



R11i Newsletter

Solution Beacon, LLC

Volume No.5, August 2002

Oracle Applications Release 11i Newsletter

The contents of this newsletter were contributed by **Solution Beacon** consultants who have accumulated extensive experience during the numerous installations, implementations, and upgrades of Release 11i we have performed for our clients. We also welcome your participation in this newsletter. If you would like to contribute on any R11i topic, please send your contact information, topic, and a short abstract to mweiss@solutionbeacon.com.

Mary Lou Weiss and Randy Giefer, Editors, Solution Beacon

R11i Upgrade Chat Sessions

Oracle and OAUG with the assistance of the OAUG Upgrade SIG are sponsoring monthly conference calls on upgrading from 10.7/11.0.X to Release 11i beginning on August 29, 2002 at 9am PST. The calls will be in the format of live internet chats and will address specific questions from the OAUG community on both technical and functional issues and also cover some of the tools/utilities/offerings that can be used to facilitate the upgrade process. The technical and functional topics will be presented at separate sessions to better utilize the participants' time and to focus on specific issues. The first session will be a general Technical Perspective on Upgrades. Check <http://www.oracle.com/appsnet/content.html> for how to access the chat sessions. Questions were and will continue to be solicited from the OAUG membership in advance so that the appropriate personnel from Oracle can be a part of the call. Please send your questions to mweiss@solutionbeacon.com. She will compile the questions and pass them on to Oracle to be addressed during the call.

Oracle will be providing expertise from their Architectural, Development and Support groups. John Stouffer, the Upgrade SIG Chair, will provide technical Upgrade expertise and will help to organize the conference calls with Steven Hughes and Annette Reynolds of OAUG, and Katherine Kerner, Yun Shaw, and Rachel Boling of Oracle. Kent Noble, Sr. Director, Applications Installation and Upgrade, Oracle Corporation, will host the first chat on August 29, joined by several guest speakers from Oracle Development, Support and Consulting who will help to provide first hand feedback about common upgrade practices and expert information to help you avoid common problems during the upgrade process.

An effort will be made to provide these chat session at times to accommodate OAUG members in all time zones. Plans are to archive the chat sessions and to make them available on the OAUG and Oracle websites. If very specific questions cannot be answered in a chat session, Oracle will assign someone to take the question offline and provide answers to the participant. These answers will also be archived for review by the OAUG membership.



Some initial topics that could be addressed include:

- Technology Stack Changes
- Licensing
- AutoUpgrade
- Performance Tuning
- Reimplement vs. Upgrade
- AutoPatch
- New Features/Functionality

Please feel free to send jstouffer@solutionbeacon.com comments and/or suggestions on how to make these calls as productive as possible for the OAUG membership

John Stouffer, OAUG Upgrade SIG Chair, Solution Beacon

R11i Workshops at OAUG

Solution Beacon, LLC will be providing two days of R11i workshops on Implementations and Upgrades at the Fall OAUG 2002 in San Diego October 28-29. The first day of the workshops will be dedicated to the Implementation of Release 11i. The Implementation workshops will be on the technical Concepts, Installation, Administration, Maintenance and Performance Tuning. There will also be workshops on the functional aspects with new features and functionality, iProcurement, CRM and Advanced Benefits. The second day will be predominately on the Upgrade of Release 11i except for a session on Re-implementing versus Upgrading. The rest of the Upgrade sessions will on the Steps and Approaches, Performance Tuning, Upgrade Tools and an Upgrade demonstration. There will also be a workshop on functional upgrade issues. Please send any questions or suggestions on the workshops to mweiss@solutionbeacon.com.

John Stouffer, Business Development, Solution Beacon

Oracle Forcing Clients To Convert To Multi-Org

All customers using currently supported versions of the E-Business Suite Release 11i products that are Multi-Org enabled will need to complete the prerequisite step of converting to Multi-Org before applying patches released after September 30, 2002. Yes this is true. Even if you only utilize one organization, you still need to convert to Multi-Org, but you will only define a single organization. This step only needs to be completed once. For more detailed information, see "Release 11i Use of Multiple Organizations in Oracle Applications" Note 202127.1 and Oracle White Paper (July 2002).

Randy Giefer, OAUG SysAdmin SIG Chair, Solution Beacon



Java Virtual Machine (JVM) Installation

There may be times when an Apps DBA needs to install the JVM into a new database. For example, when a new instance is created via export/import from an existing 11i instance to a new starter instance. Running the following script will tell you that you do not have the JVM installed.

```
SQL> select count(*) from dba_objects
      2 where object_type like 'JAVA%';

COUNT(*)
-----
0
SQL>
```

Try our script, `install_jvm.sh` to install JVM in the database. You can find this script (along with others) in the scripts section under Free 11i Tools on the Solution Beacon website, www.solutionbeacon.com/tools.htm.

