Oracle® Enterprise Performance Management System

Installation and Configuration Troubleshooting Guide

Release 11.1.2.4

Updated: June 2016
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Google+ - https://plus.google.com/106915048672979407731/#106915048672979407731/posts
YouTube - https://www.youtube.com/user/EvolvingBI
Check the Oracle Documentation Library (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
- Java 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
Troubleshooting Basics

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

Meeting System Requirements


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.

Reviewing the Installation Prerequisites

Oracle Enterprise Performance Management System Installation and Configuration Troubleshooting Guide contains prerequisites, default ports, and other information needed to plan a successful installation.
Checking Release Compatibility

If you are upgrading from a previous release, 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/technetwork/middleware/ias/downloads/fusion-certification-100350.html).

Avoiding Port Conflicts

During EPM System product configuration, default port numbers for Java 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 Enterprise Performance Management System Installation and Configuration Guide.

Reviewing the Readme

The Oracle Hyperion Enterprise Performance Management System Installation and Configuration Readme contains known installation and 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 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 “Installing EPM System Products in a New Deployment,” and “Configuring EPM System Products in a New Deployment,” in the Oracle Enterprise Performance Management System Installation and Configuration Guide.

Using the Log Analysis Utility

The Log Analysis utility is a command-line tool that helps you quickly identify the cause of EPM System issues by analyzing the applicable log files. Because this tool automates log file analysis, you do not need to locate and scan through EPM System log files to identify system issues. Required information to troubleshoot the issue or to escalate it to Oracle Support is quickly available by running this tool. See Chapter 3, “Using EPM System Logs,” for details.
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 more information, see “Using EPM System Diagnostics” on page 19.
- Check for exceptions and errors in the installation logs to ensure that all necessary components were installed successfully.
- 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.

For more information, see “Installation, Configuration, and Diagnostic Logs” on page 41.

Using EPM System Diagnostics

EPM System Diagnostics performs these tests:

- CFG: Configuration—Whether all configuration tasks have been completed
- DB: Database—Connection to database host:port;databaseName
- EXT: External Authentication—Native Directory external authentication provider configuration
- HTTP: http—Availability of HTTP context for all components configured for the web server
- SSO:
  - Status of Shared Services security (Native Directory as well as external directories)
  - Availability of login to Shared Services, Taskflows, Audit, Shared Services Java web application, and Oracle Hyperion Enterprise Performance Management System Lifecycle Management
- WEB: Web application—Availability of Java web application on host:port
- Additional product-specific tests

The report that EPM System Diagnostics creates each time you run it includes this information:

- Test date and time
- Test Status: Passed or Failed for each test
Service: Type of test for each test
Test Description: A detailed description of each test
Duration: Duration of each test
Test start time
Test end time
Total test duration

EPM System Diagnostics also generates a ZIP file of all EPM System logs (the equivalent of zipping EPM_ORACLE_INSTANCE/diagnostics/logs).

To use EPM System Diagnostics:

1. Start EPM System Diagnostics by one of these methods:
   - (Windows) In EPM_ORACLE_INSTANCE/bin, double-click validate.bat.
   - From the Start menu, select Programs, then Oracle EPM System, then Foundation Services, then instanceName, and then EPM System Diagnostics.
   - (UNIX) From a console, change to EPM_ORACLE_INSTANCE/bin, and then enter validate.sh.

2. To view the results, navigate to EPM_ORACLE_INSTANCE/diagnostics/reports, and then open validation_report_date_time.html.

3. Check the results for failed tests, and diagnose and resolve problems.

4. Run EPM System Diagnostics again, and then view the new report to verify that problems are solved.

For more information about EPM System Diagnostics, see the Oracle Enterprise Performance Management System Installation and Configuration Guide.

Deployment Reports

You can generate a deployment report that provides information about configured Java web applications, web servers, and databases and all data directories used by EPM System products. This information can be useful in troubleshooting. For more information, see “Generating a Deployment Report” in the Oracle Enterprise Performance Management System Installation and Configuration Guide.

Using Enterprise Manager to Monitor Java Web Applications

Oracle Enterprise Manager Fusion Middleware Control is deployed automatically with EPM System. You can use it to manage all Java web applications in EPM System out of the box. The full version of Enterprise Manager with Grid Control adds functionality on top of the Fusion
Middleware Control, including historical information of the metrics. For more information about Enterprise Manager Fusion Middleware Control, see the Oracle Enterprise Performance Management System Deployment Options Guide.

**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 to enter service requests, download 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 “Using the 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.

**Using the 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.

**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](http://www.oracle.com/support/index.html).

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.
Using the Log Analysis Utility to Identify Problems

Subtopics

- About the Log Analysis Utility
- Prerequisites
- Location of Log Analysis Utility Reports
- Log Analysis Utility Options
- Running the Log Analysis Utility
- Finding the ECID of a User Activity

About the Log Analysis Utility

The Log Analysis Utility is a command-line utility that helps you quickly identify the cause of issues reported by EPM System components by analyzing the applicable log files. Because this utility automates log file analysis, you do not need to manually locate and scan EPM System log files.
files to identify issues. Information required to troubleshoot the issue or to escalate it to Oracle Support is quickly available by running this utility. Run on the server where Oracle Hyperion Foundation Services is installed, this utility accesses and analyzes log files on all the servers identified in the Oracle Hyperion Shared Services Registry of an EPM System instance.

Using the Log Analysis Utility, you can:

- List EPM System errors that occurred within a time period. System issues are related to services, intercomponent communication errors, and user directory communication errors.
- List functional issues that occurred within a time period. Functional issues are related to EPM System component functionalities; for example, failure during an Oracle Essbase calculation run or the forms load process in Oracle Hyperion Planning or Oracle Hyperion Financial Management.
- Trace an Execution Context ID (ECID) through log files to trace user sessions across EPM System components. ECID is a unique identifier that is used to correlate events that are part of the same request execution flow. ECID is an Oracle standard unique ID.

**Prerequisites**

Any user who has access to `EPM_ORACLE_INSTANCE/bin`; for example, C:/Oracle/Middleware/user_projects/epmsystem1/bin on a Windows server, can run the Log Analysis Utility.

- Users running the Log Analysis Utility must have execute privileges on the following files:
  - Windows: `EPM_ORACLE_INSTANCE/bin/loganalysis.bat`
  - Linux/UNIX: `EPM_ORACLE_INSTANCE/bin/loganalysis.sh`

- Users running the Log Analysis Utility must have read permission on the files and directories within `MIDDLEWARE_HOME/user_projects` on all server machines that host EPM System components. Users must also have write permission on the directory where the utility creates its reports.

  If log files are not stored in a location within `MIDDLEWARE_HOME/user_projects`, users running the utility must have read permission on the log files in their custom location.

- Linux/UNIX only: Symbolic links (soft links) to all server machines that host EPM System components must exist in the `MIDDLEWARE_HOME/user_projects` directory of the machine from which the utility is executed.

  Use the following `ln` command to create a symbolic link:

  `ln -s target symbolic_name_of_target`

  For example, `ln -s /net/epm_server2/Oracle/Middleware/user_projects epm_server2`
Location of Log Analysis Utility Reports

Log Analysis Utility creates an HTML report based on the command options that you specify and stores it in `EPM_ORACLE_INSTANCE/diagnostics/reports`, for example, in `C:/Oracle/Middleware/user_projects/epmsystem1/diagnostics/reports` on a Windows server.

Generally, the Log Analysis Utility uses the following report-naming convention:

`LogAnalysis_Report_YYYY_MM_DD_HR_MIN_SEC.html`

Log Analysis Utility provides a command option that enables you to specify a unique report name.

**Note:** If the contents of Log Analysis Utility reports are garbled, remove the `-Dfile.encoding=UTF-8` directive from the Log Analysis Utility executable (`EPM_ORACLE_INSTANCE/bin/loganalysis.bat` or `EPM_ORACLE_INSTANCE/bin/loganalysis.sh`), and then regenerate the report.

Log Analysis Utility Options

The options for using the Log Analysis Utility:

```
loganalysis [-all | -system | -functional | -m [ERROR | INCIDENT_ERROR
WARNING | NOTIFICATION | TRACE]] [-t [<TIME FROM> <TIME TO>] -tday <days> -thour <hours>
-tmin <minutes>] -ecid <ecid> -s <SEARCH STRING> -d <Offline log files directory> -f <file
with message ids to filter from the report> -maxsize <max report size in MB>
```

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<th>Description</th>
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<td>-h</td>
<td>Displays the help page.</td>
</tr>
<tr>
<td>-system</td>
<td>Generates a report containing <code>ERROR</code> and <code>INCIDENT_ERROR</code> log message types. Typically used by EPM System IT Administrators.</td>
</tr>
<tr>
<td>-functional</td>
<td>Generates a detailed report that contains messages that are of type <code>WARNING</code>, <code>NOTIFICATION</code>, and <code>TRACE</code>. Typically used by EPM System Functional Administrators.</td>
</tr>
<tr>
<td>-ecid <code>&lt;ECID&gt;</code></td>
<td>Generates a report that traces an activity that was performed across EPM System components. Takes an ECID as the argument. This report is used to trace an error across EPM System components. Generally, this option is used after you identify an error by running a report using the -all, -system, or -functional option, and want to trace the activity that led to the error. See “Finding the ECID of a User Activity” on page 28. Note: ECID that contains the caret symbol (^) must be enclosed in quotation marks.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
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<td>-------------</td>
</tr>
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| `-m <ERROR TYPE>` | Generates a report containing messages of a specified type. Takes one of the following error message types as the argument:  
  - ERROR  
  - INCIDENT_ERROR  
  - WARNING  
  - NOTIFICATION  
  - TRACE  
  
  Example: `loganalysis -m ERROR` |
| `-o <TITLE>` | Generates a report with a custom report title. Takes a report title, enclosed in double quotation marks, as the argument.  
  
  Example: `loganalysis -m ERROR -o "myError Report"` creates a report titled `myError Report.html`, which contains log messages of type `ERROR` contained in all log files. Be sure to use quotation marks to enclose the report name. |
| `-s <STRING>` | Generates a report on log messages that contain the specified string. Takes an error string, enclosed in double quotation marks, as the argument.  
  
  Example: `loganalysis -system -s "Failed to connect to DB" -o "DB Connection Errors"` creates a report with the title `DB Connection Errors.html`, which lists all messages of type `ERROR` and `INCIDENT_ERROR` that contain the string `Failed to connect to DB`. |
| `-t <FROM DATE> <FROM TIME> <TO DATE> <TO TIME>` | Generates a report on log messages that were generated within the specified time period. Takes a space-separated “from” time and a “to” time as the argument.  
  
  “From” time and “to” time must be specified in `YYYY-MM-DDTHOUR:MIN:SEC` format using a 24-hour clock.  
  
  Example: `loganalysis -all -t 2012-08-10T12:00:00 2012-08-10T23:59:59 -o "All Messages on August_10_2012"` creates `All Messages on August_10_2012.html`, which contains all log messages generated between midnight and 11:59:59 p.m. on 08/10/2012. |
| `-tday <DAYS>` | Generates a report on log messages generated within the specified number of days. Takes a numeric value as the argument.  
  
  Example: `loganalysis -ERROR -tday 3 -o "Error Messages for the last three days"` creates `Error Messages for the last three days.html`, which contains messages of type `ERROR` that were generated within the last three days. |
| `-thour <HOURS>` | Generates a report on log messages that were generated within the specified number of hours. Takes a numeric value as the argument.  
  
  Example: `loganalysis -ERROR -thour 6 -o "Error Messages for the last six hours"` creates `Error Messages for the last six hours.html`, which contains messages of type `ERROR` that were generated within the last six hours. |
| `-tmin <MINUTES>` | Generates a report on log messages that were generated within the specified number of minutes. Takes a numeric value as the argument.  
  
  Example: `loganalysis -ERROR -tmin 45 -o "Error Messages for the last 45 minutes"` creates `Error Messages for the last 45 minutes.html`, which contains messages of type `ERROR` that were generated within the last 45 minutes. |
### Parameter Description

<table>
<thead>
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<th>Parameter</th>
<th>Description</th>
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</table>
| `-d <DIRECTORY PATHS>` | Generates a report on log files stored in specified directory paths. You use this option to analyze log files that are not stored in the default log file location of EPM System components. You can specify multiple log locations by using a comma-separated list of locations. Directory paths must be enclosed in double quotation marks.  
**Example:** `loganalysis -m INCIDENT_ERROR -d "c:/logfiles", "z:/OracleLogs", "y:/EPMLogs" /net/epm_server2/Oracle/Middleware/user_projects" -o "myCustom Analysis Report" creates a report titled myCustom Analysis Report listing messages of type INCIDENT_ERROR contained in the log files available in the specified directories. |
| `-f <arg>`        | Not used in this release; reserved for future use.                                                                                                                                                           |
| `-maxsize <arg>`  | Increases the report size. Default report size is 5 MB.                                                                                                                                                    |
| `-all`            | Generates a report listing messages in all log files. Generating this report may take awhile and may yield a large report file. Oracle does not recommend using this command option without other parameters that restrict the report scope.  
**Example:** `loganalysis -all` |

### Running the Log Analysis Utility

The Log Analysis Utility is a command line utility.

➢ To run the Log Analysis Utility:

1. **Start a command prompt on the server machine that hosts Foundation Services.**

   - **Note:** If Foundation Services is deployed on a Linux/UNIX server, ensure that symbolic links to all server machines that host EPM System components exist in the `MIDDLEWARE_HOME/user_projects` directory.

2. **Navigate to EPM_ORACLE_INSTANCE/bin; typically, C:/Oracle/Middleware/user_projects/epmsystem1/bin on a Windows server.**

3. **Execute a command. Specify the appropriate command options for generating the report. See Table 1.**
   - Use a command such as the following on a Windows server to create a report titled “Database Issues_1-21-2013_11AM”, which contains messages related to an error that caused an EPM System component to lose database connectivity around 11 a.m. on November 21, 2012:
   ```bash
   loganalysis -system -t 2013-01-21T11:15:00 2013-01-21T11:20:00 -s "Failed to connect to DB" -o "Database Issues_1-21-2013_11 AM".
   ```
Finding the ECID of a User Activity

ECID is a unique system generated identifier that correlates a user’s activity across several EPM System components.

To find the ECID of a user’s activity, you must first generate a Log Analysis Utility report. ECID, which is included in log message details, resembles the following:

0000Jet8ka6ESDG_Ix5Eif1G^RAF000005

To locate the ECID of a user activity:

1. Run the Log Analysis Utility and generate a report that lists system or functional errors. See “Running the Log Analysis Utility” on page 27.

2. From EPM_ORACLE_INSTANCE/diagnostics/reports (for example, C:/Oracle/Middleware/user_projects/epmsystem1/diagnostics/reports on a Windows server), open the report that you generated.

