Oracle Fusion Cloud Applications

Questions and Answers for Common Features

FA Latest

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Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

Get Training

Increase your knowledge of Oracle Cloud by taking courses at *Oracle University*.

Join Our Community

Use *Cloud Customer Connect* to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest *ideas* for product enhancements, and watch events.

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to *oracle_fusion_applications_help_ww_grp@oracle.com*.

Thanks for helping us improve our user assistance!

1 Questions and Answers

How can I create saved searches for all users or specific users in Fusion Applications?

As an admin, you can create saved searches with the Page Composer tool opened in a sandbox. The context level of the sandbox makes your saved searches available to all or select users.

1. In Sandboxes, create a sandbox or enter an existing one. Make sure the sandbox has the Page Composer tool.
2. From the sandbox Tools menu, select **Page Composer**.
   - The default context level for the tool is **Site**, which applies to all users.
   - To apply to specific users, click the **Edit** icon and select a level other than **Site**.
3. Open the page where you want to create saved searches. For example, from the **Navigator**, select **Tools**, and then select **Transaction Console**.
4. Click your user image or name in the global header and select **Edit Page** from the **Settings and Actions** menu.
5. Set the filters you want for the saved search (in this example, on the Transaction Manager: Transactions page).
6. Click **Save** and optionally set this saved search as **Default** for all affected users.
7. Test your changes and publish the sandbox.

How can I check for scheduled processes that have been running for a long time in Fusion Applications?

You can use SQL queries for that. See *Sample SQL Queries for Monitoring Enterprise Scheduled Services (ESS)* (SRDC1901) on *My Oracle Cloud Support*.

How can I enter or edit translated text in Fusion Applications?

1. For a row in a table or for a field in a form, click the icon for translations (where available).
2. Select a supported language, and view, edit, or enter the translated text.

If the translated text is in your current session's language, you can see the translation apply to the UI immediately.

How can I determine which languages appear in the Translation Editor in Fusion Applications?

1. In Setup and Maintenance, go to the **Manage Applications Core Administrator Profile Values** task and search for the **Translation Editor Languages** (FND_TRANS_EDITOR_LANGS) profile option.
2. For the Site level profile value, enter a comma-separated list with either the complete names of the languages or just the language codes specified on the Manage Languages page. For example, F for French and KO for Korean.

   > **Note:** You can only specify languages available in the supported language pack. If you don't specify any value, all available language packs will appear in the translation editor.

After the users' next sign in, the languages will be available as options for them while they're editing translated text.

How can I resolve synchronization issues between flexfields and business objects in Fusion Applications?

Use the **Synchronize Flexfields with Business Objects** scheduled process. This process automatically runs each time the application is patched and updated to synchronize the flexfield changes. You can also manually submit it from the **Scheduled Processes** work area.

1. In the **Scheduled Processes** work area, schedule a new process and select **Synchronize Flexfields with Business Objects**.
2. Set the parameters and submit the process.

   Here are the parameters to set, depending on what you need to do.

What You Need	Parameters to Select	What the Process Does
Resync all flexfields	Flexfield Type: **All Flexfields**	Deploys all flexfields marked as deployed.
Resync a single flexfield	◦ Flexfield Type: **Descriptive Flexfields** or **Key Flexfields** ◦ Flexfield Code **Note:** You can find the flexfield code using setup tasks like Manage Descriptive Flexfields or Manage Key Flexfields. For example, the flexfield code for Values Set Values is FND_VS_VALUES_B.	Resyncs the specific flexfield identified by the code you entered.
Force resync all flexfields	◦ Flexfield Type:**All Flexfields**	Overrides the deployment time stamp and resyncs all flexfields.

What You Need	Parameters to Select	What the Process Does
	◦ Enforce Synchronization	
Force resync a single flexfield	◦ Flexfield Type: **Descriptive Flexfields** or **Key Flexfields** ◦ Flexfield Code ◦ Enforce Synchronization	Ignores any existing state or deployment history for a specific flexfield. It directly resyncs the business objects component of that flexfield with its latest definition, effectively resolving any discrepancies or outdated information.

After the process is completed, check for inconsistency errors in the log files.

Related Topics

- Submit Scheduled Processes and Process Sets
- View Status and Other Details for Scheduled Processes

What do I need to do if my scheduled process is stuck in canceling status for long in Fusion Applications?

