

Oracle® Enterprise Performance Management System

Installation and Configuration Troubleshooting Guide



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Introduction

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

About Troubleshooting EPM System Products

This guide provides troubleshooting tips for installing and configuring Oracle Enterprise Performance Management System products. It contains general information about how to approach troubleshooting, important documentation to review, and how to use logs. Also provided are solutions to difficulties that you may encounter.

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

Before installing Oracle Enterprise Performance Management System products, ensure that your environment meets the requirements specified in the *Oracle Hyperion Enterprise Performance Management System Certification Matrix* (<http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html>).

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 contains other known issues and late-breaking information for the products.

Using the Installation Guide

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

For information regarding installation and configuration issues in distributed environments, review "Installing EPM System Products in a Distributed Environment" in "Installing EPM System Products in a New Deployment," and "Configuring EPM System Products in a New Deployment," in the *Oracle Enterprise Performance Management System Installation and Configuration Guide*.

Using the Log Analysis Utility

The Log Analysis utility is a command-line tool that helps you quickly identify the cause of 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.

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 11.1.2.4 Logs](#)
- [Essbase 21c 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

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

Log Analysis Utility Options

The options for using the Log Analysis Utility:

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

Table 3-1 Log Analysis Utility Parameters

Parameter	Description
<code>-h</code>	Displays the help page. Example: <code>loganalysis -h</code>

Table 3-1 (Cont.) Log Analysis Utility Parameters

Parameter	Description
<code>-system</code>	Generates a report containing <code>ERROR</code> and <code>INCIDENT_ERROR</code> log message types. Typically used by EPM System IT Administrators. Example: <code>loganalysis -system</code>
<code>-functional</code>	Generates a detailed report that contains messages that are of type <code>WARNING</code> , <code>NOTIFICATION</code> , and <code>TRACE</code> . Typically used by EPM System Functional Administrators. Example: <code>loganalysis -functional</code>
<code>-ecid <ECID></code>	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 <code>-all</code> , <code>-system</code> , or <code>-functional</code> option, and want to trace the activity that led to the error. See Finding the ECID of a User Activity .
<div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p> ⓘ Note</p> <p>ECID that contains the caret symbol (^) must be enclosed in quotation marks.</p> </div>	
<code>-m <ERROR TYPE></code>	Example: <code>loganalysis -m "0000Jet8kA6ESOG_Ix5Eif1G^RAF000005"</code> Generates a report containing messages of a specified type. Takes one of the following error message types as the argument: <ul style="list-style-type: none"> • <code>ERROR</code> • <code>INCIDENT_ERROR</code> • <code>WARNING</code> • <code>NOTIFICATION</code> • <code>TRACE</code> Example: <code>loganalysis -m ERROR</code>
<code>-o <TITLE></code>	Generates a report with a custom report title. Takes a report title, enclosed in double quotation marks, as the argument. Example: <code>loganalysis -m ERROR -o "myError Report"</code> creates a report titled <code>myError Report.html</code> , which contains log messages of type <code>ERROR</code> contained in all log files. Be sure to use quotation marks to enclose the report name.

Table 3-1 (Cont.) Log Analysis Utility Parameters

Parameter	Description
-s <STRING>	Generates a report on log messages that contain the specified string. Takes an error string, enclosed in double quotation marks, as the argument. Example: <code>loganalysis -system -s "Failed to connect to DB" -o "DB Connection Errors"</code> creates a report with the title <code>DB Connection Errors.html</code> , which lists all messages of type <code>ERROR</code> and <code>INCIDENT_ERROR</code> that contain the string <code>Failed to connect to DB</code> .
-t <FROM DATE>T<FROM TIME><TO DATE>T<TO TIME>	Generates a report on log messages that were generated within the specified time period. Takes a space-separated "from" time and a "to" time as the argument. "From" time and "to" time must be specified in <code>YYYY-MM-DDTHOUR:MIN:SEC</code> format using a 24-hour clock. Example: <code>loganalysis -all -t 2012-08-10T12:00:00 2012-08-10T23:59:59 -o "All Messages on August_10_2012"</code> creates <code>All Messages on August_10_2012.html</code> , which contains all log messages generated between midnight and 11:59:59 p.m. on 08/10/2012.
-tday <DAYS>	Generates a report on log messages generated within the specified number of days. Takes a numeric value as the argument. Example: <code>loganalysis -ERROR -tday 3 -o "Error Messages for the last three days"</code> creates <code>Error Messages for the last three days.html</code> , which contains messages of type <code>ERROR</code> that were generated within the last three days.
-thour <HOURS>	Generates a report on log messages that were generated within the specified number of hours. Takes a numeric value as the argument. Example: <code>loganalysis -ERROR -thour 6 -o "Error Messages for the last six hours"</code> creates <code>Error Messages for the last six hours.html</code> , which contains messages of type <code>ERROR</code> that were generated within the last six hours.
-tmin <MINUTES>	Generates a report on log messages that were generated within the specified number of minutes. Takes a numeric value as the argument. Example: <code>loganalysis -ERROR -tmin 45 -o "Error Messages for the last 45 minutes"</code> creates <code>Error Messages for the last 45 minutes.html</code> , which contains messages of type <code>ERROR</code> that were generated within the last 45 minutes.

Table 3-1 (Cont.) Log Analysis Utility Parameters

Parameter	Description
<code>-d <DIRECTORY PATHS></code>	Generates a report on log files stored in specified directory paths. You use this option to analyze log files that are not stored in the default log file location of EPM System components. You can specify multiple log locations by using a comma-separated list of locations. Directory paths must be enclosed in double quotation marks. Example: <code>loganalysis -m INCIDENT_ERROR -d "c:/logfiles", "z:/OracleLogs", "y:/EPMLogs" "/net/epm_server2/Oracle/Middleware/user_projects" -o "myCustom Analysis Report"</code> creates a report titled <code>myCustom Analysis Report</code> listing messages of type <code>INCIDENT_ERROR</code> contained in the log files available in the specified directories.
<code>-f <arg></code>	Not used in this release; reserved for future use.
<code>-maxsize <arg></code>	Increases the report size. Default report size is 5 MB. Example: <code>loganalysis -all -o "Custom Analysis Report" -maxsize 15</code> generates a report that can be up to 15 MB in size. The report is titled <code>Custom Analysis Report</code> and contains all messages of in all log files.
<code>-all</code>	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: <code>loganalysis -all</code>

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:

0000Jet8kA6ESOG_Ix5Eif1G^RAF000005

To locate the ECID of a user activity:

1. Run the Log Analysis Utility and generate a report that lists system or functional errors. See [Running the Log Analysis Utility](#).
2. From *EPM_ORACLE_INSTANCE/diagnostics/reports* (for example, *C:/Oracle/Middleware/user_projects/epmsystem1/diagnostics/reports* on a Windows server), open the report that you generated.

Log Analysis Report			
Log Messages			
Date	Component	Message Type	Message Details
2013-02-25 14:03:02	EPMServer0	INCIDENT_ERROR	<p>- Generated Date: 2013-02-28 11:03:49 - Log Files Scanned: 182 in 267 Sec - Total Incidents: 5 - Excluded Messages: 1 - Message Type: INCIDENT_ERROR</p> <p>Message Level: 4 Message ID: BEA-149259 Module ID: Deployer User ID: <WLS Kernel> Thread ID: [ACTIVE] ExecuteThread: '12' for queue: 'weblogic.kernel.Default (self-tuning)' Host ID: s1c01asd LOG_FILE: C:\Oracle\Middleware\user_projects\domains\EPMSystem\servers\EPMServer0\logs\EPMServer0.log00001 ECID: 0000JuB0SDE^MG_IxP5if1Hx0^000002</p>
2013-02-25 14:11:21	EPMAGENT	INCIDENT_ERROR	<p>No agent is configured from HIT registry , please make sure the registry is configured properly</p> <p>Message Level: 1 Message ID: oracle EPMAGENT.com.oracle.cmc.Agent Module ID: 10 Thread ID: LOG_FILE: C:\Oracle\Middleware\user_projects\FOUNDATIO\diagnostics\logs\Reporting\Analysis\agent.log ECID: 0000JuCTC2E^MG_IxP5if1Hx0^0000000 RID: 0</p>
2013-02-25 14:17:23	EPMServer0	INCIDENT_ERROR	<p>Server 'EPMServer0' in cluster 'EPMServer' is being brought up in administration state due to failed deployments.</p>

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

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

Table 3-3 Foundation Services Logging

Product	Default Message Type/Logging Level	Logging Configuration File
Oracle Hyperion Shared Services and Oracle Hyperion Enterprise Performance Management Workspace	NOTIFICATION	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/FoundationServices0/logging.xml</i>
Oracle Hyperion Enterprise Performance Management System Lifecycle Management for Shared Services (command prompt)	NOTIFICATION	<i>EPM_ORACLE_INSTANCE/config/FoundationServices/logging.xml</i>

Table 3-3 (Cont.) Foundation Services Logging

Product	Default Message Type/Logging Level	Logging Configuration File
Lifecycle Management for Oracle Essbase	NOTIFICATION	<ul style="list-style-type: none"> • <i>EPM_ORACLE_INSTANCE/config/FoundationServices/logging.xml</i>, for migrations that are run from a command-line utility • <i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/FoundationServices0/logging.xml</i>, for migrations that are run from Shared Services.
Oracle Hyperion Calculation Manager	WARNING	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/CalcMgr0/logging.xml</i>
Oracle Smart View for Office	Not Applicable	Smart View is a client-side application. The name and location of the file where it logs events, errors, and other information are specified as options in Smart View. For more information about Smart View logging options, see the <i>Oracle Smart View for Office User's Guide</i> .

Table 3-4 Essbase Logging

Product	Default Message Type/Logging Level	Logging Configuration File
Essbase Server	TRACE:1	<i>EPM_ORACLE_INSTANCE/EssbaseServer/essbaseserver1/bin/logging.xml</i> Within <i>logging.xml</i> , there are two entries in the <i><loggers></i> sections: <ul style="list-style-type: none"> • EssbaseAgentODLLogger — for the Essbase agent. This writes to the <i>ESSBASE_ODL.log</i> in <i>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0</i>, where 0 is an instance number • DefSvrLogger — for the Essbase application server (ESSVR). This writes to the <i>application.name.LOG</i> in <i>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0/application.name</i>
Oracle Essbase Administration Services	WARNING	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/EssbaseAdminServices0/logging.xml</i>

Table 3-4 (Cont.) Essbase Logging

Product	Default Message Type/Logging Level	Logging Configuration File
Oracle Hyperion Provider Services	WARNING:1	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/AnalyticProviderServices0/logging.xml</i>

Table 3-5 Financial Performance Management Application Logging

Product	Default Message Type/Logging Level	Logging Configuration File
Oracle Hyperion Planning	DEBUG	Use Planning to set the logging level for each Planning application server. See Planning Logs . <i>EPM_ORACLE_HOME/products/Planning/logging/logging.xml</i>
Oracle Hyperion Financial Management Server	NOTIFICATION:32 ERROR:1	This file in <i>EPM_ORACLE_INSTANCE/products/FinancialManagement/logging/HsxServer/logging.xml</i> : To change the logging level, edit this logger: <code><logger level="INFO" useParentHandlers="false"> <handler name="hsx-handler" /> </logger></code> This file in <i>EPM_ORACLE_HOME/products/FinancialManagement/logging/xfmdatasource/logging.xml</i> : To change the logging level, edit this logger: <code><logger level="TRACE: 32"> <handler name="xfm-handler" /> </logger></code>

Table 3-5 (Cont.) Financial Performance Management Application Logging

Product	Default Message Type/Logging Level	Logging Configuration File
Financial Management Web Services	NOTIFICATION:32	<p><i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/HFMWeb0/logging.xml</i></p> <p>To change the logging level, edit this logger:</p> <pre><logger level="NOTIFICATION:32" name="oracle.epm.webservices.fm" useParentHandlers="false"> <handler name="epm-fm-webservices-handler"/> </logger></pre> <p>Module level logging is not available for this component.</p>

Table 3-5 (Cont.) Financial Performance Management Application Logging

Product	Default Message Type/Logging Level	Logging Configuration File
Financial Management Web Application	NOTIFICATION:32	<p><i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/HFMWeb0/logging.xml</i></p> <p>To change the logging level for specific modules, use the following information:</p> <p>Copy and paste the following section of the file:</p> <pre><logger level="NOTIFICATION:32" name="oracle.FMADF" useParentHandlers="false"> <handler name="fmadf- handler"/> </logger></pre> <p>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.</p> <ul style="list-style-type: none"> • Application Parameters Services — oracle.FMADF.APPPARAM • Application Services — oracle.FMADF.APPLICATION • Consolidation Admin — oracle.FMADF.ADMIN • Documents — oracle.FMADF.DOCMGR • EPU — oracle.FMADF.EPU • File Transfer Services — oracle.FMADF.FILETRANSFER • Form — oracle.FMADF.WEBFORM • Form — oracle.FMADF.WEBFORMDATA • Grid — oracle.FMADF.WEBGRID • HFM Exception Services — oracle.FMADF.HFMEXCEPTION • ICT — oracle.FMADF.INTERCOMPANYTRANSACTIONS • Journal — oracle.FMADF.JOURNAL • Journals — oracle.FMADF.JOURNALS • Line Items — oracle.FMADF.LINEITEMS • Load Extract — oracle.FMADF.LOADEXTRACT • Mail Services — oracle.FMADF.MAILER

Table 3-5 (Cont.) Financial Performance Management Application Logging

Product	Default Message Type/Logging Level	Logging Configuration File
		<ul style="list-style-type: none"> • Manage Data — oracle.FMADF.MANAGEDATA • Manage Ownership — oracle.FMADF.MANAGEOWNERSHIP • Metadata Services — oracle.FMADF.METADATA • Process Control — oracle.FMADF.PROCESSCONTROL • Registry Services — oracle.FMADF.REGISTER • Related Contents — oracle.FMADF.RELATEDCONTENT • Resource bundle services — oracle.FMADF.RESOURCE • Root Logger — oracle.FMADF.ROOT • Save Documents Dialog — oracle.FMADF.SAVEDOCUMENT • Security Services — oracle.FMADF.SECURITY • Servlet Services — oracle.FMADF.SERVLET • Session Services — oracle.FMADF.SESSION • Tasklist — oracle.FMADF.TASKLIST • Tax — oracle.FMADF.TAX • User Preferences — oracle.FMADF.USERPREFS • Utility Services — oracle.FMADF.UTILS
Tax Management (includes Oracle Hyperion Tax Provision, Tax Operations, and Tax Supplemental Schedules)		<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/TaxManagement0/logging.xml</i>
Oracle Hyperion Profitability and Cost Management	NOTIFICATION:1	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/Profitability0/logging.xml</i>
Oracle Hyperion Financial Close Management	NOTIFICATION	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/FinancialClose0/logging.xml</i>
Oracle Hyperion Financial Reporting	NOTIFICATION: 32	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/FinancialReporting0/logging.xml</i>

Table 3-6 Data Management Product Logging

Product	Default Message Type/Logging Level	Logging Configuration
Oracle Hyperion Financial Data Quality Management, Enterprise Edition	NOTIFICATION	<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/ErpIntegrator0/logging.xml</code>
Oracle Data Relationship Management	Not applicable	Enable logging in the Data Relationship Management installer. See the <i>Oracle Data Relationship Management Installation Guide</i> .

