

Oracle Diagnostics For Functional Users

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Objectives

The latest version of Oracle Diagnostics provides tests accessible within the E-Business suite to analyze application setup, configuration and data issues. In many cases, these tools allow functional users to proactively avoid problems or reactively resolve problems in a shorter timeframe without involvement from technical resources or Oracle Support. This document will cover the types of tests available, where to find tests for specific applications, guidelines for determining which test to run and instructions for some of the most frequently used tests.

Objectives include:

- Gain familiarity with how to access Oracle Diagnostics and run available tests
- Learn to use diagnostic reports to analyze and correct functional issues
- Learn to use diagnostic reports to validate setups
- Upload reports to Oracle Support

Assumptions and Environment

Details in this document are based on an E-Business Suite environment version 11.5.10.2 with Applications Technology Patch (11i.ATG_PF.H RUP4). The latest diagnostic patch was applied as identified in MetaLink note 167000.1.

Oracle Diagnostics Overview

Access to Diagnostics

- Diagnostics are accessed via the following Navigation Paths
 - Oracle Applications Manager (OAM) → Diagnostics
 - Oracle Diagnostics Tool Responsibility
 - CRM HTML Administration Responsibility → Setup → Diagnostics
 - http://<domain_name>/OA_HTML/jtflogin.jsp

Types/Grouping of Diagnostic Tests

- Diagnostic tests are grouped by application then grouped by type of test. Diagnostic reports that are grouped correctly make it easier for users to find reports. For most applications, tests are grouped as follows:
 - Setup– required setups, validity of existing setups, mutual exclusion issues
 - Activity – details related to a specific activity (e.g. Period Closing Tests)

- Data Collection – application and system data. Use to validate conversions and upgrades. (e.g. Invoices, Workflow Item Errors, Active Users)
- Other groupings are created as appropriate for applications such as Application Object Library (FND) Some examples include:
 - Workflow Tests/Mailer Tests – check technology, versions, patching and other settings
 - Security – validates security settings follow best practices
 - Database Tests – check for table locks
 - XML Gateway Test – checks setups
- Oracle has also included functionality to create custom reports which can be grouped as needed. Instructions to create custom diagnostic reports are located in the Oracle Applications Supportability Guide available on MetaLink.

Applications with Diagnostics/Groupings

- Diagnostic tests grouped into logical functional areas are shown on the next page.
- The number of tests is a hyperlink to the tests for the functional area specified. Choose the General Ledger Application by clicking on the **9** next to the General Ledger Application or using the drop down list of values.

Oracle Diagnostics for Functional Users



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ORACLE
Diagnostics

Logout Help

Home Basic Advanced Configuration

Summary LogViewer Search Batch Process Test Sets

Application HTML Platform

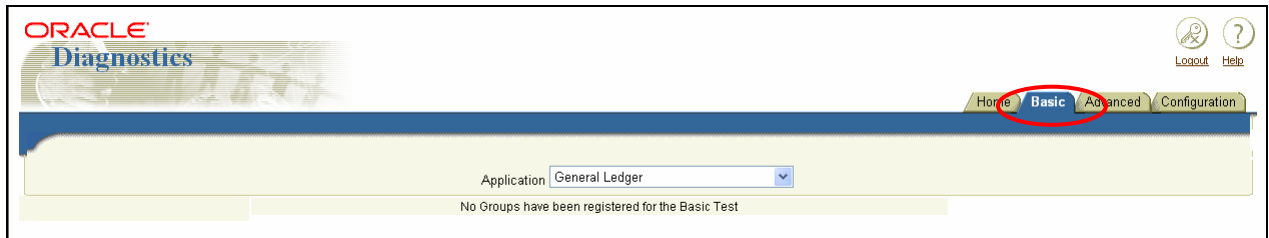
Diagnostics Summary

Description: This is a summary of all the registered tests for each application. Tests in the basic mode run with default input values, and in advanced mode prompt the user for input values.

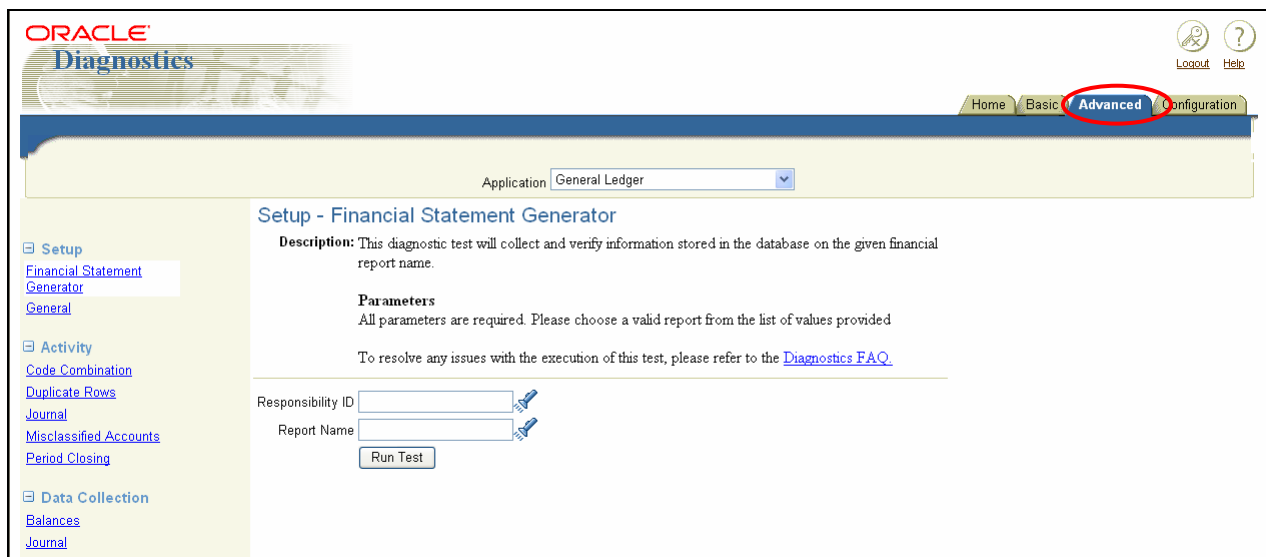
Test Summary		Failures in Past Week		
Application	Registered Tests	Application	Group	Test Date
HTML Platform	9	No Failures found in Past Week		
Advanced Pricing	3			
Alert	1			
Application Object Library	91			
Applications DBA	11			
Assets	5			
CRM Foundation	41			
Cash Management	2			
Collections	1			
Contracts Core	1			
Cost Management	8			
Email Center	10			
Field Service	2			
Field Service/Laptop	6			
Field Service/Palm	7			
General Ledger	9			
Global Accounting Engine	3			
Grants Accounting	2			
Human Resources	19			
Incentive Compensation	2			
Install Base	2			
Inventory	10			
Lease Management	4			
Marketing	11			
Mobile Application Foundation	7			
Number Portability	1			
Order Capture	1			
Order Management	3			
Payables	15			
Process Manufacturing Logistics	1			
Projects	17			
Provisioning	4			
Public Sector Financials International	5			
Purchasing	20			
Quoting	2			
Receivables	21			
Sales	2			
Sales Online	21			
Self-Service Web Applications	6			
Service	4			
Service Contracts	2			
Shipping Execution	1			
Student Systems	1			
TeleSales	18			
Universal Work Queue	17			
Warehouse Management	2			
Work in Process	8			
XML Gateway	1			
e-Commerce Gateway	1			
iPayment	1			
iStore	1			

Click here to go to Diagnostic reports for General Ledger or use the drop down list above.

- Basic Mode Tab vs. Advanced Mode Tab - Basic tests do not accept parameters. Default parameters can be set by navigating to Configuration → Inputs. Advanced tests accept parameters at run time.
- Below is an example of the Basic Tests tab for General Ledger.



- There are few basic tests registered for most functional applications since parameters are generally needed for functional tests.
- Navigate to the advanced tab to see other tests. For example, General Ledger Advanced Diagnostics includes three groups – Setup, Activity and Data Collection.

