

# **Oracle® Enterprise Performance Management System**

## **Installation and Configuration Troubleshooting Guide**

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**ORACLE®**

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**ENTERPRISE PERFORMANCE  
MANAGEMENT SYSTEM**

EPM System Installation and Configuration Troubleshooting Guide, 11.1.2.1

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Authors: EPM Information Development Team

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## Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.



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# 1

# Introduction

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

## About Troubleshooting EPM System Products

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

## Assumed Knowledge

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

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

# Installation Documentation Roadmap

You can find EPM System installation documentation in the [Oracle Documentation Library](http://www.oracle.com/technology/documentation/epm.html) (<http://www.oracle.com/technology/documentation/epm.html>) on Oracle® Technology Network. For faster access to the documentation for a specific release, you can use the Enterprise Performance Management Documentation Portal (<http://www.oracle.com/us/solutions/ent-performance-bi/technical-information-147174.html>), which also contains links to EPM Supported Platform Matrices, My Oracle Support, and other information resources.

[Table 1](#) lists the documents to consult for instructions on performing essential installation tasks.

**Table 1** Documentation That You Need

Task	Related Documentation
Meeting system requirements and understanding release compatibility	<i>Oracle Hyperion Enterprise Performance Management System Certification Matrix</i> ( <a href="http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html">http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html</a> )
Planning the installation	<i>Oracle Hyperion Enterprise Performance Management System Installation Start Here</i>
<ul style="list-style-type: none"><li>● Installing, configuring, and deploying EPM System products</li><li>● Starting EPM System products</li><li>● Validating the installation</li><li>● Upgrading EPM System products</li></ul>	<i>Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide</i>
Securing EPM System	<i>Oracle Hyperion Enterprise Performance Management System Security Administration Guide</i>
Provisioning users	<i>Oracle Hyperion Enterprise Performance Management System User and Role Security Guide</i>

[Table 2](#) lists the documents to consult for additional installation tasks that you might need to perform.

**Table 2** Documentation That You Might Need

Task	Related Documentation
Troubleshooting installations	<i>Oracle Hyperion Enterprise Performance Management System Installation and Configuration Troubleshooting Guide</i>
Creating a backup of product and application data	<i>Oracle Hyperion Enterprise Performance Management System Backup and Recovery Guide</i>
Migrating from one environment to another	<i>Oracle Hyperion Enterprise Performance Management System Lifecycle Management Guide</i>
Clustering EPM System applications for high availability and disaster recovery	<i>Oracle Hyperion Enterprise Performance Management System High Availability and Disaster Recovery Guide</i>

Additional content is available in the White Papers Library at Oracle Enterprise Performance Management / Business Intelligence White papers. (<http://www.oracle.com/technetwork/middleware/bi-foundation/resource-library-090986.html>).





# 2

## Troubleshooting Basics

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

## Meeting System Requirements

Before installing EPM System products, ensure that your environment meets the requirements specified in the *Oracle Hyperion Enterprise Performance Management System Certification Matrix*. You can find the matrix at [http://www.oracle.com/technology/software/products/ias/files/fusion\\_certification.html](http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html).

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

## Reviewing the Installation Start Here

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

## Checking Release Compatibility

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

## Avoiding Port Conflicts

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

## Reviewing Startup Dependencies

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

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

## Reviewing the Readme

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

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

## Using the Installation Guide

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

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

EPM System Products,” and Chapter 4, “Configuring EPM System Products,” of the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

## Validating the Installation and Configuration

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

- Use Oracle Hyperion Enterprise Performance Management System Diagnostics to test the status of installed and configured EPM System components, diagnose problems, and assist in problem resolution. Run EPM System Diagnostics on each machine in the deployment. The results of the tests are saved in HTML format. For instructions, see “Using EPM System Diagnostics” in Chapter 9, “Validating the Installation and Verifying Deployment,” of the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.
- Check for exceptions and errors in the installation logs to ensure that all necessary components were installed successfully. See [Chapter 3, “Using EPM System Logs.”](#)
- Check that all configuration tasks succeeded, as follows:
  - The Oracle Hyperion Enterprise Performance Management System Configurator summary panel does not display failures or warnings.  
  
If error messages are displayed, check `EPM_ORACLE_INSTANCE/diagnostics/logs/config/configtool_summary.log`.
  - No exceptions are displayed in `EPM_ORACLE_INSTANCE/diagnostics/logs/config/configtool.log`.

## Checking Logs

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

Check log files in these locations:

- `EPM_ORACLE_HOME/diagnostics/logs`—Installation-time logs
- `EPM_ORACLE_INSTANCE/diagnostics/logs`—Configuration-time logs, service startup logs, and runtime logs for service components
- `MIDDLEWARE_HOME/user_projects/domains/domain_name/servers/managed_server_name/logs`—Web application runtime logs
- `Central Inventory/logs`—Oracle Universal Installer (OUI) and OPatch logs  
See [“Central Inventory Logs”](#) on page 62.
- `EPM_ORACLE_INSTANCE/diagnostics/logs/upgrades`—Upgrade logs  
See [“Upgrade Logs”](#) on page 32.

# Increasing Logging Levels in Enterprise Manager

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

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

## Using My Oracle Support

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

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

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

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

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

## Accessing Technical Support Resources

To help you effectively operate, manage, and run EPM System performance management solutions by delivering technical expertise whenever you need it, Oracle Support Services is available at <http://www.oracle.com/support/index.html>.

# 3

## Using EPM System Logs

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Most EPM System products use the Oracle Diagnostic Logging framework (ODL) for logging purposes. EPM System Installer and EPM System Configurator create ODL files for all products. Products not using ODL leave these ODL files empty and write their logs to different file formats.

For products not using ODL, see [“Other Logging Formats” on page 51](#).

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

## Ziplogs Utility

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

## ODL Files

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

- [“Configuration Files” on page 22](#)
- [“Log Files” on page 29](#)

# Configuration Files

## Subtopics

- [Structure of Configuration Files](#)
- [Modifying Configuration Files](#)
- [Location of Configuration Files](#)
- [Changing the EPM Workspace Logging Level in WebLogic Administration Server Console](#)

ODL uses a configuration file to manage and limit the logging information for EPM System components. Each configuration file contains options for log file location, size, rotation, logging level, and so on. For options, see [“Configuration File Properties” on page 23](#).

## Structure of Configuration Files

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

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

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

```

<property name="format" value="ODL-Text" />
<property name="useThreadName" value="true" />
<property name="maxFileSize" value="5242880" />
<property name="maxLogSize" value="52428800" />
<property name="encoding" value="UTF-8" />
</log_handler>
- <log_handler name="em-trc-handler" class="oracle.core.ojdl.logging.ODLHandlerFactory"
level="TRACE:32">
  <property name="logreader:" value="off" />
  <property name="path" value="\${domain.home}/servers/\${weblogic.Name}/sysman/log/
emoms.trc" />
  <property name="format" value="ODL-Text" />
  <property name="useThreadName" value="true" />
  <property name="locale" value="en" />
  <property name="maxFileSize" value="5242880" />
  <property name="maxLogSize" value="52428800" />
  <property name="encoding" value="UTF-8" />
</log_handler>
...
...
<loggers>
- <logger name="" level="WARNING:1">
  <handler name="odl-handler" />
  <handler name="wls-domain" />
  <handler name="console-handler" />
</logger>
<logger name="oracle" level="NOTIFICATION:1" />
<logger name="oracle.adf" />
<logger name="oracle.adf.desktopintegration" />
<logger name="oracle.adf.faces" />
<logger name="oracle.adf.controller" />
<logger name="oracle.adfinternal" />
<logger name="oracle.adfinternal.controller" />
<logger name="oracle.jbo" />
...
...

```

## Configuration File Properties

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

**Table 3** Configuration Properties

Property Name	Description
path	Log path
format	Format to use. The value must be ODL-Text
maxFileSize	The maximum size in bytes for each log file When the main log file reaches the given size, it triggers a log rotation, where the main log file is archived and a new log file is created.
maxLogSize	The maximum size in bytes for the entire log Older archive files are deleted to keep the total log size under the given limit.

Property Name	Description
rotationFrequency	<p>The frequency, in minutes, for rotating the logs</p> <p>The value must be a number (minutes), or hourly, daily, or weekly (values are not case-sensitive).</p>
baseRotationTime	<p>The base time for time-based log rotation</p> <p>The log is rotated every <code>rotationFrequency</code> minutes from the base time. The default base time is January 1, 1970, UTC. The time must be in one of these formats:</p> <ul style="list-style-type: none"> <li>● <code>HH:mm</code></li> <li>● <code>YYYY-MM-dd</code></li> <li>● <code>YYYY-MM-ddTHH:mm</code></li> <li>● <code>YYYY-MM-ddTHH:mm:ss.STZ</code></li> </ul> <p>where <code>TZ</code> is the time one indicator and can be either <code>Z</code>, indicating UTC, or specify the time zone offset in the format <code>+/-HH:mmm</code></p> <p>If the time format does not specify a time zone, the local time zone is used.</p>
retentionPeriod	<p>How long older log file should be kept</p> <p>Files that are older than the given period are deleted. Files are deleted only when there is a log rotation; no background thread deletes log files. As a result, files may not be deleted for some time after the retention period expires. The value must be a number (minutes), or day, week, month (30 days) or year (values are not case-sensitive).</p>
encoding	<p>The name of the character encoding to use</p> <p>For this release, XML files must be UTF-8 encoded to handle extended characters. The default is <code>&lt;?xml version="1.0" encoding="UTF-8" ?&gt;</code></p> <p>.</p> <p>If file values do not have extended characters, then remove <code>encoding</code>.</p>
supplementalAttributes	<p>A comma-separated list of supplemental attribute names, which can be added to each log message</p> <p>The attribute value must be defined in class <code>ExecutionContext</code>.</p>
useSourceClassAndMethod	<p>Whether the Java source class and method name should be added to each log message</p> <p>The value is a Level name. Messages of a given level or lower include the source class and method name. The constants <code>true</code> and <code>false</code> are also accepted as aliases for <code>OFF</code> and <code>ALL</code>. The default value is <code>TRACE:1 (FINE)</code>.</p>
useDefaultAttributes	<p>Whether default attribute values should be added to each log message</p> <p>The default attributes that can be assigned are <code>HOST_ID</code>, <code>HOST_NWADDR</code> and <code>USER_ID</code>. The value should be <code>true</code> or <code>false</code>. The default value is <code>true</code> for the ODL-XML format and <code>false</code> for the ODL-Text format.</p>
includeMessageArguments	<p>Whether message arguments should be included with formatted log messages that also have a message ID</p> <p>The value should be <code>true</code> or <code>false</code>. The default value is <code>true</code> in most cases <code>true</code> is the correct value.</p>



Property Name	Description
<code>useThreadName</code>	Sets the <code>useThreadName</code> flag, which flags controls if the handler attempts to log the real thread name instead of the <code>threadID</code> provided by the <code>java.util.logging.LogRecord</code> . If the flag is <code>true</code> , the handler attempts to log the real thread name. In some cases, the handler may not be able to determine the real thread name, in which case it will log the <code>threadID</code> . The default value is <code>true</code> .
<code>useRealThreadId</code>	The <code>useRealThreadId</code> flag, which flags controls if the handler attempts to log the real thread ID instead of the <code>threadID</code> provided by the <code>java.util.logging.LogRecord</code>  If the flag is <code>true</code> , the handler will attempt to log the real thread ID. In some cases, the handler may not be able to determine the real thread name, in which case it will log the <code>threadID</code> . The default value is <code>false</code> . Logging the real Thread ID is mutually exclusive with the <code>useThreadName</code> property. If <code>useThreadName</code> is <code>true</code> , the value of the <code>useRealThreadId</code> property is ignored.
<code>locale</code>	Default Locale override for localizing messages  The default value is the default Locale.
<code>keepOpen</code>	The <code>keepOpen</code> flag setting  In most cases you should use the default value. The value should be <code>true</code> or <code>false</code> . If the flag is set to <code>true</code> , the main log file is kept open all times. If the flag is set to <code>false</code> , the main log file is open and closed upon each log operation. The default value is <code>true</code> .
<code>deleteFiles</code>	The <code>deleteFiles</code> flag setting  The value should be <code>true</code> or <code>false</code> . This flag determines whether archive files can be deleted when the total log size reaches the maximum limit. In most cases, the default value for the flag is <code>true</code> , which means that old files can be deleted. In rare use cases, in which archive files should not be deleted, this flag can be set to <code>false</code> .  <b>Note:</b> If <code>deleteFiles</code> is set to <code>false</code> , and a <code>maxLogSize</code> limit is set, messages are not logged after the log size reaches the specified <code>maxLogSize</code> limit.
<code>autoFlushLevel</code>	The level setting for autoflushing  The <code>ODLHandler</code> allows log records to be buffered, but it automatically flushes the buffer when it gets a log record with level equal to or higher than the specified <code>autoFlush</code> level. The default value is <code>NOTIFICATION:1</code> .
<code>addJvmNumber</code>	The JVM number added to the log file name  The JVM number is defined by system property <code>oracle.process.index</code> . If the system property is not set, this option is ignored.
<code>applicationContextProvider</code>	The name of a class that implements the <code>ApplicationContext</code> interface  The class must have a default constructor. The special value <code>disabled</code> can be used to disable logging of application name. The default application context provider is platform-specific; in most cases you need not set this property.
<code>userContextProvider</code>	The name of a class that implements the <code>UserContext</code> interface  The class must have a default constructor. The special value <code>disabled</code> can be used to disable logging of the user name. The default user context provider is platform-specific; in most cases you need not set this property.

## Message Types

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

**Table 4** Message Types

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

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

## Modifying Configuration Files

- To modify configuration files:
  - 1 Locate the product configuration file. See [Table 5](#).
  - 2 Open the file in a text editor and update the properties or message type.
  - 3 Click **Save**.
  - 4 Restart the component process.

### Example of Modifying Configuration Files

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

- To change the message type and logging level in an ODL configuration file:
  - 1 **Navigate to** `logging.xml` in `MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name`.

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

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

- 2 **Open** `logging.xml` in a text editor.

**3** Locate this line in `logging.xml`:

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

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

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

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

**5** Save `logging.xml`.

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

## Location of Configuration Files

The default `MIDDLEWARE_HOME` location is `Oracle/Middleware`.

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

Product Family	Component	Configuration File Location
EPM System	EPM System Configurator	<code>EPM_ORACLE_HOME/common/config/11.1.2.0/configTool-logging.xml</code>
Oracle Hyperion Foundation Services	Shared Services and EPM Workspace	<code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code>
	Shared Services for LCM	<code>EPM_ORACLE_INSTANCE/config/FoundationServices/logging.xml</code>
	Oracle Hyperion EPM Architect Dimension Server	<code>EPM_ORACLE_INSTANCE/config/EPMA/DimensionServer/logging.xml</code>
	Performance Management Architect Data Synchronizer	<code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code>
	Performance Management Architect Web Application	<code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code>
	Oracle Hyperion Calculation Manager	<code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code>
	Oracle Hyperion Smart View for Office	Smart View is a client-side application. The name and location of the file where it logs events, errors, and other information are specified as options in Smart View. For more information about Smart View logging options, see the <i>Oracle Hyperion Smart View for Office User's Guide</i> .
Oracle Essbase <sup>1</sup>	Essbase Server	<code>EPM_ORACLE_INSTANCE/EssbaseServer/essbaseserver1/bin/logging.xml</code>
	Oracle Essbase Administration Services	<code>MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name/logging.xml</code>

<b>Product Family</b>	<b>Component</b>	<b>Configuration File Location</b>
	Oracle Hyperion Provider Services	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml
	Oracle Essbase Studio	<i>EPM_ORACLE_INSTANCE</i> /BPMS/bpms1/bin/logging.xml
Reporting and Analysis	Oracle Hyperion Reporting and Analysis Framework	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml
	Reporting and Analysis Framework Services	<i>EPM_ORACLE_INSTANCE</i> /config/ReportingAnalysis/logging/logging_ra.xml
	Reporting and Analysis Framework Agent	<i>EPM_ORACLE_INSTANCE</i> /config/ReportingAnalysis/logging/logging_agent.xml
	Reporting and Analysis Framework Job Utilities logging configuration for Calendar Manager	<i>EPM_ORACLE_INSTANCE</i> /config/ReportingAnalysis/JobUtilities/logging_ju.xml
	Reporting and Analysis Framework SDK	<i>EPM_ORACLE_INSTANCE</i> /config/ReportingAnalysis/SDK/logging.xml
	Oracle Hyperion Reporting and Analysis Migration Utility	<i>EPM_ORACLE_INSTANCE</i> /config/ReportingAnalysis/MigrationUtility/logging.xml
	Oracle Hyperion Interactive Reporting	<i>EPM_ORACLE_INSTANCE</i> /config/ReportingAnalysis/logging/logging_ir.xml
	Oracle Hyperion Financial Reporting	<ul style="list-style-type: none"> <li>● logging.xml in <i>MIDDLEWARE_HOME</i>/user_projects/domains/<i>domain name</i>/config/fmwconfig/servers/<i>managed server name</i>/logging.xml</li> <li>● printserverlogging.xml in <i>EPM_ORACLE_HOME</i>/products/financialreporting/lib</li> <li>● clientlogging.xml in <i>EPM_ORACLE_HOME</i>/products/financialreporting/lib</li> </ul>
	Oracle Hyperion Web Analysis	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml
Financial Performance Management Applications	Oracle Hyperion Financial Management	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml
	Profitability and Cost Management	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml
	Oracle Hyperion Disclosure Management	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml
	Oracle SOA Suite	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml

Product Family	Component	Configuration File Location
	Oracle Hyperion Financial Close Management	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml

<sup>1</sup>Oracle Essbase Integration Services do not use ODL formatting. See [“Other Logging Formats” on page 51](#)

## Changing the EPM Workspace Logging Level in WebLogic Administration Server Console

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

➤ To change the EPM Workspace logging level using WebLogic Administration Console:

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

## Log Files

### Subtopics

- [Common Log File Naming](#)
- [Log Messages File Format](#)
- [Information Needed by Oracle Support Services](#)

### Common Log File Naming

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

### Log Messages File Format

[Table 6](#) lists the log message format and descriptions.

**Table 6** Log Message Format

Log Message Format	Description
Time Stamp	Date and time when the message was generated, adjusted for time difference between the host where the message was generated and the host of the common repository. This field is set only when the log message is written to a central repository and should not be set by components. Example: [2010-01-22T05:23:31.755-08:00]
Component ID	The component that originated the message. Example: [FoundationServices0].