Log Analysis Report

- Generated Date: 2013-02-28 11:03:49
- Log Files Scanned: 182 in 267 Sec
- Total Incidents: 5
- Excluded Messages: 1
- Message Type: INCIDENT_ERROR

Log Messages

<table>
<thead>
<tr>
<th>Date</th>
<th>Component</th>
<th>Message Type</th>
<th>Message Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-02-25 14:10:02</td>
<td>EPMServer0</td>
<td>INCIDENT_ERROR</td>
<td>Server EPMServer0 in cluster EPMServer1 is being brought up in administrative state due to failed deployments.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Message Level: 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Message ID: BEA-145269</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Module ID: Deployer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>User ID: N/A</td>
</tr>
</tbody>
</table>
|            |           |              | Thread ID: [ACTIVE/ExecuteThread: "12" for queue "Weblogic Kernel Default (self-tuning)"
|            |           |              | Host ID: sk001eq |
|            |           |              | LOG_FILE: C:/Oracle/Middleware/user_projects/epmsystem1/diagnostics/reports/EPMServer0/EPMServer1/Logs/EPMServer1/LogFile.epmserver1.2013-02-28-11-03-49.001000002 |
|            |           |              | ECID: 0000Jet8ka6ESDG_Ix5Eif1G^RAF000005 |
| 2013-03-25 14:11:21 | EPMAgent0 | INCIDENT_ERROR | No agent is configured from ITM registry; please make sure the registry is configured properly |
|            |           |              | Message Level: 1 |
|            |           |              | Message ID: oracle EPMAgent.com.oracle.cmc.Agent |
|            |           |              | Thread ID: 10 |
|            |           |              | LOG_FILE: C:/Oracle/Middleware/user_projects/FOUNDATION/diagnostics/reports/AnalyticalAgent.log |
|            |           |              | ECID: 00000xwCTG2EFMS_JoFD1186D10000000 |
|            |           |              | EID: 0 |
| 2013-03-25 14:07:28 | EPMServer0 | INCIDENT_ERROR | Server EPMServer0 in cluster EPMServer1 is being brought up in administrative state due to failed deployments. |

EPM System Product Logging Matrix

The tables in this section provide information about logging by EPM System tools, components, and products, including logging formats, default message types and logging levels, and logging configuration file names and locations.
This section uses the default domain, EPMSystem, in logging configuration file locations. For any installation that has been configured to use a different domain name, substitute that domain name for the EPMSystem domain.

This section also uses default names for managed servers; for example, FoundationServices0 is the default name for the Foundation Services managed server. For any installation that has been configured to use a different managed server name, substitute that managed server name for the default name.

Note: With compact deployment, all logs are in MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/epmserver0/logs. The logging configuration file (logging.xml) is located in MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/epmserver0.

The default logging levels for EPM System products are the levels that Oracle recommends, but you can change them for most products. For information about ODL logging-level options, see “ODL Logging Levels” on page 35.

Table 2  EPM System Installation and Configuration Logging Formats

<table>
<thead>
<tr>
<th>Tool/Component</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM System Installer</td>
<td>TRACE</td>
<td>In the installer image, in the same location as installTool.jar: installTool-logging.xml</td>
</tr>
<tr>
<td>EPM System Configurator</td>
<td>TRACE</td>
<td>EPM_ORACLE_HOME/common/config/11.1.2.0/configTool-logging.xml</td>
</tr>
<tr>
<td>EPM System Diagnostics and Validation Tool</td>
<td>TRACE</td>
<td>EPM_ORACLE_HOME/common/validation/11.1.2.0/validationTool-logging.xml</td>
</tr>
<tr>
<td>EPM System Uninstaller</td>
<td>TRACE</td>
<td>EPM_ORACLE_HOME/uninstall/uninstall-logging.xml</td>
</tr>
</tbody>
</table>

Table 3  Foundation Services Logging

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Services and EPM Workspace</td>
<td>NOTIFICATION</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/FoundationServices0/logging.xml</td>
</tr>
<tr>
<td>Product</td>
<td>Default Message Type/Logging Level</td>
<td>Logging Configuration File</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Lifecycle Management for Shared Services (command prompt)</td>
<td>NOTIFICATION</td>
<td>EPM_ORACLE_INSTANCE/config/FoundationServices/logging.xml</td>
</tr>
<tr>
<td>Lifecycle Management for Essbase</td>
<td>NOTIFICATION</td>
<td>EPM_ORACLE_INSTANCE/config/FoundationServices/logging.xml, for migrations that are run from a command-line utility; MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/FoundationServices0/logging.xml, for migrations that are run from Shared Services.</td>
</tr>
<tr>
<td>Oracle Hyperion EPM Architect Dimension Server</td>
<td>NOTIFICATION:32</td>
<td>EPM_ORACLE_INSTANCE/config/EPMA/DimensionServer/logging.xml</td>
</tr>
<tr>
<td>Performance Management Architect Data Synchronizer</td>
<td>NOTIFICATION:32</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/EpmaDataSync0/logging.xml</td>
</tr>
<tr>
<td>Performance Management Architect Web Application</td>
<td>NOTIFICATION:32</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/EpmaWebReports0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Calculation Manager</td>
<td>WARNING</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/CalcMgr0/logging.xml</td>
</tr>
<tr>
<td>Oracle Smart View for Office</td>
<td>Not Applicable</td>
<td>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 Oracle Smart View for Office User's Guide.</td>
</tr>
</tbody>
</table>

Table 4  Essbase Logging

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essbase Server</td>
<td>TRACE:1</td>
<td>EPM_ORACLE_INSTANCE/EssbaseServer/essbaseserver1/bin/logging.xml</td>
</tr>
</tbody>
</table>

Within logging.xml, there are two entries in the <loggers> sections:

- EssbaseAgentODLLogger — for the Essbase agent. This writes to the ESSBASE_ODL.log in EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0, where 0 is an instance number
- DefSvrLogger — for the Essbase application server (ESSSVR). This writes to the application name.LOG in EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0/application name
<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Essbase Administration Services</td>
<td>WARNING</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/EssbaseAdminServices0/logging.xml</code></td>
</tr>
<tr>
<td>Oracle Hyperion Provider Services</td>
<td>WARNING:1</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/AnalyticProviderServices0/logging.xml</code></td>
</tr>
<tr>
<td>Oracle Essbase Studio</td>
<td>INFO, FINE</td>
<td><code>EPM_ORACLE_INSTANCE/BPMS/bin/logging.xml</code></td>
</tr>
</tbody>
</table>

Table 5  Reporting and Analysis Logging

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Hyperion Reporting and Analysis Framework</td>
<td>WARNING:1</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/RaFramework0/logging.xml</code></td>
</tr>
<tr>
<td>Reporting and Analysis Framework Services</td>
<td>WARNING:1</td>
<td><code>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/logging/logging_ra.xml</code></td>
</tr>
<tr>
<td>Reporting and Analysis Framework Agent</td>
<td>WARNING:1</td>
<td><code>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/logging/logging_agent.xml</code></td>
</tr>
<tr>
<td>Reporting and Analysis Framework Job Utilities logging configuration for Calendar Manager</td>
<td>WARNING:1</td>
<td><code>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/JobUtilities/logging_ju.xml</code></td>
</tr>
<tr>
<td>Reporting and Analysis Framework SDK</td>
<td>WARNING:1</td>
<td><code>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/SDK/logging.xml</code></td>
</tr>
<tr>
<td>Oracle Hyperion Interactive Reporting</td>
<td>WARNING:1</td>
<td><code>EPM_ORACLE_INSTANCE/config/ReportingAnalysis/logging/logging_ir.xml</code></td>
</tr>
<tr>
<td>Oracle Hyperion Financial Reporting</td>
<td>ERROR:1</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/FinancialReporting0/logging.xml</code></td>
</tr>
<tr>
<td>Financial Reporting Print Server</td>
<td>NOTIFICATION:32</td>
<td><code>EPM_ORACLE_HOME/products/financialreporting/lib/printserverlogging.xml</code></td>
</tr>
<tr>
<td>Product</td>
<td>Default Message Type/Logging Level</td>
<td>Logging Configuration File</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-----------------------------------</td>
<td>----------------------------------------------------------------</td>
</tr>
<tr>
<td>Financial Reporting Clients</td>
<td>NOTIFICATION:32</td>
<td>(\text{FINANCIAL_REPORTING_STUDIO_INSTALL_DIR/products/financialreporting/lib/clientlogging.xml})</td>
</tr>
<tr>
<td>Oracle Hyperion Web Analysis</td>
<td>WARNING:1</td>
<td>(\text{MIDDLEWARE_HOME/user Projects/domains/EPMSYSTEM/fmwconfig/servers/WebAnalysis0/logging.xml})</td>
</tr>
</tbody>
</table>

Table 6  Financial Performance Management Application Logging

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>DEBUG</td>
<td>Use Planning to set the logging level for each Planning application server. See “Planning Logs” on page 56.</td>
</tr>
<tr>
<td></td>
<td>NOTIFICATION:32</td>
<td>(\text{EPM_ORACLE_HOME/products/Planning/logging/logging.xml})</td>
</tr>
<tr>
<td>Financial Management Server</td>
<td>ERROR:1</td>
<td>This file in (\text{EPM_ORACLE_INSTANCE/products/FinancialManagement/logging:InteropLogging.xml})</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This file in (\text{EPM_ORACLE_HOME/products/FinancialManagement/logging:hfmDiagLogging.xml})</td>
</tr>
<tr>
<td>Financial Management Web Services</td>
<td>NOTIFICATION:32</td>
<td>(\text{MIDDLEWARE_HOME/user Projects/domains/EPMSYSTEM/config/fmwconfig/servers/HFMWeb0/logging.xml})</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To change the logging level, edit this logger:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(&lt;\text{logger level=&quot;NOTIFICATION:32&quot; name=&quot;oracle.epm.webservices.fm&quot; useParentHandlers=false&quot;/&gt;})</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(&lt;\text{handler name=&quot;epm-fm-webservices-handler&quot;/&gt;})</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(&lt;\text{logger}/&gt;)</td>
</tr>
</tbody>
</table>

Module level logging is not available for this component.
<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Management Web Application</td>
<td>NOTIFICATION: 32</td>
<td><img src="MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/HFMWeb0/logging.xml" alt="Configuration File Link" /></td>
</tr>
</tbody>
</table>

To change the logging level for specific modules, use the following information:

Copy and paste the following section of the file:

```xml
<logger level="NOTIFICATION:32" name="oracle.FMADF"
useParentHandlers="false">
  <handler name="fmadf-handler"/>
</logger>
```

replacing the "name" value with a module name from the following list, and then change the logging level to the desired level. The logging level applies to all modules.

- Application Parameters Services — oracle.FMADF.APPPARAM
- Application Services — oracle.FMADF.APPLICATION
- Consolidation Admin — oracle.FMADF.ADMIN
- Documents — oracle.FMADF.DOCMGR
- EPU — oracle.FMADF.EPU
- File Transfer Services — oracle.FMADF.FILETRANSFER
- Form — oracle.FMADF.WEBFORM
- Form — oracle.FMADF.WEBFORMDATA
- Grid — oracle.FMADF.WEBGRID
- HFM Exception Services — oracle.FMADF.HFMEXCEPTION
- ICT — oracle.FMADF.INTERCOMPANYTRANSACTIONS
- Journal — oracle.FMADF.JOURNAL
- Journals — oracle.FMADF.JOURNALS
- Line Items — oracle.FMADF.LINEITEMS
- Load Extract — oracle.FMADF.LOADEXTRACT
- Mail Services — oracle.FMADF.MAILER
- Manage Data — oracle.FMADF.MANAGEDATA
- Manage Ownership — oracle.FMADF.MANAGEOWNERSHIP
- Metadata Services — oracle.FMADF.METADATA
- Process Control — oracle.FMADF.PROCESSCONTROL
- Registry Services — oracle.FMADF.REGISTRY
- Related Contents — oracle.FMADF.RELATEDCONTENT
- Resource bundle services — oracle.FMADF.RESOURCE
- Root Logger — oracle.FMADF
- Save Documents Dialog — oracle.FMADF.SAVEDOCUMENT
- Security Services — oracle.FMADF.SECURITY
- Servlet Services — oracle.FMADF.SERVLET
- Session Services — oracle.FMADF.SESSION
- Tasklist — oracle.FMADF.TASKLIST
- Tax — oracle.FMADF.TAX
<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax Management (includes Oracle Hyperion Tax Provision, Tax Operations, and Tax Supplemental Schedules)</td>
<td>NOTIFICATION:1</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/TaxManagement0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Profitability and Cost Management</td>
<td>Error</td>
<td>The logging level is set for each Strategic Finance server. Use the Administrator application to modify the server configuration for logging.</td>
</tr>
<tr>
<td>Oracle Hyperion Strategic Finance Server</td>
<td>All (Off by default)</td>
<td>Logging is turned on or off with all levels of information being logged when turned on. This setting is in the Windows registry.</td>
</tr>
<tr>
<td>Strategic Finance Web Application</td>
<td>INFO</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/DisclosureManagement0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Disclosure Management</td>
<td>NOTIFICATION</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/FinancialClose0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Financial Close Management</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 7 Data Management Product Logging

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Hyperion Financial Data Quality Management, Enterprise Edition</td>
<td>NOTIFICATION</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/ErpIntegrator0/logging.xml</td>
</tr>
<tr>
<td>Oracle Data Relationship Management</td>
<td>Not applicable</td>
<td>Enable logging in the Data Relationship Management installer. See the Oracle Data Relationship Management Installation Guide.</td>
</tr>
</tbody>
</table>
Logging Formats

Most EPM System products use the Oracle Diagnostic Logging (ODL) format 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, usually log4j.

ODL Configuration

Subtopics

- ODL Logging Levels
- ODL Configuration File: Single Managed Server Deployments
- ODL Configuration Files: Standard Deployments
- Modifying ODL Configuration Files

Each EPM System product using the ODL logging format has at least one logging configuration file, logging.xml. EPM System components have descriptive names in the format loggingCOMPONENT_NAME.xml.

Logging configuration files comprise two sections: log_handlers and loggers. The log_handlers section defines the loggers and their parameters while the loggers section identifies details including the logging level and the log_handler to use.

See Table 10 for a list of log_handler properties that you can specify.

ODL Logging Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>INCIDENT_ERROR:1</td>
<td>Messages related to a serious problem caused by unknown reasons. Users must resort to Oracle support to resolve the problem.</td>
</tr>
<tr>
<td>ERROR:1</td>
<td>Messages related to a serious problem that requires immediate attention from the System Administrator, but which are not caused by a defect in an EPM System component</td>
</tr>
<tr>
<td>WARNING:1</td>
<td>Messages related to a potential problem that a System Administrator should review</td>
</tr>
<tr>
<td>NOTIFICATION:1</td>
<td>Messages related to a major lifecycle event such as the activation or deactivation of a primary subcomponent or feature</td>
</tr>
<tr>
<td>NOTIFICATION:16</td>
<td>Messages related to normal events in EPM System components</td>
</tr>
<tr>
<td>TRACE:1</td>
<td>Trace or debug messages of events that are meaningful to end users of EPM System components</td>
</tr>
<tr>
<td>TRACE:16</td>
<td>Detailed trace or debug messages that Oracle Support can use to diagnose problems with EPM System components</td>
</tr>
<tr>
<td>TRACE:32</td>
<td>Very detailed trace or debug messages, usually intended for an Oracle Developer to locate the source from which the error emanated</td>
</tr>
</tbody>
</table>
ODL Configuration File: Single Managed Server Deployments

Deployment of EPM System components to a single managed server generates a unified logging configuration file `logging.xml` for all deployed Java web applications. On a Windows server, this file is usually located in `MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/EPMServer0`.