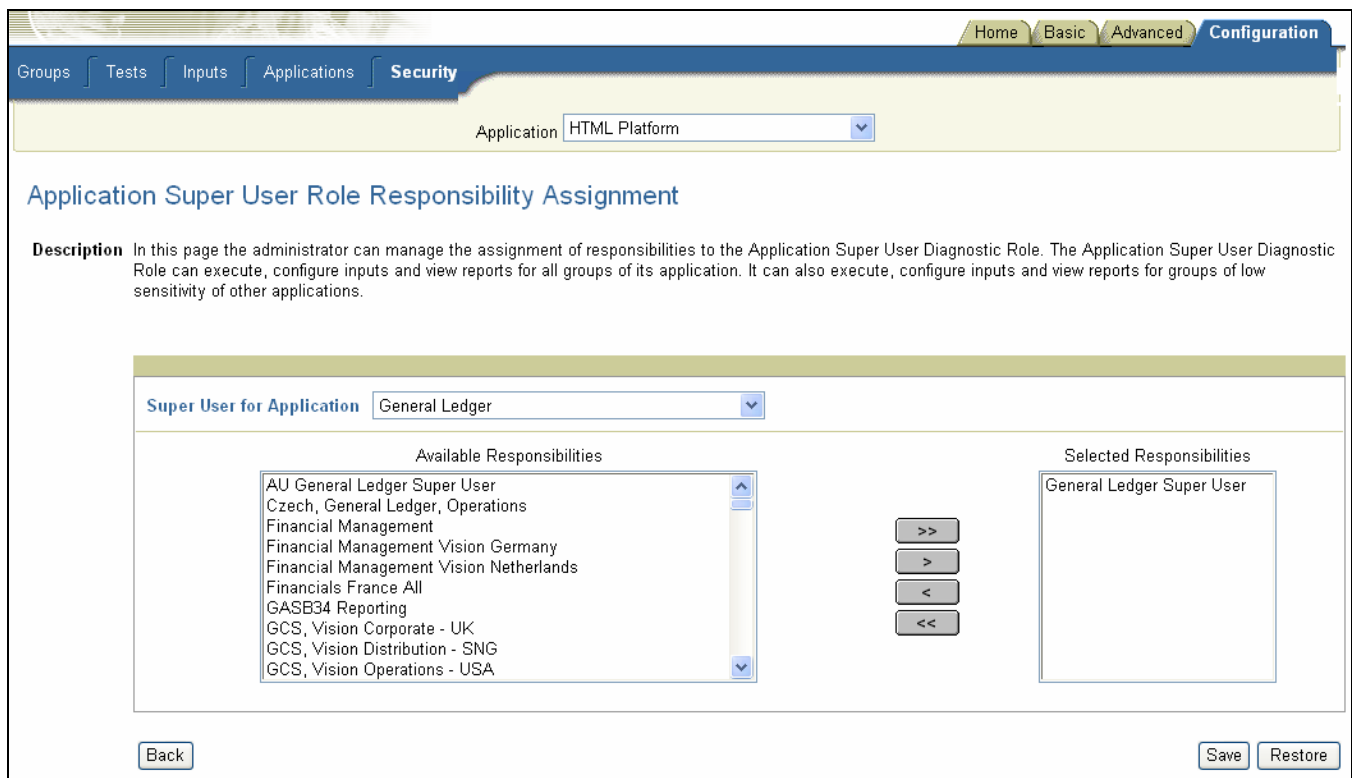


Security for Diagnostics

- Security - Security for diagnostics allows application users to run tests only for applications where they have an active responsibility. For example, running the *General Ledger General Setup* test is only allowed for users who have a *General Ledger* responsibility. A second security layer allows additional privileges for superusers.
- Roles - Diagnostic roles determine the set of operations that can be performed on test groups, based on the sensitivity of the test group. The sensitivity of the test group (high, medium or low) is determined by the developer of the test and can be changed by navigating to Configuration → Groups as described earlier in this paper. To assign a

diagnostic role to a responsibility, navigate to Configuration → Security. Choose the diagnostic role, and then choose the application. Select responsibilities to grant permission. The diagnostic roles and tests authorized by the diagnostic roles are as follows:

- Super User – User *SYSADMIN* and responsibility *CRM HTML Administration*
 - All tests - All registered applications – Has permission to execute tests, perform configuration, view reports and set up security
- Application Super User
 - Medium/Low Sensitivity – All applications - Has permission to execute tests, configure results and view reports
 - Authorized applications - Has permission to execute tests, perform configuration, view reports, and set up security
- End User
 - Low Sensitivity – All applications - Has permission to execute tests and configure results



The screenshot shows the Oracle Configuration interface. At the top, there are tabs for Home, Basic, Advanced, and Configuration. Below these is a navigation bar with Groups, Tests, Inputs, Applications, and Security. The Security tab is active. A dropdown menu shows 'Application' set to 'HTML Platform'. The main heading is 'Application Super User Role Responsibility Assignment'. Below this is a 'Description' section. The main content area has a dropdown for 'Super User for Application' set to 'General Ledger'. There are two columns: 'Available Responsibilities' and 'Selected Responsibilities'. The 'Available Responsibilities' list includes: AU General Ledger Super User, Czech, General Ledger, Operations, Financial Management, Financial Management Vision Germany, Financial Management Vision Netherlands, Financials France All, GASB34 Reporting, GCS, Vision Corporate - UK, GCS, Vision Distribution - SNG, and GCS, Vision Operations - USA. The 'Selected Responsibilities' list contains 'General Ledger Super User'. Between the columns are four buttons: '>>', '>', '<', and '<<'. At the bottom, there are 'Back', 'Save', and 'Restore' buttons.

- Common error – “You do not have sufficient privileges to perform this function” – complete the following update to the System Administrator menu to resolve this problem

- Login to Oracle E-Business Suite and select *System Administrator* responsibility
- Select the "Menu" item under this responsibility
- Search for *FND_NAVIGATE4.0* menu, which is the root menu of the System Administrator responsibility
- In this menu add the submenu *Diagnostics: JSP Pages Menu* , save it and make sure the request for adding this submenu compiles successfully

Modifying/Adding Test Groups


- The CRM HTML Administrator can modify the tests available in an application or group. Navigate to Configuration > Groups and select the application from the drop down list
- Click the *Create* button to add a new group
- Check the remove check box; then the update button to remove a group
- Click the Sensitivity drop down box to change the sensitivity for the test group
- Click on the specific group hyperlink to administer tests within the group

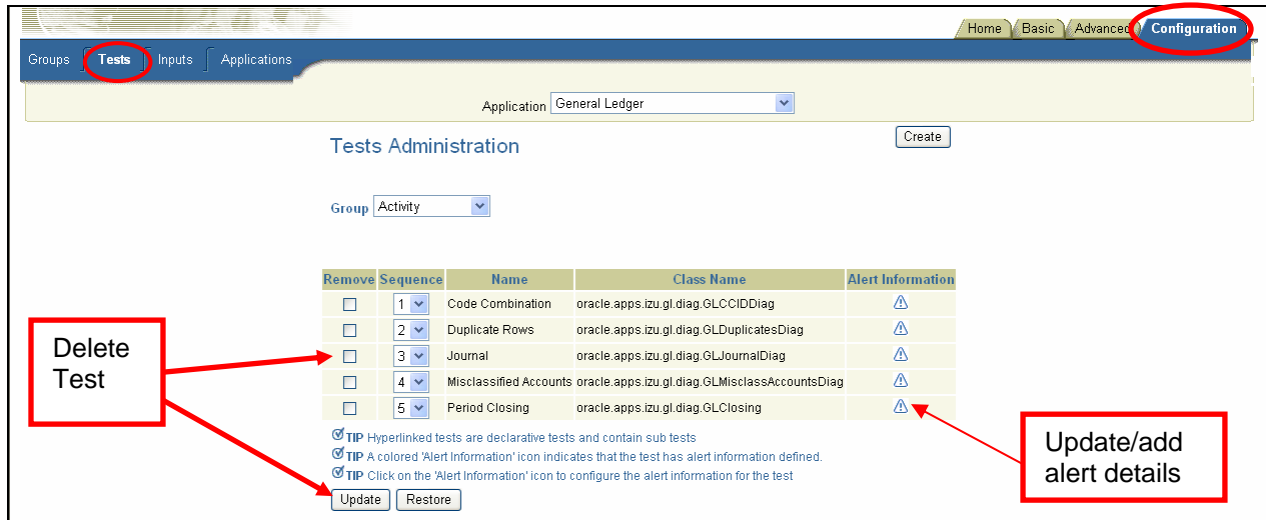


The screenshot shows the Oracle Groups Administration page for the 'General Ledger' application. The 'Configuration' tab is selected in the top navigation bar. The 'Groups' tab is also highlighted. A table lists three groups: 'Setup', 'Activity', and 'Data Collection'. Annotations with red boxes and arrows point to various elements: 'Delete Test Group' points to the 'Remove' checkbox; 'Create New Group' points to the 'Create' button; 'Change group sensitivity' points to the 'Sensitivity' dropdown; and 'Administer' points to the 'Data Collection' hyperlink. A 'TIP' section at the bottom provides details on user roles and their permissions for each group.