Log Message Format	Description
Message Type	<p>Defined message types: ERROR, WARNING, NOTIFICATION, and TRACE. The value UNKNOWN may be used when the type is unknown.</p> <ul style="list-style-type: none"> <li>● ERROR—A serious problem that requires immediate attention from the System Administrator and is not caused by a bug in the product.</li> <li>● WARNING—A potential problem that should be reviewed by the System Administrator.</li> <li>● NOTIFICATION—A major lifecycle event such as the activation or deactivation of a primary subcomponent or feature.</li> <li>● TRACE—Trace or debug information for events that are meaningful to users, such as public API entry/exit points. The messages should be understandable by those who do not know internal implementation details.</li> <li>● UNKNOWN (may be used when the type is unknown).</li> </ul>
Message ID	A short identifier that uniquely identifies the message. Example: [EPMWKSP-000001]
Module ID	An identifier of the module that originated the message. The value is component specific. Example: [Initialization]
Execution Context Id (ECID)	Execution context ID helps connect multiple log files. Example: [ecid: 0000IPMCrhW17ic5PjWByd1BMQPg000002, 0]
Message text	Actual log message

## Information Needed by Oracle Support Services

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

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

## EPM System Installer Logs

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

**Table 7** EPM System Installation Log Files

File Name	Contents
<code>common-install.log</code>	Common Component files activity; for example, ODBC
<code>common-ocm-install.log</code>	Oracle Configuration Manager activity
<code>common-ohs-install.log</code>	Activity of Oracle HTTP Server, which is silently installed from an embedded installer
<code>common-ohs-oui-out.log</code>	Oracle Universal Installer information about Oracle HTTP Server installation

File Name	Contents
common-product-install.log	Product common component files activity; for example, ADM drivers, CRS utility
common-staticcontent-install.log	Static content files (for example, Help) for each product on the Web server machine
common-wl-install.log	Embedded WebLogic installation activity
dotNetInstall.log	Messages for .Net install
dotNetRegister.log	Messages for .Net registration
easconsole-move-hbrcfilerfrtemp-stderr.log	Error log for installer step to preserve old version of Oracle Hyperion Business Rules Client.properties file
easconsole-move-hbrcfilerfrtemp-stdout.log	Trace log for installer step to preserve old version of Business RulesClient.properties file
epma-register-profilereaderdll-stderr.log	Error log for registering HFMPProfileReader.dll
epma-register-profilereaderdll-stdout.log	Trace log for registering HFMPProfileReader.dll
epma-register-zlibdll-stderr.log	Error log for registering ZLib.dll
epma-register-zlibdll-stdout.log	Trace log for registering ZLib.dll
hfm-cacls-filetransfer-stderr.log	Error log for setting cacls on the file transfer folder
hfm-cacls-filetransfer-stdout.log	Trace log for setting cacls on the file transfer folder
hfm-cacls-lcm-service-stderr.log	Error log for setting cacls for lcm service folder
hfm-cacls-lcm-service-stdout.log	Trace log for setting cacls for lcm service folder
hfm-registerclientdlls.log	Error log for each client DLL registration
hfm-registercommondlls.log	Trace log for each client DLL registration
hfm-registerdlladmclient-stderr.log	Error log for each ADM client DLL registration
hfm-registerdlladmclient-stdout.log	Trace log for each ADM client DLL registration
hfm-registerdllclient-stderr.log	Error log for each client DLL registration
hfm-registerdllclient-stdout.log	Trace log for each client DLL registration
hfm-registerdllcommon-stderr.log	Error log for each common DLL registration
hfm-registerdllcommon-stdout.log	Trace log for each common DLL registration
hfm-registerserverdlls.log	Error log for each server DLL registration
hfm-regWinHttpErr.log	Error log for registering winhttp.dll
hfm-regWinHttpOut.log	Trace log for registering winhttp.dll

File Name	Contents
hfmsvcs-regAsyncCallback-stderr.log	Error log for registering AsyncCallback.dll
hfmsvcs-regAsyncCallback-stdout.log	Trace log for registering AsyncCallback.dll
hfm-updatereg-stderr.log	Error log for creating Financial Management Windows registry entries
hfm-updatereg-stdout.log	Trace log for creating Financial Management Windows registry entries
install-ocm-output.log	Oracle Configuration Manager file information
installTool-install-DDD-MM.DD.YYYY-TIME.log	Main log written by EPM System Installer to log user activity
installTool-install-stderr.log	Errors filtered from console output
installTool-install-stdout.log	Console output
<i>PRODUCT</i> -install.log For example, hss-install.log for Shared Services	Information about whether a product assembly installation fails Each assembly has a log file.
installTool-summary-DDD-MM.DD.YYYY-TIME.log	Results of checks that EPM System Installer performs and displays in a command window before the <b>Welcome</b> screen opens
irclient-fontreg-stderr.log	Error log for registering font files
irclient-fontreg-stdout.log	Trace log for registering font files
wl_install_err.log	WebLogic install-time log, errors
wl_install_out.log	WebLogic install-time log, complete log

## Upgrade Logs

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

In general, upgrade logging configuration information is stored in *EPM\_ORACLE\_HOME*/upgrades/*product*/\*.xml. For example, upgrade logging configuration information for Reporting and Analysis is stored in *EPM\_ORACLE\_HOME*/upgrades/ReportingAnalysis/logging\_raf\_upgrade.xml by default. The file name varies by product.

Exceptions:

- Shared Services—The location of log files created by the Migration Utility is set in *EPM\_ORACLE\_HOME*/upgrades/foundation/conf/hssupgrade.properties. To set the location, open hssupgrade.properties in a text editor and specify the path in the hss.log.folder= parameter.
- Provider Services—The Provider Services upgrade utility uses ODL for logging. You can set the path for the Provider Services upgrade log file in the logging.xml file, in



`EPM_ORACLE_HOME/updates/aps/xml`. By default, `logging.xml` creates the log file in the current directory.

- Financial Management—You create a log file for Financial Management application upgrades when you run the Financial Management Application Upgrade Utility from EPM System Configurator. You can also select several logging and error handling options. See Chapter 5, “Upgrading EPM System Products,” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

## EPM System Configurator and System Logs

**Table 8** EPM System Configurator and System Log Files

Log Type	Log Location	Name and Contents
EPM System Configurator logs	<code>EPM_ORACLE_INSTANCE/diagnostics/logs/config</code>	<ul style="list-style-type: none"> <li>• <code>cmconfig.log</code>—Trace info generated during Reporting and Analysis configuration from Reporting and Analysis (CMC) APIs called</li> <li>• <code>configtool.log</code>—Configuration task output and warning messages</li> <li>• <code>configtool-http-ant.log</code>—Trace from ant code executed during Web server setup</li> <li>• <code>ConfigTool-stdout.log</code>—Console output</li> <li>• <code>Configtool-appdeployment.log</code>—Trace of deployment steps</li> <li>• <code>configtool_summary.log</code>—Summary status about pass/fail tasks</li> <li>• <code>EssbaseExternalizationTask.log</code>—Trace information for the Essbase externalization process executed during Essbase custom configuration</li> <li>• <code>SharedServices_CMSClient.log</code>—Shared Services CMS client trace, generated during configuration when CMS calls are made</li> <li>• <code>ocm-config.log</code>—Oracle Configuration Manager configuration log</li> <li>• <code>registry.log</code>—Trace of Oracle Hyperion Shared Services Registry calls made during configuration</li> <li>• <code>SharedServices_Security.log</code>—Shared Services Registry registration log</li> </ul>
EPM System Diagnostics logs	<code>EPM_ORACLE_INSTANCE/diagnostics/logs/validation/</code>	<ul style="list-style-type: none"> <li>• <code>validation.log</code>—Trace information generated during diagnostic utility execution <b>Note:</b> A file name <code>validation-n.log</code> indicates that the log has rolled over because of size limits</li> <li>• <code>validationTool-stderr.log</code>—Error information generated during diagnostic utility execution</li> <li>• <code>validationTool-stdout.log</code>—Trace information generated during diagnostic utility execution</li> <li>• <code>velocity.log</code>—Diagnostic utility trace generated by velocity component calls</li> </ul>
EPM System Diagnostics reports	<code>EPM_ORACLE_INSTANCE/diagnostics/reports</code>	<code>instance_report_20110305_121855.html</code> —Validation tool report

Log Type	Log Location	Name and Contents
Application Server logs— For Oracle WebLogic Server installed with EPM System Installer. For WebLogic Server installed outside EPM System Installer, see the WebLogic Server documentation for information about logs.	WebLogic Server service, error, and console logs: <i>EPM_ORACLE_INSTANCE/</i> diagnostics/logs/ <i>PRODUCT</i>	See the product folders for the specific logs.
Web server logs—For Oracle HTTP Server installed with EPM System Installer. For Web servers installed outside EPM System Installer, see vendor documentation for information about logs.	<i>EPM_ORACLE_INSTANCE/</i> httpConfig/ohs/diagnostics/logs/OHS/ohs_component	<ul style="list-style-type: none"> <li>● <i>access_log</i> and <i>access_log.number</i>—WebLogic-generated log file for a managed server</li> <li>● <i>console~OHS~1.log</i>—Oracle HTTP Server-generated log file, console output</li> <li>● <i>ohs_component.log</i>—Oracle HTTP Server-generated log file</li> </ul>
Start and stop logs	<i>EPM_ORACLE_INSTANCE/</i> diagnostics/logs/starter (UNIX)	<i>PRODUCT.log</i> —Start and stop logs for each EPM System product.
Services startup logs	<i>EPM_ORACLE_INSTANCE/</i> diagnostics/logs/services (Windows)	<i>PRODUCT-syserr.log</i> and <i>PRODUCT-out.log</i> —Windows service startup logs; trace of messages through startup
Shared Services Registry logs	<i>MIDDLEWARE_HOME/</i> user_projects/domains/ <i>domain name/servers/managed server name/</i> logs	<i>registry.log</i> —Registry activity
Security logs	CSS and Shared Services Registry product activity:  <i>MIDDLEWARE_HOME/</i> user_projects/domains/ <i>domain name/servers/managed server name/</i> logs	<i>SharedServices_SecurityClient.log</i> —Native Directory initialization, CSS initialization
WebLogic logs	<i>MIDDLEWARE_HOME/</i> user_projects/domains/ <i>domain name/servers/managed server name/</i> logs	<i>access.log</i> —WebLogic activity needed when contacting Oracle Support Services.

## Foundation Services Logs

See also “Lifecycle Management Logs” on page 60.

**Table 9 Foundation Services Logs**

Log Location	Log Name and Description
Foundation Services:  <i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</i>	FoundationServices0.log—Server and security activity
Shared Services:  <i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</i>	<ul style="list-style-type: none"> <li>● SharedServices_Admin.log—Applications Groups management activity</li> <li>● SharedServices_Audit.log—Audit server errors while reading/writing audit information to the database or while configuring auditing</li> <li>● SharedServices_Audit_Client.log—Information about the audit client</li> <li>● SharedServices_CMSCClient.log—Metadata Service client activity</li> <li>● SharedServices_Hub.log—Shared Services context listener and initialization activity</li> <li>● SharedServices_LCM.log—Lifecycle Management activity</li> <li>● SharedServices_Registry.log—Shared Services Registry activity</li> <li>● SharedServices_Security.log—User management, provisioning, authentication, and single sign-on activity</li> <li>● SharedServices_TaskFlow.log—Information about Taskflows</li> </ul>
EPM Workspace:  <i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</i>	<ul style="list-style-type: none"> <li>● Workspace.log—EPM Workspace error and informational messages</li> <li>● Framework.log:               <ul style="list-style-type: none"> <li>○ EPM System common user interface framework error and informational messages</li> <li>○ Miscellaneous messages; for example, locale detection</li> <li>○ Messages regarding BPMUI configuration files or registry settings</li> <li>○ Any errors due to invalid configuration files; for example: corrupt <code>BpmServer.properties</code> or registry.</li> <li>○ BPMUI security messages, including CSS initialization, logon/logout logs from the Web application, and CSS authentication error messages</li> </ul> </li> </ul>
Smart View	Smart View is a client-side application. The name and location of the file where it logs events, errors, and other information are specified as options in Smart View. For more information about Smart View logging options, see the <i>Oracle Hyperion Smart View for Office User's Guide</i> .
Performance Management Architect Dimension Server logs:  <i>EPM_ORACLE_INSTANCE/diagnostics/logs/epma</i>	<ul style="list-style-type: none"> <li>● DimensionServer.log—Activities from Performance Management Architect Dimension Server; for example, all export activities and dimension manipulation</li> </ul>
Performance Management Architect: Data Sync Web application server logs:  <i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</i>	<ul style="list-style-type: none"> <li>● datasync.log—Logging information from Data synchronization activities; for example, validation and execution errors from connectors</li> <li>● EpmaDataSync0.log—Performance Management Architect Web- tier activities; for example, deployment activities, LCM activities, and product interaction activities</li> </ul>

Log Location	Log Name and Description
Performance Management Architect: Web application server logs:  <i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</i>	<ul style="list-style-type: none"> <li>● <code>epma.log</code>—Logging information from Web reports</li> <li>● <code>EpmaWebReports0.log</code>—Performance Management Architect Web-tier activities</li> </ul>
Calculation Manager:  <i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</i>	<ul style="list-style-type: none"> <li>● <code>apserver.log</code>—Generates communication logs between Calculation Manager and Essbase servers</li> <li>● <code>CalcManager.log</code>—Generates all Calculation Manager Web tier activities</li> <li>● <code>CalcMgr0.log</code>—Generates all Calculation Manager activities</li> </ul>

## Essbase Logs

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

- Essbase
- Administration Services
- Essbase Studio
- Provider Services

Integration Services does not use ODL. See [“Integration Services Logs” on page 51](#).

**Note:** For more information about analyzing Essbase logs, see the *Oracle Essbase Database Administrator's Guide*.

**Table 10** Essbase Logs

Log Location	Log Name and Description
<p>Essbase:</p> <p><i>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0</i></p>	<ul style="list-style-type: none"> <li>● Essbase Server log: ESSBASE_ODL.log Essbase Server activities and errors</li> <li>● Essbase application log: <i>/app/APPLICATION_NAME_ODL.log</i> Essbase application activities and errors</li> <li>● Data load log: dataload_ODL.err Data load and dimension build errors</li> <li>● SSAUDIT log files: dbname_ODL.atx and dbname_ODL.alg Successfully completed spreadsheet update transactions. These are SSAUDIT log files; file name and location are specified through an <i>essbase.cfg</i> setting. See “Monitoring Data, Applications, and Databases” in the <i>Oracle Essbase Database Administrator's Guide</i> and the <i>Essbase Technical Reference</i>.</li> <li>● Exception log: log0000x.xcp Errors that result when Essbase Server stops abnormally</li> <li>● Essbase Server Lease Manager log: leasemanager_server_HOSTNAME.log Essbase Server Lease Manager information</li> <li>● Essbase Agent Lease Manager log: leasemanager_essbase_HOSTNAME.log Agent Lease Manager information</li> </ul> <p>For more information on how to use these logs to troubleshoot Essbase failover problems, see <a href="#">“Essbase Failover Logs” on page 39</a>.</p>
<p>Essbase Studio upgrade log: <i>EPM_ORACLE_INSTANCE/diagnostics/logs/upgrades</i></p>	<p>EssbaseStudioServer.log -Essbase Studio upgrade activity</p>
<p>Essbase staging tool: The working directory</p>	<p><i>essStaging.log</i>-Errors that result when the staging tool (<i>essStage.bat   sh</i>) prepares configuration and security information, data, and applications for file transfer during an upgrade.</p> <p>For more information about the staging tool, see “Preparing Essbase Data for Upgrading” in Chapter 5, “Upgrading EPM System Products,” in the <i>Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide</i>.</p>

Log Location	Log Name and Description
<p>Essbase Server rehosting log:</p> <p><i>EPM_ORACLE_INSTANCE/</i> diagnostics/ logs/essbase</p>	<p><i>EssbaseRehost.log</i>—Errors recorded by the Essbase rehosting tool when it rehosts Essbase connections during an upgrade.</p> <p>For more information about Essbase Server rehosting, see “Rehosting Essbase Server” in Appendix B, “Rehosting Foundation Services Web Application and Essbase Server,” of the <i>Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide</i>.</p>
<p>Essbase Security Client log:<i>EPM_ORACLE_INSTANCE/</i> diagnostics/ logs/essbase</p>	<p><i>Security_client.log</i>—Tracking of EPM System component and CSS communications with native provider. Also records the JDBC configuration from registry in this log file for any binds with native providers.</p>
<p>Oracle Process Manager and Notification Server logs: <i>EPM_ORACLE_INSTANCE/</i> diagnostics/ logs</p>	<ul style="list-style-type: none"> <li>● OPMN server log: <i>/OPMN/opmn/opmn.log</i></li> </ul> <p>Diagnostic information that the OPMN server prints for various operations performed against a managed component (Essbase). This log contains information about when Essbase starts, stops, and how many retry attempts are made to start and stop.</p> <ul style="list-style-type: none"> <li>● Essbase console log: <i>/OPMN/opmn/console~ESSBASE_CLUSTER_NAME~ESSBASE_PROCESS_TYPE~AGENT~1.LOG</i></li> </ul> <p>All console messages are directed to a file that is called the "console" output file for a managed process, in this case, Essbase. Essbase often writes the same log file entries to <i>Essbase.log</i> and <i>stdout</i>; therefore there might be duplicate entries in <i>Essbase.log</i> and this console log file.</p> <ul style="list-style-type: none"> <li>● OPMN Forward Ping log: <i>/OPMN/opmn/EssbasePing.log</i></li> </ul> <p>OPMN Forward Ping information</p> <p>For more information on how to use these logs to troubleshoot Essbase failover problems, see <a href="#">“Essbase Failover Logs” on page 39</a>.</p>
<p>Essbase Plugin logs: <i>MIDDLEWARE_HOME/user_projects/</i> <i>domains/domain name/servers/</i> <i>managed server name/logs/</i> <i>essbase/lcm</i></p>	<p><i>essbaseplugin_ODL.log</i>—Log statements related to the LCM artifact listing</p>

Log Location	Log Name and Description
<p>Administration Services:</p> <p><i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed_server name/logs</i></p> <p><b>Note:</b> To enable console logging, in <code>admincon.lax</code>, set the Java option parameter <code>-DEAS_CONSOLE_LOG</code> to <code>True</code>.</p>	<ul style="list-style-type: none"> <li>● <code>easserver.log</code>—Administration Services Server activity</li> <li>● <code>EssbaseAdminServices0.log</code>—Web application activity</li> </ul>
<p>Essbase Studio:</p> <p><i>EPM_ORACLE_INSTANCE/diagnostics/logs/esbstudio</i></p>	<p><code>server.log</code>—Essbase Studio server activity</p>
<p>Provider Services:</p> <p><i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed_server name/logs</i></p>	<ul style="list-style-type: none"> <li>● <code>AnalyticProviderServices0.log</code>—Web application activity</li> <li>● <code>apsserver.log</code>—Provider Services activity</li> </ul>

## Essbase Failover Logs

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

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

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

- Essbase Server log
- Essbase Server Lease Manager log
- Essbase Agent Lease Manager log

- OPMN server log
- Essbase console log
- OPMN Forward Ping log

## Sample Scenario

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

1. Node 1 sequence of events:

- a. OPMN attempts a number of times to start Essbase on Node 1:

```
<start timeout="600" retry="2"/> // This is the default//
```

**Note:** OPMN attempts to start Essbase three times.

- b. Because the Lease database is down, Essbase fails to start on Node 1.

2. Node two sequence of events:

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

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

- b. Essbase will stay down on both Node 1 and Node 2.

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

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



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

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

### 1. Console output from OPMNCTL:

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

ias-instance id=instance1

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

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

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

### 2. Log 1: Essbase console log

```
(console~<EssbaseClusterName>~EssbaseAgent~AGENT~1.log):
-----
10/03/26 03:32:40 Start process
-----
[Fri Mar 26 03:32:40 2010]Local/ESSBASE0///Info(1051283)
Retrieving License Information Please Wait...

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

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

### 3. Log 2: opmn.log:

```
[2010-03-26T03:32:09] [opmn] [TRACE:1] [667] [OPMN] [code:pm-requests]Request 5 Started.
  Command: /start?process-type=EssbaseAgent
[2010-03-26T03:32:11] [opmn] [TRACE:1] [662] [OPMN] [code:pm-process]Starting Process:
<EssbaseClusterName>1~EssbaseAgent~AGENT~1 (1051800837:0)
[2010-03-26T03:32:25] [opmn] [TRACE:1] [662] [OPMN] [code:pm-process]Starting Process:
<EssbaseClusterName>~EssbaseAgent~AGENT~1 (1051800837:0)
[2010-03-26T03:32:39] [opmn] [TRACE:1] [662] [OPMN] [code:pm-process]Starting Process:
<EssbaseClusterName>~EssbaseAgent~AGENT~1 (1051800837:0)
[2010-03-26T03:32:53] [opmn] [TRACE:1] [] [OPMN] [code:pm-fos]Service-failover:
```

```
<ias-instance id="instance1">
  <ias-component id="<EssbaseClusterName>">
    <process-type id="EssbaseAgent">
      <process-set id="AGENT">
        <process id="0" pid="0" status="_fail" index="0" log=""
operation="request" result="failure">
```

.... (more diagnostic info) ...

#### 4. Log 3: Essbase.log:

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

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

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

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

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

#### 5. Log 4: Lease Manager log: leasemanager\_essbase\_ClusterNode1.log:

```
[2010-03-26T03:32:12.182-10:32] ESSBASE / Info (1320004)
Lease manager logging is initialized.
```

```
[2010-03-26T03:32:12.243-10:32] ESSBASE / Info (1320045)
Connection will be established to [leasedb] as [system]
```

```
[2010-03-26T03:32:12.315-10:32] ESSBASE / Error (1320009)
Attempt to connect to database failed with error [[DataDirect][ODBC 20101 driver]
[20101]13105].
```

...(more diagnostic information)...