This is the 11i compatible version, but should work fine for 11.0.3. This is for a fresh install of JVM. A re-install requires careful reading of MetaLink doc 159801.1.

Before running:

- Be sure `java_pool_size` is AT LEAST 75MB. The MetaLink notes say 30 MB is ok, but you'll likely get ora-4031 and have remove/reinstall.
- Ensure that `_system_trig_enabled` parameter in the `init.ora` is set to false.
- Be sure system tablespace has AT LEAST 150 MB free.

After running:

- Check for ora- errors in the spool files after running.
- Set the `_system_trig_enabled` parameter to true.

Reference MetaLink note 156477.1 and 159801.1 for detailed information.

Jeff Holt, Solution Beacon



Release 11i and the Macintosh Client

One of the promises of Release 11i is the extension of the Applications to employees, customers, and suppliers well beyond the footprint served in earlier releases. You can't always guarantee that all of these users are running on a PC and in many cases, some of the people that need to inquire, submit, review, and approve are going to be running on Macs.

There is not a lot of information available about Macintosh support from Oracle Corporation and a search of MetaLink will only turn up a few hits. Incidentally, the information on Certify is currently up to date, as of the writing of this document. The technology stack components may look a little dated, but a call to Oracle Support confirms these are the only supported versions. A recent call to support estimated Support for Macintosh OS X (Ten) to be sometime next calendar year.

Currently the only supported configurations are Mac OS 9.0.4 or 9.1, with Microsoft Internet Explorer (MS IE) 5.0 using Mac OS Runtime for Java (MRJ) 2.2.5 as the default plug-in. MRJ 2.2.5 is a new MRJ release that has been optimized for Oracle. MRJ 2.2.5 can be downloaded from the Apple Website.

A couple of tips – accessing the apps sometimes requires frequent cleanup of the MRJ Cache. Testing determined that if files exist in this, there may be some difficulties in getting back into an instance once you have visited. There are a few hits on MetaLink that describe similar situations and workarounds. Additionally, many users report access issues when trying to use IE 5.1, only IE 5.0 is currently supported.

Other general and known restrictions are identified in Oracle® Applications 11i for the Apple Macintosh Client / Release Notes / Release 11i for Apple Macintosh [Part No. A85395-02] available on MetaLink.

Mark Clark, O2Works; and Alicia Hoekstra, KPMG Consulting

Oracle Applications Manager (OAM)

The Good And The Bad.

The new Oracle Applications Manager 11i is now available as patch 2399538 for the E-Business Suite version 11.5.6 and prior (it is included in the 11.5.7 release). OAM 11i allows database and system administrators to monitor, control, and diagnose E-Business Suite systems from a HTML console. This tool replaces the old java-based components of Oracle Enterprise Manager with the individual OEM management packs being migrated to the new HTML format.

The good news is the tool contains numerous out-of-the box functions to replace a myriad set of scripts to monitor the health of your database and application instance.



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Administrators can use the tool to examine the patched files on a system and find all of the patches that altered a given file. System administrators can easily determine which patches have been applied to a system, including the individual patches included in mini-packs, maintenance packs, and merged patches. For every patch applied, OAM can show what individual actions were taken by each patch driver. The detection of potential problems such as recently altered site-level profile option settings or database initialization parameters. The tool also uses charts and graphs to provide intuitive summaries, as well as allow the user to drill down for more detailed information on the performance of the system. The new tool can also be used to control Oracle Workflow system services, such as background engines, notification mailers, agent listeners, and queue propagation. Administrators can monitor and analyze Oracle Workflow system activity, suspend and resume processes, retry activities that end in error, and purge obsolete Workflow data.

The bad news begins with the numerous patches to install and configure the OAM console. MetaLink note 166021.1 lists the prerequisite patches to enable the OAM Console. Although it can be configured manually, the console will be delivered with the configuration options set through autoconfig. See MetaLink note 177089.1. The installation for any release prior to 11.5.7 requires the following upgrades.

