

Oracle® Enterprise Performance Management System

Tips and Tricks from EPM System Infrastructure Development: Issues 1-72

Release 11.1.1

EPM System Tips and Tricks from EPM System Infrastructure Development: Issues 1-72, 11.1.1

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Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

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

1

Architecture

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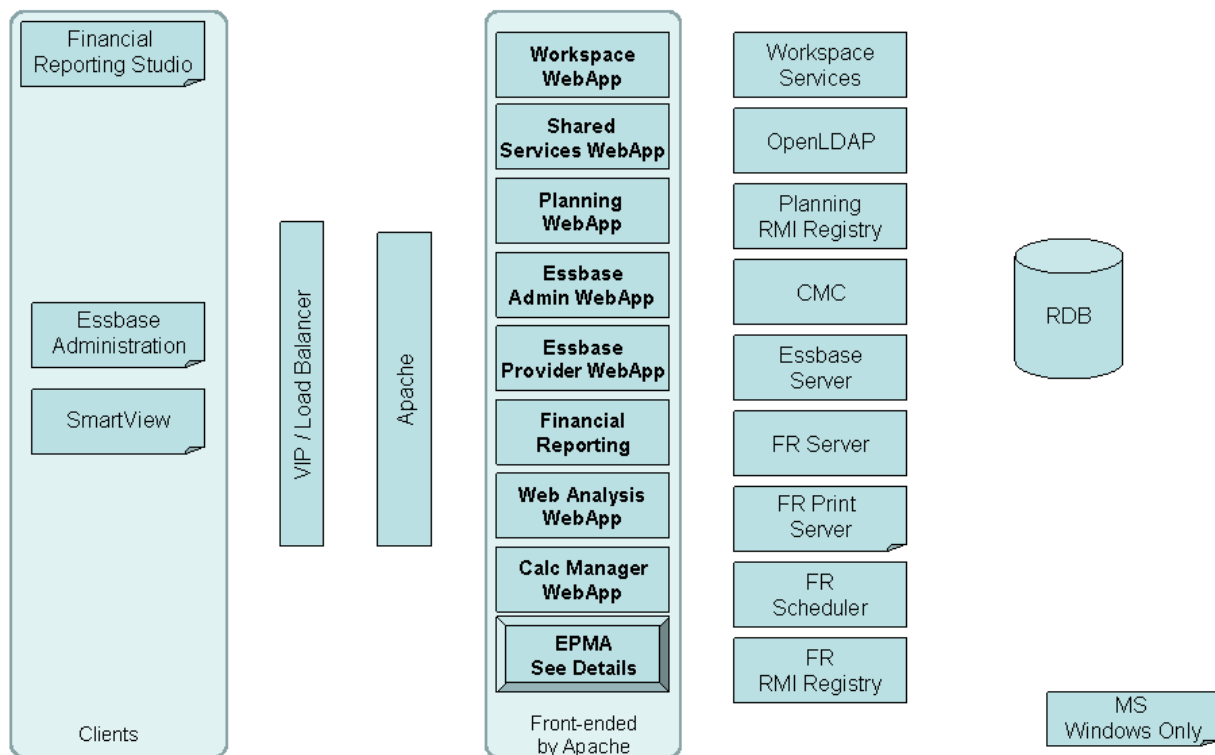
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What is the typical architecture for a Planning deployment for EPM System 11.1.1.3?

The following diagram shows a typical architecture for a Planning deployment:

Hyperion Planning



Note: The EPMA box in the diagram above represents all components of Performance Management Architect (EPMA). Please refer to the Performance Management Architect diagram for detailed information on EPMA components.

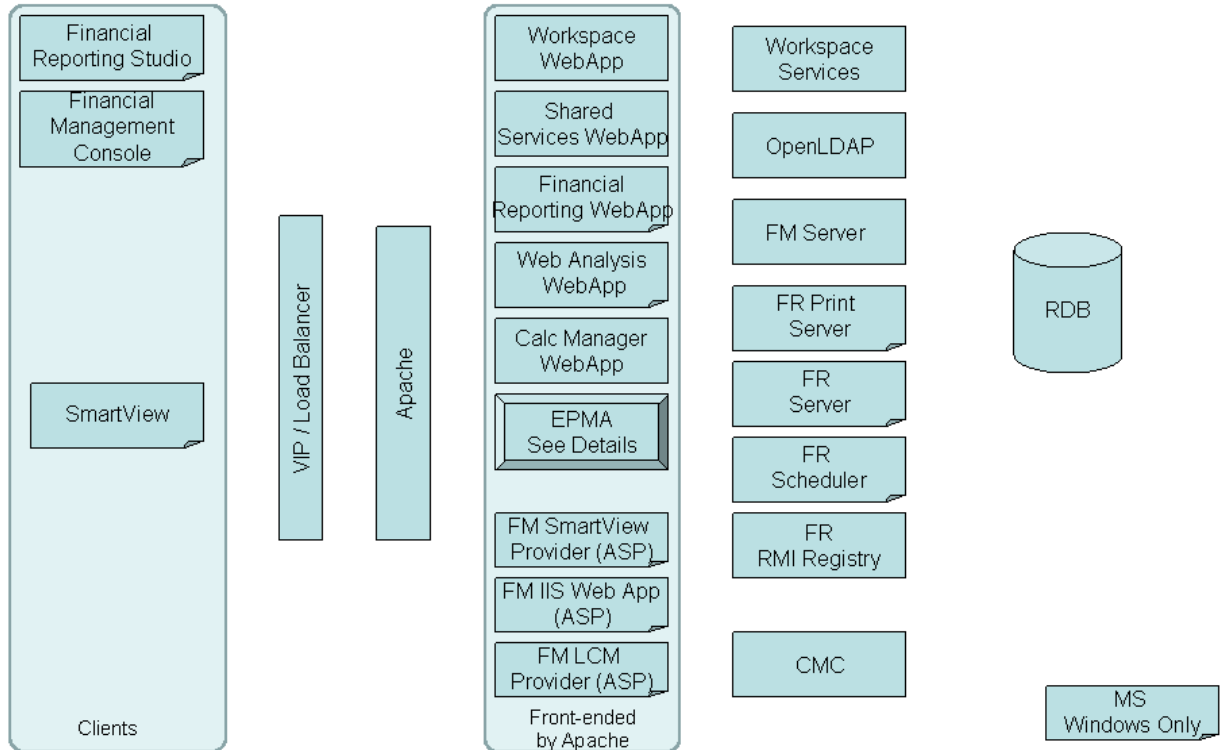
Clients not in front of a VIP/Load Balancer communicate directly with their respective servers.

Essbase Administration Services Web application, Shared Services Web application, and Provider Services Web application are front-ended by Apache but will also be accessed directly in some use cases.

What is the typical architecture for a Financial Management deployment for EPM System 11.1.1.3?

The following diagram shows a typical architecture for a Financial Management deployment:

Hyperion Financial Management



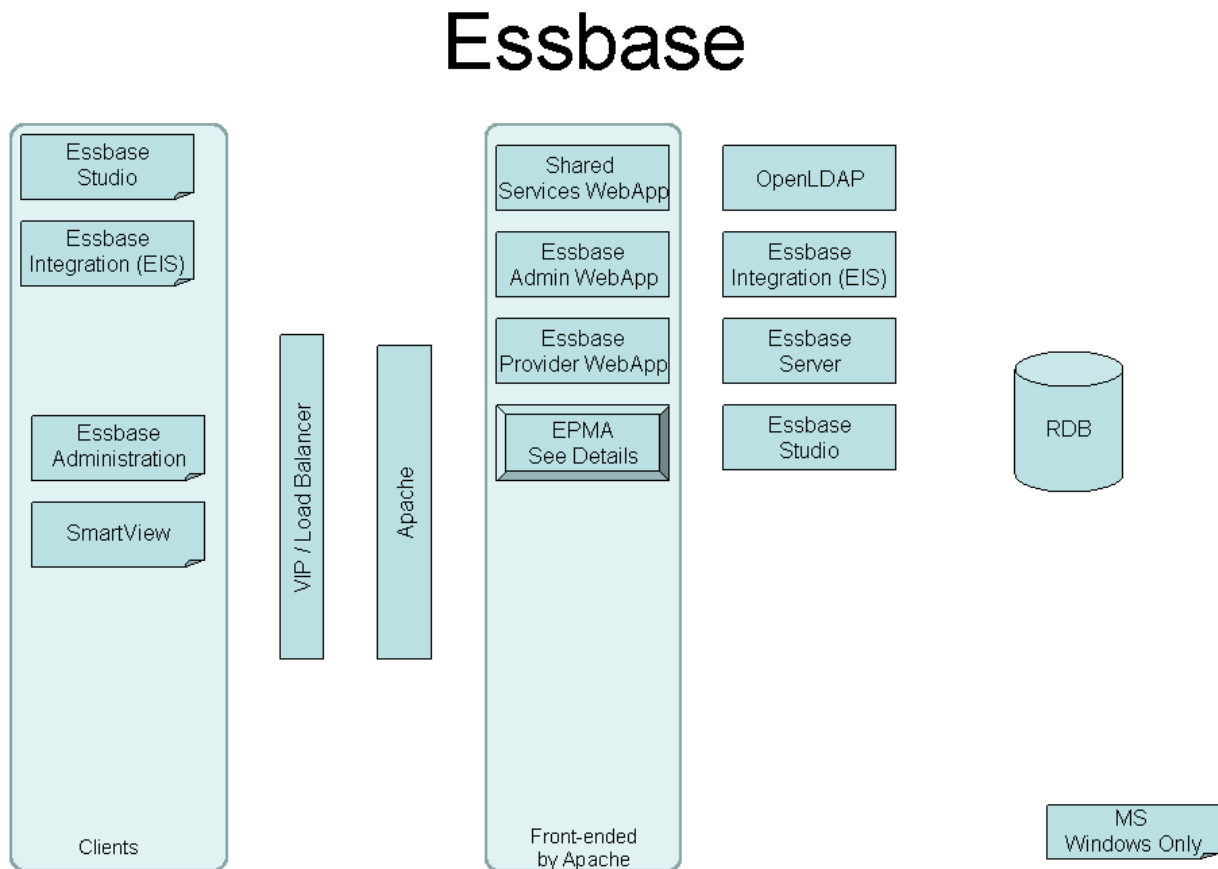
Note: The EPMA box in the diagram above represents all components of Performance Management Architect (EPMA). Please refer to the Performance Management Architect diagram for detailed information on EPMA components.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers.

Shared Services Web application is front-ended by Apache but will also be accessed directly in some use cases. Essbase Administration Services Web application, Shared Services Web application, and Provider Services Web application are front-ended by Apache but will also be accessed directly in some use cases.

What is the typical architecture for an Essbase deployment for EPM System 11.1.1.3?

The following diagram shows a typical architecture for an Essbase deployment:



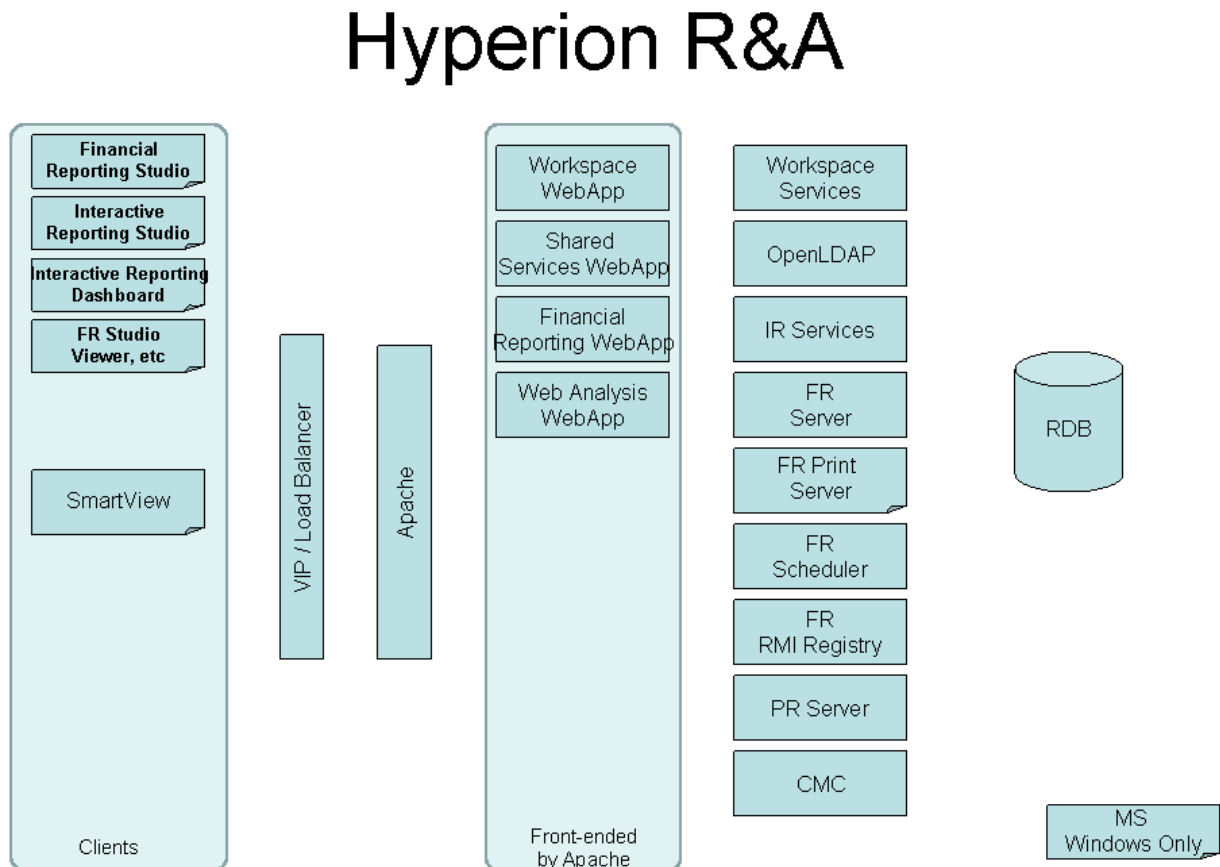
Note: The EPMA box in the diagram above represents all components of Performance Management Architect (EPMA). Please refer to the Performance Management Architect diagram for detailed information on EPMA components.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers.

