Oracle® Enterprise Performance
Management System
Installation and Configuration Troubleshooting
Guide
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Access to Oracle Support

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

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Introduction

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.

Assumed Knowledge

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

- Security and server administration skills
- Administration skills for your operating system
- 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

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

Meeting System Requirements


EPM 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 Oracle Enterprise Performance Management 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 Enterprise Performance Management System Installation and Configuration Readme contains known installation and configuration issues for all
Oracle Enterprise Performance Management 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 contain 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 Oracle Enterprise Performance Management 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 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 Oracle Enterprise Performance Management 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.

- 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 EPM 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.
Using EPM System Diagnostics

Oracle Hyperion Enterprise Performance Management 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 Oracle Hyperion 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 Oracle Enterprise Performance Management 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.

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 Oracle Enterprise Performance Management 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 Oracle Enterprise Performance Management 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.

Oracle Configuration Manager, which Oracle Enterprise Performance Management 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) 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 Oracle Enterprise Performance Management 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.

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.
3

Using EPM System Logs

Related Topics

- Using the Log Analysis Utility to Identify Problems
- EPM System Product Logging Matrix
- Logging Formats
- ODL Configuration
- Log Rotation: ODL
- Installation, Configuration, and Diagnostic Logs
- Application Server, Web Server, and EPM System Process Logs
- Foundation Services Logs
- Lifecycle Management Logs
- Essbase Logs
- Financial Performance Management Application Logs
- Data Management Logs
- Central Inventory Logs

Using the Log Analysis Utility to Identify Problems

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 Oracle Enterprise Performance Management 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 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`

- 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.

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:](image)

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> -tthour <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>
```
### Table 3-1 Log Analysis Utility Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-h</td>
<td>Displays the help page. Example: loganalysis -h</td>
</tr>
<tr>
<td>-system</td>
<td>Generates a report containing ERROR and INCIDENT_ERROR log message types. Typically used by EPM System IT Administrators. Example: loganalysis -system</td>
</tr>
<tr>
<td>-functional</td>
<td>Generates a detailed report that contains messages that are of type WARNING, NOTIFICATION, and TRACE. Typically used by EPM System Functional Administrators. Example: loganalysis -functional</td>
</tr>
<tr>
<td>-ecid &lt;ECID&gt;</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.</td>
</tr>
<tr>
<td>-m &lt;ERROR_TYPE&gt;</td>
<td>Generates a report containing messages of a specified type. Takes one of the following error message types as the argument:</td>
</tr>
<tr>
<td></td>
<td>• ERROR</td>
</tr>
<tr>
<td></td>
<td>• INCIDENT_ERROR</td>
</tr>
<tr>
<td></td>
<td>• WARNING</td>
</tr>
<tr>
<td></td>
<td>• NOTIFICATION</td>
</tr>
<tr>
<td></td>
<td>• TRACE</td>
</tr>
</tbody>
</table>

*Note:* ECID that contains the caret symbol (^) must be enclosed in quotation marks.

Example: loganalysis -ecid "0000Jet8kA6ESOG_Ix5E1f1G^RAF000005"

Example: loganalysis -m ERROR
Table 3-1  (Cont.) Log Analysis Utility Parameters

<table>
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<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-o &lt;TITLE&gt;</td>
<td>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 &quot;myError Report&quot; 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.</td>
</tr>
<tr>
<td>-s &lt;STRING&gt;</td>
<td>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 &quot;Failed to connect to DB&quot; -o &quot;DB Connection Errors&quot; 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.</td>
</tr>
<tr>
<td>-t &lt;FROM DATE&gt; &lt;FROM TIME&gt;&lt;TO DATE&gt; &lt;TO TIME&gt;</td>
<td>Generates a report on log messages that were generated within the specified time period. Takes a space-separated &quot;from&quot; time and a &quot;to&quot; time as the argument. &quot;From&quot; time and &quot;to&quot; time must be specified in YYYY-MM-DD HH:MM:SS format using a 24-hour clock. Example: loganalysis -all -t 2012-08-10T12:00:00 2012-08-10T23:59:59 -o &quot;All Messages on August_10_2012&quot; 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.</td>
</tr>
<tr>
<td>-tday &lt;DAYS&gt;</td>
<td>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 &quot;Error Messages for the last three days&quot; creates Error Messages for the last three days.html, which contains messages of type ERROR that were generated within the last three days.</td>
</tr>
</tbody>
</table>
Table 3-1  (Cont.) Log Analysis Utility Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-thour &lt;HOURS&gt;</td>
<td>Generates a report on log messages that were generated within the specified number of hours. Takes a numeric value as the argument.</td>
</tr>
<tr>
<td></td>
<td>Example: <code>loganalysis -ERROR -thour 6 -o &quot;Error Messages for the last six hours&quot;</code> creates Error Messages for the last six hours.html, which contains messages of type ERROR that were generated within the last six hours.</td>
</tr>
<tr>
<td>-tmin &lt;MINUTES&gt;</td>
<td>Generates a report on log messages that were generated within the specified number of minutes. Takes a numeric value as the argument.</td>
</tr>
<tr>
<td></td>
<td>Example: <code>loganalysis -ERROR -tmin 45 -o &quot;Error Messages for the last 45 minutes&quot;</code> creates Error Messages for the last 45 minutes.html, which contains messages of type ERROR that were generated within the last 45 minutes.</td>
</tr>
<tr>
<td>-d &lt;DIRECTORY PATHS&gt;</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Example: <code>loganalysis -m INCIDENT_ERROR -d &quot;c:/logfiles&quot;,&quot;z:/OracleLogs&quot;,&quot;y:/EPMLogs&quot; &quot;net/epm_server2/Oracle/Middleware/user_projects&quot; -o &quot;myCustom Analysis Report&quot;</code> creates a report titled myCustom Analysis Report listing messages of type INCIDENT_ERROR contained in the log files available in the specified directories.</td>
</tr>
<tr>
<td>-f &lt;arg&gt;</td>
<td>Not used in this release; reserved for future use.</td>
</tr>
<tr>
<td>-maxsize &lt;arg&gt;</td>
<td>Increases the report size. Default report size is 5 MB.</td>
</tr>
<tr>
<td></td>
<td>Example: <code>loganalysis -all -o &quot;Custom Analysis Report&quot; -maxsize 15</code> generates a report that can be up to 15 MB in size. The report is titled Custom Analysis Report and contains all messages of in all log files.</td>
</tr>
</tbody>
</table>
Table 3-1  (Cont.) Log Analysis Utility Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-all</td>
<td>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</td>
</tr>
</tbody>
</table>

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.
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.

   loganalysis.bat OPTIONS (Windows)

   For example, 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:

   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:

0000Jet8kA6ES0G_Ix5Ei1fG^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.
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.
EPM System Product Logging Matrix

The tables in this section provide information about logging by Oracle Enterprise Performance Management 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.
### Table 3-2  EPM System Installation and Configuration Logging Formats

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<tr>
<th>Tool/Component</th>
<th>Default Message Type/ Logging Level</th>
<th>Logging Configuration File</th>
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</table>
| EPM System Installer  
See Installation, Configuration, and Diagnostic Logs. | TRACE | In the installer image, in the same location as installTool.jar: installTool-logging.xml |
| EPM System Configurator  
See Installation, Configuration, and Diagnostic Logs. | TRACE | EPM_ORACLE_HOME/  
common/config/11.1.2.0/  
configTool-logging.xml |
| Oracle Hyperion Enterprise Performance Management System Diagnostics and Validation Tool | TRACE | EPM_ORACLE_HOME/  
common/validation/  
11.1.2.0/  
validationTool-logging.xml |
| EPM System Uninstaller | TRACE | EPM_ORACLE_HOME/  
uninstall/uninstall-logging.xml |

### Table 3-3  Foundation Services Logging

| Product  
Oracle Hyperion Shared Services and Oracle Hyperion Enterprise Performance Management Workspace | Default Message Type/Logging Level | Logging Configuration File |
|-----------------------------------------------|---------------------------------|---------------------------|
| Oracle Hyperion Enterprise Performance Management System Lifecycle Management for Shared Services (command prompt) | NOTIFICATION | MIDDLEWARE_HOME/  
user_projects/domains/  
EPMSystem/config/fmwconfig/  
servers/FoundationServices0/  
logging.xml |
| Lifecycle Management for Oracle Essbase | NOTIFICATION | EPM_ORACLE_INSTANCE/  
config/FoundationServices/  
logging.xml |
|  |  |  |
|  | WARNING | MIDDLEWARE_HOME/  
user_projects/domains/  
EPMSystem/config/fmwconfig/  
servers/CalcMgr0/  
logging.xml |
Table 3-3 (Cont.) 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>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 3-4 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/EsbsbServer/essbaseserver1/bin/logging.xml</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Within logging.xml, there are two entries in the &lt;loggers&gt; sections:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• DefSrLogger — for the Essbase application server (ESSSVR). This writes to the application name.LOG in EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0/application name</td>
</tr>
<tr>
<td>Oracle Essbase Administration Services</td>
<td>WARNING</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSysytem/config/fmwconfig/servers/EssbaseAdmininSystem0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Provider Services</td>
<td>WARNING:1</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSysytem/config/fmwconfig/servers/AnalyticProviderServices0/logging.xml</td>
</tr>
<tr>
<td>Oracle Essbase Studio</td>
<td>INFO, FINE</td>
<td>EPM_ORACLE_INSTANCE/BPMS/bin/logging.xml</td>
</tr>
</tbody>
</table>
### Table 3-5  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>Oracle Hyperion Planning</td>
<td>DEBUG</td>
<td>Use Planning to set the logging level for each Planning application server. See Planning Logs.</td>
</tr>
<tr>
<td></td>
<td>NOTIFICATION:32</td>
<td>(EPM_ORACLE_HOME/products/Planning/logging/logging.xml)</td>
</tr>
<tr>
<td>Oracle Hyperion Financial Management Server</td>
<td>ERROR:1</td>
<td>This file in (EPM_ORACLE_INSTANCE/products/FinancialManagement/logging:InteropLogging.xml)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This file in (EPM_ORACLE_HOME/products/FinancialManagement/logging:hfmDiagLogging.xml)</td>
</tr>
</tbody>
</table>
| Financial Management Web Services            | NOTIFICATION:32                   | \(MIDDLEWARE\_HOME/user_projects/domains/EPMS\_System/config/fmwconfig/servers/HFMWeb0/logging.xml\) | To change the logging level, edit this logger:  