Remove	Sequence	Group Name	Number of Tests	Sensitivity*
<input type="checkbox"/>	1	Setup	2	Low
<input type="checkbox"/>	2	Activity	5	Low
<input type="checkbox"/>	3	Data Collection	2	Low

TIP
- High: Super User and Application Super User Role for General Ledger can execute and setup input values for tests in this group
- Medium: Super User and Application Super User Roles can execute and setup input values for tests in this group
- Low: Super User, Application Super User, and End User roles can execute and setup input values for tests in this group

- Click the *Create* button to add a new test
- Check the remove check box, then the *Update* button to remove a test
- Click on the  hyperlink to add alerts for result conditions



Tests Administration

Application: General Ledger

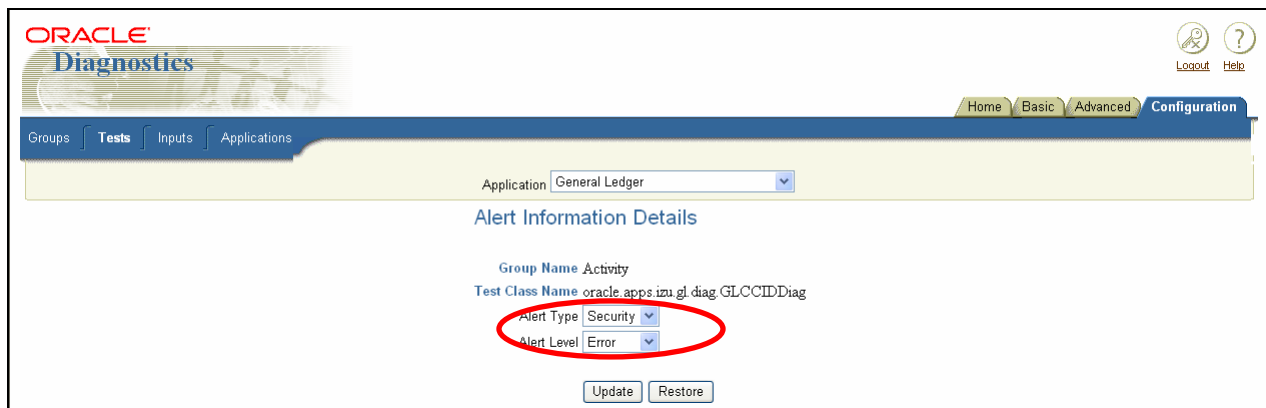
Group: Activity

Remove	Sequence	Name	Class Name	Alert Information
<input type="checkbox"/>	1	Code Combination	oracle.apps.izu.gl.diag.GLCCIDDiag	
<input type="checkbox"/>	2	Duplicate Rows	oracle.apps.izu.gl.diag.GLDuplicatesDiag	
<input type="checkbox"/>	3	Journal	oracle.apps.izu.gl.diag.GLJournalDiag	
<input type="checkbox"/>	4	Misclassified Accounts	oracle.apps.izu.gl.diag.GLMisclassAccountsDiag	
<input type="checkbox"/>	5	Period Closing	oracle.apps.izu.gl.diag.GLClosing	

TIP Hyperlinked tests are declarative tests and contain sub tests
 TIP A colored 'Alert Information' icon indicates that the test has alert information defined.
 TIP Click on the 'Alert Information' icon to configure the alert information for the test

Update Restore

- Alerts can be created for critical, warning or error conditions. Choose the alert type and level.



Alert Information Details

Group Name Activity

Test Class Name oracle.apps.izu.gl.diag.GLCCIDDiag

Alert Type Security

Alert Level Error

Update Restore

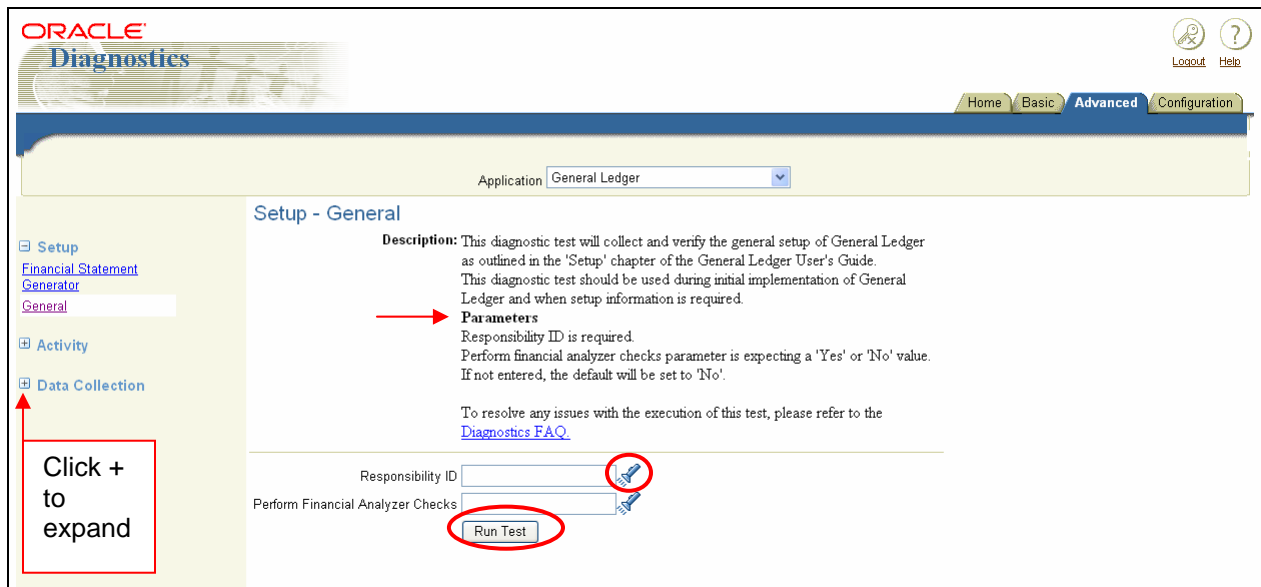
Run Reports/ View Report Results

Run Advanced Reports

- Click on the Advanced Tab
- Choose the application → General Ledger in this example
- Expand the group by clicking on the + next to the group name and select a test
 - All tests provide a brief description about the purpose of the test and details about required and optional parameters.
- Enter any parameters

- Almost all tests require a responsibility. Click the flashlight to select valid responsibilities with authority to run this test.

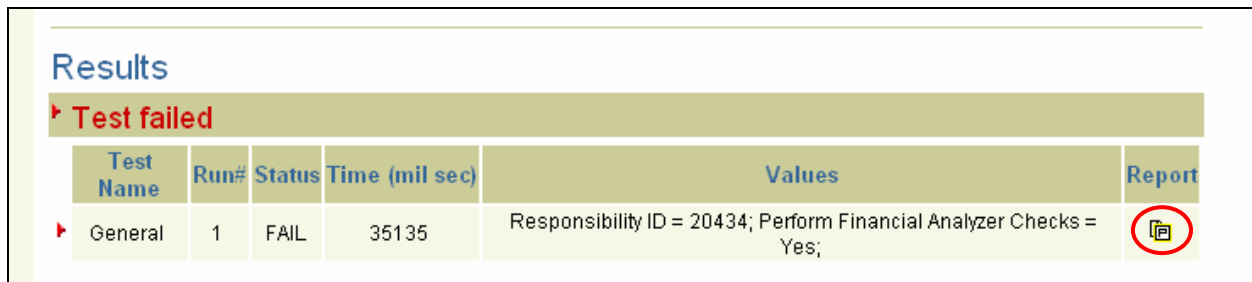
➤ Click Run Test




The screenshot shows the Oracle Diagnostics interface. The 'Application' dropdown is set to 'General Ledger'. The 'Setup - General' section is active. A red box highlights the 'Data Collection' link in the left sidebar with the text 'Click + to expand'. A red arrow points to the 'Parameters' section, which includes a 'Responsibility ID' field with a flashlight icon and a 'Perform Financial Analyzer Checks' field with a 'Run Test' button. The 'Run Test' button is circled in red.