Essbase Administration Services Web application, Shared Services Web application, and Provider Services Web application are front-ended by Apache but will also be accessed directly in some use cases. Essbase Administration Services Web application, Shared Services Web application, and Provider Services Web application are front-ended by Apache but will also be accessed directly in some use cases.

What is the typical architecture for a Reporting and Analysis deployment for EPM System 11.1.1.3?

The following diagram shows a typical architecture for a Reporting and Analysis deployment:



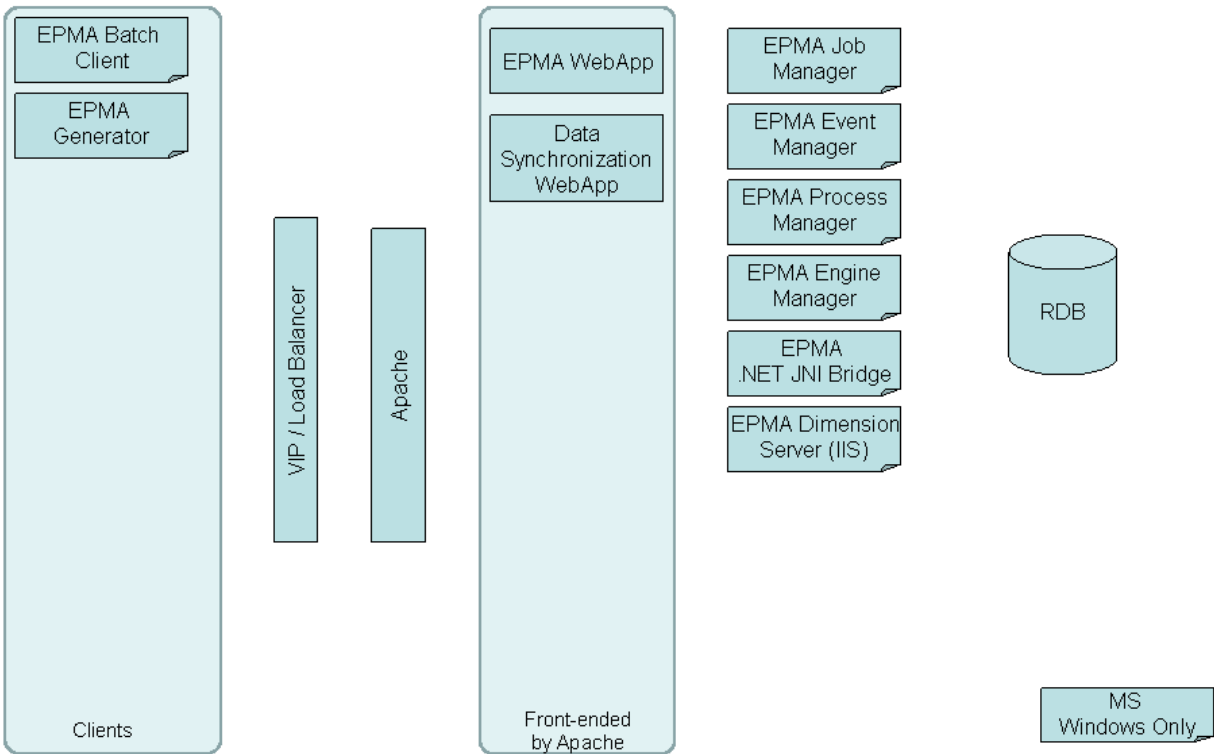
Note: Clients not in front of a VIP/Load Balancer communicate directly with their respective servers.

Shared Services Web application is front-ended by Apache but will also be accessed directly in some use cases.

What is the typical architecture for a Performance Management Architect deployment for EPM System 11.1.1.3?

The following diagram shows a typical architecture for a Performance Management Architect deployment:

EPMA

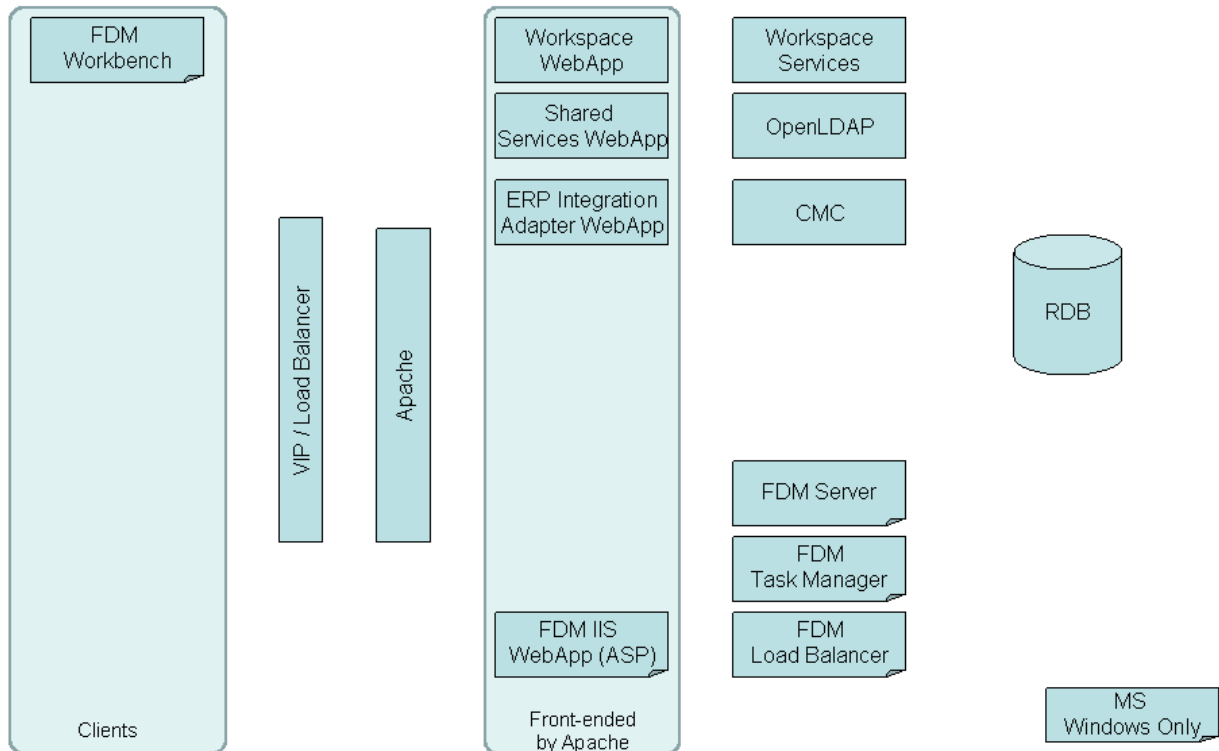


Note: Clients not in front of a VIP/Load Balancer communicate directly with their respective servers.

What is the typical architecture for an FDM deployment for EPM System 11.1.1.3?

The following diagram shows a typical architecture for an FDM deployment:

Financial Data Quality Management



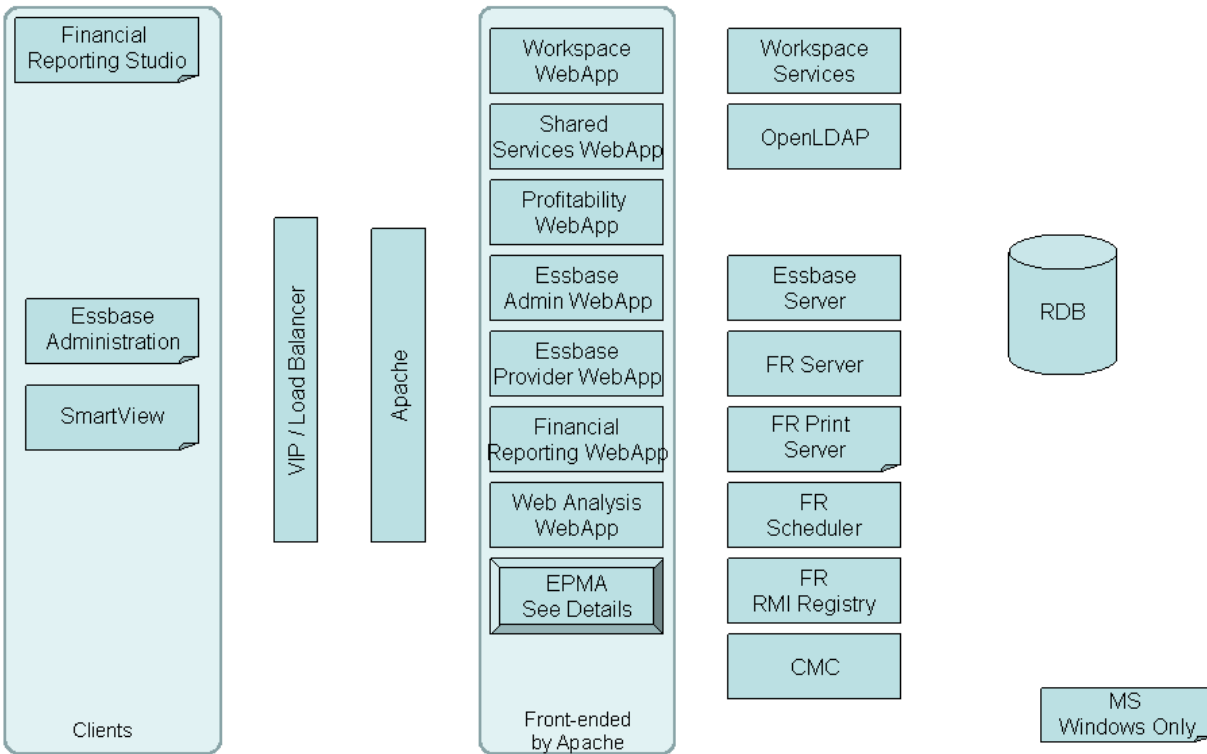
Note: Clients not in front of a VIP/Load Balancer communicate directly with their respective servers.

Shared Services Web application is front-ended by Apache but will also be accessed directly in some use cases.

What is the typical architecture for a Profitability and Cost Management deployment for EPM System 11.1.1.3?

The following diagram shows a typical architecture for a Profitability and Cost Management deployment:

Profitability & Cost Management



Note: The EPMA box in the diagram above represents all components of Performance Management Architect (EPMA). Please refer to the Performance Management Architect diagram for detailed information on EPMA components.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers.

Essbase Administration Services Web application, Shared Services Web application, and Provider Services Web application are front-ended by Apache but will also be accessed directly in some use cases.