```
[2010-03-26T03:32:22.944-10:32] ESSBASE / Error (1320009)
Attempt to connect to database failed with error [[DataDirect][ODBC 20101 driver]
[20101]13105].
```

```
[2010-03-26T03:32:22.944-10:32] ESSBASE / Error (1320001)
Failed to acquire the lease after [6] consecutive attempts.
```

```
[2010-03-26T03:32:22.945-10:32] ESSBASE / Info (1320016)
Lease is being surrendered.
```

```
[2010-03-26T03:32:22.945-10:32] ESSBASE / Info (1320011)
Preparing to shutdown abort.
```

```
[2010-03-26T03:32:24.946-10:32] ESSBASE / Error (1320012)
Terminating the process.
```

# Reporting and Analysis Logs

## Subtopics

- [Reporting and Analysis Framework Logs](#)
- [Financial Reporting Logs](#)
- [Web Analysis Logs](#)
- [Interactive Reporting Logs](#)

## Reporting and Analysis Framework Logs

**Table 11** Reporting and Analysis Framework Log Files

Log Location	Log Name and Description
<p>Reporting and Analysis Framework:</p> <p><i>EPM_ORACLE_INSTANCE/</i> <i>diagnostics/logs/</i> <i>ReportingAnalysis</i></p>	<ul style="list-style-type: none"><li>● Reporting and Analysis Framework services logging information:<ul style="list-style-type: none"><li>○ <i>configuration_messages_{\$module}.log</i>—Reporting and Analysis Framework services configuration information</li><li>○ <i>eiengine.log</i>—Log messages of EIEngine utility (export/import utility)</li><li>○ <i>logwriter_messages_{\$module}.log</i>—Log file with inside log Reporting and Analysis Framework services messages</li><li>○ <i>server_messages_{\$OriginatorType}.log</i>—The pattern for Reporting and Analysis Framework services log files. These files contain RAF services log messages.</li><li>○ <i>stdout_console_{\$module}.log</i>—stdout (console) log file for Reporting and Analysis Framework services. It contains the information about started Reporting and Analysis Framework services, some stdout console logs.</li></ul></li><li>● <i>agent.log</i> and <i>stdout_console_agent.log</i>—Reporting and Analysis Framework Agent logging information</li><li>● <i>JobUtilities.log</i>—Job Utilities activities for Calendar Manager</li><li>● <i>migrator.log</i>—Migration activities</li><li>● <i>/MigrationUtility/migration_systeme}.log</i>—Migration utility logs</li><li>● <i>/SDK/sdk.log</i>—Software Development Kit log</li></ul>

Log Location	Log Name and Description
<p>Web application logs:</p> <p><i>MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs</i></p>	<ul style="list-style-type: none"> <li>● RaFramework0.log—Reporting and Analysis Framework Web application server logs</li> <li>● RaFramework_Bpmui.log - Miscellaneous messages; for example, locale detection</li> <li>● RaFramework_AdministrationServlet.log—Reporting and Analysis Framework Web application logs related to administration servlet</li> <li>●</li> <li>● RaFramework_BrowseServlet.log—Reporting and Analysis Framework Web application logs related to browse servlet</li> <li>● RaFramework_Changemgmt.log—Impact Manager logs</li> <li>● RaFramework_CommonClient.log—Reporting and Analysis Framework Web application logs from common client functionality</li> <li>● RaFramework_DataAccessServlet.log - Reporting and Analysis Framework Web application logs related to data access servlet</li> <li>● RaFramework_Foundation.log - Reporting and Analysis Framework Web application logs related to interaction with Reporting and Analysis Framework services</li> <li>● RaFramework_JobManagerServlet.log - Reporting and Analysis Framework Web application logs related to job manager servlet</li> <li>● RaFramework_PersonalPagesServlet.log - Reporting and Analysis Framework Web application logs related to personal pages servlet</li> <li>● RaFramework_Portlets.log - Portlet infrastructure messages</li> <li>● RaFramework_Search.log - Search-related messages</li> <li>● RaFramework_WebServices.log - Web services-related messages</li> <li>● RaFramework_configuration_messages.log - Configuration messages</li> <li>● RaFramework_iHTMLServlet.log—Reporting and Analysis Framework Web application logs related to ihtml servlet</li> <li>● RaFramework_logwriter_servlets_messages.log—Reporting and Analysis Framework Web application log writer messages</li> <li>● RaFramework_stdout_console_servlets.log—log-stdout (console) log file for Reporting and Analysis Framework Web application</li> </ul>

## Service Log Files

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

Services log file names format:

*server\_messages\_OriginatorType.log*

where

*OriginatorType* is one of these service log files:

- AnalyticBridgeService
- AuthenticationService
- AuthorizationService

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

#### Special log files:

- *COMPONENT\_NAME*LoggingBackup.log—Contains logging messages when Logging Service is unavailable (for example, rafservicesLoggingBackup.log)
- configuration\_messages.log—Contains basic environment and configuration information
- stdout\_console\_*MODULE\_NAME*.log—Contains messages sent to stdout and stderr

## Remote and Local Logging

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

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

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

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

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

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

## Changing From Remote to Local Logging

► To change the logging approach from remote to local:

**1 Stop the product.**

**2 Open the product ODL configuration file.**

**3 Find the required loggers and their corresponding handlers.**

**4 Replace the handler class attribute from**

```
com.brio.one.services.mgmt.logging.RemoteODLHandlerFactory  
to
```

```
com.brio.one.mgmt.logging.LocalODLHandlerFactory
```

**5 Add the required handler properties:**

- Logs folder location: `path`
- Maximum file size: `maxFileSize`
- Maximum log size: `maxLogSize`

**6 Start the product.**

## Backup Files Used for Remote Logging

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

```
COMPONENT_NAMELoggingBackup.log
```

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

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

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

## Dynamically Changing of Logger Levels

- To dynamically change the logger levels for Reporting and Analysis Framework services:
  - 1 In EPM Workspace, click **Navigate**, then **Administer**, then **Reporting and Analysis**, and then **Services**.
  - 2 Open the Properties dialog box for Reporting and Analysis Framework or the Interactive Reporting services Logs panel.
  - 3 Add, (for Reporting and Analysis Framework), remove (for custom loggers for Reporting and Analysis Framework), or modify logger levels.
  - 4 To apply the changes, in the context menu, click **Refresh log Configuration**. The changes are quickly applied.
  
- To dynamically change the logger levels for Reporting and Analysis Framework Web application:
  - 1 Open `EPM_ORACLE_INSTANCE/ReportingAnalysis/RAFrameworkWebapp/WEB-INF`
  - 2 Create `logging.properties`.
  - 3 Add the required loggers with specific levels. Syntax for loggers:  
`oracle.EPMRAF.[logger name].level=[logger level]`
  - 4 The changes are quickly applied.

## Financial Reporting Logs

Table 12 lists Financial Reporting log messages stored in:

**Table 12** Financial Reporting Logs

Log Location	Log Name and Description
Application Logs: <code>EPM_ORACLE_INSTANCE/diagnostics/logs/FinancialReporting</code>	<ul style="list-style-type: none"> <li>● <code>Adm.log</code>—Component log that logs interaction between Financial Reporting components and a data source</li> <li>● <code>AdmAccess.log</code>—Component log that logs Security Access from Financial Reporting components to any data source</li> <li>● <code>AdmPerformance.log</code>—Component log that monitors the performance of interaction between Financial Reporting components and a data source</li> <li>● <code>FRAccess.log</code>—Monitors security access to Financial Reporting</li> <li>● <code>FRPerformance.log</code>—Monitors the performance of the Financial Reporting Server and associated components</li> <li>● <code>FRClientAccess.log</code>—Monitors Financial Reporting studio client security access</li> <li>● <code>FRClientLogging.log</code>—Monitors Financial Reporting studio client activities</li> <li>● <code>FRClientPerformance.log</code>—Monitors Financial Reporting studio client performance</li> <li>● <code>FRPrintLogging.log</code>—Monitors the Print Server activities</li> <li>● <code>FRPrintAccess.log</code>—Monitors Print Server access activities</li> <li>● <code>FRPrintPerformance.log</code>—Monitors Print Server performance</li> </ul>

Log Location	Log Name and Description
Web application logs: <i>MIDDLEWARE_HOME/user_projects/domains/domain_name/servers/managed_server_name/logs</i>	<ul style="list-style-type: none"> <li>● <code>FRLogging.log</code>—Monitors activities within the Financial Reporting Server and associated components</li> <li>● <code>FinancialReporting0.log</code>—Web tier activity</li> </ul>

## Web Analysis Logs

These Web Analysis log files are in *MIDDLEWARE\_HOME/domains/domain\_name/servers/managed\_server\_name/logs*:

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

## Interactive Reporting Logs

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

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

**Table 13** Interactive Reporting Logs

Product Log Location	Log Name and Description
<i>MIDDLEWARE_HOME/user_projects/empssystem1/diagnostics/logs/ReportingAnalysis</i>	<ul style="list-style-type: none"> <li>● <code>server_messages_IRServiceHelper.log</code>—Interactive Reporting Service information</li> <li>● <code>server_messages_IRJobService.log</code>—Interactive Reporting Job Service, helpful in troubleshooting problems with the Interactive Reporting jobs</li> <li>● <code>server_messages_IntelligenceService.log</code>—Interactive Reporting Service information</li> <li>● <code>server_messages_DataAccessService.log</code>—Data Access Service information</li> </ul>



## Changing Interactive Reporting Logging Levels

- To change Interactive Reporting logging levels:
  - 1 In EPM Workspace, select **Navigate**, then **Administrator**, then **Reporting and Analysis**, and then **Services**.
  - 2 Open the Properties dialog box for either Reporting and Analysis Framework or Interactive Reporting services, and then select the Log panel.
  - 3 Add, (for Reporting and Analysis Framework), remove (for custom loggers for Reporting and Analysis Framework), or modify logger levels.
  - 4 In the context menu, click **Refresh Log Configuration**. The changes are applied shortly.

## Changing Interactive Reporting Logging Approach

Interactive Reporting services can use local and remote logging.

- To use remote logging:
  - 1 In EPM Workspace, click **Navigate**, then **Administrator**, then **Reporting and Analysis**, and then **Services**.
  - 2 Open the Properties dialog box for Interactive Reporting services (Intelligence, Data Access, service and IR Job) log panel.
  - 3 Modify the logger level in the property group **Module Properties**. Then click **OK**.
  - 4 In the context menu, click **Refresh log configuration**. The changes are applied shortly.

- To use local logging:
  - 1 In EPM Workspace, click **Navigate**, then **Administrator**, then **Reporting and Analysis**, and then **Services**.
  - 2 Open the Properties dialog for Interactive Reporting services (Intelligence, Data Access, Service and IR Job) log panel.
  - 3 Modify the logger level in the property group **Module Properties**, and then click **OK**.
  - 4 In the property group **Manage**, modify the property `useRemoteLogger` to **No**, and then click **OK**.
  - 5 In the context menu, click **Restart**.

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

## Financial Performance Management Applications Logs

The following table contains information about Financial Performance Management Applications logs.

**Table 14** Financial Performance Management Applications Logs

Log Location	Log Name and Description
<p>Financial Management Server logs:</p> <p><i>EPM_ORACLE_INSTANCE</i>/diagnostics/logs/hfm</p> <p>The Financial Management log viewer in the <i>EPM_ORACLE_HOME</i>/products/FinancialManagement/Utilities directory is useful for viewing logs</p> <p><b>Tip:</b> You can navigate to the Financial Management log viewer from the <b>Start</b> menu: Select <b>Programs</b>, then <b>EPM System</b>, then <b>Financial Management</b>, and then <b>Utilities</b>.</p>	<ul style="list-style-type: none"> <li>● <i>EPMWindowsConfig.log</i>—Activity related to Financial Management-specific configuration tasks</li> <li>● <i>hfm.odl.log</i>—Financial Management core activity</li> <li>● <i>HsvEventLog.log</i>—Financial Management activity</li> <li>● <i>InteropJava.log</i>—Financial Management interop activity</li> </ul>
<p>Financial Management Web services logs:</p> <p><i>MIDDLEWARE_HOME</i>/user_projects/domains/<i>domain name</i>/servers/<i>managed server name</i>/logs/hfm</p>	<p><i>epm-fm-webservices.log</i>—WebLogic Web service activity for Financial Close Management</p> <p>For information about Financial Management Web services, see “Financial Management – Enable Web Services” in Chapter 4, “Configuring EPM System Products,” of the <i>Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide</i>.</p>
<p>Financial Management upgrade logs:</p> <p><i>EPM_ORACLE_INSTANCE</i>/diagnostics/logs/upgrades</p>	<p><i>HFMApplicationUpgrade.log</i>—Application upgrade activity</p>
<p>Profitability and Cost Management:</p> <p><i>MIDDLEWARE_HOME</i>/user_projects/domains/<i>domain name</i>/servers/<i>managed server name</i>/logs</p>	<p><i>hpcm.log</i>—Oracle Hyperion Profitability and Cost Management activity</p>
<p>Disclosure Management server logs:</p> <p><i>MIDDLEWARE_HOME</i>/user_projects/domains/<i>domain name</i>/servers/<i>managed server name</i>/logs</p>	<ul style="list-style-type: none"> <li>● <i>DisclosureManagement0.log</i>—Disclosure Management Web tier activity</li> <li>● <i>DiscMan.log</i>—Disclosure Management activity</li> <li>● <i>DiscManAuditService.log</i>—Audit service activity</li> <li>● <i>DiscManMappingTool.log</i>—Mapping tool activity</li> <li>● <i>DiscManReportService.log</i>—Report service activity</li> <li>● <i>DiscManRepository.log</i>—Repository activity</li> <li>● <i>DiscManRepositoryService.log</i>—Repository services activity</li> <li>● <i>DiscManSessionService.log</i>—Session service activity</li> </ul>
<p>Financial Close Management</p> <p><i>MIDDLEWARE_HOME</i>/user_projects/domains/<i>domain name</i>/servers/<i>managed server name</i>/logs</p>	<ul style="list-style-type: none"> <li>● <i>FinancialClose0.log</i>—Web tier activity</li> <li>● <i>FinancialClose.log</i>—Financial Close Management activity</li> </ul>
<p>SOA Suite server logs:</p> <p><i>MIDDLEWARE_HOME</i>/user_projects/domains/<i>domain name</i>/servers/<i>soa_server1</i>/logs</p>	<ul style="list-style-type: none"> <li>● <i>soa_server1.log</i>—SOA services activity</li> <li>● <i>soa_server1-diagnostic.log</i>—SOA Web tier activity</li> </ul>

# Other Logging Formats

## Subtopics

- [Log Location](#)
- [Log File Size and System Performance](#)
- [Integration Services Logs](#)
- [Business Rules Logs](#)
- [Planning Logs](#)
- [Performance Scorecard Logs](#)
- [Strategic Finance Logs](#)
- [Data Management Logs](#)

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

## Log Location

Logs that do not follow the ODL formatting are written to *EPM\_ORACLE\_HOME/diagnostics/logs/COMPONENT\_NAME*.

## Log File Size and System Performance

Logs are installed with the recommended default log levels.

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

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

## Integration Services Logs

The following sections contain information on Integration Services logs.

**Note:** Integration Services does not use ODL. See [“Other Logging Formats” on page 51](#).

## Log File Names and Descriptions

Log Name	Log Description	Rotation
olapisvr.log	Integration Server activity	Rolling log file. No manual archive is needed.

## Setting Log Levels

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

You can set minimum and maximum log file sizes.

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

- ▶ To set the level of message in Integration Services logs:
  - On Windows, add `-Llevel` to `startup.bat`.
  - On UNIX, enter `-Llevel` when you start Integration Server.
  - On any platform, add `-Llevel` to `ais.cfg`.

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

[Table 15](#) provides a list and description of the different log levels you can specify.

**Table 15** Possible Log Levels

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

The recommended level setting is 2 or 3.

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

## Business Rules Logs

### Subtopics

- [Log Files Names and Descriptions](#)
- [Setting Logging Levels](#)

The following sections contain information about Business Rules log files.

## Log Files Names and Descriptions

Name	Contents	Location	Rotation
hbrclient.log	Business Rules client activity	For all application servers: <i>EPM_ORACLE_HOME</i> /diagnostics/logs/eas	Archive
hbrserver.log	Records general information and errors on the Business Rules server.	<ul style="list-style-type: none"><li>From Administration Services, written to <i>EPM_ORACLE_INSTANCE</i>/diagnostics/logs/eas</li><li>From Oracle Hyperion Planning, written to <i>EPM_ORACLE_INSTANCE</i>/diagnostics/logs/planning</li></ul>	Archive
hbrlaunch.log	Includes information regarding business rules names and RTP values for launched rules.	<i>EPM_ORACLE_INSTANCE</i> /domains/EPMSysm	Archive

## Setting Logging Levels

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

➤ To change the message level in `log.txt`:

**1** Launch the Administration Services Console by selecting **Start**, then **Programs**, then **Hyperion**, then **Administration Services**, and then **Start Administration Services Console**.

**2** In **Administration Services Login**, enter the Administration Services server name and your logon credentials. Click **OK**.

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

**3** In the left pane of Administration Services, expand **Business Rules**, and then **Administration**.

**4** Double-click **Properties**.

The properties of the Oracle Hyperion Business Rules client configuration are displayed.

**5** To change the error-reporting level for the client on the **Client Configuration** tab, select a level from **Log Level**:

- Severe
- Warning (default)
- Info
- Config
- All

**6** To change the error-reporting level for the server on the **Server Configuration** tab, select an error level from the **Log Level** list described in step 5.

**7** Click **Save**.

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

# Planning Logs

## Subtopics

- [Log File Names and Descriptions](#)
- [Setting Logging Levels for Planning](#)

**Note:** Planning does not use ODL. See [“Other Logging Formats”](#) on page 51.

## Log File Names and Descriptions

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

## Setting Logging Levels for Planning

- To set the logging level for Planning application server logs:
- 1 Log in to a Planning application as the administrator or owner.
  - 2 Select **Administration**, then **Application**, and then **Manage Properties**.
  - 3 Select the **System** tab.
  - 4 Set `DEBUG_ENABLED` to `true`.
  - 5 After changing log levels, restart the Planning application server for the changes to take effect.

# Performance Scorecard Logs

## Subtopics

- [Log File Names and Descriptions](#)
- [Setting Logging Levels](#)

**Note:** Oracle Hyperion Performance Scorecard does not use ODL. See [“Other Logging Formats”](#) on page 51.

## Log File Names and Descriptions

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

## Setting Logging Levels

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

These files are in *EPM\_ORACLE\_INSTANCE*/HPS/hpsfiles/config.

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

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

## Strategic Finance Logs

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

**Note:** Strategic Finance does not use ODL. See [“Other Logging Formats”](#) on page 51.

## Log File Names and Descriptions

Log File Location	Log Name	Log Description	Rotation
<code>MIDDLEWARE_HOME/user_projects/EPMSys11R/logs/hsf/debug</code>	<code>debug_YYYYMMDD_HHMMSS.log</code>	Debugging information from the Strategic Finance Server (detailed information on what is happening with every server operation)	Can be deleted
<code>MIDDLEWARE_HOME/user_projects/EPMSys11R/logs/hsf/event</code>	<code>eventYYYYMMDD.log</code>	Information about Oracle Hyperion Strategic Finance, events <b>Note:</b> Using the Event logs tab of the Administrator utility, you can view individual event logs. See the <i>Oracle Hyperion Strategic Finance Administrator's Guide</i> .	Oracle Hyperion Strategic Finance Server event logs can be managed in the server administrator (select Server and then select Settings).
<code>MIDDLEWARE_HOME/user_projects/EPMSys11R/logs/hsf/userlogs</code>	<code>YYYYMMDD_HHMMSS_seq.log</code>	A history of user actions (called user results log files).	Archive
<code>MIDDLEWARE_HOME/user_projects/EPMSys11R/logs/hsf/debug</code>	event logs	Microsoft Application Event log. <b>Note:</b> To view application event logs, select Administrative Tools from the Windows Control Panel, and then select Event Viewer and Application.	Archived event log files can be used to audit the activity of users. <sup>1</sup>

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

## Data Management Logs

The following sections contain information on Data Management logs.

- [“FDM Logs” on page 56](#)
- [“ERP Integrator Logs” on page 57](#)
- [“Data Relationship Management Logs” on page 58](#)

## FDM Logs

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

**Note:** FDM does not use ODL. See [“Other Logging Formats” on page 51](#).

## Log File Names and Descriptions

Log Name	Log Description	Rotation
LogActivity table	Information about FDM activities and audit-related information.	Archive. Keep this log for the financial audit trail.



Log Name	Log Description	Rotation
<ul style="list-style-type: none"> <li>● tBatch</li> <li>● tBatchContents</li> <li>● tBatchInformation</li> </ul>	Batch processing, informational, and error log entries	Archive
<i>username.err</i>	Information about FDM user errors. <b>Note:</b> These logs assist in debugging customer issues.	Can be deleted
Windows Event Log	Event log entries that are written by the Application Manager and LoadBalance Manager <b>Note:</b> FDM Task Manager can also log scheduled task events (when logging is enabled) in the Windows Event Log.	
<i>Authentication.err</i>	Information about FDM Failed authentication attempts	Can be deleted. Suggested at 5 MB.

## Setting Logging Levels

You cannot set logging levels for FDM.

## ERP Integrator Logs

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

**Note:** ERP Integrator does not use ODL. See [“Other Logging Formats” on page 51](#).

## Log File Names and Descriptions

Log Name	Log Description	Rotation
<i>HyS9aifWeb-sysout.log</i>	Information necessary for support and Development to triage issues.	
<i>HyS9aifWeb-syserr.log</i>	Information about ERP Integrator system errors.	

[Table 16](#) provides a list and description of the ODI log levels that you can specify.

**Table 16** Possible Log Levels

Level	Description
0	Disable logging.
1	Log fatal messages.
2	Log error messages.
3	Log all warnings.

Level	Description
4	Log information messages.
5	Log debug messages.

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

## Setting Logging Levels

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

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

► To set the logging levels within ODI:

- 1 In ODI, open ODI System Registration.
- 2 For **Log Level**, specify a value from 0 to 5.

## Data Relationship Management Logs

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

### Data Relationship Management Log Files

Name	Contents	Rotation
<code>drm-dbconfig.log</code>	Database configuration log—Information generated by the Data Relationship Management console upon configuration of an application database.	Archive
Windows Application Event log	Information written by the Data Relationship Management Server. Includes Data Relationship Management events, server messages, and errors.	Follow standard IT practices should be followed in managing the application event log.
Import log	Information written by the Data Relationship Management Batch Client. This log includes details about an Import operation.	Can be deleted when not needed
Blender log	Information written by the Data Relationship Management Batch Client. Includes details about a Blender operation.	Can be deleted when not needed
<code>DRM_Batch_Client_[timestamp].log</code>	Information written by the Data Relationship Management Batch Client (User can override the name and location). Includes process-related information for all operations for a given date.	Can be deleted when not needed

Name	Contents	Rotation
Transaction History	Transaction information written by the Data Relationship Management system and maintained in the Data Relationship Management repository database  <b>Note:</b> To view Transaction History from the Data Relationship Management client, click <b>Audit</b> .	As Data Relationship Management versions are deleted, the corresponding transactional history is also deleted.

## Setting Logging Levels

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

- ▶ To change logging levels for runtime processes, edit `MIDDLEWARE_HOME/EPMSysTem11R1/products/DataRelationshipManagement/server/configdrm-log4net.xml` on the process manager machine.

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

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

- ▶ To set Transaction History logging levels:

1 In the Data Relationship Management Web client, select **Administer**.

2 Under **Metadata**, expand the **System Preferences**, and edit the **TransactionLevels** preference.

3 In **TransactionLevels**, select a transaction level type:

- **Logged Action** records basic logging information, such as users logging in and logging out.
- **Core Action** records actions that change the version, hierarchy, or node information, such as Add Node, Change Property, or Move Node.
- **Result Action** records actions that result from core actions. For example, if the “clear all below core” action is performed, then properties are cleared from individual nodes. Clearing properties from the individual nodes is a result action.
- **Loss Action** records loss of data due to a core action. For example, when a node is deleted, the defined properties for that node are deleted, which is a loss action. Loss actions are controlled by the `LossLevel` system preference.

4 Set additional system preferences:

- **LossLevel** indicates what to track for lost information. You can set the preference to `Defined` or `All Items`. When set to `Defined`, only values that are specifically set at the node are tracked when the node is deleted. When set to `All`, derived, default, and inherited values also are tracked in the `LossAction`.

- **AllowAsOf** forces tracking of Core Actions.

**Note:** If the Loss Action is specified, or if `AllowAsOf` is turned on, then Core Actions are tracked, even if not set in the `TransactionLevels` system preference.

Recommended preference settings are **All Items** and **AllowAsOf** unless you require different settings for storage or performance reasons.

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

## Lifecycle Management Logs

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

Most Lifecycle Management logs use ODL. See [“ODL Files” on page 21](#).

## Lifecycle Management Logs for Shared Services

Log Location	Logging Configuration File Location	Parameters To Set in Configuration File
<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /servers/ <i>managed server name</i> /logs/SharedServices_LCM.log	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml	<pre>log_handler name="epmlcm-handler" class="oracle.core.ojdl.logging.ODLHandlerFactory" level="TRACE:1" logger name="oracle.EPMLCM" useParentHandlers="false" level="TRACE:1"</pre>
<i>MIDDLEWARE_HOME</i> /user_projects/epmsystem/diagnostics/logs/migration	<i>EPM_ORACLE_INSTANCE</i> /Config/FoundationServices/logging.xml	<pre>log_handler name="epmlcm-handler" class="oracle.core.ojdl.logging.ODLHandlerFactory" level="TRACE:1" logger name="oracle.EPMLCM" useParentHandlers="false" level="TRACE:1"</pre>

## Lifecycle Management Logs for Performance Management Architect

Log Location	Logging Configuration File Location	Parameters To Set in Configuration File
<i>EPM_ORACLE_HOME</i> /diagnostics/logs/epma/epma.log	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml	logger name="oracle.EPMWT.LCM" level="TRACE:32"

## Lifecycle Management Logs for Calculation Manager

Log Location	Logging Configuration File Location	Parameters To Set in Configuration File
<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /servers/ <i>managed server name</i> /logs/CalcManager.log	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml	logger name="oracle.EPMLCM.ESB" level="TRACE:32"

## Lifecycle Management Logs for Essbase

Log Location	Logging Configuration File Location	Parameters To Set in Configuration File
essbaseplugin_.log and essbasepluginlisting.log in <i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /servers/ <i>managed server name</i> /logs/essbase/lcm	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ <i>domain name</i> /config/fmwconfig/servers/ <i>managed server name</i> /logging.xml	logger name="oracle.EPMLCM.ESB" level="TRACE:32"

## Lifecycle Management Logs for Reporting and Analysis

Log Location	Logging Configuration File Location	Parameters To Set in Configuration File
<i>EPM_ORACLE_INSTANCE</i> /diagnostics/logs/ReportingAnalysis	<i>MIDDLEWARE_HOME</i> /user_projects/EPMSysstem/config/ReportingAnalysis/logging/logging_ra.xml	logger name="oracle.EPMEI" level="TRACE:32" useParentHandlers="false"

## Lifecycle Management Logs for Planning

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

## Lifecycle Management Logs for Financial Management

Log Location	Logging Configuration File Location	Parameters To Set in Configuration File
<p>These logs in <i>EPM_ORACLE_HOME</i>/products/FinancialManagement/Web/HFMLCMService:</p> <ul style="list-style-type: none"> <li>● InputTrace.webinfo</li> <li>● OutputTrace.webinfo</li> </ul>	<p><i>EPM_ORACLE_HOME</i>/products/FinancialManagement/Web/HFMLCMService/Web.config</p>	<ul style="list-style-type: none"> <li>● In the <code>appSettings</code> section: <ul style="list-style-type: none"> <li>add <code>key="Debug"</code></li> <li><code>value="true"</code></li> </ul> </li> <li>● In the <code>diagnostics</code> section: <ul style="list-style-type: none"> <li><code>trace enabled="true"</code></li> <li><code>input="InputTrace.webinfo"</code></li> <li><code>output="OutputTrace.webinfo"</code></li> <li><code>detailedErrors enabled="true"</code></li> </ul> <p>If <code>trace enabled</code> is set is to <code>true</code>, the account running the Web service application pool (network service by default) must have full security rights to this folder: <i>EPM_ORACLE_HOME</i>/products/FinancialManagement/Web/HFMLCMService</p> </li> </ul>
<p><i>EPM_ORACLE_INSTANCE</i>/diagnostics/logs/hfm/interopJava.log</p>	<p><i>EPM_ORACLE_HOME</i>/products/FinancialManagement/logging/InteropLogging.xml</p>	<p>To enable diagnostic logging, on the logger name line, change <code>ERROR:1</code> to <code>TRACE:1</code>.</p>
<p>These logs in <i>EPM_ORACLE_INSTANCE</i>/diagnostics/logs/hfm:</p> <ul style="list-style-type: none"> <li>● hfm.odl.log</li> <li>● HsvEventLog.log</li> </ul>	<p><i>EPM_ORACLE_HOME</i>/products/FinancialManagement/logging/logging.xml</p>	<p>To enable diagnostic logging, on the logger name line, change <code>ERROR:1</code> to <code>TRACE:1</code>.</p>

## Central Inventory Logs

Central Inventory contains information relating to all Oracle products that are installed on a host. It contains an inventory file and a logs subfolder that contains OUI and OPatch logs.

In a Windows environment, Central Inventory is in *System drive/program files/Oracle/inventory*.

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

Central Inventory log files are generally saved in this format:

*ActionTimestamp.log*

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

*AttachHome2010-05-17\_06-45-00AM.log*





# 4

## General Tips and Solutions

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## Installation Tips and Solutions

### Subtopics

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- [EPM System Installer Extraction on Solaris](#)
- [EPM System Installer Startup Failure](#)
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- [EPM System Installer Freeze](#)
- [Welcome Panel Issue](#)
- [Reinstallation](#)

For help with configuration issues, see [“Configuration Tips and Solutions”](#) on page 71.

## EPM System Installer Shutdown

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

**Solution:** Check `installTool-summary.log`, in `EPM_ORACLE_HOME/diagnostics/logs/install`. This log shows the results of checks that EPM System Installer performs and displays

in a command window before the **Welcome** screen opens. Most of these checks are to ensure that you have the correct assemblies. For example, if you are installing EPM System components on 32-bit machine, EPM System Installer checks whether you have 32-bit assemblies.

## EPM System Installer Files on Client Machines

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

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

## Oracle HTTP Server

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

- System requirements: [http://www.oracle.com/technology/software/products/ias/files/fusion\\_requirements.htm](http://www.oracle.com/technology/software/products/ias/files/fusion_requirements.htm)
- Certification: [http://www.oracle.com/technology/software/products/ias/files/fusion\\_certification.html](http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html).
- Installation:
  - Oracle HTTP Server installation documentation ([http://download.oracle.com/docs/cd/E15523\\_01/webtier.htm](http://download.oracle.com/docs/cd/E15523_01/webtier.htm))
  - Release Notes ([http://download.oracle.com/docs/cd/E15523\\_01/relnotes.htm](http://download.oracle.com/docs/cd/E15523_01/relnotes.htm))

For information about Oracle HTTP Server installation issues and workarounds, see the readme platform: [http://download.oracle.com/docs/cd/E15523\\_01/relnotes.htm](http://download.oracle.com/docs/cd/E15523_01/relnotes.htm).

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

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

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

## Oracle HTTP Server Installation Failure

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

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

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

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

See also [Chapter 3, “Using EPM System Logs.”](#)

## Oracle HTTP Server and Essbase in a Distributed Environment

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

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

## Product Selection Panel

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

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

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

## EPM System Installer Extraction on Solaris

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

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

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

## EPM System Installer Startup Failure

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

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

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

---

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

---

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

## EPM System Installer Startup After MSI Installation

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

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

**Solution:** Create an `.oracle.products` file under `EPM_ORACLE_HOME`; for example, `C:\Oracle\Middleware\EPMSys11R1\`. Put the following content in the file:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<softwareRegistry>
  <userLocale>en_US</userLocale>
  <hyperionHome id="1">
    <installLocation>c:\Oracle\Middleware\EPMSys11R1</installLocation>
    <products>
      </products>
    </hyperionHome>
  </softwareRegistry>
```