Select the scheduled process and use the **Actions** menu from the Search Results table of the **Scheduled Processes** work area to end it.

This table provides information on the options you get depending on the process.

Option	Description
Hard Cancel	To end the process shortly after you canceled it, without waiting for the cancellation to finish by itself.
Force Cancel	To end a process that has been canceling for over 30 minutes but isn't done yet.

Some processes run on a remote server. Even if the status for the process that you hard or force canceled has changed to **Canceled**, the process might still be running on the remote server. With the scheduled process still selected in the Search Results table, you check the status of the remote process on the **Process Details** tab that appears after the table.

This table lists the options you can use to end your process.

Option You Use To End Your Process	Field that Shows the Status of the Remote Process	Status of Process on Remote Server
Force Cancel	Remote Process Status	• Completed Successfully: The remote process was successfully canceled within the 30 minute grace period.

Option You Use To End Your Process	Field that Shows the Status of the Remote Process	Status of Process on Remote Server
		• Running or Unknown: Your scheduled process is in a Canceled state, but the remote process is still running. • Terminated: Your scheduled process is in a Canceled state, and the remote process is successfully canceled after the 30 minute grace period.
Hard Cancel	External Job Status	• Completed Successfully: The remote process has successfully canceled. • Running or Unknown: Your scheduled process is in a Canceled state, but the remote process is still running.

If **Force Cancel** is unavailable, act according to your specific scenario listed in this table.

Scenario	Action
Less than 30 minutes have passed since the cancellation was initiated.	Let the cancellation process run for at least 30 minutes. After this time, check the status of the scheduled process again. If Force Cancel becomes active, you can use it.
The process is synchronous.	If a synchronous process remains in canceling status and the Force Cancel option isn't available, you can contact your help desk.
The process is a parent of recurring asynchronous processes.	Check the status of all child processes. When all associated child processes are in a canceled status, the status of the parent process will automatically update from Canceling to Canceled.

How can I migrate the translated lookup values from one instance of an environment to another in Fusion Applications?

From the source instance, create an implementation project containing the lookup tasks with the translated values to export them, and then import the package into your target instance. See *Export Setup Data Using Implementation Project* and *Import Setup Data Using Implementation Project*. You can use this method to migrate translated values in multiple languages from one instance to another, unlike the methods where you use CSV file packages or manually enter values for setup data using offerings or functional areas.

How do I modify text using the User Interface Text tool?

Use the **User Interface Text** tool to change text in various application components. You can modify and translate multiple strings at once, and also export them for offline modifications. To use the User Interface Text tool, make sure you have the Manage User Interface Text (FND_MANAGE_USER_INTERFACE_TEXT_PRIV) privilege.

1. In Sandboxes, create a sandbox or enter an existing one. Make sure the sandbox has the **User Interface Text**.
2. From the sandbox Tools menu select **User Interface Text**.
3. Enter the term you want to find and its replacement. You can select the types of application components you want to display in the search results.
    - User Interface Text: Field Name, page titles, help text (not links) in help windows
    - Global Menu Label Text: Menu labels on the navigator and home page
    - Multipart Validation Messages: Error, validation, and warning messages defined in message dictionary
    - Enterprise Scheduler Text: Names and descriptions of scheduled processes
4. Click **Search**.
5. Preview the search results in separate tabs, organized by the types of application components. Before replacing the strings, make sure you review the changes in each tab of the search results.
    a. You can do these tasks across all the tabs.
        - Edit the replacement text.
        - Exclude the rows containing strings you don't want to change.

    b. You can also do additional tasks for some tabs.

        User Interface Text

        - Click **Export All** to export all the the search results and view them in a .csv file.
        - From the **Exclude** drop-down list, you can also select one of these options:
            - None: Doesn't exclude any search result.
            - All: Excludes all results.
            - None (Page): Doesn't exclude any result on the page.
            - All (Page): Excludes all results on the page.
        - Click **Query By Example** and query your search results in the fields above the table column headers headers and find specific strings. To revert to previous search results, delete any text you've entered in these fields.

        Messages

        - In the Other Matches column, click to view matching text found in the message details.
        - You can expand each row to view additional information.
6. When you're satisfied with the search results and your adjustments, click **Replace Strings**. Otherwise, click **New Search** to start afresh.
7. Test your changes and publish the sandbox.

Can I change a country name in Fusion Applications?

No, you can't change a country name.