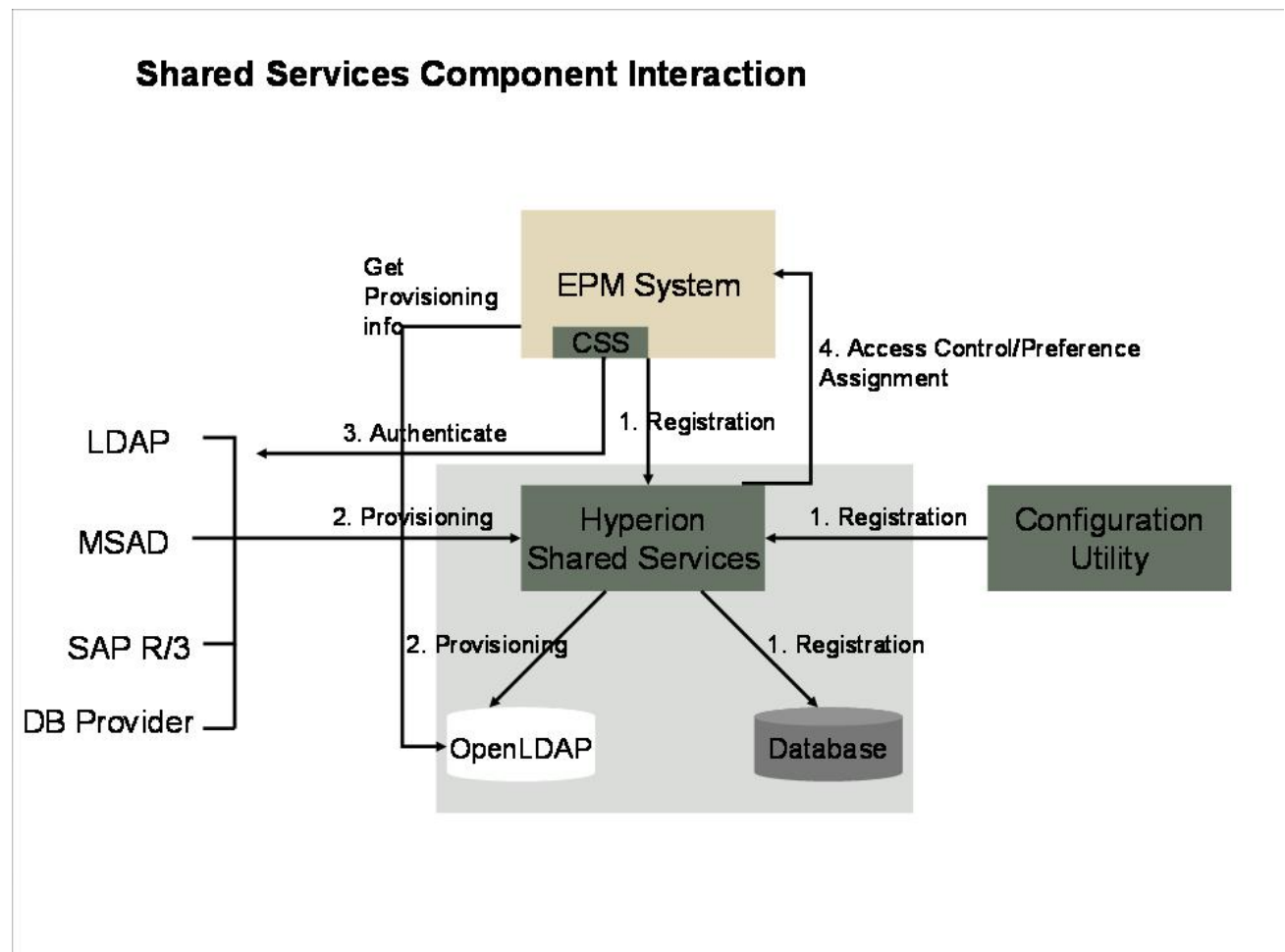
Where can I find typical deployment architecture diagrams and communication flows for EPM System 11.1.1.3?

The EPM System 11.1.1.3 deployment architecture in the form of a PowerPoint presentation and component communications in the form of a spreadsheet are available in the [whitepaper library on OTN](#).

What is the basic architecture of the Shared Services security system?

Shared Services consists of a web application, a Native Directory based on OpenLDAP or OID (in 11.1.1.x), and a relational database repository. The relational database contains the schemas for storing the registration files and the EPM System registry. A key feature of Shared Services is to provide common security services (CSS) to all EPM System products.

The web application hosts the user interface for managing security, including creation of native users and groups. It also provides the provisioning user interface, where administrators can provision users and groups with appropriate roles and permissions on applications.



Types of communication between products and Shared Services:

- Registration:
 - Products interact with Shared Services during application and product registration. The registration happens either by the EPM System Configurator after installation or during new application creation and re-registration. As part of the registration process, products specify their application and product information to Shared Services along with any application roles that they support. This information is in turn used by Shared Services during provisioning and when making any call backs to the products.

- The registration information is persisted in a relational database. The calls to persist and obtain registration information are made over WebDAV/HTTP. Some of the registration information is also written to the Shared Services Registry where the calls are made over JDBC.
- Note: In the case of Essbase, it registers the name of the Administration Services Server in order for Shared Services to render the access control assignment user interface for Essbase as described in the Access Control section.
- Provisioning and Role Authorization:
Native Directory, based on OpenLDAP or OID, is used for provisioning purposes to create native users and groups and also to create groups based on the external or corporate LDAP-based directories. Native Directory also contains the application groups. All products interact with the native directory for obtaining the provisioning based information like the roles assigned to the application or product.

- Authentication:

Shared Services works with external providers or directories (such as MSAD, LDAP, database, or SAP) as a source for corporate users and groups that need access to EPM System applications. All products interact with the providers (OpenLDAP and other external providers) directly using the CSS client component within the product.

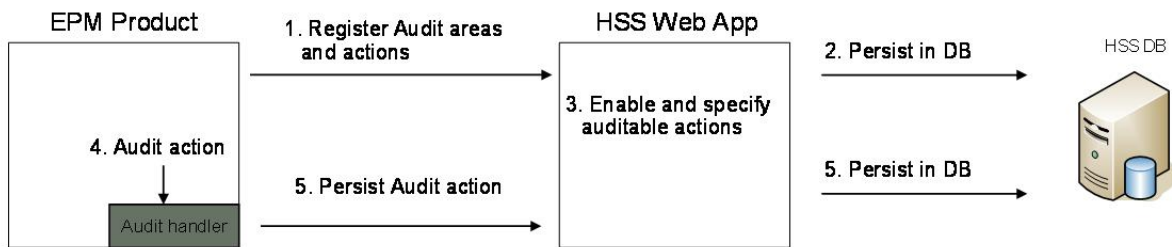
Access Control or Preference Assignment:

Shared Services communicates over HTTP to the web component of each product when either assigning Access Control or Preferences. The web app/component of each product in turn communicates with the services of their respective product.

How do EPM System products communicate with Shared Services for auditing purposes?

The following graphic depicts communication among EPM System products and Shared Services for auditing:

Product and HSS interactions for audit



All products interact with the Shared Services Web application for auditing Lifecycle Management and security actions. These calls are HTTP-based. In addition, the Profitability and Cost Management product calls the audit APIs to audit other product actions.

1. Register auditable areas: Each product registers the areas or components of their products that need to support auditing with Shared Services.
2. Persist audit information: The registration information is persisted in the Shared Services database.
3. Enable auditing: Administrators enable auditing for each product within Shared Services and define what actions need to be audited.
4. Audit the action: The products audit each action and simply pass this information to the audit handler.
5. Audit handler: The audit handler within the product will then check if auditing is enabled for that action and in turn invoke an HTTP call to Shared Services to persist the information. In turn, The Shared Services Web application will persist this information in the database.

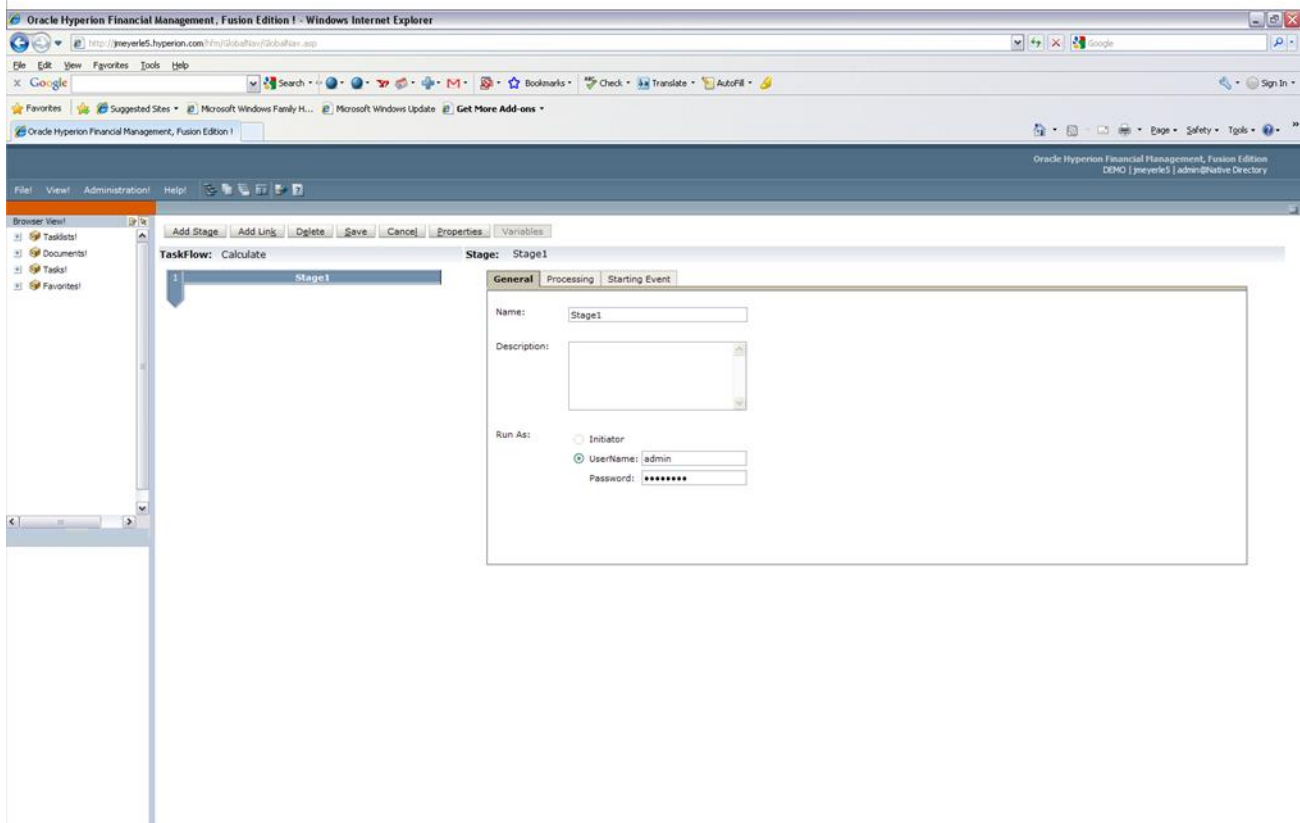
What is the communication flow when using taskflows in Financial Management?

- Design Time

When you are designing a taskflow in Financial Management, the user interface for taskflow definition is hosted by Shared Services, except for the member selector interface.

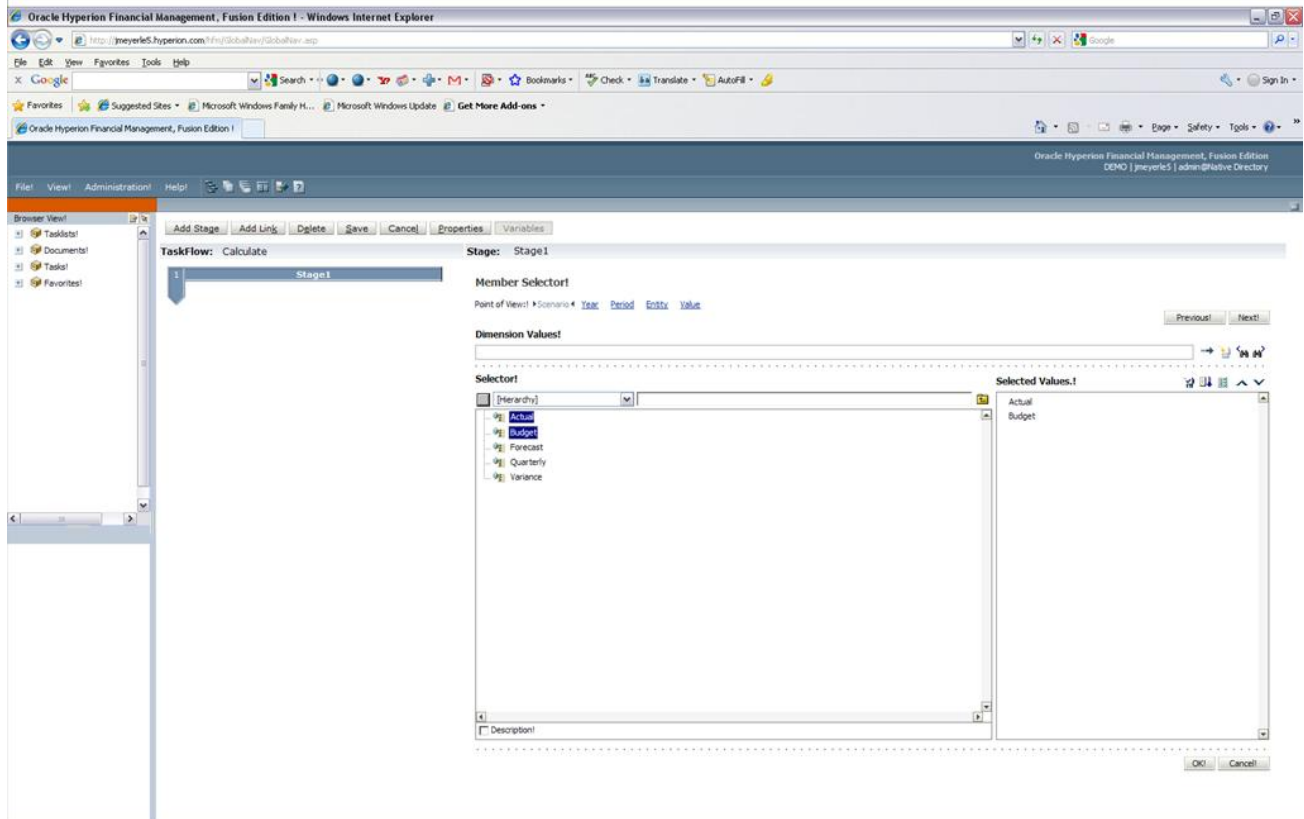
1. Financial Management makes a call to Shared Services for the following:
 - Define Taskflow
 - General tab of Taskflow definition
 - Processing tab of Taskflow
 - Starting an event
 - Viewing of Taskflow status

UI rendered by calling Shared Services



2. Financial Management makes an internal call to the Financial Management server when you are selecting members from any dimension in the member selector interface.