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

## EPM System Installer Freeze

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

### Solutions:

- Check the amount of available space on the computer, and free more space if necessary. Installations can fail without warning if the available space is insufficient.
- If the available space is sufficient for the installation, no other error message is displayed on the summary panel, and the installation does not resume within 5 minutes, stop the installation and run the `createInventory` script in `EPMSYS_HOME/OPatch`.

## Welcome Panel Issue

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

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

## Reinstallation

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

### Solution:

- Windows—Follow these steps to clean up your machine:
  1. Stop all services.

2. Uninstall from the Windows Add and Remove Programs option.
  3. In `C:/Documents and Settings/install_user/`, delete `.oracle.instances`.
  4. Rename program files/common files/installshield/universal/common as program files/common files/installshield/universal/common\_hyperion.
  5. Restart the system.
- UNIX—Remove all entries for previous installation in `~/oraInventory/ContentsXML/inventory.xml` (Otherwise, the installer does not recognize `MIDDLEWARE_HOME`.)

## Upgrades

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

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

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

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

**Solution:** Edit the `PATH` variable to remove all references to the earlier release.

# Configuration Tips and Solutions

## Subtopics

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

For help with installation issues, see [“Installation Tips and Solutions”](#) on page 65.

## Distributed Environments

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

## Changing a Host Name

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

➤ To update the host value in the Shared Services Registry:

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

**Note:** The name of the host component is not updated. You can use the same procedure to update the host component name

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

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

## Java Heap Size Changes

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

## Product Databases

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

## EPM System Configurator Startup

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

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

**Solution:** Restart the computer.

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

```
Inventory existence check failed for EpmSystem_username home was not  
found
```

**Note:** Oracle recommends starting EPM System Configurator with the same user name with which EPM System was installed.



**Solution:** Follow these steps:

1. Navigate to *drive:/Program Files/Oracle/Inventory/ContentsXML*.
2. Make a backup copy of *inventory.xml* and save it with a different file name or location..
3. Open *inventory.xml* in a text editor, and search for this line:

```
<HOME NAME="EpmSystem_Administrator" LOC="C:\Oracle\Middleware
\EPMSysstem11R1" TYPE="O" IDX="3"
```

4. Copy and paste the line so that it occurs twice in the `</HOME>` section, as follows:

```
</HOME>
```

```
<HOME NAME="EpmSystem_Administrator" LOC="C:\Oracle\Middleware
\EPMSysstem11R1" TYPE="O" IDX="3"
```

```
<HOME NAME="EpmSystem_Administrator" LOC="C:\Oracle\Middleware
\EPMSysstem11R1" TYPE="O" IDX="3"
```

```
</HOME_LIST>
```

5. Edit the second occurrence of the line as follows, where *user name* is the user name you want to enable for EPM System Configurator:

```
<HOME NAME="EpmSystem_user name" LOC="C:\Oracle\Middleware
\EPMSysstem11R1" TYPE="O" IDX="3" />
```

For example, if you edit the line to enable the user name *jdsmith* to start EPM System Configurator, the `</HOME>` section is as follows after your edit:

```
</HOME>
```

```
<HOME NAME="EpmSystem_Administrator" LOC="C:\Oracle\Middleware
\EPMSysstem11R1" TYPE="O" IDX="3"
```

```
<HOME NAME="EpmSystem_jdsmith" LOC="C:\Oracle\Middleware
\EPMSysstem11R1" TYPE="O" IDX="3" />
```

```
</HOME_LIST>
```

6. Save the edited *inventory.xml* file, and start EPM System Configurator with the newly enabled user name.

## Web Server Configuration

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

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

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

You must install Oracle HTTP Server even if you do not want to use it as your Web server, because EPM System Configurator activates the Web server configuration task with the Oracle

HTTP Server installation. When Oracle HTTP Server is installed, you can choose Oracle HTTP Server or IIS during Web server configuration.

## Inaccessible ewallet.p12 File

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

```
The password is incorrect. Try again.
```

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

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

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

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

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

## First-Time Configuration of the Shared Services Database

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

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

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

## Connection to a Clustered SQL Server Deployment

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

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

## Missing JAR Files

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

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

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

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

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

## Configuration Failure and Error Messages

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

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

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

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

```
ORA-00917: missing comma
```

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

**Solution:** Recreate the database with the UTF-8 character set or another character set that has Unrestricted Multilingual Support. EPM System Release 11.1.2 supports only such character sets, as documented in *Oracle Hyperion Enterprise Performance Management System Installation Start Here*.

- **Issue:** EPM System Configurator shows that the Configure Oracle Configuration Manager task failed. This can happen if Oracle Configuration Manager is unavailable during configuration.

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

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

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

## Configuration Task Panel: Missing Products

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

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

## Configuration Errors for Hidden Tasks

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

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

## Unavailable Database Configuration Options

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

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

## Failure Deploying to Application Server Without Configuration Errors

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

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

## Moving Web Applications to a Single Domain

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

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

**Solution:** Use one of these procedures:

- If the domain for Foundation Services works correctly, deploy all EPM System Web applications to that domain:
  1. Run the WebLogic Administration Server on the Foundation Services machine for the domain.
  2. Redeploy the Web applications that are deployed to domains other than the Foundation Services domain.

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

In EPM System Configurator, select **Deploy Web applications to an existing domain**, and then enter the host, port, and domain name for the new domain.
  4. Redeploy any Web applications on the Foundation Services machine to the new domain.

## Reconfiguration Without Reinstallation

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

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

1. Remove `oracle.instances` from `$HOME` (UNIX) or `Documents and Settings/userid` (Windows).
2. Remove all instance locations, such as `MIDDLEWARE_HOME/user_projects/epmsystem2`.
3. Remove `MIDDLEWARE_HOME/user_projects/domains`.

4. Ensure that you use new, empty databases.

## Windows Integrated Authentication Support

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

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

**Solution:** Set up SQL Server for Windows Integrated Authentication. See “Setting Up Microsoft SQL Server Windows Authentication” in the “Configuring EPM System Products” chapter of the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

## Out-of-Memory Errors With Concurrent Users

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

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

## Resolving Connection Failures and Restarting Services

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

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

► To verify the service in Windows Task Manager:

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

## Demo Certificate Message

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

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

## WebLogic Administration Console Port Changes

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

## Antivirus Software

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

## UNIX-Specific Issues

### Subtopics

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

## Slow Web Application Startup with TC2000 Solaris

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

**Solution:** Install EPM System Web applications in an environment other than TC2000 Solaris.

## Web Server Configuration Failure on AIX

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

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

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

If some file sets are missing, follow these steps:

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

## JAR Files Not Found

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

The error trace resembles this example:

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



```
org.apache.commons.beanutils_1.6.jar not exists; file depth: 1; referenced from /HYPEPM2/Oracle/Middleware/EPMSysstem11R1/common/config/11.1.2.0/configtool.jar
ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.odl_11.1.1/ojdl.jar
not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/EPMSysstem11R1/
common/jlib/11.1.2.0/epm_j2se.jar referenced from /HYPEPM2/Oracle/Middleware/
EPMSysstem11R1/common/config/11.1.2.0/configtool.jar
ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.jmx_11.1.1/
jmxframework.jar not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/
EPMSysstem11R1/common/jlib/11.1.2.0/epm_soa.jar referenced from /HYPEPM2/Oracle/
Middleware/EPMSysstem11R1/common/config/11.1.2.0/configtool.jar
ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.dms_11.1.1/dms.jar
not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/EPMSysstem11R1/
common/jlib/11.1.2.0/epm_j2se.jar referenced from /HYPEPM2/Oracle/Middleware/
EPMSysstem11R1/common/config/11.1.2.0/configtool.jar
ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.http_client_11.1.
1.jar not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/
EPMSysstem11R1/common/jlib/11.1.2.0/epm_soa.jar referenced from /HYPEPM2/Oracle/
Middleware/EPMSysstem11R1/common/config/11.1.2.0/configtool.jar
FATAL ERROR: Jars manifest check failed with message "Some referenced jars do not exist"
Exiting in 30 seconds
```

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

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

## Installation on Different UNIX Systems

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

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

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

## Preparing JVM Error Message

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

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

## Oracle Common Files Installation Failure

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

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

**Solution:** Ensure that `/usr/sbin` is in the path.

# 5

# Foundation Services

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## Foundation Services Upgrades

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

Check these log files to troubleshoot Shared Services upgrades:

- In the `HYPERION_HOME/migrate/logs` folder of earlier Shared Services release:
  1. `SharedServices_Migrate_Summary.log`
  2. `SharedServices_Migrate.log`
- In the `EPM_ORACLE_INSTANCE/diagnostics/logs/upgrades/foundation` folder of Shared Services Release 11.1.2.1:
  1. `SharedServices_Upgrade_Summary.log`

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

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

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

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

**Note:** You must export data from the earlier release before upgrading EPM System products. See “Exporting Shared Services Data from the Earlier Release” in Chapter 5, “Upgrading EPM System Products,” of the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

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

**Note:** Provisioning information is available for upgraded products only.

**Issue:** During configuration with EPM System Configurator, you receive an error when you select the Foundation task **Import Data From Earlier Release**, because the file does not exist.