If you edit a territory name using the **Manage Territories** task, this change will apply only to instances where the territory name is used, and won't affect instances where the country name is used. For example, the country name in the **Manage Geographies** task remains unchanged.

How do I sync in-app notifications for all users in Fusion Applications?

Run the **Synchronize Notifications in Global Header**#scheduled process on a regular basis. In the global header or Home with Ask Oracle, for example, it removes notifications older than 30 days or already acted on elsewhere, say from email or by other approvers.

You need the Manage Scheduled Job Definition (FND_MANAGE_SCHEDULED_JOB_DEFINITION_PRIV) privilege to run this process.

1. In Scheduled Processes, click **Schedule New Process**.
2. Leave the type as#Job.
3. Search for and select **Synchronize Notifications in Global Header**.
4. Use the Advanced option and schedule the process. It's recommended to run every two hours. You can run more often depending on the volume of approvals, but never more often than every 30 minutes.
5. Submit the process.

The process might take hours to finish if it's running for the first time or hasn't run in a long time.

How do I enable Home with Ask Oracle?

1. In Sandboxes, create a sandbox or enter an existing one. Make sure the sandbox has the Appearance tool. Don't include spaces or special characters in the sandbox name.
2. From the sandbox Tools menu, select **Appearance**.
3. Create a theme#with **Home with Ask Oracle** as the home page layout.
4. Apply the theme.
5. If prompted, run the scan to resolve any unsupported expressions.
6. Click and make sure the home isn't blank. If it's blank, follow these steps:
    a. Go to the Scheduled Processes work area using `https://<<fa-host>>/fscmUI/faces/FuseOverview?fndGlobalItemNodeId=itemNode_tools_scheduled_processes_fuse_plus`. Replace `<<fa-host>>` with your specific Fusion Applications host URL.
    b. Schedule a new process and select **ESS process to check Search Cloud Service availability**.

c. Submit the process and after it completes, check the OSCS status in the log file of the process.
   - If it shows failure, contact your help desk to resolve the OSCS issue.
   - If it shows success, do these steps:
     a. In Scheduled Processes, schedule a new process and select **Create Index for Ask Oracle**.
     b. Set the Re-create Index parameter as **Yes** and submit the process.

        After the job runs successfully, the home should display data correctly. If it doesn't, contact your help desk.

7. Publish the sandbox.

For cloud at customer implementations, you should not enable Home with Ask Oracle because the required services aren't available.

What home page layouts are available for Fusion Applications?

There are two page layout options, News feed or Home with Ask Oracle.#The News feed layout is applied by default, but you can choose to switch to Home with Ask Oracle to get an optimized global navigation experience. Using Home with Ask Oracle, you can explore the application or quickly get to work with the#type-ahead search.

What themes can I use in Fusion Applications?

There are three options:

- Apply the Default theme, which is a Redwood theme and has News feed as the home page layout.
- Create a Redwood theme either from scratch or using the Default theme, and set the home page layout as Home with Ask Oracle or News feed.
- Use your previously saved classic themes, which you can edit using the classic themes editor. You can’t create new classic themes, and predefined classic themes aren't available anymore. To use Home with Ask Oracle, you need to use a Redwood theme.

How do I create Redwood themes for Fusion Applications?

1. In Sandboxes, create a sandbox or enter an existing one. Make sure the sandbox has the Appearance tool. Don't include spaces or special characters in the sandbox name.
2. From the sandbox Tools menu, select **Appearance**.
3. Create your own theme from scratch. Or change settings in the Default theme and save that configuration as a new theme.

> **Tip:**
> - For cover image, the recommended image size is 2600x290 px.
> - For images, the files you upload can be of PNG, JPEG, and GIF types, and can have spaces in their names.

4. Apply the theme and publish the sandbox.

How do I configure classic themes for Fusion Applications?

1. In Sandboxes, create a sandbox or enter an existing one. Make sure the sandbox has the Appearance tool. Don't include spaces or special characters in the sandbox name.
2. From the sandbox Tools menu, select **Appearance**.
3. From the banner on the Appearance Themes page, open the classic themes editor.

   If you don't see the banner, that means you don't have any classic themes.
4. From the list of themes, select any classic theme you've previously saved and edit the appearance settings.

