests the connection to the SMTP server from within the Web tier host. Consequently, if you set the outbound server name to `localhost`, you should ensure that an SMTP server is configured on the Web tier host as well.

You can optionally specify the port number to use on that server. If you do not specify a port number, the notification mailer uses port 25 by default. Specify the server in the following format: `<server_name>[:<port_number>]`

For example: `mysmtpserver.example.com:25`

- **Username** - If the outbound SMTP server is configured to require authentication, enter the user name of the account that the notification mailer uses to connect to the SMTP server.
- **Password** - If the outbound SMTP server is configured to require basic

authentication, enter the password for the account specified in the Username parameter. The password value is masked as asterisks in the display and is stored in encrypted form.

- **Connection Security** - Select the type of protocol to use for connections to the SMTP server.
  - Choose None if you do not want to use a secure protocol.
  - Choose SSL/TLS to use TLS or SSL directly.
  - Choose STARTTLS to upgrade to an encrypted TLS or SSL connection using STARTTLS.

**Note:** The notification mailer connects to the SMTP server through the following default ports, depending on the connection security you select.

- None - port 25
- SSL/TLS - port 465
- STARTTLS - port 587

You can optionally specify a different port number along with the SMTP server name in the outbound Server Name parameter.

Before you can use a secure protocol, you must also complete additional setup steps. See: *Connecting to Mail Servers Through TLS or SSL, Oracle Workflow Administrator's Guide*.

- To verify the outbound processing details, click **Test Outbound Connection**.

#### Inbound E-mail Account

- **Inbound Processing** - Select this parameter to enable inbound e-mail processing with this notification mailer. Deselect this parameter to disable inbound e-mail processing for this notification mailer and dedicate the notification mailer solely to outbound processing.

If you disable inbound processing, you can leave the other inbound parameters blank.

- **Connect through a proxy server** - Select this parameter if the notification mailer should connect to the inbound mail server using the proxy server details configured for Oracle E-Business Suite.
- **Inbound Protocol** - Oracle Workflow currently supports the IMAP protocol for



inbound e-mail.

- **Authentication Type** - Select the authentication type to use for connections to the inbound mail server, either BASIC or OAUTH. By default, notification mailers use a basic authentication scheme to authenticate user credentials with mail servers through a user name and password.

You can optionally implement OAuth-2.0-based authentication instead to authenticate through a user name and a valid access token for connections to the Microsoft Office 365 Exchange Online server or the Google Workspace Gmail server. For detailed steps, including additional parameters to specify in this region, see My Oracle Support Knowledge Document 2884072.1, *Configuring Oracle Workflow for OAuth 2.0 with Microsoft Office 365 Exchange Online in Oracle E-Business Suite Release 12.2 and Release 12.1.3* or My Oracle Support Knowledge Document 2966503.1, *Configuring Oracle Workflow for OAuth 2.0 with Google Workspace Gmail in Oracle E-Business Suite Release 12.2*.

- **Server Name** - The name of the inbound IMAP mail server. Note that you must specify the actual host name for the server. Do not use localhost as the setting for this parameter. You can optionally specify the port number to use on that server. If you do not specify a port number, the notification mailer uses port 143 by default. Specify the server in the following format: `<server_name>[:<port_number>]`

For example: `myimapserver.example.com:143`

- **Username** - The user name of the mail account that the notification mailer uses to receive e-mail messages.
- **Password** - For basic authentication, the password for the mail account specified in the Username parameter. The password value is masked as asterisks in the display and is stored in encrypted form.
- **Reply-To Address** - The address of the e-mail account that receives incoming messages, to which notification responses should be sent. This value must be a full RFC822-compliant e-mail address.

If a particular notification message has the special #WFM\_REPLYTO message attribute defined, however, the notification mailer will use the #WFM\_REPLYTO attribute value as the reply address for that message, instead of the Reply-To Address parameter value.

**Note:** If you enable inbound processing, Oracle Workflow by default sets the From parameter, which is displayed in the From field of the message headers, to the name portion of the reply-to address. For example, if the reply-to address is `Workflow@example.com`, the notification mailer sets the From parameter to `Workflow`.

If you disable inbound processing, Oracle Workflow by default sets both the Reply-To Address parameter and the From parameter to `nobody@<server_name>`, where `<server_name>` is the name of the outbound SMTP mail server.

To specify a different From value, navigate to the advanced configuration wizard.

- **Connection Security** - Select the type of protocol to use for connections to the IMAP server.
  - Choose None if you do not want to use a secure protocol.
  - Choose SSL/TLS to use TLS or SSL directly.
  - Choose STARTTLS to upgrade to an encrypted TLS or SSL connection using STARTTLS.

**Note:** The notification mailer connects to the IMAP server through the following default ports, depending on the connection security you select.

- None - port 143
- SSL/TLS - port 993
- STARTTLS - port 143

You can optionally specify a different port number along with the IMAP server name in the inbound Server Name parameter.

Before you can use a secure protocol, you must also complete additional setup steps. See: *Connecting to Mail Servers Through TLS or SSL, Oracle Workflow Administrator's Guide*.

- To verify the inbound processing details, click **Test Inbound Connection**.

**Note:** The notification mailer requires three folders in the IMAP mail account: the inbox, a folder to store processed messages, and a folder to store discarded messages. If you enable inbound processing and the mail account you specify in the Username parameter does not already include folders named PROCESS and DISCARD, Oracle Workflow automatically creates these two folders. To specify other folders for the notification mailer, navigate to the advanced configuration wizard.

**Note:** If you enable inbound processing, the notification mailer uses the Workflow Open Mail (Templated) message, which provides a response template for sending responses by e-mail, as the default message template for e-mail notifications that require a response. If you disable inbound processing, the notification mailer uses the Workflow Open Mail (Outlook Express) message, which provides a link in HTML notifications for entering responses in the Notification Details page, as the default message template for e-mail notifications that require a response. To specify other message templates, navigate to the advanced configuration wizard.

Note that the plain text version of the Workflow Open Mail (Outlook Express) message requests a response by e-mail. If you disable inbound processing, ensure that your users do not have a notification preference of MAILTEXT or MAILATTH. Alternatively, if you disable inbound processing and you want users to receive plain text notifications, use the advanced configuration wizard to specify a message template that directs recipients to respond from the Notification Details Web page, such as the standard Workflow View From UI message template or a custom message template.

To cancel any changes on this page, click the Cancel button.

To save this configuration, click the Apply button.

To send test messages, click the Test Mailer button. In the Test Notification Mailer page, select the recipient role to which the messages should be sent, and click the Send Test Message button.

**Note:** To send a test message successfully, you must select a recipient role that either has a valid e-mail address defined, or that has members with valid e-mail addresses defined. The recipient role must also have a notification preference that includes individual e-mail notifications.

If you set an override e-mail address for the notification mailer, the Test Notification Mailer page displays that address. In this case the test message is sent to the override address rather than the e-mail address of the recipient role. However, you must still select a recipient role to enable the notification mailer to send the test messages. See: Reviewing Service Component Details, page 15-13.

Oracle Workflow sends two test messages to the recipient role: one message with content built using PL/SQL and one message with Oracle Application Framework content. Check the e-mail account for the recipient role to view the test messages and reply to them with the Acknowledge response. If you did not implement inbound e-mail processing for this mailer, use the Worklist pages to respond to the test messages after viewing the outbound messages in e-mail. After you acknowledge both test

messages, Oracle Workflow sends a confirmation message to the same recipient role to show that the notification mailer successfully processed the inbound response e-mails.

If you do not receive the test messages or the response confirmation message, or if the message content does not appear correctly, check the notification mailer setup, including the mail servers and the mailer configuration parameters. In particular, if the Oracle Application Framework content does not appear correctly, check the Application Framework Agent and WF: Workflow Mailer Framework Web Agent profile options, as well as the Framework User, Framework Responsibility, Framework Application ID, and Framework URL Timeout parameters in the advanced configuration wizard. See: Setting Up a Notification Mailer, page 15-22 and Message Generation, page 15-55.

**Note:** Oracle Workflow sends the test messages by launching the PLSQL/OAFwk Response Test Process in the System: Tests (WFTESTS) item type. This item type is stored in a file called wftstmlr.wft in the \$FND\_TOP/import/<lang> subdirectory. You can optionally use the Status Monitor to check the status of the test process.

To set additional parameters for this notification mailer in the advanced configuration wizard, click the Advanced button.

## Define

This page lets you define general attributes for the service component. Some attributes are already set to required values and cannot be modified. You must set attributes marked with an asterisk (\*) to appropriate values for your environment before you can run the service component.

- **ID** - The configuration wizard displays the identifier for the service component.
- **Status** - The configuration wizard displays the status of the service component.
- **Name** - The name of the service component. This name must be unique. You can only edit the name when the notification mailer is not running. The name of the seeded notification mailer service component is `Workflow Notification Mailer`, and you cannot change this value.
- **Startup Mode** - Select Automatic, Manual, or On-Demand as the startup mode for the service component. You can only edit the startup mode when the notification mailer is not running. The seeded Workflow Notification Mailer is assigned the Automatic startup mode by default, but you can optionally change this value.
- **Container Type** - The container type to which this service component belongs, which is always Oracle Applications Generic Service Management (Oracle Applications GSM).
- **Inbound Agent** - The Business Event System agent for inbound processing. The

inbound agent for a notification mailer service component is always WF\_NOTIFICATION\_IN.

- **Outbound Agent** - The Business Event System agent for outbound processing. The outbound agent for a notification mailer service component is always WF\_NOTIFICATION\_OUT.
- **Correlation ID** - Enter a correlation ID value to determine which messages this notification mailer can process.
  - To create a general notification mailer that can process any message from any item type that is not being handled by a dedicated notification mailer, leave the correlation ID blank. The seeded Workflow Notification Mailer has a blank correlation ID so that it can run as a general mailer to process all messages; you cannot change this setting.
  - To dedicate a notification mailer to processing messages from a particular item type, set the correlation ID to the internal item type name followed by a colon and a percent sign, in the following format:  
`<item_type_name>:%`  
For example:  
WFDEMO:%
  - To dedicate a notification mailer to processing instances of a particular message from a particular item type, set the correlation ID to the internal item type name followed by a colon and then the internal message name, in the following format:  
`<item_type_name>:<message_name>`  
For example:  
WFDEMO:APPROVE\_REQUISITION

By dedicating a notification mailer to a particular item type or message definition, you can increase throughput for the associated messages.

Both dedicated and general notification mailer components are compatible with each other. You can run several dedicated and general notification mailers at the same time if you choose. In this case, note that a general notification mailer does not process messages that match a dedicated notification mailer's correlation ID, as long as the dedicated notification mailer has a status of Running, Stopped With Error, or System Deactivated. If the dedicated notification mailer has any other status, such as User Deactivated or Suspended, then the general notification mailer does process the messages that match the dedicated notification mailer's correlation ID.

To cancel any changes on this page, click the Cancel button.

To save these settings and proceed to the next step of the configuration wizard, click the

Next button.

## Details

This page lets you define detail attributes for the service component. You must set attributes marked with an asterisk (\*) to appropriate values for your environment before you can run the service component. A refresh icon identifies attributes that can be refreshed dynamically while the service component is running.

- **ID** - The configuration wizard displays the identifier for the service component.
- **Status** - The configuration wizard displays the status of the service component.
- **Name** - The configuration wizard displays the name defined for the service component.
- **Container** - The container to which the service component will belong. Oracle Workflow provides a container called Workflow Mailer Service for notification mailer service components.
- **Maximum Idle Time** - If you selected the On-Demand startup mode for the service component, enter the maximum time in minutes that the service component can remain idle before it is stopped. An on-demand component that is stopped in this way will be restarted by its container when it is needed again to process new messages.
- **Max Error Count** - The number of consecutive errors the service component can encounter before its container stops it and changes its status to Stopped with Error. If an error is resolved and processing can continue, the error count is reset. The default value for the maximum error count is 10.
- **Inbound Thread Count** - Set the inbound processing thread count to 1 (one) to enable inbound message processing with this notification mailer. Select 0 (zero) to disable inbound message processing for this notification mailer and dedicate the notification mailer solely to outbound processing. If you selected the Inbound Processing parameter in the Basic Configuration page, the inbound thread count is set to 1; if you deselected the Inbound Processing parameter, the inbound thread count is set to 0.

The inbound thread count cannot be greater than 1, because only one thread can access the e-mail inbox at a time. If you disable inbound message processing for this notification mailer, but you still want to perform e-mail response processing, you should create at least one other notification mailer with the same node name that does perform inbound message processing. Otherwise, there will be no inbound mailer that can process incoming responses to outbound messages sent by this outbound mailer.

- **Outbound Thread Count** - Specify the number of outbound processing threads you

want to execute simultaneously with this notification mailer. You can set the outbound thread count to 1 (one) or more depending on the volume of outbound messages you need to send. Specify 0 (zero) to disable outbound message processing for this notification mailer and dedicate the notification mailer solely to inbound processing. If you disable outbound message processing for this notification mailer, you should create at least one outbound notification mailer with the same node name. Otherwise, no inbound response messages will be marked with that node name and this inbound mailer will have no messages to process. The default value for the outbound thread count is 1.

- **Log Level** - Select the level of detail for the information you want to record in the service component container log. The recommended log level, which is also the default value, is Error. Usually the log level only needs to be changed if you want to record additional detailed information for debugging purposes. You can choose the following levels:
  - 1 - Statement
  - 2 - Procedure
  - 3 - Event
  - 4 - Exception
  - 5 - Error
  - 6 - Unexpected
- **Processor Read Wait Timeout** - Specify the amount of time in seconds that the service component's processing thread continues to wait, after reading the last message from its assigned queue, before timing out. If another message is received before this time expires, that message is processed and the timeout period begins again. If the timeout period expires and no more messages have been received, the service component stops reading and its sleep time begins. The default read timeout period for a notification mailer is 10 seconds.
- **Processor Min Loop Sleep** - Specify the minimum sleep time in seconds during which the service component waits, after its read timeout period expires, before it checks its queue for messages again. The default minimum sleep time for a notification mailer is 5 seconds.
- **Processor Max Loop Sleep** - Specify the maximum sleep time in seconds if you want to increase the sleep time between read attempts when no messages are received. If you specify a maximum sleep time that is greater than the minimum sleep time, then the service component initially waits for the minimum sleep time after it finishes reading messages from its queue. If no messages are read in subsequent attempts, then the sleep time between read attempts gradually increases

until the maximum sleep time is reached. Increasing the sleep time can help enhance performance if messages are received infrequently. You can also specify 0 (zero) for this parameter to indicate that the sleep time should not be increased. In this case, the service component always waits for the minimum sleep time between read attempts. The default maximum sleep time for a notification mailer is 60 seconds.

- **Processor Error Loop Sleep** - Specify the sleep time in seconds during which the service component waits, after an error occurs, before it attempts to begin processing again. The default error sleep time for a notification mailer is 60 seconds.
- **Processor Close on Read Timeout** - Select this parameter to specify that the service component should close its connections after its read timeout period expires, when its sleep time begins. Deselect this parameter to specify that the connections should remain open until the processing thread stops.

Selecting this parameter lets the notification mailer close its session with the IMAP server or SMTP server if it could not read a message from the IMAP inbox or from the database, respectively, before the read timeout period ended. For example, if an external process is accessing the IMAP inbox, the notification mailer may not be able to read or access the inbox for some time. In this case it may be advantageous for the notification mailer to close the existing connection, wait for a while, and then try to re-establish a new connection. Additionally, some IMAP servers may cause an idle session to time out and become invalid. In this case also, it is advantageous for the notification mailer to close the existing connection and re-establish a new one.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

## E-mail Servers

This page lets you define e-mail server parameters for the notification mailer. Some parameters are already set to required values and cannot be modified. You must set parameters marked with an asterisk (\*) to appropriate values for your environment before you can run the notification mailer. A refresh icon identifies attributes that can be refreshed dynamically while the service component is running. If the notification mailer is currently running, then parameters marked with a refresh icon will be refreshed immediately when you select the Next button.

### General

- **Mailer Node Name** - The node identifier name used by this notification mailer. The maximum length for a node name is eight characters. The node name cannot include any spaces or any of the following characters: left bracket ([), right bracket



(/), slash (/), or at sign (@). The node name is included with the outgoing notification ID in outbound messages, and is used in inbound messages to identify the notification mailer that should process the messages. If you use the inbound and outbound thread count parameters to create notification mailers that are dedicated to either inbound or outbound processing, you should ensure that you assign the same node name to at least one outbound mailer and one inbound mailer, so that inbound mailer can process responses to messages sent by the outbound mailer. You can optionally assign the same node name to multiple mailers for load balancing purposes. However, each mailer that performs inbound processing for a node must have its own inbox. The default node name is WFMMAIL.

**Note:** The node name for each node must be unique. However, multiple mailers can share the same node.

If a particular notification message has the special #WFM\_NODENAME message attribute defined, however, an outbound notification mailer will include the #WFM\_NODENAME attribute value when sending the message, instead of the Mailer Node Name mailer parameter value.

- **Email Parser** - The Java class used to parse an incoming notification response e-mail formatted according to the templated response method and to create an XML document for the response. The notification mailer uses this parser when the Direct Response parameter is deselected. The default standard e-mail parser provided by Oracle Workflow is named oracle.apps.fnd.wf.mailer.TemplatedEmailParser. Usually you do not need to change this value.

If you are not implementing inbound e-mail processing for this mailer, leave the default as a placeholder value.

**Note:** You do not need to change the value of the Email Parser parameter if you select the Direct Response parameter. The notification mailer automatically switches to the alternate e-mail parser when the Direct Response parameter is selected.

- **Alternate Email Parser** - The Java class used to parse an incoming notification response e-mail formatted according to the direct response method and to create an XML document for the response. The notification mailer uses this parser when the Direct Response parameter is selected. The default alternate e-mail parser provided by Oracle Workflow is named oracle.apps.fnd.wf.mailer.DirectEmailParser. Usually you do not need to change this value.

If you are not implementing inbound e-mail processing for this mailer, leave the default as a placeholder value.

**Note:** You do not need to change the value of the Alternate Email

Parser parameter if you deselect the Direct Response parameter.  
The notification mailer automatically switches to the standard e-mail parser when the Direct Response parameter is deselected.

- **Expunge Inbox on Close** - Select this parameter to purge deleted messages from the inbox folder when the notification mailer closes this folder. If you do not select this parameter, copies of messages that were moved to the discard or processed folders remain in the inbox, in a deleted state, until you manually expunge them using your e-mail application.

#### Inbound E-mail Account

- **Connect through a proxy server** - Select this parameter if the notification mailer should connect to the inbound mail server using the proxy server details configured for Oracle E-Business Suite.
- **Inbound Protocol** - Oracle Workflow currently supports the IMAP protocol for inbound e-mail.
- **Authentication Type** - Select the authentication type to use for connections to the inbound mail server, either BASIC or OAUTH. By default, notification mailers use a basic authentication scheme to authenticate user credentials with mail servers through a user name and password.

You can optionally implement OAuth-2.0-based authentication instead to authenticate through a user name and a valid access token for connections to the Microsoft Office 365 Exchange Online server or the Google Workspace Gmail server. For detailed steps, including additional parameters to specify in this region, see My Oracle Support Knowledge Document 2884072.1, *Configuring Oracle Workflow for OAuth 2.0 with Microsoft Office 365 Exchange Online in Oracle E-Business Suite Release 12.2 and Release 12.1.3* or My Oracle Support Knowledge Document 2966503.1, *Configuring Oracle Workflow for OAuth 2.0 with Google Workspace Gmail in Oracle E-Business Suite Release 12.2*.

- **Inbound Server Name** - The name of the inbound mail server. Note that you must specify the actual host name for the server. Do not use `localhost` as the setting for this parameter. You can optionally specify the port number to use on that server. If you do not specify a port number, the notification mailer uses port 143 by default. Specify the server in the following format: `<server_name>[:<port_number>]`

For example: `myimapserver.example.com:143`

If you are not implementing inbound e-mail processing for this mailer, enter a placeholder value.

- **Username** - The user name of the mail account that the notification mailer uses to receive e-mail messages.

If you are not implementing inbound e-mail processing for this mailer, enter a placeholder value.

- **Password** - For basic authentication, the password for the mail account specified in the Username parameter. The password value is masked as asterisks in the display and is stored in encrypted form.

If you are not implementing inbound e-mail processing for this mailer, enter a placeholder value.

- **Inbox Folder** - The name of the folder from which the notification mailer receives inbound messages. This value is case-insensitive. The default value is INBOX. The inbox must be separate from the processed and discard folders. Each notification mailer that performs inbound processing should have its own separate inbox.

**Note:** Usually, you use a dedicated mail account for notification mailer processing. If you want to use a mail account for the notification mailer that you also use for other purposes, you should create a folder in that account where you will place inbound messages destined for the notification mailer and specify that folder in the Inbox Folder parameter. Otherwise, the notification mailer will attempt to process all messages in the regular inbox and discard any messages that are not notification responses. If you do specify a separate folder to use as the notification mailer inbox folder, however, you must move messages from the regular inbox to that separate folder yourself. Depending on your mail program, you may be able to create a filter in the mail account to move such messages automatically. Use your e-mail client to create the separate folder. A notification mailer may not be able to access folders that were created using command line tools outside the e-mail client.

If you are not implementing inbound e-mail processing for this mailer, leave the default as a placeholder value.

- **Inbound Connection Timeout** - The maximum amount of time, in seconds, that the notification mailer will wait to establish a connection to the inbound server before timing out. The default inbound connection timeout period for a notification mailer is 120 seconds.
- **Inbound Message Fetch Size** - The maximum number of messages that the notification mailer can fetch from the inbox at one time. The default inbound message fetch size is 100 messages.
- **Maximum Ignore List Size** - The maximum number of notification IDs that the notification mailer can store in its ignore list, indicating that this notification mailer

will make no further attempts to process them. For example, if the mailer encountered a connection error while processing a notification, that notification ID is temporarily added to the ignore list, and is then removed from the list the next time the inbox folder is successfully closed. The default maximum ignore list size is 1000. Usually you do not need to change this value.

**Note:** If the notification mailer finds additional messages to be ignored in the inbox when the ignore list is already full, the notification mailer removes the oldest notification IDs from the list and adds the new notification IDs instead.

- **Connection Security** - Select the type of protocol to use for connections to the IMAP server.
  - Choose None if you do not want to use a secure protocol.
  - Choose SSL/TLS to use TLS or SSL directly.
  - Choose STARTTLS to upgrade to an encrypted TLS or SSL connection using STARTTLS.

**Note:** The notification mailer connects to the IMAP server through the following default ports, depending on the connection security you select.

- None - port 143
- SSL/TLS - port 993
- STARTTLS - port 143

You can optionally specify a different port number along with the IMAP server name in the Inbound Server Name parameter.

Before you can use a secure protocol, you must also complete additional setup steps. See: *Connecting to Mail Servers Through TLS or SSL, Oracle Workflow Administrator's Guide*.

- To verify the inbound processing details, click **Test Inbound Connection**.

#### Outbound E-mail Account

- **Connect through a proxy server** - Select this parameter if the notification mailer should connect to the outbound mail server using the proxy server details configured for Oracle E-Business Suite.

- **Outbound Protocol** - Oracle Workflow currently supports the SMTP protocol for outbound e-mail.
- **Authentication Type** - Select the authentication type to use for connections to the outbound mail server, either BASIC or OAUTH. By default, notification mailers use a basic authentication scheme to authenticate user credentials with mail servers through a user name and password.

You can optionally implement OAuth-2.0-based authentication instead to authenticate through a user name and a valid access token for connections to the Google Workspace Gmail server. For detailed steps, including additional parameters to specify in this region, see My Oracle Support Knowledge Document 2966503.1, *Configuring Oracle Workflow for OAuth 2.0 with Google Workspace Gmail in Oracle E-Business Suite Release 12.2*.

- **Outbound Server Name** - The name of the outbound mail server. Oracle strongly recommends that you specify the actual host name for the SMTP server. However, you can specify `localhost` as the setting for this parameter if you ensure that an SMTP server is configured to send e-mails to all valid domains on each host where concurrent managers run. If you have implemented Parallel Concurrent Processing to allow concurrent processing activities to be distributed across multiple nodes in a cluster system, then you must configure an SMTP server on every node. Otherwise, if a concurrent manager attempts to execute outbound notification mailer processing on a node without an SMTP server, the processing will fail. Also, when you save the configuration, Oracle Workflow Manager tests the connection to the SMTP server from within the Web tier host. Consequently, if you set the outbound server name to `localhost`, you should ensure that an SMTP server is configured on the Web tier host as well.

You can optionally specify the port number to use on that server. If you do not specify a port number, the notification mailer uses port 25 by default. Specify the server in the following format: `<server_name>[:<port_number>]`

For example: `mysmtpserver.example.com:25`

If you are not implementing outbound e-mail processing for this mailer, enter a placeholder value.

- **Username** - If the outbound SMTP server is configured to require authentication, enter the user name of the account that the notification mailer uses to connect to the SMTP server.
- **Password** - If the outbound SMTP server is configured to require basic authentication, enter the password for the account specified in the Username parameter. The password value is masked as asterisks in the display and is stored in encrypted form.
- **Test Address** - This parameter has been replaced by the override e-mail address, which is available through the Component Details page for a notification mailer.

See: Reviewing Service Component Details, page 15-13.

- **Outbound Connection Timeout** - The maximum amount of time, in seconds, that the notification mailer will wait to establish a connection to the outbound server before timing out. The default outbound connection timeout period for a notification mailer is 120 seconds.
- **Connection Security** - Select the type of protocol to use for connections to the SMTP server.
  - Choose None if you do not want to use a secure protocol.
  - Choose SSL/TLS to use TLS or SSL directly.
  - Choose STARTTLS to upgrade to an encrypted TLS or SSL connection using STARTTLS.

**Note:** The notification mailer connects to the SMTP server through the following default ports, depending on the connection security you select.

- None - port 25
- SSL/TLS - port 465
- STARTTLS - port 587

You can optionally specify a different port number along with the SMTP server name in the Outbound Server Name parameter.

Before you can use a secure protocol, you must also complete additional setup steps. See: Connecting to Mail Servers Through TLS or SSL, *Oracle Workflow Administrator's Guide*.

- To verify the outbound processing details, click **Test Outbound Connection**.

## E-mail Processing

- **Processed Folder** - The name of the mail folder where the notification mailer places successfully processed notification messages. This value is case-insensitive. The processed folder must be separate from the inbox and the discard folder.

The default value for this parameter is `PROCESS`. If you enabled inbound processing in the Basic Configuration page and the mail account you specified did not already include a folder named `PROCESS`, Oracle Workflow automatically created a folder with this name in that account when you completed the basic notification mailer configuration.

You can optionally specify the name of a different folder in this parameter. In this case, ensure that you use your e-mail client to create the folder. A notification mailer may not be able to access folders that were created using command line tools outside the e-mail client.

**Note:** The notification mailer does not perform any further operations on messages in the processed folder. You can review, back up, or delete these messages through your e-mail application if necessary.

If you are not implementing inbound e-mail processing for this mailer, leave the default as a placeholder value.

- **Discard Folder** - The name of the mail folder where the notification mailer places incoming messages that are not recognized as notification messages. This value is case-insensitive. The discard folder must be separate from the inbox and the processed folder.

The default value for this parameter is `DISCARD`. If you enabled inbound processing in the Basic Configuration page and the mail account you specified did not already include a folder named `DISCARD`, Oracle Workflow automatically created a folder with this name in that account when you completed the basic notification mailer configuration.

You can optionally specify the name of a different folder in this parameter. In this case, ensure that you use your e-mail client to create the folder. A notification mailer may not be able to access folders that were created using command line tools outside the e-mail client.

**Note:** The notification mailer does not perform any further operations on messages in the discard folder. You can review, back up, or delete these messages through your e-mail application if necessary.

If you are not implementing inbound e-mail processing for this mailer, leave the default as a placeholder value.

- **Allow Forwarded Response** - Indicate whether to allow a user to respond by e-mail to an e-mail notification that has been forwarded from another role. This parameter is selected by default.
  - If Allow Forwarded Response is selected, the notification mailer never checks the "From" e-mail address of the notification response and always allows the response to be processed.

**Note:** Note that there are limitations when you deselect Allow

Forwarded Response. For example, suppose a notification is sent to a distribution list mail alias that does not have a user/role relationship in the Oracle Workflow directory service. If any user from the distribution list responds to the notification, the notification mailer will always treat that notification response as unsolicited mail, because the "From" e-mail address, which is an individual user's e-mail address, will never match the distribution list mail alias.

- If Allow Forwarded Response is deselected, the notification mailer will check whether the "From" e-mail address of the notification response exactly matches the e-mail address of the recorded recipient role or the e-mail address of a user in that role. If the two e-mail addresses match exactly, meaning the notification was not forwarded or was forwarded according to a valid routing rule, the notification mailer treats the response as a valid response. If the two e-mail addresses do not match exactly, meaning the notification was simply forwarded using the e-mail Forward command, the notification mailer does not process the response and treats it as unsolicited mail.