ODL Configuration Files: Standard Deployments

Standard deployment of EPM System generates a logging configuration file `logging.xml` for each deployed Java web application. On a Windows server, these files are usually located as follows:

<table>
<thead>
<tr>
<th>Component</th>
<th>Location of logging.xml</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Server (Oracle WebLogic Server Administration Console, Oracle Web Services Manager, Enterprise Manager)</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/AdminServer/logging.xml</code></td>
</tr>
<tr>
<td>Provider Services</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/AnalyticProviderServices/logging.xml</code></td>
</tr>
<tr>
<td>Calculation Manager</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/Calcmgr0/logging.xml</code></td>
</tr>
<tr>
<td>EPMA Data Synchronizer</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/EpmaDataSync0/logging.xml</code></td>
</tr>
<tr>
<td>EPMA Web Report</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/EpmaWebreports0/logging.xml</code></td>
</tr>
<tr>
<td>Administration Services</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/EssbaseAdminServices0/logging.xml</code></td>
</tr>
<tr>
<td>Financial Reporting</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/FinancialReporting0/logging.xml</code></td>
</tr>
<tr>
<td>Foundation Services</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/FoundationServices0/logging.xml</code></td>
</tr>
<tr>
<td>Financial Management Web</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/HFMWeb0/logging.xml</code></td>
</tr>
<tr>
<td>Planning</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/Planning0/logging.xml</code></td>
</tr>
<tr>
<td>Reporting and Analysis Framework</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/RaFramework0/logging.xml</code></td>
</tr>
</tbody>
</table>
Modifying ODL Configuration Files

You modify the properties of the loggers defined in logging.xml to determine the message levels that are logged. By default, the logging level appropriate for normal operation of EPM System components are set in logging.xml. Additional log handler parameters can be set to change the logging behavior. For example, you can specify the logging file rotation frequency by including the rotationFrequency parameter to the log handler. See Table 10 for a comprehensive list of parameters.

Table 10  Configurable ODL Log Properties

<table>
<thead>
<tr>
<th>Log Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>path</td>
<td>Log path</td>
</tr>
<tr>
<td>format</td>
<td>Format to use</td>
</tr>
<tr>
<td></td>
<td>The recommended value is ODL-Text.</td>
</tr>
<tr>
<td>maxFileSize</td>
<td>Maximum size in bytes for each log file</td>
</tr>
<tr>
<td></td>
<td>When the main log file reaches the given size, a log rotation is triggered, and the main log file is archived and a new log file is created.</td>
</tr>
<tr>
<td>maxLogSize</td>
<td>Maximum size in bytes for the entire log</td>
</tr>
<tr>
<td></td>
<td>Older archive files are deleted to keep the total log size under the given limit.</td>
</tr>
<tr>
<td>rotationFrequency</td>
<td>Frequency, in minutes, for rotating the logs</td>
</tr>
<tr>
<td></td>
<td>The value must be a number (of minutes), or the word hourly, daily, or weekly. (This setting is not case-sensitive.)</td>
</tr>
<tr>
<td>baseRotationTime</td>
<td>Base time for time-based log rotation; for example, the starting point for the rotationFrequency setting</td>
</tr>
<tr>
<td></td>
<td>Default: January 1, 1970, UTC</td>
</tr>
</tbody>
</table>

Use one of these formats:
- HH:mm
- yyyy-MM-dd
- yyyy-MM-ddT-HH:mm
- yyyy-MM-dd-HH:mm:ss.Z, where Z is the time zone indicator and can be Z for UTC or an offset from Greenwich Mean Time in the format plus_or_minusHH:mm

Note: If the time format does not specify a time zone, the local time zone is used.
<table>
<thead>
<tr>
<th>Log Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>retentionPeriod</td>
<td>How long log files are kept&lt;br&gt;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).</td>
</tr>
<tr>
<td>encoding</td>
<td>The type of character encoding to use&lt;br&gt;XML files must be UTF-8 encoded to handle extended characters. The default is <code>&lt;xml version=&quot;1.0&quot; encoding=&quot;UTF-8&quot; /&gt;</code>.</td>
</tr>
<tr>
<td>supplementalAttributes</td>
<td>A comma-separated list of supplemental attribute names, which can be added to each log message&lt;br&gt;The attribute value must be defined in class ExecutionContext.</td>
</tr>
<tr>
<td>useSourceClassAndMethod</td>
<td>Whether the Java source class and method name should be added to each log message&lt;br&gt;The value is a Level name. Messages of a given level or lower include the source class and method name. The constants true and false are also accepted as aliases for OFF and ALL. The default value is TRACE:1 (Fine).</td>
</tr>
<tr>
<td>useDefaultAttributes</td>
<td>Whether default attribute values should be added to each log message&lt;br&gt;The default attributes that can be assigned are HOST_ID, HOST_NWADDR and USER_ID. The value should be true or false. The default value is true for the ODL-XML format and false for the ODL-Text format.</td>
</tr>
<tr>
<td>includeMessageArguments</td>
<td>Whether message arguments are included with formatted log messages that also have a message ID&lt;br&gt;Possible values: true (default) or false.</td>
</tr>
<tr>
<td>useThreadName</td>
<td>The useThreadName flag, which flags controls if the handler attempts to log the real thread name instead of the threadID provided by the java.util.logging.LogRecord.&lt;br&gt;If the flag is true, 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 threadID. The default value is true.</td>
</tr>
<tr>
<td>useRealThreadId</td>
<td>The useRealThreadId flag, which flags controls if the handler attempts to log the real thread ID instead of the threadID provided by the java.util.logging.LogRecord.&lt;br&gt;If the flag is true, the handler attempts 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 threadID. The default value is false. Logging the real Thread ID is mutually exclusive with the useThreadName property. If useThreadName is true, the value of the useRealThreadId property is ignored.</td>
</tr>
<tr>
<td>locale</td>
<td>Default Locale override for localizing messages&lt;br&gt;The default value is the default Locale, which is set in EPM System Configurator.</td>
</tr>
<tr>
<td>keepOpen</td>
<td>Whether the main log file is kept open at all times or opened and closed upon each log operation.&lt;br&gt;Possible settings: true and false. The default setting is true, which keeps the main log file open at all times.&lt;br&gt;In most cases you should use the default value.</td>
</tr>
</tbody>
</table>
### Log Property Description

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>autoFlushLevel</td>
<td>The level setting for autoflushing The ODLHandler 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 autoFlush level. The default value is NOTIFICATION:1.</td>
</tr>
<tr>
<td>addJvmNumber</td>
<td>The JVM number added to the log file name The JVM number is defined by system property oracle.process.index. If the system property is not set, this option is ignored.</td>
</tr>
<tr>
<td>applicationContextProvider</td>
<td>The name of a class that implements the ApplicationContext interface The class must have a default constructor. The special value disabled 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.</td>
</tr>
<tr>
<td>userContextProvider</td>
<td>The name of a class that implements the UserContext interface The class must have a default constructor. The special value disabled 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.</td>
</tr>
</tbody>
</table>

You modify the properties of loggers to debug a component or generate the information that Oracle Support requests to identify issues with an EPM System component.

For example, to capture Shared Services debugging messages, change the logging level in each Shared Services logger definition to TRACE:32.

**Note:** After debugging is complete, restore original logging.xml from a backup copy to ensure optimal logging settings.

To modify the logging configuration file:

1. Create a backup copy of the logging configuration file of the EPM System component whose logging behavior is to be changed. See “EPM System Product Logging Matrix” on page 28.
2. Using a text editor, open logging.xml.
3. Locate the logger definitions. For example, to change the logging level of Shared Services, change the following logger definitions:

```xml
<logger name="oracle.EPMCAS" level="NOTIFICATION:1" useParentHandlers="false">
    <handler name="epmcas-handler" />
</logger>
<logger name="oracle.EPMCES" level="NOTIFICATION:1" useParentHandlers="false">
    <handler name="epmces-handler" />
</logger>
<logger name="oracle.EPMCMS" level="NOTIFICATION:1" useParentHandlers="false">
    <handler name="epmcms-handler" />
</logger>
<logger level="NOTIFICATION:1" name="oracle.EPMCSS">
    <handler name="epmcss-handler" />
</logger>
```
4 Modify the `level` property as needed to change the message logging level. For example, set the `level` property of each logger to `TRACE:32` to log detailed debug messages.

See “ODL Logging Levels” on page 35.

5 Save and close `logging.xml`.

6 Restart the EPM System component to activate the changes.

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 Oracle 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 the logging service is not used by that component.