This issue occurs if you do not export data from the earlier release of Shared Services before an upgrade. You must export data from the earlier release before upgrading EPM System products.

**Solution:** Follow these steps:

1. Export Shared Services data from the earlier release. See “Exporting Shared Services Data from the Earlier Release” in Chapter 5, “Upgrading EPM System Products,” of the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*

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

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

## EPM Workspace

### Subtopics

- [Slow Logon](#)
- [Missing Products or Product Menus in EPM Workspace](#)
- [Truncated Menus](#)
- [Oracle Business Intelligence Enterprise Edition Startup](#)
- [Flickering Icons in Internet Explorer](#)
- [404 Error Messages](#)
- [Performance Degradation](#)

General tips and recommendations regarding EPM Workspace:

- Complete configuration information about your EPM Workspace installation, including Shared Services information, is available at this URL:

`http://hostname:port/workspace/debug/configInfo.jsp`

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

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

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

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

## Slow Logon

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

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

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

## Missing Products or Product Menus in EPM Workspace

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

**Solution:**

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

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

## Truncated Menu

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

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

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

## Oracle Business Intelligence Enterprise Edition Startup

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

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

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

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

## Flickering Icons in Internet Explorer

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

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

1. Locate the static content folder in the Web server directory structure.
2. Click **Properties**, and then select the **HTTP Headers** tab.
3. Select “Enable content expiration,” then select “Expire after,” and then specify 1 day.

## 404 Error Messages

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

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

## Performance Degradation

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

**Solution:** In EPM Workspace server settings, deselect the offline product from the Enabled Products list. See “Workspace Server Settings” in the *Oracle Enterprise Performance Management Workspace Administrator's Guide*.

## Shared Services

### Subtopics

- [Running Remote Diagnostics Agent](#)
- [Shared Services Logon Failure](#)
- [High Availability of Active Directory](#)
- [Product Registration Failure](#)
- [Security Lockout After Failed Logon Attempts](#)
- [User Name Search Failure](#)
- [Asterisks in User Names](#)
- [EPM System Administrator User Name](#)
- [AuditHandler Message](#)
- [Audit Data Purges and Oracle Database Tablespace](#)
- [Single Sign-On](#)
- [Shared Services Registry Contents and Updates](#)
- [User Directories and Provisioning](#)
- [Startup and Access Issues](#)
- [Product-Specific Issues](#)

## Running Remote Diagnostics Agent

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

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

```
MIDDLEWARE_HOME/ohs/rda/rda.cmd
```

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

## Shared Services Logon Failure

**Issue:** Shared Services logon fails.

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

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

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

## High Availability of Active Directory

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

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

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

---

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

---

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

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

## Product Registration Failure

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

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

**Solution:**



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

## Security Lockout After Failed Logon Attempts

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

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

## User Name Search Failure

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

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

## Asterisks in User Names

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

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

## EPM System Administrator User Name

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

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

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

## AuditHandler Message

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

```
AuditHandler - Server Audit Enable Status:- false
```

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

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

## Audit Data Purges and Oracle Database Tablespace

**Issue:** After repeated purging of audit data using Shared Services, table space is not freed in Oracle database.

**Note:** In Oracle database, table space is not freed automatically when you delete the data from the tables.

**Solution:** Follow these steps:

1. Stop the Shared Services server and run these queries to shrink the space occupied by the tables:

```
alter table SMA_AUDIT_ATTRIBUTE_FACT enable row movement
alter table SMA_AUDIT_ATTRIBUTE_FACT shrink space
```

```
alter table SMA_AUDIT_FACT enable row movement
alter table SMA_AUDIT_FACT shrink space
```

2. Restart the Shared Services server.

## Single Sign-On

**Issue:** With the Oracle Single Sign-On (OSSO) security agent enabled, single sign-on (SSO) fails.

This issue occurs when the Shared Services security settings specify OSSO as the SSO provider or agent and Get Remote user from HTTP request as the SSO mechanism

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

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

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

See “Setting Security Options” in the *Oracle Hyperion Enterprise Performance Management System User and Role Security Guide*.

# Shared Services Registry Contents and Updates

---

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

---

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

**Issue:** You cannot access the Shared Services Lifecycle Management user interface and must view the contents of the Shared Services Registry.

**Solution:** Run the Registry Editor utility without parameters to generate a report called `registry.html`.

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

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

## User Directories and Provisioning

### Subtopics

- [Provisioning Issues and Best Practices](#)
- [External Users, Groups Information, and Performance](#)
- [Tips and Common Issues](#)

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

### Provisioning Issues and Best Practices

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

Use the browser to check these points:

- Whether you can connect to the user directory from the server that you are using
- The response time

- The starting point (base DN) for any search of the user directory
- A count of the users and groups under the starting point

To ensure acceptable login performance:

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

## External Users, Groups Information, and Performance

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

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

### Solutions:

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

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

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

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

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

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

## Tips and Common Issues

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

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

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

## Faster User Retrieval, Application Registration, and Security Loading

The following procedure enables you to perform these tasks faster:

- Retrieve lists of users against projects
- Register applications
- Load security

➤ To increase performance:

### 1 If you plan to use groups:

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

### 2 Limit the number of users with EPM System access:

- a. Always define a User URL and set it as deep as possible.
- b. Set a user filter, if possible.

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

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

## Group URL

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

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

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

## Maximum Size Setting for User / Group Searches

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

## Startup and Access Issues

### Subtopics

- [Resolving a Shared Services Startup on the Application Server](#)
- [Resolving Problems Accessing Products from Shared Services](#)
- [Reregistering Products with Shared Services](#)
- [Reconfiguring the Shared Services Database](#)

## Resolving a Shared Services Startup on the Application Server

If the Shared Services Web application does not start:

1. Review the Shared services logs in `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed server name/logs`.
2. From EPM System Diagnostics, validate that database connectivity succeeds, and check external user directories. These are prerequisites for Web application startup. For instructions on using Oracle Hyperion Enterprise Performance Management System Diagnostics, see Chapter 8, “Validating the Installation and Verifying Deployment,” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.
3. Determine whether the default port 28080 is being used by another application by running `NETSTAT -an | findstr 0.0.0.0:28080`. If you get `(0.0.0.0:28080)`, change the Shared Services port or stop the process that is using the port.

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

## Resolving Problems Accessing Products from Shared Services

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

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

Perform these tasks:

1. Review `SharedServices_SecurityClient.log` (on the server hosting the product) and `SharedServices_Security.log` (on the server). See [“Configuration Files” on page 22](#)
  - Check the Web application port to ensure that you are using the Web server.
  - If group cache errors exist, stop Shared Services and refresh the cache.
  - If authentication errors exist, verify that the user URL is correct.
2. Ensure that the user ID and password are correct.
3. Ensure that the server hosting the product can connect to the servers hosting the user directories and Shared Services.

## Reregistering Products with Shared Services

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

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

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

## Reconfiguring the Shared Services Database

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

**Solution:**

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

## Product-Specific Issues

Subtopics

- [Shared Services and Essbase Components](#)
- [Shared Services and Financial Management](#)

## Shared Services and Essbase Components

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

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

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

**Issue:** You cannot create an Essbase application as a Microsoft Active Directory user.

This issue occurs if Microsoft Active Directory contains user and contact records and Shared Services is configured to return both record types.

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

## Shared Services and Financial Management

### Subtopics

- [Application Creation Failure](#)
- [Smart View Timeouts](#)

### Application Creation Failure

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

**Solution:** Perform these tasks:

- Review `SharedServices_SecurityClient.log`.

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

On the server, review `SharedServices_Security.log`.

If errors relate to group caching, ensure that the group URL and filter are set to accommodate group counts.

- Review the Financial Management logs. See “Financial Performance Management Applications Logs” in [Chapter 3, “Using EPM System Logs.”](#)
- Ensure that the Financial Management application server can communicate with Shared Services using HTTP and WEBDAV protocol. Webdav may be blocked if you proxy requests from IIS to interoperate with the Web application. If so, ensure that the `UrlScan` IIS extension does not block `propfind` methods.

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

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



## Smart View Timeouts

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

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

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

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

# Lifecycle Management

## Subtopics

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

## Migration Tip: Naming

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

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

## Command Line Utility

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

```
303030 - Invalid Option '-server'
```

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

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

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

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

## Comparing Environments

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

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

## SSL Application Freeze or Name Mismatch Error

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

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

## Shared Services Launch Failure

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

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

## Lifecycle Management Migration Wizard Freeze

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

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

► To enable the Allow META REFRESH Internet Explorer security setting:

- 1 **Launch Internet Explorer.**
- 2 **From the Tools menu, select Internet Options.**
- 3 **Click the Security tab.**
- 4 **Select the Internet Web content zone.**
- 5 **Click Custom Level.**
- 6 **Scroll to Miscellaneous.**
- 7 **Select the Enable option under Allow META REFRESH.**
- 8 **Click OK, and then click OK again.**

## Export Failure

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

**Solution:** Do not use braces in user passwords.

## Import File Format Not Supported Error Message

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

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

## Lifecycle Management Diagnostics

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

**Solution:** Set the Threshold value to DEBUG in the logging.xml configuration file. The logging.xml file is in *EPM\_ORACLE\_INSTANCE/Config/FoundationServices*.

The logs are written to *EPM\_ORACLE\_INSTANCE/diagnostics/logs/migration/debug\_22\_01\_2009\_15\_55\_14*.

## Lifecycle Management and Reporting and Analysis

The following table contains Lifecycle Management troubleshooting information for Oracle Hyperion Reporting and Analysis. For more information, see Appendix D, “Reporting and

Analysis and Lifecycle Management,” in the *Oracle Hyperion Enterprise Performance Management System Lifecycle Management Guide*.

**Table 17 Reporting and Analysis Common Issues and Resolutions**

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

## Lifecycle Management and Financial Management

### Subtopics

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

### HFMLCService Web Service Connectivity and Configuration Settings

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

- To check connectivity to HFMLCService, go to `http://HFM_WEBSERVER/HFMLCService/LCMWS.asmx`.

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

- To modify the `executionTimeout` and `maxRequestLength` HFMLCService properties:

- 1 In a text editor, open `Web.Config` in `EPM_ORACLE_HOME/products/FinancialManagement/Web/HFMLCService`.

- 2 (Optional) For very large LCM artifacts, increase the values for `executionTimeout` (in seconds) and `maxRequestLength` (in kilobytes) in the following line:

```
<!-- Maximum value allowed is 2GB - Currently set waiting time to 1hours, 1.5GB data transfer-->
<httpRuntime executionTimeout="3600" maxRequestLength="1572864" />
```

---

**Caution!** Incorrect modification could cause the HFMLCM Web Service to fail.

---

- 3 Save and close `Web.Config`.
- 4 Reset Microsoft IIS Web server (`iisreset`).

## Timeout Setting for Lifecycle Management Server Communication

**Issue:** The timeout setting for Lifecycle Management Server communication is set too low.

**Solution:** Ensure that the value of the `HFM.client_timeout` property in `WSPlugin.properties` is set high (recommended value is 60 or higher). This property controls the length of time (in seconds) that the Lifecycle Management Server communicates with the Financial Management Lifecycle Management Web Service.

➤ To set the timeout value:

- 1 On the computer hosting Shared Services, open `WSPlugin.properties` (in `EPM_ORACLE_INSTANCE/Config/FoundationServices`) in a text editor.
- 2 Set the value for `HFM.client_timeout` to 60 (seconds) or greater.
- 3 Save and close `WSPlugin.properties`.

## Financial Management and Shared Services Logging

**Issue:** Logging and diagnostics are not enabled.

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

---

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

---

➤ To turn on logging and view the logs:

- 1 In a text editor, open `EPM_ORACLE_HOME/products/FinancialManagement/Web/HFMLCMService/Web.Config`.
- 2 In `Web.Config`, set these parameters to enable logging:
  - `appSettings`

```
<appSettings>
  <add key="Debug" value="true"></add>
</appSettings>
```

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

Log location: *EPM\_ORACLE\_HOME*/logs/hfm

- LCM\_INPUT\_<random 8 characters>.<random 3 characters>.zip (for example, LCM\_INPUT\_4bvpm4g.efs.zip)—From Shared Services to Financial Management
- LCM\_OUTPUT\_<random 8 characters>.<random 3 characters>.zip (for example, LCM\_OUTPUT\_jd51rddd.gwe.zip)—From Financial Management to Shared Services

- diagnostics

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

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

Log location: *EPM\_ORACLE\_HOME*/products/FinancialManagement/Web/HFMLCMSERVICE

- InputTrace.webinfo
- OutputTrace.webinfo

### 3 Save and close Web.Config.

The Shared Services log for Lifecycle Management is in *EPM\_ORACLE\_INSTANCE*/diagnostics/logs/SharedServices/SharedServices\_LCM.log.

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

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

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

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

## Inability to Migrate Financial Management Artifacts

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

```
Access to the path 'C:\oracle\Middleware\EPMSys11R1\products
\FinancialManagement\Web\HFM\FileTransfer\TempSecurityArtifact.sec' is
denied.
```

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

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

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

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

## Inability to View Financial Management Artifacts in Shared Services Console

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

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

# Performance Management Architect

## Subtopics

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

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

- **Validation**—After configuring Performance Management Architect, click **Validate**. If an error message is displayed, scroll down to view any failed Performance Management Architect tests and check for recommended solutions.
- **Windows Registry Keys**—Ensure that the required keys and values for Performance Management Architect are in the Windows registry:
  1. From the **Start** menu, select **Run**, enter `regedit`, and click **OK**.
  2. In the Registry Editor, click **HKEY\_LOCAL\_MACHINE - SOFTWARE** and then **ORACLE**, and check for an entry for Performance Management Architect.
  3. If there is no entry for Performance Management Architect, create an entry with these keys and values:

```
EPM_ORACLE_HOME = C:\Oracle\Middleware\EPMSys11R1
EPM_ORACLE_INSTANCE = C:\Oracle\Middleware\user_projects\epmsystem1
JPS_CONFIG = C:\Oracle\Middleware\user_projects\domains\EPMSys11R1\config
\fmwconfig\jps-config.xml
```

## Installation Failure

- **Issue:** Performance Management Architect Installation failed.  
**Solution:** This could be the result of a Microsoft .NET Framework 2.0 error during its automatic installation in Performance Management Architect. Install Microsoft .NET Framework 2.0 manually, and then rerun the installation.
- **Issue:** You receive an ASP.NET error during configuration.  
**Solution:** Ensure that ASP.NET is installed and configured. See the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.



## Integration with EPM Workspace

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

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

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

**Solutions:** .

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

## Performance Management Architect Logon Failure

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

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

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

**1** Open IIS Manager by one of these methods:

- Select **Start**, then **Programs**, then **Administrative Tools**, and then **Internet Information Services Manager**.
- Run `inetmgr`.

**2** In the left panel, select **Web Service Extensions**. In the right panel, note whether **ASP.NET 2.0.50727** is listed.

**3** If ASP.NET 2.0 is listed, enable it by checking that the **Status** column is set to **Allowed**.

**4** If ASP.NET 2.0 was not listed and you have Microsoft .NET Framework 2.0 installed, register Microsoft .NET Framework 2.0 with IIS:

- a. From the command prompt, go to `C:\Windows\Microsoft.NET\Framework\v2.0.50727`.
- b. Enter `run aspnet_regiis.exe -iru`.
- c. Repeat steps 1 - 3.

## Security Rights Issue During Logon

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

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

## Hyperion EPMA Server Service Startup

**Issue:** The Hyperion EPMA Server service does not start.

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

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

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

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

## Performance Management Architect Task Display

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

**Solution:** Verify these conditions:

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

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

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

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

## Lifecycle Management Timeout

**Issue:** Importing Performance Management Architect artifacts using Oracle Hyperion Enterprise Performance Management System Lifecycle Management times out after an hour (with all services running), and this error message is written to `SharedService_LCM.log`:

```
2011-07-19T03:03:36.066-07:00] [FoundationServices0] [ERROR] [EPMLCM-30052]
[oracle.EPMLCM] [tid: 173] [userId: <anonymous>] [ecid:
0000J51cbhmFW7P5IfL6if1E2XZW000574,0] [SRC_CLASS: ?] [APP:
SHAREDSERVICES#11.1.2.0] [SRC_METHOD: ?:?] Failed to connect to
"http://server name:19000/awb/lcm.executeAction.do" while
performing import for application - "EPM Architect". Received status code -
"503" with error message - "Service Temporarily Unavailable". Possible cause
of error Server Down or Not reachable.
```

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

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

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

**Solution:** Increase the Oracle HTTP Server Web server timeout. Find the `AWB` section in `MIDDLEWARE_HOME/user_projects/EPMSysstemX/httpConfig/ohs/config/OHS/ohs_component/mod_wl_ohs.conf` and modify or add the `WLIOTimeoutSecs` property with a value that will encompass the duration of typical migration tasks:

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

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

## File Generator

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

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

## Performance Management Architect Dimension or Application Library Access

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

### Dimension Library Display

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

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

### Communication or Internal Server Errors

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

**Possible Solutions:**

1. Check this URL:

```
http(s)://Web_server:Web_port/awb/conf/AwbConfig.xml.
```

2. If this step fails, check this URL:

```
http(s)://bpma_server:bpma_port/awb/conf/AwbConfig.xml.
```

If this step works, then Performance Management Architect is not correctly enabled in EPM Workspace. Reconfigure EPM Workspace

If this step does not work (error 404), then the Performance Management Architect Web Server is not started.

### Performance Management Architect Dimension Server Errors

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

**Possible solutions:**

- Use this URL:

```
http(s)://Local_machine_name/hyperion-bpma-server/Sessions.aspx
```

If a Sessions page is displayed, then IIS is correctly configured. If there is any error in IIS, check the Event Log to identify the problems. Check the System and Application Log to see if errors were logged by ASP.NET or IIS, and fix any errors. A possible cause is incorrect privileges for the user for the TEMP directory.

- Check the Event Logs from sources starting with HyS9EPMA. Possible causes are communication errors with Shared Services or the database.

- The ASPNET user may not have access to certain folders. If the Event Log displays any security-related errors, assign rights to the ASPNET user.
  1. From the command prompt, go to this directory: `C:\Windows\Microsoft.NET\Framework\v2.0.50727.`
  2. Enter `run aspnet_regiis.exe -ga.`

## Dimension Server Web Services Access

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

### Possible Solutions:

- In the logs, if `subcode` is 2, and `win32 code` is 1260, the problem is related to Web Service Extensions. In IIS, Web Service Extensions, ensure that the ASP.NET 2.0.50727 Web Service Extension status is Allowed.
- If SiteMinder is installed, remove the wildcard mapping:
  1. From `hyperion-bpma-server`, click **Properties** and then **Configuration**.
  2. Remove values in the wildcard mapping section.