**Note:** If you set the WF: Disable Reassign to Submitter profile option to *Yes*, then Oracle Workflow does not allow a notification to be reassigned to the process owner who initiated the workflow, nor to the from role for the notification, when the reassignment is attempted through the Worklist pages or through a vacation rule. However, if you select the Allow Forwarded Response parameter, then a user specified as the process owner or the from role can still respond to the notification through e-mail if the original recipient forwards it through e-mail. To prevent this possibility, deselect the Allow Forwarded Response parameter.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

**Note:** When you click the Next button, the configuration wizard validates the parameters you entered. If the inbound thread count is set to 1, the configuration wizard also verifies that it can connect to the e-mail account on the specified inbound mail server with the specified user name and password, and that the folders specified in the Processed Folder and Discard Folder parameters exist in that e-mail



account. If the parameters are successfully validated, and the notification mailer is currently running, then Oracle Workflow Manager immediately refreshes the notification mailer with the new parameters.

## Message Generation

This page lets you define message generation parameters for the notification mailer. Some parameters are already set to required values and cannot be modified. You must set parameters marked with an asterisk (\*) to appropriate values for your environment before you can run the notification mailer. A refresh icon identifies attributes that can be refreshed dynamically while the service component is running. If the notification mailer is currently running, parameters marked with a refresh icon will be refreshed immediately when you select the Next button or the Finish button.

### Send

- **From** - A value that appears in the From field of the message header of a notification e-mail. You can specify the From parameter value either as a display name only, or as a full RFC822-compliant address.
  - If you specify a display name only, the notification mailer adds the e-mail address from the Reply-to Address parameter to create a full RFC822-compliant address for the From message header. The full address is created in the following format: "*Display Name*" <*reply\_to\_address*>
  - If you specify a full RFC822-compliant address, the notification mailer uses only that From parameter value in the From message header, and does not include the Reply-to Address value.

If a particular notification message has the special #WFM\_FROM message attribute defined, however, the notification mailer will use the #WFM\_FROM attribute value in the From field for that message, instead of the From parameter value.

The default From parameter value for the seeded notification mailer service component is *Workflow Mailer*. For other notification mailers, if you selected the Inbound Processing parameter in the Basic Configuration page, then Oracle Workflow by default sets the From parameter to the name portion of the reply-to address specified in the Basic Configuration page. For example, if the reply-to address is *Workflow@example.com*, Oracle Workflow sets the From parameter to *Workflow*.

If you deselected the Inbound Processing parameter in the Basic Configuration page, Oracle Workflow by default sets the From parameter to *nobody@<server\_name>*, where *<server\_name>* is the name of the outbound SMTP mail server specified in the Basic Configuration page.

If you are not implementing outbound e-mail processing for this mailer, leave the

default as a placeholder value.

- **Reply-to Address** - The address of the e-mail account that receives incoming messages, to which notification responses should be sent. This value must be a full RFC822-compliant e-mail address.

If a particular notification message has the special #WFM\_REPLYTO message attribute defined, however, the notification mailer will use the #WFM\_REPLYTO attribute value as the reply address for that message, instead of the Reply-to Address parameter value.

**Note:** If the From parameter value is specified as a display name only, then the notification mailer also uses the reply-to e-mail address together with that display name to create a full RFC822-compliant address for the From field of the message header.

If you deselected the Inbound Processing parameter in the Basic Configuration page of the wizard, then Oracle Workflow by default sets the Reply-to Address parameter to `nobody@<server_name>`, where `<server_name>` is the name of the outbound SMTP mail server specified in the Basic Configuration page. If you are not implementing inbound e-mail processing for this mailer, leave the default as a placeholder value.

- **HTML Agent** - The base URL that identifies the HTML agent that handles HTML notification responses. This URL is required to support e-mail notifications with HTML attachments. Usually the HTML agent specified here can match the value of the Applications Servlet Agent profile option; however, you can optionally specify a different HTML agent for a particular notification mailer. The HTML agent should be specified in the following format:

`http://<server_name:port>/OA_HTML/`

where `<server_name:port>` represents the server and TCP/IP port number on which your servlet agent accepts requests.

**Note:** The notification mailer can also still handle an HTML agent value in the previous format:

`http://<server_name:port>/pls/wf`

If a particular notification message has the special #WFM\_HTMLAGENT message attribute defined, however, the notification mailer will use the #WFM\_HTMLAGENT attribute value as the HTML agent for that message, instead of the HTML Agent mailer parameter value.

- **Message Formatter** - Oracle Workflow uses the `oracle.apps.fnd.wf.mailer.NotificationFormatter` Java class to generate notification messages.

- **Framework User** - The numerical user ID for the user through which a notification mailer accesses Oracle Application Framework content for inclusion in e-mail notifications. The Framework user must have workflow administrator privileges in order to access the content for every user's notifications.

The default value for this parameter is 0, which is the user ID for the SYSADMIN user. This setting lets the notification mailer access Oracle Application Framework content through the SYSADMIN user, which is also the default workflow administrator role. If you change the Workflow System Administrator preference, check the Framework User parameter to ensure that the user accessed by the notification mailer has workflow administrator privileges. Set the Framework User parameter to a user that is a member of the Workflow System Administrator role, or, if you set the Workflow System Administrator preference to a responsibility, set the Framework User parameter to a user that has that responsibility. See: Setting Global User Preferences, *Oracle Workflow Administrator's Guide*.

**Note:** You can use the Workflow Mailer URL Access Tester page to test whether Oracle Application Framework content can be generated correctly for e-mail notifications. See: Testing Mailer URL Access, *Oracle Workflow Administrator's Guide*.

- **Framework Responsibility** - The numerical responsibility ID for the responsibility through which a notification mailer accesses Oracle Application Framework content for inclusion in e-mail notifications. The user specified in the Framework User parameter must have this responsibility assigned. The default value for this parameter is 20420, which is the responsibility ID for the System Administrator responsibility.
- **Framework Application ID** - The numerical application ID for the application through which a notification mailer accesses Oracle Application Framework content for inclusion in e-mail notifications. The responsibility specified in the Framework Responsibility parameter must be assigned to this application. The default value for this parameter is 1, which is the application ID for the System Administration application.
- **Framework URL Timeout** - The maximum amount of time, in seconds, that the notification mailer will wait to access a URL for Oracle Application Framework content before timing out. The default Framework URL timeout period for a notification mailer is 30 seconds.
- **Attach Images to Outbound Emails** - Select this parameter to attach any images referenced in HTML content included in a message, such as Oracle Application Framework content, to outbound notification e-mail messages. Deselect this parameter to display the image references as off-page URLs instead of attaching the images.

- **Attach Stylesheet to Outbound Email** - Select this parameter to attach any stylesheet referenced in HTML content included in a message, such as Oracle Application Framework content, to outbound notification e-mail messages. Deselect this parameter to display the stylesheet reference as a URL instead of attaching the stylesheet.

**Note:** E-mail clients vary in their support for stylesheet references within HTML content in the body of an e-mail. Some e-mail clients do not support references to a stylesheet that is attached to the e-mail, while others do not support any form of stylesheet references within HTML content at all. Consequently, attaching a stylesheet may not have the same effect in all e-mail clients.

- **Autoclose FYI** - Indicate whether this notification mailer automatically closes notifications that do not require a response, such as FYI (For Your Information) notifications, after sending the notifications by e-mail. This parameter is selected by default. If Autoclose FYI is deselected, all FYI notifications will remain open in the Worklist until users manually close these notifications.
- **Direct Response** - By default, notification mailers require a response format for plain text notifications called the templated response method. Select this parameter to use the direct response method instead.
  - With the templated response method, a notification mailer sends plain text notifications requiring a templated response to users with a notification preference of MAILTEXT or MAILATTH. Users must reply using a template of response prompts and enter their response values between the quotes following each prompt.
  - With the direct response method, a notification mailer sends plain text notifications requiring a direct response to users with a notification preference of MAILTEXT or MAILATTH. Users must enter their response values directly as the first lines of a reply.

**Note:** Responses that are generated automatically from an HTML-formatted notification or attachment must always use a response template, regardless of which response method you select.

See: Workflow Open Mail (Templated) Message, *Oracle Workflow Administrator's Guide*, Workflow Open Mail (Direct) Message, *Oracle Workflow Administrator's Guide*, To Respond to a Plain Text E-mail Notification Using Templated Response, *Oracle Workflow User's Guide*, To Respond to a Plain Text E-mail Notification Using Direct Response, *Oracle Workflow User's Guide*, and Example 'Respond' Message Attributes, *Oracle Workflow Developer's Guide*.

- **Reset NLS** - Select this parameter if you want the notification mailer to encode each notification message with character encoding according to the notification recipient's preferred language. Deselect this parameter if you want the notification mailer to use the same character encoding for all notification messages. This parameter is deselected by default.

If a particular notification message has the special #WFM\_RESET-NLS message attribute defined, however, then the notification mailer will use the #WFM\_RESET-NLS attribute value to determine whether to encode the message with character encoding for the preferred language, instead of using the Reset NLS parameter value. Additionally, you can use the Character Encoding Configuration page in the Workflow administrator Web pages to specify the character encoding that you want to use under either Reset NLS setting, overriding the default logic for determining the character encoding.

- If the Reset NLS parameter is deselected at the notification mailer level and is not overridden at the message level, or if the #WFM\_RESET-NLS message attribute is set to N at the message level, then the notification mailer uses the same character encoding for all notification messages.
  - By default, the notification mailer uses the default character encoding for the database.
  - If you want to use different character encoding instead, then you can specify the override character encoding in the Character Encoding Configuration page.
- If the Reset NLS parameter is selected at the notification mailer level and is not overridden at the message level, or if the #WFM\_RESET-NLS message attribute is set to Y at the message level, then the notification mailer encodes each notification message with character encoding according to the notification recipient's preferred language.
  - By default, the notification mailer uses the following logic to determine the character encoding for the message.
    - If the notification recipient has specified both a preferred language and a preferred territory, then the notification mailer uses the character encoding listed in the WF\_LANGUAGES table for that language and territory.
    - If no preferred territory is specified, then the notification mailer uses the character encoding associated with the first entry it encounters in the WF\_LANGUAGES table for the user's preferred language.
    - If no preferred language is specified, then the notification mailer uses the character set listed in WF\_LANGUAGES for the language

AMERICAN and territory AMERICA.

- If you want to use different character encoding instead, then you can use the Character Encoding Configuration page to specify the override character encoding for each language installed in your database. In this case the notification mailer uses the override character encoding configured for the notification recipient's preferred language.

**Note:** You can also review and update the Reset NLS parameter setting for your notification mailers in the Character Encoding Configuration page. Any changes you make in that page will be reflected in the notification mailer configuration wizard as well.

See: Configuring Character Encoding for Notification Mailers, *Oracle Workflow Administrator's Guide*.

- **Inline Attachments** - Select this parameter to set the Content-Disposition MIME header to `inline` for attachments to notification messages, including the Notification Detail Link, HTML Message Body, Notification References containing attached URLs, and attached PL/SQL documents. Deselect this parameter to set the Content-Disposition MIME header to `attachment` for these attachments. For example, if your e-mail application cannot display HTML content such as the Notification Detail Link inline, deselect this parameter to display this link as an attachment instead. Note, however, that some e-mail clients may not support the Content-Disposition header, or may support it in varying ways. Consequently, the Inline Attachment setting may not always have the desired effect, depending on the e-mail clients with which users read their e-mail messages.
- **Send Warning for Unsolicited E-mail** - Select this parameter to allow the notification mailer to send back a warning message the first time it receives an unsolicited e-mail message from a particular e-mail address. Deselect this parameter to prevent the notification mailer from sending warning messages.
- **Send E-mails for Canceled Notifications** - Select this parameter to allow the notification mailer to send cancellation messages to users when previously sent notifications are canceled. Deselect this parameter to prevent the notification mailer from sending cancellation messages.

If you set up multiple notification mailers in the same Oracle E-Business Suite instance, you must set this parameter to the same setting for all the notification mailers.

## Templates

This region lets you specify the message templates you want to use to generate e-mail notifications. The template for a particular type of e-mail notification determines the

basic format of the notification, including what header information to include, and whether and where to include details such as the message due date and priority.

Oracle Workflow provides a set of standard templates in the System: Mailer item type, which are used by default. It is not recommended to modify the standard templates. However, you can customize the message templates used to send your e-mail notifications by creating your own custom message templates in the System: Mailer item type using the Workflow Builder, and assigning these templates to a particular notification mailer service component in this region. The templates assigned to a mailer override the default System: Mailer templates.

Additionally, you can create your own custom message templates in a custom item type using the Workflow Builder, and assign these templates to a particular notification in a workflow process by defining special message attributes. In this case the templates assigned to the notification override both the templates assigned to a mailer and the default System: Mailer templates.

If you are not implementing outbound e-mail processing for this mailer, leave the default templates as placeholder values.

- **Attached URLs** - The notification mailer uses this template to create the Notification References attachment for HTML-formatted notification messages that include URL attributes with Attach Content checked. The template must include a list with links to each URL.
- **Outbound Closed Notification** - The notification mailer uses this template to inform the recipient that a previously sent notification is now closed.
- **Outbound Cancelled Notification** - The notification mailer uses this template to inform the recipient that a previously sent notification is canceled. You can optionally use the Send E-mails for Canceled Notifications parameter to specify whether or not the notification mailer should send Outbound Cancelled Notification messages.
- **Invalid Response Notification** - The notification mailer uses this template to inform a user that the user responded incorrectly to a notification. For example, if a response message from a user contains a valid notification ID (NID) line matching it with a notification, but does not contain any response value or contains an invalid response value, the notification mailer sends an Invalid Response Notification message to the user. This template must describe how to respond to the notification correctly.
- **Open Notification** - If you are using the default response method, which is templated response, the notification mailer uses this template to send open notifications that require a response. This message template must provide a response template for the recipient as well as instructions on how to use the response template.

**Note:** In addition to the default Workflow Open Mail (Templated) message template, Oracle Workflow also provides a predefined template called Workflow Open Mail (Outlook Express). This template is provided to accommodate e-mail applications such as Microsoft Outlook Express or other e-mail clients that cannot process the response links included in the HTML bodies of the Workflow Open Mail (Templated) and Workflow Open Mail (Direct) templates. If you use one of these e-mail clients, you can select the Workflow Open Mail (Outlook Express) message template to have HTML e-mail notifications include a link to the Notification Details Web page which lets users respond to the notification there.

If you are configuring this notification mailer for outbound message processing only and you are not implementing any corresponding inbound e-mail response processing, then you should set the Open Notification parameter to a message template that does not request a response by e-mail, but instead directs recipients to respond from the Notification Details Web page. For example, you can select the Workflow View From UI message template provided by Oracle Workflow, or create your own custom message template.

If you selected the Inbound Processing parameter in the Basic Configuration page, the Open Notification parameter is set to the Workflow Open Mail (Templated) message template by default. If you deselected the Inbound Processing parameter, the Open Notification parameter is set to the Workflow Open Mail (Outlook Express) message template by default.

**Note:** The plain text version of the Workflow Open Mail (Outlook Express) message requests a response by e-mail. If you disable inbound processing, ensure that your users do not have a notification preference of MAILTEXT or MAILATTH. Alternatively, if you disable inbound processing and you want users to receive plain text notifications, specify a message template that directs recipients to respond from the Notification Details Web page.

- **Open Notification (Direct Response Parsing)** - If you select the Direct Response parameter, the notification mailer uses this template to send open notifications that require a response. The response instructions in the plain text message body must describe how to reply using the direct response method. This message is used for notifications sent to performers with a notification preference of MAILTEXT or MAILATTH. The response instructions in the HTML-formatted message body must describe how to reply using the automatically generated response template. This message is used for notifications sent to performers with a notification preference of MAILHTML or MAILHTM2, and is also attached to notifications sent to performers



with a notification preference of MAILATTH.

**Note:** Responses that are generated automatically from an HTML-formatted notification or attachment must always use a response template, regardless of which response method you select.

**Note:** If you are configuring this notification mailer for outbound message processing only and you are not implementing any corresponding inbound e-mail response processing, then you should set the Open Notification (Direct Response Parsing) parameter to a message template that does not request a response by e-mail, but instead directs recipients to respond from the Notification Details Web page. For example, you can select the Workflow View From UI message template provided by Oracle Workflow, or create your own custom message template.

See: Workflow Open Mail (Templated) Message, *Oracle Workflow Administrator's Guide*, Workflow Open Mail (Direct) Message, *Oracle Workflow Administrator's Guide*, To Respond to a Plain Text E-mail Notification Using Templated Response, *Oracle Workflow User's Guide*, To Respond to a Plain Text E-mail Notification Using Direct Response, *Oracle Workflow User's Guide*, and Example 'Respond' Message Attributes, *Oracle Workflow Developer's Guide*.

- **Open FYI Notification** - The notification mailer uses this template to send notifications that do not require a response. The template must indicate that the notification is for your information (FYI) and does not require a response.
- **Outbound Summary Notification** - This template is no longer used.
- **Outbound Warning Notification** - The notification mailer uses this template to send a message to a user the first time it receives unsolicited mail from that user. For example, if a message from a user does not contain a notification ID (NID) line matching it with a notification, or contains an incorrectly formatted NID line, the notification mailer sends an Outbound Warning Notification message to the user. You can optionally use the Send Warning for Unsolicited E-mail parameter to specify whether or not the notification mailer should send Outbound Warning Notification messages.
- **Open Notification (More Information Request)** - The notification mailer uses this template to send a request for more information about a notification from one user to another user.

**Note:** If you use an e-mail application such as Microsoft Outlook Express that cannot process the response link included in the

default Workflow Open Mail (More Information Request) message template, you can select an alternative template named Workflow More Information Request (Outlook Express) instead. In particular, if you set the Open Notification parameter to use the Workflow Open Mail (Outlook Express) message, then you should also set the Open Notification (More Information Request) parameter to use the Workflow More Information Request (Outlook Express) message.

- **Outbound HTML Summary Notification** - The notification mailer uses this template to send a summary of currently open workflow notifications to users and roles that have their notification preference set to SUMMARY or SUMHTML in the Oracle Workflow directory service.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

**Note:** When you click the Next or Finish button, the configuration wizard validates the parameters you entered. If the parameters are successfully validated, and the notification mailer is currently running, then Oracle Workflow Manager immediately refreshes the notification mailer with the new parameters.

## Scheduling Events

This page lets you schedule events to control the running of the service component. The events are raised at the scheduled time by DBMS jobs. For a notification mailer service component, you can schedule the following events:

- Start
- Refresh
- Suspend
- Resume
- Stop
- Launch Summary Notifications

For each event, the list displays the event name, date and time when the event is first scheduled to be raised, the interval in minutes at which the event is reraised, and, for a Refresh event, any parameters to be refreshed. You can specify the following refreshable parameters, using the parameters' internal names, when you refresh the notification mailer.

- PROCESSOR\_IN\_THREAD\_COUNT - Inbound Thread Count
- PROCESSOR\_OUT\_THREAD\_COUNT - Outbound Thread Count
- COMPONENT\_LOG\_LEVEL - Log Level, specified as a numerical value
  - 1 - Statement
  - 2 - Procedure
  - 3 - Event
  - 4 - Exception
  - 5 - Error
  - 6 - Unexpected
- EXPUNGE\_ON\_CLOSE - Expunge Inbox on Close
- ALLOW\_FORWARDED\_RESPONSE - Allow Forwarded Response
- FROM - From
- REPLYTO - Reply-to Address
- HTMLAGENT - HTML Agent
- ATTACH\_IMAGES - Attach Images to Outbound E-mails
- ATTACH\_STYLESHEET - Attach Stylesheet to Outbound E-mail
- AUTOCLOSE\_FYI - Autoclose FYI
- RESET-NLS - Reset NLS
- INLINE\_ATTACHMENT - Inline Attachments
- SEND\_UNSOLICITED\_WARNING - Send Warning for Unsolicited E-mail
- ATTACHED\_URLS - Attached URLs
- CLOSED - Outbound Closed Notification

- CANCELED - Outbound Cancelled Notification
- OPEN\_INVALID - Invalid Response Notification
- OPEN\_MAIL - Open Notification
- OPEN\_MAIL\_DIRECT - Open Notification (Direct Response Parsing)
- OPEN\_MAIL\_FYI - Open FYI Notification
- SUMMARY - Outbound Summary Notification
- WARNING - Outbound Warning Notification
- OPEN\_MORE\_INFO - Open Notification (More Information Request)
- SUMHTML - Outbound HTML Summary Notification

To schedule events:

- If no events are currently scheduled, click the Add a Row button to add a new row to the list of events and enter the information for the event.
  - Select the event for the command you want to schedule.
  - Select the date when you want the event to be raised first.
  - Select the hour and minute to specify the time on the specified date when you want the event to be raised first. The hour values are in a twenty-four hour format. For example, select 00 for midnight, or 23 for 11 PM.

**Note:** Specify the date and time according to your client time zone.

- If you want to raise the event periodically, enter the time interval in minutes at which you want to raise the event. If you do not specify a repeating interval, the event is raised only once.
- If you choose the refresh event, you can optionally enter any parameters you want to include with the event in order to refresh the notification mailer configuration parameters with those values when the event is raised. Specify the parameter names and values in the following format, separating the parameters with a colon (:):  
`internal_parameter_name=parameter_value`

For example: `PROCESSOR_OUT_THREAD_COUNT=3`

If a parameter value itself contains a colon (:), then precede the colon with a

backslash (\) as an escape character, as follows:

\:

For example:

```
OPEN_MAIL_DIRECT=WFMAIL\ : OPEN_MAIL_DIRECT
```

- To schedule another event, click the Add Another Row button and enter the information for the event.
- To remove an event, select the event and click the Remove button.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

**Note:** The configuration wizard verifies that an event is specified for every row in the list when you click the Next or Finish button. If you do not want to schedule another event, remove any empty rows before proceeding.

## Tags

This page lets you enter patterns of text found in unusual messages and the status you want to assign to an inbound message if it contains any of those patterns. For example, unusual messages include bounced or returned messages and auto-reply messages such as those sent by vacation daemons, mass mailing lists, and so on. Since different mail systems vary in how they identify bounced, undeliverable, or otherwise invalid messages, you can use notification mailer tags to specify how your mail system identifies those stray messages and how you want the notification mailer to handle those messages should it come across them.

Oracle Workflow provides several predefined tags for text commonly found in undeliverable or auto-reply messages. For each tag, the list displays the pattern, which is the string of text to look for in the From line, Subject line, or body of the message, and the action, which is the mail status to assign to the message if that pattern is found. The notification mailer handles messages according to these mail status values, as follows:

- Undelivered - Moves the message to the discard folder and updates the notification's mail status to FAILED. Additionally, the notification preference of the recipient of the notification is updated to DISABLED. No error process is initiated for this notification activity. However, after correcting the issues that prevented the e-mail from being sent, you can reset the user's notification preference and then run

the Resend Failed/Error Workflow Notifications program to re-enqueue failed notifications on the notification mailer's outbound queue. See: Handling Mailer Errors, *Oracle Workflow Administrator's Guide*.

- Unavailable - Moves the message to the discard folder and continues waiting for a reply to the notification since the notification's status is still OPEN, but its mail status is updated to UNAVAIL. This status is purely informative, as no further processing occurs with this notification.
- Ignore - Moves the message to the discard folder and continues waiting for a valid reply to the open notification. The notification's status is still OPEN and its mail status is still SENT.
- Error - Moves the message to the discard folder and updates the notification's mail status to ERROR.

You can define additional tags for other patterns you want the notification mailer to handle automatically.

- To add a new tag, click the Add Another Row button, enter the text pattern in the Pattern column, and select the status you want to assign to messages containing that pattern in the Action column.
- To remove a tag, select the tag and click the Remove button. You can only remove custom tags that you defined. You cannot remove predefined tags provided by Oracle Workflow.

**Note:** It is important that you uniquely identify bounced messages and auto-replies by defining tags to distinguish them from normal responses. If you do not identify bounced and auto-reply messages, the notification mailer can mistake these as invalid responses, send an Invalid Response Notification message, and continue to wait for a reply. In both cases a perpetual loop would occur where the notification mailer continues sending out an 'Invalid' message and the 'Invalid' message bounces back or is auto-replied each time.

**Note:** Only a message response that contains a notification ID can be handled through the FAILED and UNAVAIL mail statuses. If the notification mailer receives a message response that does not contain a notification ID, it moves the message response to the discard folder. If the Send Warning for Unsolicited E-mail parameter is selected, then for the first such message from a particular e-mail address, the notification mailer also sends an Outbound Warning Notification message to the sender to warn that it received unsolicited mail.

**Note:** If a message response matches more than one pattern in the list of tags, the message is tagged with the status of the first tag it matches. That is, the notification mailer performs a top to bottom comparison against the tag list. Due to this behavior, you should prioritize your patterns listing the Undelivered tags first, followed by the Unavailable and then Ignore tags.

**Note:** When defining custom tags, take care to choose a text pattern that is specific to the type of message you want to process, in order to avoid possible false positives. If a pattern for a tag appears in more message contexts than you intend, then the notification mailer might apply the tag action to a received e-mail unnecessarily.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

## Test

This page lets you test the configuration for a notification mailer that performs outbound e-mail processing by sending sample notification messages. Select the recipient role to which the messages should be sent, and click the Send Test Message button.

**Note:** To send a test message successfully, you must select a recipient role that either has a valid e-mail address defined, or that has members with valid e-mail addresses defined. The recipient role must also have a notification preference that includes individual e-mail notifications.

If you set an override e-mail address for the notification mailer, the Test page displays that address. In this case the test message is sent to the override address rather than the e-mail address of the recipient role. However, you must still select a recipient role to enable the notification mailer to send the test messages. See: *Reviewing Service Component Details*, page 15-13.

Oracle Workflow sends two test messages to the recipient role: one message with content built using PL/SQL and one message with Oracle Application Framework content. Check the e-mail account for the recipient role to view the test messages and reply to them with the Acknowledge response. If you did not implement inbound e-mail processing for this mailer, use the Worklist pages to respond to the test messages

after viewing the outbound messages in e-mail. After you acknowledge both test messages, Oracle Workflow sends a confirmation message to the same recipient role to show that the notification mailer successfully processed the inbound response e-mails.

If you do not receive the test messages or the response confirmation message, or if the message content does not appear correctly, check the notification mailer setup, including the mail servers and the mailer configuration parameters. In particular, if the Oracle Application Framework content does not appear correctly, check the Application Framework Agent and WF: Workflow Mailer Framework Web Agent profile options, as well as the Framework User, Framework Responsibility, Framework Application ID, and Framework URL Timeout parameters in the advanced configuration wizard. See: Setting Up a Notification Mailer, page 15-22 and Message Generation, page 15-55.

**Note:** Oracle Workflow sends the test messages by launching the PLSQL/OAFwk Response Test Process in the System: Tests (WFTTESTS) item type. This item type is stored in a file called wftstmlr.wft in the `$FND_TOP/import/<lang>` subdirectory. You can optionally use the Status Monitor to check the status of the test process.

To exit the advanced configuration wizard, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To proceed to the next step of the configuration wizard, click the Next button.

To proceed to the last step of the configuration wizard, click the Finish button.

## Review

This page lets you review the configuration parameter values that you set, the events that you scheduled, and the tags that you defined for this notification mailer service component.

- If you want to change any of these settings, return to the appropriate step in the configuration wizard to make your changes. To return to the previous step, click the Back button.
- To save these settings and finish the configuration, click the Finish button.

## Agent Listeners

The Oracle Workflow Business Event System requires agent listeners to be scheduled to receive inbound event messages. An agent listener monitors a Business Event System agent for incoming messages and dequeues messages using the agent's queue handler. You should run agent listeners for your local inbound agents. Run PL/SQL agent listeners to process event subscriptions with a PL/SQL rule function in the database, and run Java agent listeners to process event subscriptions with a Java rule function in the application tier.



When an event message is dequeued, the Event Manager begins subscription processing for the event. The Event Manager searches for and executes any active subscriptions by the local system to that event with a source type of External, and also any active subscriptions by the local system to the Any event with a source type of External. The agent listener exits after all event messages on the agent's queue have been dequeued.

The PL/SQL agent listener program is defined as a service component type in the Generic Service Component Framework. This framework helps to simplify and automate the management of background Java services.

Oracle Workflow provides several seeded agent listener service components to process messages on standard agents.

- Workflow Deferred Agent Listener - Handles messages on WF\_DEFERRED to support deferred subscription processing. This service component is started automatically by its container.
- Workflow Deferred Notification Agent Listener - Handles notification messages on WF\_DEFERRED to support outbound notification processing. This service component is started automatically by its container.
- Workflow Error Agent Listener - Handles messages on WF\_ERROR to support error handling for the Business Event System. This service component is started automatically by its container.
- Workflow Inbound Notifications Agent Listener - Handles messages on WF\_NOTIFICATION\_IN to support inbound e-mail notification processing. This service component is started automatically by its container.
- ECX Inbound Agent Listener - Handles message on ECX\_INBOUND to support Oracle XML Gateway processing. This service component must be started manually. For more information, see the *Oracle XML Gateway User's Guide*.
- ECX Transaction Agent Listener - Handles message on ECX\_TRANSACTION to support Oracle XML Gateway processing. This service component must be started manually. For more information, see the *Oracle XML Gateway User's Guide*.