Backup Files 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_NAMELogginBackup.log
```

When the Logging service is restored, the data from the backup files is transferred to the corresponding log files on the machine where the Logging service is running. The backup files are then removed.

Log Rotation: ODL

Logs for products that use ODL are rotated automatically, depending on settings in the products' logging configuration files. For example, a log is rotated when its file size reaches the limit specified in the `maxFileSize` property. ODL rotates a log by archiving the main log file and creating a new main log file. For example, `FoundationServices0.log` is a main log file for Foundation Services. When `FoundationServices0.log` reaches the specified maximum file size, the backup file is archived and a new main log file is created.
size, it is archived as FoundationServicesn.log, where n is the next number in the archive numbering sequence. For more information about ODL log file property settings that affect rotation and log file retention, see Table 10 on page 37.

**Installation, Configuration, and Diagnostic Logs**

EPM System Installer, EPM System Configurator, and EPM System Diagnostics use the ODL logging format. See “ODL Configuration” on page 35.
<table>
<thead>
<tr>
<th>Product</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
</table>
| EPM System Installer     | $EPM\_ORACLE\_HOME/diagnostics/logs/install$ |  - common-install.log—Common Component files activity; for example, ODBC  
  - common-ocm-install.log—Oracle Configuration Manager activity  
  - common-ohs-install.log—Activity of Oracle HTTP Server  
  - common-ohs-oui-out.log—Oracle Universal Installer information about Oracle HTTP Server installation, if Oracle HTTP Server is installed  
  - Common-opmn-install.log—Oracle Process Manager and Notification Server installation messages  
  - common-opmn-patchset-oui-out—OPMN installation patchset trace log messages  
  - common-oracle-common-install.log—General log messages for appdev (oracle_common) installation  
  - common-oracle-common-oui-out—OUI log messages for appdev (oracle_common) installation  
  - common-product-install.log—Product common component files activity; for example, SDKs, 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  
  - dotNet35Install.log—.NET 3.5 installation messages  
  - dotNetInstall64.log—64-bit .NET installation messages  
  - dotNetRegister.log—Messages for 32-bit .NET registration  
  - dotNetRegister64.log—Messages for 64-bit .NET registration  
  - eas-install—Administration Services installation messages  
  - EPM_EASConsoleInstallLog—Administration Services Console Windows client installer messages  
  - EPM_SVCInstallLog—Smart View Windows installer messages  
  - epma-register-profilereaderdll-stderr.log—Error log for registering HFMProfileReader.dll  
  - epma-register-profilereaderdll-stdout.log—Trace log for registering HFMProfileReader.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-lcmservice-stderr.log—Error log for setting cacls for lcm service folder  
  - hfm-cacls-lcmservice-stdout.log—Trace log for setting cacls for lcm service folder  
  - hfm-registerclientdlls64—Errors for each 64-bit client DLL registration  
  - hfm-registerclientdlls.log—Errors for each 32-bit client DLL registration |
<table>
<thead>
<tr>
<th>Product</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>hfm-registercommondlls.log—Trace log for each client DLL registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-registerdlladmcclient-stderr.log—Error log for each ADM client DLL registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-registerdlladmcclient-stdout.log—Trace log for each ADM client DLL registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-registerdllclient-stderr.log—Error log for each client DLL registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-registerdllclient-stdout.log—Trace log for each client DLL registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-registerdllcommon-stderr.log—Error log for each common DLL registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-registerdllcommon-stdout.log—Trace log for each common DLL registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-registerserverdlls.log—Error log for each server DLL registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-regWinHttpErr.log—Error log for registering winhttp.dll</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-regWinHttpOut.log—Trace log for registering winhttp.dll</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfmsvcs-regAsyncCallback-stderr.log—Error log for registering AsyncCallback.dll</td>
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<tr>
<td></td>
<td></td>
<td>hfmsvcs-regAsyncCallback-stdout.log—Trace log for registering AsyncCallback.dll</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-updatereg-stderr.log—Error log for creating Financial Management Windows registry entries</td>
</tr>
<tr>
<td></td>
<td></td>
<td>hfm-updatereg-stdout.log—Trace log for creating Financial Management Windows registry entries</td>
</tr>
<tr>
<td></td>
<td></td>
<td>install-ocm-configCCR-output—Part 1 of Oracle Configuration Manager setup processing messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>install-ocm-output.log—Oracle Configuration Manager file information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>install-ocm-configCCR-output—Part 2 of Oracle Configuration Manager setup processing messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>installTool-install-DDD-MM.DD.YYYY-TIME.log—Main log written by EPM System Installer to log user activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>installTool-install-stderr.log—Errors filtered from console output</td>
</tr>
<tr>
<td></td>
<td></td>
<td>installTool-install-stdout.log—Console output</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PRODUCT—install.log—Information about whether a product assembly installation fails. Each assembly has a log file. For example, hss-install.log for Shared Services.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>installTool-summary-DDD-MM.DD.YYYY-TIME.log—Results of checks that EPM System Installer performs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>irclient-fontreg-stderr.log—Error log for registering font files</td>
</tr>
<tr>
<td></td>
<td></td>
<td>irclient-fontreg-stdout.log—Trace log for registering font files</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ismpEngine-install-stderr—Internal log file for InstallShield messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>wl_install_err.log—WebLogic install-time log, errors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>wl_install_out.log—WebLogic install-time log, complete log</td>
</tr>
<tr>
<td>Product</td>
<td>Default Log Location</td>
<td>Log File Name and Contents</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| EPM System Configurator         | `EPM_ORACLE_INSTANCE/diagnostics/logs/config` | - `cmconfig.log`—Trace information generated during Reporting and Analysis configuration from Reporting and Analysis (CMC) APIs called  
- `configtool.log`—Configuration task output and warning messages  
- `configtool-http-ant.log`—Trace from ant code executed during web server setup  
- `ConfigTool-stdout.log`—Console output  
- `Configtool-appdeployment.log`—Trace of deployment steps  
- `configtool_summary.log`—Summary status about pass/fail tasks  
- `EssbaseExternalizationTask.log`—Trace information for the Essbase externalization process executed during Essbase custom configuration  
- `listener.log`—Application listener messages generated on startup for each Java web application; one file for all applications  
- `SharedServices_CMSClient.log`—Shared Services CMS client trace, generated during configuration when CMS calls are made  
- `ocm-config.log`—Oracle Configuration Manager configuration log  
- `registry.log`—Trace of Shared Services Registry calls made during configuration  
- `SharedServices_Security.log`—Shared Services Registry registration log |
| EPM System Diagnostics          | `EPM_ORACLE_INSTANCE/diagnostics/logs/validation` | - `validation.log`—Summary-level information for each check performed, indicating success or failure  
  **Note:** A file name `validation-n.log` indicates that the log has rolled over because of size limits.  
- `validationTool-stdout.log`—Detail-level information for each validation check performed  
- `validationTool-stderr.log`—Error information generated during diagnostic utility execution  
- `velocity.log`—Diagnostic utility trace generated by Velocity component calls |
| EPM System starter              | Windows—WebLogic Server: `EPM_ORACLE_INSTANCE/diagnostics/logs/services`  
UNIX—WebLogic Server: `EPM_ORACLE_INSTANCE/diagnostics/logs/starter` | A startercomponent.log file for each product component started by `start.bat` (Windows) or `start.sh` (UNIX)  
A UNIX starter log contains the full start sequence trace.  
A Windows starter log contains whatever the product components write to `stdout`. |
Application Server, Web Server, and EPM System Process Logs

Check these logs for information about application servers, web servers, and EPM System processes such as stop and start.

- Application server logs (WebLogic Server service, error, and console logs), for information about WebLogic Server installed with EPM System Installer
  
  Location: $MIDDLEWARE_HOME/user_projects/domains/DomainName/servers/ServerName/logs$

  (For WebLogic Server installed outside EPM System Installer, see the Oracle WebLogic Server documentation for information about logs.)

  - Location: $product$
  - File name: Product-dependent

  Example: $EPM_ORACLE_INSTANCE/diagnostics/logs/epma/DimensionServer.log$

- Web server logs, for information about web servers installed with EPM System Installer:
  
  (For web servers installed outside EPM System Installer, see vendor documentation for information about logs.)

  - Location: $EPM_ORACLE_INSTANCE/httpConfig/ohs/diagnostics/logs/OHS/ohs_component$
  - Log files:
    - access_log and access_log.number—WebLogic-generated log files for a managed server
    - console-OHS-1.log—Oracle HTTP Server-generated log file, console output
    - ohs_component.log—Oracle HTTP Server-generated log file

- Start and stop logs for each EPM System product (UNIX)
  
  - Location: $EPM_ORACLE_INSTANCE/diagnostics/logs/starter$
  - File name and description: Product-dependent

- Services startup logs for each managed server (Windows):
  
  $EPM_ORACLE_INSTANCE/diagnostics/logs/services$

- Security log—CSS and Shared Services Registry product activity, including Native Directory initialization and CSS initialization

- WebLogic logs—WebLogic activity needed when contacting Oracle Support Services
  
  - Location: $MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/domains/managed_server_name/logs$
  - File name: access.log
For example, `MIDDLEWARE_HOME/user_projects/domains/EPMSSystem/servers/EpmaDataSync0/logs/access.log`

## Foundation Services Logs

<table>
<thead>
<tr>
<th>Component</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation Services</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSSystem/servers/FoundationServices0/logs</code></td>
<td>- <code>FoundationServices0.log</code>—Server and security activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>Framework.log</code></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- EPM System common user interface framework error and informational messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Miscellaneous messages; for example, locale detection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Messages regarding BPMUI configuration files or registry settings</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Any errors due to invalid configuration files; for example, corrupt <code>BpmServer.properties</code> or registry.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- BPMUI security messages, including CSS initialization, login/logout logs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- from the Java web application, and CSS authentication error messages</td>
</tr>
<tr>
<td>Shared Services</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSSystem/servers/FoundationServices0/logs</code></td>
<td>- <code>SharedServices_Admin.log</code>—Applications Groups management activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_Audit.log</code>—Audit server errors while reading/writing audit information to the database or while configuring auditing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_Audit_Client.log</code>—Information about the audit client</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_CMSClient.log</code>—Metadata Service client activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_Hub.log</code>—Shared Services listener and initialization activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_ImportExport.log</code>—Errors and Informational messages pertaining to LCM Import/Export activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_LCM.log</code>—Lifecycle Management activity when it is run from EPM Workspace</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_Registry.log</code>—Shared Services Registry activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_Security.log</code>—User management, provisioning,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>authentication, and single sign-on activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_TaskFlow.log</code>—Information about Taskflows</td>
</tr>
<tr>
<td>EPM Workspace</td>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSSystem/servers/FoundationServices0/logs</code></td>
<td><code>Workspace.log</code>—EPM Workspace error and informational messages</td>
</tr>
<tr>
<td>Performance</td>
<td><code>EPM_ORACLE_INSTANCE/diagnostics/logs/epma</code></td>
<td><code>DimensionServer.log</code>—Performance Management Architect Dimension Server activities such as service startups, background jobs, warnings, and errors</td>
</tr>
<tr>
<td>Management Architect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management Architect</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Component</td>
<td>Default Log Location</td>
<td>Log File Name and Contents</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Performance Management Architect | `MIDDLEWARE_HOME/user_projects/domains/EPMSysnemal/system_servers/EpmaDataSync0/logs` | - `access.log`—Site that was accessed inside the Java web application (if access logging is enabled)  
- `datasync.log`—Information from Performance Management Architect Data Sync Java web application data synchronization activities; for example, validation and execution errors from connectors  
- `EpmaDataSync0.log`—Performance Management Architect web server events such as startup and shutdown  
  Restarting the server creates a new `EpmaDataSync0.log` file.  
- `essconn.log`—Essbase data synchronization activities and errors  
- `registry.log`—Performance Management Architect Data Synchronizer registry activity  
- `SharedServices_SecurityClient.log`—Logon activities and errors |
|                                  | `MIDDLEWARE_HOME/user_projects/domains/EPMSysnemal/system_servers/EpmaWebReports0/logs` | - `access.log`—Site that was accessed inside the Java web application (if access logging is enabled)  
- `epma.log`—Performance Management Architect web-tier activities  
- `EpmaWebReports0.log`—Performance Management Architect web server events such as startup and shutdown  
  Restarting the server creates a new `EpmaWebReports0.log` file.  
- `Framework.log`  
  - EPM System common user interface framework error and informational messages  
  - Miscellaneous messages; for example, locale detection  
  - Messages regarding BPMUI configuration files or registry settings  
  - Any errors due to invalid configuration files; for example, corrupt `BpmServer.properties` or `registry`.  
  - BPMUI security messages, including CSS initialization, logon/logout logs from the Java web application, and CSS authentication error messages  
- `registry.log`—Performance Management Architect registry activity  
- `SharedServices_SecurityClient.log`—Logon activities and errors |
### Component Log Location

<table>
<thead>
<tr>
<th>Component</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculation Manager</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/CalcMgr0/logs</td>
<td>- access.log—Which site was accessed inside the Java web application (if access logging is enabled)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- apsserver.log—Communications between Calculation Manager and the Java API</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- CalcManager.log—Calculation Manager web-tier activities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- CalcMgr0.log—All Calculation Manager activities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Framework.log</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- EPM System common user interface framework error and informational messages</td>
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<td>- Miscellaneous messages; for example, locale detection</td>
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<td></td>
<td></td>
<td>- Any errors due to invalid configuration files; for example, corrupt BpmServer.properties or registry.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- BPMUI security messages, including CSS initialization, logon/logout logs from the Java web application, and CSS authentication error messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- apsserver.log—Logs communications between Calculation Manager and Essbase servers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- registry.log—Calculation Manager registry activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_SecurityClient.log—Logon activities and errors</td>
</tr>
<tr>
<td>Smart View</td>
<td>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 Oracle Smart View for Office User's Guide.</td>
<td></td>
</tr>
</tbody>
</table>

### Lifecycle Management Logs

#### Table 13  Lifecycle Management Log Files

<table>
<thead>
<tr>
<th>Associated Product</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Services</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/FoundationServices0/logs</td>
<td>SharedServices_LCM.log—Time-stamped migration activities on the managed server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>These logs are generated when you run migrations from Oracle Hyperion Shared Services Console.</td>
</tr>
<tr>
<td></td>
<td>MIDDLEWARE_HOME/user_projects/epmsystem1/diagnostics/logs/migration</td>
<td>Migration logs named LCM_timestamp.log</td>
</tr>
<tr>
<td></td>
<td></td>
<td>These logs are generated when you run migrations from the Lifecycle Management Command Line Utility.</td>
</tr>
</tbody>
</table>
## Essbase Logs

### Table 14  Essbase ODL Component Logs

<table>
<thead>
<tr>
<th>Component</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Essbase Server</strong></td>
<td><strong>EPM_ORACLE_INSTANCE</strong>/diagnostics/logs/essbase/essbase_&lt;instance number&gt;</td>
<td>- <strong>ESSBASE.LOG</strong>—Essbase Server activities and errors&lt;br&gt;- <strong>ESSBASE_ODL.log</strong>—Essbase Server activities and errors&lt;br&gt;- <strong>dataloader_ODL.err</strong>—Data load and dimension build errors&lt;br&gt;- <strong>log0000x.xcp</strong>—Errors that result when Essbase Server stops abnormally&lt;br&gt;- <strong>leasemanager_server_HOSTNAME.log</strong>—Essbase Server Lease Manager information&lt;br&gt;- <strong>leasemanager_essbase_HOSTNAME.log</strong>—Essbase Agent Lease Manager information&lt;br&gt;- <strong>log00001.xcp</strong>—Errors that result when the agent stops unexpectedly&lt;br&gt;<strong>Note:</strong> <strong>ESSBASE.LOG</strong> and <strong>ESSBASE_ODL.log</strong> contain the same information in different formats.</td>
</tr>
<tr>
<td></td>
<td>Specified through an essbase.cfg setting, which you can change through Essbase Administration Console or with a text editor.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>dbname_ODL.atx</strong> and <strong>dbname_ODL.alg</strong>, where dbname is specified through an essbase.cfg setting—Successfully completed spreadsheet update transactions</td>
<td>These are SSAUDIT log files. See “Monitoring Data, Applications, and Databases” in the Oracle Essbase Database Administrator's Guide and the Oracle Essbase Technical Reference.</td>
</tr>
<tr>
<td><strong>Administration Services</strong></td>
<td><strong>MIDDLEWARE_HOME</strong>/user_projects/domains/EPMSystem/servers/EssbaseAdminServices0/logs</td>
<td>- <strong>easserver.log</strong>—Administration Services Server activity&lt;br&gt;- <strong>EssbaseAdminServices0.log</strong>—Administration Services Java web application activity</td>
</tr>
</tbody>
</table>

**Note:** To enable console logging, in **MIDDLEWARE_HOME/EPMSystem11R1/products/Essbase/eas/console/bin/admincon.bat**, set the Java option parameter **–DEAS_CONSOLE_LOG** to **True**.
<table>
<thead>
<tr>
<th>Component</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Services</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/AnalyticProviderServices0/logs</td>
<td>• AnalyticProviderServices0.log—Provider Services Java web application activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• apserver.log—Provider Services activity</td>
</tr>
<tr>
<td>Essbase Security Client</td>
<td>.EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase</td>
<td>SharedServices_Security_Client.log—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.</td>
</tr>
<tr>
<td>OPMN</td>
<td>.EPM_ORACLE_INSTANCE/diagnostics/logs/OPMN/opmn</td>
<td>• opmn.log—Information about when Essbase starts, stops, and how many stop and start retry attempts are made</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• console-ESSBASE_CLUSTER_NAME-ESSBASE_PROCESS_TYPE-AGENT-1.LOG—All console messages are directed to a file that is called the &quot;console&quot; output file for a managed process, in this case, Essbase.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EssbasePing.log—OPMN Forward Ping information</td>
</tr>
<tr>
<td>Essbase Plugin</td>
<td>.EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/lcm</td>
<td>essbaseplugin.log—Information about artifacts listing, migration (import/export) of Essbase artifacts, time taken for artifact listing and artifact migration</td>
</tr>
</tbody>
</table>
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 15  Reporting and Analysis Framework Log Files

<table>
<thead>
<tr>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/ReportingAnalysis</td>
<td>Reporting and Analysis Framework services logging information:</td>
</tr>
<tr>
<td></td>
<td>o configuration_messages_${module}.log—Reporting and Analysis Framework services configuration information</td>
</tr>
<tr>
<td></td>
<td>o eiengine.log—Messages of EIEngine utility (export/import utility)</td>
</tr>
<tr>
<td></td>
<td>o logwriter_messages_${module}.log—Log file with inside log Reporting and Analysis Framework services messages</td>
</tr>
<tr>
<td></td>
<td>o server_messages_${OriginatorType}.log—The pattern for Reporting and Analysis Framework services log files. These files contain RAF services log messages.</td>
</tr>
<tr>
<td></td>
<td>o stdout_console_${module}.log—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.</td>
</tr>
<tr>
<td></td>
<td>o agent.log and stdout_console_agent.log—Reporting and Analysis Framework Agent logging information</td>
</tr>
<tr>
<td></td>
<td>o JobUtilities.log—Job Utilities activities for Calendar Manager</td>
</tr>
<tr>
<td></td>
<td>o migrator.log—Migration activities</td>
</tr>
<tr>
<td></td>
<td>o /SDK/sdk.log—Software Development Kit log</td>
</tr>
<tr>
<td>Default Log Location</td>
<td>Log File Name and Contents</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/</td>
<td>• RaFramework0.log—Reporting and Analysis Framework Java web application server logs</td>
</tr>
<tr>
<td>user_projects/</td>
<td>• RaFramework_Bpmui.log—Miscellaneous messages regarding Reporting and Analysis Framework Java web application; for example, locale detection</td>
</tr>
<tr>
<td>domains/EPMSystem/</td>
<td>• RaFramework_AdministrationServlet.log—Reporting and Analysis Framework Java web application information regarding administration servlet</td>
</tr>
<tr>
<td>servers/RaFramework0/logs</td>
<td>• RaFramework_BrowseServlet.log—Reporting and Analysis Framework Java web application logs related to browse servlet</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_Changemgmt.log—Impact Manager logs</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_CommonClient.log—Reporting and Analysis Framework Java web application common client functionality information</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_DataAccessServlet.log—Reporting and Analysis Framework Java web application information regarding data access servlet</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_Foundation.log—Reporting and Analysis Framework Java web application information regarding interaction with Reporting and Analysis Framework services</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_JobManagerServlet.log—Reporting and Analysis Framework Java web application information regarding job manager servlet</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_PersonalPagesServlet.log—Reporting and Analysis Framework Java web application information regarding personal pages servlet</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_Portallets.log—Portallet infrastructure messages</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_Search.log—Search-related messages</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_WebServices.log—Web services-related messages</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_configuration_messages.log—Reporting and Analysis Framework Java web application configuration messages</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_iHTMLServlet.log—Reporting and Analysis Framework Java web application logs related to ihtml servlet</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_logwriter Servlets_messages.log—Reporting and Analysis Framework Java web application log writer messages</td>