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

## IIS Startup on Dimension Server

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

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

## Application Issues

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

## Smart View

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

- From within EPM Workspace, select Tools, then Install, and then Smart View to launch the Smart View installer.
- Browse to `EPM_ORACLE_HOME/common/epmstatic/wspace/SmartView` and launch `Smartview.exe`.

For information about Oracle Hyperion Smart View for Office timeouts with Shared Services and Financial Management, see [“Shared Services and Financial Management”](#) on page 96.

## Calculation Manager

See [“Multibyte Characters”](#) on page 125.

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## Essbase Maintenance Releases

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

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

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

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

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

**Solution:** Stop all EPM System processes (because a maintenance release affects all components in the Middleware home directory), verify that Essbase Server is stopped, and then try again to apply the maintenance release.

Also ensure that you have met the prerequisites discussed in “Maintenance Release Installation Prerequisites” in Chapter 3, “Installing EPM System Products,” of the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

## Essbase and Provider Services Upgrades

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

### Essbase Staging Tool

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

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

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

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

### Role Updates

**Issue:** When you upgrade an Essbase instance, Essbase roles for that instance are not updated.

This issue occurs if you upgrade the Essbase instance before you import Shared Services data.

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

### Essbase Studio Configure Database Task

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

Caused by:

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

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

**Solution:** Follow these steps:



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

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

## Clusters

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

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

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

## Pre-upgrade Security File Backup

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

## Essbase Server Startup

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

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

**Solution:** Check the `installTool-installDDD-MM.DD.YYYY-TIME.log` file in `EPM_ORACLE_HOME/diagnostics/logs/install`. If the log file includes a message such as “The process cannot access the file because it is being used by another process,” which indicates that some files were locked during installation and configuration, reinstall Essbase.

**Issue:** You encounter this error message if `JVMMODULELOCATION` was not set correctly in `essbase.cfg` or in the shared library path for platform:

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

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

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

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

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

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

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

See “Files Installed in the Essbase Client Directory” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

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

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

## Connections to Essbase Clusters

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

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

- Ensure that the URL you are using follows one of these formats:
  - `http(s)://host:port/aps/Essbase?ClusterName=cluster`
  - `http(s)://host:port/aps/Essbase?ClusterName=cluster&SecureMode=<yes|no>` (to connect to Essbase over a secure protocol)
- To connect to an Essbase cluster using only the cluster name, modify a configuration file to specify the Provider Services server that resolves the cluster name in the URL. The Provider Services server is specified in these configuration files:
  - For server-to-server communication—`essbase.cfg`

Use this format:

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

You can specify several Provider Services servers in `essbase.cfg`, using a semicolon (;) between server names.

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

Use this format:

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

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

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

## Essbase Failover Issues

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

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

## Client-Server Connection

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

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

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

## OPMN Startup

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

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

## OPMN Restart

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

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

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

**Solution:** Close and restart Essbase.

## Startup: Port Conflict

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

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

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

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

### Possible Solutions:

- Ensure that you are using the correct user name and password.  
  
If you are trying to connect to OLAP Metadata Catalog, ensure that you used the same user name and password as the user who created the tables in OLAP Metadata Catalog.  
  
If you create OLAP Metadata Catalog when logged in as one user name, you cannot access the tables in OLAP Metadata Catalog using a different user name unless you create an alias for the user name (for Microsoft SQL Server) or synonyms for the tables (for IBM DB2 and Oracle).
- Ensure that the user name has the required access privileges for OLAP Metadata Catalog and for the data source at the database level.
- Ensure that all of the required components are up and running. The following components are required:
  - Oracle Essbase Integration Services Server
  - The database servers that manage OLAP Metadata Catalog and the data source databases
  - The data source database listener for OLAP Metadata Catalog and the data source
- Ensure that OLAP Metadata Catalog and the data source are configured as ODBC data sources on the Integration Server computer.

## Essbase Studio Startup

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

**Solution:** Verify these items:

- The information in the `server.properties` file is correct. The `server.properties` file is in `EPM_ORACLE_HOME/products/Essbase/EssbaseStudio/Server`. For information about the settings, see the *Oracle Essbase Studio User's Guide*.
- Your user name for connection to Studio Catalog has the correct privileges to work with Studio Catalog. The user should be a database owner.
- These required components are running:
  - Oracle Essbase Studio Server
  - The database servers that manage Studio Catalog

## Essbase Studio Logs Deleted

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

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

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



# 7

## Reporting and Analysis

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## Reporting and Analysis Upgrades

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

## Reporting and Analysis Framework Web Application Startup

**Issue:** You cannot start the Oracle Hyperion Reporting and Analysis Framework Web application service in a Windows environment, and the `Hys9RaFramework-sysout.log` file shows the message `(Access is denied)::Probably the string length of the path of the file being extracted was too long or failed to overwrite the file.`

**Solution:** Shorten the path to the `temp` directory by manually editing the

```
-Dweblogic.j2ee.application.tmpDir JVM option setting for the  
HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\RAFramework  
\Hys9RaFramework key, and then restart the service. For example, change the setting to C:  
\Temp\username
```

# Interactive Reporting Studio

## Subtopics

- [Essbase Loading Error](#)
- [Faulty Oracle Net Connection](#)
- [Failure Processing an Oracle Procedure](#)
- [Fonts Displayed Incorrectly](#)

## Essbase Loading Error

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

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

- ESSBASEPATH
- Path (for Windows)
- SHLIB\_PATH (for HP-UX)

## Faulty Oracle Net Connection

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

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

- ORACLE\_HOME
- Path (for Windows)
- LD\_LIBRARY\_PATH (for Solaris and Linux)
- SHLIB\_PATH (for HP-UX)

## Failure Processing an Oracle Procedure

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

**Solution:**

- Windows: On the Advanced tab of the ODBC Oracle Wire Protocol Driver Setup box, select **Procedure Returns Results**.



## Fonts Displayed Incorrectly

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

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

## Financial Reporting

### Subtopics

- [Financial Reporting Print Server Startup](#)
- [Runtime and ActiveX Errors](#)

## Financial Reporting Print Server Startup

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

**Solution:** Follow these steps:

1. Ensure that HRPrinters (HRPrinter1, HRPrinter2, and so forth) exist on the client machine and that they point to a valid file system folder (for example, `C:/Program Files/Oracle/FinancialReportingStudio/products/financialreporting/PDFOutput`).
2. Ensure that you have created and started the FR Print Server service.
3. Verify that 32-bit Ghostscript is installed.
4. Check the `FRPrintLogging.log` file in `EPM_ORACLE_INSTANCE/diagnostics/logs/FinancialReporting`.
5. Verify that the `PrintServers` property in FR MBeans shows the Financial Reporting Print Server machine and port.

The default port is 8297.

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

6. Verify that you can reach the Financial Reporting Print Server server name and port from the Financial Reporting Web Application server machine.

## Runtime and ActiveX Errors

**Issue:** A series of runtime and ActiveX errors is displayed during Oracle Hyperion Financial Reporting Studio, login.

**Solution:** Run `HRRunAnt .cmd`, reboot, and log in.

## Web Analysis

### Subtopics

- [Error Connecting to SAP BW](#)
- [BEx Query Not Listed](#)

## Error Connecting to SAP BW

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

**Solution:** Install and configure SAP JCo.

## BEx Query Not Listed

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

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



# Financial Performance Management Applications

## In This Chapter

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## Financial Performance Management Application Upgrades

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

## Financial Management Application Upgrades

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

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

**Solution:** Run HFM Application Upgrade\_x64.exe (for 64-bit systems) or HFM Application Upgrade.exe (for 32-bit systems) from `EPM_ORACLE_HOME/products/FinancialManagement/server` to override the database lock, and upgrade the database.

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

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

**Issue:** The **Upgrade applications from earlier release** task succeeds, but the application fails to open in EPM Workspace, and the Financial Management event log contains this message: Server/Cluster is incorrectly configured. Please reconfigure your Cluster or Server connection.

**Solution:** Reregister applications manually through EPM Workspace to correct the assigned cluster name. After all applications are registered, restart Foundation Services and the Web server.

## Planning Applications Not Visible in EPM Workspace

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

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

## Planning

### Subtopics

- [Planning and Administration Services](#)
- [Performance Issues](#)
- [Multibyte Characters](#)
- [Using Planning in a Non-English Environment](#)

## Planning and Administration Services

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

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

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

## Performance Issues

- **Issue:** You use an Oracle database and want to improve the performance of Database Refresh.

**Solution:** Ensure that `CURSOR_SHARING` in Oracle is set to `EXACT` (the default setting).

- **Issue:** You want to improve Planning, performance.

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

**Note:** Oracle recommends working with a consultant to assess your environment.

## Multibyte Characters

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

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

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

## Using Planning in a Non-English Environment

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

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

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

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

# Financial Management

## Subtopics

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

The Financial Management log viewer in the `EPM_ORACLE_HOME/products/FinancialManagement/Utilities` directory is useful for troubleshooting Financial Management issues.

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

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

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

**Note:** If you experience problems installing or running Shared Services or have issues with external authentication, see [“Shared Services” on page 87](#).

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

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

For more information about error logs, see [Chapter 3, “Using EPM System Logs.”](#)

## Installation with FDM on Windows 64-Bit System

**Issue:** After installing Financial Management and FDM on 64-bit Windows 2008 with the Oracle Database 11i 64-bit client, then installing Oracle Database 32-bit client on the same machine so

that FDM works, you can no longer open Financial Management applications. A test UDL produces an error message saying that the Oracle OLE DB provider is no longer available.

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

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

## Accessing Financial Management

### Subtopics

- [Failure Accessing Financial Management Through EPM Workspace](#)
- [Financial Management Logon Failure](#)
- [Privileges for IIS](#)

### Failure Accessing Financial Management Through EPM Workspace

**Issue:** You have difficulty accessing Financial Management.

**Solution:** Perform these steps:

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

URL	Expected Result	What to Check if the Result is Different
<code>http://Web server:port/workspace/</code>	EPM Workspace splash screen is displayed, and a new browser window opens with the logon page.	<ul style="list-style-type: none"> <li>● EPM Workspace Web server is running on the specified port.</li> <li>● EPM Workspace Web application is running.</li> <li>● Web server configuration files point to correct host name and port.</li> </ul>
<code>http://hfmserver:hfmpport/hfm/</code>	A page is displayed that says only "hfm."	<ul style="list-style-type: none"> <li>● The Financial Management Web server is running.</li> <li>● Web server configuration files point to the correct host name and port for the Financial Management Web server.</li> </ul>
<code>http://webserver:webport/hfm/</code>	A page is displayed that says only "hfm."	The Financial Management Web server is running.

For detailed instructions on configuring the Web server, see Chapter 4, “Configuring EPM System Products,” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

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

## Financial Management Logon Failure

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

**Solution:** Verify these items:

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

► To check the authentication method:

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

## Privileges for IIS

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

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

## Connection Issues

### Subtopics

- [Financial Management Connection Failure](#)
- [Failure after a Computer Restart](#)
- [Database Connection Failure](#)
- [SQL Server Connection Failure](#)

## Financial Management Connection Failure

**Issue:** If the DCOM launching user is set to a local machine account, domain users cannot log on to some modules. Example: If you log on to a workstation with a user ID on Domain A, and



log on to Financial Management with a user ID on Domain B (or any domain that Domain B can access), you cannot connect to a Financial Management server on Domain B.

**Solution:** Perform an action:

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

---

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

---

## Failure after a Computer Restart

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

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

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

## Database Connection Failure

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

**Solution:**

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

## SQL Server Connection Failure

- **Issue:** You cannot connect to SQL Server or receive this error message: SQL Server: Test connection failed because of an error in initializing provider. Client unable to establish connection.
- **Possible Solutions:**

- Windows authentication may have been used instead of Microsoft SQL Server authentication. Oracle recommends using SQL Server authentication. See [“Verifying Microsoft SQL Server Authentication Settings” on page 130.](#)
- The system may be using the Microsoft SQL Server default setting to connect to the database using named pipes instead of TCP/IP. Connection through TCP/IP is required. See [“Establishing the SQL Server Connection Using TCP/IP” on page 130.](#)

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

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

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

### Verifying Microsoft SQL Server Authentication Settings

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

## Rights Required for Installation

**Issue:** You have difficulty installing and configuring Financial Management.

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

## Large Data or File Load Failure

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

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

## Sticky Server Attempts to Redirect User

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

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

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

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

- Add this registry setting to each Web server and Financial Management Win32 client machine:  

```
HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Client\Clusters\machine name
```
- Verify any specific DCOM issues by setting up the appropriate logging. HKLM\Microsoft\Ole\CallFailureLoggingLevel and ActivationFailureLoggingLevel are enabled on all servers, and the login audit policy is set to both Success and Failure.

## EnableServerLocking Option

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

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

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

1. Locate this key:

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

2. Add this parameter for the key:

```
"EnableServerLocking"=dword:00000001
```

## JRF WebServices Asynchronous Services

**Issue:** You encounter this error message when deploying Financial Management:

Please install missing templates: Oracle JRF WebServices Asynchronous services.

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

## Financial Close Management

### Subtopics

- [General Financial Close Management Troubleshooting Tips](#)
- [Enabling OWSM Logging](#)
- [SOA JVM Tuning](#)
- [Financial Close Management Installation and Configuration Issues](#)
- [Financial Close Management Schedule Execution Issues](#)

## General Financial Close Management Troubleshooting Tips

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

- WebLogic Administration Server
  - AdminServer.log
  - AdminServer-diagnostic.log
- SOA
  - soa\_server1.log
  - soa\_server1-diagnostic.log
- Financial Close Management: FinancialClose.log
- Foundation Services: FoundationServices0.log

See [Chapter 3, “Using EPM System Logs.”](#)

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

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

## Enabling OWSM Logging

1. Open `logging.xml` in `MIDDLEWARE_HOME/user_projects/domains/domain name/config/fmwconfig/servers/managed server name`.
2. Change the `logger name="oracle.wsm"` value as follows:

```
<logger name="oracle.wsm" level="TRACE:32" useParentHandlers="false">
<handler name="odl-handler"/>
</logger>
```

**Note:** FINEST-level log messages are recorded in the log folder of the managed server; for example, `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/FinancialClose0/logs/FinancialClose0.out`.

## SOA JVM Tuning

The default SOA heap size setting for 64-bit JRockit JVM is `-Xms768m -Xmx1536m`. You can increase the SOA heap size as needed for large installations. For example, to set both the initial and maximum SOA heap size to 2 GB, open the `MIDDLEWARE_HOME/user_projects/domains/EPMSysstem/bin/setSOADomainEnv.cmd` file with a text editor, and set `PORT_MEM_ARGS=-Xms2048m -Xmx2048m -XXcompressedRefs:size=32GB`.

# Financial Close Management Installation and Configuration Issues

## Subtopics

- [Financial Close Management Server Timeout](#)
- [WebLogic Timeout](#)
- [Web Services Unavailable](#)
- [Startup Order](#)
- [Financial Close Management Launch from EPM Workspace](#)
- [Financial Close Management Web Application Startup](#)
- [Financial Close Management E-Mail Not Received](#)
- [E-Mail Content Errors](#)
- [Connections from E-Mail Notifications](#)
- [Language Settings for E-Mail Notifications](#)
- [Financial Close Management User Provisioning](#)
- [Logon Access from E-Mail](#)
- [Domain Configuration](#)
- [RCU Schemas for SQLServer](#)
- [Repeated Warning of Unavailable Bean](#)
- [Deployment to SOA Server During Financial Close Management Configuration](#)

**Note:** You can validate your Financial Close Management installation and setup with the FCM Validator utility, which is available from My Oracle Support.

## Financial Close Management Server Timeout

**Issue:** When you attempt to import a task set into a template, the import either freezes or creates duplicates in the template. The `FinancialClose.log` file includes this error message:

```
ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)' has been busy for "623" seconds working on the request "weblogic.servlet.internal.ServletRequestImpl
```

The `FinancialClose.log` file also includes this trace message:

```
Thread-64 "[STUCK] ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)'" <alive, suspended, priority=1, DAEMON>
oracle.jbo.server.ViewObjectImpl.getApplyAllViewCriteria(ViewObjectImpl.java:8043)
oracle.jbo.server.ViewRowSetImpl.getWhereClauseParamsFromVcVars(ViewRowSetImpl.java:4588)
oracle.jbo.server.ViewRowSetImpl.getParameters(ViewRowSetImpl.java:5906)
oracle.jbo.server.ViewRowSetImpl.getRowFilter(ViewRowSetImpl.java:625)
oracle.jbo.server.ViewRowSetImpl.execute(ViewRowSetImpl.java:1008)
oracle.jbo.server.ViewRowSetImpl.executeQueryForMasters(ViewRowSetImpl.java:1291)
oracle.jbo.server.ViewRowSetImpl.executeQueryForMode(ViewRowSetImpl.java:1221)
oracle.jbo.server.ViewRowSetImpl.executeQuery(ViewRowSetImpl.java:1213)
oracle.jbo.server.ViewObjectImpl.executeQuery(ViewObjectImpl.java:6097)
^-- Holding lock: oracle.jbo.JboSyncLock@376adc6[thin lock]
^-- Holding lock: oracle.jbo.JboSyncLock@376adc6[thin lock]
oracle.apps.epm.fcc.model.applicationModule.scheduling.TaskScheduling
$TaskCriticalPath._loadPredecessors(TaskScheduling.java:1462)
```

**Solution:** Change three settings to increase the timeout settings for the Financial Close Management server.

1. From WebLogic Admin Server Console, select *domain name*, then **Environment**, and then **Servers**.
2. Click the **FinancialClose0** server name in the right side panel.
3. On the **Configuration** tab:
  - a. On the **Tuning** subtab and increase the **Stuck Thread Max Time** value.
  - b. On the **OverLoad** subtab, increase the **Max Stuck Thread Time** value.
4. On the **Protocols** tab, increase the **Complete Message Timeout** value.

## WebLogic Timeout

**Issue:** The `FinancialClose.log` file contains this error message:

```
weblogic.transaction.internal.TimedOutException: Transaction timed out  
after xx seconds
```

**Solution:** Using the WebLogic Administration Console, increase the JTA Timeout setting:

1. Log on to `http://host name:7001/console`.
2. Select **Domain Structure** then **Services**, and then the **JTA** page.
3. On the **JTA** tab, change the **Timeout Seconds** setting to 300.
4. Click **Save**.
5. Click **Activate Changes**.

## Web Services Unavailable

**Issue:** The SOA Suite server cannot invoke Web services if they are on different machines, and this error is logged:

```
oracle.wsm.security.SecurityException: WSM-00060 : error in time stamp  
validation
```

**Solution:** Check the time on both machines and reset the time on one machine to ensure that the difference between the machines is less than 5 minutes.

To see more details about the error, enable OWSM logging. See [“Enabling OWSM Logging” on page 133](#).

For more information, see Chapter 15, “Diagnosing Problems,” in the *Oracle® Fusion Middleware Security and Administrator's Guide for Web Services* ([http://download.oracle.com/docs/cd/E12839\\_01/web.1111/b32511/diagnosing.htm#CHDIDCHA](http://download.oracle.com/docs/cd/E12839_01/web.1111/b32511/diagnosing.htm#CHDIDCHA)).

## Startup Order

**Issue:** Mediators are invalidated because services and servers start in the wrong order.

**Note:** If you applied a maintenance release, you must follow a new start order for Release 11.1.2.1.

**Solution:** Change the startup type for the services in the following list to Manual, and start the services and servers in this order:

1. WebLogic Administration Server
2. Hyperion Foundation Services - Managed Server
3. Oracle HTTP Server - Oracle Process Manager (*ohsInstanceInstance Number*)
4. These services in any order:
  - Oracle Financial Close Management - Web Application
  - Financial Management Web Services Managed Server, if you're using Financial Management with Financial Close Management
  - FDM Web application, if you're using FDM with Financial Close Management
  - Financial Reporting Web application, if you're using Oracle Hyperion Financial Reporting with Financial Close Management
5. Oracle SOA Managed Server

If the services start automatically, Hyperion Foundation Services - Managed Server and Oracle Financial Close Management - Web Application may start before the WebLogic Administration Server.