You cannot delete the seeded agent listeners or edit their names, assigned agents, correlation ID values, or containers. However, if necessary you can update other configuration parameters, schedule control events, or manually choose control commands to start, stop, suspend, resume, or refresh the agent listeners.

You can also optionally create additional agent listener service components. For example, you can configure agent listeners for other inbound agents that you want to use for event message propagation, such as the standard WF\_IN and WF\_JMS\_IN agents, or any custom agents. You can also configure an agent listener that only processes messages on a particular agent that are instances of a specific event.

In addition to the parameters in the configuration wizard, for both seeded and custom

PL/SQL agent listeners, you can optionally set the following internal agent listener parameters.

- `LISTENER_PROCESS_EVT_COUNT` - Lets you specify the maximum number of event messages that the agent listener can process each time it runs, before returning control to its service component container.
- `SQL_TRACE_LEVEL` - Lets you enable SQL tracing at various levels or disable SQL tracing for the agent listener.
- `NAVIGATION_RESET_THRESHOLD` - Lets you reset the agent listener's navigation through waiting messages to include newly arrived messages, so that new high priority messages are processed sooner.

Use the `afsvcpup.sql` script to set these parameters. See: *Scheduling Listeners for Local Inbound Agents, Oracle Workflow Administrator's Guide* and *To Set Internal Agent Listener Parameters, Oracle Workflow Administrator's Guide*.

If you create custom agent listener service components, you can either assign them to the seeded container for agent listeners, named Workflow Agent Listener Service, or, based on the volume to be handled by the seeded container, you can also choose to create your own custom containers.

Before the seeded agent listener service components can run, the Workflow Agent Listener Service container which manages them must be first be started. You should ensure that this container is running. If you create your own custom containers for custom service components, ensure that those containers are running as well. Use the Service Instances page to start each container as a service instance in Generic Service Management (GSM). When the Workflow Agent Listener Service container is running, it automatically starts the Workflow Deferred Agent Listener, Workflow Deferred Notification Agent Listener, Workflow Error Agent Listener, and Workflow Inbound Notifications Agent Listener.

## Agent Listener Configuration Wizard

The agent listener configuration wizard lets you configure an agent listener service component by defining general and detail attributes and scheduling control events. You can use the configuration wizard to configure a new agent listener service component, or to edit the configuration of an existing agent listener service component.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) Create > (B) Continue*

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) Edit*

### Define

This page lets you define general attributes for the service component. Some attributes are already set to required values and cannot be modified. You must set attributes

marked with an asterisk (\*) to appropriate values for your environment before you can run the service component.

- **ID** - When you edit a previously created service component, the configuration wizard displays the identifier for the service component.
- **Status** - When you edit a previously created service component, the configuration wizard displays the status of the service component.
- **Name** - The name of the service component. This name must be unique.
- **Startup Mode** - Select Automatic, Manual, or On-Demand as the startup mode for the service component.
- **Container Type** - The container type to which this service component belongs, which is always Oracle Applications Generic Service Management (Oracle Applications GSM).
- **Inbound Agent** - The Business Event System agent that you want to monitor for inbound event messages.
- **Outbound Agent** - Leave this field blank. Agent listener service components do not use an outbound agent.
- **Correlation ID** - Optionally specify the Oracle Advanced Queuing (AQ) correlation ID of the event messages that you want the agent listener to process. The AQ correlation ID for an event message in the Business Event System is usually specified in the following format:

`<event name>`

By specifying a correlation ID in this attribute, you can dedicate the agent listener to listen only for messages that are instances of the specified event. You can also specify a partial value to listen for messages that are instances of any event whose name begins with the specified value.

Both dedicated and general agent listeners are compatible with each other. You can run several dedicated and general agent listeners for the same agent at the same time if you choose. The behavior of a general agent listener with a blank correlation ID depends on its agent.

- For the WF\_DEFERRED agent only, a general agent listener does not process messages that match a dedicated agent listener's correlation ID, as long as the dedicated agent listener has a status of `Running`, `Stopped With Error`, or `System Deactivated`. If the dedicated agent listener has any other status, such as `User Deactivated` or `Suspended`, then the general agent listener does process the messages on WF\_DEFERRED that match the dedicated agent listener's correlation ID.

For example, the seeded Workflow Deferred Notification Agent Listener has an

AQ correlation ID of `oracle.apps.wf.notification.%`, meaning that this agent listener handles only notification event messages (those whose event name begins with `oracle.apps.wf.notification.`) on the WF\_DEFERRED agent. However, the seeded Workflow Deferred Agent Listener does not have any correlation ID specified, so that it can process all event messages on the WF\_DEFERRED agent that are not being handled by a dedicated agent listener. As long as the dedicated Workflow Deferred Notification Agent Listener has a status of Running, Stopped With Error, or System Deactivated, then the general Workflow Deferred Agent Listener processes all messages on the WF\_DEFERRED agent except those whose event name begins with `oracle.apps.wf.notification.`, leaving those to be processed by the Workflow Deferred Notification Agent Listener.

- For all other agents, a general agent listener can process all messages on the agent. Even if you have configured a dedicated listener for a particular agent, a message that matches the dedicated agent listener's correlation ID may still be processed by a general listener if that listener is the first to access the message.

For example, the seeded Workflow Error Agent Listener and Workflow Inbound Notifications Agent Listener do not have any correlation ID specified so that they can process all event messages on their respective agents.

**Note:** The AQ correlation ID is different than the correlation ID contained within the WF\_EVENT\_T event message structure.

To cancel the configuration without saving any changes, click the Cancel button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

## Details

This page lets you define detail attributes for the service component. You must set attributes marked with an asterisk (\*) to appropriate values for your environment before you can run the service component. A refresh icon identifies attributes that can be refreshed dynamically while the service component is running.

- **ID** - When you edit a previously created service component, the configuration wizard displays the identifier for the service component.
- **Status** - When you edit a previously created service component, the configuration wizard displays the status of the service component.
- **Name** - The configuration wizard displays the name defined for the service component.
- **Container** - The container to which the service component will belong. Oracle

Workflow provides a container called Workflow Agent Listener Service for agent listener service components.

- **Maximum Idle Time** - If you selected the On-Demand startup mode for the service component, enter the maximum time in minutes that the service component can remain idle before it is stopped. An on-demand component that is stopped in this way will be restarted by its container when it is needed again to process new messages.
- **Max Error Count** - The number of consecutive errors the service component can encounter before its container stops it and changes its status to Stopped with Error. If an error is resolved and processing can continue, the error count is reset. The default value for the maximum error count is 10.
- **Inbound Thread Count** - Set the inbound processing thread count to 1 (one) or higher to enable inbound message processing with this agent listener. Set the inbound thread count to 0 (zero) to disable this agent listener. The default value is 1. If this agent listener receives a high volume of inbound messages, you can set the inbound thread count to a higher value to increase throughput.
- **Outbound Thread Count** - Leave this parameter set to the default value of 0 (zero). Agent listener service components do not perform outbound message processing.
- **Log Level** - Select the level of detail for the information you want to record in the service component container log. The recommended log level, which is also the default value, is Error. Usually the log level only needs to be changed if you want to record additional detailed information for debugging purposes. You can choose the following levels:
  - 1 - Statement
  - 2 - Procedure
  - 3 - Event
  - 4 - Exception
  - 5 - Error
  - 6 - Unexpected
- **Processor Read Wait Timeout** - Specify the amount of time in seconds that the service component's processing thread continues to wait, after reading the last message from its assigned queue, before timing out. If another message is received before this time expires, that message is processed and the timeout period begins again. If the timeout period expires and no more messages have been received, the service component stops reading and its sleep time begins. The default read timeout

period for an agent listener is 0 (zero) seconds.

- **Processor Min Loop Sleep** - Specify the minimum sleep time in seconds during which the service component waits, after its read timeout period expires, before it checks its queue for messages again. The default minimum sleep time for an agent listener is 120 seconds.
- **Processor Max Loop Sleep** - Specify the maximum sleep time in seconds if you want to increase the sleep time between read attempts when no messages are received. If you specify a maximum sleep time that is greater than the minimum sleep time, then the service component initially waits for the minimum sleep time after it finishes reading messages from its queue. If no messages are read in subsequent attempts, then the sleep time between read attempts gradually increases until the maximum sleep time is reached. Increasing the sleep time can help enhance performance if messages are received infrequently. You can also specify 0 (zero) for this parameter to indicate that the sleep time should not be increased. In this case, the service component always waits for the minimum sleep time between read attempts. The default value for an agent listener is 0 (zero).
- **Processor Error Loop Sleep** - Specify the sleep time in seconds during which the service component waits, after an error occurs, before it attempts to begin processing again. The default error sleep time for an agent listener is 60 seconds.
- **Processor Close on Read Timeout** - Select this parameter to specify that the service component should close its connections after its read timeout period expires, when its sleep time begins. Deselect this parameter to specify that the connections should remain open until the processing thread stops.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

## Scheduling Events

This page lets you schedule events to control the running of the service component. The events are raised at the scheduled time by DBMS jobs. For an agent listener service component, you can schedule the following events:

- Start
- Refresh
- Suspend

- Resume
- Stop

For each event, the list displays the event name, date and time when the event is first scheduled to be raised, the interval in minutes at which the event is reraised, and, for a refresh event, any parameters to be refreshed. You can specify the following refreshable parameters, using the parameters' internal names, when you refresh the agent listener.

- `PROCESSOR_IN_THREAD_COUNT` - Inbound Thread Count
- `COMPONENT_LOG_LEVEL` - Log Level, specified as a numerical value
  - 1 - Statement
  - 2 - Procedure
  - 3 - Event
  - 4 - Exception
  - 5 - Error
  - 6 - Unexpected

To schedule events:

- If no events are currently scheduled, click the Add a Row button to add a new row to the list of events and enter the information for the event.
  - Select the event for the command you want to schedule. Oracle Workflow provides events to let you start, stop, refresh, suspend, or resume the service component.
  - Select the date when you want the event to be raised first.
  - Select the hour and minute to specify the time on the specified date when you want the event to be raised first. The hour values are in a twenty-four hour format. For example, select 00 for midnight, or 23 for 11 PM.

**Note:** Specify the date and time according to your client time zone.

- If you want to raise the event periodically, enter the time interval in minutes at which you want to raise the event. If you do not specify a repeating interval, the event is raised only once.
- If you choose the refresh event, you can optionally enter any parameters you

want to include with the event in order to refresh the agent listener configuration parameters with those values when the event is raised. Specify the parameter names and values in the following format, separating the parameters with a colon (:):  
`internal_parameter_name=parameter_value`

For example: `PROCESSOR_IN_THREAD_COUNT=1`

If a parameter value itself contains a colon (:), then precede the colon with a backslash (\) as an escape character, as follows:

`\:`

- To schedule another event, click the Add Another Row button and enter the information for the event.
- To remove an event, select the event and click the Remove button.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

**Note:** The configuration wizard verifies that an event is specified for every row in the list when you click the Next or Finish button. If you do not want to schedule another event, you should remove any empty rows before proceeding.

## Review

This page lets you review the configuration parameter values that you set and the events that you scheduled for this service component.

- If you want to change any of these settings, return to the appropriate step in the configuration wizard to make your changes. To return to the previous step, click the Back button.
- To save these settings and finish the configuration, click the Finish button.

## Java Agent Listeners

The Oracle Workflow Business Event System requires agent listeners to be scheduled to receive inbound event messages. An agent listener monitors a Business Event System agent for incoming messages and dequeues messages using the agent's queue handler.



You should run agent listeners for your local inbound agents. Run PL/SQL agent listeners to process event subscriptions with a PL/SQL rule function in the database, and run Java agent listeners to process event subscriptions with a Java rule function in the application tier.

When an event message is dequeued, the Event Manager begins subscription processing for the event. The Event Manager searches for and executes any active subscriptions by the local system to that event with a source type of External, and also any active subscriptions by the local system to the Any event with a source type of External. The agent listener exits after all event messages on the agent's queue have been dequeued.

The Java agent listener program is defined as a service component type in the Generic Service Component Framework. This framework helps to simplify and automate the management of background Java services.

Oracle Workflow provides several seeded Java agent listener service components to process messages on standard agents.

- Workflow Java Deferred Agent Listener - Handles messages on WF\_JAVA\_DEFERRED to support deferred subscription processing in the application tier. This service component is started automatically by its container.
- Workflow Java Error Agent Listener - Handles messages on WF\_JAVA\_ERROR to support error handling for the Business Event System in the application tier. This service component is started automatically by its container.
- Web Services IN Agent - Handles messages on WF\_WS\_JMS\_IN to support inbound Web service message processing. This service component must be started manually.

You can optionally update the configuration of the Web Services IN Agent listener or delete this service component if necessary. You cannot delete the Workflow Java Deferred Agent Listener and Workflow Java Error Agent Listener or edit their names, assigned agents, correlation ID values, or containers. However, if necessary you can update other configuration parameters, schedule control events, or manually choose control commands to start, stop, suspend, resume, or refresh these Java agent listeners.

You can also optionally create additional Java agent listener service components. For example, you can configure Java agent listeners for other inbound agents that you want to use for event message propagation in the application tier, such as custom agents. You can also configure a Java agent listener that only processes messages on a particular agent that are instances of a specific event.

In addition to the parameters in the configuration wizard, for both seeded and custom Java agent listeners, you can optionally set an internal agent listener parameter named NAVIGATION\_RESET\_THRESHOLD. This parameter lets you reset the agent listener's navigation through waiting messages to include newly arrived messages, so that new high priority messages are processed sooner. Use the `afsvcpup.sql` script to set this parameter. See: *Scheduling Listeners for Local Inbound Agents, Oracle Workflow*

*Administrator's Guide and To Set Internal Agent Listener Parameters, Oracle Workflow Administrator's Guide.*

If you create custom Java agent listener service components, you can either assign them to the seeded container for agent listeners, named Workflow Agent Listener Service, or, based on the volume to be handled by the seeded container, you can also choose to create your own custom containers.

Before the seeded Java agent listener service components can run, the Workflow Agent Listener Service container which manages them must be first be started. You should ensure that this container is running. If you create your own custom containers for custom service components, ensure that those containers are running as well. Use the Service Instances page to start each container as a service instance in Generic Service Management (GSM). When the Workflow Agent Listener Service container is running, it automatically starts the Workflow Java Deferred Agent Listener and Workflow Java Error Agent Listener.

## Java Agent Listener Configuration Wizard

The Java agent listener configuration wizard lets you configure a Java agent listener service component by defining general and detail attributes and scheduling control events. You can use the configuration wizard to configure a new Java agent listener service component, or to edit the configuration of an existing Java agent listener service component.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) Create > (B) Continue*

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) Edit*

### Define

This page lets you define general attributes for the service component. Some attributes are already set to required values and cannot be modified. You must set attributes marked with an asterisk (\*) to appropriate values for your environment before you can run the service component.

- **ID** - When you edit a previously created service component, the configuration wizard displays the identifier for the service component.
- **Status** - When you edit a previously created service component, the configuration wizard displays the status of the service component.
- **Name** - The name of the service component. This name must be unique.
- **Startup Mode** - Select Automatic, Manual, or On-Demand as the startup mode for the service component.

- **Container Type** - The container type to which this service component belongs, which is always Oracle Applications Generic Service Management (Oracle Applications GSM).
- **Inbound Agent** - The Business Event System agent that you want to monitor for inbound event messages.
- **Outbound Agent** - Leave this field blank. Java agent listener service components do not use an outbound agent.
- **Correlation ID** - Optionally specify the Oracle Advanced Queuing (AQ) correlation ID of the event messages that you want the Java agent listener to process. The AQ correlation ID for an event message in the Business Event System is usually specified in the following format:

`<event name>`

By specifying a correlation ID in this attribute, you can dedicate the Java agent listener to listen only for messages that are instances of the specified event. You can also specify a partial value to listen for messages that are instances of any event whose name begins with the specified value.

Both dedicated and general Java agent listeners are compatible with each other. You can run several dedicated and general Java agent listeners for the same agent at the same time if you choose. The behavior of a general Java agent listener with a blank correlation ID depends on its agent.

- For the WF\_JAVA\_DEFERRED agent only, a general Java agent listener does not process messages that match a dedicated Java agent listener's correlation ID, as long as the dedicated Java agent listener has a status of `Running`, `Stopped With Error`, or `System Deactivated`. If the dedicated Java agent listener has any other status, such as `User Deactivated` or `Suspended`, then the general Java agent listener does process the messages on WF\_JAVA\_DEFERRED that match the dedicated Java agent listener's correlation ID.

For example, the seeded Workflow Java Deferred Agent Listener does not have any correlation ID specified, so that it can process all event messages on the WF\_JAVA\_DEFERRED agent that are not being handled by a dedicated agent listener. If you configure a dedicated Java agent listener for WF\_JAVA\_DEFERRED, then as long as that dedicated listener has a status of `Running`, `Stopped With Error`, or `System Deactivated`, the general Workflow Java Deferred Agent Listener processes all messages on the WF\_JAVA\_DEFERRED agent except those whose event name matches the dedicated listener's correlation ID, leaving those to be processed by the dedicated listener.

- For all other agents, a general Java agent listener can process all messages on the agent. Even if you have configured a dedicated listener for a particular

agent, a message that matches the dedicated Java agent listener's correlation ID may still be processed by a general listener if that listener is the first to access the message.

For example, the seeded Workflow Java Error Agent Listener and Web Services IN Agent do not have any correlation ID specified so that they can process all event messages on their respective agents.

**Note:** The AQ correlation ID is different than the correlation ID contained within the WF\_EVENT\_T event message structure.

To cancel the configuration without saving any changes, click the Cancel button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

## Details

This page lets you define detail attributes for the service component. You must set attributes marked with an asterisk (\*) to appropriate values for your environment before you can run the service component. A refresh icon identifies attributes that can be refreshed dynamically while the service component is running.

- **ID** - When you edit a previously created service component, the configuration wizard displays the identifier for the service component.
- **Status** - When you edit a previously created service component, the configuration wizard displays the status of the service component.
- **Name** - The configuration wizard displays the name defined for the service component.
- **Container** - The container to which the service component will belong. Oracle Workflow provides a container called Workflow Agent Listener Service for Java agent listener service components.
- **Maximum Idle Time** - If you selected the On-Demand startup mode for the service component, enter the maximum time in minutes that the service component can remain idle before it is stopped. An on-demand component that is stopped in this way will be restarted by its container when it is needed again to process new messages.
- **Max Error Count** - The number of consecutive errors the service component can encounter before its container stops it and changes its status to Stopped with Error. If an error is resolved and processing can continue, the error count is reset. The default value for the maximum error count is 10.

- **Inbound Thread Count** - Set the inbound processing thread count to 1 (one) or higher to enable inbound message processing with this Java agent listener. Set the inbound thread count to 0 (zero) to disable this Java agent listener. The default value is 1. If this Java agent listener receives a high volume of inbound messages, you can set the inbound thread count to a higher value to increase throughput.
- **Outbound Thread Count** - Leave this parameter set to the default value of 0 (zero). Java agent listener service components do not perform outbound message processing.
- **Log Level** - Select the level of detail for the information you want to record in the service component container log. The recommended log level, which is also the default value, is Error. Usually the log level only needs to be changed if you want to record additional detailed information for debugging purposes. You can choose the following levels:
  - 1 - Statement
  - 2 - Procedure
  - 3 - Event
  - 4 - Exception
  - 5 - Error
  - 6 - Unexpected
- **Processor Read Wait Timeout** - Specify the amount of time in seconds that the service component's processing thread continues to wait, after reading the last message from its assigned queue, before timing out. If another message is received before this time expires, that message is processed and the timeout period begins again. If the timeout period expires and no more messages have been received, the service component stops reading and its sleep time begins. The default read timeout period for a Java agent listener is 10 seconds.
- **Processor Min Loop Sleep** - Specify the minimum sleep time in seconds during which the service component waits, after its read timeout period expires, before it checks its queue for messages again. The default minimum sleep time for a Java agent listener is 5 seconds.
- **Processor Max Loop Sleep** - Specify the maximum sleep time in seconds if you want to increase the sleep time between read attempts when no messages are received. If you specify a maximum sleep time that is greater than the minimum sleep time, then the service component initially waits for the minimum sleep time after it finishes reading messages from its queue. If no messages are read in subsequent attempts, then the sleep time between read attempts gradually increases

until the maximum sleep time is reached. Increasing the sleep time can help enhance performance if messages are received infrequently. You can also specify 0 (zero) for this parameter to indicate that the sleep time should not be increased. In this case, the service component always waits for the minimum sleep time between read attempts. The default maximum sleep time for a Java agent listener is 60 seconds.

- **Processor Error Loop Sleep** - Specify the sleep time in seconds during which the service component waits, after an error occurs, before it attempts to begin processing again. The default error sleep time for a Java agent listener is 60 seconds.
- **Processor Close on Read Timeout** - Select this parameter to specify that the service component should close its connections after its read timeout period expires, when its sleep time begins. Deselect this parameter to specify that the connections should remain open until the processing thread stops.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

## Scheduling Events

This page lets you schedule events to control the running of the service component. The events are raised at the scheduled time by DBMS jobs. For a Java agent listener service component, you can schedule the following events:

- Start
- Refresh
- Suspend
- Resume
- Stop

For each event, the list displays the event name, date and time when the event is first scheduled to be raised, the interval in minutes at which the event is reraised, and, for a refresh event, any parameters to be refreshed. You can specify the following refreshable parameters, using the parameters' internal names, when you refresh the Java agent listener.

- `PROCESSOR_IN_THREAD_COUNT` - Inbound Thread Count

- COMPONENT\_LOG\_LEVEL - Log Level, specified as a numerical value
  - 1 - Statement
  - 2 - Procedure
  - 3 - Event
  - 4 - Exception
  - 5 - Error
  - 6 - Unexpected

To schedule events:

- If no events are currently scheduled, click the Add a Row button to add a new row to the list of events and enter the information for the event.
  - Select the event for the command you want to schedule. Oracle Workflow provides events to let you start, stop, refresh, suspend, or resume the service component.
  - Select the date when you want the event to be raised first.
  - Select the hour and minute to specify the time on the specified date when you want the event to be raised first. The hour values are in a twenty-four hour format. For example, select 00 for midnight, or 23 for 11 PM.

**Note:** Specify the date and time according to your client time zone.

- If you want to raise the event periodically, enter the time interval in minutes at which you want to raise the event. If you do not specify a repeating interval, the event is raised only once.
- If you choose the refresh event, you can optionally enter any parameters you want to include with the event in order to refresh the Java agent listener configuration parameters with those values when the event is raised. Specify the parameter names and values in the following format, separating the parameters with a colon (:):  
`internal_parameter_name=parameter_value`

For example: `PROCESSOR_IN_THREAD_COUNT=1`

If a parameter value itself contains a colon (:), then precede the colon with a backslash (\) as an escape character, as follows:

`\:`

- To schedule another event, click the Add Another Row button and enter the information for the event.
- To remove an event, select the event and click the Remove button.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

**Note:** The configuration wizard verifies that an event is specified for every row in the list when you click the Next or Finish button. If you do not want to schedule another event, you should remove any empty rows before proceeding.

## Review

This page lets you review the configuration parameter values that you set and the events that you scheduled for this service component.

- If you want to change any of these settings, return to the appropriate step in the configuration wizard to make your changes. To return to the previous step, click the Back button.
- To save these settings and finish the configuration, click the Finish button.

## Web Services Outbound

You can use Web services in Oracle Workflow to initiate outbound Web service requests and to accept inbound Web service requests.

When Web service messages are dequeued by the Oracle E-Business Suite, they are transmitted by the Web service outbound component.

The Web services outbound program is defined as a service component type in the Generic Service Component Framework. This framework helps to simplify and automate the management of background Java services.

Oracle Workflow provides a seeded Web services outbound component named Web Services OUT Agent to process messages on the standard WF\_WS\_JMS\_OUT queue, which is a Business Event System agent. This service component must be started manually. You can optionally update its configuration if necessary.

You can also optionally create additional Web services outbound components. For



example, you can configure a Web services outbound component that only processes messages on a particular agent or queue.

If you create custom Web services outbound components, you can either assign them to the seeded container for Web services outbound components, named Workflow Document Web Services Service, or, based on the volume to be handled by the seeded container, you can also choose to create your own custom containers.

Before the seeded Web services outbound component can run, the Workflow Document Web Services Service container which manages it must be first be started. You should ensure that this container is running. If you create your own custom containers for custom service components, ensure that those containers are running as well. Use the Service Instances page to start each container as a service instance in Generic Service Management (GSM).

**Note:** Inbound Web service messages are processed by a seeded service component of type Java agent listener, named Workflow Web Services In.

## Web Services Outbound Configuration Wizard

The Web services outbound configuration wizard lets you configure a Web services outbound service component by defining general and detail attributes and scheduling control events. You can use the configuration wizard to configure a new Web services outbound service component, or to edit the configuration of an existing Web services outbound service component.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) Create > (B) Continue*

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Service Components status icon > (B) Edit*

### Define

This page lets you define general attributes for the service component. Some attributes are already set to required values and cannot be modified. You must set attributes marked with an asterisk (\*) to appropriate values for your environment before you can run the service component.

- **ID** - When you edit a previously created service component, the configuration wizard displays the identifier for the service component.
- **Status** - When you edit a previously created service component, the configuration wizard displays the status of the service component.
- **Name** - The name of the service component. This name must be unique.

- **Startup Mode** - Select Automatic, Manual, or On-Demand as the startup mode for the service component.
- **Container Type** - The container type to which this service component belongs, which is always Oracle Applications Generic Service Management (Oracle Applications GSM).
- **Inbound Agent** - Leave this field blank. Web services outbound components do not use an inbound agent.
- **Outbound Agent** - The agent/queue that you want to monitor for outbound Web services messages.

To cancel the configuration without saving any changes, click the Cancel button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

## Details

This page lets you define detail attributes for the service component. You must set attributes marked with an asterisk (\*) to appropriate values for your environment before you can run the service component. A refresh icon identifies attributes that can be refreshed dynamically while the service component is running.

- **ID** - When you edit a previously created service component, the configuration wizard displays the identifier for the service component.
- **Status** - When you edit a previously created service component, the configuration wizard displays the status of the service component.
- **Name** - The configuration wizard displays the name defined for the service component.
- **Container** - The container to which the service component will belong. Oracle Workflow provides a container called Workflow Document Web Services Service for Web services outbound components.
- **Maximum Idle Time** - If you selected the On-Demand startup mode for the service component, enter the maximum time in minutes that the service component can remain idle before it is stopped. An on-demand component that is stopped in this way will be restarted by its container when it is needed again to process new messages.
- **Max Error Count** - The number of consecutive errors the service component can encounter before its container stops it and changes its status to Stopped with Error. If an error is resolved and processing can continue, the error count is reset. The default value for the maximum error count is 10.

- **Inbound Thread Count** - Leave this parameter set to the default value of 0 (zero). Web services outbound components do not perform inbound message processing.
- **Outbound Thread Count** - Specify the number of outbound processing threads you want to execute simultaneously with this Web services outbound component, depending on the volume of outbound messages you need to send. Specify 0 (zero) to disable this Web services outbound component. The default value is 1 (one).
- **Log Level** - Select the level of detail for the information you want to record in the service component container log. The recommended log level, which is also the default value, is Error. Usually the log level only needs to be changed if you want to record additional detailed information for debugging purposes. You can choose the following levels:
  - 1 - Statement
  - 2 - Procedure
  - 3 - Event
  - 4 - Exception
  - 5 - Error
  - 6 - Unexpected
- **Processor Read Wait Timeout** - Specify the amount of time in seconds that the service component's processing threads continue to wait, after reading the last message from the assigned queue, before timing out. If another message is received before this time expires, that message is processed and the timeout period begins again. If the timeout period expires and no more messages have been received, the service component stops reading and its sleep time begins. The default read timeout period for a Web services outbound component is 10 seconds.
- **Processor Min Loop Sleep** - Specify the minimum sleep time in seconds during which the service component waits, after its read timeout period expires, before it checks its queue for messages again. The default minimum sleep time for a Web services outbound component is 5 seconds.
- **Processor Max Loop Sleep** - Specify the maximum sleep time in seconds if you want to increase the sleep time between read attempts when no messages are received. If you specify a maximum sleep time that is greater than the minimum sleep time, then the service component initially waits for the minimum sleep time after it finishes reading messages from its queue. If no messages are read in subsequent attempts, then the sleep time between read attempts gradually increases until the maximum sleep time is reached. Increasing the sleep time can help enhance performance if messages are received infrequently. You can also specify 0

(zero) for this parameter to indicate that the sleep time should not be increased. In this case, the service component always waits for the minimum sleep time between read attempts. The default maximum sleep time for a Web services outbound component is 60 seconds.