</tr>
<tr>
<td></td>
<td>• RaFramework_stdoutConsoleServlets.log—Log stdout (console) log file for Reporting and Analysis Framework Java web application</td>
</tr>
</tbody>
</table>

**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_NAMELoggingBackup.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

Dynamically Changing Reporting and Analysis Framework Services Logging Levels

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.
To apply the changes, in the context menu, click **Refresh log Configuration**. The changes are quickly applied.

To dynamically change logging levels for Reporting and Analysis Framework Java web application:

2. Create `logging.properties`.
3. Add the required loggers with specific levels. Syntax for loggers:
   
   ```
   oracle.EPMRAF.[logger name].level=[logger level]
   ```

### Financial Reporting Logs

Table 16 lists Financial Reporting log messages.

<table>
<thead>
<tr>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web application logs:</td>
<td></td>
</tr>
<tr>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/FinancialReporting0/logs</code></td>
<td></td>
</tr>
<tr>
<td>Financial Reporting Annotation Audit Log:</td>
<td></td>
</tr>
<tr>
<td><code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/FinancialReporting0/logs</code></td>
<td></td>
</tr>
<tr>
<td><code>FRLogging.log</code> — Monitors activities within the Financial Reporting Server and associated components</td>
<td></td>
</tr>
<tr>
<td><code>FinancialReporting0.log</code> — web-tier activity</td>
<td></td>
</tr>
<tr>
<td>AnnotationAudit.log — Logs the creation, modification, and association of annotations</td>
<td></td>
</tr>
</tbody>
</table>

### Web Analysis Logs

The following Web Analysis log files are in `MIDDLEWARE_HOME/domains/EPMSystem/servers/WebAnalysis0/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 Web Analysis application
- `WebAnalysisAudit.log` — Audit information

### Interactive Reporting Logs

Interactive Reporting services uses remote logging.
**Table 17  Interactive Reporting Logs**

<table>
<thead>
<tr>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDDLEWARE_HOME/</td>
<td>• server_messages_IRServiceHelper.log—Interactive Reporting Service information</td>
</tr>
<tr>
<td>user_projects/</td>
<td>• server_messages_IRJobService.log—Interactive Reporting Job Service, helpful in</td>
</tr>
<tr>
<td>empsystem1/</td>
<td>troubleshooting problems with the Interactive Reporting jobs</td>
</tr>
<tr>
<td>diagnostics/logs/</td>
<td>• server_messages_IntelligenceService.log—Interactive Reporting Service information</td>
</tr>
<tr>
<td>ReportingAnalysis</td>
<td>• server_messages_DataAccessService.log—Data Access Service information</td>
</tr>
</tbody>
</table>

**Specifying Remote or Local Logging**

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** window for Interactive Reporting services (Intelligence, Data Access, service and IR Job) Logs panel.
  3. Modify the logger level in the property group **Module Properties**, and 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 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**, 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 (0_das.log, 0_BIService.log or 0_IRJob.log) are in $EPM_ORACLE_INSTANCE/diagnostics/logs/ReportingAnalysis$.

**Note:** The name of the first file for each service begins with 0; subsequent files are numbered sequentially; for example, 0_das.log, 1_das.log, and so on.
Financial Performance Management Application Logs

Subtopics

- Planning Logs
- Financial Management Logs
- Profitability and Cost Management Logs
- Disclosure Management Logs
- Financial Close Management Logs
- SOA Suite Server Logs
- Tax Management Logs
- Strategic Finance Logs

Planning Logs

<table>
<thead>
<tr>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>C:/MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/Planning0/logs</td>
<td>Planning_ADF.log—ADF (Oracle Application Development Framework) information You cannot delete this log while the Planning server is running. The log is recreated if the server is restarted.</td>
</tr>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/planning</td>
<td>UserProvisionSync.log—Security refresh information, such as provisioning or “user not found” issues Use this log to troubleshooting synchronization issues between Planning and Shared Services. Planning utility logs—A log for each Planning utility PlanningAppUpgradeLog_application_name.txt—An upgrade log for each upgraded Planning application</td>
</tr>
</tbody>
</table>

To change the logging level for a Planning application server:

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.
## Financial Management Logs

### Table 18  Financial Management Log Files

<table>
<thead>
<tr>
<th>Component</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Management</td>
<td>EPM_ORACLE_INSTANCE/ diagnostics/logs/hfm</td>
<td>- <code>xfm.odl.&lt;APPLICATION_NAME&gt;.log</code>—Financial Management Application Server core activity (per application)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>oracle-epm-fm-hsx-server.log</code>—Financial Management Java Server log</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>oracle-epm-fm-bi-publisher.log</code>—Logs for Financial Management to BI Publisher interaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>oracle-epm-fm-hsx-registry.log</code>—Logs for Financial Management to Shared Services Registry interaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>oracle-epm-fm-lcm-client.log</code>—Logs for Financial Management to Lifecycle Management interaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>SharedServices_Security.log</code>—Logs for Financial Management to Shared Services Security API interaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>UsedCPU=n.nnnnn;</code>—total processor CPU usage (sum of all processes CPU usage);</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>ProcUsedCPU=n.nnnnn;</code>—current XDS process CPU usage;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>oracle-adf.log</code>—Financial Management ADF logs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>HFMWeb0.log</code>—Financial Management domain logs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>HFMWeb0diagnostic.log</code>—Financial Management domain diagnostic logs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <code>oracle-jrf.log</code>—Financial Management JRF logs</td>
</tr>
</tbody>
</table>

## Profitability and Cost Management Logs

### Table 19  Profitability and Cost Management Log Files

<table>
<thead>
<tr>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profitability and Cost Management:</td>
<td>hpcm.log—Profitability and Cost Management activity</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/servers/Profitability0/logs</td>
<td></td>
</tr>
</tbody>
</table>
Disclosure Management Logs

Table 20  Disclosure Management Log Files

<table>
<thead>
<tr>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDDLEWARE_HOME/user_</td>
<td>DisclosureManagement0.log—Disclosure Management web tier activity</td>
</tr>
<tr>
<td>projects/domains/EPMS</td>
<td>DiscMan.log—Disclosure Management activity</td>
</tr>
<tr>
<td>System/servers/</td>
<td>DiscManAuditService.log—Audit service activity</td>
</tr>
<tr>
<td>DisclosureManagement</td>
<td>DiscManMappingTool.log—Mapping tool activity</td>
</tr>
<tr>
<td>0/logs</td>
<td>DiscManReportService.log—Report service activity</td>
</tr>
<tr>
<td></td>
<td>DiscManRepository.log—Disclosure Management repository activity</td>
</tr>
<tr>
<td></td>
<td>DiscManRepositoryService.log—Disclosure Management repository services</td>
</tr>
<tr>
<td></td>
<td>DiscManSessionService.log—Session service activity</td>
</tr>
</tbody>
</table>

Financial Close Management Logs

The default location for these Financial Close Management logs is MIDDLEWARE_HOME/ user_projects/domains/EPMSysytem/servers/FinancialClose0/logs:

- FinancialClose0.log—Close Manager web tier activity
- FinancialClose.log—Close Manager activity
- FinancialClose0-diagnostic.log—Close Manager web tier activity, with more diagnostic messages than FinancialClose0.log
- AccountReconciliation0.log—Account Reconciliation Management web tier activity

Note: If Account Reconciliation Management is deployed to same server as Financial Close Management, you might not have AccountReconciliation0.log.

- AccountReconciliation.log—Account Reconciliation Management activity

SOA Suite Server Logs

The default location for these Oracle SOA Suite Server logs is MIDDLEWARE_HOME/ user_projects/domains/EPMSysytem/servers/soa_server1/logs:

- soa_server1.log—SOA Suite services activity
- soa_server1-diagnostic.log—SOA Suite web tier activity
### Tax Management Logs

<table>
<thead>
<tr>
<th>Default Log Location</th>
<th>Log File Name and Content</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSysystem/servers/TaxManagement0/logs</td>
<td>TaxSupplementalSchedules.log</td>
<td>maxFileSize = 10485760 bytes maxLogSize = 104857600 bytes</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSysystem/servers/TaxManagement0/logs</td>
<td>TaxOperations.log</td>
<td>maxFileSize = 10485760 bytes maxLogSize = 104857600 bytes</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSysystem/servers/TaxManagement0/logs/oracle-eepm-tax-prov</td>
<td>oracle-eepm-tax-prov.log</td>
<td>maxFileSize = 1000000 bytes maxLogSize = 5000000 bytes</td>
</tr>
</tbody>
</table>

### Strategic Finance Logs

<table>
<thead>
<tr>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
<th>Rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/hsf/debug_YYYYMMDD_HHMMSS.log</td>
<td>Debugging information from the Strategic Finance Server; detailed information on every server operation</td>
<td>Can be deleted</td>
</tr>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/hsf/event/event_YYYYMMDD.log</td>
<td>Information about Strategic Finance events</td>
<td>Archived event log files can be used to audit the activity of users. <strong>Note:</strong> An event log file is created each time the service process starts, and a file is started at least once a day.</td>
</tr>
<tr>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/hsf/userlogs/YYYYMMDD_HHMMSS_seq.log</td>
<td>A history of user actions (called user results log files)</td>
<td>Archive</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSysystem/servers/HsfWeb0/logs/HsfWeb0.log</td>
<td>Oracle Hyperion Strategic Finance Java web application messages</td>
<td>Can be deleted</td>
</tr>
</tbody>
</table>
Data Management Logs

Subtopics

- FDMEE Logs
- Data Relationship Management Logs
- Data Relationship Management Analytics Logs

FDMEE Logs

<table>
<thead>
<tr>
<th>Default Log Location</th>
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</tr>
</thead>
<tbody>
<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/ErpIntegrator0/logs</td>
<td>ErpIntegrator0.log—FDMEE application server log, which you can use to access additional system information.</td>
</tr>
<tr>
<td></td>
<td>aif-CalcManager.log—Logs generated for Calculation Manager API interactions</td>
</tr>
<tr>
<td></td>
<td>aif-HfmAdmDriver.log—Logs generated for Financial Management SDK interactions</td>
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<tr>
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<td>aif-Planning_webApp.log—Logs generated for Planning Server interactions</td>
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<tr>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/ErpIntegrator0/logs/oracledi</td>
<td>odiagent.log—Logs generated by ODI Agent</td>
</tr>
<tr>
<td>APPLICATION_ROOT_DIRECTORY/outbox/logs</td>
<td>EPM-APPLICATION-NAME_PROCESS-ID.log—Logs generated by various load processes. This log can be viewed using the Show Log link in the Process Details page of FDMEE.</td>
</tr>
</tbody>
</table>

Data Relationship Management Logs

The Data Relationship Management Console Repository Wizard writes repository creation, copy, and upgrade information to a log that you can view during Repository Wizard operations. You can save the Repository Wizard log from the Repository Operation Complete page of the wizard. The Repository Wizard log is user-defined.

To capture Data Relationship Management installation issues, enable logging in the Data Relationship Management installer. For instructions, see the Oracle Data Relationship Management Installation Guide.

These Data Relationship Management log files are in the user's Windows temp directory; for example, C:/Documents and Settings/user name/temp:

- MSI.log—Information about the installation process
  - The primary log file for the Data Relationship Management is overwritten each time the Data Relationship Management installer is run. This log can be deleted.
- MSIxxxx.log (where xxxx is a random alphanumeric character sequence)
  - This log is useful for troubleshooting an installation failure. It can be deleted.
Caution! MSIxxxx.log files other products may be in the same folder, so verify that the time and date of the file match the time and date of the Data Relationship Management installation to ensure that you are deleting the correct file.

Note: The path varies to the user’s Windows home directory varies among Windows versions.

Data Relationship Management Analytics Logs

A persistent ODL logger is automatically configured for the Oracle Data Relationship Management Analytics application. Manual configuration of the managed server is not necessary. However, by default the logger level is set to the NOTIFICATION:1 level. If tracing is desired then set the level to TRACE:1 by navigating to Enterprise Manager and turning on debugging levels using the Configure Logging menu for the application.

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 March 17, 2013, at 6.45AM:

AttachHome2013-03-17_06-45-00AM.log
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Installation Tips and Troubleshooting

Subtopics

- EPM System Installer Shutdown
- EPM System Installer Files on Client Machines
- Oracle HTTP Server
- Proxy Servlet
- Product Selection Panel
- EPM System Installer Extraction on Solaris
- EPM System Installer Startup
- EPM System Installer Freeze
- Welcome Panel Issue
- Reinstallation
- Installation Error During Oracle Database Installation

For help with configuration issues, see “Configuration Tips and Solutions” on page 69.

Tip: If your installation process is blocked by a prerequisite check, and you believe you understand the warning and can proceed with the installation despite it, you can ignore the prerequisite checks and try to proceed by running EPM System Installer with the -ignoreChecks option.
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. 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 3, “Downloading Files for Installation,” in the Oracle Enterprise Performance Management System Installation and Configuration Guide.

Oracle HTTP Server

You can install Oracle HTTP Server with Foundation Services. Before installing Oracle HTTP Server, ensure that you meet the prerequisites for Oracle HTTP Server. Refer to these documents for details:

- Installation:
  - Oracle HTTP Server installation documentation (http://download.oracle.com/docs/cd/E15523_01/webtier.htm)
  - Release Notes (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.

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 the Oracle Enterprise Performance Management System Installation and Configuration Guide.

Oracle HTTP Server Installation

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.”

---

**Proxy Servlet**

EPM System uses a proxy servlet if no other web server is specified. Messages regarding the proxy servlet are in `MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/managed_server_name/logs/ProxyFilter.log`.

---

**Product Selection Panel**

**Issue:** A product is unavailable on the Product Selection panel, which can occur 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 “Downloading Files for Installation” in the Oracle 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

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 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 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 EPM_ORACLE_HOME/OPatch.

Welcome Panel Issue

Issue: A warning message about an unsupported platform, not enough memory, or resolving a 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 of an unsupported platform, 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`.
  5. Restart the system.
- **UNIX**—Remove all entries for previous installation in `~/.oraInventory/ContentsXML/inventory.xml`. (Otherwise, the installer does not recognize `MIDDLEWARE_HOME`.)

**Installation Error During Oracle Database Installation**

**Issue:** During installation with EPM System Installer, during Oracle Database installation, you receive error ORA-12638.

**Solution:**

EPM System Installer requires that the user performing the deployment be a member of the Administrators group on the server. For future deployments, make the user a member of the Administrators group. If you are in the middle of the deployment, you can work around the error and proceed with the deployment by performing the following steps:

1. Click **Abort**.
2. Open `EPM_ORACLE_HOME/OracleDB/product/11.2.0/dbhome_1/NETWORK/ADMIN/sqlnet.ora` in a text editor.
3. Change line the following line:
   ```
   SQLNET.AUTHENTICATION_SERVICES= (NTS)
   ```
   to:
   ```
   SQLNET.AUTHENTICATION_SERVICES= (NONE)
   ```
4. Click **Retry**.
Maintenance Installation Issues

When applying a maintenance release to EPM System products, perform all high-level tasks described in “Maintenance Release Installation Checklist” in “Performing a Maintenance Release Installation for EPM System Products,” in the Oracle Enterprise Performance Management System Installation and Configuration Guide.

Single Managed Servers and Maintenance Installations

Issue: You were working in a Release 11.1.2.1 or Release 11.1.2.2 environment that had some Java web applications deployed to a single managed server and some Java web applications deployed to their own managed servers.

This scenario assumes:

- You deployed some of the Java web applications to their own managed servers in Release 11.1.2.1 or Release 11.1.2.2
- You deployed some of the Java web applications to a single managed server in Release 11.1.2.1 or Release 11.1.2.2
- You want to maintain these deployment scenarios in Release 11.1.2.4.

Solution: Perform the following steps:

1. Install EPM System products using the Apply Maintenance Release option.
2. Ensure that the single managed server EPMServer0 is assigned to a machine.
   a. Start WebLogic Administration Server.
   b. Log in to WebLogic Administration Console.
   c. Select Environment, then Servers, and then EPMServer0.
   d. Check if Machine is selected for the server.
      If Machine is not select for the server, select Lock & Edit, and then select the local host machine from the list.
   e. Click Save to activate the changes.
3. Configure the Java web applications that were deployed to a single managed server: In EPM System Configurator, select the “Deploy to Application Server” task for the Java web applications that were deployed to a single managed server, and then select Deploy the web applications to a single managed server.
4. Configure the Java web applications that were deployed to their own managed servers: In EPM System Configurator, select the ”Deploy to Application Server” task for each product for which you originally deployed to its own managed server. Do not select Deploy the web applications to a single managed server.
Configuration Tips and Solutions

Subtopics

- Distributed Environments
- Java Heap Size Changes
- Product Databases
- EPM System Configurator Startup
- Oracle HTTP Server Configuration
- Out-of-Memory Error with Multiple Java Web Application Deployments
- First-Time Configuration of the Shared Services Database
- Connection to a Clustered SQL Server Deployment
- Missing JAR Files
- Configuration Error Messages
- Configuration Task Panel: Missing Products
- Unavailable Database Configuration Options
- Remote Deployment Timeout
- Failure Deploying to Application Server Without Configuration Errors
- Moving Java Web Applications to a Single Domain

For help with installation issues, see “Installation Tips and Troubleshooting” on page 63.

Tip: If your configuration process is blocked by a prerequisite check, and you believe you understand the warning and can proceed with the configuration despite it, you can ignore the prerequisite checks and try to proceed by running EPM System Configurator with the -ignoreChecks option.

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.

Java Heap Size Changes

You can change Java heap sizes when using services to start and stop Java 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 Java web application server. For details, see the Oracle Enterprise Performance Management System Deployment Options 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.

Oracle HTTP Server Configuration

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.

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

Issue: When several Java web applications are deployed, an out-of-memory message is displayed at deployment.

Solution:

WebLogic: 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 61.

Configuration 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 11.1.3 supports only such character sets, as documented in Oracle Enterprise Performance Management System Installation and Configuration Guide.
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.

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.

Remote Deployment Timeout

Issue: Remote deployment of a Java web application fails, and EPM_ORACLE_INSTANCE/diagnostics/logs/config/configtool.log shows this exception: The action you performed timed out after 60,000 milliseconds.

Solution: Follow these steps:

1. Create a file EPM_ORACLE_HOME/common/config/11.1.2.0/configTool-options.properties that includes this line:

   deployment.remote.timeout=timeout in milliseconds

   For example, deployment.remote.timeout=300000 specifies a timeout after 5 minutes (300,000 milliseconds).

2. Redeploy the Java web application.

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 Java Web Applications to a Single Domain

Issue: EPM System Java 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 the Oracle 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 Java web applications to that domain:
  1. Run the WebLogic Administration Server on the Foundation Services machine for the domain.
  2. Redeploy the Java 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 Java web applications on the Foundation Services machine that were already deployed on that machine.

- To deploy all EPM System Java 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 Java 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 Java web applications on the Foundation Services machine to the new domain.

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.


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.

**“OutOfMemory” JVM Errors on Exalytics**

Issue: While trying to launch any EPM System process, service, or tool on an Exalytics machine, you see “OutOfMemory” JVM errors.

Solution: Set the following user limits (at minimum):

- `ulimit -u 8192` (The maximum number of processes available to a single user)
- `ulimit -n 16384` (The maximum number of open file descriptors)

**Resolving Connection Failures and Restarting Services**

To restart services, see “Starting and Stopping EPM System Products,” in the Oracle 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 keep the message from being generated. See the Oracle Enterprise Performance Management System Security Configuration Guide.

**WebLogic Administration Console Port Changes**

If you change the WebLogic Administration Console port after deployment, you must use `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 “Updating the Shared Services Registry” in the Oracle Enterprise Performance Management System Deployment Options Guide.

**UNIX-Specific Issues**

Subtopics

- Slow Java 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

**Slow Java Web Application Startup with TC2000 Solaris**

Issue: In a TC2000 Solaris environment, Java web application startup is unacceptably slow.

Solution: Install EPM System Java web applications in an environment other than TC2000 Solaris.

**Web Server Configuration Failure on AIX**

Issue: After you install Foundation Services, the Configure Web Server task fails, 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/EPMSYSTEM11R1/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/EPMSYSTEM11R1/common/jlib/11.1.2.0/epm_j2se.jar referenced from /HYPEPM2/Oracle/Middleware/EPMSYSTEM11R1/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/EPMSYSTEM11R1/common/jlib/11.1.2.0/epm_j2se.jar referenced from /HYPEPM2/Oracle/Middleware/EPMSYSTEM11R1/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/EPMSYSTEM11R1/common/jlib/11.1.2.0/epm_soa.jar referenced from /HYPEPM2/Oracle/Middleware/EPMSYSTEM11R1/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, and 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 “Installing EPM System Products in a New Deployment” in the *Oracle 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. Oracle Hyperion Enterprise
Performance Management 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

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.
Foundation Services

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- Shared Services ...................................................................................... 83
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Foundation Services Startup

Issue: When using an Oracle Database in SSL mode, you cannot start the Foundation Services Java web applications.

Solution: Import the database certificate to the following trust stores:

```
MIDDLEWARE_HOME/jdk160_35/jre/lib/security/cacerts
```

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
- Disabled Icons in Internet Explorer Are Displayed with a White Background
- 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 “Ports” in the *Oracle Enterprise Performance Management System Installation and Configuration Guide*.

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

After you enable client debugging, log out of EPM Workspace, close the browser, and then 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**, then **Workspace Settings** and then **Server Settings**. Click **Enabled Products**, and clear any products that are not started. For more information, see the *Oracle Hyperion Enterprise Performance Management Workspace Administrator’s Guide*.

You can also run EPM System Diagnostics. For instructions, see “Validating the Installation and Verifying Deployment” in the *Oracle 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](http://host.example.com:port/workspace/status) for a list of products integrated into EPM Workspace.
- Select **Navigate**, then **Administer**, then **Workspace Settings** and then **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](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 Menus

Issue: From Internet Explorer, 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 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:

```xml
<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 one day.
Disabled Icons in Internet Explorer Are Displayed with a White Background

**Issue:** With EPM Workspace in Internet Explorer, disabled icons are displayed with a white background on client machines.

**Solution:** To fix this issue, do the following:

1. In EPM Workspace, select **File**, and then **Preferences**.
2. On the **General** tab, clear **Enable Screen Reader Support**.
3. Exit from EPM Workspace, and then log in to EPM Workspace again.

404 Error Messages

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

**Solution:** Check the WebLogic domain logs for the message **setting server state to FAILED**. If this message exists, check for preceding error messages. Fix correctable problems described in the preceding messages, such as a database being unreachable, and then restart the WebLogic managed server. If there are no messages, or the messages do not describe a known condition, a restart of the managed server may resolve the issue.

Performance Degradation

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

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

Subtopics
- Running Remote Diagnostics Agent
- Shared Services Logon
- High Availability of Active Directory
- Product Registration
- Security Lockout After Failed Logon Attempts
- 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

Issue: Shared Services logon fails.

Solution: Troubleshoot user directories and Shared Services Java web application by launching EPM System Diagnostics to ensure that the products’ Java web applications are started. For instructions, see “Validating the Installation and Verifying Deployment” in the Oracle 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 the *Oracle Enterprise Performance Management System User Security Administration Guide*.

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

**Product Registration**

**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.
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 Enterprise Performance Management System User Security Administration 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 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 the *Oracle Enterprise Performance Management System User Security Administration 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 "Updating the Shared Services Registry" in the *Oracle Enterprise Performance Management System Deployment Options 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 Enterprise Performance Management System User Security Administration 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 Enterprise Performance Management System User Security Administration 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 88 and “Maximum Size Setting for User/Group Searches” on page 89.

**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 WARNING. Change the level to TRACE only for debugging purposes. See “ODL Configuration” on page 35.
4 For multiple groups and users, set the Java Heap Size in all products to 1 GB. See “Java Heap Size Changes” on page 69.

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 Enterprise Performance Management System User Security Administration 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 Java web application does not start:
1. Review the Shared Services logs in MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/FoundationServices0/logs.
2. From EPM System Diagnostics, validate that database connectivity succeeds, and check external user directories. These are prerequisites for Java web application startup. For instructions on using Oracle Hyperion Enterprise Performance Management System
Diagnostics, see “Validating the Installation and Verifying Deployment” in the Oracle 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 “ODL Configuration” on page 35.
   - Check the Java 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 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 \MIDDLEWARE_HOME\user_projects\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 when 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.]


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
- Smart View Timeouts

Application Creation

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.

- If the interop web site redirects to the Java 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 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 HPMOfficeProvider virtual directory in IIS, and then 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
- Out-of-Memory Errors in a Compact Deployment
- Comparing Environments
- SSL Application Freeze or Name Mismatch Error
- Shared Services Launch
- Export Failure
- Lifecycle Management Timeout for Artifact Imports
- Lifecycle Management Diagnostics
- Lifecycle Management and Reporting and Analysis
- Lifecycle Management and Financial Management

See also “Lifecycle Management Logs” on page 48.
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. Identical naming 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, you must manual edit provisioning information before importing an application.

Out-of-Memory Errors in a Compact Deployment

Issue: In a 64-bit environment, performing a Lifecycle Management for Planning artifacts in a compact deployment produces out-of-memory errors in the Foundation Services logs.

Solution: Increase the maximum heap size setting for the EPM System managed server deployed to WebLogic:

- Windows—Edit the Windows registry entry for EPMServer0 under the HKLM/Hyperion Solutions node.
- UNIX—Edit the EPMServer0 start script and increase the -Xmx setting to at least 3 GB.

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 Strategic Finance Administrator’s Guide.

Shared Services Launch

Issue: You cannot launch Shared Services Console.

Solution: When launching Shared Services Console, use a fully qualified server name in the URL; for example, http://web_Server:Port/interop/index.jsp.
Export Failure

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

Solution: Do not use braces in user passwords.

Lifecycle Management Timeout for Artifact Imports

Issue: Importing Performance Management Architect artifacts using 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: 0000J51ehmW7P51fL6if1E2Zw000574,0] [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 timeout 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.

Solution: Increase the Oracle HTTP Server web server timeout. Find the AWB section in MIDDLEWARE_HOME/user_projects/EPMSystemX/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
</LocationMatch>
```

You can also try adjusting the SSO token timeout. For instructions, see the Oracle Enterprise Performance Management System User Security Administration Guide.
Lifecycle Management Diagnostics

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

**Solution:** Change the logging level to **TRACE:32**:

- To change the logging level for all migrations run from command line utility (Utility.bat or utility.sh), edit the logging.xml file in `EPM_ORACLE_INSTANCE/Config/FoundationServices`.
  
  The debug log is written to `EPM_ORACLE_INSTANCE/diagnostics/logs/migration/LCM_timestamp.log`.
  
  The debug content is written to the `EPM_ORACLE_INSTANCE/diagnostics/logs/migration/Debug_sequence_id` folder.

- To change the logging level for migrations run from Shared Services, edit the `logging.xml` file in `MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/FoundationServices0`.

  The debug log is written to `MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/FoundationServices0/logs/SharedServices_LCM.log`.
  
  The debug content is written to the `EPM_ORACLE_INSTANCE/diagnostics/logs/migration/Debug_sequence_id` folder.

Lifecycle Management and Reporting and Analysis

The following table contains Lifecycle Management troubleshooting information for Oracle Hyperion Reporting and Analysis. For more information, see the *Oracle Enterprise Performance Management System Lifecycle Management Guide*.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Hyperion SQR Production Reporting jobs are not imported.</td>
<td>Ensure that the Oracle Hyperion SQR Production Reporting subservice is created.</td>
</tr>
<tr>
<td>BQY files cannot be processed, and BQY jobs fail to run.</td>
<td>Ensure that the Data Access Service data source is created.</td>
</tr>
<tr>
<td>Access control information is missing, ownership information is missing, or users' personal data is not imported.</td>
<td>Ensure that the Shared Services Native Directory (Security) artifacts are migrated.</td>
</tr>
<tr>
<td>A specific object is not imported.</td>
<td>Review the Migration Status Report—Migration Details for information on the missed object that should have been imported along with the failed object.</td>
</tr>
</tbody>
</table>
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
- Cannot 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:


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 1 hours, 1.5GB data transfer-->
   <httpRuntime executionTimeout="3600" maxRequestLength="1572864" />

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


4. Reset Microsoft IIS web server (iisreset).

Timeout Setting for Lifecycle Management Server Communication

Issue: Lifecycle Management Server communications time out early.

Solution: Increase the value for HFM.client_timeout in the SharedServices component properties; the 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 change the timeout value:

1. Log on to Shared Services and explore Deployment Metadata in the Foundation application group.
2. Expand Shared Services Registry, then the Foundation Services node, and then the Shared Services node.
3. Right-click Properties, select Export for Edit, and then save the exported file.
4. In the saved file, increase the HFM.client_timeout setting.
5. In Shared Services, right-click Properties, select Import after Edit, and import the edited properties file.

The change takes effect with the next migration.

Financial Management and Shared Services Logging

Issue: Logging and diagnostics are not enabled.

Solution: Set Financial Management 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:

2. In Web.Config, set these parameters to enable logging:
   - appSettings
     ```
     <appSettings>
       <add key="Debug" value="true"/>
     </appSettings>
     ```
   - 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 are caught.

Log location: EPM_ORACLE_HOME/logs/hfm
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 1,000 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 Oracle Hyperion Enterprise Performance Management System Lifecycle Management Migration Status Report displays this error message:

Access to the path 'C:/oracle/Middleware/EPMSystem11R1/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, then click Run, then enter epmsys_registry, and then click OK).**
  2. **View the FileTransferFolderPath under HKEY_LOCAL_MACHINE/SOFTWARE/Hyperion Solutions/Hyperion Financial Management/Web.**
Cannot 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

- Dimension Server Service Does Not Start
- Source and Destination Links Are Not Shown on DataSync Page for Users Who Have McAfee HIPS
- ORA Error When Deploying Financial Management Applications
- “Connection request timed out” Error When Deploying Planning Applications
- Installation Failure
- Integration with EPM Workspace
- Security Rights Issue During Logon
- Oracle Hyperion EPMA Server Service Startup
- Performance Management Architect Task Display
- 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/EPMSystem11R1
     EPM_ORACLE_INSTANCE = C:/Oracle/Middleware/user_projects/epmsystem1
     JPS_CONFIG = C:/Oracle/Middleware/user_projects/epmsystem1/domains/EPMSystem/config/fmwconfig/jps-config.xml
Dimension Server Service Does Not Start

Issue: If the Dimension Server Service (Oracle Hyperion EPMA Server) service does not start, and you configured Performance Management Architect with IBM DB2, the transaction log for the database is full.

Solution: Increase the DB2 Transaction log (logfilsiz) value if you encounter a transaction log full message. For details, see http://www-01.ibm.com/support/docview.wss?uid=swg21410935.

Source and Destination Links Are Not Shown on DataSync Page for Users Who Have McAfee HIPS

Issue: Performance Management Architect users who are using McAfee HIPS (Host Intrusion Prevention Service) and some versions of Internet Explorer may notice missing lines that should indicate links between source and destination dimensions in the Dimension Mapping user interface of Performance Management Architect Data Synchronization. This issue may be due to a problem with McAfee Antivirus conflicting with Microsoft IE.

Solution: The details and workaround are provided in a McAfee KnowledgeBase article: https://kc.mcafee.com/corporate/index?page=content&id=KB70810.

ORA Error When Deploying Financial Management Applications

Issue: You may encounter ORA-12519 in Performance Management Architect and ORA-12516 in Financial Management while trying to deploy a Financial Management application from Performance Management Architect.

Solution: Increase the number of Oracle DB server processes. Then log in to EPM Workspace again and try deploying/redeploying the Financial Management application.

“Connection request timed out” Error When Deploying Planning Applications

Issue: You receive the following error while deploying a Planning application from Performance Management Architect: “SoapException: Server was unable to process request. ---> Oracle.DataAccess.Client.OracleException Connection request timed out”

Solution:

Installation Failure

- Issue: Performance Management Architect installation fails.
Solution: This failure could be the result of a Microsoft .NET Framework 4.0 error during its automatic installation in Performance Management Architect. Install Microsoft .NET Framework 4.0 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 Enterprise Performance Management System Installation and Configuration Guide.

Integration with EPM Workspace

Issue: This EPM Workspace error message is displayed:

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

This error may occur when you attempt to access the Dimension Library or the Application Library.

This issue can occur because the Dimension Server is not running or because of a missing user privilege in an Oracle database.

Solutions:

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

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 Enterprise Performance Management System User Security Administration Guide.

Oracle Hyperion EPMA Server Service Startup

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

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

Solution: Check the Performance Management Architect logs for possible causes. See Chapter 3, “Using EPM System Logs.”
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*.

### 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 Enterprise Performance Management System Installation and Configuration 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:** Ensure 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 4.0.

### 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.

### HTTP Transport Error When Accessing Dimension Library or Application Library from EPM Workspace

**Issue:** While trying to access Performance Management Architect modules such as Dimension Library or Application Library from EPM Workspace, you receive an error such as the following:

```
HTTP transport error:javax.xml.soap.SOAPException: oracle.j2ee.ws.saaj.ContentTypeException: Not a valid SOAP Content-Type: text/html; charset=utf-8
```

**Solution:** Try accessing `http://localhost/hyperion-bpma-server/Sessions.asmx` to test the Dimension Server session and if you receive the following error:
Could not load type 'System.ServiceModel.Activation.HttpModule' from assembly 'System.ServiceModel, Version=3.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089.'

Then, follow the steps in this link to resolve the issue: http://msdn.microsoft.com/en-us/library/hh169179(v=nav.71).aspx.

This error can occur when there are multiple versions of .NET Framework on the computer that is running IIS, and IIS was installed after .NET Framework 4.0 or before the Service Model in Windows Communication Foundation was registered.

**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 Strategic Finance Administrator’s 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:bmpa_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.asmx

  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 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 security-related errors, assign rights to the ASPNET user.

1. From the command prompt, go to this directory: `C:/Windows/Microsoft.NET/Framework/v4.0.30319`.
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 4.0.30319 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 4.0.

**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 Oracle Hyperion EPM 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

Subtopics

- Smart View Shared Connection
- Cannot Access Reporting and Analysis Framework from Smart View When Using F5 SSL Offloader

Smart View Shared Connection

Issue: When Financial Management uses shared connections in Smart View with the URL as http://server:port/workspace/SmartViewProviders, Smart View does not return Financial Management provider details.

Solution: If you customize the IIS Smart View context in EPM System Configurator, you must manually change the SmartViewContext property in the Oracle Hyperion Shared Services Registry.

By default, the SmartViewContext value is //hfmofficeprovider/HFMOfficeProvider.aspx. Replace hfmofficeprovider with the Smart View logical web address context. For instructions, see “Updating the Shared Services Registry” in the Oracle Enterprise Performance Management System Deployment Options Guide.

Cannot Access Reporting and Analysis Framework from Smart View When Using F5 SSL Offloader

Issue: You can't access Reporting and Analysis Framework from Smart View when you’re using an F5 SSL Offloader.

Solution: Enable SSL offloading in the registry:

1. On the server that hosts the Shared Services Registry, open a command prompt.
2. Go to EPM_ORACLE_INSTANCE\bin and run the following commands:

   ```
   epmsys_registry addproperty system9/@enable_ssl_offloading true
   epmsys_registry addproperty system9/@external_url_host <SSL_off_loader_host_name>
   epmsys_registry addproperty system9/@external_url_port <SSL_off_loader_port>
   ```
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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 “Performing a Maintenance Release Installation for EPM System Products” in the Oracle Enterprise Performance Management System Installation and Configuration Guide.

Pre-upgrade Security File Backup

When you upgrade to this release of Essbase 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.

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 Provider Services and Essbase Studio).
**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 files 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`.

**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.

**Issue:** When `LD_LIBRARY_PATH_64` is set on Solaris 64-bit, the `opmnctl start all` command fails and neither the OPMN service nor any other OPMN controlled process starts.

**Solution:** The `opmn.xml` file configures `LD_LIBRARY_PATH`, and when a system has both `LD_LIBRARY_PATH` and `LD_LIBRARY_PATH_64` defined, only the `LD_LIBRARY_PATH_64` setting is used. As a result, the `opmnctl` command fails to load the required libraries in `$ORACLE_HOME/opmn/lib`. To avoid this, remove the definition for `LD_LIBRARY_PATH_64`, or add the `LD_LIBRARY_PATH` value from `opmn.xml` to the `LD_LIBRARY_PATH_64` variable.

**Issue:** Attempting to start Essbase on a Linux machine produces one of these error messages:

```
error while loading shared libraries: libstdc++.so.5: cannot open shared object file: No such file or directory
```

```
error while loading shared libraries: libaio.so.1: cannot open shared object file: No such file or directory
```
Failed when initializing utility routines, error = [1008163]

Solution: Install the libaio package version 0.3.105-2 or later.

Essbase Failover

To troubleshoot Essbase failover, examine 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.

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 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.
Essbase Studio Startup

Issue: You cannot start Essbase Studio Server.

Solution: Verify these items:

- The information in the server.properties file is correct. The server.properties file is in EPM_ORACLE_INSTANCE/BPMS/bin. 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

Issue: Essbase Studio logs are renamed when the log file reaches the defined size.

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/bin.
Reporting and Analysis Framework Java Web Application Startup

**Issue:** You cannot start the Reporting and Analysis Framework Java 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.

Financial Reporting

**Issue:** You cannot open linked reports from the funding summary report.

**Solution:** For linked reports to work, configure Financial Reporting (using EPM System Configurator) so that the logical address of the Financial Reporting component is same as web server port (for example, 19000).

- To correct existing reports so that you can open linked reports:
  1. In EPM Workspace, select **Tools** and then select **Change related content links**.
  2. Select the report that contains linked reports.
  3. In **Change from the Related Content server named**, specify the server name with previous port, for example http://localhost:8200.
In To Related Content server name, specify the server name with new port, for example http://localhost:19000, and then click OK.

The links are updated and linked reports can now open.

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:
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 `bqy` file.

**Reporting Studio**

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

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

**Web Analysis**

**Subtopics**

- Web Analysis Startup
- Error Connecting to SAP BW
- BEx Query Not Listed

**Web Analysis Startup**

**Issue:** With Reporting and Analysis Framework and Web Analysis Java web application installed on different machines, you cannot start Web Analysis.

**Solution:** Reconfigure Oracle Hyperion Web Analysis, using EPM System Configurator:

1. Select the **Configure Database** task for Reporting and Analysis Framework.
2. Select **Connect to a previously configured database**.
3. Specify the details for the Oracle Hyperion Reporting and Analysis Framework database.

**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.
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 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 the *Oracle Enterprise Performance Management System Deployment Options Guide*.

**Note**: Oracle recommends working with a consultant to assess your environment.

### Using Planning in a Non-English Environment

**Issue**: When using Planning with Simplified Chinese in a Red Hat 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 Planning, in `setCustomParamsHyperionPlanning.sh`

This issue can also occur with other non-English languages.

### Business Rules

#### Business Rules Migration to Calculation Manager

**Issue**: Migration of business rules into Calculation Manager fails, or you want to redo a rules migration, but no Oracle Hyperion Business Rules export XML file is available.

**Solution**: Use the HBRExport utility to extract the rules from the Business Rules DBMS into an XML file so that they can be migrated:

1. Edit `MIDDLEWARE_HOME/upgrades/planning/lib/HBRServer.properties` file (which is a template) to reference the Oracle Hyperion Business Rules repository, and then copy the edited file to the Planning instance directory.
2. Run the utility, specifying an output location with the `/F:` parameter.
   
   Syntax:
   ```
   HBRExport.cmd/F:output file name
   ```
3. Copy the output file to `MIDDLEWARE_HOME/EPMData/planning` to make it available for migration within Planning and Calculation Manager.

#### Rules Remigration

**Issue**: The rules for a repository were already migrated, and you need to migrate them again.

- To remigrate all objects for all applications, delete the entire `HSPSYS_HBR2CMGRMIGINFO` table.
Caution! Any modifications made in Oracle Hyperion Calculation Manager will be lost.

- To preserve any modifications to other objects, delete from the table only the rows for objects that you need to remigrate.

Object type IDs:
- 1 - Rules
- 2 - Sequences
- 3 - Variables
- 5 - Macro
- 17 - Shortcuts

When deleting OBJECTTYPEID= 1 (for rules), also delete OBJECTTYPEID= 17 (for shortcuts).

Planning Server Shut Down Error

Issue: When stopping Planning server, it may not shut down properly and errors out with this message:

<HTTP> <BEA-101276> <web application(s)/HyperionPlanning still have non-replicated sessions after 0 minutes of initiating SUSPEND. Waiting for non-replicated sessions to finish.

Solution: Follow these steps:

1. Log in to WebLogic Admin Console and under the Control tab for the Planning server instance, enable the option “Ignore Sessions During Shutdown”.
2. Restart Planning server.

Financial Management

Subtopics

- Failure Accessing Financial Management Through EPM Workspace
- Connection Issues
- Rights Required for Installation
- Large Data or File Load
- JRF WebServices Asynchronous Services

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 `hfmport` is the port for the web server used by Financial Management (by default, 7363):

<table>
<thead>
<tr>
<th>URL</th>
<th>Expected Result</th>
<th>What to Check if the Result is Different</th>
</tr>
</thead>
</table>
| http://webserver:webport/workspace/ | EPM Workspace splash screen is displayed, and a new browser window opens with the logon page. | • EPM Workspace web server is running on the specified port.  
• EPM Workspace Java web application is running.  
• Web server configuration files point to correct host name and port. |
| http://hfmserver:hfmport/hfmadf/hfm.jspx | A page with light blue background is displayed. | • The Financial Management web server is running.  
• Web server configuration files point to the correct host name and port for the Financial Management web server. |
| http://webserver:webport/hfm/ | A page with light blue background is displayed. | The Financial Management web server is running. |

For detailed instructions on configuring the web server, see “Configuring EPM System Products in a New Deployment,” in the Oracle 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.

### Connection Issues

#### Subtopics

- Failure after a Computer Restart
- Database Connection
- SQL Server Connection
- Unable to Open Application

#### 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**

**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 the *Oracle 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**

- **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 122.
  - 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 121.

**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 then click **Next**.
Select this authentication option: With SQL Server authentication using a login ID and password entered by the user.

Click Client Configuration, select TCP/IP (if not selected), and then click OK.

For Connect to SQL Server, enter the login ID and password, and then click Next.

Change the default database to the Financial Management database.

Click Next, and then click Finish.

Click Test Data Source.

When you receive the success message, click OK, and then click OK to close the dialog box.

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.
5. Ensure that this Authentication option is selected: SQL Server and Windows.
6. Click OK.

Unable to Open Application

Issue: On Exalytics, you are unable to open an application, and the database connection fails.

Solution: Ensure that ulimit is set to 131072 for the Exalytics box. You can query for the current ulimit setting with the following command: ulimit -n. If it is not set correctly then follow these steps:

1. Open sysctl.conf, add the following line, and then save the file:
   
   fs.file-max = 131072

   For example:

   vi /etc/sysctl.conf add end of line
   fs.file-max = 131072

2. Open limits.conf and add the following lines, and then save the file:

   soft nproc  131072
   hard nproc  131072
   soft nofile  131072
   hard nofile  131072

3. Verify that the changes are in effect using ulimit -n.
Rights Required for Installation

Issue: You cannot install and configure Financial Management.

Solution: Ensure that you have local administrator rights to install Financial Management.

Large Data or File Load

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.

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 and Tax Governance

Subtopics

- General Financial Close Management and Tax Governance Troubleshooting Tips
- Enabling OWSM Logging
- Out-of-Memory Error on Managed Server
- HumanWorkflow Engine Errors in SOA Server Log
- Financial Close Management and Tax Governance Installation and Configuration Issues
- Repeated Warning of Unavailable Bean
- Financial Close Management Schedule Execution Issues
- WebLogic and Logging Last Resource (LLR) Datasources

Tips in this section apply to both Financial Close Management and Oracle Hyperion Tax Governance.
General Financial Close Management and Tax Governance Troubleshooting Tips

When troubleshooting Financial Close Management or Tax Governance installation and configuration issues, check the following logs, which may help you resolve issues. If you call Technical Support for assistance, you can also use the logs in MIDDLEWARE_HOME/user_projects/domains/EPMSys/servers/FinancialClose0/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.”

You can run the Financial Close Management Validation Tool to verify that the components for Financial Close Management are correctly deployed and configured. For instructions, see “Validating a Financial Close Management Deployment” in the Oracle Enterprise Performance Management System Installation and Configuration Guide.

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 and Tax Governance Manual Configuration Tasks” in the Oracle Enterprise Performance Management System Installation and Configuration Guide.

Enabling OWSM Logging

1. To enable OWSM logging:
2. Log on to Enterprise Manager Console.
3. Expand Weblogic Domain - domain name.
4. Right-click soa_server1 - Logs - Logs Configuration.
5. In the right pane, enter oracle.wsm in the search field, and then start the search.
6. Change the logging level in the loggers to TRACE:32 (FINEST), and then click Apply.
7. Repeat step 3 through step 5 on the Financial Close Management managed server.
Out-of-Memory Error on Managed Server

Issue: You encounter this error on the Financial Close Management managed server:

java.lang.OutOfMemoryError: PermGen space

Solution: Follow these steps:

1. Lower the PermGen setting to about 300M. Increase the setting 300M, if necessary, but a setting below 512M is generally sufficient.
2. Increase the XMX setting, for a higher maximum heap size. For a production environment, a setting of 1024M is recommended.

HumanWorkflow Engine Errors in SOA Server Log

Issue: You see errors about the HumanWorkflow Engine in the SOA server log. The exceptions indicate a reference to “oracle.ods.virtualization.service”. The exceptions indicate resource allocation errors or connection-pool-related errors. These errors may occur because the connection pool for LibOVD is full and is not accepting new requests for connections.

Solution: Increase the connection pool for the external authenticator by following these steps:

1. Go to DOMAIN_HOME/config/fmwconfig/ovd/default.
2. Back up the adapters_os.xml file.
3. Open adapters_os.xml and identify the XML fragment that corresponds to the External LDAP Provider.
4. Edit the <maxPoolSize>10</maxPoolSize> to 100 and save the file.
5. Restart all servers in the domain. This is a domain-level change.
Financial Close Management and Tax Governance
Installation and Configuration Issues

Subtopics

- Financial Close Management Server Timeout
- WebLogic Timeout
- Web Services Unavailable
- Financial Close Management Startup Order
- Financial Close Management Launch from EPM Workspace
- Deployment to SOA Server During Financial Close Management Configuration
- Financial Close Management Email Not Received
- Language Settings for Email Notifications
- Financial Close Management User Provisioning
- Logon Access from Email
- Domain Configuration

Issues in this section apply to both Financial Close Management and Oracle Hyperion Tax Governance.

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:

```plaintext
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:

```plaintext
Thread-64 "[STUCK] ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)'" <alive, suspended, priority=1, DAEMON>
```

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. In the right panel, select **FinancialClose0**.