```xml
<logger level="NOTIFICATION:32" name="oracle.epm.webservices.fm" useParentHandlers="false">  
  <handler name="epm-fm-webservices-handler"/>
</logger>
```

Module level logging is not available for this component.
Table 3-5  (Cont.) 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>Financial Management Web Application</td>
<td>NOTIFICATION:32</td>
<td><code>MIDDLEWARE_HOME/</code> user_projects/domains/EPMSystem/config/fmwconfig/servers/HFMWeb0(logging.xml)</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
### Table 3-5  (Cont.) 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></td>
<td></td>
<td>• Line Items — oracle.FMADF.LINEITEMS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Load Extract — oracle.FMADF.LOADEXTRACT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Mail Services — oracle.FMADF.MAILER</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manage Data — oracle.FMADF.MANAGEDATA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manage Ownership — oracle.FMADF.MANAGEOWNERSHIP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Metadata Services — oracle.FMADF.METADATA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Process Control — oracle.FMADF.PROCESSCONTROL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Registry Services — oracle.FMADF.REGISTRY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Related Contents — oracle.FMADF.RELATEDCONTENT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Resource bundle services — oracle.FMADF.RESOURCE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Root Logger — oracle.FMADF</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Save Documents Dialog — oracle.FMADF.SAVEDOCUMENT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Security Services — oracle.FMADF.SECURITY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Servlet Services — oracle.FMADF.SERVLET</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Session Services — oracle.FMADF.SESSION</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Tasklist — oracle.FMADF.TASKLIST</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Tax — oracle.FMADF.TAX</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• User Preferences — oracle.FMADF.USERPREFS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Utility Services — oracle.FMADF.UTILS</td>
</tr>
</tbody>
</table>

**Tax Management (includes Oracle Hyperion Tax Provision, Tax Operations, and Tax Supplemental Schedules)**

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/TaxManagement0/logging.xml</td>
</tr>
</tbody>
</table>

**Oracle Hyperion Profitability and Cost Management**

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Message Type/Logging Level</th>
<th>Logging Configuration File</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/Profitability0/logging.xml</td>
</tr>
</tbody>
</table>
Table 3-5  (Cont.) 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>Oracle Hyperion Financial Close Management</td>
<td>NOTIFICATION</td>
<td>$MIDDLEWARE_HOME$/user_projects/domains/EPMSистем/config/fmwconfig/servers/FinancialClose0/logging.xml</td>
</tr>
</tbody>
</table>

Table 3-6  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/EPMSистем/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 Oracle Enterprise Performance Management 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 Log File Naming**

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

**ODL Log Elements**

ODL logs use elements that show information about the origins of messages as well as the messages themselves. This information can be helpful in troubleshooting.

ODL log elements:

- **Time Stamp**—Date and time when the message was generated, adjusted for time difference between the host where the message was generated and the host of the common repository
  
  Example: `<Jul 22, 2011 11:29:57 PM PDT>`

- **Component ID**—Managed server that originated the message
  
  Example: `[FoundationServices0]`
- **Message ID**—A short character string that uniquely identifies the message
  
  **Example:** [EPMWKSP-000001]

- **Module ID**—An identifier for the class name or other code module that originated the message
  
  **Example:** [Initialization]

- **Execution Context Id (ECID)**—Execution context ID, which helps connect multiple log files
  
  **Example:** [ecid: 0000IPMCrhW17ic5PjWBHd1BMQPg000002,0]

- **Message text**—Log message

### Log4j Log File Naming

Each service or servlet has its own log file. In an environment with several installation locations, all services of one type log their messages to one file. Separate log files are generated for license information, configuration or environment information, and stdout messages. Services and servlets log file names format:

```
server_messages_OriginatorType.log
```

where **OriginatorType** is a specific servlet or service.

### Log4j Log Message Elements

Log4j log messages contain this information, in this order:

- **Logger**—Name of the logger that generated the logging message
- **Time stamp**—Time stamp in coordinated universal time (UTC); ensures that messages from differing time zones can be correlated
- **Level**—Logging level
- **Thread**—Thread name
- **Sequence number**—Unique number to identify messages with matching time stamps
- **Time**—When the message was generated
- **Context**—Information about which component generated the log message:
  - **Subject**—User name
  - **Session ID**—UUID of the session
  - **Originator Type**—Component type name
  - **Originator Name**—Component name
  - **Host**—Host name
- **Message**—Log message
- **Throwable**—Stack trace of a throwable error
ODL Configuration

Each Oracle Enterprise Performance Management 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 3 for a list of log_handler properties that you can specify.

ODL Logging Levels

Table 3-7   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 3-8  Location of ODL Configuration Files in Standard Deployments

<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>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/AdminServer/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Provider Services</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/AnalyticProviderServices0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Calculation Manager</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/CalcMgr0/logging.xml</td>
</tr>
<tr>
<td>Oracle Essbase Administration Services</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/EssbaseAdminServices0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Foundation Services</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/FoundationServices0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Financial Management Web</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/HFMWeb0/logging.xml</td>
</tr>
<tr>
<td>Oracle Hyperion Planning</td>
<td>MIDDLEWARE_HOME/user_projects/domains/EPMSYSTEM/config/fmwconfig/servers/Planning0/logging.xml</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 3 for a comprehensive list of parameters.

### Table 3-9  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>maxFileSize</td>
<td>Maximum size in bytes for each log file. 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>
</tbody>
</table>

The recommended value is `ODL-Text`.
## Table 3-9  (Cont.) Configurable ODL Log Properties

<table>
<thead>
<tr>
<th>Log Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>maxLogSize</td>
<td>Maximum size in bytes for the entire log. 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. The value must be a number (of minutes), or the word hourly, daily, or weekly. (This setting is not case-sensitive.)</td>
</tr>
</tbody>
</table>
| baseRotationTime   | Base time for time-based log rotation; for example, the starting point for the rotationFrequency setting. Default: January 1, 1970, UTC. Use one of these formats:  
  • HH:mm  
  • yyyy-MM-dd  
  • yyyy-MM-ddT-HH:mm  
  • yyyy-MM-dd-HH:mm:ss.sTZ, where TZ 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. |
| retentionPeriod    | How long log files are kept. 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). |
| encoding           | The type of character encoding to use. XML files must be UTF-8 encoded to handle extended characters. The default is `<xml version="1.0" encoding="UTF-8"?>`. |
| supplementalAttributes | A comma-separated list of supplemental attribute names, which can be added to each log message. The attribute value must be defined in class ExecutionContext. |
### Table 3-9 (Cont.) Configurable ODL Log Properties

<table>
<thead>
<tr>
<th>Log Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>useSourceClassAndMethod</td>
<td>Whether the Java source class and method name should be added to each log message. The value is a Level name. Messages of a given level or lower include the source class and method name. The constants <code>true</code> and <code>false</code> are also accepted as aliases for OFF and ALL. The default value is <code>TRACE:1</code> (Fine).</td>
</tr>
<tr>
<td>useDefaultAttributes</td>
<td>Whether default attribute values should be added to each log message. The default attributes that can be assigned are HOST_ID, HOST_NWADDR and USER_ID. The value should be <code>true</code> or <code>false</code>. The default value is <code>true</code> for the ODL-XML format and <code>false</code> for the ODL-Text format.</td>
</tr>
<tr>
<td>includeMessageArguments</td>
<td>Whether message arguments are included with formatted log messages that also have a message ID. Possible values: <code>true</code> (default) or <code>false</code>.</td>
</tr>
<tr>
<td>useThreadName</td>
<td>The <code>useThreadName</code> 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. If the flag is <code>true</code>, the handler attempts to log the real thread name. In some cases, the handler may not be able to determine the real thread name, in which case it will log the threadID. The default value is <code>true</code>.</td>
</tr>
<tr>
<td>useRealThreadId</td>
<td>The <code>useRealThreadId</code> 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. If the flag is <code>true</code>, 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 <code>false</code>. Logging the real Thread ID is mutually exclusive with the <code>useThreadName</code> property. If <code>useThreadName</code> is <code>true</code>, the value of the <code>useRealThreadId</code> property is ignored.</td>
</tr>
<tr>
<td>locale</td>
<td>Default Locale override for localizing messages. The default value is the default Locale, which is set in EPM System Configurator.</td>
</tr>
</tbody>
</table>
### Table 3-9  (Cont.) Configurable ODL Log Properties

<table>
<thead>
<tr>
<th>Log Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>keepOpen</td>
<td>Whether the main log file is kept open at all times or opened and closed upon each log operation. Possible settings: true and false. The default setting is true, which keeps the main log file open at all times. In most cases you should use the default value.</td>
</tr>
<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 autoFlushLevel. 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 Oracle Hyperion 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.

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.

5. Save and close logging.xml.

6. Restart the EPM System component to activate the changes.

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 Oracle Hyperion Foundation Services. When FoundationServices0.log reaches the specified maximum file 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 3.

To change log4j log rotation settings:

1. Open the appenders.xml file for services or servlets. Locations of appenders.xml files vary by product.

2. Locate the CompositeRollingAppender definition and modify the properties.

   See Table 1.

Some products may require additional steps.
### Table 3-10 CompositeRollingAppender Properties

<table>
<thead>
<tr>
<th>Property</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>RollingStyle</td>
<td>• 1–Roll the logs by size&lt;br&gt;• 2–Roll the logs by time&lt;br&gt;• 3–Roll the logs by size and time</td>
</tr>
</tbody>
</table>

**Caution:**
RollingStyle 3 could provide confusing results, because naming conventions for logs rolled by time and size differ, and deletion counters do not count logs rolled differently together.

- **DatePattern value**
  - The time interval for writing log messages to another log file if RollingStyle is set to 2 or 3
  - For DatePattern using the string `yyyy-MM-dd-mm`; for example, `yyyy-MM-ddmm` means every 60 minutes, `yyyy-MM-dd-a` means every 12 hours, and `yyyy-mm-dd` means every 24 hours. The default is every 12 hours.

- **MaxFileSize**
  - The file size (iu KB, MB, or GB) that triggers the creation of a new log file if RollingStyle is set to 1 or 3
  - Default: 5MB

- **MaxSizeRollBackups**
  - The maximum number of log files per originator type (plus one for the current file) that can exist before the system deletes the oldest file, if RollingStyle is set to 1 or 3
  - Default: 5

---

### Installation, Configuration, and Diagnostic Logs

EPM System Installer, EPM System Configurator, and Oracle Hyperion Enterprise Performance Management System Diagnostics use the ODL logging format. See ODL Configuration.
## Table 3-11  EPM System Installation, Configuration, and Diagnostics Log Files

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM System Installer</td>
<td>\texttt{EPM_ORACLE_HOME/diagnostics/logs/install}</td>
<td>• common-install.log—Common Component files activity; for example, ODBC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-ocm-install.log—Oracle Configuration Manager activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-ohs-install.log—Activity of Oracle HTTP Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-ohs-oui-out.log—Oracle Universal Installer information about Oracle HTTP Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-opmn-install.log—Oracle Process Manager and Notification Server installation messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-opmn-patchset-oui-out—OPMN installation patchset trace log messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-oracle-common-install—General log messages for appdev</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-oracle-common-oui-out—OUI log messages for appdev</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-product-install.log—Product common component files activity; for example, SDKs, CRS utility</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-staticcontent-install.log—Static content files; for example, Help, for each</td>
</tr>
<tr>
<td></td>
<td></td>