- **Processor Error Loop Sleep** - Specify the sleep time in seconds during which the service component waits, after an error occurs, before it attempts to begin processing again. The default error sleep time for a Web services outbound component is 60 seconds.
- **Processor Close on Read Timeout** - Select this parameter to specify that the service component should close its connections after its read timeout period expires, when its sleep time begins. Deselect this parameter to specify that the connections should remain open until the processing thread stops.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

## Scheduling Events

This page lets you schedule events to control the running of the service component. The events are raised at the scheduled time by DBMS jobs. For a Web services outbound component, you can schedule the following events:

- Start
- Refresh
- Suspend
- Resume
- Stop

For each event, the list displays the event name, date and time when the event is first scheduled to be raised, the interval in minutes at which the event is reraised, and, for a refresh event, any parameters to be refreshed. You can specify the following refreshable parameters, using the parameters' internal names, when you refresh the Web services outbound component.

- `PROCESSOR_OUT_THREAD_COUNT` - Outbound Thread Count
- `COMPONENT_LOG_LEVEL` - Log Level, specified as a numerical value

- 1 - Statement
- 2 - Procedure
- 3 - Event
- 4 - Exception
- 5 - Error
- 6 - Unexpected

To schedule events:

- If no events are currently scheduled, click the Add a Row button to add a new row to the list of events and enter the information for the event.
  - Select the event for the command you want to schedule. Oracle Workflow provides events to let you start, stop, refresh, suspend, or resume the service component.
  - Select the date when you want the event to be raised first.
  - Select the hour and minute to specify the time on the specified date when you want the event to be raised first. The hour values are in a twenty-four hour format. For example, select 00 for midnight, or 23 for 11 PM.

**Note:** Specify the date and time according to your client time zone.

- If you want to raise the event periodically, enter the time interval in minutes at which you want to raise the event. If you do not specify a repeating interval, the event is raised only once.
- If you choose the refresh event, you can optionally enter any parameters you want to include with the event in order to refresh the Web services outbound configuration parameters with those values when the event is raised. Specify the parameter names and values in the following format, separating the parameters with a colon (:):  
`internal_parameter_name=parameter_value`

For example: `PROCESSOR_OUT_THREAD_COUNT=3`

If a parameter value itself contains a colon (:), then precede the colon with a backslash (\) as an escape character, as follows:

`\:`

- To schedule another event, click the Add Another Row button and enter the information for the event.
- To remove an event, select the event and click the Remove button.

To cancel any changes on this page, click the Cancel button.

To return to the previous step of the configuration wizard, click the Back button.

To save these settings and proceed to the next step of the configuration wizard, click the Next button.

To save these settings and proceed to the last step of the configuration wizard, click the Finish button.

**Note:** The configuration wizard verifies that an event is specified for every row in the list when you click the Next or Finish button. If you do not want to schedule another event, you should remove any empty rows before proceeding.

## Review

This page lets you review the configuration parameter values that you set and the events that you scheduled for this service component.

- If you want to change any of these settings, return to the appropriate step in the configuration wizard to make your changes. To return to the previous step, click the Back button.
- To save these settings and finish the configuration, click the Finish button.

## Background Engines

Background engine processes serve three purposes in Oracle Workflow: to handle activities deferred by the Workflow Engine, to handle timed out notification activities, and to handle stuck processes.

When the Workflow Engine initiates and performs a process, it completes all necessary activities before continuing to the next eligible activity. In some cases, an activity can require a large amount of processing resource or time to complete. Oracle Workflow lets you manage the load on the Workflow Engine by setting up supplemental engines to run these costly activities as background tasks. In these cases, the costly activity is deferred by the Workflow Engine and run later by a background engine. The main Workflow Engine can then continue to the next available activity, which may occur on some other parallel branch of the process.

A background engine must also be set up to handle timed out notification activities. When the Workflow Engine comes across a notification activity that requires a

response, it calls the Notification System to send the notification to the appropriate performer, and then sets the notification activity to a status of 'NOTIFIED' until the performer completes the notification activity. Meanwhile, a background engine set up to handle timed out activities periodically checks for 'NOTIFIED' activities and whether these activities have time out values specified. If a 'NOTIFIED' activity does have a time out value, and the current date and time exceeds that time out value, the background engine marks that activity as timed out and calls the Workflow Engine. The Workflow Engine then resumes by trying to execute a <timeout> transition activity.

Additionally, a background engine must be set up to handle stuck processes. A process is identified as stuck when it has a status of ACTIVE, but cannot progress any further. For example, a process could become stuck in the following situations:

- A thread within a process leads to an activity that is not defined as an End activity but has no other activity modeled after it, and no other activity is active.
- A process with only one thread loops back, but the pivot activity of the loop has the On Revisit property set to Ignore.
- An activity returns a result for which no eligible transition exists. For instance, if the function for a function activity returns an unexpected result value, and no default transition is modeled after that activity, the process cannot continue.

The background engine sets the status of a stuck process to ERROR:#STUCK and executes the error process defined for it.

You can define and start up as many background engines as you like to check for deferred and timed out activities.

You run a background engine by submitting the Workflow Background Process concurrent program (FNDWFBG). Background engines can be restricted to handle activities associated with specific item types, and within specific cost ranges. A background engine runs until it completes all eligible activities at the time it was initiated. Generally, you should set the background engine up to run periodically.

Ensure that you have at least one background engine that can check for timed out activities, one that can process deferred activities, and one that can handle stuck processes. At a minimum, you need to set up one background engine that can handle both timed out and deferred activities as well as stuck processes. Generally, you should run a separate background engine to check for stuck processes at less frequent intervals than the background engine that you run for deferred activities, normally not more often than once a day. Run the background engine to check for stuck processes when the load on the system is low.

**Note:** If you implement workflow RAC affinity, then you should also run background engines using the Workflow Background Process for RAC concurrent program (FNDWFBGRAC). This program runs background engines that each process only the RAC-enabled

workflows that were launched in a specific RAC instance. Running background engines with RAC affinity provides faster access to the workflow runtime data and helps avoid contention. However, you cannot submit the Workflow Background Process for RAC concurrent program through Oracle Workflow Manager. You must submit this program through the standard request submission UI. See: *Setting Up Workflow RAC Affinity, Oracle Workflow Administrator's Guide* and *Setting Up Background Workflow Engines, Oracle Workflow Administrator's Guide*.

You should run the Workflow Background Process for RAC program for deferred activities, timed out activities, and stuck processes as needed depending on the requirements of your RAC-enabled workflows. If the RAC-enabled workflows run on a particular schedule, then you should run the Workflow Background Process for RAC program on a corresponding schedule. You should also continue running the Workflow Background Process program to handle workflows that are not RAC-enabled. To ensure that RAC-enabled workflows are processed using RAC affinity, schedule the Workflow Background Process for RAC program to run before the Workflow Background Process program, particularly if you run the Workflow Background Process program without specifying an item type.

## Running Background Engines

To run a background engine, submit the Workflow Background Process concurrent program (FNDWFBG). When you start a new background engine, you can restrict the engine to handle activities associated with specific item types, and within specific cost ranges. You can submit the Workflow Background Process concurrent program several times to schedule different background engines to run at different times.

- To submit a request for the Workflow Background Process concurrent program, choose Background Engines from the Submit Request For pull-down menu in the Workflow System status page and click the Go button.
- To view Workflow Background Process concurrent requests, click the Background Engines status icon in the Workflow System status page.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go*

## Parameters

When you submit the Workflow Background Process concurrent program, specify the following parameters.

- **Item Type** - Specify an item type to restrict this engine to activities associated with



that item type. If you do not specify an item type, the engine processes any activity regardless of its item type.

**Note:** If you implemented workflow RAC affinity, then the following conditions apply.

- To obtain the performance benefits of workflow RAC affinity, you should run the Workflow Background Process for RAC program for the item types that include RAC-enabled workflow processes.
  - If any item types include both RAC-enabled and non-RAC workflow processes, then you should also run the normal Workflow Background Process program for those item types in order to handle the non-RAC workflow processes. Note that in this case the Workflow Background Process program executes eligible activities from all workflow processes in the specified item type, whether the processes are non-RAC or RAC-enabled, without respect to RAC affinity.
  - If you run the Workflow Background Process program without specifying an item type, then it executes eligible activities from all workflow processes in all item types, whether the processes are non-RAC or RAC-enabled, without respect to RAC affinity.
  - Consequently, to ensure that RAC-enabled workflows are processed using RAC affinity, schedule the Workflow Background Process for RAC program to run before the Workflow Background Process program, particularly if you run the Workflow Background Process program without specifying an item type.
- 
- **Minimum Threshold** - Specify the minimum cost that an activity must have for this background engine to execute it, in hundredths of a second.
  - **Maximum Threshold** - Specify the maximum cost that an activity can have for this background engine to execute it, in hundredths of a second. By using Minimum Threshold and Maximum Threshold you can create multiple background engines to handle very specific types of activities. The default values for these arguments are null so that the background engine runs activities regardless of cost.
  - **Process Deferred** - Specify whether this background engine checks for deferred activities. Setting this parameter to Yes allows the engine to check for deferred activities.
  - **Process Timeout** - Specify whether this background engine checks for activities that

have timed out. Setting this parameter to Yes allows the engine to check for timed out activities.

- **Process Stuck** - Specify whether this background engine checks for stuck processes. Setting this parameter to Yes allows the engine to check for stuck processes.

**Note:** Make sure you have a least one background engine that can check for timed out activities, one that can process deferred activities, and one that can handle stuck processes. At a minimum, you need to set up one background engine that can handle both timed out and deferred activities as well as stuck processes.

## Viewing Concurrent Requests

When you view the Workflow Background Process concurrent requests, the Background Engines page shows standard request detail information for these requests. For each request, the list displays the request ID, program short name, description, application short name, phase, status, requester, duration, wait time, and submission date. Click a column heading to sort the list by that column.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Background Engines status icon*

- To show the details for a request if they are hidden, click the Show link in the Details column. Oracle Applications Manager displays details about the request depending on the status of the request. You can also perform actions, such as placing a hold on a request, canceling a request, viewing diagnostic information, viewing manager details, viewing logs, or viewing request output, by clicking the corresponding button. The actions that are available depend on the status of the request.
- To hide the details for a request if they are shown, click the Hide link in the Details column.
- To search for concurrent requests with different criteria, click the New Search button or click one of the Quick Search links.
- To modify the search criteria from this search, click the Modify Search button.
- To add the information from this page to your support cart, click the Add to Support Cart button.

## Purging Workflow Data

The Oracle Applications Manager console helps you easily maintain the Oracle

Workflow and Oracle XML Gateway database tables. Oracle Workflow and Oracle XML Gateway access several tables that can grow quite large with obsolete workflow information that is stored for all completed workflow processes, as well as obsolete information for XML transactions. The size of these tables and indexes can adversely affect performance. These tables should be purged on a regular basis, using the Purge Obsolete Workflow Runtime Data concurrent program.

This program purges obsolete runtime information associated with work items, including status information, any associated notifications, and, if the ECX: Purge ECX data with WF profile option is set to Y, any associated Oracle XML Gateway transactions. By default, it also purges obsolete design information, such as activities that are no longer in use and expired ad hoc users and roles, and obsolete runtime information not associated with work items, such as notifications that were not handled through a workflow process and, if the ECX: Purge ECX data with WF profile option is set to Y, Oracle XML Gateway transactions that were not handled through a workflow process. You can optionally choose to purge only core runtime information associated with work items for performance gain during periods of high activity, and purge all obsolete information as part of your routine maintenance during periods of low activity.

**Note:** This program does not delete ad hoc users or roles whose expiration date is null. To ensure that ad hoc users and roles are purged in a timely fashion after they are no longer needed, estimate how long they should be active and specify an appropriate expiration date when you call `WF_DIRECTORY.CreateAdHocUser()`, `WF_DIRECTORY.CreateAdHocRole()`, or `WF_DIRECTORY.CreateAdHocRole2()` to create them.

To preserve electronic signature evidence for future reference, this program by default does not delete any notifications that required signatures or their associated signature information. If you do not need to maintain signature evidence, you can choose to delete signature-related information as well.

You can also optionally use this program to purge cached data from the `WF_ATTRIBUTE_CACHE` and `WF_ENTITY_CHANGES` tables. These tables contain cached data related to defining users as well as integration with LDAP and Oracle Directory Services.

**Note:** You can also use the Purge Obsolete ECX Data concurrent program to purge Oracle XML Gateway transactions according to Oracle XML Gateway-specific parameters. For information about this program and about the ECX: Purge ECX data with WF profile option, see: *Purge Obsolete ECX Data Concurrent Program*, *Oracle XML Gateway User's Guide* and *Purge Obsolete Workflow Runtime Data Concurrent Program*, *Oracle XML Gateway User's Guide*.

## Workflow Purge

The Workflow Purge page shows summary information about the next scheduled and last completed purge requests and about completed work items.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Purge status icon*

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Related Links > Throughput > Work Items*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

## Requests Summary

This region displays summary information about the next scheduled and last completed Purge Obsolete Workflow Runtime Data concurrent requests.

- To show information in this region if it is hidden, click the Show link.
- To hide information in this region if it is shown, click the Hide link.

## Next Scheduled

For the next scheduled Purge Obsolete Workflow Runtime Data concurrent request, Oracle Workflow Manager displays the request ID, requestor, status, requested start time, wait time, and parameters.

## Last Completed

For the last completed Purge Obsolete Workflow Runtime Data concurrent request, Oracle Workflow Manager displays the request ID, requestor, status, completed time, duration, and parameters.

To view the log file for the request, click the Request Log link.

## Completed Work Items

This region displays the distribution of completed work items across different item

types.

- To show information in this region if it is hidden, click the Show link
- To hide information in this region if it is shown, click the Hide link.
- This region displays the date and time when the work item statistics were last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.

For each work item type in the Completed Work Items list, Oracle Workflow Manager displays the work item type name, the persistence type, the retention period in days, the number of completed work items of that type, and the number of items of that type that are available for purging. Click any column heading to sort the list by that column.

- To filter the item types displayed in the list, select an item type property and an operator from the Filter pull-down menus, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Work item type display name
  - Work item type internal name
  - Persistence type
  - Retention period
  - Number of completed work items of this type
  - Number of items of this type available for purging
- To view details for work items of a particular item type, either click the item type link in the Work Item Type column, or select the item type and click the View Details button.

## Submitting the Purge Program

You perform purging by submitting the Purge Obsolete Workflow Runtime Data concurrent program (FNDWFPR). You can enter restrictions to specify the data that you want to purge.

- To submit a request for the Purge Obsolete Workflow Runtime Data concurrent program, either click the Purge button in the Completed Work Items region of the Workflow Purge page, or choose Purge from the Submit Request For pull-down menu in the Workflow System status page and click the Go button.
- To view Purge Obsolete Workflow Runtime Data concurrent requests, click the View Purge Requests button in the Completed Work Items region of the Workflow

Purge page.

## Parameters

When you submit the Purge Obsolete Workflow Runtime Data concurrent program, specify the following parameters.

- **Item Type** - Specify the item type to purge. Leave this field blank to purge the runtime data for all item types.
- **Item Key** - Specify the item key to purge. The item key is a unique identifier for an item within an item type. Leave this field blank to purge the runtime data for all items of the specified item type.
- **Age** - Specify the minimum age of data to purge, in days, if you are purging items with a Temporary persistence type. The default is 0 days.
- **Persistence Type** - Specify the persistence type of the data you want to purge, either Permanent or Temporary. The default is Temporary.
- **Core Workflow Only** - Enter 'Y' to purge only obsolete runtime data associated with work items, or 'N' to purge all obsolete runtime data as well obsolete design data. The default is 'N'.
- **Commit Frequency** - Enter the number of records to purge before the program commits data. To reduce rollback size and improve performance, set this parameter to commit data after a smaller number of records. The default is 500 records.

**Note:** After performing a commit, the program resumes purging work items with the next subsequent begin date. In some cases, if additional items have the same begin date as the last item that was purged before a commit, the program may not purge all eligible items. To purge these remaining work items, simply rerun the program.

- **Signed Notifications** - Enter 'N' to preserve signature evidence, including notifications that required electronic signatures and their associated signature information. Enter 'Y' to purge signature-related information. The default is 'N'.
- **Other Cached Data** - Enter 'Y' to purge cached user definition data from the WF\_ATTRIBUTE\_CACHE and WF\_ENTITY\_CHANGES tables. Enter 'N' if you do not want to purge this data. The default is 'N'.
- **Parallel Thread Count** - The number of parallel threads used to perform the purge processing, which is controlled through the DBMS\_PARALLEL\_EXECUTE API. The default value for this parameter is 4.

The value you can set for the Parallel Thread Count parameter depends on the value of the `JOB_QUEUE_PROCESSES` database initialization parameter. If you want to increase the Parallel Thread Count value to improve the performance of the purge processing, you should first check the value of the `JOB_QUEUE_PROCESSES` parameter to determine how many job queue processes are available and decide how many to use for the purge processing. Do not set the Parallel Thread Count parameter to the same value as the `JOB_QUEUE_PROCESSES` parameter, so that some job queue processes will remain available for other processing.

## Viewing Concurrent Requests

When you view the Purge Obsolete Workflow Runtime Data concurrent requests, the Workflow Purge page shows standard request detail information for these requests. For each request, the list displays the request ID, program short name, description, application short name, phase, status, requestor, duration, wait time, and submission date. Click a column heading to sort the list by that column.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Purge status icon > (B) View Purge Requests*

- To show the details for a request if they are hidden, click the Show link in the Details column. Oracle Applications Manager displays details about the request depending on the status of the request. You can also perform actions, such as placing a hold on a request, canceling a request, viewing diagnostic information, viewing manager details, viewing logs, or viewing request output, by clicking the corresponding button. The actions that are available depend on the status of the request.
- To hide the details for a request if they are shown, click the Hide link in the Details column.
- To search for concurrent requests with different criteria, click the New Search button or click one of the Quick Search links.
- To modify the search criteria from this search, click the Modify Search button.
- To add the information from this page to your support cart, click the Add to Support Cart button.

## Completed Work Item Details

This page shows details about completed work items of a particular item type.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Purge status icon > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following

statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

### Completed Work Items Stage Summary

This region displays the distribution of completed work items that ended at various activity stages within the workflow process. For each activity stage, the list displays the activity internal name and result, and the number of completed work items that ended at that stage. Click any column heading to sort the list by that column.

- By default, the list shows completed work items that ended within the last 30 days. To view completed work items that ended within a different period, enter a number of days in the Filter: End Date Within Last \_ Days option and click the Go button.
- To view details about the work items that ended at a particular activity stage, either click the activity stage link in the Work Item Activity Stage column, or select the activity stage and click the View Details button.

### Completed Work Item Activity Details

This page shows details about completed work items that ended at a particular activity stage within a particular item type.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Purge status icon > (B) View Details > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items



Oracle Workflow Manager displays a list of all completed work items of the selected item type that ended at the selected activity stage. By default, the list shows completed work items that ended within the last 30 days. For each work item, the list displays the internal name of the activity at which the work item ended, the activity start date, end date, user assigned to perform the activity, and item key. Click any column heading to sort the list by that column.

- To filter the work items displayed in the list, select an activity property from the Filter pull-down menu, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Internal name of the activity at which the work item ended
  - Start date within a specified number of days
  - End date within a specified number of days
  - User assigned to perform the activity
  - Item key of the work item
- To launch the Workflow Monitor for a work item, select the work item and click the Launch Workflow Monitor button.

**Note:** If you perform an action in the Workflow Monitor that changes the status of the work item, then you must refresh your Oracle Workflow Manager web page in order to see the updated information.

## Workflow Control Queue Cleanup

Oracle Workflow contains a standard Business Event System agent named WF\_CONTROL, which is associated with a standard queue that is also named WF\_CONTROL. This queue has a payload type of JMS Text message. The WF\_CONTROL agent is used for internal processing only, and is not meant for customer use. You should not place custom event messages on this queue.

The Generic Service Component Framework uses WF\_CONTROL to handle control events for containers and service components, such as notification mailer or agent listener service components. WF\_CONTROL is also used for other Oracle E-Business Suite internal processing.

You do not need to schedule propagation for the WF\_CONTROL agent, because the application tier processes that use WF\_CONTROL dequeue messages directly from its queue. However, the subscribers to the WF\_CONTROL queue need to be cleaned up periodically. A concurrent program named Workflow Control Queue Cleanup is automatically scheduled to perform this cleanup for you.

When an application tier process for Oracle E-Business Suite starts up, it creates a JMS subscriber to the queue. Then, when an event message is placed on the queue, a copy of the event message is created for each subscriber to the queue. If an application tier process dies, however, the corresponding subscriber remains in the database. For more efficient processing, you should ensure that WF\_CONTROL is periodically cleaned up by removing the subscribers for any application tier processes that are no longer active. The Workflow Control Queue Cleanup concurrent program sends an event named oracle.apps.wf.bes.control.ping to check the status of each subscriber to the WF\_CONTROL queue. If the corresponding application tier process is still alive, it sends back a response. The next time the cleanup program runs, it checks whether responses have been received for each ping event sent during the previous run. If no response was received from a particular subscriber, that subscriber is removed.

The recommended frequency for performing cleanup is every twelve hours. In order to allow enough time for subscribers to respond to the ping event, the minimum wait time between two cleanup runs is thirty minutes. If you run the procedure again less than thirty minutes after the previous run, it will not perform any processing.

## Running Workflow Control Queue Cleanup

You perform Workflow control queue cleanup by submitting the Workflow Control Queue Cleanup concurrent program (FNDWFBES\_CONTROL\_QUEUE\_CLEANUP). This program does not require any parameters. This concurrent program is scheduled to run every twelve hours by default, which is the recommended frequency for performing cleanup. You can optionally submit this program with a different schedule if you want to perform cleanup at a different frequency.

- To submit a request for the Workflow Control Queue Cleanup concurrent program, choose Control Queue Cleanup from the Submit Request For pull-down menu in the Workflow System status page and click the Go button.
- To view Workflow Control Queue Cleanup concurrent requests, click the Control Queue Cleanup status icon in the Workflow System status page.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go*

## Viewing Concurrent Requests

When you view the Workflow Control Queue Cleanup concurrent requests, the Control Queue Cleanup page shows standard request detail information for these requests. For each request, the list displays the request ID, program short name, description, application short name, phase, status, requester, duration, wait time, and submission date. Click a column heading to sort the list by that column.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Control Queue Cleanup status icon*

- To show the details for a request if they are hidden, click the Show link in the

Details column. Oracle Applications Manager displays details about the request depending on the status of the request. You can also perform actions, such as placing a hold on a request, canceling a request, viewing diagnostic information, viewing manager details, viewing logs, or viewing request output, by clicking the corresponding button. The actions that are available depend on the status of the request.

- To hide the details for a request if they are shown, click the Hide link in the Details column.
- To search for concurrent requests with different criteria, click the New Search button or click one of the Quick Search links.
- To modify the search criteria from this search, click the Modify Search button.
- To add the information from this page to your support cart, click the Add to Support Cart button.

## Active Work Items

The Active Work Items page shows the distribution of active work items across different item types. All work items that do not have an end date are counted as Active work items, including deferred, suspended, and errored work items as well as running work items.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Active*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

The page displays the date and time when the work item statistics were last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.

For each work item type, the Active Work Items page displays the work item type name and the number of active work items of that type. Click any column heading to sort the

list by that column.

- To filter the item types displayed in the list, select an item type property and an operator from the Filter pull-down menus, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Work item type display name
  - Work item type internal name
  - Number of active work items of this type

To view details about active work item activities within a particular item type, either click the item type link in the Work Item Type column, or select the item type and click the View Details button.

## Active Work Item Activities

This page shows details about active work item activities within a particular item type. Active work item activities include only activities with a status of Active, Waiting, or Notified.

**Note:** Only activities with a status of Active, Waiting, or Notified are included in this page. Activities with a status of Deferred, Suspended, or Error are not included in this page, although the work items to which they belong are counted as Active work items. You can use the View pull-down menu to view details for activities with a status of Deferred, Suspended, or Error.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Active > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

## Active Work Items Stage Summary

This region displays the distribution of active work items that are currently at various activity stages within the workflow process, if the activity has a status of Active, Waiting, or Notified. For each activity stage, the list displays the activity internal name and the number of active work items at that stage. Click any column heading to sort the list by that column.

- By default, the list shows active work items that started within the last 30 days. To view active work items that started within a different period, enter a number of days in the Filter: Start Date Within Last \_ Days option and click the Go button.
- To view details about the work items at a particular activity stage, either click the activity stage link in the Work Item Activity Stage column, or select the activity stage and click the View Details button.

## Active Work Item Activity Details

This page shows details about active work item activities of a particular activity stage within a particular item type. Active work item activities include only activities with a status of Active, Waiting, or Notified.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Active > (B) View Details > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

Oracle Workflow Manager displays a list of all active activities of the selected stage for work items of the selected item type. Active work item activities include only activities with a status of Active, Waiting, or Notified. By default, the list shows active work items that started within the last 30 days. For each activity, the list displays the activity internal name, start date, due date, user assigned to perform the activity, and item key of the work item. Click any column heading to sort the list by that column.

- To filter the work items displayed in the list, select an activity property from the Filter pull-down menu, enter a filter value in the text field, and click the Go button.

You can filter by the following properties:

- Internal name of the active activity
  - Start date within a specified number of days
  - Due date within a specified number of days
  - User assigned to perform the activity
  - Item key of the work item
- 
- To abort all work items in the list, click the Abort All button. If you have filtered the list, only the work items currently displayed in the list are aborted.
  - To suspend all activities in the list, click the Suspend All button. If you have filtered the list, only the work items currently displayed in the list are suspended.
  - To abort a single work item, select the activity you want and click the Abort button.
  - To suspend a single activity, select the activity you want and click the Suspend button.
  - To launch the Workflow Monitor for a work item, select the activity you want and click the Launch Workflow Monitor button.

**Note:** If you perform an action in the Workflow Monitor that changes the status of the work item, such as aborting the work item, then you must refresh your Oracle Workflow Manager web page in order to see the updated information.

## Deferred Work Items

The Deferred Work Items page shows the distribution of deferred work items across different item types. An abnormal number of activities with a deferred status may indicate that there are not enough background engines available.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Deferred*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items

- Deferred Work Items
- Suspended Work Items
- Errored Work Items

The page displays the date and time when the work item statistics were last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.

For each work item type, the Deferred Work Items page displays the work item type name and the number of deferred work items of that type. Click any column heading to sort the list by that column.

- To filter the item types displayed in the list, select an item type property and an operator from the Filter pull-down menus, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Work item type display name
  - Work item type internal name
  - Number of deferred work items of this type
- To view details for work items of a particular item type, either click the item type link in the Work Item Type column, or select the item type and click the View Details button.

## Deferred Work Item Details

This page shows details about deferred work items of a particular item type.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Deferred > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

## Deferred Work Items Stage Summary

This region displays the distribution of deferred work items that are currently at various activity stages within the workflow process. For each activity stage, the list displays the activity internal name and the number of deferred work items at that stage. Click any column heading to sort the list by that column.

- By default, the list shows active work items that started within the last 30 days. To view deferred work items that started within a different period, enter a number of days in the Filter: Start Date Within Last \_ Days option and click the Go button.
- To view details about the work items at a particular activity stage, either click the activity stage link in the Work Item Activity Stage column, or select the activity stage and click the View Details button.

## Deferred Work Item Activity Details

This page shows details about deferred work items that are currently at a particular activity stage within a particular item type.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Deferred > (B) View Details > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

Oracle Workflow Manager displays a list of all deferred activities of the selected stage for work items of the selected item type. By default, the list shows deferred work items that started within the last 30 days. For each activity, the list displays the activity internal name, start date, due date, user assigned to perform the activity, and item key of the work item. Click any column heading to sort the list by that column.

- To filter the work items displayed in the list, select an activity property from the Filter pull-down menu, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Internal name of the deferred activity



- Start date within a specified number of days
  - Due date within a specified number of days
  - User assigned to perform the activity
  - Item key of the work item
- To abort all work items in the list, click the Abort All button. If you have filtered the list, only the work items currently displayed in the list are aborted.
  - To suspend all activities in the list, click the Suspend All button. If you have filtered the list, only the work items currently displayed in the list are suspended.
  - To abort a single work item, select the activity you want and click the Abort button.
  - To suspend a single activity, select the activity you want and click the Suspend button.
  - To launch the Workflow Monitor for a work item, select the activity you want and click the Launch Workflow Monitor button.

**Note:** If you perform an action in the Workflow Monitor that changes the status of the work item, such as aborting the work item, then you must refresh your Oracle Workflow Manager web page in order to see the updated information.

## Suspended Work Items

The Suspended Work Items page shows the distribution of suspended work items across different item types.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Suspended*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items

- Errored Work Items

The page displays the date and time when the work item statistics were last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.

For each work item type, the Suspended Work Items page displays the work item type name and the number of suspended work items of that type. Click any column heading to sort the list by that column.

- To filter the item types displayed in the list, select an item type property and an operator from the Filter pull-down menus, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Work item type display name
  - Work item type internal name
  - Number of suspended work items of this type
- To view details for an item type, either click the item type link in the Work Item Type column, or select the item type and click the View Details button.