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: 00001PMCrhW17ic5PjWByd1BMQPg000002,0]
- 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 stdouot 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

Level	Description
INCIDENT_ERROR:1	Messages related to a serious problem caused by unknown reasons. Users must resort to Oracle support to resolve the problem.
ERROR:1	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
WARNING:1	Messages related to a potential problem that a System Administrator should review
NOTIFICATION:1	Messages related to a major lifecycle event such as the activation or deactivation of a primary subcomponent or feature
NOTIFICATION:16	Messages related to normal events in EPM System components
TRACE:1	Trace or debug messages of events that are meaningful to end users of EPM System components
TRACE:16	Detailed trace or debug messages that Oracle Support can use to diagnose problems with EPM System components
TRACE:32	Very detailed trace or debug messages, usually intended for an Oracle Developer to locate the source from which the error emanated

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

Component	Location of <code>logging.xml</code>
Administration Server (Oracle WebLogic Server Administration Console, Oracle Web Services Manager, Enterprise Manager)	<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/AdminServer/logging.xml</code>
Oracle Hyperion Provider Services	<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/AnalyticProviderServices0/logging.xml</code>
Oracle Hyperion Calculation Manager	<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/config/fmwconfig/servers/CalcMgr0/logging.xml</code>

Table 3-8 (Cont.) Location of ODL Configuration Files in Standard Deployments

Component	Location of logging.xml
Oracle Essbase Administration Services	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ EPMSystem/config/fmwconfig/servers/ EssbaseAdminServices0/logging.xml
Oracle Hyperion Foundation Services	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ EPMSystem/config/fmwconfig/servers/ FoundationServices0/logging.xml
Oracle Hyperion Financial Management Web	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ EPMSystem/config/fmwconfig/servers/ HFMWeb0/logging.xml
Oracle Hyperion Planning	<i>MIDDLEWARE_HOME</i> /user_projects/domains/ EPMSystem/config/fmwconfig/servers/ Planning0/logging.xml

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

Log Property	Description
path	Log path
format	Format to use The recommended value is ODL-Text.
maxFileSize	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.
maxLogSize	Maximum size in bytes for the entire log Older archive files are deleted to keep the total log size under the given limit.
rotationFrequency	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.)

Table 3-9 (Cont.) Configurable ODL Log Properties

Log Property	Description
baseRotationTime	<p>Base time for time-based log rotation; for example, the starting point for the <code>rotationFrequency</code> setting</p> <p>Default: January 1, 1970, UTC</p> <p>Use one of these formats:</p> <ul style="list-style-type: none"> • <i>HH:mm</i> • <i>yyyy-MM-dd</i> • <i>yyyy-MM-ddTHH:mm</i> • <i>yyyy-MM-dd-HH:mm:ss.s TZ</i>, where <i>TZ</i> is the time zone indicator and can be <i>Z</i> for UTC or an offset from Greenwich Mean Time in the format <i>plus_or_minusHH:mm</i>
retentionPeriod	<p>How long log files are kept</p> <p>Files that are older than the given period are deleted. Files are deleted only when there is a log rotation; no background thread deletes log files. As a result, files may not be deleted for some time after the retention period expires. The value must be a number (minutes), or day, week, month (30 days), or year (values are not case-sensitive).</p>
encoding	<p>The type of character encoding to use</p> <p>XML files must be UTF-8 encoded to handle extended characters. The default is <code><?xml version="1.0" encoding="UTF-8" ?></code>.</p>
supplementalAttributes	<p>A comma-separated list of supplemental attribute names, which can be added to each log message</p> <p>The attribute value must be defined in class <code>ExecutionContext</code>.</p>
useSourceClassAndMethod	<p>Whether the Java source class and method name should be added to each log message</p> <p>The value is a Level name. Messages of a given level or lower include the source class and method name. The constants <code>true</code> and <code>false</code> are also accepted as aliases for <code>OFF</code> and <code>ALL</code>. The default value is <code>TRACE:1 (Fine)</code>.</p>

Note

If the time format does not specify a time zone, the local time zone is used.

Table 3-9 (Cont.) Configurable ODL Log Properties

Log Property	Description
useDefaultAttributes	Whether default attribute values should be added to each log message
includeMessageArguments	The default attributes that can be assigned are HOST_ID, HOST_NWADDR and USER_ID. The value should be true or false. The default value is true for the ODL-XML format and false for the ODL-Text format.
useThreadName	Whether message arguments are included with formatted log messages that also have a message ID Possible values: true (default) or false.
useRealThreadId	The useThreadName flag, which flags controls if the handler attempts to log the real thread name instead of the threadID provided by the java.util.logging.LogRecord.
useRealThreadId	If the flag is true, the handler attempts to log the real thread name. In some cases, the handler may not be able to determine the real thread name, in which case it will log the threadID. The default value is true.
locale	The useRealThreadId flag, which flags controls if the handler attempts to log the real thread ID instead of the threadID provided by the java.util.logging.LogRecord.
keepOpen	If the flag is true, the handler attempts to log the real thread ID. In some cases, the handler may not be able to determine the real thread name, in which case it will log the threadID. The default value is false. Logging the real Thread ID is mutually exclusive with the useThreadName property. If useThreadName is true, the value of the useRealThreadId property is ignored.
autoFlushLevel	Default Locale override for localizing messages The default value is the default Locale, which is set in EPM System Configurator.
autoFlushLevel	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.
autoFlushLevel	The level setting for autoflushing The ODLHandler allows log records to be buffered, but it automatically flushes the buffer when it gets a log record with level equal to or higher than the specified autoFlush level. The default value is NOTIFICATION:1.

Table 3-9 (Cont.) Configurable ODL Log Properties

Log Property	Description
addJvmNumber	The JVM number added to the log file name
applicationContextProvider	The JVM number is defined by system property <code>oracle.process.index</code> . If the system property is not set, this option is ignored.
userContextProvider	The name of a class that implements the <code>ApplicationContext</code> interface The class must have a default constructor. The special value <code>disabled</code> can be used to disable logging of application name. The default application context provider is platform-specific; in most cases you need not set this property.
userContextProvider	The name of a class that implements the <code>UserContext</code> interface The class must have a default constructor. The special value <code>disabled</code> can be used to disable logging of the user name. The default user context provider is platform-specific; in most cases you need not set this property.