➤ When the test completes, results will be returned to this page

- Click on the report icon to view the report

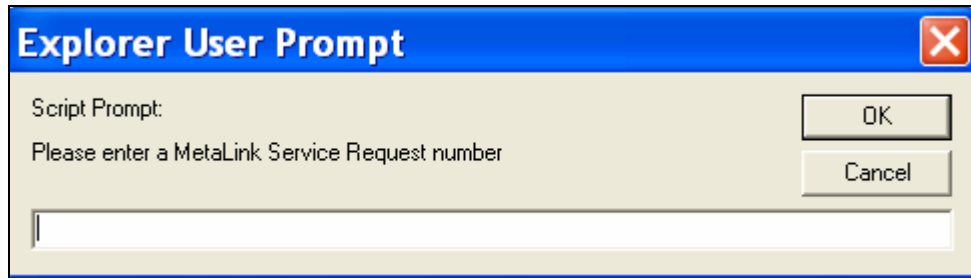




The screenshot shows the 'Results' page with a 'Test failed' message. A table displays the test results:

Test Name	Run#	Status	Time (mil sec)	Values	Report
General	1	FAIL	35135	Responsibility ID = 20434; Perform Financial Analyzer Checks = Yes;	

➤ Reports with errors or warnings contain detailed information regarding fixes. Specific MetaLink notes are often referenced. Below are some excerpts from the failed General Ledger Setup report.

- Choose to Print, Save or Upload to Support
 - Save prior to choosing the *Upload to Support* option
 - Upload to Support prompts the user for a Service Request number



- Near the top of the report, look for the number of errors and warnings.
- The summary contains hyperlinks to different sections of the report. A  is displayed next to sections with warnings. The  indicates an error in the section. Drill down to these sections at a minimum.

General Report Print Save Upload To Support

Current Execution
 Date: 2007-02-27 23:37:22.0 Time Consumed: 35135 milliseconds Status: Failed






Version Info:
 oracle.apps.izu.base.diag.DBUtility 115.14
 oracle.apps.izu.base.diag.DiagBase 115.18
 oracle.apps.izu.base.diag.SessionHelper 115.6
 oracle.apps.izu.base.diag.TextUtility 115.14
 oracle.apps.izu.base.diag.YesNoLov 115.2
 oracle.apps.izu.fnd.diag.FHDUtility 115.25
 oracle.apps.izu.general.diag.DiagnosticPackInfo 115.8
 oracle.apps.izu.gl.diag.GLUtility 115.15
 oracle.apps.izu.per.diag.PERUtility 115.12

Inputs:
 Responsibility ID= 20434
 Perform Financial Analyzer Checks= Yes
 Diagnostic Test Executed By= SBEHII

Error:
 1 error and 7 warnings were found

Help:
 Please review the test summary for more information.

Summary:

Oracle Diagnostics Information	Product Installation Status and Patchset Level	Parameters
Key Profile Options	Set of Books 	Chart of Accounts = Operations Accounting Flex (Id = 1) 
Accounting Calendar	Functional Currency	Budgetary Control Details
Budgets	Oracle Financial Analyzer Setup	Global Intercompany System (GIS) Details 
Miscellaneous General Ledger Details 	General Ledger Profile Options	FSG Profile Options
ADI Profile Options 	References	

- Drilling down to the section in error, displays the error condition, corrective action and a MetaLink note reference

ERROR - There are overlapping child ranges and/or children with multiple parents
ACTION - Review the following table to identify the overlapping child ranges. For further information refer to note [118130.1](#)

Overlapping child ranges							
Value Set Name	Rollup Group Parent	Immediate Parent	Low	High	Immediate Parent	Low	High
Progress_Object	40000	41210	41211	41299	41200	41220	41299
Progress_Object	41200	41210	41211	41299	41200	41220	41299
Progress_UK_Account	00002	44199	41000	42400	41999	42000	42002
Progress_UK_Account	00002	44400	44421	44422	44420	44421	44422
Progress_UK_Account	00200	44199	41000	42400	41999	42000	42002
Progress_UK_Account	00200	44400	44421	44422	44420	44421	44422

6 rows retrieved

- Drilling down to the references section provides additional relevant MetaLink notes

References [\[Top\]](#)

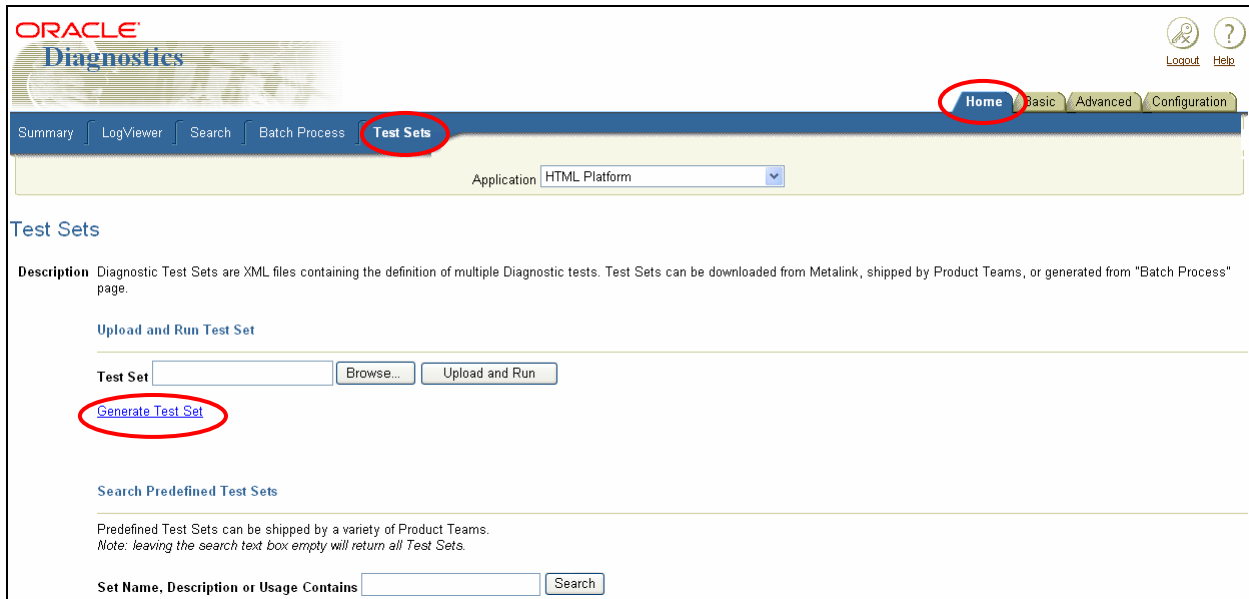
- Note [131471.1](#) Self Service Tool Kit for General Ledger
- Note [116495.1](#) FSG PRT Financial Statement Generator Printing
- Note [136633.1](#) General Ledger Budgets FAQ
- Note [136685.1](#) General Ledger Document Sequencing FAQ
- Note [149019.1](#) How can I define my first MRC Period?
- Note [108236.1](#) FSG Financial Statement Generator FAQ
- Note [135433.1](#) General Ledger Open/Close Period FAQ

Create and Execute Test Sets

- Create and execute test sets for tests to be run on a periodic basis

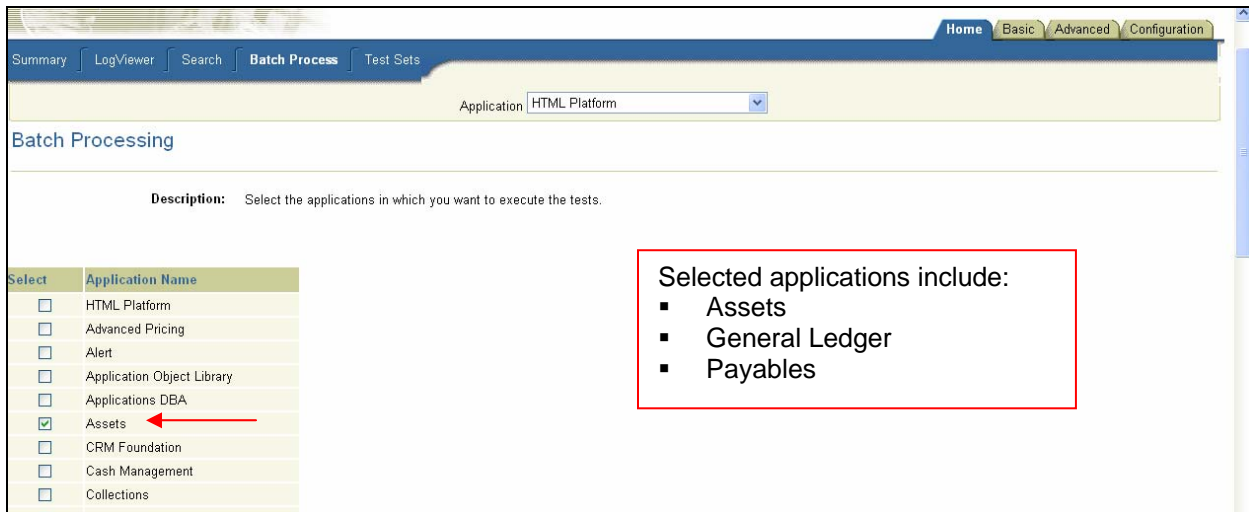
In this example, a test set will be created to analyze the status of closing the period.