---

**Caution!** If you started the SOA server to configure Financial Close Management, stop it before starting Oracle Enterprise Performance Management System services.

---

## Financial Close Management Launch from EPM Workspace

**Issue:** On the EPM Workspace Navigate menu, the Financial Close Management application may be displayed as `#{CloseManager}`. If you click `#{CloseManager}`, these errors are logged:

```
Invalid or could not find module configuration.
```

```
Required application module fcc.calendar is not configured. Please contact your administrator.
```

**Solution:** Start the Financial Close Management Web application:

1. Log on to the WebLogic Administration Console (`http://WebLogic Admin host:WebLogic Admin port/console`).
2. On the **Domain Structure** panel, click **Deployments**.
3. Check whether the FinancialClose application is in an Active state.
4. If the FinancialClose application state is not Active, start the application by clicking **Start** and selecting **Serving all Requests**.



## Financial Close Management Web Application Startup

**Issue:** Financial Close Management fails to start.

**Solution:** Use the WebLogic Administration Console to ensure that the FinancialClose application is active.

## Financial Close Management E-Mail Not Received

**Issue:** You cannot receive test e-mail or e-mail from Financial Close Management after verifying that the e-mail driver is configured with correct information.

**Solution:** Follow these steps:

1. Go to Enterprise Manager ([http://WebLogic\\_Admin\\_Host:WebLogic\\_Admin\\_Port/em](http://WebLogic_Admin_Host:WebLogic_Admin_Port/em)), and log in as the WebLogic administrator user.
2. Expand the **User Messaging Service** folder, right-click **usermessagingdriver-email(soa\_server1)**, and select **Email Driver Properties**.
3. Ensure that the **Sender Addresses** and **Default Sender Address** fields in the common configuration section do not contain addresses.
4. Ensure that only the properties listed in the “Configuring the E-mail Driver” section of the *Oracle Enterprise Performance Management System Installation and Configuration Guide* are specified.

## E-Mail Content Errors

**Issue:** Financial Close Management e-mail messages lack content or show Error 500 in place of content.

**Solution:** Follow these steps:

1. Connect to the SOAINFRA schema.
2. Run `select * from WFTASKDISPLAY`.
3. If the `PARTITIONNAME` and `COMPOSITEVERSION` columns do not have the values 'default' and 1.0, respectively, run these commands:

```
update WFTASKDISPLAY set PARTITIONNAME = 'default';
update WFTASKDISPLAY set COMPOSITEVERSION = '1.0';
commit;
```

## Connections from E-Mail Notifications

**Issue:** When you click a link in an e-mail notification and then enter your credentials in the login screen that opens, you are directed to a page that says you cannot connect.

**Solution:** Follow these steps:

1. Navigate to `MIDDLEWARE_HOME/user_projects/domains/EPM_System/bin`.
2. Open `setDomainEnv.cmd` with a text editor, and locate this line:

```
set JAVA_OPTIONS=%JAVA_OPTIONS% %JAVA_PROPERTIES% -
Dwlw.iterativeDev=%iterativeDevFlag% -Dwlw.testConsole=
%testConsoleFlag% -Dwlw.logErrorsToConsole=%logErrorsToConsoleFlag%
```

3. Add this setting at the end of the line:

```
-DchangeSessionIdOnAuthentication=false
```

The edited line reads as follows:

```
set JAVA_OPTIONS=%JAVA_OPTIONS% %JAVA_PROPERTIES% -
Dwlw.iterativeDev=%iterativeDevFlag% -Dwlw.testConsole=
%testConsoleFlag% -Dwlw.logErrorsToConsole=%logErrorsToConsoleFlag%
-DchangeSessionIdOnAuthentication=false
```

4. Restart all managed servers on the machine, including WebLogic Administration Server.

**Note:** For a multinode installation, you must follow these steps on each machine.

If no Windows services have been set up, as in a new environment, no additional steps are needed.

For an environment with Windows services already set up, follow these additional steps:

- If WebLogic Administration Server and SOA Server are set up as Windows services:
  1. From the Windows Control Panel, select **Administrative Tools** and then **Services**.
  2. For each Windows service:
    - a. Right-click the listing for the service.
    - b. Select **Properties**.
    - c. Copy the **Display Name** entry for the service.
  3. From the Windows **Start** menu, select **Run** and enter `regedit` to open Registry Editor.
  4. Select **Edit** and then **Find**, and search for the display name of the Windows service.
  5. Expand the highlighted node, and click **Parameters**.
  6. In the panel on the right, right-click the **CmdLine** parameter name, and select **Modify**.
  7. Add the Java option `-DchangeSessionIdOnAuthentication=false` after all `-XX` options.

**Note:** Where you insert the Java option does not matter as long as it is with other Java options.

- If Foundation Services and Financial Close Management are set up as Windows services:
  1. Run `regedit`.
  2. Edit `HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\FinancialClose0\HyS9FinancialClose` and `HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\FoundationServices0\HyS9FinancialClose` to make these changes for the

Financial Close Management and Oracle Hyperion Foundation Services managed servers, respectively:

- a. Increase the `JVMOptionCount` setting by 1.
- b. Right-click the right panel of the Registry Editor, and select **New** and then **String Value**.

An entry `New Value #n` is added to the panel.

- c. Change the name of `New Value #` to `JVMOptionn`, where *n* is the same number that you entered for `JVMOptionCount`.
- d. Right mouse -click the new entry, select **Modify**, and enter the new Java option - `DchangeSessionIdOnAuthentication=false` for its value.

## Language Settings for E-Mail Notifications

**Issue:** A user wants to receive e-mail notifications in a language different from the default language specified on the SOA server.

**Solution:** Specify the user's language preference in the identity store. For example, with an LDAP-based identity store:

1. Connect to the identity store.
2. Navigate to the user entry.
3. Add or set the `preferredLanguage` attribute.

## Financial Close Management User Provisioning

**Issue:** Financial Close Management does not show up in Shared Services, and therefore users cannot be provisioned with Financial Close Management roles.

**Solution:** This issue indicates that Financial Close Management registration with Shared Services failed. To force Financial Close Management reregistration with Shared Services:

1. Search the `financialclose_1_config.xml` file for this string: `hubRegistration`.

The `financialclose_1_config.xml` file is in `EPM_ORACLE_INSTANCE/config/foundation/11.1.2.0/product/financialclose/11.1.2.0`

`MIDDLEWARE_HOME`

2. Replace this line:

```
<property name="hubRegistration">Configured</property>
```

with this line:

```
<property name="hubRegistration">Pending</property>
```

3. Rerun EPM System Configurator, and select only the top node of Financial Close Management.

## Logon Access from E-Mail

**Issue:** After configuring MSAD, you can launch schedules and run tasks, but you cannot log on through the **Task Action** link in e-mail messages.

**Solution:** Verify that the **User From Name Filter** that is specified for your MSAD security provider is using the correct attribute for your user name (for example, (&(SAMAccountName=%u)(objectclass=user)).

## Domain Configuration

**Issue:** Attempting to deploy the Financial Close Management Web application from EPM System Configurator by extending the existing domain produces this error message:

```
EPMCFG-10072: Supplied admin user password for the "<domain path>" domain is incorrect. Please review the domain configuration and provide correct user password.
```

**Solution:** Add a security folder under *domain/servers/AdminServer*, and then add a *boot.properties* file in the security folder.

Example of *boot.properties* file:

```
username=weblogic (WebLogic admin user name in clear text)
password=welcome1 (WebLogic admin password in clear text)
```

## RCU Schemas for SQLServer

**Issue:** You cannot create Repository Creation Utility (RCU) schemas for SQLServer.

**Solution:** Run these two commands against SQLServer, using the system administrator login:

- ALTER database <RCU database name> SET READ\_COMMITTED\_SNAPSHOT ON
- ALTER database <RCU database name> COLLATE SQL\_Latin1\_General\_CP1\_CS\_AS

For more information, see “Financial Close Management Installation and Configuration Prerequisites and Roadmap” in Chapter 3, “Installing EPM System Products,” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

## Repeated Warning of Unavailable Bean

**Issue:** When you apply a maintenance release, this warning repeats endlessly in the SOA Server log:

```
<Warning><oracle.wsm.resources.policyaccess><WSM-06217><An instance of the interface oracle.wsm.policymanager.IDocumentManager bean for a remote repository wasnot available for configuring the oracle.wsm.policymanager.accessor.BeanAccessor repository accessor for the default context.>
```

**Solution:** Verify that all targets for wsm-pm application are also targets for the mds-owsm datasource:

1. Log on to `hostname:7001/console`.
2. In the left panel, click **Deployments**, and check the targets listed for the wsm-pm application.
3. Click **Data Sources**, and check the targets for mds-owsm.
4. Add any wsm-pm application targets that are not already listed for the mds-owsm datasource.

## Deployment to SOA Server During Financial Close Management Configuration

**Issue:** This error message is displayed in the Summary section of the RCU configuration wizard:

```
ORA-01450 maximum key length exceeded
```

**Solution:** Increase the `DB_BLOCK_SIZE` setting.

**Issue:** The SOA log includes error messages about missing columns or a table or view that does not exist. These errors indicate that the SOAINFRA database schema generated by RCU is incompatible with the version of SOA Suite server that is installed.

**Solution:** Ensure that you have installed compatible versions of RCU and SOA Suite.

**Tip:** Oracle recommends that you download RCU and SOA Suite from the “Oracle Enterprise Performance Management System” Media Pack from Oracle® E-Delivery (<http://edelivery.oracle.com/>) and install them. The media pack contains the correct versions of RCU and SOA Suite.

To compare your SOA Suite and RCU versions, check the `version.properties` files in these folders:

- RCU—`rcuHome/rcu/integration/soainfra`
- SOA Suite—`MIDDLEWARE_HOME/Oracle_SOA1/rcu/integration/soainfra`

**Issue:** If you run the Deploy to SOA task from Oracle Hyperion Enterprise Performance Management System Configurator when applying a maintenance release, the task fails with this error message:

```
Failed deploying composite, status is: 500, error: Error during deployment: Deployment Failed: Unable to find a WSDL that has a definition for service
```

**Solution:** Consult the *Oracle Hyperion Enterprise Performance Management System Certification Matrix* ([http://www.oracle.com/technology/software/products/ias/files/fusion\\_certification.html](http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html)), and install the correct SOA server for Release 11.1.2.1.

**Note:** Ensure that the prerequisites for a maintenance release installation are met. See “Maintenance Release Installation Checklist” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

**Issue:** You cannot configure SOA Server for SQLServer.

**Solution:** Enable XA Transactions at the operating system and SQLServer levels.

For more information, see “Financial Close Management Installation and Configuration Prerequisites and Roadmap” in Chapter 3, “Installing EPM System Products,” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

## Financial Close Management Schedule Execution Issues

### Subtopics

- [E-Mail Setup Verification](#)
- [Invalid XID](#)
- [Connection Resource Allocation Error](#)
- [Invalid Mediator](#)
- [Schedule Status](#)

### E-Mail Setup Verification

**Note:** If you upgrade to Oracle Fusion Middleware PS3 after you enter your SOA e-mail settings, verify that the settings are still correct.

**Issue:** You need to ensure that you receive e-mail notifications.

**Solutions:** Use this procedure to verify that you are set up correctly to receive e-mail notifications:

1. In Enterprise Manager, expand the SOA folder.
2. Right-click **soa-infra (soa\_server1)**, click **Service Engines**, click **Human Workflow**, click **Notification Management**, and then click **Send Test Notification**.
3. Enter a SentTo e-mail address, select “EMAIL as channel,” enter a test message, and click Send.

You will receive the test message by e-mail if the settings are correct.

### Invalid XID

**Issue:** This error message is generated when SOA server attempts to connect to the database:

```
The XID is not valid start() failed on resource '[connection pool]'
```

This error can occur with JDBC data sources using XA drivers.

**Solution:** Change the XA Transaction Timeout setting for the data source:

1. In the WebLogic Admin Console (<http://WebLogic Admin host:WebLogic Admin port/console>), select **Services**, then **JDBC**, then **Datasources**, then **SOADataSource**, and then **Transactions**.

2. Select **Set XA Transaction Timeout**.
3. Set **XA Transaction Timeout to 0**.

## Connection Resource Allocation Error

**Issue:** The Financial Close Management log includes this error message:

```
java.sql.SQLException: Could not retrieve datasource via JNDI url 'jdbc/  
data source' weblogic.jdbc.extensions.PoolDisabledSQLException:  
weblogic.common.resourcepool.ResourceDisabledException: Pool data  
source is Suspended, cannot allocate resources to applications..]
```

This message indicates that you have exceeded the maximum connections allowed in the connection pool for the specified data source.

**Solution:** Increase the capacity of the connection pool:

1. In the WebLogic Administration Console (<http://WebLogic Admin host:WebLogic Admin port/console>), select **Services**, then **JDBC**, and then **Datasources**.
2. Select your data source, then **Connection Pool**, and then **Maximum Capacity**.
3. Edit data source settings to increase their capacity.

The recommended setting for the `financialclose_datasource` setting is 150, but you can use a different number according to your installation requirements.

## Invalid Mediator

**Issue:** An system-automated task fails because an invalid mediator is invoked.

The following error is logged in `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/managed_server_name/logs/soa_server1-diagnostic.log`:

```
oracle.fabric.common.FabricInvocationException: Unable to access the  
following endpoint(s): http://host:8001/soa-infra/services/default/  
Mediator100000000002001Composite
```

**Note:** Mediator composites become invalid when required a Web service that communicates with the mediators is not running. To determine whether a mediator is invalid, log on to Enterprise Manager (<http://WebLogic Admin host:WebLogic Admin port/em>), select **SOA** from the left panel, select **soa-infra(soa\_server1)**, and then click the **Deployed Composite** tab.

**Solution:** Ensure that the startup order for services is correct; see “[Startup Order](#)” on page 135. Then fix the invalid mediator composites:

1. Stop the SOA Suite server.
2. Ensure that the Web service communicating with the mediators (for example, `FMWebservices0`) is running.

- Restart the SOA Suite server.

If restarting the Oracle SOA Suite server does not fix the invalidated mediators, then reimport the integration XML file (`FMIntegrationTypes.xml` for Financial Management).

## Schedule Status

**Issue:** Tasks fail to start or task submissions fail. The SOA diagnostic log shows this error, indicating that the SOA server cannot connect to the MSAD server:

```
[soa_server1] [ERROR] [OVD-60143]
[oracle.ods.virtualization.engine.backend.jndi.MSAD.BackendJNDI] [tid:
[ACTIVE].ExecuteThread: '14' for queue: 'weblogic.kernel.Default (self-tuning)']
[userId: cfndmr] [ecid: 0000J5qkW1R4epYVLqESOA1EBZ6^0003dU,1:23453] [APP: soa-infra]
[#MSAD] Unable to create connection to ldap://[ldapcml.XXXX.ad]:389 as
CN=XXXXX,OU=ServiceAccounts,DC=XXXX,DC=ad. [[ javax.naming.NamingException: No LDAP
connection available to process request for DN:
CN=XXXXX,OU=ServiceAccounts,DC=XXXXX,DC=ad
```

**Solution:** Modify the LibOVD Adapter configuration to increase the AD LDAP Adapter connection pool to 100:

- Navigate to the SOA Oracle home directory; for example, `MIDDLEWARE_HOME/Oracle_SOA1/common/bin`.
- Run `wlst.sh` (UNIX) or `wlst.cmd` (Windows).
- Connect to WebLogic Administration Server using the `connect()` command.
- Enter this command:

```
modifyLDAPAdapter(adapterName='MSAD', attribute='MaxPoolSize',
value=100)
```

- Stop and restart WebLogic Administration Server and the managed server in which SOA application is running to activate the new connection pool setting.

**Note:** If the `wlst` command fails, manually edit this file on Weblogic Administration Server to increase the `MaxPoolSize` for MSAD adapter to 100:

```
MIDDLEWARE_HOME/user_projects/domains/EPMSysstem/config/fmwconfig/
ovd/default/adapters.os_xml
```

Stop and restart WebLogic Administration Server and the managed server in which SOA application is running to activate the new connection pool setting.

All issues addressed in this section indicate that tasks have not started as expected.

**Issue:** Schedule status does not change from Pending or reverts to Pending after being set to Open.

**Solution:** A schedule status reverting to Pending indicates that an error occurred when the main orchestration composite to SOA server was created and deployed. Follow these steps to locate and resolve the error:



1. Check `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/SOA managed server name/Logs/soa_server1-diagnostic.log` for any exceptions in the SOA server at the time the status reverted. An exception might indicate, for example, that the SOA server ran out of memory.
2. Check `MIDDLEWARE_HOME/user_projects/domains/domain name/servers/ managed server name/Logs/FinancialClose.log` for errors that occurred in the Financial Close Management managed server.

**Note:** You can increase the logging level to get more debugging information by editing the `logging.xml` in `MIDDLEWARE_HOME/user_projects/domains/domain name/ config/fmwconfig/servers/managed server name`. to change the level to `TRACE:32`.

3. If you see the following `NullPointerException` in `FinancialClose.log`, log on to the database and ensure that the `TEMPLATE_CONTENT` column of `FCC_COMPOSITE_TEMPLATES` is populated:

```
Exception NullPointerException has occurred in
fcc.model.applicationModule.bpel.CompositeGenerator.generateComposit
eArtifacts() [line:120] after the invocation of method:
fcc.model.applicationModule.IntegrationTypeManager.handleIntTypeMedi
ator() [line:470]
```

4. Ensure that the SOA managed server and the WebLogic Administration Console server are both running.

An error message resembling this one indicates that the SOA managed server is not running:

```
[2010-07-27T14:14:25.094-04:00] [FinancialClose0] [ERROR] []
[oracle.apps.epm.fcc.model]
[tid: 23] [userId: admin] [ecid: 0000IcL7CiR1BhMLUM5Eic1CJPkU0000um,0] [SRC_CLASS:
oracle.apps.epm.fcc.model.applicationModule.bpel.CompositeDeployer] [APP:
FinancialClose] [SRC_METHOD: m_executeCommand] Can't find resource for bundle
java.util.PropertyResourceBundle, key Failed deploying the composite[[
java.net.ConnectException: Connection refused: connect
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.PlainSocketImpl.doConnect(PlainSocketImpl.java:333)
at java.net.PlainSocketImpl.connectToAddress(PlainSocketImpl.java:195)
```

An error message resembling this one indicates that the WebLogic Administration Console server is not running:

```
[2010-07-23T16:56:47.266-04:00] [FinancialClose0] [ERROR] []
[oracle.apps.epm.fcc.model]
[tid: 15] [userId: admin] [ecid: 0000Ic160D^2FSYVLqaQOA1CIS1300006t,0] [SRC_CLASS:
oracle.apps.epm.fcc.model.applicationModule.SOAServerManager] [APP: FinancialClose]
[SRC_METHOD: _initJMXConnector] [[
java.io.IOException
at
weblogic.management.remote.common.ClientProviderBase.makeConnection(ClientProviderBa
se.j
ava:195)
at
weblogic.management.remote.common.ClientProviderBase.newJMXConnector(ClientProviderB
```

```
ase.  
java:83)  
at  
javax.management.remote.JMXConnectorFactory.newJMXConnector(JMXConnectorFactory.java  
:  
338)
```

**Issue:** Tasks do not start after the schedule is set to Open status.

**Solution:** After the schedule is set to Open status, any tasks that have start times in the past and that have no predecessors should change to Open Running status. Ensure that your system is configured correctly.

If tasks do not start when the data sources are configured correctly, follow these steps:

1. Log on to the Enterprise Manager console (<http://WebLogic Admin host:WebLogic Admin port/em>).
2. On the left, expand **SOA** and then **soa-infra (soa\_server1)**.
3. In the **Deployed Composites** list in the Dashboard on the right, click **MainOrchXXXComposite** (at the top of the table), which is the composite for the most recently opened schedule.