## Suspended Work Item Details

This page shows details about all suspended work items of a particular item type.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Suspended > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

## Suspended Work Items Stage Summary

This region displays the distribution of suspended work items that are currently at various activity stages within the workflow process. For each activity stage, the list displays the activity internal name and the number of suspended work items at that

stage. Click any column heading to sort the list by that column.

- To view suspended work items that started within a specific period, enter a number of days in the Filter: Start Date Within Last \_ Days option and click the Go button.
- To view details about the work items at a particular activity stage, either click the activity stage link in the Work Item Activity Stage column, or select the activity stage and click the View Details button.

## Suspended Work Item Activity Details

This page shows details about all suspended work items at a particular activity stage within a particular item type.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Suspended > (B) View Details > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

Oracle Workflow Manager displays a list of all suspended activities of the selected stage for work items of the selected item type. For each activity, the list displays the activity internal name, start date, due date, user assigned to perform the activity, and item key of the work item. Click any column heading to sort the list by that column.

- To filter the work items displayed in the list, select an activity property from the Filter pull-down menu, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Internal name of the suspended activity
  - Start date within a specified number of days
  - Due date within a specified number of days
  - User assigned to perform the activity
  - Item key of the work item

- To abort all work items in the list, click the Abort All button. If you have filtered the list, only the work items currently displayed in the list are aborted.
- To resume all activities in the list, click the Resume All button. If you have filtered the list, only the work items currently displayed in the list are resumed.
- To abort a single work item, select the activity you want and click the Abort button.
- To resume a single activity, select the activity you want and click the Resume button.
- To launch the Workflow Monitor for a work item, select the activity you want and click the Launch Workflow Monitor button.

**Note:** If you perform an action in the Workflow Monitor that changes the status of the work item, such as aborting the work item, then you must refresh your Oracle Workflow Manager web page in order to see the updated information.

## Errored Work Items

The Errored Work Items page shows the distribution of errored work items across different item types.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Error*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

The page displays the date and time when the work item statistics were last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.

For each work item type, the Errored Work Items page displays the work item type name and the number of errored work items of that type. Click any column heading to sort the list by that column.

- To filter the item types displayed in the list, select an item type property and an operator from the Filter pull-down menus, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Work item type display name
  - Work item type internal name
  - Number of errored work items of this type
- To view details for an item type, either click the item type link in the Work Item Type column, or select the item type and click the View Details button.

## Errored Work Item Details

This page shows details about all errored work items of a particular item type.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Error > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

## Errored Work Items Stage Summary

This region displays the distribution of errored work items that are currently at various activity stages within the workflow process. For each activity stage, the list displays the activity internal name and the number of errored work items at that stage. Click any column heading to sort the list by that column.

- To view errored work items that started within a specific period, enter a number of days in the Filter: Start Date Within Last \_ Days option and click the Go button.
- To view details about the work items at a particular activity stage, either click the activity stage link in the Work Item Activity Stage column, or select the activity stage and click the View Details button.

## Errored Work Item Activity Details

This page shows details about all errored work items at a particular activity stage within a particular item type.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Work Items > Error > (B) View Details > (B) View Details*

To view work items with a different status, choose the status you want from the View pull-down menu and click the Go button. You can view items with the following statuses:

- Completed Work Items
- Active Work Items
- Deferred Work Items
- Suspended Work Items
- Errored Work Items

Oracle Workflow Manager displays a list of all errored activities of the selected stage for work items of the selected item type. For each activity, the list displays the activity internal name, start date, due date, user assigned to perform the activity, and item key of the work item. Click any column heading to sort the list by that column.

- To filter the work items displayed in the list, select an activity property from the Filter pull-down menu, enter a filter value in the text field, and click the Go button. You can filter by the following properties:
  - Internal name of the errored activity
  - Start date within a specified number of days
  - Due date within a specified number of days
  - User assigned to perform the activity
  - Item key of the work item
- To abort all work items in the list, click the Abort All button. If you have filtered the list, only the work items currently displayed in the list are aborted.
- To retry all activities in the list, click the Retry All button. If you have filtered the list, only the work items currently displayed in the list are retried.
- To abort a single work item, select the activity you want and click the Abort button.

- To retry a single activity, select the activity you want and click the Retry button.
- To launch the Workflow Monitor for a work item, select the activity you want and click the Launch Workflow Monitor button.

**Note:** If you perform an action in the Workflow Monitor that changes the status of the work item, such as aborting the work item, then you must refresh your Oracle Workflow Manager web page in order to see the updated information.

**Note:** You can also use the Retry Errored Workflow Activities concurrent program to retry multiple errored activities for a particular item type at once. See: Retry Errored Workflow Activities (FNDWFRET), *Oracle Workflow Administrator's Guide*.

## Agents

The Agent Activity page shows the distribution of event messages with different statuses on different Business Event System agents in your instance of Oracle Workflow.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Agent Activity*

The page displays the date and time when the agent activity statistics were last updated. To refresh this information, click the refresh icon. See: Gathering Oracle Workflow Statistics, page 15-2.

For each agent, the list displays the agent name as well as the number of event messages on that agent with the following statuses: Ready, Waiting, Processed, Expired, and Undeliverable. Click any column heading to sort the list by that column.

- To view queue details for an agent, click the agent link in the Agent column.
- To view details about the messages being held on an agent, select the agent and click the Search Agent Entry Details button.

**Note:** The Agent Activity page displays event messages on the WF\_ERROR agent according to their explicitly assigned status on the WF\_ERROR queue, unlike the Agent Activity graph in the Workflow System Status page which summarizes all messages on the WF\_ERROR agent in an Error status.

If an inbound agent has an abnormally large number of messages with a status of Ready, you may need to check the status of the agent listener processing message for

that agent, or create a new agent listener service component for that agent. Similarly, if an outbound agent has an abnormally large number of messages with a status of Ready, you may need to check the status of the propagation schedule for that agent's queue, or schedule propagation if necessary.

## Agent Queue Details

The Agent Details page displays the following details for the queue associated with an agent:

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Agent Activity > agent link*

- Owner - The owner of the queue.
- Name - The name of the queue.
- Queue Table - The name of the table in which the queue data resides.
- Queue ID - The object number of the queue.
- Queue Type - The type of the queue.
- Maximum Retries - The maximum number of attempts that is allowed when dequeuing a message from the queue.
- Retry Delay - The time interval between retry attempts, when dequeuing a message from the queue.
- Enqueue Enabled - Whether the queue is enabled for enqueueing.
- Dequeue Enabled - Whether the queue is enabled for dequeuing.
- Retention - The time interval during which processed messages are retained in the queue.
- User Comments - Descriptive comments about the queue.

After reviewing the agent queue details, choose the OK button to return to the Agent Activity page.

## Message Details

The Search Queue page lets you search for messages being held on a particular agent and review details about those messages. This page displays different message details depending on the payload type of the agent's queue.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Workflow Metrics > Agent Activity > (B) Search Agent Entry Details*



## WF\_EVENT\_T and SYS.AQ\$\_JMS\_TEXT\_MESSAGE

This page lets you review messages on queues with a payload type of WF\_EVENT\_T, such as the standard WF\_ERROR or WF\_DEFERRED queues, or SYS.

AQ\$\_JMS\_TEXT\_MESSAGE, such as the standard WF\_CONTROL queue.

Enter filter criteria to locate the messages you want to review and click the Go button. You can filter by the following message properties:

- Internal event name
- Event key
- Correlation ID used to associate a message with other related messages
- Enqueue date either within the last seven days or prior to the last seven days
- Dequeue date either within the last seven days, prior to the last seven days, or on any date
- Status

Oracle Workflow Manager displays the event messages on the queue for the selected agent that match your filter criteria. For each message, the list displays the event name, event key, correlation ID, event parameters, From System that sent the message, To System that received the message, date the message was sent, error message, error stack, and the message status.

The list also includes any messages on the exception queue associated with the selected queue. Messages are transferred from a user queue to the associated exception queue if Oracle Advanced Queuing cannot retrieve or process them for some reason. For more information, see: *Oracle Streams AQ Exception Handling*, *Oracle Streams Advanced Queuing User's Guide and Reference*.

**Note:** Each queue table contains one default exception queue that is shared by all the user queues in that queue table. When you search for messages on a particular queue, the search result list includes all messages on the associated exception queue as well, regardless of the user queue from which they originated. Consequently, if you create more than one user queue in the same queue table, the search result list may display exception messages that originated from other queues than the queue you selected.

- To review the event data for a message as an XML document, choose the message details icon in the View XML column.

**Note:** The message details icon is disabled if the event data for a

message is empty.

- To add the information from this page to your support cart, click the Add to Support Cart button.

## APPS\_NE.ECXMSG

This page lets you review messages on queues with a payload type of APPS\_NE.ECXMSG, including the standard Oracle XML Gateway ECX\_INBOUND and ECX\_OUTBOUND queues.

Enter filter criteria to locate the messages you want to review and click the Go button. You can filter by the following message properties:

- Transaction type
- Document number
- Party site ID
- Correlation ID used to associate a message with other related messages
- Enqueue date either within the last seven days or prior to the last seven days
- Dequeue date either within the last seven days, prior to the last seven days, or on any date
- Status

Oracle Workflow Manager displays the messages on the queue for the selected agent that match your filter criteria. For each message, the list displays the message type, message standard, transaction type and subtype, document number, party ID, party site ID, party type, protocol type, protocol address, first, second, third, fourth, and fifth attributes, and the message status.

- To review the XML document for a message, choose the message details icon in the View XML column.

**Note:** The message details icon is disabled if the XML document for a message is empty.

- To add the information from this page to your support cart, click the Add to Support Cart button.

## APPS\_NE.ECX\_INENGOBJ

This page lets you review messages on queues with a payload type of APPS\_NE.ECX\_INENGOBJ, including the standard Oracle XML Gateway ECX\_IN\_OAG\_Q queue.

Enter filter criteria to locate the messages you want to review and click the Go button. You can filter by the following message properties:

- Message ID
- Correlation ID used to associate a message with other related messages
- Enqueue date either within the last seven days or prior to the last seven days
- Dequeue date either within the last seven days, prior to the last seven days, or on any date
- Status

Oracle Workflow Manager displays the messages on the queue for the selected agent that match your filter criteria. For each message, the list displays the message ID, debug mode, and the message status.

To add the information from this page to your support cart, click the Add to Support Cart button.

## Queue Propagation

You should schedule propagation for your local outbound agents to send event messages to their destinations. You can schedule Oracle Advanced Queueing (AQ) propagation for agents that use the SQLNET protocol by the following methods:

- Use the Distributed Database Management feature to manage AQ through Oracle Enterprise Manager. See: Oracle Enterprise Manager Support, *Oracle Streams Advanced Queuing User's Guide and Reference*.
- Run the DBMS\_AQADM.Schedule\_Propagation API in SQL\*Plus. See: DBMS\_AQADM, *Oracle Database PL/SQL Packages and Types Reference*.

If you want to use the standard WF\_OUT and WF\_JMS\_OUT agents or custom agents for event message propagation, ensure that you schedule propagation for those agents. You do not need to schedule propagation for the WF\_CONTROL or WF\_NOTIFICATION\_OUT agents, however, because the application tier processes that use WF\_CONTROL dequeue messages directly from its queue, and a notification mailer sends messages placed on the WF\_NOTIFICATION\_OUT queue.

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Related Links > Configuration > Queue Propagation*

## Queue Propagation

Use the Queue Propagation page to review the database initialization parameters required for queue propagation, as well as the existing propagation schedules for Business Event System agents in your instance of Oracle Workflow.

### Database Initialization Parameters for Queue Propagation

For each parameter, this list shows the parameter name, actual parameter value, recommended value, and description. If the actual value does not match the recommended value, the recommended value is marked with a warning indicator icon.

The JOB\_QUEUE\_PROCESSES parameter defines the number of job queue processes for your instance. Oracle Workflow requires job queue processes to handle propagation of Business Event System event messages by AQ queues. The minimum recommended number of processes for Oracle Workflow is two.

**Note:** In Oracle Database 10g and later, you do not need to set the AQ\_TM\_PROCESSES parameter.

### Queue Schedules

For each propagation schedule, the list displays the outbound queue, destination database link, job queue process executing the schedule, whether the schedule is enabled or disabled, and the error date and error message of the last unsuccessful execution. Click any column heading to sort the list by that column.

If no process is allocated to execute the schedule, you may need to increase the JOB\_QUEUE\_PROCESSES database initialization parameter to ensure that processes are available for propagation.

To view details for a propagation schedule, either click the queue link in the Queue column, or select the schedule and click the View Details button.

### Queue Propagation Details

The Queue Propagation Details page displays the following details for a propagation schedule:

*Navigation: Applications Dashboard > (pull-down menu) Workflow Manager > (B) Go > Related Links > Configuration > Queue Propagation > (B) View Details*

- Destination - The destination database link.
- Process Name - The name of the job queue process executing this schedule.
- Enabled - Y if this schedule is enabled or N if the schedule is disabled. The schedule will not be executed if it is disabled.

- Last Error Date - The date of the last unsuccessful execution.
- Last Error Time - The time of the last unsuccessful execution.
- Last Error Message - The error message of the last unsuccessful execution.
- Schema - The schema that owns the queue.
- Session ID - The session ID (SID, SERIAL#) of the job executing this schedule; NULL if not currently executing.
- Propagation Window - The duration in seconds of the propagation window.
- Maximum Bytes - The maximum number of bytes propagated during a propagation window.
- Failures - The number of times that execution of the schedule failed. If the number of failures reaches 16, the schedule will be disabled.
- Latency - The latency time in seconds that specifies how long to wait, after all messages have been propagated, before rechecking the queue for new messages to the destination. The latency represents the maximum wait time during the propagation window for a message to be propagated after it is enqueued.
- Next Run Date - The date at which the next propagation window of this schedule will be started.
- Next Run Time - The time at which the next propagation window of this schedule will be started, in HH:MI:SS format.
- Current Start Date - The date at which the current propagation window of this schedule was started.
- Current Start Time - The time at which the current propagation window of this schedule was started, in HH:MI:SS format.
- Instance - The cluster database instance number executing the schedule.
- Start Date - The date when propagation should be started, in the default date format.
- Start Time - The time when propagation should be started, in HH:MI:SS format.
- Last Run Date - The date of the last successful execution.
- Last Run Time - The time of the last successful execution, in HH:MI:SS format.
- Total Time - The total time, in seconds, spent by the system in executing this

schedule.

- Total Number - The total number of messages propagated in this schedule.
- Total Bytes - The total number of bytes propagated in this schedule .
- Maximum Number - The maximum number of messages propagated during a propagation window.
- Average Number - The average number of messages propagated during a propagation window.
- Average Size - The average size of a propagated message, in bytes.
- Average Time - The average time, in seconds, to propagate a message.

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## License Manager

### License Manager

License Manager is a utility that registers additional products, country-specific functionalities, and languages for your Oracle E-Business Suite system. Once you have contacted your Oracle sales representative, or set up your new license agreements online through the Oracle Store, you are ready to register your new products, country-specific functionalities or languages using License Manager. License Manager does not set up license agreements or determine pricing, but the registration procedure makes new components accessible to all Oracle E-Business Suite utilities.

Related to licensing is the subject of localizations, of which there are several types. This area is covered briefly at the end of the chapter.

License Manager also provides a set of reports that allows you to determine the products, country-specific functionalities and languages that are registered on your Oracle E-Business Suite system.

The main License Manager page contains three main licensing links and five report links. The licensing pages are:

- Products
- Country-specific Functionalities
- Languages

**Important:** Before using License Manager to license products, create a complete backup of the Oracle E-Business Suite instance, that is, both the database and application tiers. Thus, if required, the instance can be restored back to the state prior to licensing the products.

Also, be careful when selecting the products to be licensed. Once the products are licensed there is no supported way to un-license those

licensed by mistake. The only supported way to un-license a product or products is to restore the complete Oracle E-Business Suite instance from last valid backup.

The five report links that provide licensing details about your Oracle E-Business Suite system are:

- Licensed Products
- Shared Products
- Country-specific Functionalities
- Languages
- Summary

**Note:** Beginning with Release 12.2.6, License Manager must be seeded with the current environment's enabled lightweight languages. This is done in the Language page to identify all enabled lightweight languages after upgrading to Release 12.2.6, but before any new language(s) are added. To do this, navigate to Oracle Applications Manager, choose License Manager, and then the Language page. In the translation mode dropdown list, select **Lightweight**, and then click the **Submit** button.

See also: Applications Usage, page 14-20.

## License Section

This section contains links to license products, country-specific functionalities, and languages.

### License Products

Clicking the Products link in the License section of the License Manager main page opens the License Products page. This page displays two options and a link to show more options.

- License E-Business Suite: Select this option to register the predefined E-Business Suite of products.
- License Component Application: Select this option to register products by component applications.
- Show More Options: Select this link to show a third product licensing option,



License Applications Product.

- **License Applications Products:** This option becomes visible when Show More Options is selected. Select this option to register Oracle E-Business Suite products individually.

Select the desired option and click Continue.

### **License E-Business Suite**

Selecting License E-Business Suite in the Product Licensing page opens the License E-Business Suite page. This page displays all products that will be registered when you choose to register the "E-Business Suite". Once the E-Business Suite is registered, individual products within the suite cannot be unregistered. This page displays all products that can be registered and contains three columns of information:

- **Select:** There is a check mark for each product that will be registered.
- **Focus:** Select the circle icon next to a component application to see just the products in the component application.
- **Name:** This is the name of the component applications or the products within a component application. Click the (+) or (-) icon to hide or show the individual products within a component application.

Click Next to move on to the License E-Business Suite Add-ons page.

### **License E-Business Suite Add-ons**

The License E-Business Suite Add-ons page lists the products that are not included in the standard "E-Business Suite" list of products. Select the E-Business Suite Add-on products on this page. This page contains three columns of information:

- **Select:** Check the checkbox for the products that you want to register.
- **Focus:** Select the circle icon next to a component application to see just the products in the component application.
- **Name:** This is the name of the component applications or the products within a component application. Click the (+) or (-) icon to hide or show the individual products within a component application.

To register all E-Business Suite add-ons, click the Select All link. To deselect all selected E-Business Suite add-ons, click the Select None link. Once an E-Business Suite add-on is registered, it has a checkbox that is disabled and cannot be unregistered.

Click Next to advance to the License E-Business Suite Review page.

### **License E-Business Suite Review**

*Navigation: Site Map (Administration) > License Manager > Products > License E-Business Suite*

The License E-Business Suite Review page lists the products that you selected to register in the License E-Business Suite and License E-Business Suite Add-ons pages. This page contains two columns of information:

- **Focus:** Select the circle icon next to a component application to see just the products in the component application.
- **Name:** This is the name of the product to register. Click the triangle icon to hide or show the individual products within a component application.

Click Submit to register the products.

### **License Component Application**

Selecting License Component Application in the Product Licensing page opens the License Component Application page. This page displays all component applications that can be registered and contains three columns of information:

- **Select:** Check the checkbox for the component applications that you want to register.
- **Focus:** Select the circle icon next to a component application to see just the products in the component application.
- **Name:** This is the name of the component applications or the products within a component application. Click the (+) or (-) icon to hide or show the individual products within a component application.

To register all component applications, click the Select All link. To deselect all selected component applications, click the Select None link. Once a component application is registered, the individual products within the component application have check boxes that are greyed out and cannot be unregistered.

Click Next to advance to the License Component Application Review page.

### **License Component Application Review**

The License Component Application Review page lists the products that you selected to register in the License Component Application page. This page contains two columns of information:

- **Focus:** Select the circle icon next to a component application to see just the products in the component application.
- **Name:** This is the name of the component application to register. Click the blue triangle to hide or show the individual products within a component application.

Click Submit to register the products.

### **License Applications Products**

Selecting License Applications Product in the Product Licensing page opens the License

Applications Products page. This page displays all products in the Oracle E-Business Suite system and allows you to register them individually.

To register all products, click the Select All link. To deselect all selected products, click the Select None link. Once a product is registered, it has a checkbox that is grayed out and cannot be unregistered.

Click the checkbox of the products that you want to register and click Next. This takes you to the License Applications Products Review page.

#### **License Applications Product Review**

The License Applications Products Review page lists the products that you selected to register in the License Applications Products page. This page contains two columns of information:

- **Product Name:** This is the name of the product to register.
- **Product Abbreviation:** This is the short name of the product to register, for example, 'AS'.

Click Submit to register the products.

### **License Country-specific Functionalities**

Selecting Country-specific Functionalities in the License section of the License Manager main page produces the License Country-specific Functionalities page. This page displays all country-specific functionalities in the Oracle E-Business Suite system and allows you to register them. This page contains three columns of information:

- **Select:** Check the checkbox for the country-specific functionality that you want to register. The already registered country-specific functionalities have check boxes that are greyed out. Once a country-specific functionality is registered, it cannot be unregistered.
- **Country Name:** This is the name of the country-specific functionality.
- **Country Short Name:** This is the short name of the country-specific functionality to register.

Once you select the country-specific functionalities that you want to register, click Next. This takes you to the License Country-specific Functionalities Review page.

#### **License Country-specific Functionalities Review**

The License Country-specific Functionalities Review page lists the country-specific functionalities that you selected to register in the License Country-specific Functionalities page. This page contains two columns of information:

- **Country Name:** This is the country name of the country-specific functionality to register.

- **Country Short Name:** This is the short name of the country-specific functionality to register, such as CO or JP.

Click Submit to register the country-specific functionality.

## License Languages

Selecting Languages in the License section of the License Manager main page opens the License Languages page. This page displays all languages available for the Oracle E-Business Suite system and allows you to register them. This page contains these columns of information:

- **Select:** Check the checkbox for the languages that you want to register. The already registered languages have check boxes that are disabled.
- **Translation Mode:** This column allows you to license languages in lightweight mode or full mode (where both modes are available). Languages that are supported as lightweight MLS only are indicated with an asterisk, and their translation mode is grayed out to indicate that it cannot be changed.
- **Language Name:** This is the name of the language.
- **Language Code:** This is the language code, such as US or ESA.

Click the checkbox of the languages that you want to register and click Next. This takes you to the Base Language page.

## Base Language

The Base Language page shows the current base language and list of languages that you can select as a base language for your Oracle E-Business Suite system.

The Current Base Language section contains one row and two columns of information:

- **Name:** This is the name of the current base language.
- **Language Code:** This is the base language code.

The Select New Base Language section contains a row for each registered language and three columns of information:

- **Select:** Select the language that you want to set as the base language.
- **Language Name:** This is the name of the language.
- **Language Code:** This is the language code.

Click Next to continue to the License Languages Review page.

## License Languages Review

The License Languages Review page lists the languages that you selected to register in the License Languages page and the base language that you selected in the Base Language page.

The Selected Languages section contains a row for each language you want to register and these columns of information:

- Name: This is the name of the language to register.
- Language Code: This is the language code of the language to register, such as CA or ESA.
- Translation Mode: The translation mode (Full or Lightweight) chosen, if any.

The Base Language section contains one row and two columns of information:

- Name: This is the name of the selected base language.
- Language Code: This is the base language code, for example, US.

The Translation Mode section lists the language(s) that will either remain or be installed with the associated translation mode.

Click the Submit button to register the languages and set the base language and territory.

## Reports Section

This section contains links to reports.

### Licensed Products Report

Clicking the Licensed Products link in the Reports section of the License Manager main page produces the Licensed Products report. The report has two sections. The first section, Summary, shows the Status information. Status is the number of products installed and the number of products shared. Clicking on one of these status groups refreshes the second section of this report, List of Products according to the status selected.

Depending upon which group (Licensed or Shared) you clicked in the Summary section, the List of Products changes to show all licensed products or all shared products in the system. The List of Products section has four columns:

- Select: This option button determines which product's patch summary information is presented in the Patch Summary page.
- Product Abbreviation: This is the product short name, for example, FND or GL.

- **Product Name:** This is the name of the fully licensed product.
- **Status:** This is the license status of the product.

A filter at the top of the List of Products section allows you to narrow the contents of the report. You can filter by Product Abbreviation, Product Name, or (license) Status. For Status, you can choose from Licensed, Shared, or Not Licensed.

From this report you can access the Patch Information page for a specific product by selecting the product and clicking the Patch Information button, or by clicking the Product Name.

## Shared Products Report

Clicking the Shared Products link in the Reports section of the License Manager main page produces the Shared Products report. The report has two sections. The first section, Summary, shows the Status information. Status is the number of products installed and the number of products shared. Clicking on one of these status groups refreshes the second section of this report, List of Products according to the status selected.

The List of Products section has four columns:

- **Select:** This option button determines which product's patch summary information is presented in the Patch Summary page.
- **Product Abbreviation:** The product short name, for example, FND or GL.
- **Product Name:** The name of the fully licensed product.
- **Status:** The license status of the product.

A filter at the top of the List of Products section allows you to narrow the contents of the report. You can filter by Product Abbreviation, Product Name, or (license) Status. For Status, you can choose from Licensed, Shared, or Not Licensed.

From this report you can access the Patch Information page for a specific product by selecting the product and clicking the Patch Information button, or by clicking the Product Name.

## Country-specific Functionalities Report

Clicking the Country-specific Functionalities link in the Reports section of the License Manager main page produces the Country-specific Functionalities report. This report displays all registered country-specific functionalities in the Oracle E-Business Suite system and contains two columns of information:

- **Country Name:** This is the country name of the country-specific functionality.
- **Country Short Name:** This is the country-specific functionality short name, such as

CO or JP.

Clicking **OK** on the report returns you to the main License Manager page.

Clicking **Edit** takes you to the License Country-specific Functionalities page.

## Languages Report

Clicking the Languages link in the Reports section of the License Manager main page produces the Languages report. This report displays the current database character set, the base language, and all registered languages.

The Licensed Languages section contains a row for each registered language and two columns of information:

- Language Name: This is the name of the registered language.
- Language Code: This is the short name of the registered language, such as CA or ESA.

The Base Language section contains one row and two columns of information:

- Language Name: This is the name of the base language.
- Short Name: This is the base language short name, for example, US.

The Current Lightweight Languages section contains languages that are licensed with the lightweight translation mode.

Clicking OK on the report returns you to the main License Manager page.

Clicking Edit takes you to the License Languages page.

## License Summary Report

Clicking the Summary link in the Reports section of the License Manager main page produces the License Summary report. This report displays a summary of all registered products, country-specific functionalities, languages, and base language. There are five sections in this report.

The Licensed Products section contains a row for each fully licensed product registered in the system and two columns of information:

- Product Name: This is the name of the registered product.
- Product Abbreviation: This is the product short name, for example, FND or GL.

The Shared Products section contains a row for each shared product registered in the system and two columns of information:

- Product Name: This is the name of the shared product.

- **Product Abbreviation:** This is the product short name, for example, AD or OE.

The Country-specific Functionalities section contains a row for each registered country-specific functionality and two columns of information:

- **Country Name:** This is the country name of the country-specific functionality.
- **Country Short Name:** This is the country-specific functionality short name, for example, CO or JP.

The Licensed Languages section contains a row for each registered language and two columns of information:

- **Language Name:** This is the name of the registered language.
- **Language Code:** This is the code of the registered language, for example, CA or ESA.

The Base Language section contains one row and two columns of information:

- **Language Name:** This is the name of the base language.
- **Short Name:** This is the base language short name, for example, US.

## Localizations

Related to licensing, country-specific functionalities known as *localizations* provide the required business processes to meet the statutory, legal, and cultural practices of a given locality.

There are three types of localization:

- **Product Localizations** - Delivered as part of the standard product by Oracle E-Business Suite. Development
- **Add-on Localizations** - Delivered by Regional Field Centers (add-on localization teams) via My Oracle Support.
- **Partner Localizations** - Delivered by partners including ISVs and system integrators.

These three types of localizations are activated differently in Oracle E-Business Suite. Only product localizations can be activated via Rapid Install or License Manager. Add-on localizations and partner localizations are installed via special procedures created by regional teams and partners.

For more information about localizations, refer to My Oracle Support Knowledge Document 973912.1, *Oracle E-Business Suite Globalization Center*.