UI is rendered by calling HFM



- Run Time

When a taskflow is executed at the scheduled time, Shared Services contacts Financial Management over HTTP to execute each stage.

How does Lifecycle Management (LCM) interact with each EPM System product?

The LCM utility and the Shared Services Web application communicate with the products over the following protocols to obtain a list of artifacts from each product. This list is displayed in Shared Services Console.

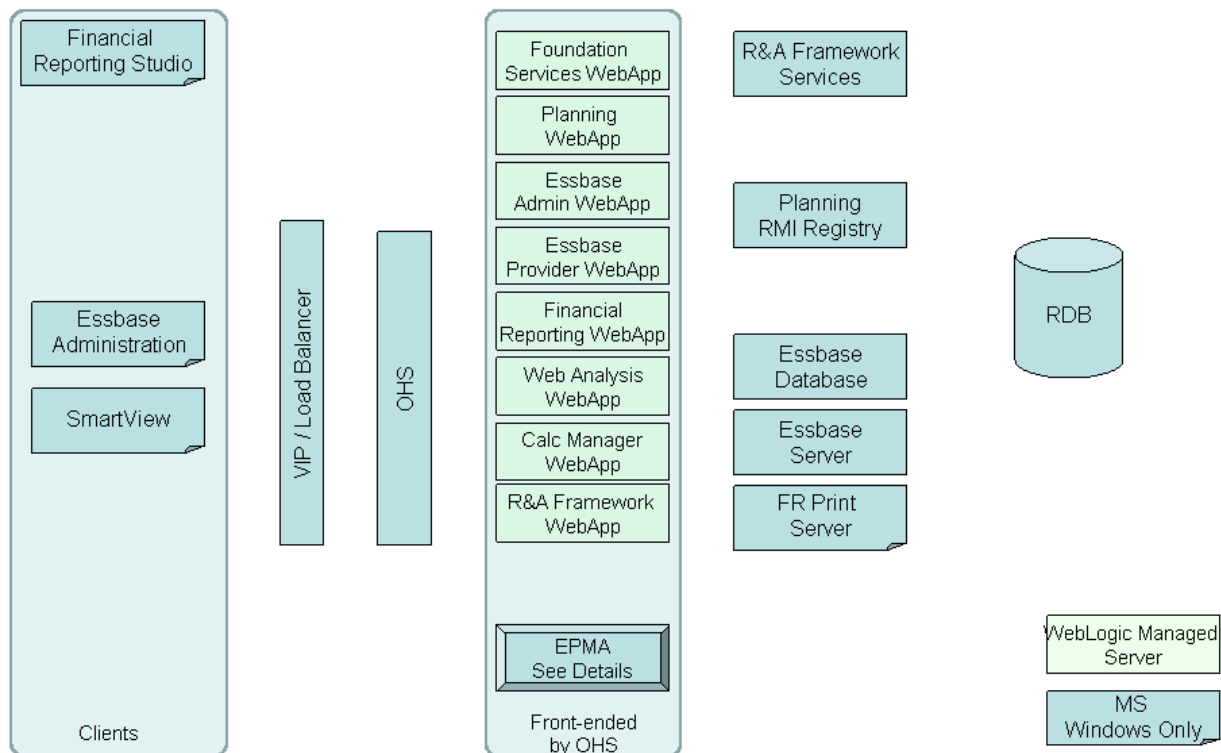
- Financial Management: The Shared Services Web application and the LCM utility communicate over SOAP web service to the Financial Management LCM Web service on IIS. This Financial Management LCM Web service in turn communicates to the Financial Management Service over DCOM.
- Reporting and Analysis: The Shared Services Web application and the LCM utility communicate over TCP/IP to the EPM Workspace Core Service.

- **Planning:** The Shared Services Web application and the LCM utility communicate over HTTP to the Planning Web application. The Planning Web application in turn communicates with Essbase for Essbase artifacts.
- **Essbase:** The Shared Services Web application and the LCM utility communicate over TCP/IP to the Essbase server.
- **Performance Management Architect:** The Shared Services Web application and the LCM utility communicate over HTTP to the Performance Management Architect Web tier. The Web tier communicates with Process Manager over .NET and the Dimension Server over SOAP as it is hosted in IIS and is a Web service.

What is the typical architecture for a Planning deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for a Planning deployment:

Hyperion Planning



Note: The Foundation Services Web application contains EPM Workspace and Shared Services.

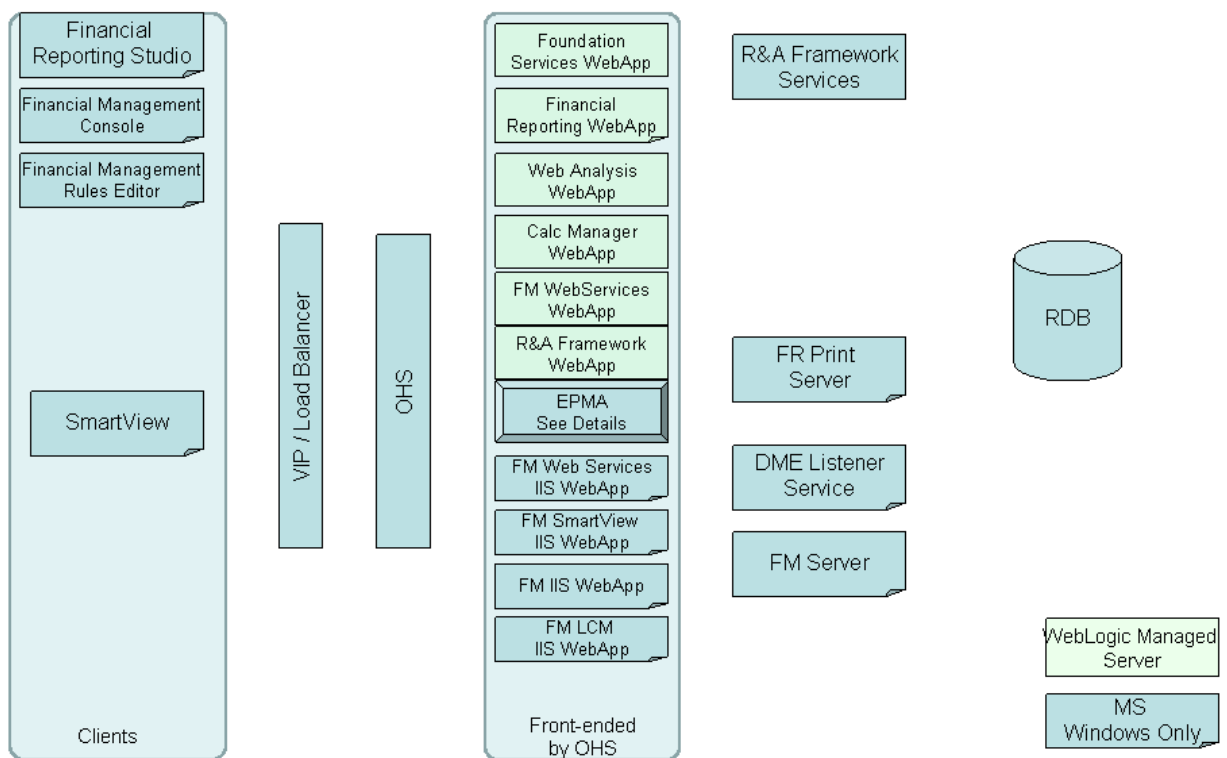
The EPMA box in the diagram above represents all components of Performance Management Architect (EPMA). Please refer to the Performance Management Architect diagram for detailed information on EPMA components.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

What is the typical architecture for a Financial Management deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for a Financial Management deployment:

Hyperion Financial Management



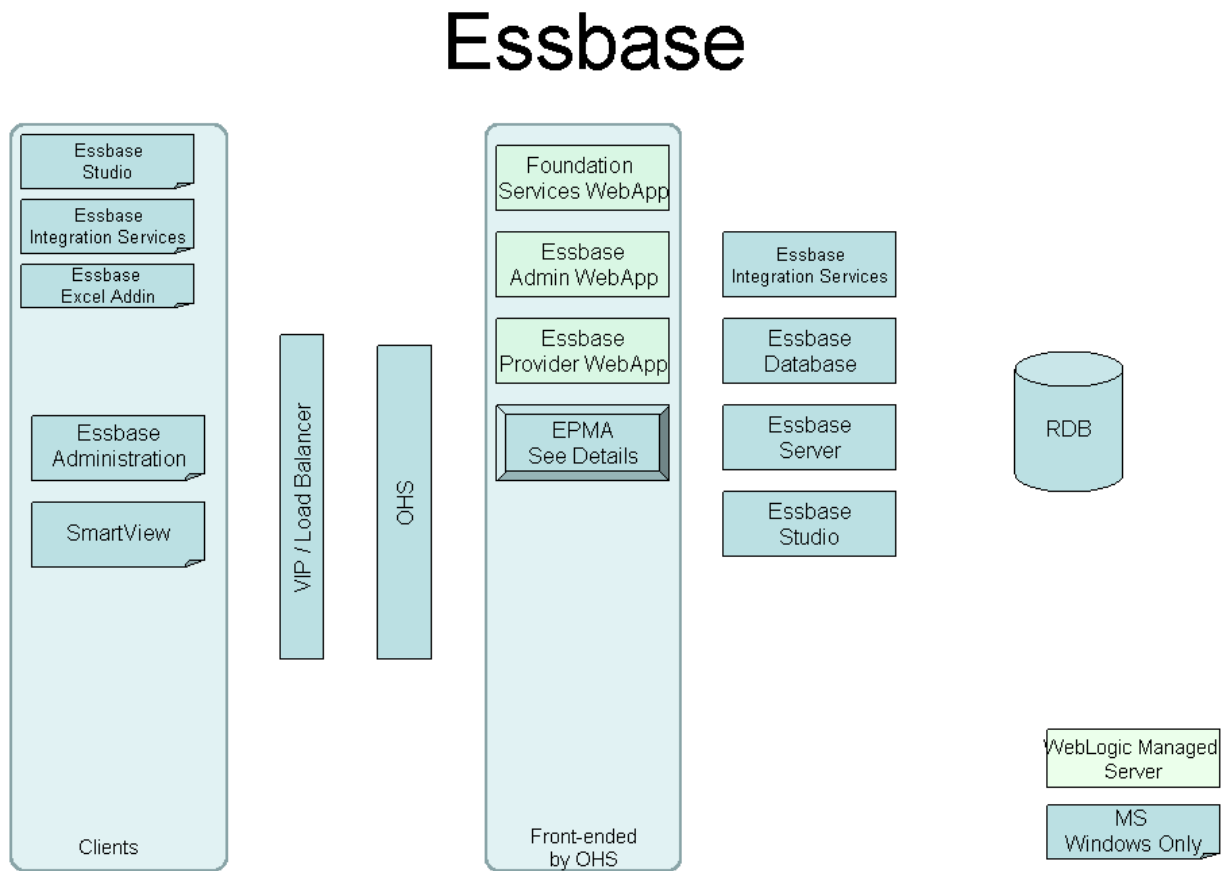
Note: The Foundation Services Web application contains EPM Workspace and Shared Services.