- If no MainOrchxxComposite has been created, run `epmsys_registry.bat view FINANCIAL_CLOSE_PRODUCT/LOGICAL_WEB_APP/FINANCIAL_CLOSE_WEB_APP/APP_SERVER` to determine whether `adminHost` and `adminPort` properties exist.

If `adminHost` and `adminPort` properties do not exist, then Financial Close Management is not linked to the correct APP\_SERVER component, which is **WebLogic 10 (APP\_SERVER)**. There must be two instances of APP\_SERVER components in the registry. Make a note of the both APP\_SERVER component ID, and run these commands to resolve the issue:

- a. `epmsys_registry.bat removelink # Financial Close Management Product ID # Wrong APP_SEVER Component ID`
  - b. `epmsys_registry.bat createlink # Financial Close Management Product ID # Correct APP_SEVER Component ID`
- If the number of instances is zero, which indicates that an error may have occurred during event configuration, verify the EDN setup:
    - a. If SOA server was configured using MS SQL Server, check EDN settings as follows:
      - Log on to the Oracle Enterprise Manager console (<http://WebLogic Admin host:WebLogic Admin port/em>), and ensure that the event is set to EDN-JMS mode.
      - Log on to WebLogic Administration Console (<http://WebLogic Admin host:WebLogic Admin port/console>) and ensure that these conditions are true:
        - EDNDataSource and EDNLocalTxDataSource JDBC data sources are deleted.
        - The EDN-JMS foreign JNDI provider is set up correctly.

- b. If the SOA server was configured using Oracle Database, log on to WebLogic Administration Console (<http://WebLogic Admin host:WebLogic Admin port/console>), and ensure that the EDNDataSource and EDNLocalTxDataSource data sources are targeted to both the Financial Close Management managed server and the SOA server.

**Tip:** If you are using Oracle Database, you can check all events published to the SOA server at [http://SOA\\_server\\_host:8001/soa-infra/events/edn-db-log](http://SOA_server_host:8001/soa-infra/events/edn-db-log).

- If the number of instances for the main orchestration composite is 1 or greater and you see no other issues with the main orchestration composite, click **FCCTaskExecutionComposite**, which is the composite that executes each task in the schedule. Check for any Recent Fault and Rejected Messages for the task execution composite in the Dashboard.

**Tip:** Ensure that the RECORDSTR column of the WL\_LLRR\_FINANCIALCLOSE0 table has a width of 4000.

- Check `MIDDLEWARE_HOME/user_projects/domains/domain_name/servers/SOA_managed_server_name/Logs/soa_server1-diagnostic.log` for exceptions in the SOA server at the time the schedule status was set to Open.

An exception in the SOA diagnostic log might indicate, for example, that the business event was not published correctly or that SOA data sources were suspended.

- Common errors to look for in the SOA log:

- Caused by: `java.security.cert.CertificateExpiredException: NotAfter: Thu Aug 26 17:37:01 EDT 2010 at sun.security.x509.CertificateValidity.valid(CertificateValidity.java:256) at sun.security.x509.X509CertImpl.checkValidity(X509CertImpl.java:570) at sun.security.x509.X509CertImpl.checkValidity(X509CertImpl.java:543) at oracle.wsm.security.jps.WsmKeyStore.getJavaCertificate(WsmKeyStore.java:505)`

This error indicates that the keystore has expired. Recreate it, and then copy the keystore files to the correct Oracle Fusion Middleware config folder. For instructions, see “Configuring the Keystore for Oracle Web Services Manager” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

- `[ecid: 0000IghXWnOcknYVLqNM8A1CZoZd0000DK,0:1:0x5f5e458:3:100000862] [APP: soa-infra] <BaseCubeSessionBean:: log error> Error while invoking bean "cube delivery": Exception not handled by the Collaxa Cube system.[[ an unhandled exception has been thrown in the Collaxa Cube systemr; exception reported is: "ORABPEL-00000 Exception not handled by the`

```

Collaxa Cube system. an unhandled exception has been thrown in
the Collaxa Cube systemr; exception reported is: "Local
Exception Stack: Exception [EclipseLink-4002] (Eclipse
Persistence Services - 1.2.0.v20091016-r5565):
org.eclipse.persistence.exceptions.DatabaseException Internal
Exception: java.sql.SQLException: Internal error: Cannot
obtain XAConnection
weblogic.common.resourcepool.ResourceDeadException:
0:weblogic.common.ResourceException: Listener refused the
connection with the following error: ORA-12516, TNS:listener
could not find available handler with matching protocol stack
at
weblogic.common.resourcepool.ResourcePoolImpl.reserveResourceI
nternal(ResourcePoolImpl.java:436) at
weblogic.common.resourcepool.ResourcePoolImpl.reserveResource(
ResourcePoolImpl.java:332) at
weblogic.jdbc.common.internal.ConnectionPool.reserve(Connectio
nPool.java:433) at
weblogic.jdbc.common.internal.ConnectionPool.reserve(Connectio
nPool.java:316) at
weblogic.jdbc.common.internal.ConnectionPoolManager.reserve(Co
nnectionPoolManager.java:93)

```

This error indicates that the database server cannot handle the load. Increase the PROCESSES parameter value of the database.

- o FabricInvocationException[[
 javax.xml.ws.soap.SOAPFaultException: Transaction timed out
 after 31 seconds.

This error indicates that the database server cannot handle the load, and the call from SOA timed out. Increase the JTA configuration of this WebLogic Server domain: From WebLogic Admin Server Console, go to the **JTA** tab, and increase the value of **Timeout Seconds**.

- o ORABPEL-10509 User not found. User "#error:noapi#" is not found in configuration "jazn.com"...

The most likely cause of this error is that Financial Close Management failed to retrieve user ID from Shared Services. Check the JDBC data source EPMSysRegistry in your WebLogic Administration Console to ensure that the connection pool is large enough to handle the number of calls to retrieve user IDs. Connection pool size requirements vary, but the connection pool should exceed the number of close tasks that could start at the same time in the close process. For example, if 50 close tasks could start at the same time, then the connection pool size should be greater than 50.

- o Caused by: com.oracle.bpel.client.BPELFault: faultName:
 {{http://schemas.oracle.com/bpel/extension}remoteFault}messageType: {{http://schemas.oracle.com/bpel/extension}RuntimeFaultMessage}

```

parts: {{
summary=<summary>oracle.fabric.common.FabricInvocationExceptio
n: Unable to access the following endpoint(s): http://
<hostname>:<port>>/FCC-DataModel-context-root/SOAAMService</
summary>
,detail=<detail>Unable to access the following endpoint(s):
http://<hostname>:<port>>/FCC-DataModel-context-root/
SOAAMService</detail> ,code=<code>null</code>

```

Ensure that all servers in the WebLogic domain have the correct keystore and credential store files. This error usually results from an incorrect keystore setup.

If the error remains unresolved, enable OWSM logging to see more details about the error. See [“Enabling OWSM Logging” on page 133](#).

- o These errors:

MDSConfigurationException encountered in  
 parseADFConfigurationMDS-01330: unable to load MDS  
 configuration document.

MDS-01329: Unable to load element "persistence-config"

MDS-01370:MetadataStore configuration for metadata-store-usage  
 "OWSM\_TargetRepos" is invalid.

MDS-00922: The ConnectionManager  
 "oracle.mds.internal.persistence.db.JNDIConnectionManagerImpl"  
 cannot be instantiated.

MDS-00929: Unable to look up name "jdbc/mds/owsm" in JNDI  
 context While trying to lookup 'jdbc.mds.owsm' didn't find  
 subcontext 'mds'. Resolved 'jdbc'

In WebLogic Administration Console, verify that wsm-pm is targeted only to the SOA managed server..

Also verify that the JDBC data source mds-owsm is targeted to AdminServer and the SOA managed server.

- o The policy reference URI is not valid.

In a browser, open `http://soa-host:soa-port/wsm-pm/validator` (for example, `http://localhost:8001/wsm-pm/validator`) to verify that your OWSM configuration is correct. If the OWSM configuration is correct, the message Policy Manager Status: Operational is displayed with a list of supported security policies.

If the policy manager status is not operational, check the settings in WebLogic Administration Console. Common OWSM configuration errors include having the application wsm-pm deployed to multiple targets and not targeting the JDBC data source mds-owsm correctly. The application wsm-pm should only be targeted for the SOA managed server.

- o `java.sql.SQLException: Unexpected exception while enlisting XAConnection java.sql.SQLException: XA error: XAResource.XAER_NOTA start() failed on resource 'SOADDataSource_EPMSysstem': XAER_NOTA : The XID is not valid.`

For a JDBC data source that uses XA drivers, use WebLogic Administration Console to verify that XA Transaction Timeout is enabled and XA Transaction Timeout is set to 0.

**Issue:** A task is changed to Error status.

**Solution:** Log on to Oracle Hyperion Financial Close Management, and click the **History** tab. A row on the **History** tab displays the detailed error message.

## Disclosure Management

**Issue:** The Oracle Hyperion Disclosure Management Add-in is unavailable in Microsoft Word and Excel.

This issue occurs if you do not select **.NET programmability support** for Microsoft Word and Excel when you install Microsoft Office.

**Solution:** If you have the required Primary Interop Assemblies (PIAs) for Microsoft Office, open the Windows Control Panel and change the settings for Word and Excel:

1. Select Microsoft Office from the list of installed programs, and click **Change**.
2. Select **Add or Remove Features**, and click **Continue**.
3. In the **Installation Options** panel:
  - a. Double-click **Microsoft Office Excel**, then click the arrow to the left of **.NET programmability support** and select **Run from My Computer**.
  - b. Double-click **Microsoft Office Word**, then click the arrow to the left of **.NET programmability support** and select **Run from My Computer**.
  - c. Click **Continue**.

If you do not have the PIAs, use one of these links to a Microsoft Web site to download and install them for your version of Microsoft Office:

- Office 2003: <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=3c9a983a-ac14-4125-8ba0-d36d67e0f4ad>
- Office 2007: <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=59DAEBAA-BED4-4282-A28C-B864D8BFA513>

# 9

# Data Management

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## Data Management Product Upgrades

**Issue:** When upgrading FDM from an earlier release, you want to preserve application data from the earlier release.

**Solution:** Upgrade applications using the Schema Update Utility. If you replicated data to a new location, you are prompted to add applications. For each application that you add, specify the replicated FDM data folder and the database information. See “Upgrading FDM Applications” in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*.

## FDM

### Subtopics

- [Shared Services Registration Failure](#)
- [ERP Integrator Process Failure](#)
- [Configuration with Financial Management](#)
- [Oracle Client-Provider Database Connection Failure](#)
- [Database User ID or Password](#)
- [User Authentication Failure](#)
- [Bulk Insert Failure](#)
- [Active-X Component Error](#)
- [Application Creation Access Error](#)

## Shared Services Registration Failure

**Issue:** FDM registration with Shared Services fails, and the configuration log file shows this error:

```
com.hyperion.cis.config.CmsRegistrationUtil, ERROR, Authentication failed:
com.hyperion.interop.lib.OperationFailedException: Unable to Authenticate. Unable to
Authenticate
```

**Solution:** Synchronize the date and time on the FDM and the Shared Services servers.

The Shared Services registration process uses an SSO Token, which requires an accurate date-time stamp to permit authentication. For example, if the dates on the FDM and the Shared Services servers differ by a day (excluding any time zone differences), authentication fails because Shared Services rejects an outdated CSS token.

## ERP Integrator Process Failure

**Issue:** For certain JDBC drivers, such as the 10gR2 JDK 1.5- compliant driver, the ERP Integrator ODI processes may fail, and you may encounter this error message:

```
java.lang.IllegalAccessException: Class
org.python.core.PyReflectedFunction can not access a member of class
oracle.jdbc.driver.OraclePreparedStatementWrapper with modifiers
"public"
```

**Solution:** Follow these steps:

1. Create a file named `registry` in the `ODI_HOME/lib/scripting` folder.
2. Insert this line in the `registry` file:  

```
python.security.respectJavaAccessibility = false
```
3. Restart the ODI agent.

## Configuration with Financial Management

**Issue:** You receive this error message: `Server/cluster is incorrectly configured. Please reconfigure your Cluster or Server connection.`

**Solution:** Update the machine profile in the Workbench to point to the Financial Management cluster that is registered on the FDM application servers. In the profile, the setting for the target system server or cluster must exactly match what you set up for Oracle Hyperion Financial Management, or they cannot communicate.

## Oracle Client-Provider Database Connection Failure

**Issue:** You receive this error message: `ORA-12154: TNS; could not resolve service name.`

**Solution:** Correct outstanding Oracle issues, and ensure that you can resolve the Oracle Service Name in `tnsnames.ora`.

**Note:** All values in `tnsnames.ora` are case-sensitive.



## Database User ID or Password

**Issue:** You receive this error message when you log on to FDM: `ORA-12154: TNS; could not resolve service name.`

**Solution:** Follow these steps:

1. Verify that the machine can communicate with the database server by creating: a UDL file, entering the database connection details, and testing the connection.
2. If using Oracle for the FDM database, ensure that the Oracle Client with Windows Interfaces, which includes the Oracle Provider for OLE DB, is installed on any FDM application server and any server accessing FDM through the Workbench Client.

## User Authentication Failure

**Issue:** You receive the error message "Could Not Authenticate User" during Maps, Validate Stage, Export Stage, or Control Tables tasks.

**Solution:** Correct integration settings for application.

► To correct integration settings:

- 1 **Launch Workbench.**
- 2 **On the Adapter tab, expand Target System Adapters.**
- 3 **Expand the HFM Adapter set as the system wide adapter, or assigned to the FDM location.**
- 4 **Open machine profiles.**
- 5 **If there is a global ID, ensure that the user's password is correct.**
- 6 **Ensure that the user has the security level required to access the target system application and the application metadata.**

## Bulk Insert Failure

**Issue:** You receive this error message: `Could not bulk insert because file '\\servername\shared foldername\application foldername\Inbox\filename.fmt' could not be opened. Operating system error code 5 (error not found)`

**Solution:** Follow these steps:

1. Check the SQL server to see which user is running MSSQLServer service. If the user account is local, change it to domain and give the user read share permissions and Read NTFS to the application folder `\\servername\shared foldername\application foldername`.
2. Launch SQL Server Enterprise Manager, and ensure that the user who created the database has been granted the Bulk Insert Admin role.

## Active-X Component Error

**Issue:** You receive an error message saying that the ActiveX component cannot create an object.

**Solution:** Ensure that these conditions are met:

- You have change permissions to the FDM application path `\\servername\fdmshare\fdmappname`.
- Microsoft Excel is installed on the FDM Web application tier. FDM server requires Excel for many functions, including schema update, journals, multiload, templates, and exporting grids.

## Application Creation Access Error

**Issue:** Attempting to create an Oracle Hyperion Financial Data Quality Management application via the Workbench Client produces a **Path/File access error** message.

**Solution:** Update the `FDMData` folder and assign “Full Control” to the FDM Service account-id.

## ERP Integrator

### Subtopics

- [Inaccessible Data Rules](#)
- [ERP Integrator Unavailable in EPM Workspace](#)

## Inaccessible Data Rules

**Issue:** Data rules that were not run in Release 11.1.1.3 are not accessible after an upgrade to Release 11.1.2.1.

This occurs if you did not specify a default value for the scenario dimension during the upgrade.

**Solution:** Recreate the inaccessible rules.

## ERP Integrator Unavailable in EPM Workspace

**Issue:** In a distributed environment, where ERP Integrator and WebLogic are on different machines, ERP Integrator is unavailable in EPM Workspace. In Oracle Hyperion Enterprise Performance Management Workspace, if you select **Navigate**, then **Administration**, and then **ERP Integrator**, the menu displays **#{ERPI}**.

This issue occurs under either of these conditions:

- The `aif.ear` file is not copied to ERP Integrator server.
- The `aif.ear` file does not exist on the WebLogic server in the environment.

The `aif.ear` file must be on the same machine as WebLogic.

**Solution:** Install Oracle Hyperion Financial Data Quality Management ERP Integration Adapter for Oracle Applications on the WebLogic Administration Server machine and then redeploy the Web application.

## Data Relationship Management

### Subtopics

- [Web Client Access Failure](#)
- [Inaccessible Online Help](#)
- [Failure To Initialize](#)
- [JVM Creation Error](#)
- [Invalid Classpath Root](#)
- [Data Relationship Management Server Startup](#)
- [Error Message During Upgrade](#)

## Web Client Access Failure

**Issue:** After installing Data Relationship Management on Windows 2008 64-bit platform, you get this error message when attempting to access the Web client:

HTTP Error 500.19 - Internal Server Error The requested page cannot be accessed because the related configuration data for the page is invalid.

**Solution:** In the IIS configuration file (`C:/Windows/System32/inetsrv/config/applicationHost.config`), replace the two occurrences of `Deny` in the following section with `Allow`:

```
<configuration>
  <configSections>
    <sectionGroup name="system.webServer">
      <section name="handlers" overrideModeDefault="Deny" />
      <name="modules" allowDefinition="MachineToApplication"
        overrideModeDefault="Deny" />
    </sectionGroup>
  </configSections>
</configuration>
```

## Inaccessible Online Help

**Issue:** When Data Relationship Management is installed on IIS 7 (Windows 2008), you encounter this error message when attempting to access online help from the Data Relationship Management Web client or the Data Relationship Management migration client:

HTTP Error 404.0 - Not Found

**Solution:** Install IIS 6 Metabase Compatibility on the server:

1. Click **Settings**, and then **Control Panel**.
2. Select **Programs and Features**.

3. Click **Turn Windows features on or off**.
4. Under **Roles**, select **Web Server (IIS)**.
5. Under **Role Services**, select **IIS 6 Metabase Compatibility** and click **OK**.

## Failure To Initialize

**Issue:** You receive a message that Data Relationship Management has failed to initialize when the AuthMode System Preference is set to Mixed or CSS.

**Solution:** Ensure that these conditions are met:

- Any firewall software is configured so that communication with the host specified in the CSS Bridge Host field is possible.
- The JVM path is set to a valid JVM DLL; for example, `C:\Oracle\Middleware\EPMSys11R1\common\JRE\Sun\1.6.0\bin\server\jvm.dll`.
- The Oracle Instance field is set to a valid Oracle instance on the CSS tab in the DRM Console; for example, `C:\Oracle\Middleware\user_projects\epmsystem1`.
- The Class Path tab includes the required JAR files; for example:
  - `C:\Oracle\Middleware\EPMSys11R1\products\DataRelationshipManagement\server\jar\awbutil.jar`
  - `C:\Oracle\Middleware\EPMSys11R1\products\DataRelationshipManagement\server\jar\cassecurity.jar`
  - `C:\Oracle\Middleware\EPMSys11R1\common\jlib\11.1.2.0\epm_j2se.jar`
  - `C:\Oracle\Middleware\wlserver_10.3\server\lib\wlsqserver.jar`
- The database is running for the Shared Services instance.
- The Oracle DRM Server Processes service is running on the host machine for which CSS is enabled.
- CSS Bridge host is running.
- CSS Bridge service is running.

## JVM Creation Error

**Issue:** You encounter the error message `Unable to Create JVM`.

**Possible Solutions:**

- Enable CSS and restart the service:
  1. On the Common Security Services page, click **Enable CSS**.
  2. Restart the service.
- Ensure that the Java path is correct.
- Ensure that Oracle Hyperion Shared Services is installed locally.

## Invalid Classpath Root

**Issue:** The Event Log contains an `Invalid Classpath root error`.

**Solution:** Reboot the server.

## Data Relationship Management Server Startup

**Issue:** Oracle Hyperion Data Relationship Management, server fails to start.

**Solution:**

- If you changed the classpath or system path, reboot the computer.
- Change the authentication mode to Internal, and restart the server. A successful start confirms that the issue is related to CSS.
- Check the Event Log for error messages.

## Error Message During Upgrade

**Issue:** This error message is displayed during an upgrade: “Service Oracle Hyperion Data Relationship Management” failed to install with error: “System Error. Code: 1073. The specified service already exists.”

**Solution:** Ignore the message, and click **OK** to complete the upgrade.



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