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:

```java
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 a value higher than the default value of 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:

```java
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 124.


---

### Financial Close Management Startup Order

**Issue:** Mediators are invalidated because services and servers start in the wrong order. Or, Financial Management integration does not work.

**Solution:** Change the startup type for the services to **Manual**, and start the services and servers in the order specified in the *Oracle Enterprise Performance Management System Installation and Configuration Guide*. 
Caution! If you started the SOA server to configure Financial Close Management, stop it before starting Oracle Enterprise Performance Management System services. Financial Management must be running when SOA starts so it can set up composites for the integration.

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 Java 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.
5. If Financial Close Management fails to start, check $MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/FinancialClose0/logs/FinancialClose0.log for a reason.

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 Repository Creation Utility (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`
- Oracle SOA Suite—`MIDDLEWARE_HOME/Oracle_SOAl/rcu/integration/soainfra`

### Financial Close Management Email Not Received

**Issue:** You cannot receive test email or email from Financial Close Management after verifying that the email driver is configured with correct information.

**Solution:** Follow these steps:

1. Go to Enterprise Manager (`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 then select **Email Driver Properties**.
3. Ensure that the **Sender Addresses** and **Default Sender Address** fields in the common configuration section do not contain addresses.

### Language Settings for Email Notifications

**Issue:** A user wants to receive email 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:
   
   ```xml
   <property name="hubRegistration">Configured</property>
   ```

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3. Rerun EPM System Configurator, and then select only the top node of Financial Close Management.

Logon Access from Email

Issue: After configuring MSAD, you can launch schedules and run tasks, but you cannot log on through the Task Action link in email 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 Java web application from Oracle Hyperion Enterprise Performance Management 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)
```

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 was not 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.

Financial Close Management Schedule Execution Issues

Subtopics

- Email Setup Verification
- Invalid XID
- Connection Resource Allocation Error
- Schedule Status

Email Setup Verification

**Note:** If you upgrade to Oracle Fusion Middleware PS3 after you enter your SOA email settings, verify that the settings are still correct.

**Issue:** You need to ensure that you receive email notifications.

**Solutions:** Use this procedure to verify that you are set up correctly to receive email 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 email address, select “EMAIL as channel,” enter a test message, and then click Send.

You will receive the test message by email 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 **SOAPDataSource**, 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` is 150, but you can use a different number according to your installation requirements.

**Schedule Status**

All issues addressed in this section indicate that tasks have not started as expected.

**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: 0000J5gkW14epYVLQqEsoAE2B26~0003du,1:23453] [APP: soa-infra] [#MSAD]
Unable to create connection to ldap://[ldapcm1.XXXX.ad]:389 as
CN=XXXXX,O=ServiceAccounts,DC=XXXX,DC=ad.[]
javax.naming.NamingException: No LDAP connection available to process request for DN:
CN=XXXXX,O=ServiceAccounts,DC=XXXXX,DC=ad
```

**Solution:** Modify the LibOVD Adapter configuration to increase the AD LDAP Adapter connection pool to 100:

1. Navigate to the SOA Oracle home directory; for example, `MIDDLEWARE_HOME/Oracle_SOAI/common/bin`.
2. Run `wlst.sh` (UNIX) or `wlst.cmd` (Windows).
3. Connect to WebLogic Administration Server using the `connect()` command.
4. Enter this command:

   ```
   modifyLDAPAdapter(adapterName='MSAD', attribute='MaxPoolSize', value=100)
   ```

5. 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 `wls` command fails, manually edit this file on Weblogic Administration Server to increase the MaxPoolSize for MSAD adapter to 100:

```
MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/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.

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/EPMSYSTEM/servers/soa_server1/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/EPMSYSTEM/servers/FinancialManagement0/ 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/EPMSYSTEM/config/fmwconfig/servers/FinancialClose0` 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.generateCompositeArtifacts() [line:120] after the invocation of method: fcc.model.applicationModule.IntegrationTypeManager.handleIntTypeMediator() [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: _executeCommand] Can't find resource for bundle java.util.PropertyResourceBundle, key Failed deploying the composite[]
   ```

   ```
   at java.net.ConnectException: Connection refused: connect
   at java.net.PlainSocketImpl.socketConnect(Native Method) 133
   ```
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^2FSVYLqaOQA1CIS1300006t,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(ClientProviderBase.java:195)
at
weblogic.management.remote.common.ClientProviderBase.newJMXConnector(ClientProviderBase.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/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_SERVER Component ID`
     b. `epmsys_registry.bat createlink # Financial Close Management Product ID # Correct APP_SERVER 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:
     o 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.
     o 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.

• If the number of instances for the main orchestration composite is one 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_LLRFINANCIALCLOSE0
  table has a width of 4000.

• Check MIDDLEWARE_HOME/user_projects/domains/EPMSSystem/servers/
     soa_server1/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:
  o Caused by: java.security.cert.CertificateExpiredException:
    NotAfter: Thu Aug 26 17:37:01 EDT 2010 at
    sun.security.x509.CertificateValidity.valid(CertificateValidit
    y.java:256) at
    sun.security.x509.X509CertImpl.checkValidity(X509CertImpl.java
    :570) at
    sun.security.x509.X509CertImpl.checkValidity(X509CertImpl.java
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 the Oracle Enterprise Performance Management System Installation and Configuration Guide.

This error indicates that the database server cannot handle the load. Increase the PROCESSES parameter value of the database.

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.

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 EPMSystemRegistry 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.

Caused by: com.oracle.bpel.client.BPELFault: faultName:

parts: {

summary=<summary>oracle.fabric.common.FabricInvocationException: 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 124.

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 to the SOA managed server and the Foundation Services managed server.
Also verify that the JDBC data source mds-owsm is targeted to AdminServer and the SOA managed server and the Oracle Hyperion Foundation Services managed server.

- The policy reference URI is not valid.

In a browser, open `http://SOA server 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 be targeted only to the SOA managed server.

- `java.sql.SQLException: Unexpected exception while enlisting XAConnection java.sql.SQLException: XA error: XAResource.XAER_NOTA start() failed on resource 'SOADatasource_EPMSystem': 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 Financial Close Management, and click the **History** tab. A row on the **History** tab displays the detailed error message.

## WebLogic and Logging Last Resource (LLR) Datasources

If you are using Microsoft SQL Server, there is a known issue with WebLogic and Logging Last Resource (LLR) datasources. The error comes from inserting or updating rows in a table used by LLR. To work around this issue, the DBA must drop the LLR table and recreate it with a larger column size.

**Tip:** This step is needed only if the managed server for Oracle Hyperion Financial Close Management has a name other than the default `FinancialClose0`. See [http://download.oracle.com/docs/cd/E13222_01/wls/docs92/jta/llr.html](http://download.oracle.com/docs/cd/E13222_01/wls/docs92/jta/llr.html).

Set the WebLogic attribute (**Follow Referrals**) as needed for your environment. If WebLogic is configured with MSAD to derive user principles, this setting should mirror the MSAD setting.

- If MSAD is configured to follow referrals, the attribute must be enabled in WebLogic.
- If MSAD is not configured to follow referrals, the attribute must be disabled in WebLogic.
Follow Referrals is enabled by default.

See “Referrals in the Active Directory Authentication Provider” (http://docs.oracle.com/cd/E17904_01/web.1111/e13707/atan.htm#BABFHHGE).

## Account Reconciliation Management

### Subtopics

- Dimension or Profile Display
- Initialization of Source
- StuckThreadMax Error
- ODI Scenario

### Dimension or Profile Display

**Issue:** The Account Reconciliation Management dimension or profile is not displayed from FDMEE.

**Solution:** Run the `wlsConfigARM.bat` script (`wlsConfigARM.sh` for Linux):

1. Make sure the FDMEE service and WebLogic Admin server are running.
2. Open `wls-ARM.properties` under `EPM_ORACLE_HOME/EPMSystem11R1/products/FinancialDataQuality/bin`.
3. Modify `userName`, `password`, and `adminServerURL` for your specific WebLogic, and then save the file.
4. Open a command-line prompt.
5. On both Linux and Windows, ensure that `EPM_ORACLE_HOME` is set as an environment variable.
7. From the same command-line prompt, run `wlsConfigARM.bat` (`wlsConfigARM.sh` for Linux).
8. Make sure the script ran successfully, and then restart the FDMEE service and WebLogic Admin server.

### Initialization of Source

**Issue:** Initialization of source fails from FDMEE.

**Solution:**

- Check the FDMEE system setting to ensure that the agent and repository information is correct.
- Check the source’s physical schema setting in ODI Topology:
 Click **Test Connection** to test the physical connection from the physical source data server.

- From the physical schema definition, ensure that a valid schema is selected from the Schema menu.

### StuckThreadMax Error

**Issue:** Account Reconciliation Management times out with a message that mentions “the configured time (StuckThreadMaxTime)”.

**Solution:** Follow these steps to increase the Stuck Thread Max Time setting:

1. Log on to WebLogic Console.
2. Select **Environment**, then **Servers**, and then click the name of the managed server whose Stuck Thread Max Time setting you want to increase.
3. Select **Configuration** and then **Tuning**.
4. Edit the **Stuck Thread Max Time** and **Stuck Thread Timer Interval** settings as needed.

**Tip:** For additional information you can click **More info ...** to the right of **Stuck Thread Max Time**.

### ODI Scenario

**Issue:** Oracle Data Integrator (ODI) scenario is started, but no steps are executed.

This condition may indicate a table lock issue.

**Solution:** Restart FDMEE. If the issue persists, then restart the database for the ODI master repository.

### Profitability and Cost Management

#### Solving Issues with Profitability and Cost Management Connection Type

By default, Profitability and Cost Management uses "Embedded mode" to connect to Essbase. If you are using Provider Services, the Provider Services mode uses many TCP ports while deploying the Oracle Essbase cubes. This situation may cause a network error, which is displayed in the Profitability and Cost Management log file.

**Changing the Connection Type to Embedded Mode**

If you receive a network error when using the Oracle Hyperion Provider Services Connection Type, switch the Connection Type to embedded mode, and redeploy the cube.
To set the Connection Type to Embedded mode:

1. In Oracle Hyperion Profitability and Cost Management, from Task Areas, select Manage Model, and then Model Summary.
2. On the Model Summary screen, select the Model Level Preference tab.
3. Under Essbase Connection Information, select “embedded” from the Connection Type drop-down list.
4. Click Save.

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:

General Guidelines for Troubleshooting the Data Load Process

To troubleshoot the data load process:

Start with the Process Details page. The Show log link provides detail of the data load steps. You can set the Log Level in System Setting. One is the least granular and 5 is the most granular. Clicking the ODI Session ID link provides ODI Session logs in XML format.

FDMEE Unavailable in EPM Workspace

Issue: In a distributed environment, where FDMEE and WebLogic are on different machines, FDMEE is unavailable in EPM Workspace. In Oracle Hyperion Enterprise Performance Management Workspace, if you select Navigate, then Administration, and then Data Management, the menu displays ${ERPI}.

This issue occurs under either of these conditions:

- The aif.ear file is not copied to the FDMEE 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 FDMEE on the WebLogic Administration Server machine and then redeploy the Java web application.

Drill-Through

Issue: Drill-through does not display anything in the Oracle Hyperion Financial Data Quality Management, Enterprise Edition drill-through page.

Solution: Review the log file `ErpIntegrator0.log`, in `MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/ErpIntegrator0/logs` to see the drill-through query and then debug issues with the drill-through from Oracle Hyperion Financial Management, Oracle Hyperion Planning, Oracle Smart View for Office, or Oracle Hyperion Financial Reporting.

Data Relationship Management

Subtopics

- Web Client Access
- Failure To Initialize
- JVM Creation Error
- Invalid Classpath Root
- Data Relationship Management Server Startup

Web Client Access

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`:

```xml
<configuration>
  <configSections>
    <sectionGroup name="system.webServer">
      <section name="handlers" overrideModeDefault="Deny" />
      <section name="modules" allowDefinition="MachineToApplication" overrideModeDefault="Deny" />
    </sectionGroup>
  </configSections>
</configuration>
```

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/EPMSystem11R1/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/EPMSystem11R1/products/DataRelationshipManagement/server/jar/awbutil.jar
  - C:/Oracle/Middleware/EPMSystem11R1/products/DataRelationshipManagement/server/jar/cassecurity.jar
  - C:/Oracle/Middleware/EPMSystem11R1/common/jlib/11.1.2.0/epm_j2se.jar
  - C:/Oracle/Middleware/wlserver_10.3/server/lib/wlsqlserver.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, check **Enable CSS Bridge**.
  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 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.

Data Relationship Management Analytics

Issue:

When importing (impdp) an Oracle dump file for a Data Relationship Management Analytics schema to an Oracle database instance where another Data Relationship Management Analytics schema already exists, the following error may occur:

Error
ORA-39083: Object type TYPE failed to create with error:
ORA-02304: invalid object identifier literal
Failing sql is: CREATE TYPE "<schemaName>"."FILTERVALUES_TABLE_TYPE" OID
'BD565ED4E40844C69873A972C29FE5A9' as TABLE of varchar2 (255)

The error occurs if the dump file includes the Data Relationship Management Analytics 'TYPE' object with a specific Oracle identifier (OID). As a result of the error condition, the imported Oracle Data Relationship Management Analytics schema will not function properly.

Solution:

To resolve the error during import, include parameter/value "TRANSFORM=oid:n" in the Data Pump Import command or script. Refer to Oracle Database documentation for details on the Data Pump Import TRANSFORM parameter.