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:

```

<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

Property	Settings
<code>RollingStyle</code>	<ul style="list-style-type: none"> • 1–Roll the logs by size • 2–Roll the logs by time • 3–Roll the logs by size and time

 **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.

Table 3-10 (Cont.) CompositeRollingAppender Properties

Property	Settings
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 <code>yyyy-MM-dd-mm</code> ; for example, <code>yyyy-MM-dd-mm</code> means every 60 minutes, <code>yyyy-MM-dd-a</code> means every 12 hours, and <code>yyyy-mm-dd</code> means every 24 hours. The default is every 12 hours.
MaxFileSize	The file size (in 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

Product	Default Log Location	Log File Name and Contents
EPM System Installer	<i>EPM_ORACLE_HOME</i> /diagnostics/logs/install	<ul style="list-style-type: none"> • common-install.log—Common Component files activity; for example, ODBC • common-ocm-install.log—Oracle Configuration Manager activity • common-ohs-install.log—Activity of Oracle HTTP Server • common-ohs-oui-out.log—Oracle Universal Installer information about Oracle HTTP Server installation, if Oracle HTTP Server is installed • Common-opmn-install.log—Oracle Process Manager and Notification Server installation messages • common-opmn-patchset-oui-out—OPMN installation patchset trace log messages • common-oracle-common-install—General log messages for appdev (oracle_common) installation • common-oracle-common-oui-out—OUI log messages for appdev (oracle_common) installation • common-product-install.log—Product common component files activity; for example, SDKs, CRS utility • common-staticcontent-install.log—Static content files; for example, Help, for each product on the web server machine • common-wl-install.log—Embedded Oracle WebLogic Server installation activity • dotNetInstall.log—Messages for 32-bit .Net installation • dotNet35Install.log—.NET 3.5 installation messages • dotNetInstall64.log—64-bit .NET installation messages • dotNetRegister.log—Messages for 32-bit .NET registration • dotNetRegister64.log—Messages for 64-bit .NET registration • eas-install—Oracle Essbase Administration Services installation messages

Table 3-11 (Cont.) EPM System Installation, Configuration, and Diagnostics Log Files

Product	Default Log Location	Log File Name and Contents
		<ul style="list-style-type: none"> • EPM_EASConsoleInstallLog—Administration Services Console Windows client installer messages • EPM_SVCInstallLog—Oracle Smart View for Office Windows installer messages • hfm-cacls-filetransfer-stderr.log—Error log for setting cacls on the file-transfer folder • hfm-cacls-filetransfer-stdout.log—Trace log for setting cacls on the file-transfer folder • hfm-cacls-lcmservice-stderr.log—Error log for setting cacls for lcm service folder • hfm-cacls-lcmservice-stdout.log—Trace log for setting cacls for lcm service folder • hfm-registerclientdlls64—Errors for each 64-bit client DLL registration • hfm-registerclientdlls.log—Errors for each 32-bit client DLL registration • hfm-registercommondlls.log—Trace log for each client DLL registration • hfm-registerdlladmcclient-stderr.log—Error log for each ADM client DLL registration • hfm-registerdlladmcclient-stdout.log—Trace log for each ADM client DLL registration • hfm-registerdllclient-stderr.log—Error log for each client DLL registration • hfm-registerdllclient-stdout.log—Trace log for each client DLL registration • hfm-registerdllcommon-stderr.log—Error log for each common DLL registration • hfm-registerdllcommon-stdout.log—Trace log for each common DLL registration • hfm-registerserverdlls.log—Error log for each server DLL registration • hfm-regWinHttpErr.log—Error log for registering winhttp.dll • hfm-regWinHttpOut.log—Trace log for registering winhttp.dll

Table 3-11 (Cont.) EPM System Installation, Configuration, and Diagnostics Log Files

Product	Default Log Location	Log File Name and Contents
		<ul style="list-style-type: none"> • hfmsvcs-regAsyncCallback-stderr.log—Error log for registering AsyncCallback.dll • hfmsvcs-regAsyncCallback-stdout.log—Trace log for registering AsyncCallback.dll • hfm-updatereg-stderr.log—Error log for creating Oracle Hyperion Financial Management Windows registry entries • hfm-updatereg-stdout.log—Trace log for creating Financial Management Windows registry entries • install-ocm-configCCR-output—Part 1 of Oracle Configuration Manager setup processing messages • install-ocm-output.log—Oracle Configuration Manager file information • install-ocm-configCCR-output—Part 2 of Oracle Configuration Manager setup processing messages • installTool-install-<i>DDD-MM.DD.YYYY-TIME</i>.log—Main log written by EPM System Installer to log user activity • installTool-install-stderr.log—Errors filtered from console output • installTool-install-stdout.log—Console output • <i>PRODUCT</i>-install.log—Information about whether a product assembly installation fails. Each assembly has a log file. For example, hss-install.log for Oracle Hyperion Shared Services. • installTool-summary-<i>DDD-MM.DD.YYYY-TIME</i>.log—Results of checks that EPM System Installer performs • irclient-fontreg-stderr.log—Error log for registering font files • irclient-fontreg-stdout.log—Trace log for registering font files • ismpEngine-install-stderr—Internal log file for InstallShield messages • wl_install_err.log—WebLogic Server install-time log, errors

Table 3-11 (Cont.) EPM System Installation, Configuration, and Diagnostics Log Files

Product	Default Log Location	Log File Name and Contents
EPM System Configurator	<i>EPM_ORACLE_INSTANCE/</i> diagnostics/logs/config	<ul style="list-style-type: none"> • <code>wl_install_out.log</code>—WebLogic Server install-time log, complete log • <code>configtool.log</code>—Configuration task output and warning messages • <code>configtool-http-ant.log</code>—Trace from ant code executed during web server setup • <code>ConfigTool-stdout.log</code>—Console output • <code>Configtool-appdeployment.log</code>—Trace of deployment steps • <code>configtool_summary.log</code>—Summary status about pass/fail tasks • <code>EssbaseExternalizationTask.log</code>—Trace information for the Oracle Essbase externalization process executed during Essbase custom configuration • <code>listener.log</code>—Application listener messages generated on startup for each Java web application; one file for all applications • <code>SharedServices_CMSSClient.log</code>—Shared Services CMS client trace, generated during configuration when CMS calls are made • <code>ocm-config.log</code>—Oracle Configuration Manager configuration log • <code>registry.log</code>—Trace of Oracle Hyperion Shared Services Registry calls made during configuration • <code>SharedServices_Security.log</code>—Shared Services Registry registration log

Table 3-11 (Cont.) EPM System Installation, Configuration, and Diagnostics Log Files

Product	Default Log Location	Log File Name and Contents
EPM System Diagnostics	<i>EPM_ORACLE_INSTANCE/</i> diagnostics/logs/validation	<ul style="list-style-type: none"> validation.log—Summary-level information for each check performed, indicating success or failure <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> ⓘ Note</p> <p>EPM System Diagnostics also creates a validation tool report, <i>instance_report_20110305_121855.html</i>, in <i>EPM_ORACLE_INSTANCE/diagnostics/reports</i>.</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> ⓘ Note</p> <p>A file name <i>validation-n.log</i> indicates that the log has rolled over because of size limits.</p> </div>
Oracle Enterprise Performance Management System starter	Windows—WebLogic Server: <i>EPM_ORACLE_INSTANCE/</i> diagnostics/logs/services	<p>A starter <i>component.log</i> file for each product component started by <i>start.bat</i> (Windows)</p> <p>A Windows starter log contains whatever the product components write to <i>stdout</i>.</p>

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

Foundation Services Logs

Table 3-12 Foundation Services Logs

Component	Default Log Location	Log File Name and Contents
Oracle Hyperion Foundation Services	<i>MIDDLEWARE_HOME</i> /user_projects/domains/EPMSystem/servers/ FoundationServices0/logs	<ul style="list-style-type: none"> • FoundationServices0.log—Server and security activity • Framework.log <ul style="list-style-type: none"> — Oracle Enterprise Performance Management 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 <i>BpmServer.properties</i> or registry. — BPMUI security messages, including CSS initialization, logon/logout logs from the Java web application, and CSS authentication error messages

Table 3-12 (Cont.) Foundation Services Logs

Component	Default Log Location	Log File Name and Contents
Oracle Hyperion Shared Services	<i>MIDDLEWARE_HOME/</i> user_projects/domains/ EPMSystem/servers/ FoundationServices0/logs	<ul style="list-style-type: none"> • SharedServices_Admin.log—Applications Groups management activity • SharedServices_Audit.log—Audit server errors while reading/writing audit information to the database or while configuring auditing • SharedServices_Audit_Client.log—Information about the audit client • SharedServices_CMSClient.log—Metadata Service client activity • SharedServices_Hub.log—Shared Services listener and initialization activity • SharedServices_ImportExport.log—Errors and Informational messages pertaining to LCM Import/Export activity • SharedServices_LCM.log—Oracle Hyperion Enterprise Performance Management System Lifecycle Management activity when it is run from Oracle Hyperion Enterprise Performance Management Workspace • SharedServices_Registry.log—Shared Services Registry activity • SharedServices_Security.log—User management, provisioning, authentication, and single sign-on activity • SharedServices_TaskFlow.log—Information about Taskflows
EPM Workspace	<i>MIDDLEWARE_HOME/</i> user_projects/domains/ EPMSystem/servers/ FoundationServices0/logs	Workspace.log—EPM Workspace error and informational messages

Table 3-12 (Cont.) Foundation Services Logs

Component	Default Log Location	Log File Name and Contents
Oracle Hyperion Calculation Manager	<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/CalcMgr0/logs</code>	<ul style="list-style-type: none"> • <code>access.log</code>—Which site was accessed inside the Java web application (if access logging is enabled) • <code>apsserver.log</code>—Communications between Calculation Manager and the Java API • <code>CalcManager.log</code>—Calculation Manager web-tier activities • <code>CalcMgr0.log</code>—All Calculation Manager activities • <code>Framework.log</code> <ul style="list-style-type: none"> — 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 <code>BpmServer.properties</code> or registry. — BPMUI security messages, including CSS initialization, logon/logout logs from the Java web application, and CSS authentication error messages — <code>apsserver.log</code>—Logs communications between Calculation Manager and Oracle Essbase servers • <code>registry.log</code>—Calculation Manager registry activity • <code>SharedServices_SecurityClient.log</code>—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 <i>Oracle Smart View for Office User's Guide</i> .	

Lifecycle Management Logs

Table 3-13 Lifecycle Management Log Files

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

Essbase 11.1.2.4 Logs

Table 3-14 Essbase ODL Component Logs

Component	Default Log Location	Log File Name and Contents
Oracle Essbase Server	<i>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0</i> , where <i>0</i> is an instance number	<ul style="list-style-type: none"> 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_HOSTNAME.log—Essbase Agent Lease Manager information log00001.xcp—Errors that result when the agent stops unexpectedly
		<p>Note</p> <p>ESSBASE.LOG and ESSBASE_ODL.log contain the same information in different formats.</p>
	Specified through an essbase.cfg setting, which you can change through Essbase Administration Console or with a text editor.	<p><i>dbname_ODL.atx</i> and <i>dbname_ODL.alg</i>, where <i>dbname</i> 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 <i>Oracle Essbase Database Administrator's Guide</i> and the <i>Oracle Essbase Technical Reference</i>.</p> <ul style="list-style-type: none"> <i>application name.LOG</i>—Essbase application activities and errors <i>application name_ODL.log</i>—Essbase application activities and errors log00001.xcp—Errors that result when the application server stops unexpectedly
	<i>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase_0/application name</i>	

Table 3-14 (Cont.) Essbase ODL Component Logs

Component	Default Log Location	Log File Name and Contents
Oracle Essbase Administration Services	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/EssbaseAdminServices0/logs</i>	<ul style="list-style-type: none"> • <code>easserver.log</code>—Administration Services Server activity • <code>EssbaseAdminServices0.log</code>—Administration Services Java web application activity
Oracle Hyperion Provider Services	<i>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/AnalyticProviderServices0/logs</i>	<ul style="list-style-type: none"> • <code>AnalyticProviderServices0.log</code>—Provider Services Java web application activity • <code>apsserver.log</code>—Provider Services activity
Essbase Security Client	<i>EPM_ORACLE_INSTANCE/diagnostics/logs/essbase/essbase</i>	<p><code>SharedServices_Security_Client.log</code>—Tracking of Oracle Enterprise Performance Management System component and CSS communications with native provider</p> <p>Also records the JDBC configuration from registry in this log file for any binds with native providers.</p>
Oracle Process Manager and Notification Server	<i>EPM_ORACLE_INSTANCE/diagnostics/logs/OPMN/opmn</i>	<ul style="list-style-type: none"> • <code>opmn.log</code>—Information about when Essbase starts, stops, and how many stop and start retry attempts are made • <code>console~ESSBASE_CLUSTER_NAME~ESSBASE_PROCESS_TYPE~AGENT~1.LOG</code>—All console messages are directed to a file that is called the "console" output file for a managed process, in this case, Essbase. <p><code>EssbasePing.log</code>—OPMN Forward Ping information</p>

Table 3-14 (Cont.) Essbase ODL Component Logs

Component	Default Log Location	Log File Name and Contents
Essbase Plugin	<code>EPM_ORACLE_INSTANCE/</code> diagnostics/logs/essbase/lcm	<code>essbaseplugin.log</code> — Information about artifacts listing, migration (import/export) of Essbase artifacts, time taken for artifact listing and artifact migration

Essbase 21c Logs

Table 3-15 Essbase Logs Location

11.2.15 Essbase	Installation Location
Essbase Logs Main Directory	<code>ESSBASE_DOMAIN_HOME\servers\essbase_ser</code> <code>ver1\logs</code>
Provider Services log	<code>ESSBASE_DOMAIN_HOME\servers\essbase_ser</code> <code>ver1\logs\aps\apsserver.log</code>
Essbase Platform log	<code>ESSBASE_DOMAIN_HOME\servers\essbase_ser</code> <code>ver1\logs\essbase\platform.log</code>
Essbase Agent log	<code>ESSBASE_DOMAIN_HOME\servers\essbase_ser</code> <code>ver1\logs\essbase\jagent.log</code>
Essbase Application log	<code>ESSBASE_DOMAIN_HOME\servers\essbase_ser</code> <code>ver1\logs\essbase\essbase\app\<applicat</code> <code>ion-name>\<application-name>_ODL.log</code>
Essbase Upgrade log	<code>EPM_ORACLE_HOME\common\utilities\Essbas</code> <code>eLCMUtility\essbaseupgrade.log</code>
Essbase Upgrade status	<code>EPM_ORACLE_HOME\common\utilities\Essbas</code> <code>eLCMUtility\EssbaseUpgradeStatus.xml</code>
Essbase Install logs	<code>EPM_ORACLE_HOME\diagnostics\logs\instal</code> <code>l\essbaseserver-install.log</code> <code>EPM_ORACLE_HOME\diagnostics\logs\instal</code> <code>l\ess_upgrade_err.log</code> <code>EPM_ORACLE_HOME\diagnostics\logs\instal</code> <code>l\ess_upgrade_out.log</code>
Essbase Configuration Logs	<code>EPM_ORACLE_INSTANCE\diagnostics\logs\co</code> <code>nfig\essbase21c_config.log</code> <code>USERTEMP\essbase_config_<DATE></code>
Location of response file	<code>EPM_ORACLE_HOME\common\config\11.1.2.0\</code> <code>config_windows.rsp</code>
Location of Input Properties	<code>EPM_ORACLE_HOME\common\utilities\Essbas</code> <code>eLCMUtility\resources\UpgradePS4To21cSc</code> <code>ripts\input.properties</code>

 **Note**

`ESSBASE_DOMAIN_HOME` is equivalent to
`MIDDLEWARE_HOME\user_projects\domains\essbase_domain`.

Financial Performance Management Application Logs

Planning Logs

Default Log Location	Log File Name and Contents
<code>C:/MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/Planning0/logs</code>	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.
<code>EPM_ORACLE_INSTANCE/diagnostics/logs/planning</code> Logs in this folder can be deleted.	<ul style="list-style-type: none">• <code>UserProvisionSync.log</code>—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.• Planning utility logs—A log for each Planning utility

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 3-16 Financial Management Log Files

Component	Default Log Location	Log File Name and Contents
Oracle Hyperion Financial Management	<i>EPM_ORACLE_INSTANCE/</i> diagnostics/logs/hfm	<ul style="list-style-type: none"> • <i>xfm.odl.<APPLICATION_NAME>.log</i>—Financial Management Application Server core activity (per application) • <i>oracle-epm-fm-hsx-server.log</i>—Financial Management Java Server log • <i>oracle-epm-fm-bi-publisher.log</i>—Logs for Financial Management to BI Publisher interaction • <i>oracle-epm-fm-hsx-registry.log</i>—Logs for Financial Management to Shared Services Registry interaction • <i>oracle-epm-fm-lcm-client.log</i>—Logs for Financial Management to Oracle Hyperion Enterprise Performance Management System Lifecycle Management interaction • <i>SharedServices_Security.log</i>—Logs for Financial Management to Shared Services Security API interaction <p>Note the following:</p> <ul style="list-style-type: none"> • UsedCPU=n.nnnnn;—total processor CPU usage (sum of all processes CPU usage); • ProcUsedCPU=n.nnnnn;—current XDS process CPU usage; • <i>oracle-epm-fm.log</i>—Financial Management Java web application activity • <i>oracle-adf.log</i>—Financial Management ADF logs • <i>HFMWeb0.log</i>—Financial Management domain logs • <i>HFMWeb0diagnostic.log</i>—Financial Management domain diagnostic logs • <i>oracle-jrf.log</i>—Financial Management JRF logs
Financial Management Web Application	<ul style="list-style-type: none"> • <i>MIDDLEWARE_HOME/</i> user_projects/domains/ EPMSystem/servers/HFMWeb0/ logs/hfm • <i>MIDDLEWARE_HOME/user_</i> projects/domains/EPMSystem/ servers/HFMWeb0/logs/ 	<p><i>epm-fm-webservices.log</i>—Oracle WebLogic Server web service activity for Oracle Hyperion Financial Close Management</p>
Financial Management Web Services	<i>MIDDLEWARE_HOME/user_projects/</i> domains/EPMSystem/servers/ HFMWeb0/logs/hfm	

Profitability and Cost Management Logs

Table 3-17 Profitability and Cost Management Log Files

Default Log Location	Log File Name and Contents
Oracle Hyperion Profitability and Cost Management: <i>MIDDLEWARE_HOME</i> /user_projects/domains/EPMSystem/servers/Profitability0/logs	hpcm.log—Profitability and Cost Management activity

Creating a Separate Log File for Persistence Messages

For Oracle Enterprise Performance Management System instances installed as compact deployment, messages from other installed EPM System products are also directed to the hpcm.log file. The logging.xml file can be edited to redirect these messages to a new log file called persistence.log. You may find advantage in splitting the persistence messages to a separate log file even for standard deployments. For compact deployments, the logging.xml file is located at

<MIDDLEWARE_HOME>\user_projects\domains\EPMSystem\config\fmwconfig\servers\EPMServer0. For standard deployments, the logging.xml file is located at *<MIDDLEWARE_HOME>\user_projects\domains\EPMSystem\config\fmwconfig\servers\Profitability0*.

To create a separate log file:

1. Edit the logging.xml file and define a new log handler within the `<log_handlers>` section. Here is a suggested definition for a new handler:

```
<log_handler name="persist-handler"
  class="oracle.core.ojdl.logging.ODLHandlerFactory">
  <property name="path"
  value="${domain.home}/servers/${weblogic.Name}/logs/persistence.log"/>
  <property name="maxFileSize" value="20000000"/>
  <property name="maxLogSize" value="100000000"/>
  <property name="useSourceClassAndMethod" value="true" />
</log_handler>
```

2. Alter the logger for `org.eclipse.persistence` in the `<loggers>` section to point to the new handler, as in the example below, where the handler name has been changed from `epmpcm-handler` to `persist-handler`.

```
<logger name="org.eclipse.persistence" level="NOTIFICATION:16"
useParentHandlers="false">
  <handler name="persist-handler"/>
</logger>
```

Financial Close Management Logs

The default location for these Financial Close Management logs is *MIDDLEWARE_HOME/user_projects/domains/EPMSystem/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

Tax Management Logs

Table 3-18 Tax Management Logs

Default Log Location	Log File Name and Content	Rotation
<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/TaxManagement0/logs</code>	<code>TaxSupplementalSchedules.log</code>	<code>maxFileSize = 10485760 bytes</code> <code>maxLogSize =104857600 bytes</code>
<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/TaxManagement0/logs</code>	<code>TaxOperations.log</code>	<code>maxFileSize = 10485760 bytes</code> <code>maxLogSize =104857600 bytes</code>
<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/TaxManagement0/logs/taxprov</code>	<code>oracle-epm-tax-prov.log</code>	<code>maxFileSize = 1000000 bytes</code> <code>maxLogSize = 5000000 bytes</code>

Data Management Logs

FDMEE Logs

Default Log Location	Log File Name and Contents
<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/ErpIntegrator0/logs</code>	<code>ErpIntegrator0.log</code> —Oracle Hyperion Financial Data Quality Management, Enterprise Edition application server log, which you can use to access additional system information. <code>aif-CalcManager.log</code> —Logs generated for Oracle Hyperion Calculation Manager API interactions <code>aif-HfmAdmDriver.log</code> —Logs generated for Oracle Hyperion Financial Management SDK interactions <code>aif-Planning_WebApp.log</code> —Logs generated for Oracle Hyperion Planning Server interactions
<code>MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/ErpIntegrator0/logs/oracledi</code>	<code>odiagent.log</code> —Logs generated by ODI Agent

Default Log Location	Log File Name and Contents
<code>APPLICATION_ROOT_DIRECTORY/outbox/logs</code>	<code>EPM-APPLICATION-NAME_PROCESS-ID.log</code> — Logs generated by various load processes. This log can be viewed using the Show Log link in the Process Details page of FDME.

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 of 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 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](#)
- [Upgrading and Updating Tips and Troubleshooting](#)
- [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:

- Certification: http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html
- Installation:
 - Oracle HTTP Server installation documentation (http://download.oracle.com/docs/cd/E15523_01/webtier.htm)
 - 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.
4. Rename program files/common files/installshield/universal/common to program files/common files/installshield/universal/common_hyperion.
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 *EPMLORACLE_HOME*/OracleDB/product/11.2.0/dbhome_1/NETWORK/ADMIN/sqlnet.ora in a text editor.
3. Change line the following line:

SQLNET.AUTHENTICATION_SERVICES= (NTS)

to:

SQLNET.AUTHENTICATION_SERVICES= (NONE)

4. Click **Retry**.

Upgrading and Updating Tips and Troubleshooting

Attempting to apply the OPatch Update 11.2.x fails

Issue: Attempting to apply the Opatch Update results in the following error:..