<td>product on the web server machine</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• common-wl-install.log—Embedded Oracle WebLogic Server installation activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• dotNetInstall.log—Messages for 32-bit .Net installation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• dotNet35Install.log—.NET 3.5 installation messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• dotNetInstall64.log—64-bit .NET installation messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• dotNetRegister.log—Messages for 32-bit .NET registration</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>
<tr>
<td>• dotNetRegister64.log—Messages for 64-bit .NET registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• eas-install—Oracle Essbase Administration Services installation messages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• EPM_EASConsoleInstallLog—Administration Services Console Windows client installer messages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• EPM_SVCInstallLog—Oracle Smart View for Office Windows installer messages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-cacls-filetransfer-stderr.log—Error log for setting cacls on the file-transfer folder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-cacls-filetransfer-stdout.log—Trace log for setting cacls on the file-transfer folder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-cacls-lcmservice-stderr.log—Error log for setting cacls for lcm service folder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-cacls-lcmservice-stdout.log—Trace log for setting cacls for lcm service folder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-registerclientdlls64—Errors for each 64-bit client DLL registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-registerclientdlls.log—Errors for each 32-bit client DLL registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-registercommondlls.log—Trace log for each client DLL registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-registerdlladmclient-stderr.log—Error log for each ADM client DLL registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-registerdlladmclient-stdout.log—Trace log for each ADM client DLL registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• hfm-registerdllclient-stderr.log—Error log for each client DLL registration</td>
<td></td>
<td></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>
<tr>
<td>hfm-registerdllclient-stdout.log</td>
<td>Trace log for each client DLL registration</td>
<td></td>
</tr>
<tr>
<td>hfm-registerdllcommon-stderr.log</td>
<td>Error log for each common DLL registration</td>
<td></td>
</tr>
<tr>
<td>hfm-registerdllcommon-stdout.log</td>
<td>Trace log for each common DLL registration</td>
<td></td>
</tr>
<tr>
<td>hfm-regserverdils.log</td>
<td>Error log for each server DLL registration</td>
<td></td>
</tr>
<tr>
<td>hfm-regWinHttpErr.log</td>
<td>Error log for registering winhttp.dll</td>
<td></td>
</tr>
<tr>
<td>hfm-regWinHttpOut.log</td>
<td>Trace log for registering winhttp.dll</td>
<td></td>
</tr>
<tr>
<td>hfmsvcs-regAsyncCallback-stderr.log</td>
<td>Error log for registering AsyncCallback.dll</td>
<td></td>
</tr>
<tr>
<td>hfmsvcs-regAsyncCallback-stdout.log</td>
<td>Trace log for registering AsyncCallback.dll</td>
<td></td>
</tr>
<tr>
<td>hfm-updatereg-stderr.log</td>
<td>Error log for creating Oracle Hyperion Financial Management Windows registry entries</td>
<td></td>
</tr>
<tr>
<td>hfm-updatereg-stdout.log</td>
<td>Trace log for creating Financial Management Windows registry entries</td>
<td></td>
</tr>
<tr>
<td>install-ocm-configCCR-output</td>
<td>Part 1 of Oracle Configuration Manager setup processing messages</td>
<td></td>
</tr>
<tr>
<td>install-ocm-output.log</td>
<td>Oracle Configuration Manager file information</td>
<td></td>
</tr>
<tr>
<td>install-ocm-configCCR-output</td>
<td>Part 2 of Oracle Configuration Manager setup processing messages</td>
<td></td>
</tr>
<tr>
<td>installTool-install-DDD-MM.DD.YYYY-TIME.log</td>
<td>Main log written by EPM System Installer to log user activity</td>
<td></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>
<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 Oracle Hyperion 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 Server install-time log, errors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• wl_install_out.log—WebLogic Server install-time log, complete log</td>
</tr>
</tbody>
</table>
### Table 3-11  (Cont.) EPM System Installation, Configuration, and Diagnostics Log Files

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM System Configurator</td>
<td><code>EPM_ORACLE_INSTANCE/</code></td>
<td>• <code>configtool.log</code> — Configuration task output and warning messages</td>
</tr>
<tr>
<td></td>
<td><code>diagnostics/logs/config</code></td>
<td>• <code>configtool-http-ant.log</code> — Trace from ant code executed during web server setup</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>ConfigTool-stdout.log</code> — Console output</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>ConfigTool-appdeployment.log</code> — Trace of deployment steps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>configtool_summary.log</code> — Summary status about pass/fail tasks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>EssbaseExternalizationTask.log</code> — Trace information for the Oracle Essbase externalization process executed during Essbase custom configuration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>listener.log</code> — Application listener messages generated on startup for each Java web application; one file for all applications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>SharedServices_CMSClient.log</code> — Shared Services CMS client trace, generated during configuration when CMS calls are made</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>ocm-config.log</code> — Oracle Configuration Manager configuration log</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>registry.log</code> — Trace of Oracle Hyperion Shared Services Registry calls made during configuration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <code>SharedServices_Security.log</code> — Shared Services Registry registration log</td>
</tr>
</tbody>
</table>
### Table 3-11  (Cont.) EPM System Installation, Configuration, and Diagnostics Log Files

<table>
<thead>
<tr>
<th>Product</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPM System Diagnostics</td>
<td>\textit{EPM\textunderscore ORACLE\textunderscore INSTANCE/} diagnostics/logs/validation</td>
<td></td>
</tr>
</tbody>
</table>
\textbullet validation.log—Summary-level information for each check performed, indicating success or failure  
\textbullet validationTool-stdout.log—Detail-level information for each validation check performed  
\textbullet validationTool-stderr.log—Error information generated during diagnostic utility execution  
\textbullet velocity.log—Diagnostic utility trace generated by Velocity component calls  

**Note:**  
EPM System Diagnostics also creates a validation tool report, instance_report_20110305_121855.html, in \textit{EPM\textunderscore ORACLE\textunderscore INSTANCE/diagnostics/reports}.  
A file name validation-\textit{n}.log indicates that the log has rolled over because of size limits.

Oracle Enterprise Performance Management System starter  
Windows—WebLogic Server: \textit{EPM\textunderscore ORACLE\textunderscore INSTANCE/diagnostics/logs/services}  
A starter component.log file for each product component started by start.bat (Windows)  
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 Oracle Enterprise Performance Management System processes such as stop and start.

- Application server logs (Oracle 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 WebLogic Server documentation for information about logs.)

- Location: product
- File name: Product-dependent

- 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 Server-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

- Services startup logs for each managed server (Windows):

  EPM_ORACLE_INSTANCE/diagnostics/logs/services

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

- WebLogic Server logs—WebLogic Server activity needed when contacting Oracle Support Services

  - Location: MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/managed server name/logs

  - File name: access.log
### Table 3-12  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>Oracle Hyperion Foundation Services</td>
<td><code>MIDDLEWARE_HOME/ user_projects/domains/ EPMSystem/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>– Oracle Enterprise Performance Management System common user interface framework error</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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</td>
</tr>
<tr>
<td></td>
<td></td>
<td><code>BpmServer.properties</code> or registry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– BPMUI security messages, including CSS initialization, logon/logout logs from the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Java web application, and CSS authentication error messages</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>
<tr>
<td>Oracle Hyperion Shared Services</td>
<td>MIDDLEWARE_HOME/ user_projects/domains/ EPMSystem/servers/ FoundationServices0/logs</td>
<td>- SharedServices_Admin.log — Applications Groups management activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_Audit.log — Audit server errors while reading/writing audit information to the database or while configuring auditing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_Audit_Client.log — Information about the audit client</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_CMSClient.log — Metadata Service client activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_Hub.log — Shared Services listener and initialization activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_ImportExport.log — Errors and Informational messages pertaining to LCM Import/Export activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_LCM.log — Oracle Hyperion Enterprise Performance Management System Lifecycle Management activity when it is run from Oracle Hyperion Enterprise Performance Management Workspace</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_Registry.log — Shared Services Registry activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_Security.log — User management, provisioning, authentication, and single sign-on activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SharedServices_TaskFlow.log — Information about Taskflows</td>