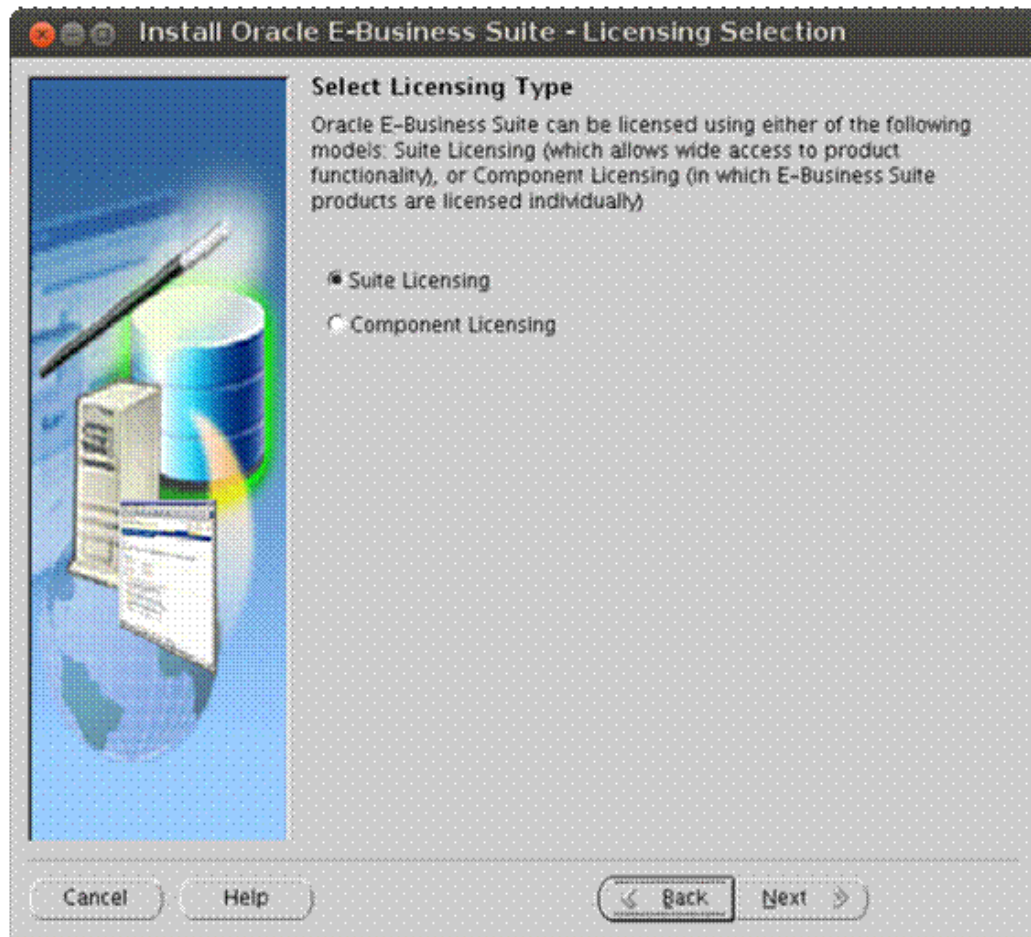
## Understanding and Managing Licensing Options in Oracle E-Business Suite

Oracle E-Business Suite applications products can be activated from Rapid Install or from License Manager within Oracle Applications Manager.

From Rapid Install, applications products can be activated for the following license models:

- License E-Business Suite (Suite Licensing)
- License Component Applications (Component Licensing)

### Licensing Selection Page



From Licensing Manager, applications products can be activated as follows:

- License E-Business Suite, page 16-13
- License Component Application, page 16-14
- License Applications Product, page 16-15

### Products Page

[Applications Dashboard](#) | [Site Map](#)  
[Applications System:oa](#) > [License Manager Home](#) >  
**Products:oa** Cancel Continue

☐ License E-Business Suite

☐ License Component Application

☒ License Applications Product

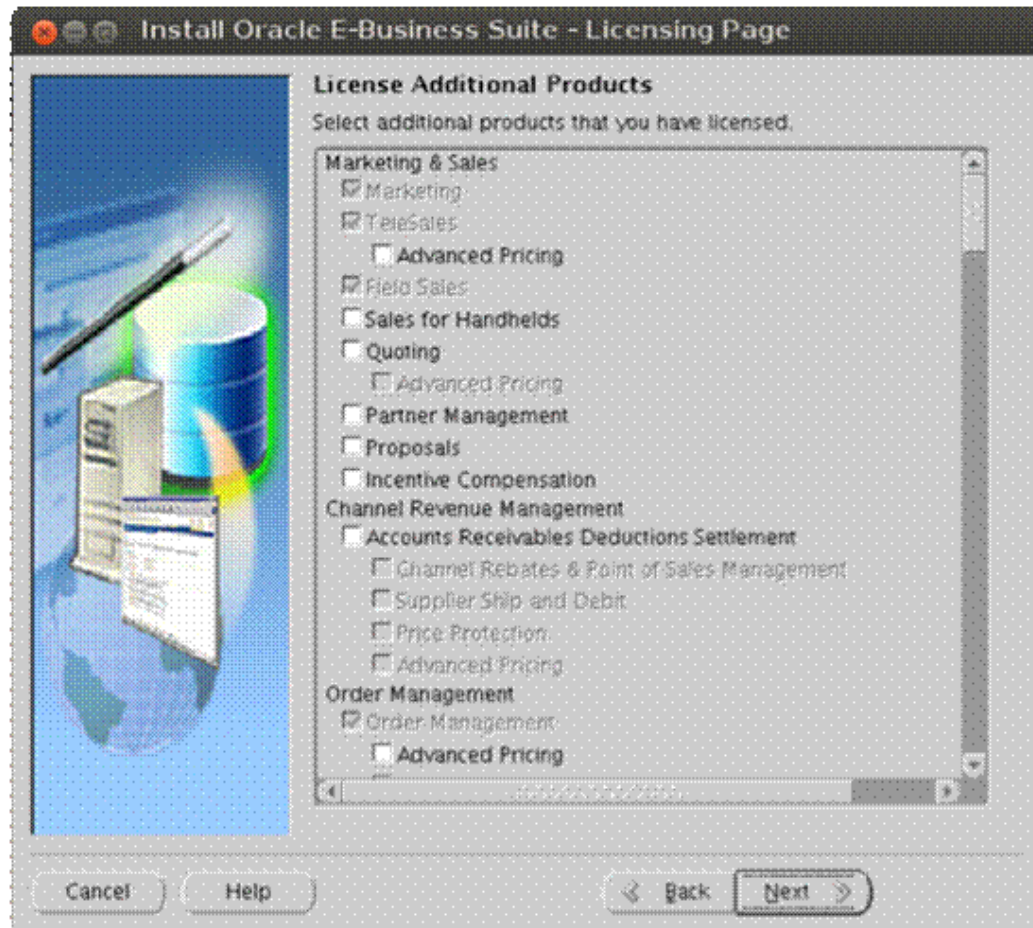
[Hide more options](#)

## Licensing E-Business Suite

This option is used to register a predefined set of Oracle E-Business Suite applications products. This licensing model allows wide access to applications functionality and will automatically register all applications products included in Oracle E-Business Suite.

The applications products that are preselected are licensed automatically as a part of the suite. The ones that are not checked are usually not part of the Oracle E-Business Suite price bundle and must be registered separately as add-on products.

### Licensing Page

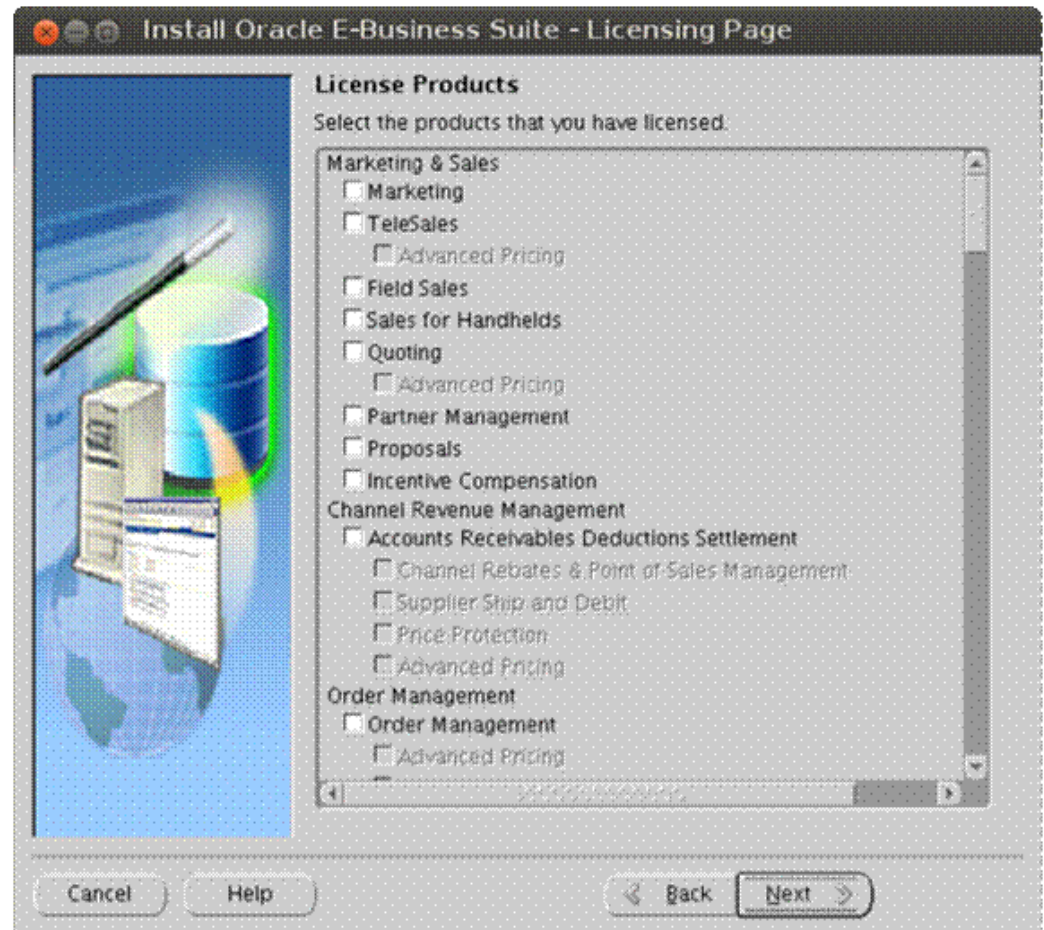


## License Component Applications

This option is used to register applications products by component applications. You should choose this option in your licensing agreement is for individual applications component products.

These products are licensed based on the number of authorized users or on the number of business transactions process. All individual applications products are listed on this screen.

### ***Licensing Page for Component Applications***



### **License Applications Products**

This option is only available through License Manager in Oracle Applications Manager, and allows you to register individual Oracle E-Business Suite applications products. This option is generally used for off-cycle products (those that are released between release update packs) or for products not explicitly included in the product family groupings.

## Applications Products Page

[Applications Dashboard](#) | [Site Map](#)

Applications System:oa > [License Manager Home](#) > [License Products](#) >

**Applications Products: oa** Cancel Next

Select individual products to license.

[Select All](#) | [Select None](#)

Select	Product Name	Product Abbreviation
<input checked="" type="checkbox"/>	Advanced Benefits	BEN
<input checked="" type="checkbox"/>	Advanced Outbound Telephony	IEC
<input checked="" type="checkbox"/>	Advanced Pricing	QP
<input checked="" type="checkbox"/>	Advanced Supply Chain Planning	MSC
<input checked="" type="checkbox"/>	Alert	ALR
<input checked="" type="checkbox"/>	Application Implementation	AZ
<input checked="" type="checkbox"/>	Application Object Library	FND
<input checked="" type="checkbox"/>	Application Report Generator	RG
<input checked="" type="checkbox"/>	Applications BIS	BIS
<input checked="" type="checkbox"/>	Approvals Management	AME
<input checked="" type="checkbox"/>	Asset Tracking	CSE

Licensing Manager does not set up license agreements or determine pricing, but performs the registration procedure that makes new components accessible to all Oracle E-Business Suite utilities. License Manager simply applies the logic defined by the Oracle Pricing guidelines.

Contact your sales representative if you have any questions about the most appropriate licensing options for your organization.

## Activating Oracle E-Business Suite Products

Rapid Install lays down the files for all Oracle E-Business Suite applications products regardless of their license status. However, the products must be marked as licensed so they can be identified as active components of Oracle E-Business Suite. This information is stored in the STATUS column in the FND\_PRODUCT\_INSTALLATIONS table.

You can check the status by running the following query with the APPS account in SQL\*

```

set pages 20000;
col application_id for 9999;
col application_name for A50;
col status for A1;
col application_short_name for A10;
select fa.application_id,
fa.application_short_name,
fpi.status,
fatl.application_name
from
fnd_product_installations fpi,
fnd_application fa,
fnd_application_tl fatl
where
(
fa.application_id = fpi.application_id and
fa.application_id = fatl.application_id and
fatl.language = 'US'
)
order by fa.application_short_name;

```

The possible values for STATUS are:

- I - Installed
- N - Not Installed
- S - Shared

There is both a functional and technical impact in Oracle E-Business Suite when activating applications products in the FND\_PRODUCTS\_INSTALLATIONS table.

- From the technical perspective, an Installed flag marks products for inclusion in patching and other tasks that will be performed to update and maintain the system after the initial installation.
- From a functional point of view, the behavior of some products and how they interact with each other may change depending on their status in this table.

**Note:** As a best practice and to avoid any functional issues, always perform a full backup of your Oracle E-Business Suite database before activating any product.

## Product Dependencies

When processing a product, Rapid Install and License Manager automatically calculate the dependencies with other products and set all dependent products to Shared or Fully Installed if needed.

The product dependencies are constructed by using the following files:

- RapidWiz.ini
- adlicmgr.ini

- applprod.txt

## RapidWiz.ini and adlicmgr.ini

Used by Rapid Install, RapidWiz.ini is located under  
<Stage>/startCD/Disk1/rapidwiz.

The counterpart of RapidWiz.ini, adlicmgr.ini is used by the License Manager component of Oracle Applications Manager. This file is located under \$AD\_TOP/resource in Release 11i, and under \$AD\_TOP/admin/template in Release 12.x. The files differ only in that RapidWiz.ini contains additional information for the exclusive use of Rapid Install.

The [Product Groupings] section in these files includes the list of the application IDs for the products that will be activated when selecting each family.

For example:

```
Financials={101,140,200,222,240,260,600,8400,8401,8450,8901,231,673}
```

The above application IDs correspond to the following Oracle E-Business Suite applications:

```
GL,OFA,AP,AR,PN,CE,AX,IGI,PSB,PSA,FV,BNE,IBY
```

**Note:** The application IDs and corresponding application short names can be obtained from the APPLICATION\_ID and APPLICATION\_SHORT\_NAME columns in the FND\_APPLICATION table.

## applprod.txt

This file is located under \$APPL\_TOP/admin, and contains all the dependency information between Oracle E-Business Suite applications products. This file dictates which other dependent products will be set as Fully Installed or Shared when selecting a particular product.

The following example shows the dependencies for Oracle Payables in bold.



```

# #####
# Payables
# #####
#
# application id, abbreviation, shortname, prefix
200 ap SQLAP APP
# multiple product installations for msob, "controlled release", shared
only
# optional fourth field is "stub product". default is No
Yes No No No
# multilingual, has NLADD.sql
Yes Yes
# install oracle id, default ORACLE username, default ORACLE password
200 AP AP
# concurrent conflict set id (logical database id)
0
# minimum version you can upgrade from, for shared and for fully-
installed
8.0.57 8.0.57
# shared products; this lists fnd and some subset of:
fnd ax ak az gl inv po fa ar ont as per pay mfg bom eng wip pa dt xla ce
qa crp mrp ff
# product libraries needed for "make -f <product>.mk all"
fnd alr inv bom crp eng mrp wip po gl ar pay ff dt ap fa
# when install this product, set these other products to install
ax ak az
# requires that these other products are fully installed or installing
ax ak az
#

```

## Product Families and Product Activation

When you perform a new installation, you will first select a product family, which in turn will ultimately activate products that are included in that particular family.

When you choose the License E-Business Suite option, License Manager will look at the

following entry in adlicmgr.ini:

```
[Suite Products]
Suite Families={Basic,Marketing & Sales Intelligence,Supply Chain &
Order Management Intelligence,Procurement Intelligence,Service
Intelligence,Projects intelligence,Financials Intelligence,Balanced
Scorecard,Enterprise Planning and Budgeting,Profitability Manager,
Marketing,TeleSales,Field Sales,Order Management,Inventory Management,
Purchasing,Discrete Manufacturing,Process Manufacturing,TeleService,
Service Contracts,Project Costing,Project Billing,Financials,Human
Resources}
```

When you choose the License Component Application option, License Manager will look at the following entry in adlicmgr.ini:

```
[Product Families]
All Families={All,Intelligence,Marketing & Sales,Channel Revenue
Management,Order Management,Logistics,Supply Chain Planning,Procurement,
Manufacturing,Asset Lifecycle Management,Service,Projects,Product
Lifecycle Management,Financial,Human Resources,Learning Management,
Master Data Management - Customer Hub for B2B,Master Data Management -
Customer Hub for B2C,Master Data Management - Site Hub,Master Data
Management - Administrative & Development,Master Data Management -
Product Information Management,Master Data Management - Vertical Product
Hub,Product Hub Options,Interaction Center Technology,Financial
Services,Communications/Utilities,Public Sector/University,High Tech,
Aerospace Defense and Transportation}
```

When you select a product family, for example "Service Contracts", License Manager will search for the entry Service Contracts={515,870,542} to obtain the initial list of application IDs. With that list, License Manager will look at entries in applprod.txt that correspond to those application IDs and will create the dependency tree for the rest of the products that need to be activated. In other words, License Manager will fully activate the three products included in Service Contracts (515, 870 and 542), searching in applprod.txt for all their dependent products and setting them to Shared or Fully Installed accordingly. This will occur for each product that is fully activated.

From the dependent list, License Manager will set all the products from the Shared list to Shared and all the products from the Fully Installed list to Fully Installed. Shared products will not fully activate other products. Only fully activated products will cause License Manager to look at all the dependencies that need to be Shared or Fully Installed.

## Unlicensing a Product

Unlicensing a product is not supported. Some applications will behave differently if some modules are fully activated or shared. Changing a product from Fully Installed to Shared or Not Installed may cause result in unpredictable behavior, especially if you continue to use Oracle E-Business Suite after the product was activated.

**Note:** Oracle strongly recommends that you never use SQL\*Plus, database triggers, or any other tool to manually modify Oracle E-Business Suite data unless otherwise instructed by Oracle Development.

If you inadvertently activate a product, you have two options:

- Restore a full backup of the Oracle E-Business Suite database from before you activated the offending product.

This is our preferred and supported recommendation to assure data consistency, since there is a functional impact on Oracle E-Business Suite: any transactions executed as a result of incorrectly activating a product would result in an unpredictable state within the product dependencies.

- Export and import the FND\_PRODUCT\_INSTALLATIONS table with the state from before you activated the offending product.

Although this is the only table used by License Manager, this option is only feasible if no Oracle E-Business products at all were used after the offending product was incorrectly activated. If you are not certain whether Oracle E-Business Suite was used, we recommend you seek assistance from the relevant product support team to determine if there could be any adverse functional impact.



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# Functional Administrator and Functional Developer Tasks

## Overview of Functional Administrator and Functional Developer Responsibilities

Oracle E-Business Suite ships two responsibilities that provide access to a subset of system administrator tasks. These tasks are primarily those setup tasks using Oracle E-Business Suite HTML-based pages.

### Functional Administrator Responsibility

From the Functional Administrator responsibility you can create and/or manage the following features.

From the Security tab:

- Grants
- Permissions and Permission Sets

For more information on using grants and permissions, see: Overview of Oracle E-Business Suite Security, *Oracle E-Business Suite Security Guide*.

From the Core Services tab:

- Lookups
- Messages
- Profiles and Profile Categories
- Functions
- Menus

- Caching Framework

For information on Lookups, see: Application Utilities Lookups and Oracle Application Object Library Lookups, *Oracle E-Business Suite Developer's Guide*.

For information on Messages, see: Overview of Message Dictionary, *Oracle E-Business Suite Developer's Guide*.

For information on Profiles, see Overview of Setting User Profiles, *Oracle E-Business Setup Guide*.

For information on functions and menus, see: Overview of Oracle E-Business Suite Security, *Oracle E-Business Suite Security Guide*.

For information on the Caching Framework, see the section Caching Framework, page 17-5 and the *Oracle E-Business Suite Java Caching Framework Developer's Guide*, My Oracle Support Knowledge Document 1108093.1.

From the Personalization tab:

- Application Catalog
- Import/Export

For more information on Personalization, see the section Oracle Application Personalization Framework, page 17-3.

For more information on File Manager, see the section Generic File Manager Access Utility (FNDGUFU), *Oracle E-Business Suite Setup Guide*.

## Functional Developer Responsibility

From the Functional Developer responsibility you can create and/or manage the following features.

From the Security tab:

- Objects
- Permissions and Permission Sets

For more information on objects and permissions, see: Overview of Oracle E-Business Suite Security, *Oracle E-Business Suite Security Guide* and Overview of Data Security, *Oracle E-Business Suite Security Guide*.

From the Core Services tab:

- Lookups
- Messages
- Profiles

- Functions
- Menus
- Cache Components

For more information on using the Lookups and Messages windows, refer to the online help as well as the *Oracle E-Business Suite Developer's Guide*. For more information on Profiles, see Overview of Setting User Profiles, *Oracle E-Business Suite Setup Guide*. For more information on functions and menus, see: Overview of Oracle E-Business Suite Security, *Oracle E-Business Suite Security Guide*. For more information on the Cache Components, see the *Oracle E-Business Suite Java Caching Framework Developer's Guide*, My Oracle Support Knowledge Document 1108093.1.

## Oracle Application Personalization Framework

Personalization allows you to declaratively tailor the UI look-and-feel, layout or visibility of Oracle Application Framework-based (HTML-based) pages to suit business needs or user preferences.

Durability of Oracle Application Framework personalizations is largely attributed to the declarative architecture and the object-oriented approach underlying the implementation of the page. Declarative UI component definitions are stored in the form of metadata in a database repository. Personalizations are translated into offsets from the base metadata definition and stored separately. At runtime, the applicable personalizations metadata is uploaded from the repository and layered over the base metadata definition to produce the net effect. Product upgrades and patches affect only the base metadata definition, so customer personalizations continue to function properly as applicable.

For more information on personalization in Oracle Application Framework, see: Personalization, *Oracle Application Framework Personalization Guide*.

Oracle Application Framework comes with an administration user interface for personalizations which is available under the Functional Administrator responsibility. This interface contains the following two pages that can be used to personalize the pages of Oracle Application Framework-based applications at various personalization levels without modifying any code:

- Application Catalog
- Import/Export

The Application Catalog page is useful for managing several personalizations across pages and applications, especially where the administrator does not have a responsibility that can access the page directly.

You can change the layout of a page by adding rows and columns to the customizable regions. You can also change the layout direction and order of contents inside these

regions. You can update different elements and you can also add, create, or remove the contents from different regions.

**Note:** To rearrange contents across different regions, you must first remove them from their current location and then add them inside the new destination region.

To activate, inactive, or delete specific personalizations, or manage the translation of the personalizations made for the page in question, navigate to the *Manage Personalization Levels* page.

Depending on the type of page you selected to personalize, (configurable or non-configurable), you are automatically directed to one of the following two personalization launch pages:

**Page Layout Personalization:** (Configurable page). This launch page provides a boxed preview of the flexible layout structure within your page and displays controls that take you to different pages or flows where you specify and apply your actual personalizations.

**Important:** Page Layout Personalization: (Configurable page). This launch page provides a boxed preview of the flexible layout structure within your page and displays controls that take you to different pages or flows where you specify and apply your actual personalizations.

- Mandatory user-entered parameters
- Flow/business-logic
- Limited access to specific users
- Multi-organization access control

These parameters might not be available and the page might fail with unexpected errors. You should instead access the Personalization UI for your configurable page using the global *Personalize Page* link on the page itself, when the **Personalize Self-service Defn** profile option is enabled.

**Page Hierarchy Personalization:** (Non-configurable page). This launch page displays the entire structure of the selected page in a hierarchy table (HGrid), rather than as a visual boxed layout.

The Import/Export page allows you to both export meta-data to XML files, and import XML files into a MDS repository.

Both administration-level and user-level personalizations may be extracted from one database and loaded into another. This allows you the freedom to create and test personalizations in a test database before deploying the personalizations to a production instance.



Use the **FND:Personalization Document Root Path** (FND\_PERZ\_DOC\_ROOT\_PATH) profile option to define the root path of the current deployed environment where personalizations are exported to and imported from. We recommend you set this profile to the \$APPL\_TOP staging area and at the site level.

```
$APPL_TOP / <CompanyIdentifier> / <CustProductShortName> / <ProductVersion> / mds/webui
```

See *Deploying Personalizations, Oracle Application Framework Personalization Guide* for more information.

## Caching Framework

Caching provides a powerful, flexible, easy-to-use mechanism for storing database results and other Java objects in memory for repeated usage. This mechanism minimizes expensive object initializations and database round trips, thereby improving application performance.

Application data is cached using component caches. Each component cache is identified by a name. The objects contained in a component cache are generally of the same type and share the same caching attributes. Each component cache has an associated cache loader class. The loader class has the logic for loading the cached object in case of a cache miss. When an object is requested from a component cache, if the object is found, it is returned from the cache. Otherwise, the loader is used to load the object place it in the cache.

For additional information on the Caching Framework, see the *Oracle E-Business Suite Java Caching Framework Developer's Guide*, My Oracle Support Knowledge Document 1108093.1.

Caching Framework comes with an administration user interface, which is available under the Functional Administrator responsibility. This interface contains the following three pages that can be used to implement tuning of the memory management policies and perform administrative operations:

- Overview page
- Tuning page
- Global Configuration page

As a general rule, cache administration should not be required unless there are some performance problems.

The Caching Framework Overview page provides a Cache Usage Summary, listing the following:

- Total Cache Components - All registered cache components in the system. This includes the cache components that have statistics enabled.
- Global Idle Time - A global setting for the elapsed time since an object was accessed

last. This value applies to cache components that rely on the default Idle Time and will not override the Idle Time setting of the individual cache components.

- **Cache Components with Statistics Enabled** - All registered cache components in the system that have statistics enabled.

On the Tuning page, you can search for cache components and then measure the Caching Framework performance by enabling statistics for frequently-used components. The statistics provided include hits, misses, the hit/misses ratio and invalidation count for each cache component. You can also clear collected statistics, and clear the cache.

**Tip:** A cache 'miss' is when a requested object from a cache component is not found in the cache. To reduce the 'misses' value for a particular cache component, update the **Time Out Type** and **Time Out After** values of the cache component definition. An object is marked 'invalid' when the object has been *idle* beyond the idle timeout period or the object was updated, making the copy in the cache invalid. When an object is 'invalid', any subsequent get() operations on the object gets a new copy of the object from the database.

- **Time Out Type:** Choose either *Idle Time* (recommended) or *Time to Live*. Both values refer to the duration after which the object is marked invalid.
  - *Idle Time:* Starts from the last time the object was requested from the cache. Choose this value when the primary consideration is the memory. This option prevents infrequently used objects from being cleaned up from the cache.
  - *Time to Live:* Starts from the time the object is loaded into the cache. Choose this value when the primary consideration is data consistency. This option guarantees that the values are refreshed after the specified time interval regardless of the usage.
- **Time Out After:** This refers to the Time Out Type. We recommend choosing *Global Idle Time*.
  - *Global Idle Time:* The component cache gets a timeout value that is equal to the global idle time specified. The current default is 15 minutes. This value can be changed on the Global Configuration page.

**Note:** Changes to the cache components definition's **Time Out Type** and **Time Out After** values will not be put into effect until after the application tier services are restarted.

Through the Global Cache Configuration page you can update the cache statistics and cache policy for all the cache components.

- **Cache Statistics:** You can choose to enable statistics for all the cache components. However, doing so may affect the performance of the system. You can also clear statistics for all the cache components.
- **Cache Policy:** You can set the Global Idle Time profile option, which refers to the duration after which any object is marked invalid. You can also clear all cache components, which removes all the cache components from the application tier. Changing the cache policy can affect performance.

**Note:** Enabling or disabling the statistics collection of the cache components only affects the current Java Virtual Machine (JVM). To enable/disable statistics collection in other JVMs, restart those JVMs. The same is true for changes to the Global Idle Time profile option.



---

## Using Alerts

### Overview of Oracle Alert

*Oracle Alert is your complete exception control solution.*

Oracle Alert gives you an immediate view of the critical activity in your database. It helps you keep on top of important or unusual business events you need to know about, as they happen. Oracle Alert gives you real-time measurements of staff and organization performance, so you can zero in on potential trouble spots immediately. You can automate routine transactions with Oracle Alert, saving your valuable time for more essential tasks. And, Oracle Alert does all this online, so you do not have to contend with a pile of paperwork.

Oracle Alert gives you the flexibility you need to monitor your business information the way you want.

For more information on Oracle Alert, see the *Oracle Alert User's Guide*.

### Basic Business Needs

Oracle Alert meets the following basic business needs:

- Informs you of exception conditions as they occur
- Lets you specify the exception conditions you want to know about, as often as you want to know about them
- Informs you of exception conditions by sending alert messages through a single application -- your electronic mail
- Takes actions you specify, based upon your response to an alert message
- Automatically performs routine database tasks, according to a schedule you define
- Integrates fully with your electronic mail system

## Oracle Alert Runtime Features

If you do not have a licensed copy of the full Oracle Alert product, you may still derive benefit from major Oracle Alert features by using the predefined alerts that are packaged with your Oracle E-Business Suite product.

All Oracle E-Business Suite products are packaged with a runtime version of Oracle Alert. Although all the Oracle Alert windows are available in this runtime version, not all the features in those windows are enabled. With the runtime version of Oracle Alert, you can run only the predefined alerts that are packaged with your product; you cannot create new alerts.