```
.\ApplyUpdate.ps1 : File C:\Users\11.2.19.0-Update-Win\11.2.19.0-Update-Win\ApplyUpdate.ps1 cannot be loaded.  
The file C:\Users\11.2.19.0-Update-Win\11.2.19.0-Update-Win\ApplyUpdate.ps1 is not
```

digitally signed.

```
You cannot run this script on the current system. For more information about running
scripts and setting execution policy, see about_Execution_Policies at https://
go.microsoft.com/fwlink/?LinkId=135170.
At line:1 char:1 + .\ApplyUpdate.ps1 C:\Oracle\Middleware
+ ~~~~~
+ CategoryInfo: SecurityError:()[], PSNotSupportedException
+ FullyQualifiedErrorId : UnauthorizedAccess
```

Solution:

1. Open the PowerShell window.
2. Run the following command: `Set-ExecutionPolicy -Scope Process -ExecutionPolicy Bypass`
3. Then, execute the `ApplyUpdate` script.

Oracle Hyperion Calculation Manager Rules with Java Not Working After Upgrade

Symptom: This issue is observed in versions 11.2.16 through 11.2.19.

Solution: To resolve the issue, perform the following step:

1. Copy the `CALCMGRCDF.JAR` file from the source location:

`MWH\EPMSystem11R1\products\Essbase\EssbaseServer\java\udf\CALCMGRCDF.JAR`

2. Paste it to the target location:

`MWH\essbase\products\Essbase\EssbaseServer\java\udf\calcmgrcdf.jar`

Note

This issue has been resolved in Release 11.2.20.

Errors after performing an in-place update from 11.2.6 to 11.2.8

Issue: In the EPM System Release 11.2.8, after performing an in-place update from 11.2.6 to 11.2.8, Active Directory configured in SSL mode fails with the error message `EPMCSS-05138:Failed to validate Security configuration. Failed to connect.` Invalid values for host or port. Enter a valid value(s). The following error message is also found in the `SharedServices_Security.log` file:

```
[SRC_CLASS: com.hyperion.css.spi.util.jndi.GenericJNDIHelper] [SRC_METHOD:
getLookUpContext] THROW[[EPMCSS-05811: Failed to validate directory
configuration.MSADSSL Error connecting to host. RootCause : simple bind failed: <AD host
name>:636. Verify LDAP user directory configuration.
Nested Exception:javax.naming.CommunicationException: simple bind failed: <AD host
name>:636 [Root exception is javax.net.ssl.SSLHandshakeException:
sun.security.validator.ValidatorException: PKIX path building failed:
sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid
certification path to requested target]
```

The above scenario indicates that SSL handshake is failing between FoundationServices0 and Active Directory and is unable to discover the Active Directory certificate, even though it is deployed under below location as per the document.

```
<ORACLE_MIDDLEWARE>\jdk\jre
```

However in 11.2.8 FoundationServices0, `java.home` is referring to the location below, therefore the certificate cannot be processed, and an `SSLHandshakeException` is displayed:

```
<ORACLE_MIDDLEWARE>\jdk\java
```

Solution:

1. Import Active Directory SSL Certificate in the following locations:

- a.

```
keytool -import -alias ***** -keystore
<ORACLE_MIDDLEWARE>\jdk\java\lib\security\cacerts -trustcacerts -storepass
password -file <ORACLE_MIDDLEWARE>\jdk\java\lib\security\*****.crt
```

 **Note**

Starting from Release 11.2.8, this is not applicable since
`<ORACLE_MIDDLEWARE>\jdk\java` folder is not available anymore.

- b.

```
keytool -import -alias ***** -keystore
<ORACLE_MIDDLEWARE>\jdk\jre\lib\security\cacerts -trustcacerts -storepass
password -file
<ORACLE_MIDDLEWARE>\jdk\jre\lib\security\security\*****.crt
```

2. Repeat the above steps across all EPM deployments.
3. Restart all the EPM Servers.

Installation Tasks Fail for Apply Update or Reinstall

Issue: All installation tasks fail for **Apply Update or Reinstall**.

The InstallShield operations are failing. The InstallShield VPD registry might be corrupted, and you might see this error:

```
ERROR: ismpEngine-install-stderr.log,com.installshield.database.EmptyResultException:
Empty result [SELECT Publicly_SharedFROM Installed_Software_ObjectWHERE
Installed_Software_Object_Id=? ]at
com.installshield.database.SQLProcessor.queryBoolean(Unknown Source)
```

Solution:

1. Rename the folder `Middleware_Home\EPMSystem11R1_vpddb`, for example to `Middleware_Home\EPMSystem11R1_vpddb_backup`.
2. Re-run **Apply Update or Reinstall**.

The VPD registry will be regenerated.

Oracle HTTP Server Installation During Update on Linux

Issue: Oracle HTTP Server doesn't install during update on Linux.

Solution: If you receive an error during installation of Oracle HTTP Server while updating on Linux, check `Inventory.xml` and `Comp.xml` in `\Contents\XML` in the `inventory` folder to make sure that there are no symbolic links in the file. If there are, replace them with the physical address.

FDME Upgrade

Issue: When running the FDME upgrade scripts, you may encounter the following error:

```
aif_migrate.dtsx for MS SQL or aif_import.par for Oracle
```

Solution: Check your system and make sure your source system FDME is patched to Release 11.1.2.4 220. That patch had a lot of changes to the repository that must be applied before upgrading to Release 11.2, especially if you see a lot of errors about the length of columns.

Errors When Upgrading Financial Close Management or Tax Governance 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 sgcl.index_name, sgcl.index_owner,  
COUNT(*) mycount  
FROM sys.ku$_find_sgc_view sgcl,  
TABLE (sgcl.col_list) myc
```

Solution: You can ignore this error.

Problem Starting Financial Close Management or Tax Governance Servers After Upgrading to Release 11.2

Issue: If you're having trouble starting servers after upgrading to Release 11.2, you might have a domain name difference issue.

Solution: Modify the tables named `WL_LLR_FINANCIALCLOSE0` column `REDCORDSTR` from `<Old_Domain>//FinancialClose0` to `EPMSystem//FinancialClose0` (which is the default name). The same change is needed in `WL_LLR_TAXMANAGEMENT0`. Both environments Source and Target should be identical, even the domain names. If environments are identical, you won't run into this issue.

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.

EPM System Configurator Fails to Launch

Issue:

The EPM System Configurator fails to launch after an installer upgrade when only Oracle HTTP Server (OHS) is installed and configured. This issue is commonly observed in installer releases such as Version 11.2.8 and Version 11.2.15.

Solution:

1. Launch 11.2.x Installer on the existing 11.2.x environment.
 - a. Select **New Installation** and proceed to the next panel.
 - b. In the Product Selection Panel, choose only **Foundation Components**.
 - c. Click **Next** to start the installation.
 - d. Once the installation completes, click **Finish**.

 **Note**

The final installation stages may take longer, do not click on **Cancel**.

2. Launch 11.2.X Installer again. Select **Reinstall** and proceed with the installation by clicking **Next**.
3. Launch the EPM System Configurator and select **Configure Web Server**.

Configuration Fails in a Distributed Environment

Issue:

The **Deploy to Application Server** task fails for web applications in a distributed environment.

In a distributed environment, you must run RCU and edit `RCUSchema.properties` on each machine in the environment. Each machine requires a unique Prefix when running RCU. If you perform this step incorrectly, configuration fails.

Solution:

If configuration fails due to a mistake or incorrect entry in `RCUSchema.properties`, perform the steps below in order to ensure a successful configuration:

1. Cancel and exit EPM System Configurator.
2. Correct the entries in `RCUSchema.properties` and make sure that all values are correct. The prefix must be unique on each machine in the environment. Use the SID not the service name in the JDBC URL.
3. Drop all database users—those created using RCU (use the RCU drop schema option) as well as the database user that you used for Oracle Enterprise Performance Management System configuration.
4. Create new database users:
 - Run RCU again and provide a unique prefix for each machine in the environment.
 - Create the database user for EPM System configuration
5. Rename the `user_projects` folder, for example to `user_projects_old`. By default the location is `C:\Oracle\Middleware\user_projects`.

6. Re-run EPM System Configurator and complete required tasks.
Because you renamed the `user_projects` folder, you are performing a new configuration rather than reconfiguring.
7. Delete the `user_projects_old` folder.

Creating the RCU schema on Oracle Database Without SYSDBA Rights

You must create RCU schemas before configuring EPM System. Use this procedure if you don't have SYSDBA rights:

1. Log in to SQL Plus using a db user with sys or sysdba privileges and complete the following steps:
 - a. Create user `testrcu` IDENTIFIED BY *password* (for example with a user named `testrcu`).
 - b. Grant the following permissions to the user:

```
grant select_catalog_role to testrcu;
grant select any dictionary to testrcu;
grant create session to testrcu;
grant select on schema_version_registry to testrcu;
```

 **Note**

If you encounter a Table or view does not exist error message when you execute the last command, you can ignore it.

2. Navigate to `ORACLE_HOME/oracle_common/bin` and start RCU:
 - Windows: For example: `C:\Oracle\Middleware\oracle_common\bin\rcu.bat`
 - Linux/Unix: `./rcu`
3. Select **Prepare Scripts for System Load**. (Don't select **System Load and Product Load**)

 **Note**

- For EPM schema creation, select all EPM products except **Oracle Data Integrator** and **Oracle Essbase**.
- For Essbase schema prefix, select "Essbase" along with the required EPM products.

4. There must be two scripts generated, by default the scripts are located in `ORACLE_HOME/oracle_common/rcu/log/logdir.[date_timestamp]`.
 - `script_systemLoad.sql`
 - `script_postDataLoad.sql`
5. Log in to SQL Plus using a db user with sys or sysdba privileges and complete the following steps, or give the scripts to your DBA to run:
 - a. Start `script_systemLoad.sql` script.
 - b. Before performing the product load phase, the user (in this example `testrcu`) must be granted the following:

- grant REGISTRYACCESS to testrcu;
- grant STBROLE to testrcu;

6. Start RCU again and select **Perform Product Load** as Non DBA user to complete the data load.

7. Log in to SQL Plus using a user with sys or sysdba privileges and execute the `script_postDataLoad.sql` script to complete the Product load phase, or give the scripts to your DBA to run.

Note

Repeat steps 2 through steps 7 for Essbase RCU schema creation.

8. Update the `RCUschema.properties` file, using this as an example:

```
sysDBAPassword=<password created in step one>
schemaPrefix=testrcu1
rcuSchemaPassword=<you are prompted for schema password in the script>
dbURL=jdbc:oracle:thin:@dbserver:1521:ORCL
sysDBAUser=testrcu <user you created in step one>
schemaPrefixEssbase=<Use the schema prefix to create the Essbase RCU>
(Repeat steps 2 through steps 7 for Essbase RCU schema creation.)
dbURLEssbase=<for example {hostname}:{port}:{sid}>
```

Update the following property in the response file (`config_linux.rsp` or `config_windows.rsp` under `<EPM_ORACLE_HOME>/common/config/11.1.2.0/`):

- `CREATE_DATABASE_SCHEMA=CREATE`
- `CREATE_DATABASE_SCHEMA=USE_EXISTING`

Distributed Environments

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

Java Heap Size Changes

You can change Java heap sizes when using services to start and stop Java web application servers in Windows environments. You can make the changes in batch files or in the Windows registry. After making the changes for a product, you must restart the Java web application server. For details, see the *Oracle Enterprise Performance Management System Deployment Options Guide*.

Product Databases

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

EPM System Configurator Startup

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

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

Solution: Restart the computer.

Oracle HTTP Server Configuration

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

The password is incorrect. Try again.

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

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

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

Solution:

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/diagnostics/logs/config`.
- **Issue:** This error message is added to `configtool.log` file in `EPM_ORACLE_INSTANCE/diagnostics/logs/config` when Oracle Database is configured for the first time:
`ORA-00917: missing comma`
This error can occur if the database is configured with the US7ASCII database character set.
Solution: Recreate the database with the UTF-8 character set or another character set that has Unrestricted Multilingual Support. EPM System Release 11.1.3 supports only such character sets, as documented in *Oracle Enterprise Performance Management System Installation and Configuration Guide*.

Configuration Task Panel: Missing Products

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

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

Unavailable Database Configuration Options

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

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

Remote Deployment Timeout

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

Solution: Follow these steps:

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

```
deployment.remote.timeout=timeout in milliseconds
```

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

2. Redeploy the Java web application.

Failure Deploying to Application Server Without Configuration Errors

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

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

Moving Java Web Applications to a Single Domain

Issue: EPM System Java web applications are deployed to different WebLogic 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*.

Foundation Services

Related Topics

- [Foundation Services Startup](#)
- [EPM Workspace](#)
- [Shared Services](#)
- [Lifecycle Management](#)
- [Smart View](#)

Foundation Services Startup

Issue: Unable to create taskflow in SSL environment for Oracle Hyperion Profitability and Cost Management (HPCM).

Error:

```
[partition-name: DOMAIN] [tenant-name: GLOBAL] Exception =
com.hyperion.workflow.engine.api.base.WfException: CSS Authenticate Proxy Failed
[2022-04-18T08:26:05.742-07:00] [Profitability0] [ERROR] []
[oracle.EPMPCM.ces] [tid: 127] [userId: <anonymous>] [ecid:
00jEsJxqQ2tFw0zpRM00Zz3ZafE3j0YwB00021s000Hz,0:1:2] [APP: PROFITABILITY]
[partition-name: DOMAIN] [tenant-name: GLOBAL] Exception stack is:
com.hyperion.workflow.engine.api.base.WorkflowEngineService.dsfInvokeMethod(Wo
rkflowEngineService.java:683)[
com.hyperion.workflow.engine.api.base.WorkflowEngineService.tokenSignOn(Workfl
owEngineService.java:123)
```

Solution: Restart Foundation services and HPCM

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*.

① 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.

① 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.

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`.

Configure User Directory

Issue: Configuring External User Directory from Shared Services Console UI fails and terminates Managed Server.

Reason: A forced shutdown of the managed server can occur due to external processes, such as a security scan, being run at the same time.

Solution: Verify the forced shutdown of the managed server, and the reason for it, by scanning the managed server logs. Additionally, check your environment to determine if it is equipped with Security Scan or any other external processes that can terminate the Managed Server process.