</tr>
<tr>
<td>EPM Workspace</td>
<td>MIDDLEWARE_HOME/ user_projects/domains/ EPMSystem/servers/ FoundationServices0/logs</td>
<td>Workspace.log — EPM Workspace error and informational messages</td>
</tr>
</tbody>
</table>

Chapter 3
Foundation Services Logs
<table>
<thead>
<tr>
<th>Component</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
</table>
| Oracle Hyperion Calculation Manager | $MIDDLEWARE_HOME$/user_projects/domains/EPMSys/servers/CalcMgr0/logs | • access.log—Which site was accessed inside the Java web application (if access logging is enabled)  
• apsserver.log—Communications between Calculation Manager and the Java API  
• CalcManager.log—Calculation Manager web-tier activities  
• CalcMgr0.log—All Calculation Manager activities  
• 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  
  – apsserver.log—Logs communications between Calculation Manager and Oracle Essbase servers  
  • registry.log—Calculation Manager registry activity  
  • SharedServices_SecurityClient.log—Logon activities and errors |
| Oracle Smart View for Office      | Smart View is a client-side application. The name and location of the file where it logs events, errors, and other information are specified as options in Smart View. For more information about Smart View logging options, see the Oracle Smart View for Office User’s Guide. |
## Lifecycle Management Logs

### Table 3-13  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>Oracle Hyperion Shared Services</td>
<td>MIDDLEWARE_HOME/</td>
<td>SharedServices_LCM.log—Time-stamped migration activities on the managed server</td>
</tr>
<tr>
<td></td>
<td>user_projects/domains/</td>
<td>These logs are generated when you run migrations from Oracle Hyperion Shared Services Console.</td>
</tr>
<tr>
<td></td>
<td>EPMSYSTEM/servers/</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FoundationServices0/logs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MIDDLEWARE_HOME/</td>
<td>Migration logs named</td>
</tr>
<tr>
<td></td>
<td>user_projects/epmsystem1/</td>
<td>LCM_timestamp.log</td>
</tr>
<tr>
<td></td>
<td>diagnostics/logs/migration</td>
<td>These logs are generated when you run migrations from the Oracle Hyperion Enterprise Performance Management System Lifecycle Management Command Line Utility.</td>
</tr>
</tbody>
</table>
## Essbase Logs

### Table 3-14  Essbase ODL Component Logs

<table>
<thead>
<tr>
<th>Component</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
</table>
| Oracle Essbase Server | EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0, where 0 is an instance number | • ESSBASE.LOG—Essbase Server activities and errors  
• ESSBASE_ODL.log—Essbase Server activities and errors  
• dataload_ODL.err—Data load and dimension build errors  
• log0000x.xcp—Errors that result when Essbase Server stops abnormally  
• leasemanager_server_HOSTNAME.log—Essbase Server Lease Manager information  
• leasemanager_essbase_HOSNAME.log—Essbase Agent Lease Manager information  
• log00001.xcp—Errors that result when the agent stops unexpectedly |

**Note:**

ESSBASE.LOG and ESSBASE_ODL.log contain the same information in different formats.
Table 3-14  (Cont.) 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></td>
<td>Specified through an essbase.cfg setting, which you can change through Essbase Administration Console or with a text editor.</td>
<td>( dbname_{ODL}.atx ) and ( dbname_{ODL}.alg ), where ( dbname ) is specified through an essbase.cfg setting—Successfully completed spreadsheet update transactions 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></td>
<td>( EPM_ORACLE_INSTANCE/ diagnostics/logs/essbase/ essbase_0/application_name )</td>
<td>• ( application_name.LOG )— Essbase application activities and errors • ( application_name_ODL.log )— Essbase application activities and errors • log00001.xcp—Errors that result when the application server stops unexpectedly</td>
</tr>
</tbody>
</table>
## Table 3-14 (Cont.) Essbase ODL Component Logs

<table>
<thead>
<tr>
<th>Component</th>
<th>Default Log Location</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
</table>
| Oracle Essbase Administration Services | *MIDDLEWARE_HOME/*user_projects/domains/EPMSystem/servers/EssbaseAdminServices0/logs| • `easserver.log`—Administration Services Server activity  
• `EssbaseAdminServices0.log`—Administration Services Java web application activity |
|                                        | Note:                                                                                |                                                                                          |
|                                        | To enable console logging, in `MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/EssbaseAdminServices0/logs` set the Java option parameter - `DEAS_CONSOLE_LOG` to `True`. |
| Oracle Hyperion Provider Services       | *MIDDLEWARE_HOME/*user_projects/domains/EPMSystem/servers/AnalyticProviderServices0/logs| • `AnalyticProviderServices0.log`—Provider Services Java web application activity  
• `apsserver.log`—Provider Services activity |
### Table 3-14 (Cont.) 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>Essbase Security Client</td>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase</td>
<td>SharedServices_Security_Client.log—Tracking of Oracle Enterprise Performance Management 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>Oracle Process Manager and Notification Server</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. • 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>Essbase Plugin</td>
<td>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/lcm</td>
<td>EssbasePing.log—OPMN Forward Ping information. essbaseplugin.log—Information about artifacts listing, migration (import/export) of Essbase artifacts, time taken for artifact listing and artifact migration.</td>
</tr>
</tbody>
</table>

### Financial Performance Management Application 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 Oracle Hyperion Planning server is running. The log is recreated if the server is restarted.</td>
</tr>
</tbody>
</table>
### Default Log Location

<table>
<thead>
<tr>
<th>EPM_ORACLE_INSTANCE/diagnostics/logs/planning</th>
<th>Log File Name and Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logs in this folder can be deleted.</td>
<td></td>
</tr>
<tr>
<td>• UserProvisionSync.log—Security refresh information, such as provisioning or “user not found” issues. Use this log to troubleshooting synchronization issues between Planning and Oracle Hyperion Shared Services.</td>
<td></td>
</tr>
<tr>
<td>• Planning utility logs—A log for each Planning utility</td>
<td></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 3-15  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>Oracle Hyperion Financial</td>
<td>EPM_ORACLE_INSTANCE/</td>
<td>• xfm.odl.&lt;APPLICATION_NAME&gt;.log—Financial Management Application Server core activity (per application)</td>
</tr>
<tr>
<td>Management</td>
<td>diagnostics/logs/hfm</td>
<td>• oracle-epm-fm-hsx-server.log—Financial Management Java Server log</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• oracle-epm-fm-bi-publisher.log—Logs for Financial Management to BI Publisher interaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• oracle-epm-fm-hsx-registry.log—Logs for Financial Management to Shared Services Registry interaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• oracle-epm-fm-lcm-client.log—Logs for Financial Management to Oracle Hyperion Enterprise Performance Management System Lifecycle Management interaction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• SharedServices_Security.log—Logs for Financial Management to Shared Services Security API interaction</td>
</tr>
<tr>
<td>Financial Management Web</td>
<td>MIDDLEWARE_HOME/</td>
<td>Note the following:</td>
</tr>
<tr>
<td>Application</td>
<td>user_projects/domains/</td>
<td>• UsedCPU=n.nnnnn;—total processor CPU usage (sum of all processes CPU usage);</td>
</tr>
<tr>
<td></td>
<td>EPMSYSTEM/servers/</td>
<td>• ProcUsedCPU=n.nnnnn;—current XDS process CPU usage;</td>
</tr>
<tr>
<td></td>
<td>HFMWeb0/logs/hfm</td>
<td>• oracle-epm-fm.log—Financial Management Java web application activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• oracle-adf.log—Financial Management ADF logs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• HFMWeb0.log—Financial Management domain logs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• HFMWeb0diagnostic.log—Financial Management domain diagnostic logs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• oracle-jrf.log—Financial Management JRF logs</td>
</tr>
</tbody>
</table>
Table 3-15 (Cont.) 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></td>
<td>user_projects/domains/</td>
<td></td>
</tr>
<tr>
<td></td>
<td>EPMSytem/servers/HFMWeb0/</td>
<td></td>
</tr>
<tr>
<td></td>
<td>logs/hfm</td>
<td></td>
</tr>
</tbody>
</table>

Profitability and Cost Management Logs

Table 3-16 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>Oracle Hyperion Profitability and Cost Management:</td>
<td>hpcm.log—Profitability and Cost Management activity</td>
</tr>
<tr>
<td>MIDDLEWARE_HOME/user_projects/</td>
<td></td>
</tr>
<tr>
<td>domains/EPMSytem/servers/</td>
<td></td>
</tr>
<tr>
<td>Profitability0/logs</td>
<td></td>
</tr>
</tbody>
</table>

Financial Close Management Logs

The default location for these Financial Close Management logs is

MIDDLEWARE_HOME/user_projects/domains/EPMSytem/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
Data Management Logs

Tax Management Logs

Table 3-17  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></td>
<td><strong>MIDDLEWARE_HOME</strong>/</td>
<td></td>
</tr>
<tr>
<td></td>
<td>user_projects/domains/</td>
<td></td>
</tr>