The EPMA box in the diagram above represents all components of Performance Management Architect (EPMA). Please refer to the Performance Management Architect diagram for detailed information on EPMA components.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

What is the typical architecture for an Essbase deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for an Essbase deployment:



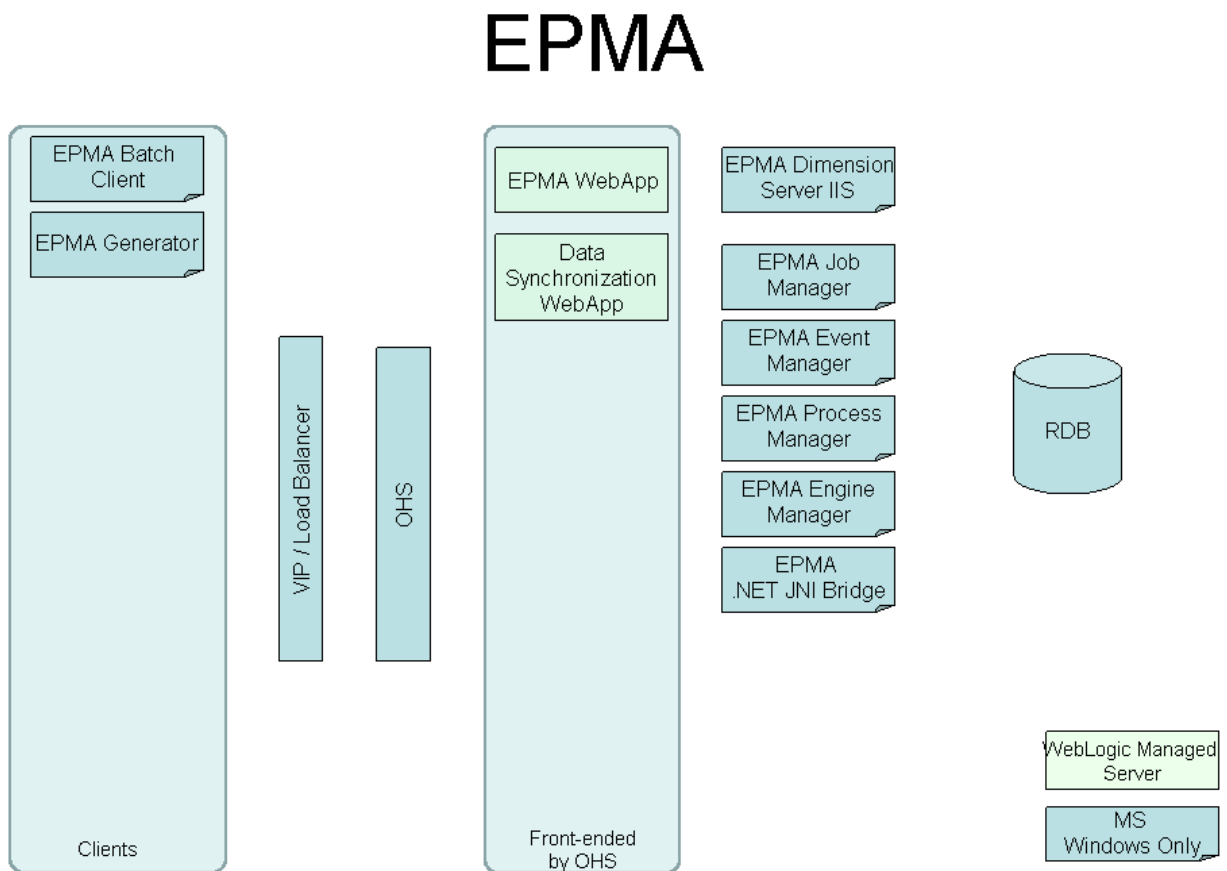
Note: The Foundation Services Web application contains EPM Workspace and Shared Services.

The EPMA box in the diagram above represents all components of Performance Management Architect (EPMA). Please refer to the Performance Management Architect diagram for detailed information on EPMA components.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

What is the typical architecture for an Enterprise Performance Management Architect (EPMA) deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for an EPMA deployment:

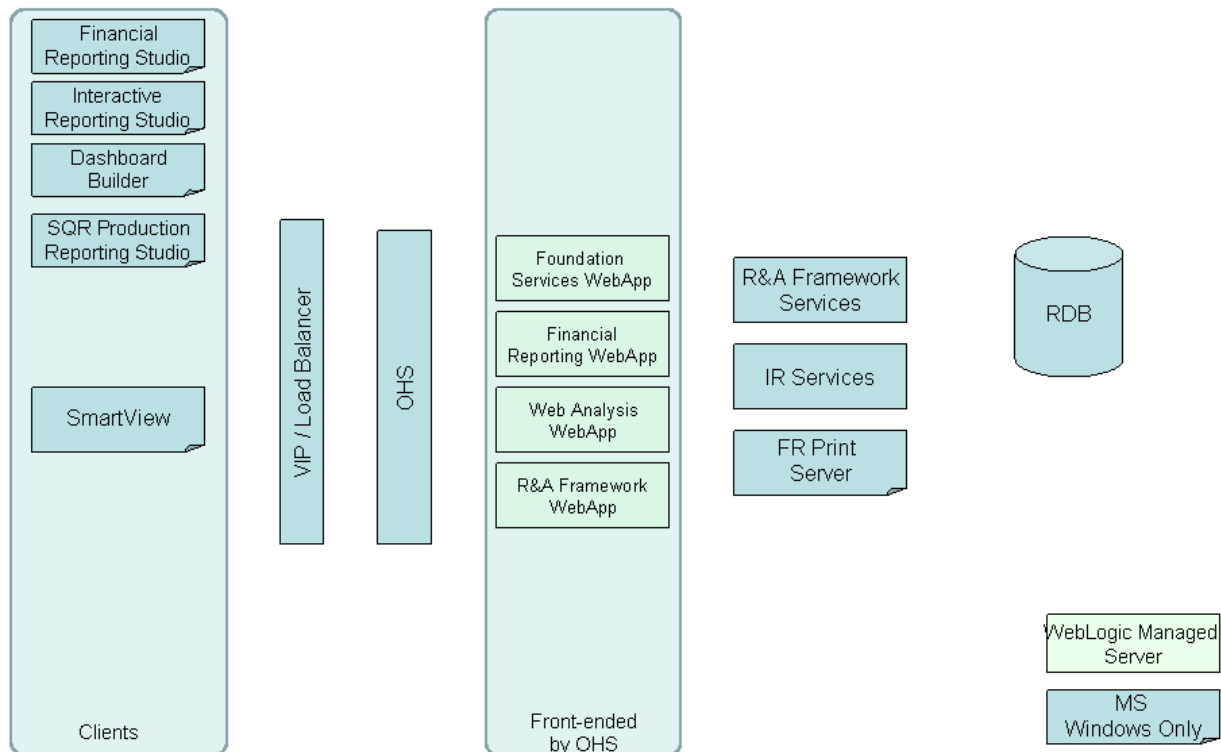


Note: Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

What is the typical architecture for a Reporting and Analysis deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for a Reporting and Analysis deployment:

Hyperion R&A



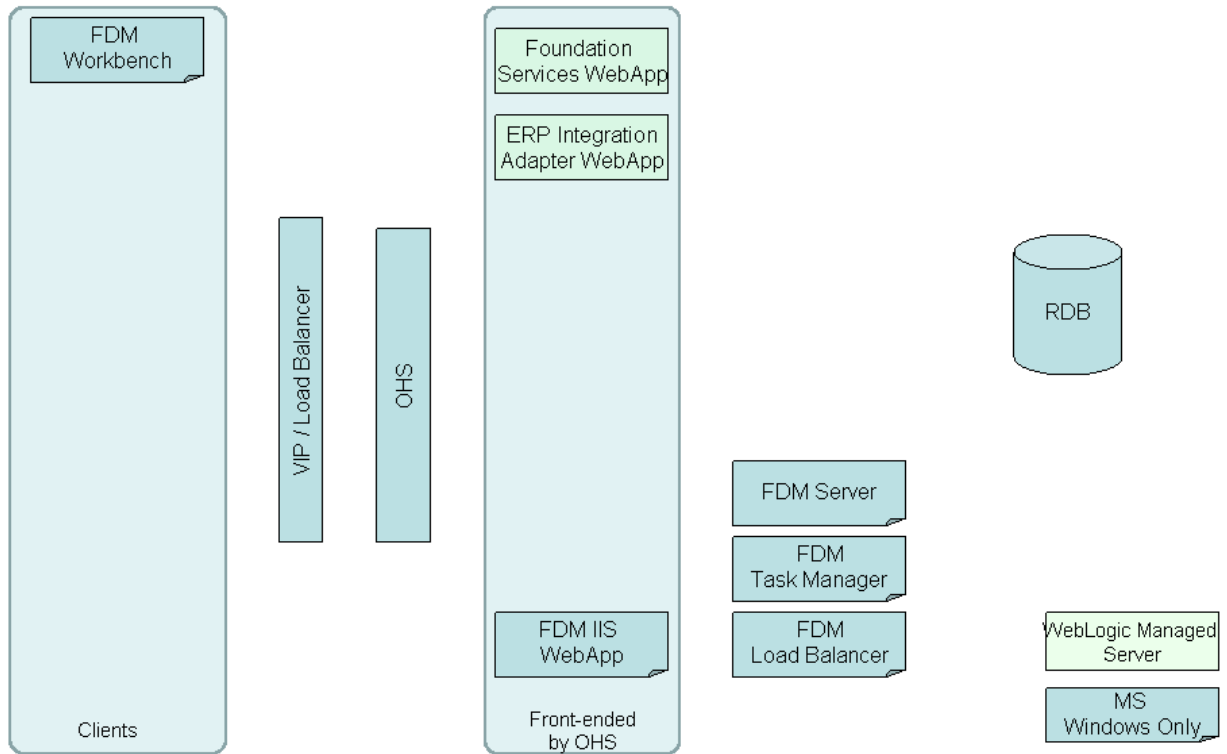
Note: The Foundation Services Web application contains EPM Workspace and Shared Services.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

What is the typical architecture for a Financial Data Quality Management (FDM) deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for an FDM deployment:

Financial Data Quality Management



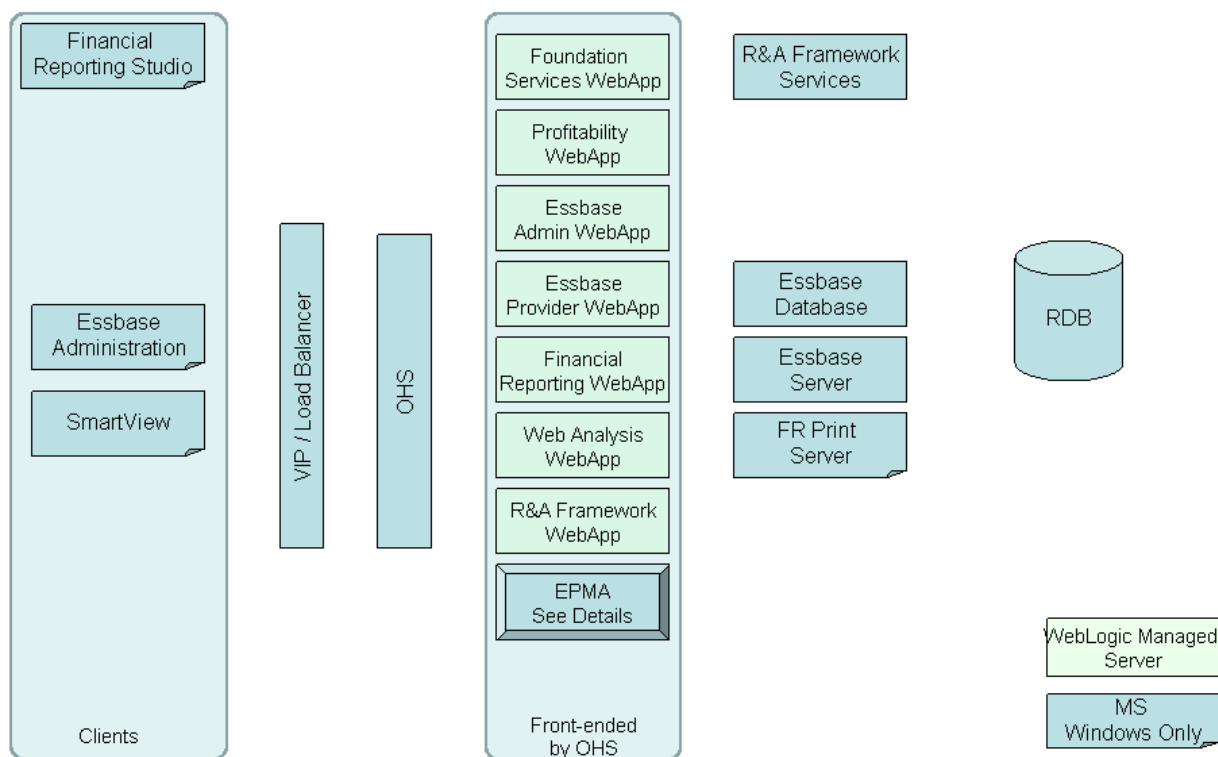
Note: The Foundation Services Web application contains EPM Workspace and Shared Services.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

What is the typical architecture for a Profitability & Cost Management deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for a Profitability & Cost Management deployment:

Profitability & Cost Management



Note: The Foundation Services Web application contains EPM Workspace and Shared Services.