```
/u01/Oracle/user_projects/domains/EPMDev/bin/startWebLogic.sh: line 205:  
797213 Killed  
${JAVA_HOME}/bin/java ${JAVA_VM} ${MEM_ARGS} ${LAUNCH_ARGS} -Dweblogic.Name=${  
SERVER_NAME} -Djava.security.policy=${WLS_POLICY_FILE} ${JAVA_OPTIONS} ${  
PROXY_SETTINGS} ${SERVER_CLASS}  
Stopping Derby server...  
Derby server stopped.  
<Apr 29, 2024 12:49:34 PM CEST> <INFO> <NodeManager> <The server 'EPMServer0'  
with process id 797074 is no longer alive; waiting for the process to die.>
```

The security scan identifies potential risks and can terminate the parent process initiating the action, which may cause the Managed Server to shut down.

To prevent this, either disable the security scan or the external process, or obtain the stack trace of the action causing the server to terminate from the security scan and whitelist the action.

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:

```
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/EPMSystem/servers/FoundationServices0/logs`.
2. From EPM System Diagnostics, validate that database connectivity succeeds, and check external user directories. These are prerequisites for Java web application startup. For instructions on using 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.
- Review the Oracle Hyperion Financial Management logs. See "Financial Performance Management Applications Logs" in [Using EPM System Logs](#).
- 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.

Trouble Uploading Artifact Snapshot

Issue: Artifact snapshot upload fails with the following error message:

Failure of Web Server bridge: Internal processing error

Note

This issue occurs when re-installation (assuming previous installation was correctly uninstalled) was performed on the same machine by different user.

Solution: Ensure that the `/tmp/_wl_proxy` has write access and enough memory to temporarily write the artifact snapshot data.

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.

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:
0000J51cbhmFW7P5IfL6if1E2XZW000574,0] [SRC_CLASS: ?] [APP:
SHAREDSERVICES#11.1.2.0] [SRC_METHOD: ?:?] Failed to connect to
"http://server name:19000/awb/lcm.executeAction.do" while performing
import for application - "<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 the `mod_wl_ohs.conf` configuration file located under: `EPM_ORACLE_INSTANCE/httpConfig/ohs/config/OHS/ohs_component`. For example, for Oracle Hyperion Profitability and Cost Management:

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

or for Planning:

```
<LocationMatch ^/planning>
SetHandler weblogic-handler
WeblogicCluster server name:port
WLIOTimeoutSecs 60000
Idempotent OFF
WLTimeoutSecs 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:

1. In a text editor, open `Web.Config` in *EPM_ORACLE_HOME/products/FinancialManagement/Web/HFMLCMService*.
2. **(Optional)** For very large LCM artifacts, increase the values for `executionTimeout` (in seconds) and `maxRequestLength` (in kilobytes) in the following line:

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

⚠ Caution

Incorrect modification could cause the HFMLCM Web Service to fail.

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

Timeout Setting for Lifecycle Management Server Communication

Issue: 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:

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

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

```
<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

3. Save and close Web.Config.

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.

① 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.

① 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

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*.

Issue: In an SSL or SSL OFFLOADER environment, when you perform a web launch from web to Smart View for Planning, an error message `Empty response from Provider` appears.

Solution: The following steps are applicable only for SSL and SSL OFFLOADER environments and these steps must be performed for the specific Planning application used by Smart View:

1. Login to Oracle Hyperion Enterprise Performance Management Workspace by accessing the Workspace URL, for example: `https://epm.mycompany.com:19443/workspace/index.jsp`.
2. On the Menu bar, click **Navigate > Applications > Planning**, and then select the application name (application name is the name of the application used for Smart View).
3. Once the application is open, select **Administration > Application > Properties**, and then select the **System Properties** tab.
4. Set **SMARTVIEW_CONNECT_URL** to the base Workspace URL and click **Save**. For example, if the Workspace URL is `https://epm.mycompany.com:19443/workspace/index.jsp`, the base URL is `https://epm.mycompany.com:19443`.
5. Restart Planning services.

Essbase 11.1.2.4

Related Topics

- [Provider Services Fails to Restart](#)
- [Connections to Essbase Clusters](#)
- [Essbase Server Startup](#)
- [Essbase Failover](#)
- [Client-Server Connection](#)
- [OPMN Restart](#)
- [Startup: Port Conflict](#)

Provider Services Fails to Restart

Issue: Oracle Hyperion Provider Services starts correctly the first time, but then fails to restart, with the following error:

```
<Error> <HTTP> <BEA-101216>
<Servlet:"oracle.webservices.essbase.DatasourceService" failed to preload on
startup in Web application: "/essbase-webservices".
java.lang.RuntimeException: Failed to deploy/initialize the application
asgiven archive is missing required standard webservice deployment descriptor.
```

Solution: Apply Provider Services Release 11.1.2.4.037 or higher.

Workaround:

1. Stop Provider Services (`stopAnalyticProviderServices.bat`).
2. Delete `MWH\user_projects\domains\EPMSystem\config\fmwconfig\servers\AnalyticProviderServices0\applications\APS_11.1.2.0`.
3. Start Provider Services (`startAnalyticProviderServices.bat`)

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).

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 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 21c Tips and Solutions

Related Topics

- [Verifying Essbase Version](#)
- [Essbase Versions By EPM Release](#)
- [Configuration Tips](#)
- [Profitability and Cost Management](#)
- [Hyperion Infrastructure Technology](#)

Verifying Essbase Version

After applying the latest EPM update, you can verify the Essbase 21c version using any of the following methods. For a complete list of EPM releases and corresponding Essbase versions, see [Essbase Versions by EPM Release](#)

1. Workspace

Navigate to **Help > About** to view the installed Essbase 21c version.

2. Jet UI

Go to **Admin > About** to view the Essbase 21c version.

3. EAS Console

Navigate to **Help > About** to view the installed Essbase 21c version.

4. MaxL Shell

Running a MaxL script will display the current Essbase 21c Version, for example:

```
<MIDDLEWARE_HOME>\user_projects\domains\essbase_domain\esstools\bin>
startMAXL.cmd
```

```
Essbase MaxL Shell 64-bit - Release 21.6.0 (ESB21.6.0.0.0B413)
```

5. Java API Manifest File

Check the MANIFEST.MF file located in:

```
<MIDDLEWARE_HOME>\essbase\common\EssbaseJavaAPI\lib\ess_japi.jar\META-INF\
```

Essbase Versions By EPM Release

The following table lists the Essbase versions bundled with each Oracle EPM release, providing a quick reference for version compatibility and updates.

Table 7-1 Essbase Versions by EPM Release

EPM Release	Essbase Version
11.2.23	21.7.3

Table 7-1 (Cont.) Essbase Versions by EPM Release

EPM Release	Essbase Version
11.2.22	21.7.1
11.2.21	21.7.1
11.2.20	21.6
11.2.19	21.6
11.2.18	21.5.6
11.2.17	21.5.5
11.2.16	21.5.3
11.2.15	21.5.3

Configuration Tips

Essbase fails to start after EPM 11.2.15 Configuration

Issue: After configuring EPM 11.2.15, Essbase 21c fails to start. The configtool.log displays the following error messages:

```
Phase Start Essbase is in status IN_PROGRESS
Phase Start Essbase is in status FAILED

[EPMCFG] [ERROR] [EPMCFG-01020] [oracle.EPMCFG] [tid: <tid>] [ecid: <ecid>]
[SRC_CLASS: com.hyperion.essbase.config.EssbaseServerTaskProcessor] Error: [
java.lang.RuntimeException: E21c configuration failed
at
com.hyperion.essbase.config.EssbaseServerTaskProcessor.configureE21C(EssbaseSe
rverTaskProcessor.java:1742)
at
com.hyperion.essbase.config.EssbaseServerTaskProcessor.execute(EssbaseServerTa
skProcessor.java:246)
at
com.hyperion.essbase.config.EssbaseServerTaskProcessor.execute(EssbaseServerTa
skProcessor.java:221)
at
com.hyperion.config.wizard.impl.RunAllTasks.executeCustomTask(RunAllTasks.java
:789)
at com.hyperion.config.wizard.impl.RunAllTasks.execute(RunAllTasks.java:492)
at
com.hyperion.config.wizard.impl.RunnAllTasksState.run(RunnAllTasksState.java:9
2)
at java.lang.Thread.run(Thread.java:750)
```

The essbase21c_config.log shows the following:

```
INFO [44] com.oracle.wizard.operation.helper.LoggerHelper - WLSTException:
Error occurred while performing redirect : Could not find the file to
redirect wlst output to: nul : nul (The system cannot find the file specified)
```

Workaround: To resolve this issue:

1. Create a folder named **test** on the local drive (for example, C: drive).
2. Navigate to the following path:

MIDDLEWARE_HOME\essbase\modules\oracle.essbase.sysman\scripts

3. Modify the following scripts:

Table 7-2 Script Modifications

Script	Replace	With
status_servers.py	redirect('nul','false')	redirect('c:\\\\test\\\\output-nul.txt','false')
start_servers.py	redirect('nul','false')	redirect('c:\\\\test\\\\output-nul.txt','false')

4. Restart Essbase.

Essbase 21c Configuration Failure Due to Invalid Port Range.

Issue: Essbase 21c configuration fails when the specified port range is less than 1000.

Workaround: Ensure that the values set for the following parameters are greater than or equal to 1000 to enable successful configuration.

Name: ESSBASE_SERVER_MIN_PORT, value:

Name: ESSBASE_SERVER_MAX_PORT, value:

Profitability and Cost Management

Generation of CALC script duration has increased after upgrading to Essbase 21C.

Issue: You may notice an occasional increase in the total ledger computation duration after upgrading to Essbase 21C. When this increased duration is observed, running the Execution Statistics System Report will show a significant increase in the duration of the generation of calculation scripts for multiple rules. The root cause of the issue is a significant increased duration for the driver detection Essbase 21c MDX query.

Workaround:

1. Run execution statistics report to confirm a significant increased duration of the generation of calculation scripts and identify a test rule for below.
2. On the servers within the instances, shutdown all of the services including the Essbase Service.
3. To test the workaround and apply the settings to your Essbase configuration, contact Oracle Support for the Essbase Settings.
4. Restart all of the services.
5. Run single rule calculation for the test rule identified within the original execution statistics report.

6. Run execution statistics report to confirm reduced duration of the generation of calculation scripts for the test rule.

 **Note**

Essbase Config File Location:

MIDDLEWARE_HOME/user_projects/domains/essbase_domain/config/fmwconfig/essconfig/essbase/essbase.cfg

DATAACACHESIZE Error

Issue: Essbase LCM Import Job process fails with the following error message.

Essbase Error(1006023): Data cache is full

Workaround: To resolve the issue, increase the size of the Data Cache within the Essbase 11g instance before re-importing the Essbase 11g cube into the Essbase 21c instance. To increase the Data Cache size to 100 MB, use one of the following procedures:

1. Essbase Administrative Services
 - a. Open the database properties for the Essbase Database with the error.
 - b. Navigate to the **Caches** tab.
 - c. Expand the Cache sizes tree node if required.
 - d. Include the Data Cache setting (KB) to 102,400.
 - e. Apply the changes.
2. MaxL
 - a. Use the StartMaxL or another tool.
 - b. Issue the following MaxL command for each BSO application and HPCM Standard Application.

```
alter database set data_cache_size 100MB
```

Related Information:

- [MOS Article - Doc ID 597972.1](#).
- [Optimizing Essbase Caches - Essbase 11g](#).
- [Run and Manage Jobs using Essbase Web Interface](#).

Hyperion Infrastructure Technology

Issue: Essbase Application Creation Fails with Fatal Error on Oracle ADB 19

Workaround: To resolve the issue,

1. Use Secure Shell (SSH) to connect to the server with the user account that installed and configured Essbase.

2. Create the folder "dbwallet"

```
$ mkdir /MIDDLEWARE_HOME/oracle_common/dbwallet
```

3. Create a Wallet using the command below:

```
$ MIDDLEWARE_HOME/oracle_common/bin/orapki wallet create -wallet  
"Wallet_location" -pwd <wallet_password> -auto_login_local
```

4. Import DB Certificates to Wallet:

```
$ MIDDLEWARE_HOME/oracle_common/bin/orakpki wallet add -wallet  
wallet_location -trusted_cert -cert certificate_location -pwd  
<wallet_password>
```

```
$ MIDDLEWARE_HOME/oracle_common/bin/orakpki wallet add -wallet  
wallet_location -trusted_cert -cert certificate_location -pwd  
<wallet_password>
```

```
$ MIDDLEWARE_HOME/oracle_common/bin/orakpki wallet add -wallet  
wallet_location -trusted_cert -cert certificate_location -pwd  
<wallet_password>
```

5. Create `sqlnet.ora` file under

```
$ MIDDLEWARE_HOME/network/admin
```

6. Add the following entries in `sqlnet.ora`:

```
NAMES.DIRECTORY_PATH= (TNSNAMES, EZCONNECT)  
SQLNET.AUTHENTICATION_SERVICES= (BEQ, TCPS, NTS)  
SSL_VERSION = 0  
SSL_CLIENT_AUTHENTICATION = FALSE  
sqlnet.encrypted_server=REQUIRED  
sqlnet.encrypted_types_server=(RC4_256,AES256,AES192,3DES168,RC4_128,AES12  
8,3DES112,RC4_56,DES,RC4_40)  
sqlnet.crypto_checksum_server=REQUIRED  
sqlnet.crypto_checksum_types_server=(MD5)  
  
WALLET_LOCATION =(SOURCE =(METHOD = FILE)(METHOD_DATA = (DIRECTORY  
= $MIDDLEWARE_HOME/dbwallet)))
```

See [Doc ID 2772035.1](#).

Issue: Unable to log into Essbase JET UI after upgrading to 11.2.15

Workaround: This behavior is expected, as JET UI is not accessible on APS servers. APS-specific properties can be modified directly on the same instance without using JET UI.

Issue:

- Config Tool does not set up Oracle HTTP Server (OHS) with Essbase aliases.
- EAS unaccessible on Oracle HTTP Server (OHS) port.

Workaround: Update the `mod_wl_ohs.conf` file.