<tr>
<td></td>
<td>EPMSysytem/servers/</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TaxManagement0/logs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TaxSupplementalSchedule</td>
<td>maxFileSize = 10485760 bytes</td>
</tr>
<tr>
<td></td>
<td>s.log</td>
<td>maxLogSize = 104857600 bytes</td>
</tr>
<tr>
<td></td>
<td>TaxOperations.log</td>
<td>maxFileSize = 10485760 bytes</td>
</tr>
<tr>
<td></td>
<td>maxLogSize = 104857600 bytes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>oracle-epm-tax-prov.log</td>
<td>maxFileSize = 1000000 bytes</td>
</tr>
<tr>
<td></td>
<td>maxLogSize = 5000000 bytes</td>
<td></td>
</tr>
</tbody>
</table>

Data Management Logs

FDMEE Logs

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

The Oracle 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.
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
General Tips and Solutions

Related Topics

- Installation Tips and Troubleshooting
- Maintenance Installation Issues
- Configuration Tips and Solutions
- Windows Integrated Authentication Support
- Out-of-Memory Errors With Concurrent Users
- Resolving Connection Failures and Restarting Services
- Demo Certificate Message
- WebLogic Server Administration Console Port Changes

Installation Tips and Troubleshooting

For help with configuration issues, see Configuration Tips and Solutions.

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 Oracle Enterprise Performance Management 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 Oracle Hyperion 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 Using EPM System Logs, in this guide.

For additional information, see the Oracle 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

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 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 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.

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:

   ```sql
   SQLNET.AUTHENTICATION_SERVICES= (NTS)
   ```

   to:

   ```sql
   SQLNET.AUTHENTICATION_SERVICES= (NONE)
   ```
4. Click Retry.

Maintenance Installation Issues


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.
   b. Log in to WebLogic Server 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

For help with installation issues, see Installation Tips and Troubleshooting.
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 Oracle Enterprise Performance Management 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:
Increase the default memory setting in the Oracle WebLogic Server 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 Oracle Hyperion 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 Server 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 Server, 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.
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/diagnotics/logs/config`.

- **Issue:** This error message is added to `configtool.log` file in 
  `EPM_ORACLE_INSTANCE/diagnotics/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/diagnotics/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 Server 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 Server 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 Server Configuration Wizard to create a basic domain.
  2. Start WebLogic Server 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 Oracle Enterprise Performance Management System database.

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

**Solution:** Set up SQL Server for Windows Integrated Authentication. See the *Oracle Enterprise Performance Management System Installation and Configuration Guide*.

Out-of-Memory Errors With Concurrent Users

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

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

Resolving Connection Failures and Restarting Services

To restart services, see "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 Server Administration Console Port Changes

If you change the Oracle WebLogic Server Administration Console port after deployment, you must use `epmsys_registry` to change the port for Oracle Enterprise Performance Management 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*. 
5

Foundation Services

Related Topics
- Foundation Services Startup
- EPM Workspace
- Shared Services
- Lifecycle Management
- Smart View

Foundation Services Startup

**Issue:** When using an Oracle Database in SSL mode, you cannot start the Oracle Hyperion 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

General tips and recommendations regarding Oracle Hyperion Enterprise Performance Management Workspace:

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

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

  where `hostname` is the name of the Oracle Hyperion 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) 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 **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 Oracle Hyperion Enterprise Performance Management 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` 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` for a list of user roles.

**Note:**
After installing and configuring Oracle Enterprise Performance Management 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.
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 Oracle WebLogic Server 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 Server 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**

**Running Remote Diagnostics Agent**

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

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

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

Shared Services Logon

**Issue:** Shared Services logon fails.

**Solution:** Troubleshoot user directories and Shared Services Java web application by launching Oracle Hyperion Enterprise Performance Management 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 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 Oracle Enterprise Performance Management 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 Oracle Hyperion Enterprise Performance Management 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 Oracle Hyperion 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:

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

2. Restart the Shared Services server.

**Single Sign-On**

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

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

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

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

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

See 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 Oracle Hyperion Foundation Services database before making any changes to the Shared Services Registry.

The Registry Editor utility—epmsys_registry.bat (Windows)—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 Oracle Hyperion Enterprise Performance Management System 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

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 and Maximum Size Setting for User/Group Searches.

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.

4. For multiple groups and users, set the Java Heap Size in all products to 1 GB. See Java Heap Size Changes.

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

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/EPMSистем/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 EPM 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.

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.
   - 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

Shared Services and Essbase Components

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

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

Solution: Refer to SharedServices_SecurityClient.log in the Oracle Essbase logs folder. See Using EPM System Logs.

Issue: You cannot create an Essbase application as a Microsoft Active Directory user. This issue occurs if Microsoft Active Directory contains user and contact records and Shared Services is configured to return both record types.

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

Shared Services and Financial Management

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: Oracle Smart View for Office 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 HFMOfficeProvider 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

See also Lifecycle Management Logs.

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 Oracle Hyperion Enterprise Performance Management System Lifecycle Management for Oracle Hyperion Planning artifacts in a compact deployment produces out-of-memory errors in the Oracle Hyperion Foundation Services logs.

**Solution:** Increase the maximum heap size setting for the Oracle Enterprise Performance Management System managed server deployed to Oracle WebLogic Server:

Windows—Edit the Windows registry entry for EPMServer0 under the HKLM/Hyperion Solutions node.

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 Oracle Hyperion 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 artifacts using Lifecycle Management times out after an hour (with all services running), and an error message similar to the following 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: 0000J51cbhmE7P51fL61E2XZW00574,0] [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 - "<applicationName>". 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 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 might be configured to time out if a job takes longer than a predefined period. When Oracle HTTP Server is used with WebLogic Server, the default timeout is set to 3600 seconds (one hour).

Solution: Increase the Oracle HTTP Server web server time out. Modify or add the WLIOTimeoutSecs property with a value that will encompass the duration of typical
migration tasks. Additionally, set idempotent OFF. Make these changes in
MIDDLEWARE_HOME/user_projects/EPMSystemX/httpConfig/ohs/config/OHS/ohs_component/mod_wl_ohs.conf. For example, for Oracle Hyperion Profitability and Cost Management:

```xml
<LocationMatch ^/profitability>
SetHandler weblogic-handler
WeblogicCluster server name:port
WLIOTimeoutSecs 60000
Idempotent OFF
WLSocketTimeoutSecs 6000
</LocationMatch>
```

or for Planning:

```xml
<LocationMatch ^/planning>
SetHandler weblogic-handler
WeblogicCluster server name:port
WLIOTimeoutSecs 60000
Idempotent OFF
WLSocketTimeoutSecs 6000
</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 Oracle Hyperion 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 Financial Management

**HFMLCMService Web Service Connectivity and Configuration Settings**

For the LCM Web Service to run correctly, the LCM Web Service (HFMLCMService) 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 HFMLCMService, go to http://HFM_WEBSERVER/HFMLCMService/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 HFMLCMService 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 Oracle Hyperion 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>
   <add key="Debug" value="true"></add>
   </appSettings>
   ```

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

   Log location: `EPM_ORACLE_HOME/logs/hfm`

   ```
   <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/products/FinancialManagement/Web/HFMLCMService`

   - `InputTrace.webinfo`
   - `OutputTrace.webinfo`

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 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`.

Smart View

**Smart View Shared Connection**

**Issue:** When Oracle Hyperion Financial Management uses shared connections in Oracle Smart View for Office 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*. 
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 Oracle 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.

**Solution:** Stop all Oracle Enterprise Performance Management 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.

**Note:**

Unless Essbase is configured as a service, Essbase Server does not close when you stop all services.
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 Oracle 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 Oracle 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 Oracle Hyperion 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 Oracle Essbase Studio).
Essbase Server Startup

**Issue:** After you apply a maintenance release, Oracle Essbase does not start. This issue occurs if you do not stop all processes before applying a maintenance release.

**Solution:** Check the installTool-install-DDD-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 setEssbaseEnv.cmd (Windows):

Windows—in the command line, enter echo %ESSBASEPATH.

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

> Note:

ESSBASEPATH should use startEssbase.bat (Windows), 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.

Essbase Failover

To troubleshoot Oracle Essbase failover, examine several Oracle Process Manager and Notification Server 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 Oracle 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, Oracle Essbase shows an error that resembles this one, which indicates that Oracle Process Manager and Notification Server cannot ping Essbase after OPMN 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:** Oracle 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 Oracle 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:
  - Essbase Studio Server
  - The database servers that manage Studio Catalog
Essbase Studio Logs

**Issue:** Oracle 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 Essbase Studio logging configuration file, `logging.xml`. The configuration file is in `EPM_ORACLE_INSTANCE/BPMS/bin`. 
Financial Performance Management Applications

Related Topics
• Planning
• Financial Management
• Financial Close Management and Tax Governance
• Account Reconciliation Management
• Profitability and Cost Management

Planning

Planning and Administration Services

**Issue:** You cannot expand the Planning outline in Oracle Essbase Administration Services.

**Solution:** Turn on debugging and check these items:

1. Whether you can access an Oracle Essbase application (for example, the Sample application) in Administration Services. If you cannot access an Essbase application, the problem is with Essbase rather than with Oracle Hyperion 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 Oracle WebLogic Server 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.
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 Server Administration Console and under the Control tab for the Planning server instance, enable the option "Ignore Sessions During Shutdown".
2. Restart Planning server.