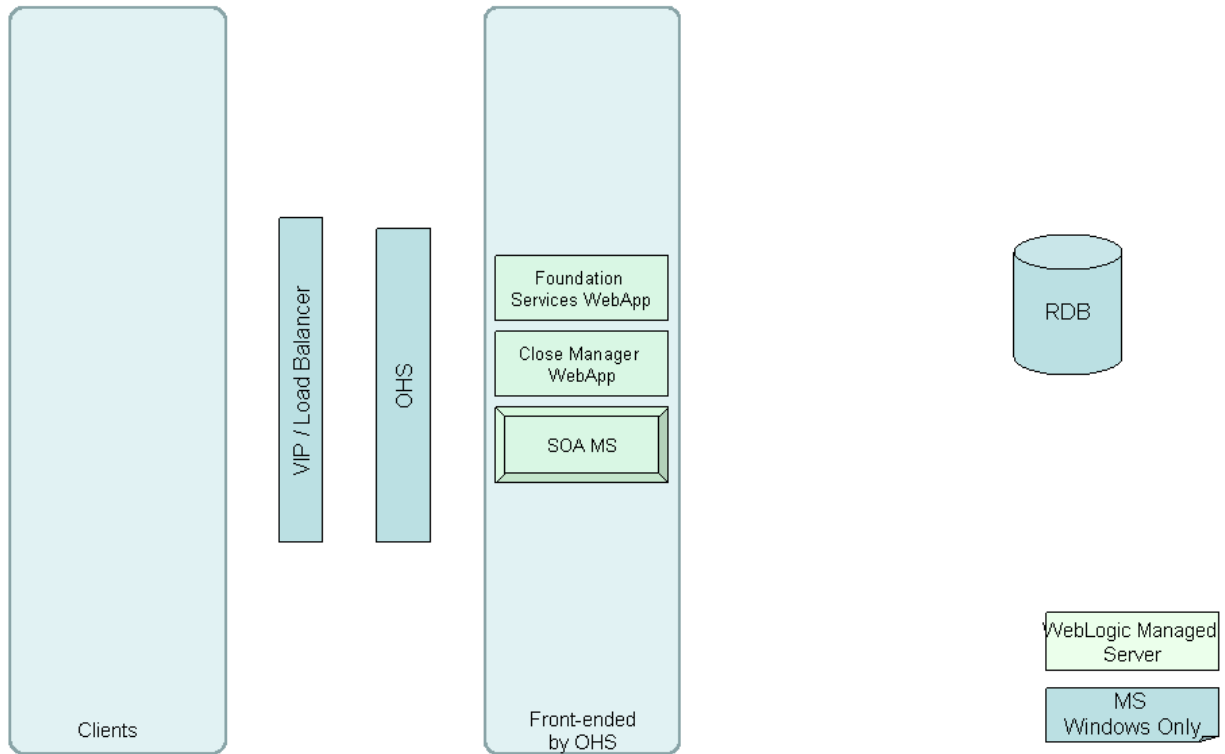
The EPMA box in the diagram above represents all components of Performance Management Architect (EPMA). Please refer to the Performance Management Architect diagram for detailed information on EPMA components.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

What is the typical architecture for a Financial Close Management deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for a Financial Close Management deployment:

Financial Close



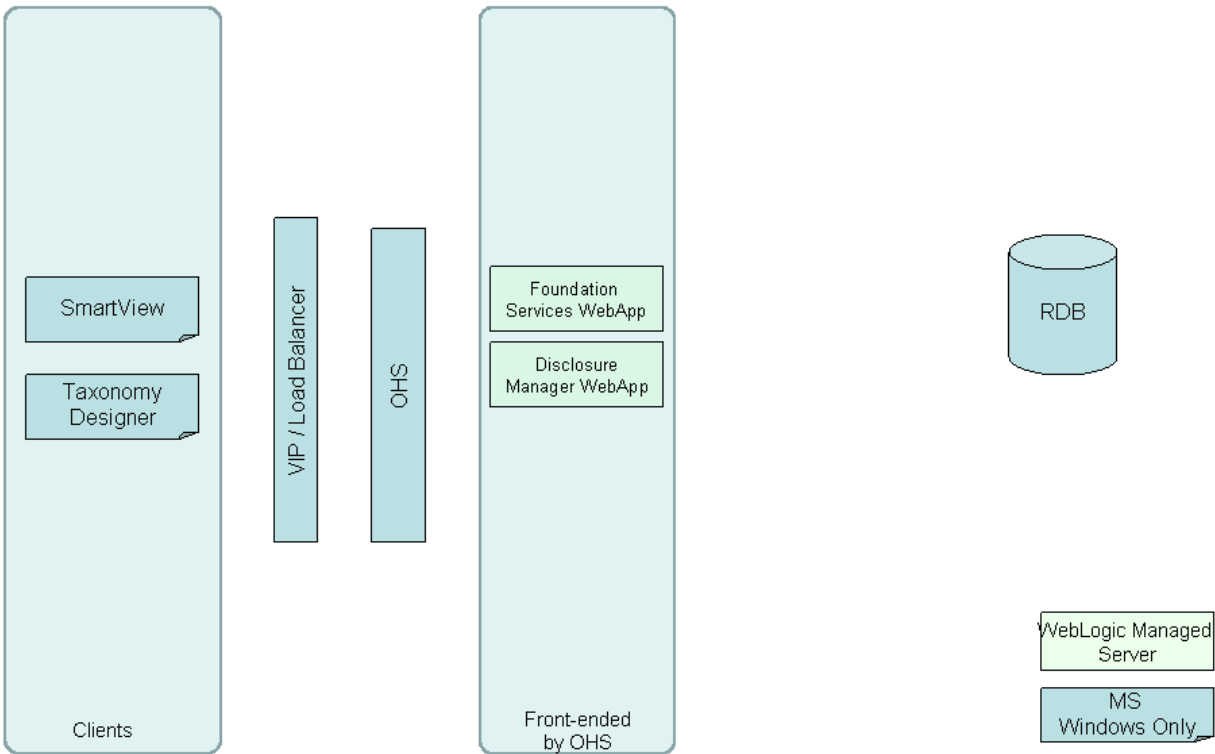
Note: The Foundation Services Web application contains EPM Workspace and Shared Services.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

What is the typical architecture for a Disclosure Management deployment for EPM System 11.1.2?

The following diagram shows a typical architecture for a Disclosure Management deployment:

Disclosure Manager



Note: The Foundation Services Web application contains EPM Workspace and Shared Services.

Clients not in front of a VIP/Load Balancer communicate directly with their respective servers and do not use HTTP(s) for communication.

Is there a document that shows the component architecture for EPM System Release 11.1.2?

Yes. A Powerpoint showing the component architecture for each EPM System component is posted to the [EPM Whitepaper library](#) (“Component Architecture for 11.1.2 EPM System Components”).

Similar content is covered in the [Installation and Configuration Guide](#) in table format in “EPM System Software Dependencies” in the “Preparing for Installation” chapter.

What ports and communication protocols are used in EPM System 11.1.2?

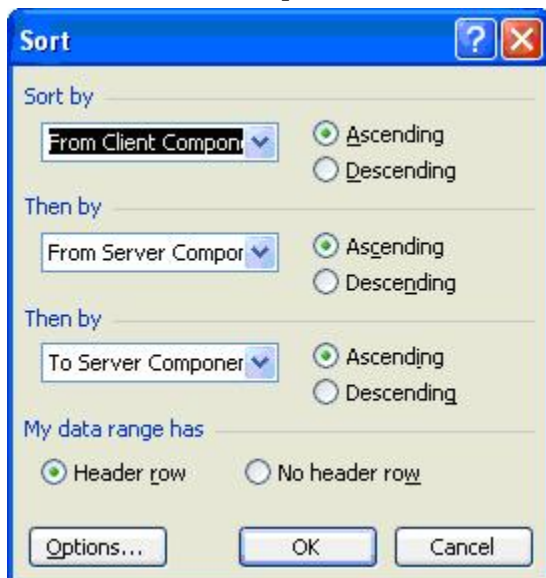
The EPM System component communications spreadsheet displays all components for each EPM System product domain and its associated communications, including port and protocol information. This spreadsheet is posted in the [EPM Whitepaper library](#) (“Communication Flows for 11.1.2 EPM System Components”).

In the EPM System Component Communications spreadsheet, each column has been set up with filtering, enabling you to filter the information to quickly analyze any domain or specific component interaction.

➤ One of the suggested ways to analyze and use the spreadsheet is:

1 In Excel, select **Data > Sort** from the menu bar, and sort by the following three columns:

- From Client Component
- From Server Component
- To Server Component



The data is arranged such that you can view all client-to-server communications and all server-to-server communications easily.

➤ To view the information for a specific domain or product:

1 Select the column (for example, "Planning Domain").

Note: If you are unable to view the columns on the right side of the spreadsheet, you may need to select **Window > Unfreeze Panes**.

2 In the first cell of that column, click the button to show the drop-down list and select **Yes**.

The resulting output shows all components and their associated communications for only the Planning domain.

You can use this information in conjunction with the typical deployment architecture shown in the consolidated 11.1.2 “Tips N Tricks” document, posted in the “Learn More” section of the [EPM Whitepaper library](#).

- 3 After analyzing a specific domain, select **All** from the drop-down list in that column to expand the view back to its original state.

➤ To create a view that includes only the interactions of a specific component, such as the Essbase Administration Services desktop client:

- 1 In the "From Client Component" column, click the button to show the drop-down list.
- 2 Select the desired component (for example, "Essbase Administration").

The view now shows all interactions for the Essbase Administration Services client that occur in the selected domain.

What configuration parameters are moved into the Shared Services Registry in the 11.1.2 release?

The following configuration parameters have been moved into the Shared Services Registry since the 11.1.1.3 release:

- Essbase - Analytic Provider Services (APS):

`domain.db` – This is a binary file storing Essbase servers used by the Java API. This file was stored in the file system in 11.1.1.3 and has moved to the Shared Services Registry in the 11.1.2 release.

- Essbase - Essbase Administration Services:

The following configuration files were stored in the file system in 11.1.1.3 under the `EAS_HOME/server` folder and have moved to the Shared Services Registry in the 11.1.2 release:

- `OlapAdmin.properties`
- `HUB.properties`
- `dao.properties`

In 11.1.2, use Administration Services Console to edit these files.

- Financial Management:

Certain Windows Registry keys under the following entries have moved to the Shared Services Registry:

- `SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Server`
- `HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Server\SystemAdminGroup`

- HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Web
- HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\HFWebServiceManager

In 11.1.2, use EPM System Configurator to edit these values.

- Shared Services:

Content previously stored in Shared Service's Jakarta Slide repository, accessible via WebDAV including “.product” and “.instance”, has been moved to the Shared Services Registry. In addition, call-back URLs no longer have server and port numbers inside these files; they are retrieved directly from the Shared Services Registry.

What are the significant architecture-related changes between EPM System 11.1.1.3 and 11.1.2?

The significant architecture changes from 11.1.1.3 to 11.1.2 are:

- WebLogic has replaced Apache Tomcat as the embedded application server for all EPM Web applications.
- The default Web server for front-ending all applications is Oracle HTTP Server (OHS) instead of Apache.
- Shared Services and EPM Workspace are now deployed to the same Managed Server called Foundation Services Web application (and share port 28080).
- For Reporting and Analysis:
 - The Financial Reporting Server and the Financial Reporting RMI Registry are now part of the Financial Reporting Web application.
 - The Financial Reporting Scheduler has been merged into the Financial Reporting Web application.
 - A new Web application called the Reporting and Analysis Framework Web application has been introduced. This Web application includes the Reporting and Analysis plug-in to EPM Workspace. This Web application uses port 45000.
 - The Configuration and Monitoring Console (CMC) has been merged into the Reporting and Analysis Framework Web application. The CMC Agent is now called Reporting and Analysis Framework Agent.
 - EPM Workspace Services are now renamed to Reporting and Analysis Framework Services.
 - The EPM Workspace Web application port has been changed from 45000 to 28080.
- For Essbase:
 - Essbase Server can now be managed using OPMN to start and stop services.