Using a text editor, open `mod_wl_ohs.conf` file located under this folder:

EPM_ORACLE_INSTANCE/httpConfig/ohs/config/fmwconfig/components/OHS/ohs_component and add the following aliases:

```
<LocationMatch ^/essbase>
  SetHandler weblogic-handler
  WeblogicCluster essbaseServer1:9010,essbaseServer2:9010
</LocationMatch>
<LocationMatch ^/aps>
  SetHandler weblogic-handler
  WeblogicCluster essbaseServer1:9010,essbaseServer2:9010
</LocationMatch>
<LocationMatch ^/eas>
  SetHandler weblogic-handler
  WeblogicCluster essbaseServer1:9110
</LocationMatch>
<LocationMatch ^/easconsole>
  SetHandler weblogic-handler
  WeblogicCluster essbaseServer1:9110
</LocationMatch>
```

Issue: Upgrade to EPM 11.2.15 : Essbase Configuration Failed due to "temp" Space Issues

Workaround: See [Solution - Upgrade to EPM 11.2.15 : Essbase Configuration Failed due to "temp" space issues](#) to resolve this issue.

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

HFM App Creation Failure

Issue: HFM App creation fails with the following error message during the set up of HFM Version 11.2.23 on a Linux 8 environment.

EPMHFM-66054: System was unable to find data source process for app <app_name>.

Solution: Install the language packs.

Command to install the language packs:

```
sudo dnf install glibc-all-langpacks.x86_64
```

Note

Note: You must run the above command as the root user, and it must be installed on the HFM servers.

Database Connectivity Loss

If you lose database connectivity, you must resubmit any tasks that were running.

When a database connection is lost, Oracle Hyperion Financial Management tries to reconnect, with a default of five retries. In general, tasks might need to be restarted if the database connection outage is longer than five seconds.

High User Loads

In case of issues during high user load, the following changes are recommended:

1. Increase the number of maximum connections for the HsServer. Create a file called configom.properties under this directory: EPM_ORACLE_INSTANCE\config\hfm, and add these entries:
 - JhsxServerThreadPoolSize=200
 - ThriftServiceThreadPoolSize=200
2. Add the following JVM Option to the HFMWeb Service:
-Doracle.jdbc.autoCommitSpecCompliant=false

Failure Accessing Financial Management Through EPM Workspace**Issue:** You have difficulty accessing 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 *hfmpo* is the port for the web server used by Financial Management (by default, 7363):

URL	Expected Result	What to Check if the Result is Different
<code>http://web server:port/workspace/</code>	EPM Workspace splash screen is displayed, and a new browser window opens with the logon page.	<ul style="list-style-type: none"> • 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.
<code>http://hfmserver:hfmpo/hfm/hfmadf/hfm.jspx</code>	A page with light blue background is displayed.	<ul style="list-style-type: none"> • The Financial Management web server is running. • Web server configuration files point to the correct host name and port for the Financial Management web server.
<code>http://webserver:webport/hfm/</code>	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**.
9. Change the default database to the Financial Management database.
10. Click **Next**, and then click **Finish**.
11. Click **Test Data Source**.
12. When you receive the success message, click **OK**, and then click **OK** to close the dialog box.
13. Click **OK** to close the **ODBC Administrator** dialog box.

Verifying Microsoft SQL Server Authentication Settings

To verify the Microsoft SQL Server authentication setting:

1. Select **Start**, then **Programs**, then **Microsoft SQL Server**, and then **Enterprise Manager**.
2. Expand the list of Microsoft SQL Servers.

3. Right-click the database server name, and then select **Properties**.
4. Select **Security**.
5. Ensure that this Authentication option is selected: **SQL Server and Windows**.
6. Click **OK**.

Rights Required for Installation

Issue: You 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.

Loading Data to Oracle Database 19C

Issue: When loading data to Oracle Database 19c for Financial Close Management or Oracle Hyperion Financial Data Quality Management, Enterprise Edition, you see an error such as:
Caused By: `java.sql.SQLException: ORA-01502: index 'EPMFCM.ARM_BALANCES_PK' or partition of such index is in unusable state`

Or

`ERROR at line 1:ORA-01450: maximum key length (6398) exceeded`

Solution: Make sure to set `max_string_size` to standard.

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"."IMPD_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.

Problem Starting Servers After Upgrading to Release 11.2

Issue: If you're having trouble starting servers after upgrading to Release 11.2, you might have a domain name difference issue.

Solution: Modify the tables named `WL_LLR_FINANCIALCLOSE0` column `REDCORDSTR` from `<Old_Domain>//FinancialClose0` to `EPMSystem//FinancialClose0` (which is the default name). The same change is needed in `WL_LLR_TAXMANAGEMENT0`. Both environments Source and Target should be identical, even the domain names. If environments are identical, you won't run into this issue.

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/EPMSystem/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/epm/fcc/ui/page/FCCDashboard.jspx>. The default port for Financial Close Management is 8700.

For more information, see "Financial Close Management and Tax Governance Manual Configuration Tasks" in the *Oracle Enterprise Performance Management System Installation and Configuration Guide*.

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.execute(ViewRowSetImpl.java:1008)  
oracle.jbo.server.ViewRowSetImpl.executeQueryForMasters(ViewRowSetImpl.java:1291)  
oracle.jbo.server.ViewRowSetImpl.executeQueryForMode(ViewRowSetImpl.java:1221)  
oracle.jbo.server.ViewRowSetImpl.executeQuery(ViewRowSetImpl.java:1213)  
oracle.jbo.server.ViewObjectImpl.executeQuery(ViewObjectImpl.java:6097)  
^-- Holding lock: oracle.jbo.JboSyncLock@376adc6[thin lock]  
^-- Holding lock: oracle.jbo.JboSyncLock@376adc6[thin lock]  
oracle.apps.epm.fcc.model.applicationModule.scheduling.TaskScheduling$TaskCriticalPath._l  
oadPredecessors(TaskScheduling.java:1462)
```

Solution: Change three settings to increase the timeout settings for the Financial Close Management server.

1. From WebLogic Admin Server Console, select *domain name*, then **Environment**, and then **Servers**.
2. 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:

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

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.
6. Change directory to `/EPMSystem11R1/products/FinancialDataQuality/bin`.
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.

Profitability and Cost Management

Profitability and Cost Management fails to open in Workspace

Issue: In a distributed environment, when you upgrade from versions prior to 11.2.15 where Foundation and HPCM are on separate nodes (for example, from 11.2.12, 11.2.13 or 11.2.14 to 11.2.15 and then to 11.2.16 or 11.2.17) , HPCM fails to launch.

Workaround:

1. Copy the following XML file from Oracle Hyperion Foundation services machine to the Profitability machine:

MIDDLEWARE_HOME\user_projects\domains\EPMSystem\config\jms\jrfsasyncjmsmodule_profitability-jms.xml

2. Log on to the WebLogic Server Administration Console (<http://WebLogic Adminhost:WebLogic Admin port/console>).
 - a. On the **Domain Structure** panel, select **Services**, then **Messaging** and then **JMS Servers**.
 - b. Ensure that the health check for `JRFWSASyncJmsServer_Profitability0_auto_1` is displaying **OK**.
 - c. Select `JRFWSASyncJmsServer_Profitability0_auto_1` and then click **Lock & Edit**.
 - d. Click **Save** and then click on **Release Configuration**.
3. Restart WebLogic and all the services.

Cube Deployment Warning for Distributed Environments

Issue: When a cube deployment for Management Ledger Application or for Detailed Application is finished with warnings status (Release 11.2.13.0.000 or later), review the warning messages. Look for the following warning:

Invalid temporary file location. Unable to write files to <location>

Example location: <Local Drive>:\Oracle\Middleware\user_projects\epmsystem1\import_export

Solution:

1. To ascertain whether this is a distributed environment, run a deployment report and review the contents.
2. If Profitability and Cost Management is configured on one physical server but the Shared Services LCM Import-Export Location Data Directory is on another physical server, identify which of the following tasks are unfinished.
 - LCM Import-Export Location is a shared directory configured within Foundation Common Settings.
 - Foundation Common Settings uses a network user instead of a local login.
 - Both the Profitability service and the Essbase APS runs or starts with a login user with read or write permissions to the Shared LCM Import-Export Location.

 **Note**

See the [Known Issues](#) section in the [EPM System Readme](#).

Solving Issues with Profitability and Cost Management Essbase Connections

Related Topics

- [Issues with Analytic Provider Services \(APS\) Connection Type](#)
- [Registry Optimizations](#)

Issues with Analytic Provider Services (APS) Connection Type

Analytic Provider Services Installation Requirement

In distributed systems, (where Oracle Essbase is installed on a different server than Oracle Hyperion Profitability and Cost Management), Oracle Hyperion Provider Services must also be installed and configured on the Profitability and Cost Management server.

Increasing the Default WebLogic Timeout Settings to Support APS Essbase Connection Type

Oracle recommends using the "Embedded" Essbase Connection Type when possible. If you must use APS mode, you may need to increase the default WebLogic timeout settings. Follow the steps provided in "Specifying Session Timeout" section of the *Oracle Hyperion Provider Services Administration Guide*.

Changing the Connection Type to Embedded Mode

If you receive a network error when using the APS 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 the **Save** icon.

Registry Optimizations

Setting the JVMOption for Embedded Connection Type

If you are experiencing difficulties using the "embedded" Connection Type mode in Oracle Hyperion Profitability and Cost Management to connect to Oracle Essbase (especially in distributed configurations), you must set the environment variable `ESS_ES_HOME` as a JVMOption in order for Profitability and Cost Management to point to any local folder which contains two empty folders called `bin` and `data`.

- If APS is installed on the system, set `ESS_ES_HOME` to the same value as the `APS_HOME` environment variable. (`APS_HOME` should have the required folder structure.)
- If APS is not installed, set `ESS_ES_HOME` to any folder which contains empty `bin` and `data` folders

 **Note**

No changes are required if you are using the "APS" Connection Type mode.

To set the JVMOption for the Embedded Connection Type:

1. Stop the Profitability and Cost Management server.
2. Edit the Windows registry for `HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Profitability0\HyS9HyS9PftWeb`.
3. Add a `JVMOptionX` (where `X` is the next integer, based on the existing number of `JVMOptions`). For example, if the current `JVMOptionCount` is set to decimal 17, then add `JVMOption18`.
4. Set the string value for the new `JVMOptionX` to `-DESS_ES_HOME=<folder-name>`, where `folder name` is the name of the folder that contains the empty `bin` and `data` folders.
5. Increment the `JVMOptionCount` to the next integer. For example, if `JVMOption18` is added, then set `JVMOptionCount` to decimal 18.
6. Start the Profitability and Cost Management server.

Setting for a High Rate of Network Connections for Windows

To improve the ability of the Windows operating system to deal with a high rate of network connections:

1. From the Windows Registry, navigate to:

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TCPIP\Parameters`

2. Add or modify the following registry entries:

- `TcpTimedWaitDelay` - Set this to a low value (for example, 30) for the sockets to be released quickly. This `DWORD` value ranges between 30-300.
- `MaxUserPort` - Set this to a high value (for example, 33000) to increase the total number of sockets that can be connected to the port. This is a `DWORD` value.

CAUTION: Before modifying these parameters, refer to the Microsoft Windows operating system documentation for more details.

3. Reboot the system for the changes to take effect.

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.

OPatch Tips and Solutions

Related Topics

- [OPatch Versions By EPM Release](#)
- [Java Versions By EPM Release](#)
- [Verifying Status](#)
- [Common Error Messages](#)
- [Patch Conflicts](#)

OPatch Versions By EPM Release

The following table lists the OPatch versions bundled with each Oracle EPM release, providing a quick reference for version compatibility and updates.

Table 10-1 OPatch Versions by EPM Release

EPM Release	OPatch Version
11.2.22	13.9.4.2.19
11.2.21	13.9.4.2.18
11.2.20	13.9.4.2.17
11.2.19	13.9.4.2.16
11.2.18	13.9.4.2.15
11.2.17	13.9.4.2.14
11.2.16	13.9.4.2.14
11.2.15	13.9.4.2.13

Java Versions By EPM Release

The following table lists the Java versions bundled with each Oracle EPM release, providing a quick reference for version compatibility and updates.

Table 10-2 OPatch Versions by EPM Release

EPM Release	Java Version
11.2.22	Java 8 Update 451
11.2.21	Java 8 Update 441
11.2.20	Java 8 Update 431
11.2.19	Java 8 Update 421
11.2.18	Java 8 Update 411
11.2.17	Java 8 Update 401
11.2.16	Java 8 Update 391

Table 10-2 (Cont.) OPatch Versions by EPM Release

EPM Release	Java Version
11.2.15	Java 8 Update 381

Verifying Status

Issue: Status of individually applied OPatches and it's version is not displayed.

Solution 1: Check the status of the applied OPatches by verifying the version in Oracle Enterprise Performance Management System Workspace:

Open **Oracle Enterprise Management System Workspace**, click **Help > About Oracle Enterprise Performance Management System Workspace > Fusion Edition > Show Details**.

Solution 2: Check the inventory for applied OPatches:

1. If you have applied Oracle Enterprise Performance Management (EPM) OPatches, you can check the inventory for EPM OPatches using the command below:

① Note

Before running this command, ensure that you change the directory from the command line to :<MIDDLEWARE_HOME>\EPMSystem11R1\OPatch

- You must enter the following command in one line.

On **Windows**: opatch lsinventory -oh <MIDDLEWARE_HOME>\EPMSystem11R1 | findstr /i /L /c:"Patch"

- On **Linux**: opatch lsinventory -oh <MIDDLEWARE_HOME>\EPMSystem11R1 | grep "Patch[][]"

Sample Output:

```
D:\Oracle\Middleware\EPMSystem11R1\OPatch lsinventory -oh
D:\Oracle\Middleware\EPMSystem11R1\OPatch | findstr /i /L /c:"Patch"
Patch 33727616 : applied on Sun Feb 20 23:39:56 PST 2022
Patch 33678607 : applied on Sun Feb 20 23:36:01 PST 2022
Patch 33093748 : applied on Sun Feb 20 23:35:18 PST 2022
Patch 32720458 : applied on Sun Feb 20 23:34:51 PST 2022
```

2. If you have applied Oracle Fusion Middleware (FMW) OPatches, you can check the inventory for FMW OPatches, using the command below:

① Note

Before running this command, ensure that you change the directory from the command line to : <MIDDLEWARE_HOME>\OPatch

- You must enter the following command in one line.

On **Windows**: opatch lsinventory -oh <MIDDLEWARE_HOME> | findstr /i /L /c:"Patch"

- On **Linux**: `opatch lsinventory -oh <MIDDLEWARE_HOME> | grep "Patch[][]"`

Sample Output:

```
Oracle Interim Patch Installer version 13.9.4.2.7
OPatch version      : 13.9.4.2.7
OPatch detects the Middleware Home as "D:\Oracle\Middleware"
Patch 33727616      : applied on Tue Apr 12 19:02:01 EDT 2022
Unique Patch ID: 24578917
Patch description: "WLS PATCH SET UPDATE 12.2.1.4.220105"
Patch 33678607      : applied on Tue Apr 12 18:59:04 EDT 2022
Unique Patch ID: 24558585
Patch description: "RDA release 20.4-20211126 for OFM SPB"
Patch 33093748      : applied on Tue Apr 12 18:58:36 EDT 2022
Unique Patch ID: 24325771
Patch description: "One-off"
Patch 32720458      : applied on Tue Apr 12 18:58:19 EDT 2022
Unique Patch ID: 24558359
Patch description: "JDBC 19.3.0.0 FOR CPUJAN2022 (WLS 12.2.1.4, WLS 14.1.1)"
Patch 1221412       : applied on Tue Apr 12 18:57:54 EDT 2022
Unique Patch ID: 24516660
Patch description: "Bundle patch for Oracle Coherence Version 12.2.1.4.12"
Patch 33697227      : applied on Tue Apr 12 18:54:58 EDT 2022
Unique Patch ID: 24560598
OPatch succeeded.
```

Solution 3: Check the summary and detail logs:

1. You can check the `ApplyUpdateSummary.log` or `ApplyUpdateDetail-
<Day>.<DD>.<MM>.<YYYY>-<HH>.<MI>.<SS>.log` after running the `ApplyUpdate` Script.

Table 10-3 Summary and Detail log

Script	Summary Log File Name	Detail Log File Name	Location
ApplyUpdate	ApplyUpdateSummary.log	ApplyUpdateDetail- <Day>.<DD>.<MM>.<YYYY>- <HH>.<MI>.<SS>.log	<EPM_ORACLE_HOME>/diagnostics/logs/install/

2. You can check the `RollbackUpdateSummary.log` or `RollbackUpdateDetail-
<Day>.<DD>.<MM>.<YYYY>-<HH>.<MI>.<SS>.log` after running the `RollbackUpdate` Script.

Table 10-4 Summary and Detail log

Script	Summary Log File Name	Detail Log File Name	Location
RollbackUpdate	RollbackUpdateSummary.log	RollbackUpdateDetail- <Day>.<DD>.<MM>.<YYYY>- <HH>.<MI>.<SS>.log	<EPM_ORACLE_HOME>/diagnostics/logs/install/

Solution 4: Check the OPatch logs:

`ApplyUpdate` internally uses OPatch mechanism to apply the OPatches. After the release update status of each product, the FMW patches can also be checked in OPatch logs under below location:

FMW OPatch log location:

<MIDDLEWARE_HOME>\cfgtoollogs\opatch

Product OPatch log location:

<EPM_ORACLE_HOME>\cfgtoollogs\opatch

Common Error Messages

Inventory is locked during Apply Update

Issue: During Release Update, OPatch inventory may get locked in the following scenarios:

1. When running `ApplyUpdate` one or more services were running.
2. `ApplyUpdate` process is hung due to some OPatch issue .
3. Files or folders which needs to be patched are open by some other processes.

[Error during Oracle Home discovery Phase].

Detail: OPatchSession cannot load inventory for the given Oracle Home
C:\Oracle\Middleware\EPMSystem11R1.

Possible causes are:

No read or write permission to `ORACLE_HOME/.patch_storage`

Central Inventory is locked by another OUI instance

No read permission to Central Inventory

The lock file exists in `ORACLE_HOME/.patch_storage`

The Oracle Home does not exist in Central Inventory

Solution: Find and delete the locks under:

1. `<MIDDLEWARE_HOME>\.patch_storage`
2. `<MIDDLEWARE_HOME>\EPMSystem11R1\patch_storage`
3. `<ORACLE_INVENTORY_DIR>\Inventory\` (locks folder should be deleted)

Note

If a file or folder is being used by some other process, close the application or kill the process and re-run the `ApplyUpdate` script again.

Release Update is run when product is not installed in the environment

Issue: During Release Update if a specific product is not installed in the environment and if `ApplyUpdate.ps1` | or `ApplyUpdate.sh` is run, you will see a warning in the summary and the detail log:

Summary log

2022/04/05 08:56:36 WARN Failed to apply EssbaseServer OPatch. Check OPatch log for more details

Detail log

The details are:

Patch 33485383: Required component(s) missing : [oracle.epmsystem.essbase.server, 11.1.2.4.0]

[Error during Prerequisite for apply Phase]. Detail: OPatch failed during prerequisite

checks:
Prerequisite check "CheckApplicable" failed.
System is intact, OPatch will not restore the system
Recommended actions : This patch requires some components to be installed in the home.
Either the Oracle Home doesn't have the components or this patch is not suitable for
this Oracle Home.
OPatch failed with error code = 39

Solution: In this case, OPatch (which is internally used by `ApplyUpdate` script) automatically detects that the product is not installed and skips applying this patch. You will see the following message in the `ApplyUpdateDetail-<date>.log`

```
Patch 33485383: Required component(s) missing : [ oracle.epmsystem.essbase.server,
11.1.2.4.0 ]
[Error during Prerequisite for apply Phase]. Detail: OPatch failed during prerequisite
checks:
Prerequisite check "CheckApplicable" failed.
System is intact, OPatch will not restore the system
Recommended actions : This patch requires some components to be installed in the home.
Either the Oracle Home doesn't have the components or this patch is not suitable for
this Oracle Home.
OPatch failed with error code = 39
```

Release Update is run when product is already updated

Issue: During Release Update if a specific product OPatch is already applied in the environment and if `ApplyUpdate.ps1` | or `ApplyUpdate.sh` is run, you will see a warning in the summary and the detail log:

```
Summary log
2022/04/05 23:17:47 WARN Failed to apply EssbaseServer OPatch. Check OPatch log for more
details

Detail log
The following patch(es) are already installed in the Oracle Home.
[33485386]
Please roll back the existing identical patch(es) first.
```

Solution: In this case, OPatch (which is internally used by `ApplyUpdate` script) automatically detects that the product or FMW OPatch is already installed/applied and skips applying this patch. You will see the following message in the `ApplyUpdateDetail-<date>.log`

```
The following patch(es) are already installed in the Oracle Home.
[33485386]
Please roll back the existing identical patch(es) first.
```

Issue:

1. Unable to run FR (Financial Reporting) reports after applying WebLogic CPU OCT 2022 Patches.
2. HTML reports are not accessible after rollback of 11.2.12 patches.

Solution:

1. Create a new directory, for example : Oracle/Middleware/EPMSystem11R1/
products/financialreporting/lib/owasp-esapi/resources.
2. Copy all the properties files (*.properties) from Oracle/Middleware/
EPMSystem11R1/products/financialreporting/lib/resources/esapi to the
newly created directory.

3. Edit the ESAPI.properties and update ESAPI.Logger entry as follows:

```
ESAPI.Logger=org.owasp.esapi.logging.slf4j.Slf4JLogFactory
```

4. Restart all the services.

Patch Conflicts

Apply 11.2.12 fails with patch conflict for Infra Patch

Issue: During 11.2.12 Release Update, If RUE 34920975 is applied on the environment, Infra patch will conflict with RUE 34920975. You will see a warning in the summary and detail log:

```
Summary log
023/02/01 17:31:29 WARN Failed to apply Infra OPatch. Check Opatch log for more details

Detail log
OPatch failed during prerequisite checks: ApplySession exits on request
System is intact, OPatch will not restore the system
-----
The following warnings have occurred during OPatch execution:
1) OUI-67619:Interim patch 34747247 conflict with patch(es) [34920975] in
the Oracle Home
```

Solution: Rollback one off infra patch no 34920975 and then Apply 11.2.12 Release update.

Apply 11.2.12 fails with patch conflict for FDMEE Patch

Issue: During 11.2.12 Release Update, If RUE 34812016 is applied on the environment, FDMEE patch will conflict with RUE 34812016. You will see a warning in the summary and detail log:

```
Summary log 2023/02/01 17:32:52 WARN Failed to apply FDMEE OPatch. Check Opatch log for
more details

Detail log
Patch failed during prerequisite checks: ApplySession exits on request
System is intact, OPatch will not restore the system
-----
The following warnings have occurred during OPatch execution:
1) OUI-67619:Interim patch 34765144 conflict with patch(es) [34812016] in
the Oracle Home
```

Solution: Rollback one off FDMEE patch no 34812016 and then Apply 11.2.12 Release update.

Apply JAN 2023 CPU patch fails with patch conflict

Issue: When applying JAN 2023 CPU on EPM 11.2.8, it might fail with patch conflict on ADF Bundle Patch 12.2.1.4.210903 33313802

Error:

```
...
Following patches have conflicts: [ 33313802 34879707 ]
...
Log file location:
D:\Oracle\Middleware\cfgtoollogs\opatch\opatch2023-02-03_16-28-37PM_1.log
OPatch failed with error code = 73
```

Solution: ADF BUNDLE PATCH 12.2.1.4.230103 needs to be applied before applying WLS STACK PATCH BUNDLE 12.2.1.4.230112.

Conflicts between 11.2.16+ patches and older EPM patches.

Issue: Using the `ApplyUpdate.ps1 -verify` command reveals conflicts between 11.2.16+ patches and older EPM patches.

Solution:

1. Stop all the EPM Services.
2. Back up `comps.xml` file located under:

MIDDLEWARE_HOME\EPMSystem11R1\inventory\ContentsXML

3. Remove the `oneoffs` folder located under:

MIDDLEWARE_HOME\inventory\oneoffs

For example: <Local Drive>:\Oracle\Middleware\EPMSystem11R1\inventory\oneoffs

4. a. Edit `comps.xml` file located under:

MIDDLEWARE_HOME\inventory\ContentsXML\comps.xml

For example: <Local Drive>:\Oracle\Middleware\EPMSystem11R1\inventory\ContentsXML\comps.xml

- b. Locate `<ONEOFF_LIST>` and delete all rows up to `</ONEOFF_LIST>`