Financial Management

Failure Accessing Financial Management Through EPM Workspace

**Issue:** You have difficulty accessing Oracle Hyperion Financial Management.

**Solution:** Perform these steps:

1. To test access to Oracle Hyperion Enterprise Performance Management 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:port/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. |
- 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

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.
  – 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.

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.

6. Select this authentication option: With SQL Server authentication using a login ID and password entered by the user.

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

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


10. Click Next, and then click Finish.

11. Click Test Data Source.

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

13. Click OK to close the ODBC Administrator dialog box.

Verifying Microsoft SQL Server Authentication Settings

To verify the Microsoft SQL Server authentication setting:

1. Select Start, then Programs, then Microsoft SQL Server, and then Enterprise Manager.

2. Expand the list of Microsoft SQL Servers.

3. Right-click the database server name, and then select Properties.


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

6. Click OK.

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 Oracle Hyperion 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

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

### Upgrading to Release 11.2

**Issue:** While importing the Release 11.1.2.4 schema to the Release 11.2 schema, you receive this error:

```
ORA-39083: Object type INDEX_STATISTICS failed to create with error:
ORA-01403: no data found
ORA-01403: no data found
Failing sql is:
DECLARE IND_NAME VARCHAR2(60); IND_OWNER VARCHAR2(60); BEGIN DELETE FROM "SYS"."IMPDP_STATS"; SELECT index_name, index_owner INTO IND_NAME, IND_OWNER FROM (SELECT UNIQUE sgc1.index_name, sgc1.index_owner, COUNT(*) mycount FROM sys.ku$_find_sgc_view sgc1, TABLE (sgc1.col_list) myc
```

**Solution:** You can ignore this error.

### 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:

- **Oracle WebLogic Server**
  - AdminServer.log
  - AdminServer-diagnostic.log
- **Financial Close Management:** FinancialClose.log
- **Oracle Hyperion Foundation Services:** FoundationServices0.log

See 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 Oracle Hyperion Enterprise Performance Management Workspace, use this link to bypass EPM Workspace and log on to Financial Close Management directly: http://host:port/fcc/faces/oracle/apps/epam/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.

### 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.

### Financial Close Management and Tax Governance Installation and Configuration Issues

Issues in this section apply to both Financial Close Management and 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:

`ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)'
has been busy for "623" seconds working on the request
"weblogic.servlet.internal.ServletRequestImpl`

The `FinancialClose.log` file also includes this trace message:

```
Thread-64 "[STUCK] ExecuteThread: '2' for queue: 'weblogic.kernel.Default (self-tuning)'" <alive, suspended, priority=1, DAEMON>
oracle.jbo.server.ViewObjectImpl.getApplyAllViewCriterias(ViewObjectImpl.java:8043)
oracle.jbo.server.ViewRowSetImpl.getWhereClauseParamsFromVcVars(ViewRowSetImpl.java:4588)
oracle.jbo.server.ViewRowSetImpl.getParameters(ViewRowSetImpl.java:5906)
oracle.jbo.server.ViewRowSetImpl.getRowFilter(ViewRowSetImpl.java:625)
oracle.jbo.server.ViewRowSetImpl.executeQuery(ViewRowSetImpl.java:1291)
oracle.jbo.server.ViewRowSetImpl.executeQueryForMode(ViewRowSetImpl.java:1221)
oracle.jbo.server.ViewRowSetImpl.executeQuery(ViewRowSetImpl.java:1213)
oracle.jbo.server.ViewObjectImpl.executeQuery(ViewObjectImpl.java:6097)
```
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 Server

Issue: The FinancialClose.log file contains this error message:

weblogic.transaction.internal.TimedOutException: Transaction timed out after xx seconds

Solution: Using the WebLogic Server 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.

Financial Close Management Startup Order

Issue: Mediators are invalidated because services and servers start in the wrong order. Or, Oracle Hyperion 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.

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 Server 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.

Financial Close Management User Provisioning

Issue: Financial Close Management does not show up in Oracle Hyperion Shared Services, and therefore users cannot be provisioned with Financial Close Management roles.

Solution: This issue indicates that Financial Close Management registration with Shared Services failed. To force Financial Close Management reregistration with Shared Services:

1. Search the financialclose_1_config.xml file for this string: hubRegistration.
   The financialclose_1_config.xml file is in EPM_ORACLE_INSTANCE/config/foundation/11.1.2.0/product/financialclose/11.1.2.0

   MIDDLEWARE_HOME

2. Replace this line:

   <property name="hubRegistration">Configured</property>

   with this line:

   <property name="hubRegistration">Pending</property>

3. Rerun EPM System Configurator, and 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 EPM System Configurator by extending the existing domain produces this error message:

EPMCFG-10072: Supplied admin user password for the "<domain path>" domain is incorrect. Please review the domain configuration and provide correct user password.
**Solution:** Add a security folder under `domain/servers/AdminServer`, and then add a `boot.properties` file in the security folder.

**Example of boot.properties file:**

```properties
username=weblogic  (WebLogic Server admin user name in clear text)
password=welcome1  (WebLogic Server admin password in clear text)
```

**Financial Close Management Schedule Execution Issues**

**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 Server 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.

**WebLogic Server and Logging Last Resource (LLR) Datasources**

If you are using Microsoft SQL Server, there is a known issue with WebLogic Server 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 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.

Set the WebLogic Server attribute (Follow Referrals) as needed for your environment. If WebLogic Server 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 Server.
- If MSAD is not configured to follow referrals, the attribute must be disabled in WebLogic Server.
Follow Referrals is enabled by default.

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

Account Reconciliation Management

Dimension or Profile Display

Issue: The Account Reconciliation Management dimension or profile is not displayed from Oracle Hyperion Financial Data Quality Management, Enterprise Edition.

Solution: Run the wlsConfigARM.bat script:

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

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**Profitability and Cost Management**

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

By default, Oracle Hyperion Profitability and Cost Management uses "Embedded mode" to connect to Oracle Essbase. If you are using Oracle Hyperion Provider Services, the Provider Services mode uses many TCP ports while deploying the 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 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 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**.
Data Management

Related Topics
- FDMEE
- Data Relationship Management
- Data Relationship Management Analytics

FDMEE

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 Oracle Hyperion Financial Data Quality Management, Enterprise Edition and Oracle WebLogic Server are on different machines, FDMEE is unavailable in Oracle Hyperion Enterprise Performance Management Workspace. In EPM 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 Server.

Solution: Install FDMEE on the WebLogic Server Administration Server machine and then redeploy the Java web application.

Drill-Through

Issue: Drill-through does not display anything in the FDMEE 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, or Oracle Smart View for Office.
Data Relationship Management

Failure To Initialize

**Issue:** You receive a message that Oracle 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\jdk1.8.0_181\jre\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/cassecurity.jar`
  - `C:/Oracle/Middleware/EPMSystem11R1/common/jlib/11.1.2.0/epm_j2se.jar`
  - `C:/Oracle/Middleware/oracle_common/modules/javax.servlet.javax.servlet-api.jar`
- The database is running for the Oracle Hyperion 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 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:** 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 Oracle 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 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.