- Navigate to Home → Test Sets
- Choose the *Generate Test Sets* hyperlink



The screenshot shows the Oracle Diagnostics interface. The top navigation bar includes 'Home', 'Basic', 'Advanced', and 'Configuration'. The 'Test Sets' tab is selected. Below the navigation, there is a dropdown menu for 'Application' set to 'HTML Platform'. The main content area is titled 'Test Sets' and contains a description, an 'Upload and Run Test Set' section with a 'Test Set' input field, 'Browse...' and 'Upload and Run' buttons, and a 'Generate Test Set' link circled in red. There is also a 'Search Predefined Test Sets' section with a search box and a 'Search' button.

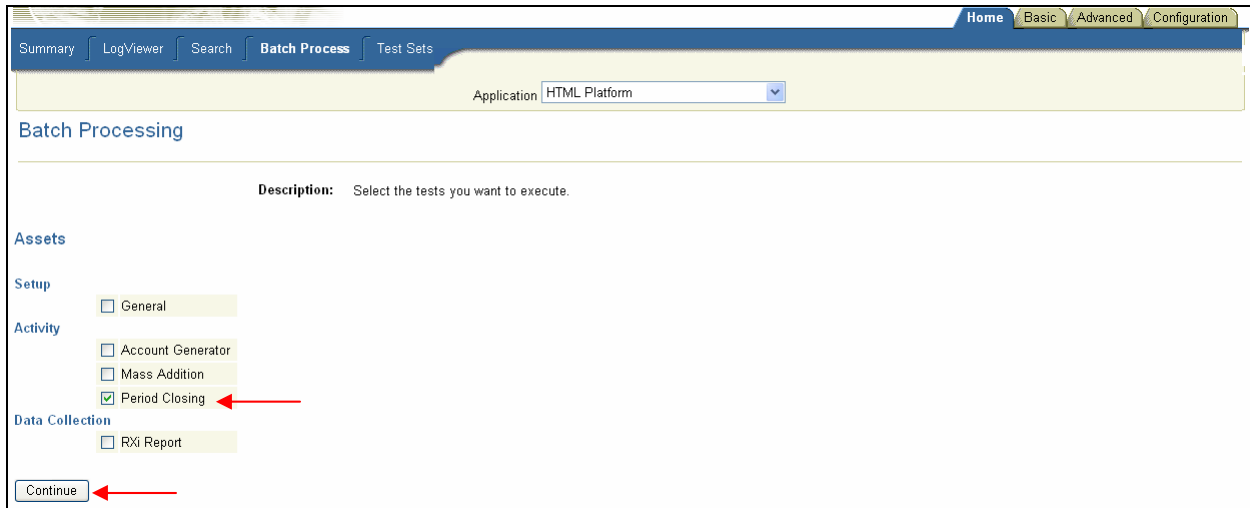
➤ Check the applications for the tests to be executed in the test set



The screenshot shows the Oracle Diagnostics 'Batch Processing' page. The 'Batch Process' tab is selected. The 'Application' dropdown is set to 'HTML Platform'. The main content area is titled 'Batch Processing' and contains a description: 'Select the applications in which you want to execute the tests.' Below this is a table with columns 'Select' and 'Application Name'. The 'Assets' row is checked, and a red arrow points to it. A red box on the right contains the text: 'Selected applications include: Assets, General Ledger, Payables'.

Select	Application Name
<input type="checkbox"/>	HTML Platform
<input type="checkbox"/>	Advanced Pricing
<input type="checkbox"/>	Alert
<input type="checkbox"/>	Application Object Library
<input type="checkbox"/>	Applications DBA
<input checked="" type="checkbox"/>	Assets
<input type="checkbox"/>	CRM Foundation
<input type="checkbox"/>	Cash Management
<input type="checkbox"/>	Collections
<input type="checkbox"/>	Customer Support

➤ For each application selected, choose the tests to be executed and click the *Continue* button



Summary | LogViewer | Search | **Batch Process** | Test Sets

Application: HTML Platform

Batch Processing

Description: Select the tests you want to execute.

Assets

Setup

- General

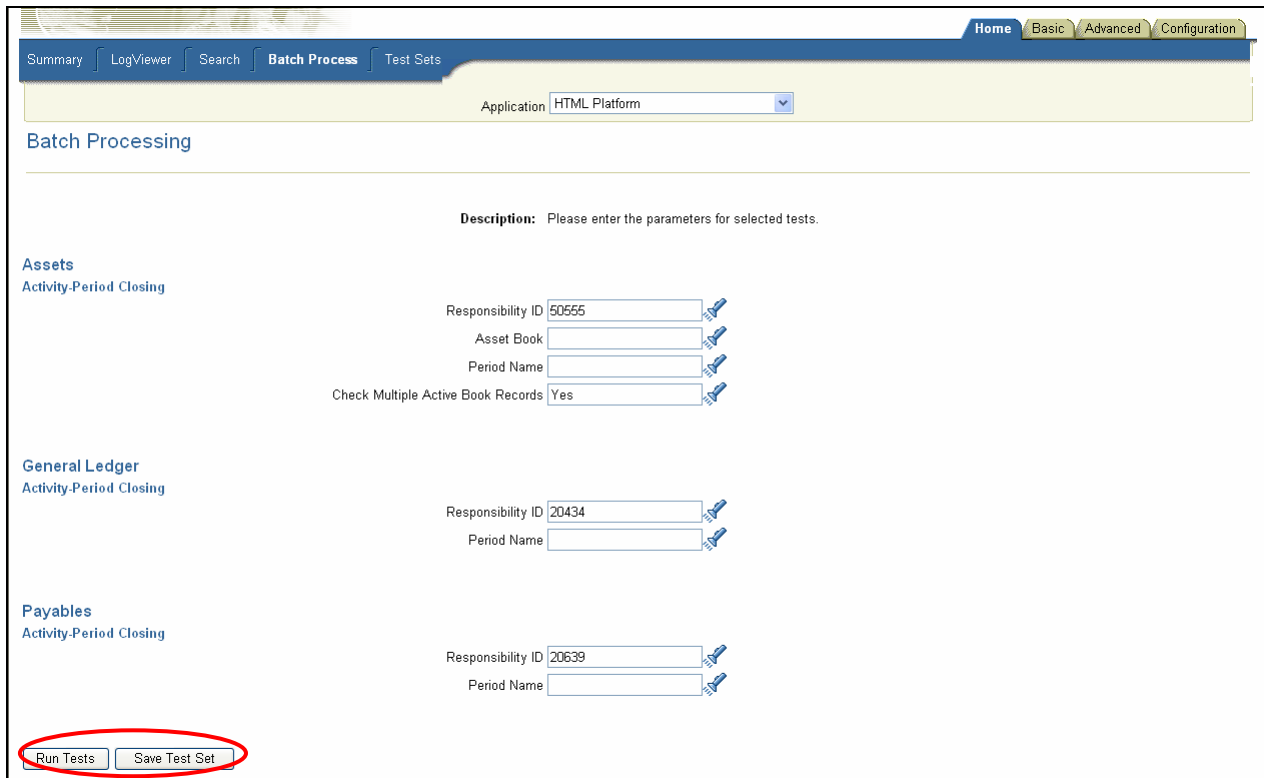
Activity

- Account Generator
- Mass Addition
- Period Closing

Data Collection

- Rxi Report

➤ For each test selected, provide the static parameters (e.g. Responsibility)



Summary | LogViewer | Search | **Batch Process** | Test Sets

Application: HTML Platform

Batch Processing

Description: Please enter the parameters for selected tests.