```
<ONEOFF_LIST>
</ONEOFF_LIST>
```

5. Use the roll back command to manually roll back the OHS patch 34840232. Ensure that you run the following OHS command only from the OHS home location:

- Windows - <Local Drive>: /Oracle/Middleware/ohs/OPatch> opatch.bat rollback -id 34840232 -oh C:/Oracle/Middleware/ohs
- Linux - /Oracle/Middleware/ohs/OPatch> ./opatch rollback -id 34840232 -oh /Oracle/Middleware/ohs

11

Troubleshooting On-Premise EPM Issues

This section provides troubleshooting tips for various Oracle Hyperion Enterprise Performance Management issues.

Resolving Installer Issues

Related Topics

- [Resolving OHS Installation Issues](#)

Resolving OHS Installation Issues

In case of OHS Installation failure, perform the following steps:

Table 11-1 Verify and Reinstall OHS

Step	Details
Verify OHS Installation	Check if Oracle HTTP Server (OHS) is fully installed under <code>MIDDLEWARE_HOME/ohs</code> . You can compare the number of folders with a working environment to verify if the installation is complete.
Check TMP Space	OHS Installation may fail if: <ol style="list-style-type: none">1. There is insufficient memory in TMP directory.2. The noexec flag is enabled on TMP mount. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"><p>ⓘ Note Ensure that there is adequate space in TMP and to remove the noexec setting before installation.</p></div>
Reinstall OHS using EPM Installer	If the existing OHS folder appears corrupted, rename the folder (for example, <code>MIDDLEWARE_HOME/ohs_test</code>) before reinstalling OHS.

For information on manual OHS installation, see [Installing OHS Manually](#).

Installing OHS Manually

Note

Before proceeding with manual installation, check if a working backup is available. If no backup exists, you may copy the `OHS` folder from another similar and working environment. Ensure that the user who installed `OHS` in the source environment is the same as the user in the current environment, and that the `MIDDLEWARE_HOME` path is identical.

If these options are not available, proceed with manual installation using the steps:

Table 11-2 Verify and Reinstall OHS

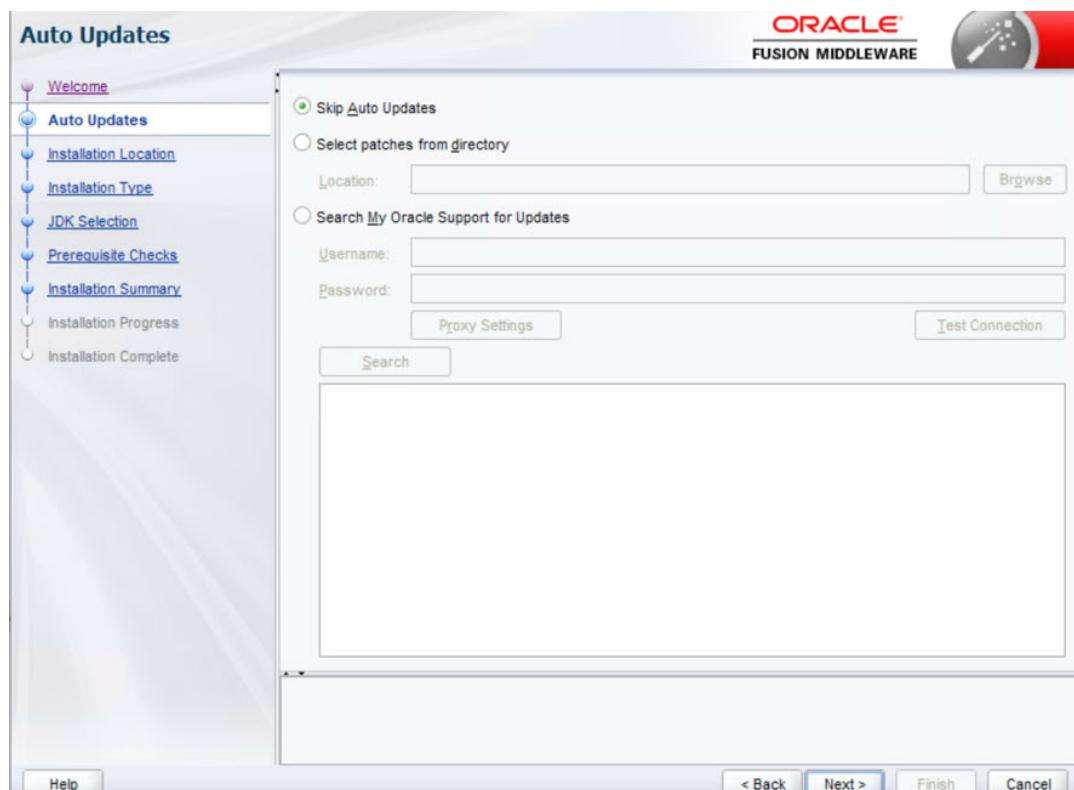
Step	Details
Manual OHS Installation (If EPM Installer option is unavailable)	To manually install OHS: <ol style="list-style-type: none">1. Navigate to the directory containing the downloaded OHS installer files.<ul style="list-style-type: none">• Windows: Run <code>installer_files>\ohs_patchset\Disk1\setup.exe</code>• Linux: Run <code>installer_files>\ohs_patchset\Disk1\runInstaller</code>2. Rename the <code>OHS</code> folder under <code>MIDDLEWARE_HOME</code> if it is partially installed.

The following screens will walk you through the installation process:

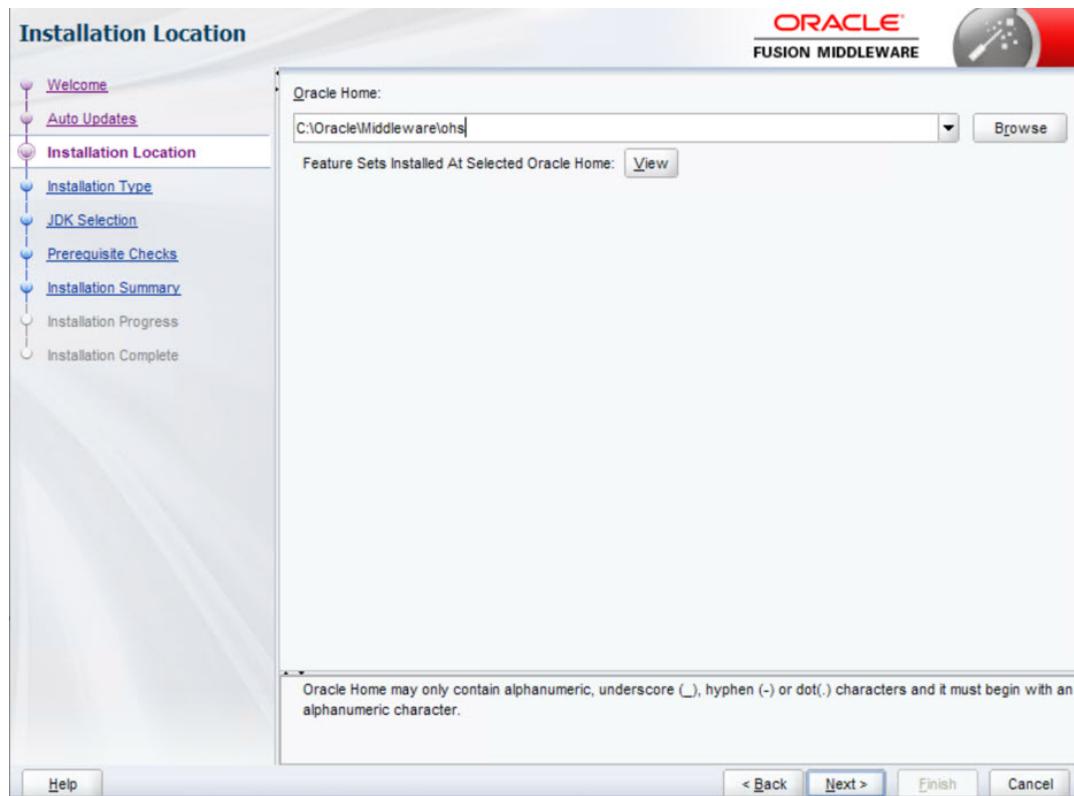
1. Launch Windows or Linux installer to proceed with the installation process.



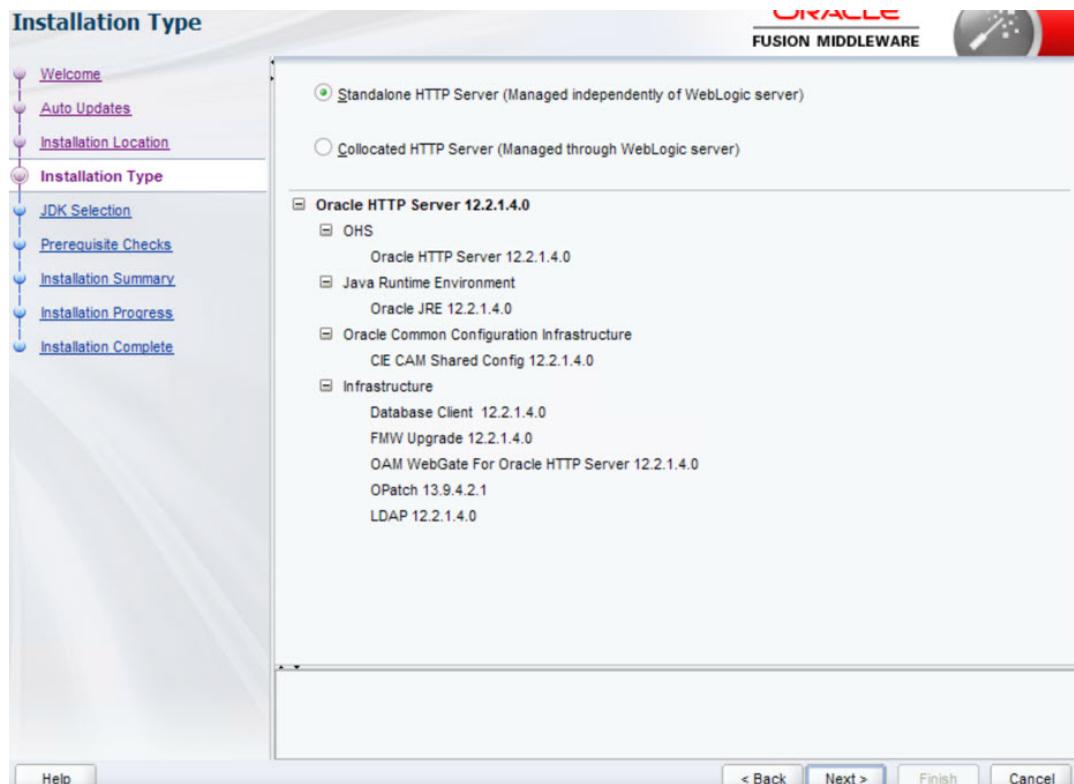
2. Select the **Skip Auto Updates** option, then click **Next**.



3. Select the Oracle home directory for OHS installation. It must be *MIDDLEWARE_HOME/ohs*.



4. Select **Standalone HTTP Server (Managed independently of WebLogic server)** option, then click **Next** to proceed with the installation.



Resolving Configuration Issues

Related Topics

- [Resolving Essbase Configuration Issues](#)

Resolving Essbase Configuration Issues

In case of Essbase Configuration failure, perform the following steps:

1. Table 11-3 Check Export Status

Step	Details
Check if export operation is successful	<p>a. Navigate to the following path to verify export status</p> <p>MWH\EPMSystem11R1\common\utilities\EssbaseLCMUtility\EssbaseUpgradeStatus.xml</p> <p>b. Within the <task> tag in EssbaseUpgradeStatus.xml, confirm the message:</p> <p><message>Essbase applications are exported successfully</message></p>

a. Table 11-4 If Export has failed

Step	Details
Possible Reasons	<ul style="list-style-type: none">• OPMN startup issue• /tmp space issue• Drive space issue• Application size greater than 40 GB

Table 11-4 (Cont.) If Export has failed

Step	Details
Review Essbase 11.1.2.4 if Essbase has failed due to /opmn issue.	<p>Review essbaseupgrade.log</p> <pre>[2024-09-03T19:28:57.078+02:00] [essbase] [ERROR] [] [oracle.essbase.lcm.essbaseupgrade] [tid: 1] [ecid: 0000P6svfFbAXNt_kdH7iZlapoTP000001 ,0] [SRC_CLASS: oracle.essbase.lcm.essbaseupgrade. UpgradeMessageHandler] [SRC_METHOD: errorMessage] Error: Oracle Home is not valid: C:\Oracle\Middleware\EPMSystem1R1 [2024-09-03T19:28:57.078+02:00] [essbase] [ERROR] [] [oracle.essbase.lcm.essbaseupgrade] [tid: 1] [ecid: 0000P6svfFbAXNt_kdH7iZlapoTP000001 ,0] [SRC_CLASS: oracle.essbase.lcm.essbaseupgrade. UpgradeMessageHandler] [SRC_METHOD: errorMessage] Error: Oracle Instance is not valid: C:\Oracle\Middleware\user_projects \epmsystem1</pre>
	<p>Workaround:</p>
	<p>Fix the OPMN Startup issue before proceeding with Essbase 21c configuration.</p>
Review Essbase 11.1.2.4 if Essbase has failed due to the /tmp space issue.	<p>Review essbaseupgrade.log</p> <pre>[2024-02-29T22:50:44.483+00:00] [essbase] [ERROR] [] [oracle.essbase.lcm.essbaseupgrade] [tid: 1] [ecid: 0000Orr3Cnm7IB4MRUN6EP1_sG_f000001 ,0] [SRC_CLASS: oracle.essbase.lcm.essbaseupgrade. UpgradeMessageHandler] [SRC_METHOD: errorMessage] Error [/Databases/MAIN,Data]:Cannot get olap file object. Essbase Error(-1): No space left on device</pre>

Table 11-4 (Cont.) If Export has failed

Step	Details
	<p>Workaround:</p> <ul style="list-style-type: none"> i. Upgrade to Version 11.2.15. See Upgrade to EPM 11.2.15 Essbase Configuration Failed due to 'temp' Space Issues' (Doc ID 3018481.1) for more details. ii. Increase /tmp size and drive space. See Impact of Essbase 21c on EPM 11.2.15 for more details.

b. Table 11-5 Create Database Schema Failure: Analysis

Step	Details
Verify the Export success	<p>Review the file EssbaseUpgradeStatus.xml and check</p> <p>MWH\user_projects\epmsystem1\diagnostics\logs\config\configtool.log</p> <ul style="list-style-type: none"> i. Search for: "Printing all variables". ii. Scroll down to identify the possible reason for the failure.
Review: Phase - Create Database Schemas Failure	<p>Error in configtool.log file as shown below:</p> <p>Name:ADMIN_SERVER_PORT, value:7010 Name:ADMIN_USERNAME, value:epm_admin Progress is started Phase Create Database Schemas is in status IN_PROGRESS Phase Create Database Schemas is in status FAILED</p>
Action	Verify if RCUSchema.properties is updated properly.
Possible reasons	<ul style="list-style-type: none"> i. Sysdbuser does not have the required privileges to create RCU schema for Essbase. ii. dburlEssbase is not updated correctly in RCUSchema.properties file. iii. SchemaPrefixEssbase can have a maximum of 12 alphanumeric characters iv. rcuPassword can only support special characters: \$ # _ v. EPM Admin password must not include characters other than \$ # _

2. Table 11-6 Create Database Domain Failure: Analysis

Step	Details
Review: Phase - Create Domain failure	Error in configtool.log file as shown below: Name:ADMIN_SERVER_PORT, value:7010 Name:ADMIN_USERNAME, value:epm_admin Progress is started Phase Create Database Schemas is in status IN_PROGRESS Phase Create Database Schemas is in status PASSED Phase Create Domain is in status IN_PROGRESS Phase Create Domain is in status FAILED
Problem	Ensure that Essbase is properly installed and the Essbase OPatch has been successfully applied.
Action	Try reinstalling Version 11.2.15 and follow the below doc before attempting Essbase21C configuration Document 3027269.1
Possible reason	Essbase OPatch has failed.

Resolving Start Up Issues

Related Topics

- [Resolving OHS Start Up Issues](#)

Resolving OHS Start Up Issues

Note

- The OHS service depends on the Node Manager. Ensure that the Node Manager is up and running.
- If the Node Manager fails to start, review the logs located under:

[EPM_ORACLE_INSTANCE]\httpConfig\ohs\nodemanager

OHS Startup Failure Scenarios

Table 11-7 Scenario 1: Startup Failure During Sequential Update

Step	Details
OHS Installation	Ensure that the OHS installation was completed successfully.

Table 11-7 (Cont.) Scenario 1: Startup Failure During Sequential Update

Step	Details
Middleware_Home directory structure	<ul style="list-style-type: none"> • Ensure the Middleware_Home/ohs directory contains all the necessary subfolders, matching a known working environment. If not, copy them from a working environment. • Middleware_Home/ohs/lib should have all the required libraries. If startup error points to any missing libraries, copying this folder from a working environment can resolve the issue.
OPatch Version	Verify the OPatch version under Middleware_Home/ohs. It should match the version required for the current release to confirm that the OPatch upgrade was successful.
ApplyUpdate Summary Log	<p>Review the ApplyUpdate Summary Log for any OHS patch failures or conflicts. For more details, refer to the ApplyUpdate details log.</p> <p>If conflicts are found:</p> <ol style="list-style-type: none"> 1. Rollback the conflicting OPatch. 2. Re-Run ApplyUpdate.

Table 11-8 Scenario 2: Startup Failure During Sequential Update When OHS CPU Patches Were Applied by the User

Step	Details
OHS Installation	<p>Ensure that the OHS installation was completed successfully.</p> <ul style="list-style-type: none"> • Insufficient TMP space can cause installation failures. Ensure that there is adequate space in TMP directory • On Linux machines, installation may fail if the noexec flag is set on the TMP directory. Remove the noexec flag and reinstall OHS manually.
OPatch Version	Verify the OPatch version under Middleware_Home/ohs. It should match the version required for the current release to confirm that the OPatch upgrade was successful.
ApplyUpdate Summary Log	<p>Review the ApplyUpdate Summary Log for any OHS patch failures or conflicts. For more details, refer to the ApplyUpdate details log.</p> <p>If conflicts are found:</p> <ol style="list-style-type: none"> 1. Rollback the conflicting OPatch. 2. Re-Run ApplyUpdate.

Table 11-8 (Cont.) Scenario 2: Startup Failure During Sequential Update When OHS CPU Patches Were Applied by the User

Step	Details
Manually installed OHS CPU Patches	<p>If the OHS CPU Patches were manually installed, verify if the following sequence was followed:</p> <ul style="list-style-type: none"> • Was OPatch upgraded to the supported version? • Was database client upgraded to the required version before applying the the OHS CPU patches? • Were all the OHS CPU patches applied after the database client installation, as specified in the Fusion Middleware documentation? <ul style="list-style-type: none"> — FMW.OHS — FMW.OHS.DBRU — FMW.OHS.OSS — FMW.OHS.VS — FMW.OHS.OPSS
OHS CPU Patches applied without database client	<p>If the OHS CPU patch was applied without the required database client:</p> <ul style="list-style-type: none"> • Rollback the OHS CPU patch. • if Rollback is not possible, check if a backup of the OHS installation exists. <ul style="list-style-type: none"> — If available, restore from backup. — If not, copy the <code>ohs</code> folder from another working environment with the same version. — If no backup exists and recovery from another system is not possible, contact Oracle support.