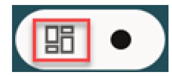
   > **Tip:**
   > - For heading color, choose a dark color because in some cases, lighter page and section headings won't be visible against the page background.
   > - For cover image, the recommended image size is 2600x290 px.
   > - For images, the files you upload can be of PNG, JPEG, and GIF types, and can have spaces in their names.
5. Apply the theme and publish the sandbox.

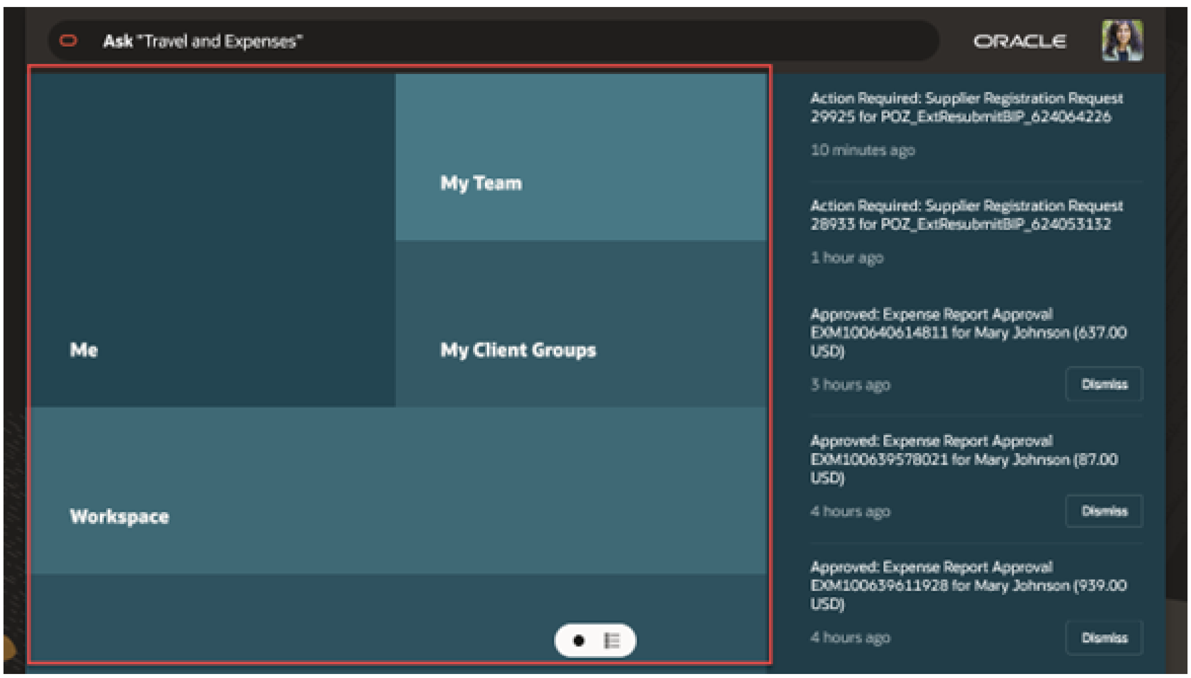
Why does the application logo look different on some pages?

Changes made to the logo using tools like Page Composer or Page Template Composer supersede the changes made using the Appearance work area. So we recommend you only use the Appearance work area to make changes to the logo. But before that, make sure you undo any changes made to it using Page Composer or Page Template Composer.

How can I find what I need in Fusion Applications, using Home with Ask Oracle?

Enter keywords to search. Make sure you don’t use quotation marks while searching. If your initial search doesn’t bring up what you’re looking for, try these options:

- Search using related words.
- Clear your search and try using the product map. If you don’t see the product map, use  to switch to the product map view.



- If you still can't find any matches, check with your help desk to confirm that you have access to the page you're looking for.

Here's a quick tour of Home with Ask Oracle.

Watch video

How can I quickly return to pages I recently visited in Fusion Applications?

When Home with Ask Oracle is enabled, right-click from an application page to see the top ten suggestions. These are your quick links, so you can easily navigate back to your most frequently used and recently visited pages. Or, click to see the full list of recent pages. If you don’t see the full list, use to open the list.

How do I switch views in Home with Ask Oracle?

When you first use Home with Ask Oracle, you see the product map. After you've used the application for a while, the suggestions list takes over as the default view.

- Click to switch between views any time.
- To set your default home view, go to your user menu.

Why does the suggestions list change over time in Home with Ask Oracle?