Assets

Activity-Period Closing

Responsibility ID: 50555

Asset Book: _____

Period Name: _____

Check Multiple Active Book Records: Yes

General Ledger

Activity-Period Closing

Responsibility ID: 20434

Period Name: _____

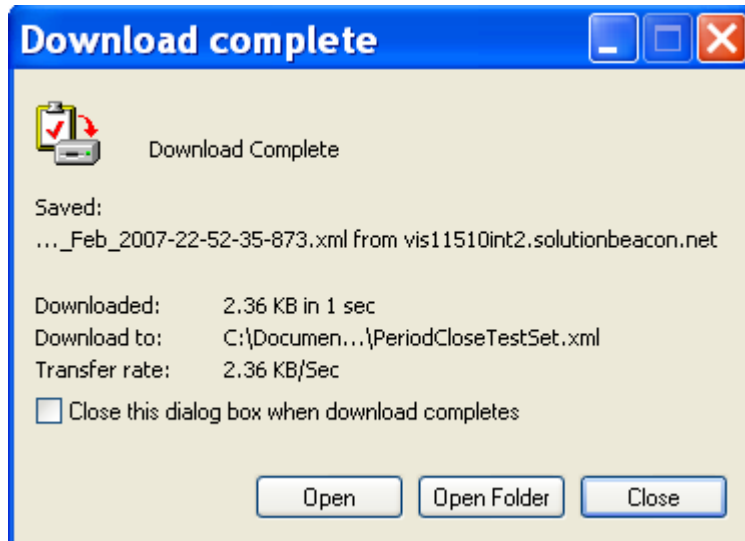
Payables



Activity-Period Closing

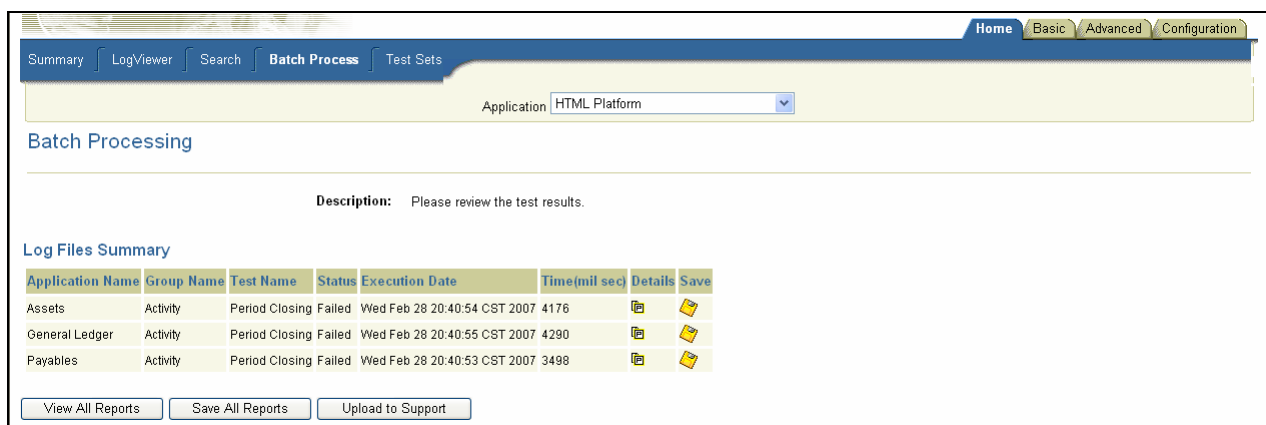
Responsibility ID: 20639







Period Name: _____

- Save the test set to be used again via the batch process using the *Save Test Set* button
- The test set is saved in a local directory
 - Choose a meaningful name for the test set



- Enter the remaining runtime parameters, then execute the test using the *Run Tests* button
- When the execution of the test is complete, the results are returned. The following actions can be performed:
 - *View All Reports*
 - *Save All Reports*
 - *Upload to Support* - Requires support request number
 - Click the  (detail) icon to review an individual report
 - Click the  (save) icon to save an individual report



Application Name	Group Name	Test Name	Status	Execution Date	Time(mil sec)	Details	Save
Assets	Activity	Period Closing	Failed	Wed Feb 28 20:40:54 CST 2007	4176		
General Ledger	Activity	Period Closing	Failed	Wed Feb 28 20:40:55 CST 2007	4290		
Payables	Activity	Period Closing	Failed	Wed Feb 28 20:40:53 CST 2007	3498		

- Excerpts of the report are shown below to demonstrate how diagnostic reports can provide valuable information in day to day activities
 - Fixed Assets

Primary Asset Book [\[Top\]](#)

- Book = VISION LEASE TX
- Class = TAX
- Description = VISION LEASE TAX BOOK

Calendar

- Set of Books = Vision Operations (Id = 1)
- Allow Posting = NO
- Depreciation Calendar = Monthly
- Fiscal Year Name = ACCOUNTING
- Current Fiscal year = 2002

Initial Period Counter = 24031

- Initial period counter indicates depreciation ran the first time for period 'Jul-02'

Last Period Counter = 24032

- Last period counter indicates depreciation ran the last time for period 'Aug-02'

Last Depreciation Run

- Last Run = 05-AUG-2003
- Request Id = 2461703
- Status = Completed
- Mass Request Id = null

○ General Ledger

- Error - Journals must be posted to close the period
- Warning - Some recurring batches have not been processed

ERROR - There are Journals which have yet to be posted

ACTION - Please use Journal Post program to post the following journals before attempting to close this period

Batch Name	Batch Id	Batch Period	Batch Status	Approval Status Code	Journal Header Name	Journal Header Period	Journal Header Status
test approval 1	117684	Apr-06	Unposted	Approved	test approval 1	Apr-06	Unposted
test approval 2	118684	Apr-06	Unposted	Approved	test approval 2	Apr-06	Unposted
AR 41500 Receivables 2632970: A.41500	117100	Dec-03	Unposted	N/A	Trade Receipts USD	Dec-03	Unposted
AR 41500 Receivables 2632970: A.41500	117100	Dec-03	Unposted	N/A	Sales Invoices USD	Dec-03	Unposted
AR 41500 Receivables 2632970: A.41500	117100	Dec-03	Unposted	N/A	Credit Memos USD	Dec-03	Unposted
Monthly 07-AUG-2002 16:24:33	47976	Dec-02	Invalid or no JE lines	N/A	Monthly	Dec-02	Z

6 rows retrieved

- There are no journals to be reversed in the next period 'Mar-07'

WARNING - Some Recurring batches have not yet been processed for this month

ACTION - Please review the following recurring batches and process if appropriate

Recurring Batch Name	Last Executed Period Name
Recurring Expenses Journal	Dec-98
Eliminate Intercompany Profit	Feb-98
Departmental Expense Journal	Dec-02
Recurring Rent Re-Allocation	Feb-02
Monthly Consulting Revenue	Sep-00
Revenue - Vision Master (01)	May-02
Utility Expense Allocation	Jan-99
Variable Costs - Vision Master	Feb-02
Stat Entries for Allocation	Dec-02
DBI COGS Adjustment	Dec-03

○ Payables

- Unaccounted transactions must be accounted

- Note the hyperlink to *See SQL* – this can further assist the support team in resolving problems

ERROR - There are 45 unaccounted rows in AP_INVOICE_DISTRIBUTIONS_ALL (Org Id = 204). All these invoice distribution lines must be accounted and transferred to GL before period 'Feb-07' can be closed.
ACTION - Run the 'Accounting Process' to create accounting entries.
Next, run 'Transfer to GL' to transfer these accounting entries to GL.