JDK - upgraded to 1.3.1 using MetaLink note 130091.1

Oracle Workflow - upgraded to 2.6 using MetaLink note 144069.1

Self Service Framework - upgraded to 5.5.2c using MetaLink note 139863.1

There will be no further development of the OEM Management Packs as Oracle concentrates on moving all of the management packs functionality to the new framework. Beginning with Release 11.5.7 Oracle Applications Manager becomes mandatory for Oracle Applications. For instance, the configuration of the Notification Mailer will be accomplished utilizing OAM. Overall the new tool has promise. However like any emerging application utility, it does have some shortcomings. Specifically, you may not start the Internal Concurrent Manager from the OAM console. The configuration page for an Applications System doesn't contain any Host information for Forms or Web services. The product is also not compatible with Netscape. Remember that it will take time and effort to configure and learn to utilize it properly. The current iteration will make a nice supplement to some of the current third party monitoring and configuration utilities, but this current iteration will not replace them. The best part of the OAM utility, is that the tool is currently free.

James Jones, Solution Beacon



Discoverer 4i/3i and Apps 11i Observations

The following lists some notes, observations, and useful facts relating to Release 11.5.7 and versions 3i and 4i of Discoverer:

1. If your environment was created with the Oracle E-Business Suite Release 11.5.7 Rapid Install, Oracle 9iAS 1.0.2.2.2 has already been installed on your application tier server node. Discover Server, Discoverer Plus, and Discoverer Viewer have been installed and pre-patched to version 4.1.41.
2. A stand alone 9iAS install will deliver version 4.1.37 of Discoverer. Currently, the only supported configuration of Discoverer 4i and 11.5.X (X <= 5) is to install 9iAS 1.0.2.2.2 on a separate server and then apply Discoverer patchset 4.1.41.
3. When applying the 11.5.7 Maintenance Pack you are NOT required to migrate your existing Discoverer 3i configuration to Discoverer 4i. You can remain on your existing Discoverer 3i configuration (according to a patch note in the 11.5.7 maintenance patch directory).
4. Oracle Applications 11.5.7 Maintenance Pack includes both Discoverer 3i and 4i EUL and workbooks.
5. In order to use Discoverer 4i you are required to read and follow all instructions on MetaLink Note 139516.1, titled Discoverer 4i with Oracle Applications 11i. You must do this BEFORE applying the patch that contains this readme (eg: 11.5.7 maintenance patch).
6. To use Discoverer 3i with 11.5.7, follow instructions in Oracle Discoverer End User Layer (EUL) 11.5.7 Release Notes (MetaLink note 185342.1).
7. For installation and import of the Discoverer 4i End User Layer you also need to obtain and install Discoverer Administration Edition on Windows NT. Discoverer Administration Edition 4.1.37 is delivered as part of Oracle9i Developer Suite 1.0.2.4 for NT. Also, a Unix compatible shell interpreter is required to run the scripts to install the End User Layer export files. Oracle recommends using the MKS Toolkit (www.mkssoftware.com). Any one of the MKS Developer series packages will work.
8. After installation of Discoverer Administration Edition 4.1.37, you must obtain and apply Discoverer 4.1 patch 4.1.41 for Windows NT/2000 (2177640).
9. The 11.5.7 End User Layer is created by using the Discoverer Administration Edition with command line arguments that include "APPS_MODE".
10. Discoverer 4i does not require any desktop PC software to be installed. Users can choose the Discoverer 4i Viewer html interface. Optionally, Discoverer 4i



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Plus can be used which is implemented as a Java applet, similar to the core 11i applications interface. A download of the JInitiator 1.1.8.16 is required.

We were able to get Discoverer 3i to work in our 11.5.7 environment by applying security patch #2212432.

John Stouffer, Jeff Holt and Kirby Kraft, Solution Beacon

Product Spotlight

Mercury Interactive

Oracle will end support of its E-Business Suite V10.7 in June of 2003. That leaves a scant eleven months for your organization to complete one of the most mission critical upgrades upon which you will ever embark! Because of the magnitude of the architecture changes in 11i Gartner suggests that it will also be one of the most expensive upgrades, with costs approaching 70% of the original implementation!

In April of this year Oracle and Mercury Interactive announced a partnership whereby Oracle would distribute functional testing scripts that support the E-Business Suite. These are the same testing scripts used by Oracle's research and development team.

Testing should not be an option; it is a necessity. Proper testing is a best practice that has probably slipped under the radar of many Oracle clients because of other seemingly more pressing concerns. Load testing alone will give you a minimum of 635% return on investment; and that doesn't even take into account the productivity losses of putting untested applications into production.