## Alert Definitions

### Alert

A mechanism that checks your database for a specific exception condition. An alert is characterized by the *SQL SELECT statement* it contains. A SQL SELECT statement tells your application what database exception to identify, as well as what output to produce for that exception.

For example, you can define an alert to flag purchase orders exceeding \$10,000, and have that alert output the name of the individual who requested the purchase order, as well as the name of the individual's manager. All predefined alerts are listed in the Alerts window of Oracle Alert.

### Event Alert

An event alert monitors the occurrence of a specific exception or change in your database. An exception in your database results if you add or update information using your Oracle E-Business Suite windows. The event alert monitors the database for exceptions based on its SQL SELECT statement.

### Periodic Alert

A periodic alert periodically reports key information according to a schedule that you define. Rather than notify you of immediate exceptions in the database like an event alert, a periodic alert scans for specific database information specified by its SQL SELECT statement at scheduled intervals.

### Alert Action

An alert action is an action you want your alert to perform. An alert action can be dependent on the output from the alert. An alert action can fall under one of three categories:

- Detail action—an action that represents one exception found in the database

- **Summary action**-an action that represents multiple exceptions found in the database
- **No exception action**-an action that represents no exceptions found in the database

An action can include sending an electronic mail message to a mail ID, running an Oracle E-Business Suite program, running a program or script from your operating system, or running a SQL script to modify information in your database.

You can have more than one action for an alert and an action can incorporate the output of the alert. For example, you may want a particular alert to send a message to a manager, as well as run an Oracle E-Business Suite program when an exception occurs.

## Action Sets

An action set is a sequence of alert actions that are enabled for a particular alert. Each action that you include in an action set can be assigned a sequence number so that you can specify the order in which the actions are performed. Some predefined alerts may also have more than one action set. You can also assign a sequence number to each action set to specify the order in which each action set is performed.

## Predefined Alerts

There are two types of predefined alerts:

- **Event alerts**-for example, the Receiving Notification alert for Oracle Purchasing notifies the requestor with a mail message when an item is received and entered in the Receipts window.
- **Periodic alerts**-for example, the Forecast Over-Consumption alert for Oracle Material Planning checks every day for over-consumption of the forecast and sends you a mail message if the current forecast quantity listed in the Forecast Entries window goes below zero.

**Tip:** See your product's reference guide for a list of the predefined alerts that are packaged with your Oracle E-Business Suite product.

## Using Predefined Alerts

All predefined alerts are initially disabled. You must enable the alerts you want to use. Select the Oracle Alert Manager responsibility when you start Oracle E-Business Suite to view or use a predefined alert. The Alert Manager responsibility gives you access to the Oracle Alert menu.

Navigate to the Alerts window to enable or edit predefined alerts. To display the predefined alert(s) for your Oracle E-Business Suite product, execute a query with your Oracle E-Business Suite product name in the Application field.

The Name field displays the name of the predefined alert. The Type field indicates if the alert is an event or a periodic alert.

You can enable an alert to run by checking the Enabled checkbox. You can also enter an End Date to specify the date until you want this alert run.

Choose the Alert Details button to open the Alert Details window. Choose the Alert Installations tabbed region to display the available Installations.

Enter the Oracle ID of the application installation you want your alert to run against. You can select only the Oracle IDs that are associated with the application that owns your alert. You can disable an Oracle ID for the alert temporarily by unchecking the Enabled checkbox.

Choose the Actions button to open the Actions window. Oracle Alert automatically displays the actions that are defined for the alert.

In the Actions window, if the Action Type is Detail, choose the Action Details button to display details for that action.

The alert action sends an alert action message to the mail ID listed in the To field of the Message Detail zone. If the mail ID is in the format *&NAME*, where *Name* is an output defined by your alert, you need not modify this field. If, however, the mail ID in the To field is not in the above format or if there is no value entered in the field, you must enter the mail ID(s) of the person(s) you wish to receive the alert action message. After modifying the contents of this window, save your work.

Navigate to the Oracle Alert Options window. Use this window to define the options Oracle Alert uses when checking your alerts.

In the Alerts window, choose the Actions Sets button to navigate to the Action Sets window. Oracle Alert automatically displays the action sets defined for the alert.

Check the Enabled checkbox for each action set you wish to use. You may also enter an End Date field to specify the date until you want this alert action set to be enabled.

In addition, in the Action Set Members block, check the Enabled checkbox for each action set member you want to use in that action set.

You may also enter an End Date to specify the date until you want this alert action set member to be enabled. When you finish, save your work.

Your predefined alert is now ready to use.

## Customizing Predefined Alerts

You can customize predefined alerts in the following ways to suit your business needs:

### Electronic Mail Integration

Oracle Alert leverages the Workflow Notification Mailer to send alert e-mail messages to your users. Ensure that you set up mail servers and configure the Workflow Notification Mailer to send e-mail messages according to your alert requirements. See:



### **Standard Alert Message Text**

You can customize the message header and footer text that appears in all your alert message actions. Navigate to the Message Elements tabbed region of the Oracle Alert Options window, and four message elements appear automatically. Each element represents a specific type of message text that appears in all your alert mail messages.

In the runtime version of Oracle Alert, you need to edit only the Message Action Header and Message Action Footer elements. Simply customize the text that appears to alter the text at the beginning and end of every alert message. You may also leave the text blank if you do not want to display any standard text in your alert messages. Save your work when you are done making changes in this window.

### **Alert Frequency**

You can schedule the frequency you wish to run each predefined periodic alert. You may want to check some alerts every day, some only once a month, still others only when you explicitly request them. You have the flexibility to monitor critical exceptions every day, or even multiple times during a 24-hour period. And, you can set less significant exceptions to a more infrequent schedule; for example, a monthly schedule.

To change the frequency of a predefined alert, navigate to the Alerts window. Perform a query to display the predefined periodic alert you wish to modify, then alter the Frequency of the periodic alert.

### **Alert History**

Oracle Alert can keep a history of exceptions and actions for a particular alert. Use the Alerts window to alter the number of days of history you wish to keep for an alert. Simply change the Keep N Days field to the number of days of history you wish to keep.

### **Suppressing Duplicates**

If you do not want Oracle Alert to send repeated messages for the same alert exception, you can choose to suppress duplicate messages. If Oracle Alert finds a duplicate exception condition for the alert, it simply does not execute the action set members for that alert again.

Use the Suppress Duplicates checkbox in the Action Sets block of the Alerts window to specify this option. The default for the Suppress Duplicates checkbox is unchecked. If you check the Suppress Duplicates checkbox, you must also make sure you keep history for the alert at least one day longer than the number of days between alert checks. Oracle Alert uses the history information to determine if an exception is a duplicate.

## Message Actions

If a predefined alert involves a message action, you can customize certain aspects of that message action. Navigate to the Actions block in the Alerts window by choosing the Actions button. In this block, move your cursor to the row representing the message action you want to customize, then choose the Action Details button to open the Action Detail window for that message action. You can modify the following features of the message action:

- Recipient list-you can add or delete mail IDs in the List, To, Cc, Bcc, or Print For User fields. You should not modify any mail IDs listed with the format *&Name*, as they represent mail ID's defined by the alert output.
- Printer-you can modify the name of the printer to which you want Oracle Alert to direct the message.
- Text-you can modify the boilerplate text that you want your alert message to send. Do not edit any of the alert outputs (in the format *&Name*) used in the body of the text. For summary messages, edit only the opening and closing text within the summary message. Save your work when you finish making modifications.

## Summary Threshold

Predefined alerts use one of three action types: detail action, summary action, and no exception action. A no exception action is straightforward in that Oracle Alert performs the defined action when no exceptions are found for the alert.

But how does Oracle Alert know when to perform a detail or a summary action? Oracle Alert can perform a detail action for every exception it finds, regardless of the number of exceptions, or Oracle Alert can perform a summary action for a unique set of exceptions. For example, you can receive individual mail messages for each exception found by an alert, or you can receive a single mail message summarizing all the exceptions found by the alert.

In the Members tabbed region of the Action Sets block of the Alerts window, you can set a Summary Threshold to specify how many exceptions Oracle Alert can find before it should change the action from a detail action to a summary action.

## Oracle Alert Precoded Alerts

Your Oracle Alert installation contains custom alerts that are designed to help you manage your database and the data you generate when you use Oracle Alert. Oracle Alert provides eight alerts that systematically monitor your system for potential tablespace, disk space, and allocation problems, making your Database Administrators more efficient, and increasing database performance.

Occasionally, you will want to purge your database of obsolete concurrent requests, alert checks, and action set checks. Oracle Alert provides two alerts that let you

periodically remove old files, freeing up valuable tablespace and increasing database performance.

This section gives you an overview of these alerts, and suggestions on how to use them to enhance your system performance.

## Terms

Before reading this discussion of precoded alerts, you may want to familiarize yourself with the following Glossary terms:

- Periodic Alert
- Exception
- Action
- Detail Action
- Summary Action
- No Exception Action
- Input

## Oracle Alert DBA Alerts

Oracle Alert DBA alerts help you manage your database by notifying you regularly of:

- Tables and indexes unable to allocate another extent
- Users who are nearing their tablespace quota
- Tablespaces without adequate free space
- Tables and indexes that are too large or are fragmented
- Tables and indexes that are near their maximum extents

## Customizable Alert Frequencies

Oracle Alert DBA alerts are periodic alerts, so you determine how often they check your database. Set them to run daily, weekly, or monthly, according to your database needs.

## Summary and No Exception Messages

If Oracle Alert finds the database exceptions specified in a DBA alert, it sends you a message summarizing all exceptions found. If Oracle Alert finds no exceptions, it sends you a message reporting that no exceptions were found. Oracle Alert keeps you notified

of the status of your database, even if it is unchanging.

### Customizable Alert Inputs

Inputs let you customize your DBA alerts. You can specify the ORACLE username, table, or index you want your alerts to target, and you can specify the threshold number of extents, maximum extents, or blocks Oracle Alert should look for. You can also define your input values at the action set level, so you can create multiple action sets that target different usernames, tables, and indexes. You can create as many action sets as you need.

### Support for Multiple Database Instances

The Applications DBA application owns the Oracle Alert DBA alerts. This lets Oracle Alert perform the DBA alerts for every database instance you create, even those that reside outside Oracle Alert's database.

## Applications DBA Alerts Descriptions

The following descriptions list the customizable frequency and inputs of each DBA alert.

### Tables Unable to Allocate Another Extent

This alert looks for tables where the next extent is larger than the largest free extent.

<b>Frequency</b>	Every N Calendar Days
<b>Inputs</b>	Table Name, ORACLE Username

### Indexes Unable to Allocate Another Extent

This alert looks for indexes where the next extent is larger than the largest free extent.

<b>Frequency</b>	Every N Calendar Days
<b>Inputs</b>	Index Name, ORACLE Username

### Users Near Their Tablespace Quota

This alert detects users that are near their tablespace quota.

<b>Frequency</b>	Every N Calendar Days
<b>Inputs</b>	ORACLE Username
	Tablespace Name
	Check minimum percent free space remaining

Check maximum percent space use  
Minimum total free space remaining (in bytes)  
Maximum percent space used

### Tablespaces Without Adequate Free Space

This alert looks for tablespaces without a specified minimum amount of free space.

<b>Frequency</b>	Every N Calendar Days
<b>Inputs</b>	Tablespace Name
	Check total free space remaining
	Check maximum size of free extents available
	Maximum size of free extents available (in bytes)
	Minimum total free space remaining (in bytes)

### Indexes Too Large or Fragmented

This alert detects indexes that exceed a specified number of blocks or extents.

<b>Frequency</b>	Every N Calendar Days
<b>Inputs</b>	Index Name
	ORACLE Username
	Check maximum number of blocks
	Check maximum number of extents
	Maximum number of blocks
	Maximum number of extents

### Tables Too Large or Fragmented

This alert detects tables that exceed a specified number of blocks or extents.

<b>Frequency</b>	Every N Calendar Days
<b>Inputs</b>	Table Name
	ORACLE Username
	Check maximum number of blocks
	Check maximum number of extents
	Maximum number of blocks

Maximum number of extents

### Tables Near Maximum Extents

This alert searches for tables and indexes that are within a specified number of extents of their maximum extents.

<b>Frequency</b>	Every N Calendar Days
<b>Inputs</b>	Table Name
	ORACLE Username
	Minimum number of extents remaining

### Indexes Near Maximum Extents

This alert searches for tables and indexes that are within a specified number of extents of their maximum extents.

<b>Frequency</b>	Every N Calendar Days
<b>Inputs</b>	Index Name
	ORACLE Username
	Minimum number of extents remaining

### Oracle Alert Purging Alerts

Two of the Oracle Alert precoded alerts are designed to help you manage the data you generate when you use Oracle Alert. While using Oracle Alert you should be able to:

- Automatically delete concurrent requests older than a specified number of days
- Automatically clean out alert checks and action set checks that are older than a specified number of days

### Customizable Alert Frequencies

You determine the schedule for running your purge alerts. On the schedule you define, Oracle Alert submits the purge alerts to the Concurrent Manager, and deletes all old concurrent requests.

### Customizable Alert Inputs

Inputs let you customize your alerts. You specify which application and which concurrent program you want your purge alerts to target, and you decide when your data becomes unnecessary or "old." You define your input values at the action set level, so you can create multiple action sets that target different applications and different

concurrent programs. You can create as many action sets as you need, so you can keep your system free from unnecessary files.

## Oracle Alert Purging Alerts Descriptions

The following descriptions list the customizable frequency and inputs of each purging alert.

### Purge Alert and Action Set Checks

This alert looks for alert and action set checks older than the number of days you specify, and runs a SQL statement script that deletes them.

Alert Type	Periodic
Periodicity	Every N Calendar Days
Inputs	Application Name, Number of days since alert check

**Note:** Oracle Alert will not delete alert checks and/or action set checks for a response processing alert that has open responses.

### Purge Concurrent Requests

This alert looks for concurrent requests and their log and out files that are older than the number of days you specify, and runs a concurrent program that deletes them. If you enter a concurrent program name input, you should use the program name (located in the column USER\_CONCURRENT\_PROGRAM\_NAME in the table FND\_CONCURRENT\_REQUESTS), and not the optional description that may accompany the concurrent program name in the Requests window.

Alert Type	Periodic
Periodicity	Every N Calendar Days
Inputs	Application Name Concurrent Program Name Number of days since concurrent request was submitted to the Concurrent Manager
Operating System Program	Deletes log file, out file, and corresponding record of each concurrent request
Arguments	Concurrent request ID





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## Managing Query Optimization Statistics

### Oracle E-Business Suite and Query Optimization

Oracle E-Business Suite Release 12 uses cost-based optimization in order to choose the most efficient execution plan for SQL statements. Using this approach, the optimizer determines the most optimal execution plan by costing available access paths and factoring information based on statistics for the schema objects accessed by the SQL statement.

Oracle E-Business Suite requires several database initialization parameters to be set correctly in order to ensure optimal performance. Refer to My Oracle Support Knowledge Document 396009.1, and ensure that you have configured the parameters according to this note.

For the query optimizer to produce an optimal execution plan, the statistics in the data dictionary should accurately reflect the volume and data distribution of the tables and indexes. To this end, database statistics should be refreshed periodically. However, that does not necessarily imply that you should gather statistics frequently. Systems that are close to going live typically experience inserts of a large amount of data, as data from legacy systems is migrated. In that scenario, the statistics would probably need to be refreshed quite frequently (for instance, after each major load), as large loads could change the data distribution significantly. Once the system reaches steady state, the frequency of statistics collection at the schema/database level should be reduced to something like once a month. However, statistics on some volatile tables can be gathered as frequently as required.

Oracle E-Business Suite provides a set of procedures in the FND\_STATS package to facilitate collection of these statistics. FND\_STATS uses the DBMS\_STATS package to gather statistics.

In gathering statistics, please do the following:

- Use only FND\_STATS or the Gather Schema and Gather Table Statistics Concurrent Programs.

- Do NOT use the `analyze` or `dbms_stats` commands directly. The direct use of these commands is not supported and results in suboptimal plans.
- Use the `GATHER_AUTO` option to gather incrementally.
- Analyze all schemas at 10%, then specific objects at x%. Due to data skew, some products/tables benefit from higher sampling %.
- Disable the Oracle Database automatic job to gather statistics. Do not gather statistics excessively on entire schemas or the entire database, such as nightly or weekly.
- Note that `FND_STATS` supports Extended Statistics.

Oracle recommends using the `NOWORKLOAD` stats mode. Using `WORKLOAD` stats might introduce problems in execution plan instability

`FND_STATS.GATHER_SCHEMA_STATS` uses a parameter called `OPTIONS`. If set to `GATHER AUTO`, this option allows `FND_STATS` to determine automatically the tables for which statistics should be gathered, based on the change threshold. The Modifications Threshold can be adjusted by the user by passing a value for `modpercent`, which by default is equal to 10. `GATHER AUTO` uses a database feature called Table Monitoring, which needs to be enabled for all the tables. A procedure called `ENABLE_SCHEMA_MONITORING` has been provided to enable monitoring on all tables for a given schema or all Applications schemas.

Oracle E-Business Suite on Oracle Database 11g and higher uses its improved `DBMS_STATS.AUTO_SAMPLE_SIZE` feature by default in the `FND_STATS` package for better `AUTO` sampling statistics gathering.

## Gathering Statistics for the CBO

Oracle E-Business Suite provides concurrent programs that use the package `FND_STATS` to gather statistics for your applications database objects. For information on `DBMS_STATS`, see Oracle Supplied PL/SQL Packages Manual.

The following concurrent programs are available for collecting and maintaining statistics:

- Gather Table Statistics
- Backup Table Statistics
- Restore Table Statistics
- Gather Schema Statistics
- Purge `FND_STATS` History Records

## Gather Table Statistics

The Gather Table Statistics program gathers the table statistics for the specified table. This program can optionally backup the existing statistics in the FND\_STATTAB table before gathering new statistics. If the value of backup\_flag is BACKUP, then FND\_STATS exports the old statistics using dbms\_stats.export\_table\_stats before gathering the new statistics. The exported data is stored in FND\_STATTAB. If the value of backup\_flag is anything other than BACKUP then the old table statistics are not saved. This program also gathers index statistics for the table by default. For a detailed description of the procedure used by this concurrent program, see: GATHER\_TABLE\_STATS Procedure.

### Parameters

<b>Owner Name</b>	The owner of the table.
<b>Table Name</b>	The name of the table.
<b>Estimate Percent</b>	The sampling percentage. If left blank, a default value of 10 is used. The valid range is from 0 to 100.
<b>Degree</b>	The degree of parallelism to be used for gathering statistics. If a Degree is not provided, it defaults to the minimum of parallel_max_servers and cpu_count.
<b>Partition Name</b>	The name of the partition.
<b>Backup Flag</b>	The backup flag indicates whether to backup statistics. Set this flag to "BACKUP" to back up your statistics.
<b>Granularity</b>	<p>The granularity of statistics to collect (only relevant for tables that are partitioned). Valid values are:</p> <ul style="list-style-type: none"><li>• DEFAULT - Gather global and partition-level statistics.</li><li>• SUBPARTITION - Gather subpartition-level statistics.</li><li>• PARTITION - Gather partition-level statistics.</li><li>• GLOBAL - Gather global statistics.</li><li>• ALL - Gather all (subpartition, partition, and global) statistics.</li></ul>
<b>History Mode</b>	This parameter controls the amount of history records that are created. Valid modes are LASTRUN, FULL and NONE. The default is LASTRUN. For an explanation of the different modes, please refer to the

## GATHER\_TABLE\_STATS Procedure

<b>Invalidate Dependent Cursors</b>	This flag indicates whether cursors dependent on the table being analyzed should be invalidated or not. This parameter is ignored if you are running a database prior to Oracle 9i Release 2 (9.2.x).
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## Backup Table Statistics

This concurrent program backs up the current statistics of the given table into the FND\_STATTAB table. This program also backs up the related index and column statistics by default.

An identifier, commonly referred to as STATID, can be associated with the backup up statistics. This STATID allows you to restore a particular version of the statistics using the Restore Table Statistics concurrent program. Statistics for the same object can be backed up with different STATIDs. You can even backup different versions of the statistics for the same object by assigning different STATIDs.

For a detailed description of the procedure used by this concurrent program, see: BACKUP\_TABLE\_STATS Procedure.

### Parameters

<b>Schema Name</b>	The name of the schema. The value ALL means all Oracle E-Business Suite schemas.
<b>Table Name</b>	The name of the table.
<b>Statistics ID</b>	An optional identifier to associate with these statistics within FND_STATTAB. The default STATID is BACKUP.
<b>Partition Name</b>	Name of the table partition. If the table is partitioned and if the partition name is NULL, then global and partition table statistics are exported.

## Restore Table Statistics

This concurrent program allows you to restore the previously backed up table statistics for a given statistics identifier, commonly referred to as the STATID.

All index and column statistics associated with the specified table are restored as well.

For a detailed description of the procedure used by this concurrent program, see: RESTORE\_TABLE\_STATS Procedure

### Parameters

<b>Schema Name</b>	The name of the schema. The value ALL means all Oracle
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	E-Business Suite schemas.
<b>Table Name</b>	The name of the table.
<b>Statistics ID</b>	An optional identifier to associate with these statistics within FND_STATTAB. The default STATID is BACKUP.
<b>Partition Name</b>	Name of the table partition. If the table is partitioned and if the partition name is NULL, then global and partition table statistics are imported.

## Gather Schema Statistics

This concurrent program gathers the specified schema level statistics.

Before gathering the statistics, this program can also create a backup of the current statistics, depending on the value of the Backup Flag. If for some reason, the earlier statistics need to be restored, that can be done using the Restore Schema Statistics concurrent program. The STATID used for this backup is NULL.

This program also creates histograms on the columns seeded in the FND\_HISTOGRAM\_COLS table.

For a detailed description of the procedure used by this concurrent program, see information on the GATHER\_SCHEMA\_STATS procedure.

### Parameters

<b>Schema Name</b>	Schema for which statistics are to be gathered. Specify ALL for all Oracle E-Business Suite schemas (all schemas that have an entry in the FND_PRODUCT_INSTALLATIONS table).
<b>Percent</b>	The sampling percentage. If left blank, the default value of 10 is used. The valid range is from 0 to 100.
<b>Degree</b>	The degree of parallelism to be used for gathering statistics. If a Degree is not provided, it defaults to the minimum of parallel_max_servers and cpu_count.
<b>Backup Flag</b>	The backup flag indicates whether to backup statistics. Set this flag to BACKUP if you wish to back up the current statistics into the FND_STATTAB table. If NOBACKUP is used, then the GATHER_SCHEMA_STATS procedure will not backup the current statistics. This way the GATHER_SCHEMA_STATS procedure will run faster.
<b>Restart Request ID</b>	In the case where the Gather Schema Statistics run fails due to whatever reasons, the concurrent request can be re-

submitted and it will pick up where the failed run left off, if you provide the concurrent request\_id of the failed run.

#### History Mode

This parameter controls the amount of history records that are created. The history records, stored in FND\_STATS\_HIST can be queried to find out when stats were gathered on a particular object and the amount of time it took to gather statistics on that object.

- Last Run - History records for each object are maintained only for the last gather statistics run. Each subsequent run will overwrite the previous history record for the object. This is the default behavior.
- Full - This mode does not overwrite any history information. History records are created for each run and are identified by the Request ID. If a Request ID is not provided, one is generated automatically. If this mode is used, the "Purge FND\_STATS History Records" concurrent program should be run periodically to purge the FND\_STATS\_HIST table.
- None - This mode does not generate any history information. If this mode is used, the run cannot be restarted.

#### Gather Options

This parameter specifies how objects are selected for statistics gathering.

- GATHER : All tables and indexes of the schema **schemaname** are selected for stats gathering. This is the default.
- GATHER AUTO : Tables of the schema schemaname for which the percentage of modifications has exceeded modpercent are selected for statistics gathering. Indexes of these tables are selected by default. Table monitoring needs to be enabled before using this option.
- GATHER EMPTY : Statistics are gathered only for tables and indexes that are missing statistics.
- LIST AUTO : This option does not gather statistics. It only provides a listing of all the tables that will be selected for statistic gathering, if the GATHER AUTO option is used.

- **LIST EMPTY** : This option does not gather statistics. It only provides a listing of all the tables that will be selected for statistics gathering, if the **GATHER EMPTY** option is used.

**Modifications Threshold**

Applicable only to **GATHER AUTO** and **LIST AUTO** options. This parameter specifies the percentage of modifications (with respect to the total rows) that have to take place on a table before it can be picked up for **AUTO** statistics gathering.

**Invalidate Dependent Cursors**

This flag indicates whether cursors dependent on the table being analyzed should be invalidated or not. By default, dependent cursors are invalidated. This parameter is ignored if you are running a database prior to Oracle 9i Release 2 (9.2.x).

## Gather Column Statistics

This concurrent program should be used for gathering the Column Statistics, i.e. creating a histogram on a given column.

The procedure takes a backup into the **FND\_STATTAB** table before gathering the statistics.

For a detailed description of the procedure used by this concurrent program, see: **GATHER\_COLUMN\_STATS** Procedure

**Parameters**

<b>Table Owner</b>	The owner of the table.
<b>Table Name</b>	The name of the table.
<b>Column Name</b>	The name of the column.
<b>Estimate Percent</b>	The sampling percentage. If left blank, a default value of 10 is used. The valid range is from 0 to 100.
<b>Parallel Degree</b>	The degree of parallelism to be used for gathering statistics. If a Degree is not provided, it defaults to the minimum of <b>parallel_max_servers</b> and <b>cpu_count</b> .
<b>Bucket Size</b>	The number histogram buckets.
<b>Backup Flag</b>	The backup flag indicates whether to backup statistics. Set this flag to <b>BACKUP</b> if you wish to back up the current column statistics into the <b>FND_STATTAB</b> table. If left

blank, it defaults to NOBACKUP.

## Gather All Column Statistics

This concurrent program is obsolete.

## Purge FND\_STATS History Records

This program can be run to purge the history records from the FND\_STATS\_HIST table. This program should be scheduled to run periodically if statistics are being gathered with History Mode as FULL. You do not need to run this program if you gather statistics with History Mode as NONE or the default – LASTRUN.

### Parameters

<b>Purge Mode</b>	The Purge Mode can take one of the two values: DATE or REQUEST. If the mode chosen is DATE, history records are purged based on the date range, otherwise, if it is REQUEST, records are purged based on the Request ID.
<b>From Value</b>	Start Date or Request ID
<b>To Value</b>	End Date or Request ID.

## FND\_STATS Package

The FND\_STATS package provides procedures for gathering statistics for Oracle E-Business Suite database objects. It also provides procedures for backing up the current statistics into the table - FND\_STATTAB, and restoring them back if desired. This package also allows users to specify the degree of parallelism. That helps speed up statistics gathering for large objects. FND\_STATS can also maintain a history of its actions in a table called FND\_STATS\_HIST. The data in this table is used to provide restart ability, and can also be queried to find out the time taken to gather statistics on each object.

FND\_STATS relies on the Oracle-supplied package DBMS\_STATS to perform the actual statistics gathering. For more information on DBMS\_STATS, refer to the Oracle database Tuning and Supplied Packages Reference manuals.

## CREATE\_STAT\_TABLE Procedure

This procedure creates the table that is required for backing up the statistics.

There are two versions of this procedure. The first one does not need any arguments and creates the table with the default name - FND\_STATTAB in the schema corresponding to the FND product. The second version allows you to provide the schema name, table name and the tablespace for the statistics table.



## Syntax

```
FND_STATS.CREATE_STAT_TABLE ;

FND_STATS.CREATE_STAT_TABLE (
    schemaname IN VARCHAR2,
    tabname    IN VARCHAR2,
    tblspcname IN VARCHAR2);
```

## Parameters

<b>schemaname</b>	Name of the schema.
<b>tabname</b>	Name of the table.
<b>tblspcname</b>	Tablespace in which to create the statistics tables. If none is specified, then the tables are created in the user's default tablespace.

## BACKUP\_TABLE\_STATS

This procedure backs up the statistics for the given table in the FND\_STATTAB table. Setting cascade to TRUE results in all index and column statistics associated with the specified table to be stored as well. An identifier, commonly referred to as STATID, can be associated with the backup up statistics. This STATID allows you to restore a particular version of the statistics using the RESTORE\_TABLE\_STATS procedure.

## Syntax

```
FND_STATS.BACKUP_TABLE_STATS (
    schemaname VARCHAR2,
    tabname    VARCHAR2,
    statid     VARCHAR2 DEFAULT 'BACKUP',
    partname   VARCHAR2 DEFAULT NULL,
    cascade    BOOLEAN  DEFAULT TRUE);
```

## Parameters

<b>schemaname</b>	Name of the schema.
<b>tabname</b>	Name of the table.
<b>statid</b>	Optional identifier to associate with these statistics within FND_STATTAB.
<b>partname</b>	Name of the table partition. If the table is partitioned and if partname is NULL, then global and partition table statistics are exported.
<b>cascade</b>	If TRUE, then column and index statistics for this table are

also exported.