Unaccounted Payments [\[Top\]](#)

- There are no unaccounted payments
- [See SQL](#)

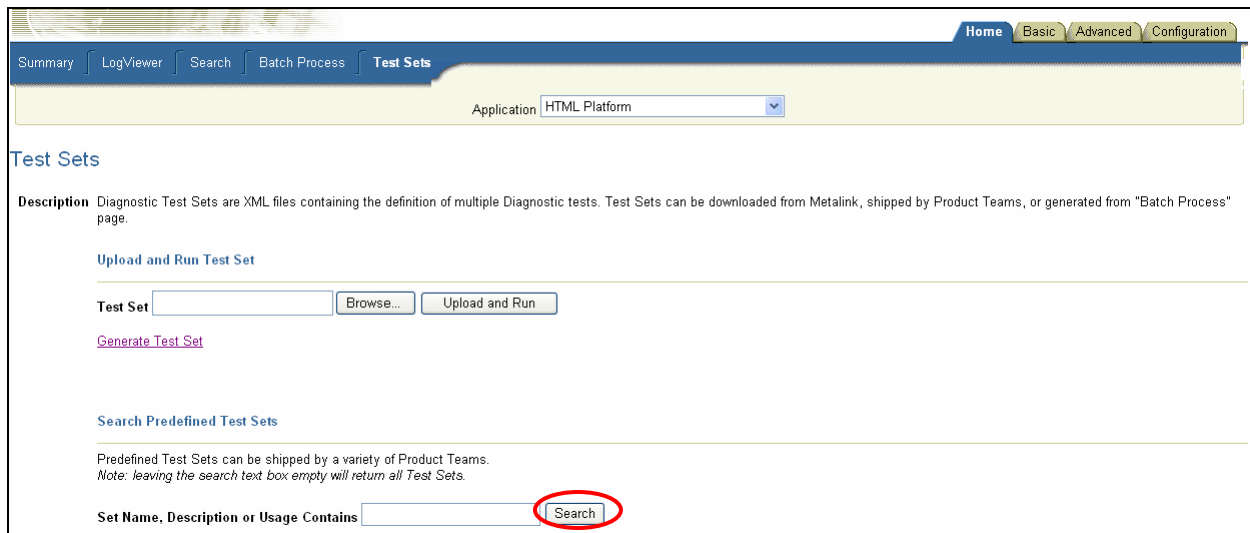
Unaccounted Payment History [\[Top\]](#)

AP_PAYMENT_HISTORY_ALL											
Organization ID	Payment History ID	Accounting Date	Posted Flag	Transaction Type	Check ID	Check Number	Check Supplier ID	Check Supplier Name	Check Amount	Check Date	
204	19997	26-FEB-2007	N	PAYMENT CLEARING	21471	101	21	Advanced Network Devices	11685.25	21-FEB-2003	



1 row retrieved

Search for Test Sets

- Navigate to Home → Test Sets
- Click the *Search* button



The screenshot shows the Oracle Test Sets interface. At the top, there are navigation tabs: Home, Basic, Advanced, and Configuration. Below these are sub-tabs: Summary, LogViewer, Search, Batch Process, and Test Sets. The 'Test Sets' sub-tab is active. The main content area has a description of Diagnostic Test Sets and options to upload, generate, and search for test sets. A search box is visible at the bottom with a 'Search' button circled in red.

- Click the  (view) icon to see XML code
- Click the  (run) icon to run the test set
- Click the *Reference* hyperlink for the MetaLink note to get additional information about this test
 - Access to MetaLink is required

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ORACLE Diagnostics Logout Help

Home Basic Advanced Configuration

Summary LogViewer Search Batch Process **Test Sets**

Application:

Predefined Test Sets: Search Result

View	Run	Set Name	Description	Reference	Usage	Version
		IZU_AP_1099	Oracle Payables 1099 Processing Test Set	390789.1	Provide the output from this test set to Oracle Support to troubleshoot 1099 Processing issues within Oracle Payables.	115.6
		IZU_AP_ACCTNG	Oracle Payables Accounting 11i Test Set	390790.1	Provide the output from this test set to Oracle Support to troubleshoot Accounting 11i issues within Oracle Payables.	115.6
		IZU_AP_BANKSETUP	Oracle Payables Bank Setup Test Set	390792.1	Provide the output from this test set to Oracle Support to troubleshoot Bank Setup issues within Oracle Payables.	115.6
		IZU_AP_GLBACCTNG	Oracle Payables Global Accounting Test Set	390791.1	Provide the output from this test set to Oracle Support to troubleshoot Global Accounting issues within Oracle Payables.	115.6
		IZU_AP_INTRNTEXP	Oracle Payables Internet Expense Test Set	390793.1	Provide the output from this test set to Oracle Support to troubleshoot Internet Expense issues within Oracle Payables.	115.6
		IZU_AR_RECPTWKB	Oracle Receivables Receipt Workbench Test Set	390794.1	Provide the output from this test set to Oracle Support to troubleshoot Receipt Workbench issues within Oracle Receivables.	115.6
		IZU_AR_TRNSWKB	Oracle Receivables Transaction Workbench Test Set	390797.1	Provide the output from this test set to Oracle Support to troubleshoot Transaction Workbench issues within Oracle Receivables.	115.6
		IZU_WMS	Oracle Warehouse Management System Test Set	390798.1	Provide the output from this test set to Oracle Support to troubleshoot Warehouse Management System issues within Oracle Receivables.	115.7
		IZU_ACT_CCM	Oracle Application Object Library Concurrent Manager Test Set	398624.1	Provide the output from this test set to Oracle Support to troubleshoot concurrent manager issues within Oracle Application Object Library.	115.0

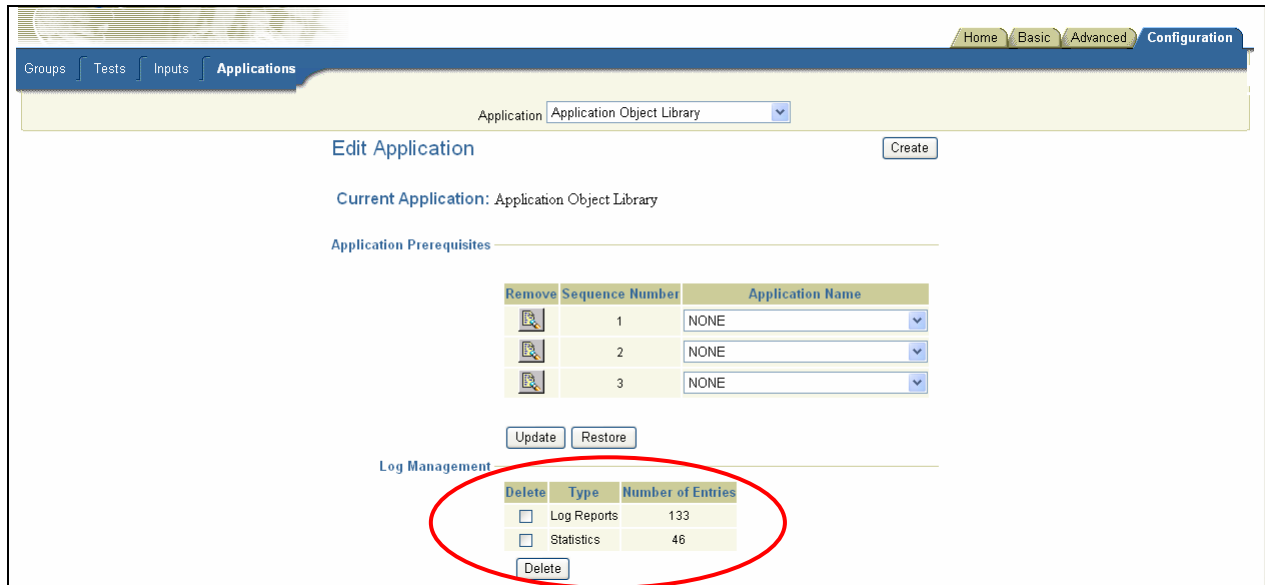
Purge Diagnostic Logs and Statistics

- **Statistical Information** – When a diagnostic test runs, statistical information and test data is stored. The following is an example of statistical information stored for completed reports:

Failures in Past Week			
Application	Group	Test	Date
Application Object Library	Data Collection	oracle.apps.izu.fnd.diag.FNDWFQueue	2007-02-27 12:42:56.0
Application Object Library	EBusinessSecurity	Access Control Check	2007-02-27 18:05:53.0
Application Object Library	EBusinessSecurity	Application Profile Options values related to ICX	2007-02-27 18:05:37.0
Application Object Library	EBusinessSecurity	Basic Database Check	2007-02-27 18:05:56.0
Application Object Library	EBusinessSecurity	Best Practices : Database Security Tests.	2007-02-27 18:05:38.0
Application Object Library	EBusinessSecurity	Best Practices : E-Business Suite Security Tests	2007-02-27 18:05:40.0
Application Object Library	EBusinessSecurity	Password Check - Profile Settings	2007-02-27 18:05:54.0
Application Object Library	EBusinessSecurity	Profile Option Tests for Framework Validation Modes	2007-02-27 18:05:40.0
Application Object Library	EBusinessSecurity	Role Based Check	2007-02-27 18:05:55.0
Application Object Library	EBusinessSecurity	User Account Based Check	2007-02-27 18:05:56.0
Application Object Library	EBusinessSecurity	Verification of Security Alert Patches	2007-02-27 18:05:41.0
Application Object Library	EBusinessSecurity	oracle.apps.jtf.regress.qatool.testcase.PLSAuthCheck	2007-02-27 18:05:27.0
Application Object Library	Logging Tests	oracle.apps.fnd.common.logging.AppsLogDiagTest	2007-02-27 18:05:26.0
Application Object Library	Oracle Applications Manager	oracle.apps.jtf.regress.qatool.parserTest.ParserZonePropertiesWeboamTest	2007-02-27 18:17:59.0
Application Object Library	SSO Setup Tests	oracle.apps.fnd.sso.diag.SSOModeTest	2007-02-27 18:06:47.0
Application Object Library	Workflow Tests	oracle.apps.fnd.wf.diagnose.EventDiagnosticTest	2007-02-27 18:06:40.0
Application Object Library	Workflow Tests	oracle.apps.fnd.wf.diagnose.NotificationPreferenceValidationTest	2007-02-27 18:06:11.0
Application Object Library	Workflow Tests	oracle.apps.fnd.wf.diagnose.RuleFunctionValidationTest	2007-02-27 18:06:17.0