Mercury Interactive's solutions integrate enterprise testing, production tuning, and performance management, and is unique in it's ability to measure and optimize the end to end business process to meet service level commitments and business goals. Mercury is the only company that offers a solution to manage this across the entire applications lifecycle from development through deployment. Mercury Interactive's customers get maximum performance and business results, reduce their risk of downtime and lost revenue, and get the most value out of their existing infrastructure,

Between now and June 2003 Mercury and Oracle have teamed up to provide the most comprehensive testing packages on the market today. Click here to learn more. <http://www-svca.mercuryinteractive.com/erp/oracle/>.

Chryst Hudson, Mercury Interactive



Release 11i on Windows 2000/NT and Pentium 4

Have you tried unsuccessfully to install Release 11i 11.5.5 on a Pentium 4? If so, this is because the 11.5.5 CDs have iAS version 1.0.2.1 which is not supported on Pentium 4s (see MetaLink notes 145839.1 and 136038.1). New installations of E-Business Suite 11.5.7 are certified on Pentium 4 for Application and Database Tier use. Oracle has also noted in the MetaLink note 145839.1 that new installations of 11.5.5 will be supported on Pentium 4 when 11.5.5 is certified with iAS 1.0.2.2.2.

Randy Giefer, Solution Beacon, LLC

Applications Support Diagnostic Scripts

Oracle Support Services' Applications Support group has announced the development of Diagnostic Tools, a set of new tools designed to help customers successfully install, use, and upgrade Oracle Application products. From the Oracle website:

“The goal of this program is to create tools that will increase customer problem avoidance, boost support engineer efficiency, and promote customer self-service.”

Benefits of using Diagnostic Tools:

- Decreases installation, upgrade and setup time
- Diagnostic tests identify multiple issues in one test
- Documents setup information
- Reduces time to resolve issues
- Automatically collects information for upload to Support
- Enables customer self-service for problem resolution
- Provides a central location for accessing diagnostic utilities for all products
- Provides standardized script execution and output across products”

All available Diagnostic Tools and their description can be found in the Note:178043.1

So far, Oracle has mostly published scripts relating to R11i, but there are a few for 10.7 and 11.0. Currently, the existing scripts seem mostly focused on validating setups, but hopefully more expanded scripts will be added in the future.

Randy Giefer, Solution Beacon



Matrix of Changes in Technology Stack for Fresh Installs of Release 11i

PRODUCT	RELEASES				
	11.5.1	11.5.2 / 11.5.3	11.5.4	11.5.5 *	11.5.7
Client Tier					
JInitiator	1.1.7.27	1.1.7.27	1.1.8.7	1.1.8.13	1.1.8.16
WorkFlow	2.5	2.5	2.5	2.5	2.6
Middle Tier: Web HTTP Servers					
Web Server	Web DB 2.2/2.5	Apache 1.3.9	Apache 1.3.9	Apache 1.3.9	Apache 1.3.19
Jserv	1.1	1.1	1.1	1.1	1.1.2
Java Runtime Environment (JRE)	1.1.8	1.1.8	1.1.8	1.1.8	1.1.8
Java Development Kit	1.1.8	1.1.8	1.2.2	1.3	1.3.1_02
Self Service Framework			5.2.3.C	5.2.3.C	5.5.2.E
Discoverer Server (Optional)	3.3.48	3.3.48	3.3.48	3.3.48	4.1.41 **
Portal 3i					3.0.9.8.1***
Middle Tier: Applications Technology Stack					
WebDB Listener	2.2				
Forms	6.0.8.8.0	6.0.8.8.0	6.0.8.12.1 (Patch 3)	6.0.8.14.2 (Patch 5)	6.0.8.18 (Patch 9)
Reports	6.0.8.8.0	6.0.8.8.0	6.0.8.12.1 (Patch 3)	6.0.8.14.2 (Patch 5)	6.0.8.18 (Patch 9)
Graphics	6.0.8.8.0	6.0.8.8.0	6.0.8.12.1 (Patch 3)	6.0.8.14.2 (Patch 5)	6.0.8.18 (Patch 9)
Database Server Tier					
Oracle 8i Enterprise Edition	8.1.6	8.1.6	8.1.7.1	8.1.7.1	8.1.7.3
Applications	8.0.6	8.0.6	8.0.6.1	8.0.6.3	8.0.6.3
WebDB	8.1.6				
IAS		8.1.6	8.1.6	8.1.6	8.1.7
9iAS		1.0.2.1	1.0.2.1	1.0.2.1	1.0.2.2.2

* Applied Patches Tracking Moved into Database with Patch #1899014

** Discoverer Installation on Compaq Tru64 UNIX. Oracle9iAS Discoverer Server is currently not available on Compaq Tru64 UNIX

*** After installation, you must apply Portal patchset 3.0.9.8.2 if implementing portal functionality



Product Spotlight

Tickmark Avoids the Pain of Configuration Setup Errors During Your 11i Upgrade

Significant amounts of change will be introduced into your production environment during your 11i upgrade – more change than at any time since your original implementation. For a smooth transition, there is another vital consideration: How will you manage all the changes to your existing business rules?