Home with Ask Oracle#displays recently and frequently visited pages at the#beginning#of your suggestions list. As your activity changes, the list is updated.

Which home page am I using in Fusion Applications?

- You're using Home with Ask Oracle if you see these elements in the application:
    - The icon on any page.

    - A search box with the prompt **Ask Oracle** on home.

- You're using News feed if you see the Navigator in the global header:

In Home with Ask Oracle, I can't see the navigation items that used to be in the global header of the application. Where did they go?

The global header with the navigation items isn't available in Home with Ask Oracle because you now use search to navigate the application. Just click to return home and enter keywords to search.

Why are the home page and navigation features in Fusion Applications different from what I see in the documentation, videos, or courseware?

The differences you notice are most likely due to the specific home page layout, Home with Ask Oracle or News feed, configured by your administrator. So your experience may differ from what's shown in documentation, videos, or courseware.

How can I configure how infolets are displayed in Fusion Applications?

1. In Sandboxes, create a sandbox or enter an existing one. Make sure the sandbox has the Structure tool.
2. From the sandbox Tools menu, select **Structure**.
3. Based on your home page layout, select the appropriate tab:
    - For News feed, select Home Configuration.
    - For Home with Ask Oracle, select Infolet Configuration.
4. Click an infolet page to rename it.
5. From the **Visible** list, choose whether to display the infolet page in the Analytics section of the home page for News feed, or in the suggestions list and search in Home with Ask Oracle.

    If you select **EL Expression**, enter an expression (without line breaks or double quotes) to control visibility for specific user roles. Validate to ensure the expression evaluates to true or false.
6. (Optional, News feed only) Use the **Move Up** and **Move Down** icons to adjust the position of infolet pages on the home page.
7. Save your changes and publish the sandbox.

How do I create, edit, or delete announcements in Fusion Applications?

You can create, edit, view, or delete company announcements using the Announcements page or the Announcements REST resource. Users must have the Manage Help Content (ATK_CUSTOMIZE_HELP_TOPICS_PRIV) privilege to create or edit announcements on their own. In News feed, announcements are displayed in the Analytics section of the home page. In Home with Ask Oracle, they're displayed in Notifications.

> **Note:** In Home with Ask Oracle, after an announcement is sent, you can't edit its details. You can only delete it.

On the Announcements page, click **Create**, provide the details for the announcement, and save it. Here are a few things to know:

- If you select **User-Defined** as the category, provide more details like a summary of the announcement.
- When you upload an image, make sure your image width is 950 to 975 px and height is 650 to 765 px to avoid image distortion.
- If you select **EL Expression** from the **Visible** list, the evaluation of the EL expression decides whether the announcement will be visible for specific user roles. Click next to the list and enter an expression without line breaks or double quotes. Validate the EL expression and make sure it evaluates to true or false.

Announcements don't require sandboxes, so your changes apply immediately to all users, even if you do them from within a sandbox that's active and not yet published.

How can I extend a Redwood page if my home layout is Home with Ask Oracle?

Hover over the icon and click the icon to extend the page in Visual Builder Studio (VB Studio). The icon is available only if VB Studio extensions are supported on the page and you have appropriate privileges.

How do I define the display settings of the home page with News feed layout?

1. In Sandboxes, create a sandbox or enter an existing one. Make sure the sandbox has the Appearance tool. Don't include spaces or special characters in the sandbox name.
2. Click **Navigator** > **Configuration** > **Home Page Display**.
3. Rename, reorder, and show or hide the sections on the home page.
4. Apply your changes and publish the sandbox.

How do I secure an integrated third-party application?

Let's say you integrate a registered third-party application in your Oracle Fusion Cloud Applications. You can secure this third-party application using JSON Web Token (JWT).

1. In Sandboxes, create a sandbox or enter an existing one. Make sure the sandbox has the Structure tool.
2. From the sandbox Tools menu, select **Structure**.
3. Select the page entry that links to the third-party application you want to secure.
4. From the **Link Type** list, select **Static URL**.
5. Select the **Secure Destination** checkbox.

6. Select the name of your application.
7. Enter the destination for the application. An HTTPS protocol is required to access the application.
8. In the **Secure Token Name** field, enter the name of the parameter (for example, **jwt**) that supports using the secure token.
9. Save the changes and publish the sandbox.

What's the difference between standard and common lookups in Fusion Applications?