- **Result logs** should be purged periodically to prevent them from growing unnecessarily large
- **Statistical logs** should be purged periodically to maintain meaningful statistics over a period of time

- Remove log and statistical data by navigating to Configuration → Applications
 - Check the box, then the *Delete* button to remove logs, statistics or both



Application: Application Object Library

Edit Application Create

Current Application: Application Object Library

Application Prerequisites

Remove	Sequence Number	Application Name
	1	NONE
	2	NONE
	3	NONE

Update Restore

Log Management

Delete	Type	Number of Entries
<input type="checkbox"/>	Log Reports	133
<input type="checkbox"/>	Statistics	46

Delete

- Optionally, use concurrent programs to delete logs and statistics
 - *Delete Diagnostic Logs* - deletes all test reports that are older than a given number of days for one or more applications
 - *Delete Diagnostic Stats* - deletes all statistics

Examples of Functional Diagnostic Tests

- The next page shows the diagnostic catalog at the application level for the current release of Oracle Diagnostics

Oracle Diagnostics for Functional Users



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April 2007

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Release 11.5 Diagnostics

Applications Core Technology	Distribution/Supply Chain	Financials
<ul style="list-style-type: none"> Alert Application ObjectLibrary Applications DBA XML Gateway 	<ul style="list-style-type: none"> Configurator Inventory Warehouse Management OM Suite (Order Management) Procurement (Purchasing) Release Management Shipping Advanced Pricing 	<ul style="list-style-type: none"> Assets Cash Management Collections General Ledger Global Accounting Engine Internal Controls Manager Payables Receivables
Human Resource Management Systems	Manufacturing	Projects Suite
<ul style="list-style-type: none"> Advanced Benefits Time and Labor Human Resources iRecruitment 	<ul style="list-style-type: none"> Advanced Supply Chain Planning Bill Of Materials Cost Management e-Commerce Gateway Enterprise Asset Management Process Manufacturing Work in Process 	<ul style="list-style-type: none"> Project Foundation Project Billing Project Costing Project Intelligence Project Management

Public Sector	Self-Service Web Applications	Industry Solutions
<ul style="list-style-type: none"> Grants Accounting International Public Sector Financials 	<ul style="list-style-type: none"> iProcurement 	<ul style="list-style-type: none"> Student System
CRM Applications Foundation	Service	Contracts
<ul style="list-style-type: none"> CRM Foundation 	<ul style="list-style-type: none"> Depot Repair Field Service Install Base Service Service Fulfillment Manager Spares Management 	<ul style="list-style-type: none"> Core Lease Management Service
E-Commerce	Marketing	Sales
<ul style="list-style-type: none"> iPayment iStore Order Capture Quoting 	<ul style="list-style-type: none"> Marketing Trade Management 	<ul style="list-style-type: none"> Incentive Compensation Sales Sales Online TeleSales Territory Management

➤ Many tests are available in each application as shown in the examples below

1. Assets

Assets			
Current Release	Title	Last Updated	November 2006 Release
Setup Diagnostics			
<input checked="" type="checkbox"/>	General	02-May-06	<input checked="" type="checkbox"/>
Activity Diagnostics			
<input checked="" type="checkbox"/>	Account Generator	16-Sep-05	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Mass Addition	19-Sep-06	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Period Closing	17-Mar-05	<input checked="" type="checkbox"/>
Data Collection			
<input checked="" type="checkbox"/>	RXi Report	16-Sep-05	<input checked="" type="checkbox"/>

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2. General Ledger

General Ledger			
<i>Note: tools denoted with ' * ' indicate Standalone availability</i>			
Current Release	Title	Last Updated	November 2006 Release
Setup Diagnostics			
<input checked="" type="checkbox"/>	Financial Statement Generator	19-Sep-06	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	General	14-Feb-06	<input checked="" type="checkbox"/>
Activity Diagnostics			
<input checked="" type="checkbox"/>	Code Combination	14-Feb-06	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Duplicate Rows	14-Feb-06	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Journal	16-Sep-05	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Misclassified Accounts	02-May-06	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Period Balances *	02-Apr-03	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Period Closing	29-Jan-07	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Period End Reconciliation *	25-Apr-03	<input checked="" type="checkbox"/>
Data Collection			
<input checked="" type="checkbox"/>	Balances	02-May-06	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Journal	16-Sep-05	<input checked="" type="checkbox"/>

3. Order Management

OM Suite: Order Management			
<i>Note: tools denoted with '*' indicate Standalone availability</i>			
Current Release	Title	Last Updated	November 2006 Release
Setup Diagnostics			
<input checked="" type="checkbox"/>	General	17-Mar-05	<input checked="" type="checkbox"/>
Activity Diagnostics			
<input checked="" type="checkbox"/>	Credit Check *	07-Nov-02	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Order Import *	08-Nov-02	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Transaction Type *	22-Nov-02	<input checked="" type="checkbox"/>
Data Collection			
<input checked="" type="checkbox"/>	COGS Debug	02-May-06	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Sales Order	30-Jun-06	<input checked="" type="checkbox"/>
Fulfillment			
<input checked="" type="checkbox"/>	Fulfillment Validations	29-Jan-07	
Invoicing			
<input checked="" type="checkbox"/>	Lines Missing Invoices	29-Jan-07	
<input checked="" type="checkbox"/>	Lines In Invoice Interface Errors	29-Jan-07	
<input checked="" type="checkbox"/>	Manual Pending Lines	29-Jan-07	
<input checked="" type="checkbox"/>	Missing Item Cross-references	29-Jan-07	
Order/Line Workflow Validation			
<input checked="" type="checkbox"/>	Lines In Workflow Error	29-Jan-07	
<input checked="" type="checkbox"/>	Lines In WFERROR/OMERROR	29-Jan-07	
<input checked="" type="checkbox"/>	Workflow Status	29-Jan-07	
<input checked="" type="checkbox"/>	Order Headers Ready To Close	29-Jan-07	
<input checked="" type="checkbox"/>	Close Ready Headers (without WF)	29-Jan-07	
<input checked="" type="checkbox"/>	Orphan Workflows	29-Jan-07	
Returns			
<input checked="" type="checkbox"/>	Unreferenced Return Lines	29-Jan-07	
<input checked="" type="checkbox"/>	Returns Without Receiving Org	29-Jan-07	
Dropshipment			
<input checked="" type="checkbox"/>	Dropshipment Validations	29-Jan-07	

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Summary

Diagnostic testing is not only the first step in troubleshooting, but also a good tool to proactively check and maintain the health of the E-Business applications. Many of these tests and tools were previously only available to the support team to run using SQL or as a shell script in Unix.

Oracle has moved toward giving the capabilities to manage the system to the owners of the data which is the business team, not the technical team. The examples provided are only a very small fraction of what is available now within the applications. I encourage all functional users to take the time to run all the available reports. Diagnostic reporting does not update any data. It is only



a reporting tool. With the security described in this paper, there is no reason to restrict access to this valuable tool.

References

How to download support diagnostic tools

The latest version of currently available support diagnostic tools can be downloaded from the MetaLink Doc ID: 167000.1

How to install support diagnostic tools

Installation instructions are available in the MetaLink Doc ID: 167000.1 and in step-by-step demos and on-line training available in the MetaLink Doc ID: 232116.1

How to execute support diagnostic tools

Execution instructions are available in the MetaLink Doc ID: 167000.1 and in step-by-step demos and on-line training available in the MetaLink Doc ID: 232116.1