- Essbase now supports active-passive failover without Oracle Clusterware. You can use EPM System Configurator to configure Essbase in an active-passive failover configuration with write-back capability.
- Two new products have been introduced: Financial Close Management and Disclosure Management.
- For Financial Management, a new Web application called Financial Management Web Services Web application has been added to support Financial Close Management.
- For Shared Services:
 - OpenLDAP has been removed as Native Directory, and the architecture has been simplified to use a relational schema in a relational database.
 - The Jakarta Slide component has been removed.
 - Shared Services now supports an active-active cluster configuration.
 - Shared Services no longer releases Hyperion Remote Access Module (HRAM).

2

Patches and Upgrades

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When attempting to apply an 11.1.1.x maintenance release to an existing EPM System installation, why is the option not available in EPM System Installer?

This may happen if the user doing the upgrade is not the same user that performed the initial installation. EPM System installations and upgrades need to be done by the same user. We recommend whenever possible to use the same user for installation and maintenance of a deployment.

- To be able to apply the maintenance release on an existing installation performed by another user, follow these steps:
 - 1 **Copy the .hyperion.<hostname> file from the \$HOME directory of User1 to the \$HOME directory of User2. Change the ownership to User2.**
 - 2 **Copy the set_hyphome_<hostname>_1.sh file from the \$HOMEdirectory of User1 to the \$HOME directory of User2. Change the ownership to User2.**
 - 3 **Change the ownership of \$HYPERION_HOME and all subfolders/files to User2.**
 - 4 **Change the ownership of \$BEA_HOME or \$WebSphere_HOME to User2 if you are using WebLogic or WebSphere application servers.**

Now User2 can apply the maintenance release.

When upgrading Shared Services from 9.3.0 to 9.3.1, the installer doesn't detect the previous version and continues as a fresh installation instead of an upgrade. Why doesn't it detect the previous version?

The previous version is not detected because the `vpd.properties` file is missing or is out of sync with the files actually installed.

► Steps to recover:

1 Edit the `vpd.properties` file and do a global replace of the installation folder with the correct one.

On Windows, this file is the `%WINDIR%` directory. On UNIX, it is in the `$HOME` directory of the user that installed the Hyperion products.

For example, the entry shown below in the `vpd.properties` file shows that Shared Services 9.3.0 is installed in the directory `/vol1/ hss930_bad`.

```
eIEProductBean|9|3|0|0|Release 9.3.0.0.0|1=eIEReference_Essbase XTD Interoperability
Services|Essbase Interoperability Services|Essbase XTD Interoperability Services|
$L(com.hyperion.cis.i18n.ProductResources, Product.vendorName)|www.hyperion.com| | /
vol1/hss930_bad|0|0|1|eIESuite|9|3|0|0|9.3.0.0.0|1|0|false| |true|3|eIEProductBean|9|
3|0|0|Release 9.3.0.0.0|1
```

2 Edit the file and globally replace the old installation directory with the correct one. For example,

```
eIEProductBean|9|3|0|0|Release 9.3.0.0.0|1=eIEReference_Essbase XTD Interoperability
Services|Essbase Interoperability Services|Essbase XTD Interoperability Services|
$L(com.hyperion.cis.i18n.ProductResources, Product.vendorName)|www.hyperion.com| | /
vol1/hss930_good|0|0|1|eIESuite|9|3|0|0|9.3.0.0.0|1|0|false| |true|3|eIEProductBean|
9|3|0|0|Release 9.3.0.0.0|1
```

3 Always keep a backup copy of the original `vpd.properties` file. Try the upgrade installation again and the upgrade should be recognized and processed. If the `vpd.properties` file cannot be found, proceed as a new installation and configuration.

4 Install and configure the new Shared Services, but be sure to re-use the existing 9.3.0 database repository during Shared Services database configuration.

5 If 9.3.1 was installed in a different directory than Shared Services 9.3.0 OR if the `vpd.properties` file was missing and cannot be found, follow these steps:

- a. Shutdown the 9.3.0 OpenLDAP service.
- b. Copy all the files from:

```
%HYPERION_HOME%/openLDAP/var/openldap-data (Windows) or
$HYPERION_HOME/openLDAP/usr/local/var/openldap-data (UNIX)
```

to the same directory under the 9.3.1 installation.

- c. Start 9.3.1 Shared Services and OpenLDAP.

Note: Doing a global change on the path may affect other products installed on the machine.

After applying `css-9_3_1.jar` from Shared Services 9.3.1.1 on EPM System products, if a product releases a patch, do I need to re-apply the `css-9_3_1.jar` from 9.3.1.1?

Yes, if the product patch doesn't already contain the `css-9_3_1.jar` file from 9.3.1.1. You can verify this by looking at the size of the `css-9_3_1.jar` file and/or manifest information. The size should be 2808 KB and `Implementation-Version` in the `Manifest.mf` file should be 9.3.1.1.00 Build 79 Drop 14 (June 8 2009). You can verify the manifest information as below:

J2EE Web-app based products such as Planning, Administration Services Console, and EPM Workspace package the `css.jar` file in the respective `ear/war` file under the `WEB-INF/lib` directory. Using Winzip or a jar utility, extract the contents of the `ear/war` file such as `Planning.ear`, `eas.ear`, or `Workspace.war` and locate the `css-9_3_1.jar` file. Extract the contents of this `css-9_3_1.jar` file and locate the `Manifest.mf` file. This file should contain the following information:

```
Manifest-Version: 1.0
Ant-Version: Apache Ant 1.6.5
Created-By: Hyperion Solutions Corporation
Specification-Title: Common Security Services
Specification-Vendor: Hyperion Solutions Corporation
Specification-Version: 9.3.1.1.00.79
Implementation-Title: Common Security Services
Implementation-Vendor: Hyperion Solutions Corporation
Implementation-Version: 9.3.1.1.00 Build 79 Drop 14 (June 8 2009)
```

Financial Management, Essbase, and Reporting and Analysis core services refer to the `css.jar` from the `Hyperion_Home/commom/CSS/9.3.1/lib` directory, and you must check the manifest information from the `css-9_3_1.jar` file from this location.

See the Readme for Hyperion Shared Services 9.3.1 Service Pack 1 (9.3.1.1) for instructions to apply the service pack to the products. This service pack is available on [My Oracle Support](#) (previously Metalink) - Patch Number 8677305. Click Patches and Updates and do a Simple Search by Patch Number 8677305.

When trying to apply an EPM System product patch with OPatch, why do I receive this error: “OPatchSession cannot load inventory for the given Oracle Home”?

Possible causes for this error include:

- The inventory folder wasn't created under `HYPERION_HOME` during the installation.
- The Oracle Central Inventory is not writable by the user.
- You didn't use `hpatch` to apply the patch, or the full path to the patch was not provided. Proper patch syntax is:

Windows: `hpatch.bat apply <full-path-to-patch-folder>`

UNIX: `hpatch.sh apply <full-path-to-patch-folder>`

► Actions to take:

- 1 **Verify that `HYPERION_HOME` has an inventory folder.**
- 2 **Verify that the Central Inventory folder on the system is writable by the current user; if not, you must resolve this to proceed.**

On Windows, the Central Inventory is located in: `<SystemDrive>:\Program Files\Oracle\Inventory`

On UNIX, an `oraInst.log` file determines the location for the Central Inventory; the file may be located in a number of locations but two likely locations are `/etc` and `$HOME`.

- 3 **If step 2 is resolved or is not an issue, but the inventory folder is missing, follow the steps in "Steps to recreate inventory" below to recreate it.**

Sometimes the inventory folder is there but is not complete; if steps 1-3 still do not enable patching, delete the existing `HYPERION_HOME/inventory` folder and use "Steps to recreate inventory" below to recreate it.

► Steps to recreate the inventory folder:

- 1 **Run `OPatch/createInventory.bat` (or `OPatch/createInventory.sh`).**

If you receive a message about the Oracle Home entry already being defined in the Central Inventory, you need to append the "EpmSystem" `HOME_NAME` entry in the file as shown below:

- 2 **Change this entry:**

```
<HOME_NAME="EpmSystem" LOC="C:\Oracle\Middleware\EPMSystem11R1" TYPE="O" IDX="1" />
```

To:

```
<HOME_NAME="EpmSystem" LOC="C:\Oracle\Middleware\EPMSystem11R1" TYPE="O" IDX="1"
*REMOVE="T" */>
```

The Uninstaller does not remove the "EpmSystem" `HOME_NAME` entry from the Central Inventory (please reference defect #8769461). The existing "EpmSystem" entry in the Central Inventory blocks all further inventory creations. Therefore, you will get empty inventories for all further EPM System installations.

► To workaround this issue, remove the "EpmSystem" `HOME_NAME` entry from your Central Inventory if it exists before the new installation:

- 1 **Open the following file:**

Windows: `C:\Program Files\Oracle\Inventory\ContentsXML\inventory.xml`

UNIX: `<location-pointed-to-by-oraInstLocFile>/ContentsXML/inventory.xml`

- 2 **Remove this entry:**

```
HOME_NAME="EpmSystem" LOC="YOUR_HYPERION_HOME" TYPE="O" IDX="2" /
```

3 To recreate the inventory folder, use the Oracle Universal Installer GUI:

- a. At a command prompt, navigate to `HYPERION_HOME/oui`.
- b. Execute the following command (assumes that `HYPERION_HOME = c:\hyperion`, adjust if not):

```
c:\hyperion\oui\bin\setup.exe ORACLE_HOME="c:\hyperion"  
ORACLE_HOME_NAME="EpmSystem" -jreLoc  
c:\hyperion\common\JRE\Sun\1.5.0
```

I have a patch for the correct platform, but an error is returned with I try to apply the patch. How can I apply the patch?

The following error is returned when trying to apply the patch:

```
OPatch detects Platform ID 215 while this patch supports the following platforms :  
[ 233: MS Windows NT, ]  
System intact, OPatch will not attempt to restore the system  
OPatch failed with error code = 73
```

The issue is related to the correct platform ID not being set by 11.1.1.0 and 11.1.1.1 and has been typically seen with only the Windows OS. To work around the issue, add the snippet in bold below to the `<Hyperion_Home>/inventory/ContentsXML/oraclehomeproperties.xml` file (even though the file says not to modify the content of the file manually):

```
<?xml version="1.0" standalone="yes" ?>  
<!-- Copyright (c) 1999, 2009, Oracle. All rights reserved. -->  
<!-- Do not modify the contents of this file by hand. -->  
<ORACLEHOME_INFO>  
<GUID>648216744#. #1344751757</GUID>  
<HOME/>  
<ARU_PLATFORM_INFO>  
<ARU_ID>233</ARU_ID>  
</ARU_PLATFORM_INFO>  
</ORACLEHOME_INFO>
```

For `ARU_ID`, supply the number shown as the supported platform by the patch, typically 912 for Windows 32-bit and 233 for Windows 64-bit.

Caution: Do this only when you are absolutely certain that you have downloaded the correct patch for your platform.

What are the significant deployment issues that are resolved in EPM System Release 11.1.1.3?

The following deployment issues are resolved in the EPM System 11.1.1.3 release:

- The logical host name entered by the user in EPM System Configurator is no longer converted into canonical form. This was known to cause issues with DNS-based load balancers.
- Shared Services, Essbase Administration Services, and Analytic Provider Services are now automatically configured to be fronted by the Web server by EPM System Configurator.
- Active-Active high availability is now supported for Shared Services. See the following white paper for more information: http://www.oracle.com/technology/products/bi/pdf/epm_hss_active_active_clusters_wp.pdf
- Lifecycle Management supports the export of Deployment Metadata artifacts in a Windows environment. Prior to this release, there was an issue on Windows related to long filenames that prevented Deployment Metadata from being exported.
- A number of Lifecycle Management functionality defects are fixed across all products.
- A number of issues related to using OPatch, especially for client-tier components, have been addressed.
- Maintenance upgrades no longer require the manual step of rolling back previous patches. Prior to this release, if patches were applied to a deployment, maintenance upgrades would not update the patched files; customers had to remove the patched files before applying the maintenance upgrade. Patch roll backs are no longer required in the maintenance upgrade cycle. Note that patched files on previous releases are overwritten with new binaries. Before upgrading, please ensure through Support that your required patches are already fixed in the 11.1.1.3 release.

What is the process for applying patches to existing installations when there is a JRE or JDK patch that must be applied?