## BACKUP\_SCHEMA\_STATS Procedure

This procedure can be used to backup the statistics for an entire schema. The statistics are backed up into the FND\_STATTAB table. A different version can be stored by specifying a different statid. An identifier, commonly referred to as STATID, can be associated with the backup up statistics. This STATID allows you to restore a particular version of the statistics using the RESTORE\_SCHEMA\_STATS procedure.

### Syntax

```
FND_STATS.BACKUP_SCHEMA_STATS (
    schemaname  VARCHAR2,
    statid      VARCHAR2 DEFAULT NULL);
```

### Parameters

<b>schemaname</b>	Name of the schema. ALL means all Oracle E-Business Suite schemas.
<b>statid</b>	Optional identifier to associate with these statistics within FND_STATTAB.

## RESTORE\_SCHEMA\_STATS Procedure

This procedure restores statistics for the given schema, that were previously backed up in the FND\_STATTAB table, into the dictionary. Statid can be provided to distinguish between different sets of statistics for the same object.

### Syntax

```
FND_STATS.RESTORE_SCHEMA_STATS (
    schemaname  VARCHAR2,
    statid      VARCHAR2 DEFAULT NULL
);
```

### Parameters

<b>schemaname</b>	Name of the schema. ALL means all Oracle E-Business Suite schemas.
<b>statid</b>	Optional identifier to associate with these statistics within FND_STATTAB.

## RESTORE\_TABLE\_STATS Procedure

This procedure restores statistics for the given table from the FND\_STATTAB table for

the given statid (optional) and transfers them back to the dictionary. Setting cascade to TRUE results in all index and column statistics associated with the specified table being imported also.

## Syntax

```
FND_STATS.RESTORE_TABLE_STATS (  
    ownname  VARCHAR2,  
    tabname  VARCHAR2,  
    statid   VARCHAR2 DEFAULT NULL,  
    partname VARCHAR2 DEFAULT NULL,  
    cascade  BOOLEAN  DEFAULT TRUE,  
);
```

## Parameters

<b>ownname</b>	Name of the schema.
<b>tabname</b>	Name of the table.
<b>statid</b>	Optional identifier to associate with these statistics within FND_STATTAB.
<b>partname</b>	Name of the table partition. If the table is partitioned and if partname is NULL, then global and partition table statistics are exported.
<b>cascade</b>	If TRUE, then column and index statistics for this table are also exported.

## RESTORE\_COLUMN\_STATS Procedure

This procedure restores statistics for the given column from the FND\_STATTAB table for the given statid (optional) and transfers them back to the dictionary. There are two versions of this procedure. One first one requires the table owner, table name and column name to be supplied. The second version restores the statistics for all the columns seeded in the FND\_HISTOGRAM\_COLS table.

## Syntax

```
FND_STATS.RESTORE_COLUMN_STATS (  
    ownname  VARCHAR2,  
    tabname  VARCHAR2,  
    colname  VARCHAR2,  
    partname VARCHAR2 DEFAULT NULL,  
    statid   VARCHAR2 DEFAULT NULL  
);  
  
FND_STATS.RESTORE_COLUMN_STATS (  
    statid   VARCHAR2 DEFAULT NULL  
);
```

## Parameters

<b>ownname</b>	Name of the schema.
<b>tabname</b>	Name of the table.
<b>colname</b>	Name of the column. Optional identifier to associate with these statistics within FND_STATTAB.
<b>partname</b>	Name of the table partition. If the table is partitioned and if partname is NULL, then global and partition table statistics are exported.
<b>statid</b>	Optional identifier to associate with these statistics within FND_STATTAB.

## ENABLE\_SCHEMA\_MONITORING Procedure

This procedure should be used for enabling the Monitoring option for all tables in the specified schema. Monitoring option should be enabled before using the GATHER AUTO or LIST AUTO option of GATHER\_SCHEMA\_STATS. If the value of the schemaname argument is ALL, then the Monitoring option is enabled for all tables that belong to all schemas registered in Oracle E-Business Suite.

## Syntax

```
FND_STATS.ENABLE_SCHEMA_MONITORING (  
    schemaname VARCHAR2 DEFAULT 'ALL' );
```

## Parameters

<b>schemaname</b>	Name of the schema for which Monitoring should be enabled.
-------------------	--

## DISABLE\_SCHEMA\_MONITORING Procedure

This procedure should be used for disabling the Monitoring option for all tables in the specified schema. If the value of the schemaname argument is ALL, then the Monitoring option is disabled for all tables that belong to all schemas registered in Oracle E-Business Suite.

## Syntax

```
FND_STATS.DISABLE_SCHEMA_MONITORING (  
    schemaname VARCHAR2 DEFAULT 'ALL' );
```

## Parameters

<b>schemaname</b>	Name of the schema for which Monitoring should be disabled.
-------------------	---

## GATHER\_SCHEMA\_STATS Procedure

This procedure gathers statistics for all objects in a schema. Statistics are gathered with the granularity of DEFAULT. This procedure is also available through the concurrent program "Gather Schema Statistics." If this procedure fails at any time during operation, supplying the request ID for the request that failed can restart it. The request ID can be captured when the program is started from concurrent manager or can be queried from the FND\_STATS\_HIST table.

GATHER\_SCHEMA\_STATS cannot be executed directly in sqlplus because of an OUT parameter. The procedure GATHER\_SCHEMA\_STATISTICS has been provided for gathering schema statistics from the sqlplus prompt.

## Syntax

```
FND_STATS.GATHER_SCHEMA_STATS (
    schemaname          VARCHAR2,
    estimate_percent     NUMBER DEFAULT NULL,
    degree              NUMBER DEFAULT NULL,
    internal_flag        NUMBER DEFAULT NULL,
    Errors OUT Error_Out,
    request_id          NUMBER default null,
    hmode               VARCHAR2 default 'LASTRUN',
    options in          VARCHAR2 default 'GATHER',
    modpercent           NUMBER default 10,
    invalidate          VARCHAR2 default 'Y'
);

FND_STATS.GATHER_SCHEMA_STATISTICS (
    schemaname          VARCHAR2,
    estimate_percent     NUMBER DEFAULT NULL,
    degree              NUMBER DEFAULT NULL,
    internal_flag        NUMBER DEFAULT NULL,
    request_id          NUMBER DEFAULT NULL,
    hmode               VARCHAR2 DEFAULT 'LASTRUN',
    options in          VARCHAR2 DEFAULT 'GATHER',
    modpercent           NUMBER DEFAULT 10,
    invalidate          VARCHAR2 DEFAULT 'Y'
);
```

## Parameters

<b>schemaname</b>	Schema to analyze. ALL means all Oracle E-Business Suite schemas.
<b>estimate_percent</b>	The sampling percentage. If a value is not provided, the default value of 10 is used. The valid range is from 0 to 100.
<b>degree</b>	The degree of parallelism to be used for gathering statistics.

	<p>If a degree is not provided, it defaults to the minimum of parallel_max_servers and cpu_count.</p>
<b>internal_flag</b>	<p>The backup flag indicates whether to backup statistics. Set this flag to BACKUP if you wish to back up the current statistics into the FND_STATTAB table. If NOBACKUP is used, then the GATHER_SCHEMA_STATS procedure will not backup the current statistics. This way the GATHER_SCHEMA_STATS procedure will run faster.</p>
<b>errors</b>	<p>User defined Type for holding the Error messages .</p>
<b>Request_id</b>	<p>A request_id can be provided to identify the history records for a given statistics gathering run. This parameter is also used for providing restart ability. In case, a statistics gathering run fails due to whatever reasons, subsequent submission can pick up where the failed run left off, if you provide the request_id of the failed run.</p>
<b>Hmode</b>	<p>This parameter controls the amount of history records that are created. The history records, stored in FND_STATS_HIST can be queried to find out when statistics were gathered on a particular object and the amount of time it took to gather statistics on that object.</p> <p>LASTRUN - History records for each schema are maintained only for the last gather statistics run. Each subsequent run will overwrite the previous history record for the index. This is the default behavior.</p> <p>FULL - This mode does not overwrite any history information. History records are created for each run and are identified by the Request ID. If a Request ID is not provided, one is generated automatically. If this mode is used, the "Purge FND_STATS History Records" concurrent program should be run periodically to purge the FND_STATS_HIST table.</p> <p>NONE - This mode does not generate any history information. If this mode is used, the run cannot be restarted.</p>
<b>Options</b>	<p>This parameter specifies how objects are selected for statistics gathering.</p> <p>GATHER - All tables and indexes of the schema &lt;schemaname&gt; are selected for stats gathering. This is the default.</p>

GATHER AUTO - Tables of the schema schemaname for which the percentage of modifications has exceeded modpercent are selected for statistics gathering. Indexes of these tables are selected by default. Table monitoring needs to be enabled before using this option.

GATHER EMPTY - Statistics are gathered only for tables and indexes that are missing statistics.

LIST AUTO - This option does not gather statistics. It only provides a listing of all the tables that will be selected for statistic gathering, if the GATHER AUTO option is used.

LIST EMPTY - This option does not gather statistics. It only provides a listing of all the tables that will be selected for statistics gathering, if the GATHER EMPTY option is used.

**Modpercent**

Applicable only to GATHER AUTO and LIST AUTO options. This parameter specifies the percentage of modifications (with respect to the total rows) that have to take place on a table before it can be picked up for AUTO statistics gathering.

**Invalidate**

This flag indicates whether cursors dependent on the table being analyzed should be invalidated. By default, dependent cursors are invalidated. This parameter is ignored if you are running a database prior to Oracle 9i Release 2 (9.2.x).

## Exceptions

ORA-20000: Schema does not exist or insufficient privileges.  
ORA-20001: Bad input value.

## GATHER\_INDEX\_STATS Procedure

This procedure gathers statistics for the specified index.

### Syntax

```
FND_STATS.GATHER_INDEX_STATS (  
    ownname    VARCHAR2,  
    indname    VARCHAR2,  
    percent     NUMBER DEFAULT NULL,  
    partname    VARCHAR2 DEFAULT NULL,  
    backup_flag VARCHAR2 DEFAULT NULL,  
    hmode       VARCHAR2 DEFAULT 'LASTRUN',  
    invalidate  VARCHAR2 DEFAULT 'Y'  
);
```

## Parameters

<b>ownname</b>	Schema of index to analyze.
<b>indname</b>	Name of index.
<b>percent</b>	The sampling percentage. If left blank, the default value of 10 is used. The valid range is from 0 to 100.
<b>partname</b>	Partition name.
<b>backup_flag</b>	The backup flag indicates whether to backup statistics. Set this flag to BACKUP if you wish to back up the current column statistics into the FND_STATTAB table. If left blank, it defaults to NOBACKUP.
<b>Hmode</b>	<p>This parameter controls the amount of history records that are created.</p> <p>LASTRUN - History records for each index are maintained only for the last gather statistics run. Each subsequent run will overwrite the previous history record for the index. This is the default behavior.</p> <p>FULL - This mode does not overwrite any history information. History records are created for each run and are identified by the Request ID. If a Request ID is not provided, one is generated automatically. If this mode is used, the "Purge FND_STATS History Records" concurrent program should be run periodically to purge the FND_STATS_HIST table.</p> <p>NONE - This mode does not generate any history information. If this mode is used, the run cannot be restarted.</p>
<b>Invalidate</b>	This flag indicates whether cursors dependent on the index being analyzed should be invalidated. By default, dependent cursors are invalidated.

## GATHER\_TABLE\_STATS Procedure

This procedure gathers table, column and index statistics. It attempts to parallelize as much of the work as possible. This operation does not parallelize if the user does not have select privilege on the table being analyzed.



## Syntax

```
FND_STATS.GATHER_TABLE_STATS (  
    ownname    VARCHAR2,  
    tabname    VARCHAR2,  
    percent    NUMBER DEFAULT NULL,  
    degree     NUMBER DEFAULT NULL,  
    partname   VARCHAR2 DEFAULT NULL,  
    backup_flag VARCHAR2 DEFAULT NULL,  
    cascade    BOOLEAN DEFAULT TRUE,  
    granularity VARCHAR2 DEFAULT 'DEFAULT',  
    hmode      VARCHAR2 DEFAULT 'LASTRUN',  
    invalidate VARCHAR2 DEFAULT 'Y'  
);
```

## Parameters

<b>ownname</b>	Owner of the table.
<b>tabname</b>	Name of the table.
<b>percent</b>	The sampling percentage. If left blank, the default value of 10 is used. The valid range is from 0 to 100.
<b>degree</b>	The degree of parallelism to be used for gathering statistics. If a degree is not provided, it defaults to the minimum of parallel_max_servers and cpu_count.
<b>partname</b>	Name of the partition.
<b>backup_flag</b>	The backup flag indicates whether to backup statistics. Set this flag to BACKUP if you wish to back up the current table statistics into the FND_STATTAB table. If left blank, it defaults to NOBACKUP.
<b>cascade</b>	Gathers statistics on the indexes for this table. Using this option is equivalent to running the GATHER_INDEX_STATS procedure on each of the table's indexes.
<b>granularity</b>	<p>The granularity of statistics to collect (only relevant for tables that are partitioned). Valid values are:</p> <p>DEFAULT - Gather global and partition-level statistics.</p> <p>SUBPARTITION - Gather subpartition-level statistics.</p> <p>PARTITION - Gather partition-level statistics.</p> <p>GLOBAL - Gather global statistics.</p> <p>ALL - Gather all (subpartition, partition, and global) statistics.</p>

<b>Hmode</b>	<p>This parameter controls the amount of history records that are created.</p> <p>LASTRUN - History records for each index are maintained only for the last gather statistics run. Each subsequent run will overwrite the previous history record for the index. This is the default behavior.</p> <p>FULL - This mode does not overwrite any history information. History records are created for each run and are identified by the Request ID. If a Request ID is not provided, one is generated automatically. If this mode is used, the "Purge FND_STATS History Records" concurrent program should be run periodically to purge the FND_STATS_HIST table.</p> <p>NONE - This mode does not generate any history information. If this mode is used, the run cannot be restarted.</p>
<b>Invalidate</b>	<p>This flag indicates whether cursors dependent on the index being analyzed should be invalidated. By default, dependent cursors are invalidated.</p>

## **GATHER\_COLUMN\_STATS Procedure**

This procedure should be used for gathering the Column Statistics, that is, creating a histogram on a given column.

There are two versions of this procedure. The first one gathers statistics on all columns seeded in the FND\_HISTOGRAM\_COLS for the given appl\_id. If NULL, all seeded histograms are created. The other version gathers column statistics for the specified column.

## Syntax

```
FND_STATS.GATHER_COLUMN_STATS (
    appl_id      NUMBER DEFAULT NULL,
    percent      NUMBER DEFAULT NULL,
    degree       NUMBER DEFAULT NULL,
    backup_flag  VARCHAR2 DEFAULT NULL,
    Errors       OUT Error_Out,
    hmode        VARCHAR2 DEFAULT 'LASTRUN',
    invalidate   VARCHAR2 DEFAULT 'Y'
);

FND_STATS.GATHER_COLUMN_STATS (
    ownname      VARCHAR2,
    tabname      VARCHAR2,
    colname      VARCHAR2,
    percent      NUMBER DEFAULT NULL,
    degree       NUMBER DEFAULT NULL,
    hsize        NUMBER DEFAULT 254,
    backup_flag  VARCHAR2 DEFAULT NULL,
    partname     VARCHAR2 DEFAULT NULL,
    hmode        VARCHAR2 DEFAULT 'LASTRUN',
    invalidate   VARCHAR2 DEFAULT 'Y'
);
```

## Parameters

<b>appl_id</b>	Application ID.
<b>ownname</b>	Owner of the table.
<b>colname</b>	Column name.
<b>tabname</b>	Table name.
<b>partname</b>	Name of the partition.
<b>percent</b>	The sampling percentage. If left blank, the default value of 10 is used. The valid range is from 0 to 100.
<b>degree</b>	The degree of parallelism to be used for gathering statistics. If a degree is not provided, it defaults to the minimum of parallel_max_servers and cpu_count.
<b>hsize</b>	Number of buckets in the histogram.
<b>backup_flag</b>	The backup flag indicates whether to backup statistics. Set this flag to BACKUP if you wish to back up the current column statistics into the FND_STATTAB table. If left blank, it defaults to NOBACKUP.
<b>errors</b>	User defined Type for holding the Error messages.

<b>hmode</b>	<p>This parameter controls the amount of history records that are created.</p> <p>LASTRUN - History records for each index are maintained only for the last gather statistics run. Each subsequent run will overwrite the previous history record for the index. This is the default behavior.</p> <p>FULL - This mode does not overwrite any history information. History records are created for each run and are identified by the Request ID. If a Request ID is not provided, one is generated automatically. If this mode is used, the "Purge FND_STATS History Records" concurrent program should be run periodically to purge the FND_STATS_HIST table.</p> <p>NONE - This mode does not generate any history information. If this mode is used, the run cannot be restarted.</p>
<b>Invalidate</b>	<p>This flag indicates whether cursors dependent on the index being analyzed should be invalidated. By default, dependent cursors are invalidated.</p>

## GATHER\_ALL\_COLUMN\_STATS Procedure

This procedure gathers column statistics, i.e. creates histograms on all columns that are seeded in the FND\_HISTOGRAM\_COLS, belonging to the specified schema .

### Syntax

```
FND_STATS.GATHER_ALL_COLUMN_STATS (
    ownname      VARCHAR2 ,
    percent      NUMBER DEFAULT NULL,
    degree       NUMBER DEFAULT NULL,
    hmode        VARCHAR2 DEFAULT 'LASTRUN',
    invalidate    VARCHAR2 DEFAULT 'Y'
);
```

### Parameters

<b>ownname</b>	Schema for which seeded histograms have to be created. ALL means all Applications schemas.
<b>percent</b>	The sampling percentage. If left blank, the default value of 10 is used. The valid range is from 0 to 100.
<b>degree</b>	The degree of parallelism to be used for gathering statistics. If a degree is not provided, it defaults to the minimum of

parallel\_max\_servers and cpu\_count.

**Hmode**

This parameter controls the amount of history records that are created.

LASTRUN - History records for each index are maintained only for the last gather statistics run. Each subsequent run will overwrite the previous history record for the index. This is the default behavior

FULL - This mode does not overwrite any history information. History records are created for each run and are identified by the Request ID. If a Request ID is not provided, one is generated automatically. If this mode is used, the "Purge FND\_STATS History Records" concurrent program should be run periodically to purge the FND\_STATS\_HIST table.

NONE - This mode does not generate any history information. If this mode is used, the run cannot be restarted.

**Invalidate**

This flag indicates whether cursors dependent on the index being analyzed should be invalidated. By default, dependent cursors are invalidated.

## **ANALYZE\_ALL\_COLUMNS Procedure**

This procedure is obsolete.

## **LOAD\_XCLUD\_STATS Procedure**

This procedure is obsolete.

## **PURGE\_STAT\_HISTORY Procedure**

This procedure should be used for purging the unwanted history records from the fnd\_stats\_hist table. There are two versions of this procedure. The first one takes in a range of request ids and deletes all history records that fall within that range. The second version takes a range of dates as arguments and all the history records falling in-between that range are deleted. The delete takes place as an autonomous transaction.

## Syntax

```
FND_STATS.PURGE_STAT_HIST (
    From_req_id  NUMBER,
    To_req_id    NUMBER);

FND_STATS.PURGE_STAT_HIST(
    Purge_from_date  VARCHAR2,
    Purge_to_date    VARCHAR2);
```

## Parameters

<b>from_req_id</b>	Start Request ID.
<b>to_req_id</b>	End Request ID.
<b>purge_from_date</b>	Start Purge Date.
<b>purge_to_date</b>	End Purge Date.

## CHECK\_HISTOGRAM\_COLS Procedure

For a given list of comma-separated tables, this procedure checks the data in all the leading columns of all the non-unique indexes of those tables and determines if histograms need to be created for those columns. The algorithm for this procedure is:

```
select
decode(floor(sum(tot)/(max(cnt)*FACTOR)),0,'YES','NO') HIST
from (select count(col) cnt , count(*) tot
from tab sample (PERCENT)
where col is not null
group by col);
```

The decode statement determines whether a single value occupies 1/FACTOR or more of the sample PERCENT.

If sum(cnt) is very small (a small non-null sample), the results may be inaccurate. A count(\*) of at least 3000 is recommended. The procedure is run from a SQL prompt after setting the server output on.

## Syntax

```
FND_STATS.CHECK_HISTOGRAM_COLS (
    tablelist VARCHAR2,
    factor    NUMBER DEFAULT 75,
    percent   NUMBER DEFAULT 10,
    degree    NUMBER DEFAULT NULL);
```

## Parameters

<b>tablelist</b>	A comma separated list of tables. It should be of the form schema.tablename. A wildcard in the tablename is also allowed. For example, tablelist=>'oe.so%head%', pa.
------------------	--

	pa_exp% , ar.ra_customers'. The owner part is mandatory.
<b>factor</b>	The factor for calculating the histograms.
<b>percent</b>	Sample percent.
<b>degree</b>	Degree of parallelization.

## VERIFY\_STATS Procedure

For a given list of comma-separated tables, or for a given schema name, this procedure reports the statistics in the data dictionary tables for the tables, indexes, and histograms.

### Syntax

```
FND_STATS.VERIFY_STATS (
  schemaname      VARCHAR2 DEFAULT NULL,
  tablelist       VARCHAR2 DEFAULT NULL,
  days_old        NUMBER DEFAULT NULL,
  column_stat     BOOLEAN DEFAULT FALSE);
```

### Parameters

<b>schemaname</b>	The name of a schema. If schemaname is NULL (which is the default), then the procedure reports on the given list of tables.
<b>tablelist</b>	A comma-separated list of tables. If the tablename is not of the form <schema>.<tablename> then the schema is the value of the schemaname parameter. If the tablelist is NULL (the default), then the procedure reports on all the tables for the specified schemaname.
<b>days_old</b>	The procedure only reports those tables whose statistics are older than the days_old number of days. The default is NULL, which means the procedure will report on all the tables.
<b>column_stat</b>	If TRUE, the procedure reports column statistics for the export_table_stats table. The default is FALSE.





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## Administering Process Navigation

### Overview of Process Navigation

A "process" is a series of actions taken to achieve a specific result. The Process Navigator utilizes Oracle Workflow to depict each of your business processes with a workflow diagram. A process diagram contains an icon for each step in the process; each icon acts as a visual cue and as an access point for the actual form associated with each step. You can navigate to any form involved in the process simply by clicking on the appropriate icon.

### What is Oracle Workflow?

Oracle Workflow allows you to define business processes using a drag-and-drop designer. You can route relevant information to decision makers, automate processes, deliver electronic notifications to users in a given workflow, and monitor your processes as they are implemented. You can display any workflow diagram as a process in the Process Navigator. For more information, see the Oracle Workflow documentation.

### What are Seeded Processes?

A seeded process is one that is delivered to you ready to use. Oracle E-Business Suite includes several seeded business processes which you can use as they are.

### Modifying Your Menu

Before you begin, you should be aware that simply referencing a form from a process does not provide the required permissions for the responsibility to access the forms in the process. Form Functions for each form referenced from a process must be added to the Function Security Menu for the responsibility. If the Form Function is not accessible, the user will receive an error when attempting to access the form from the process in the Process Navigator.

## Creating Process Navigator Processes

You must use Oracle Workflow Builder to create or customize any of the processes that are displayed in the Process Navigator. These instructions describe how to create new processes for the Process Navigator.

The following table lists the terms/components of a Process Navigator process and the corresponding components in Oracle Workflow Builder that define them.

### *Process Navigator Components*

Process Navigator Component	Description	Controlling Oracle Workflow Builder Component(s)
Process	The diagram that appears in the Process Navigator.	Process activity and process diagram
Process description	A description of the displayed process.	Process activity
Step	An icon in the process, which takes you directly to an Oracle E-Business Suite form when you double-click on it.	Notification activity
Step description	A description of the selected process step.	Message
Form associated with a step.	The Oracle E-Business Suite form that appears when you double click on a step in a Process Navigator process.	Form-type Message attribute

**Note:** The following procedures do not address most of the functionality of Oracle Workflow Builder, but are tailored to creating processes for the Process Navigator. The Oracle Workflow Builder is a tool used to design workflow processes. Workflow processes can range from routing documents through an approval process to setting up your Oracle E-Business Suite. See the Oracle Workflow documentation for more information.

## Creating Process Navigator Processes

To create a new process for the Process Navigator, you must first create the necessary components in Oracle Workflow Builder. The components you create make up the process definition, which is then saved to the database or to a flat file. The Process Navigator then reads the process definition from the database to display the process and its information and provide you access to the related Oracle E-Business Suite forms.

### Creating a New Process Navigator Process

**Note:** For more information on creating a process, see the *Oracle Workflow Developer's Guide*.

1. Open Oracle Workflow Builder.
2. Create an item type. An item type is a repository that will contain all the components associated with the process you wish to build.
3. Create an Item Attribute of type role, whose internal name is USER\_NAME.

**Note:** Enter a new display name for the message using the format <Verb><Form Title>. If the form title already contains a verb, then simply use the form title as the display name. If the form title does not contain a verb, then consider using one of the following verbs:

Define / Assign / Run / Load / Convert / Open / Set /  
Generate / Review

4. Create a message to describe the task that is to be accomplished by a Process Navigator process step.
5. Create a form-type for the message. The seeded processes generally assign these message attributes an internal name of Open Form, but this is not required.
6. Create a notification activity to represent a Process Navigator process step.
7. Create a process activity to represent a Process Navigator Process.

**Note:** Enter a display name for your process. This name appears in the Process Navigator's process list. The naming convention for the process should be a functional name followed by the word "Process."

Enter a description for your process. The description appears when

a user selects a process in the Process Navigator. The description is limited to 240 characters.

8. Draw the Process Diagram. Once you create a process activity, you can draw the process diagram that is associated with it. The process diagram is what appears when you display a process in the Process Navigator.

**Note:** The Performer type of the Notification Activity you include in a process diagram for the Process Navigator must be set to the item attribute USER\_NAME.

9. Save your changes. When you save your work to a database, you actually save everything in the current data store that has been modified. When you save your work to a flat file, you actually save everything in the current data store to the file.

**Note:** It is highly recommended that for new processes created for the Process Navigator that you always save a copy of your workflow process definition as a flat file and check that file into a source control system to maintain a working version of your process definition. Then when you want to update your definition in the database, you can pull up the flat file and save it directly to the database. Avoid using the process definition stored in your database as your source controlled version, as others with access to the database can update the definition.

10. Enable access to your process.

### Enable access to your process

Before a process may be accessed in the Navigator you must complete the following two steps. Create a new function for your process in the Form Functions window, and add your process to a responsibility by adding the function you just created, to the responsibility's top menu in the Menus window.

### Create a function for your process

Use the following procedure to create a function:

1. As the System Administrator navigate to the Form Functions window (Application->Function).
2. Enter a Function Name for your process using the format:  
`<app>_<processname>`

Where <app> can be any application short name and <processname> is the internal name you entered when you created your process activity.

3. Enter a User Function Name. The name you enter here appears in the Navigator.
4. Enter "PROCESS" as your function type.
5. In the tabbed region 'Form' use the following format to enter a value in the Parameters field:  
`<itemtype>:<processname>`
6. Save your work. No other fields are required to create your process function.

#### **Add your function to a menu**

In order for a user to access a process in the Navigator, the process must be added to a menu referenced by the user's responsibility. To determine the menu referenced by a particular responsibility use the Responsibilities window (Security->Responsibility->Define).

1. As the System Administrator navigate to the Menus window (Application->Menu).
2. Use the Find window to access the desired menu.
3. In a new row use the LOV to select the function you created for your process in the Functions field. You may optionally enter a description for the function. DO NOT enter any other fields. The Sequence field is automatically populated and the Navigator Prompt and Submenu fields must remain empty.
4. Save your work.

#### **Access the Seeded Processes from the Database**

To access the seeded processes, use the following procedure:

1. Run the Oracle Workflow Builder from your client PC.
2. Select Open from the File menu.
3. Choose Database.
4. In the User field, enter the user name for the APPS schema.
5. In the Password field, enter the password for the APPS schema.
6. In the Connect field, enter the connect string or alias for your database as shown in the <ORACLE\_HOME>\network\admin\tnsnames.ora file on your client PC:

7. In the Show Item Types window, select the item type(s) associated with the seeded processes you wish to view. To select more than one item type, hold down your control key as you select the item types. Choose Show, and then choose OK.

#### **Find the Form Function Name**

Use the following procedure to find the form function name:

1. Log into Oracle E-Business Suite and navigate to the form of interest.
2. Choose About Oracle Applications... from the Help menu. Scroll down to Form Information and make note of the form name.
3. Now log into Oracle E-Business Suite using the Implementation System Administration responsibility and navigate to /Application/Form. Within the Form window, query for the form name you just made a note of in the Form field.
4. Make note of the value in the User Form Name field once your query completes.
5. Close the Form window and navigate to /Application/Function. Within the Function window, query for the User Form Name value that you just made a note of in the Form field.
6. The value that is returned in the Function field is the form function name that you need to associate a Process Navigator process step to a form.

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