Both standard and common lookups are used to define lists of values that users see in drop-down lists, selection fields, and so on. The difference between these two types of lookups is their scope and usage in the application. To reference a lookup type, first specify its scope (such as standard, common, or any other type), followed by the particular lookup type within that scope. For references made from predefined content, the scope is often predetermined.

How can I make output attachments of a scheduled process visible to all administrators in Fusion Applications?

Use the Security Console to create a custom role and assign ESS Monitor Role to the user.

1. In Security Console, click **Create Role** to create a custom job role, and enter basic information.
2. Go to Data Security Policies and click **Create Data Security Policy**.
    a. In the **Data Resource** field, search for and select ESS_REQUEST_HISTORY.
    b. From the **Data Set** list, select **All Values**.
    c. From the **Actions** list, select **ESS_REQUEST_OUTPUT_READ** to allow viewing of process outputs.
3. On the Role Hierarchy page, open the Roles and Privileges tab and add **ESS Monitor Role**.
4. On the Users page, click **Add Users** and add the users you want to assign this custom role to.

Can I submit a new scheduled process in Fusion Applications while my previous run of the same process is in canceling status?

No, it’s best to avoid submitting a new scheduled process while a previous instance is still running or in Canceling status. Submitting a new process while another is canceling may cause unexpected results or affect the successful completion of the new submission. Wait until the previous process has fully completed or canceled before submitting a new one.

For more information, see *How can I check for scheduled processes that have been running for a long time in Fusion Applications?*

What keyboard shortcuts are available in Fusion Applications?

You can use keyboard shortcuts to navigate the entire application and do user interface actions using only the keyboard, so you don't need a mouse or assistive technology. For example, you can use keyboard shortcuts to save a file or open a tab. Keyboard shortcuts for specific UI elements vary depending on whether the page was built using Oracle Application Development Framework (ADF) or Oracle Visual Builder Studio (VB Studio) or Oracle Application Express Components (APEX).

To identify the type of page you're using, look at the browser URL of the page.

- If the third segment contains **faces**, the page is built using ADF.
- If the third segment contains **redwood**, the page is built using VB Studio.
- If the second segment contains **uix**, the page is built using APEX.

Refer to this table to find keyboard shortcut topics based on your page type:

URL Segment for Page Type	URL Example	Keyboard Shortcut Topic
faces (in the third segment)	**https://example.com/myApp/faces/Page1**	*Keyboard Shortcuts for Oracle Application Development Framework Components*
redwood (in the third segment)	**https://example.com/myApp/redwood/Page1**	*What are the common keyboard behaviors for Redwood applications?*
uix (in the second segment)	**https://example.com/uix/***	*Keyboard Shortcuts for Oracle Application Express Components*

You can also use keyboard shortcuts in other areas of the application. Use this table for quick references:

Application Area	Keyboard Shortcut Topic
Home page	*Keyboard Shortcuts for Home Page*
Work areas	*Keyboard Shortcuts for Work Areas*
Infolets	*Keyboard Shortcuts for Infolets*

I've made changes to the product map in a sandbox and published it. Why can't I see the changes yet?

Your changes might take a few seconds to appear because the related API requires a short time to reflect updates due to backend processing.

When I use a custom color for a Redwood theme and specify an accent color, where's the accent color shown in Fusion Applications?

The accent color is only applied to the section dashes, which are the lines shown below section titles.

When I apply my brand's color as a custom color for the Redwood theme in Fusion Applications, why isn't the exact color used?

To keep your application accessible and visually consistent, the Redwood theme creates several matching shades from your chosen color. Different parts of the UI then use these shades, so you might see lighter or darker versions of the color being applied to your application.

Is it true that only Redwood themes must now be used in Fusion Applications?

Not exactly. If you're already using a classic theme, you can continue to use it. However, any new themes you create must be Redwood themes.

When I upload a cover image in a Redwood theme with the home page layout set as News feed, the image appears with a colored semi-transparent overlay. Is this a normal behavior?

Yes, this is normal. The overlay makes sure there's enough contrast between your cover image and any text or content displayed on top, supporting readability and accessibility.

Where are my favorites and watchlist items in Home with Ask Oracle?

If you're looking for your previously saved favorites or watchlist items, you can search for **Favorites** or **Watchlist** in Home with Ask Oracle. If you don't see those items, that means your administrator didn't enable it for you.