Tickmark Setup Reporter is the only software tool to manage and transition your hundreds/thousands of business rules, such as depreciation rules, etc., that control the correct behavior of your Oracle system. Tickmark documents, tracks, compares, and versions this sensitive configuration and operational data. Tickmark Setup Reporter will help you to determine:

- How to document and compare your current setup environment and ensure consistency across divisions & locations.
- How to identify the new fields and functionality available to you.
- How to identify setup changes that the upgrade will introduce into your live environment.
- How to find missing setups, setup errors, and track the changes that the upgrade will introduce.
- How to migrate your setup data if you are upgrading, or re-implementing.

Tickmark Solutions, Inc., www.tickmark.com

R11i Upgrade Support Assistant

Oracle offers an Upgrade Support Assistant in the R11i Upgrade Assistance Program. The Upgrade Support Assistant is a “web-based upgrade management tool created by Support to assist customers on Release 10.7 or 11.0.X wishing to go to 11i”. The tool automates the same steps documented in the Applications Release 11i Upgrade Manuals. The tool is based on proven, successful upgrades with known issues proactively built into the tool to guide customers through the upgrade process. Oracle also built in status indicators to determine if the upgrade step completed successfully. Another good thing about the Upgrade Support Assistant is that it is customizable. Customers can upgrade their own customizations by writing scripts and inserting steps where desired. See MetaLink Document 186126.1 for more information about the R11i Upgrade Assistance Program and the Upgrade Support Assistant.

John Stouffer, Solution Beacon



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OAUG Upgrade SIG

The Upgrade SIG will meet on October 27 at the OAUG Conference in San Diego. The SIG is soliciting people to provide useful information for the Upgrade SIG website at <http://www.oaug.org/upgdsig/>. If you would like to join the Upgrade SIG or have suggestion, please send email to UPGSig@solutionbeacon.com.

John Stouffer, Upgrade Chair, Solution Beacon

OAUG Sys Admin SIG

The newly formed Sys Admin SIG will have its second meeting at the OAUG Fall 2002 Conference in San Diego on October 27. Please stay tuned for the Sys Admin SIG webpage on the OAUG website.

If you would like to join the Sys Admin SIG or have suggestion, please send email to sysadminsigs@solutionbeacon.com.

Randy Giefer, Sys Admin Chair, Solution Beacon

Helpful Links

Here are some good links for Oracle training:

Oracle Learning Network (OLN) - <http://oracle.com/education/oln/>

Oracle iSeminars - <http://oracle.com/iseminars>

Oracle Webcasts - <http://partner.oracle.com/webcasts>

OAUG - Online Help & Hotlinks - http://www.oaug.org/public/online_help.htm



Upcoming Solution Beacon Events

EVENT	DATE/TIME	LOCATION
SCOAUG Roadshow : Care and Feeding of Release 11i, John Stouffer, Solution Beacon	August 23, 2002	Austin, TX
SCOAUG Roadshow : Care and Feeding of Release 11i, John Stouffer, Solution Beacon	September 16, 2002	Dallas, TX
HOUG : R11i Administration and Maintenance, John Stouffer, Solution Beacon	October 16, 2002, Time TDB	Houston, TX
SCOAUG Roadshow : Care and Feeding of Release 11i, John Stouffer, Solution Beacon	October 18, 2002	New Orleans, LA
OAUG Fall 2002	October 27-30, 2002	San Diego, CA
OAUG Upgrade SIG Meeting	October 27, 2002	San Diego, CA
OAUG SysAdmin SIG Meeting	October 27, 2002	San Diego, CA
OAUG Fall 2002: R11i Workshops	October 28-29, 2002	San Diego, CA
OAUG Fall 2002 Presentation: R11i Apps DBA – Teaching An Old Dog New Tricks, Randy Giefer	October 30, 2002	San Diego, CA
OAUG Fall 2002 Presentation: Upgrading to Release 11i : Lessons Learned, John Stouffer and Alicia Hoekstra, KPMG Consulting	October 30, 2002	San Diego, CA

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