Support for JRE and JDK updates for EPM System is provided in accordance with the policy for supporting platform software subsequent maintenance. For EPM System releases prior to 11.1.1.2, this policy is documented in the [EPM System Installation Start Here](#). For EPM System releases 11.1.1.2 and later, this policy is documented in the [Oracle Enterprise Performance Management System - Supported Platforms Matrices](#). The policy states:

“Oracle acknowledges and supports the backward compatibility assertions made by third-party vendors. Therefore, where vendors assert backward compatibility, subsequent maintenance releases and service packs may be used. If an incompatibility is identified, Oracle will specify a patch release on which the product should be deployed (and remove the incompatible version from the supported matrix) or provide a maintenance release or service fix to the Oracle product code.”

For Sun JRE, maintenance releases are identified as the “update number”. Example:

Supported JRE Version as Documented	Example of a “Subsequent Maintenance Release” Supported
JRE 1.5.0_12 (JRE 5.0 Update 12)	JRE 1.5.0_15 (JRE 5.0 Update 15)

For IBM JRE, “maintenance releases” are considered “the SR Level.” Example:

Supported JRE Version as Documented	Example of a “Subsequent Maintenance Release” Supported
JRE 1.5.0 SR5	JRE .5.0 SR10

For HP JRE, “maintenance releases” are considered the last two digits of the JRE version number. Example:

Supported JRE Version as Documented	Example of a “Subsequent Maintenance Release” Supported
JRE 1.5.0_08 (aka JRE 5.0.08)JRE 1.5.0_16 (aka JRE 5.0.16)	

You can download the patch or the latest version of the supported JRE for your platform and apply it following the instructions available with the patch. In EPM System, the JRE is installed in one of the following locations:

- 32-bit: <Hyperion_Home>/common/JRE/<Vendor>/1.5.0
- 64-bit: <Hyperion_Home>/common/JRE-64/<Vendor>/1.5.0

This is the location where it should be applied. This is the JAVA_HOME for the JRE used by EPM System.

Platform	Vendor of JRE Installed by EPM System
Windows 32	Sun
Windows 64	Sun
Linux 32	Sun
Linux 64	Sun
Solaris	Sun
AIX	IBM
HP-UX	HP

Where can I find all patches released for EPM System?

► To find EPM System patches:

- 1 Log onto [My Oracle Support](#), formerly Metalink 3.
- 2 Click on the “Patches and Downloads” tab, located at the top-right hand side of the page.
- 3 Click “Oracle, Siebel and Hyperion “Products”.
- 4 If you know the patch number: Click “Simple Search”.

- 5 Enter the patch number in the “Search by” field. If you do not know the patch number: Click “Advanced Search”.
- 6 Click the flashlight icon next to the “Product or Family field”.
- 7 Click on the “Search by Hierarchy” button.
- 8 Select “All Products” in the Search drop-down, and enter %hyperion% in the text field. Or, if you are looking for a specific product, enter a portion of the product name, like %essbase%.
- 9 From there, you can navigate to specific patches.

What is new in Shared Services 9.3.1 Service Pack 1 and when is it available?

Shared Services Release 9.3.1 Service Pack 1 (9.3.1.1.00) contains all the service fixes available on the 9.3.1 codeline, including Service Fix Release 9.3.1.0.01 through Service Fix Release 9.3.1.0.13. This service pack can be applied to any 9.3.1.0 base release installation or to any 9.3.1.0.xx installation. This service pack is available as of June 17, 2009.

This service pack includes:

- Enhancements to Infrastructure Support:
 - High availability support for Shared Services web application and OpenLDAP using Oracle Clusterware
- Performance Fixes:
 - Improved performance while listing users and groups in Workspace, Planning, and Business Rules
 - Improved System 9 login performance
 - Improved provisioning performance in Shared Services Console
 - Faster startup of System 9 products
 - Improved performance while using the Import/Export Utility
- New Features:
 - Support for Custom Authentication Module
 - Mechanism to periodically change the encryption key to better secure System 9
 - Restricted access in Shared Services Console
- Important Functional Defect Fixes:

Bugs fixed in this service pack cover the following functional areas:

 - Essbase Security refresh
 - Projects listing in Shared Services Console
 - Application status listing in Shared Services Console
 - Calls made to user directory servers
 - Financial Management taskflows

- Update Native Directory Utility

For more information, see the Readme for SP1.

With this service pack, you can now cluster Shared Services Web application and OpenLDAP using Oracle Clusterware 11.1 to ensure high availability and failover. Whitepapers that describe how to set up Clusterware for these products (for Windows and UNIX) are available in the whitepaper library on OTN: <http://www.oracle.com/technology/products/bi/resource-library.html>

NOTICE: Development recommends that all Financial Management customers with more than 500 users on release 9.3.1 apply the Financial Management Service Fix 9.3.1.0.48.

With a large number of logins and a large user population, Financial Management's open application can become progressively slow as the Shared Services CPU utilization reaches 100%. This problem is due to a WebDAV call made from Financial Management to the Shared Services server. Financial Management Service Fix 9.3.1.0.48 (patch number 8675984) solves this problem by removing this call under normal conditions.

This problem can surface only in production environments. The problem may not surface in a test environment because it requires both a large user population and a large number of concurrent users.

This issue does not exist in any 11.1.1.x releases.

After applying the 11.1.1.3 Provider Services maintenance release to Provider Services 11.1.1.2, why is Provider Services not reachable?

After installing and configuring the 11.1.1.3 Provider Services maintenance release to Provider Services 11.1.1.2, the following error may be returned when trying to reach Provider Services:

```
URL http://MLBHYPDW1VM:13080/aps/APS is not reachable. Please enter another Provider Services URL.
```

Note: it is also possible to see this behavior after reinstalling Provider Services.

To solve this problem, remove the double slashes in your `essbase.properties` file under `.../products/Essbase/aps/bin`. In this file, change:

```
HYPERION_HOME/products//Essbase//aps/data/domain.db
```

to

```
HYPERION_HOME/products/Essbase/aps/data/domain.db
```

Then restart the application.

I am applying a service fix for 11.1.1.3 and am receiving this error message: “Opatch failed With Error code=73”. What could be causing this issue?

This error is likely caused because the patch you are applying requires an updated version of OPatch. You must first apply OPatch patch number 6880880 and then reapply your patch.

- To apply patch 6880880:
 - 1 On My Oracle Support, navigate to the **Patches and Updates** tab.
 - 2 Search for the patch number **6880880**.
 - 3 Select the **10.2** version.
 - 4 View the **Readme** for instructions to apply the fix.

Note: This Readme file says to unzip the files to Oracle Home. Instead, unzip the files to Hyperion Home.

If I patch in a new war file for any EPM System application, do I need to redeploy the application to see new content?

No. In previous releases we used a “staged” deployment strategy, where `.war` files were exploded into WebLogic folders when deployed. Starting with Release 11.1.2, we use a “nostage” approach. With this approach, you can just replace the `.war/.ear` file and restart the application - you see the new content without needing to redeploy.

Why does the patch Readme file say that you should apply the patch only if you have encountered the issue being fixed? Isn't it better to apply all available patches?

No, it is best to not apply patches unless the customer is experiencing the issue and there are no workarounds for the issue. Release of software patches (also known as Hyperion’s “service fixes”) is optimized for speed of delivery and have not gone through a full regression test cycle. As a result, they are only recommended for customers that have encountered the issue and no workarounds are available; they should not be applied as a preemptive measure unless specifically

noted in the patch. In contrast, Patch Sets (also known as Hyperion’s “maintenance releases”) are fully tested and are recommended to all customers.

Why am I getting the following error message when running OPatch?

```
Patch(es) 9266125 conflict with the patch currently being installed
(9703047) .
```

If you continue, patch(es) 9266125 will be rolled back and the new patch(9703047) will be installed.

If a merge of the new patch (9703047) and the conflicting patch(es) (9266125) is required, contact Oracle Support Services and request a Merged patch.

The reason for this error is that all patches are based on a Patch Set label. When two patches update the same file, it creates a conflict. When this happens, you have two choices: roll back the old patch and use the new patch. (This might be appropriate if the older patch was not critical.) Or request a merged patch of the patch you are trying to apply and the one it is colliding with.

Can patches for x86 platforms also be applied to x64 platforms?

You have to apply the patch only on the platform it's published under. If the customer requires a different platform, please file a request with Support for the specific platform that is needed.

Is there a way to view the list of available EPM System patches?

► To view available patches:

- 1 Sign in to [My Oracle Support](https://support.oracle.com) (support.oracle.com).
- 2 Click the **Patches & Updates** tab.
- 3 In the **Patch Search** area, click **Product or Family (Advanced Search)**.
- 4 In the **Type in comma separated values or choose from list box**, enter a product name (or part of product name).
- 5 Select the release and platforms for which you want to search and click **Search**.

The search returns all the available patches for the criteria you entered. You can drill in from the Patch Search Results. When you select a patch, you can read the Readme from the Patch page; you don’t have to download it separately.

My Oracle Support | Patch Search - Mozilla Firefox

File Edit View History Bookmarks Tools Help

oracle.com https://support.oracle.com/CSP/ui/flash.html#tab=PatchHomePage(page=Patch

My Oracle Support | Patch Search

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Dashboard Knowledge Service Requests Patches & Updates Community More... Favorites Search Knowledge Base

Patch & Updates > Last refreshed 2 min

Patch Search

Patch Search Results

Filters: Product is Hyperion Financial Management; Release is Fin Mgmt 11.1.1.3.0; Platform is Any; [Edit Search](#)

Patch Name	Description	Release	Platform (Language)	Classification	Product/Family	Updated	Size
9951166	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.45 Service Fix (Japanese Starter Kit 1.0.1)	11.1.1.3.0	Microsoft Windows x64...	General	Hyperion Finan...	1 week ago	6.7 MB
9951166	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.45 Service Fix (Japanese Starter Kit 1.0.1)	11.1.1.3.0	Microsoft Windows (32...	General	Hyperion Finan...	1 week ago	6.7 MB
9450270	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.30 Service Fix	11.1.1.3.0	Microsoft Windows x64...	General	Hyperion Finan...	1 week ago	2.4 MB
9450270	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.30 Service Fix	11.1.1.3.0	Microsoft Windows (32...	General	Hyperion Finan...	1 week ago	1.5 MB
9840579	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.44 Service Fix	11.1.1.3.0	Microsoft Windows x64...	General	Hyperion Finan...	2+ weeks ago	715.7 K
9840579	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.44 Service Fix	11.1.1.3.0	Microsoft Windows (32...	General	Hyperion Finan...	2+ weeks ago	715.7 K
9549938	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.42 Service Fix	11.1.1.3.0	Microsoft Windows x64...	General	Hyperion Finan...	2+ weeks ago	52.4 KE
9549938	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.42 Service Fix	11.1.1.3.0	Microsoft Windows (32...	General	Hyperion Finan...	2+ weeks ago	52.4 KE
9861495	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition 11.1.1.3.43 Service Fix	11.1.1.3.0	Microsoft Windows (32...	General	Hyperion Finan...	5+ weeks ago	736.4 K
9861495	Hyperion Financial Management : Patch Oracle Hyperion Financial Management, Fusion Edition	11.1.1.3.0	Microsoft Windows x64...	General	Hyperion Finan...	5+ weeks ago	1.4 MB

Transferring data from support.oracle.com...

What is the proper action when I get a message like this?: “Patches<es> 9266125 conflict with the patch currently being installed <9305769>. If you continue, patches <es> 9266125 will be rolled back and the new patch <9305769> will be installed. If a merge of the new patch <9305769 and the conflicting patching <9266125> is required, contact Oracle Support Services and request a Merged Patch.”

If the files about to be changed by a patch have already been modified by some other patch, Opatch detects this conflict and displays this message:

```
Conflict patches: 9266125
Patch(es) 9266125 conflict with the patch currently being installed (9305769).
If you continue, patch(es) 9266125 will be rolled back and the new patch (9305769) will be installed.
If a merge of the new patch (9305769) and the conflicting patch(es) ( 9266125) is required, contact Oracle Support Services and request a Merged patch.
Do you want to proceed? [y|n]
```

At this point, you have two choices:

- If the existing patch is not mandatory, you can roll back the existing patch and apply the new patch.
- If the existing patch is required, contact Support and request a merged patch as specified in the message.

What is hpatch and how is it different from opatch?

EPM System Release 11.1.1.X included a utility called `hpatch`. `hpatch` is wrapper utility over `opatch` that automatically sets `HyperionHome` and `Java Home` based on the EPM System custom directory structure. Functionally it is equivalent to `opatch`. In EPM System Release 11.1.2 and later, this utility is removed because there is no need for custom environment variables and the directory structure for EPM System Release 11.1.2 matches the standard Fusion Middleware structure.

What is the best practice process to apply patches for critical issues?

➤ The following steps are the best practice for applying patches:

- 1 Make sure that the Test environment is at the same patch level as the Production environment.
- 2 Reproduce the issue in the Test environment.
- 3 Search support.oracle.com to see if there is an existing patch for the issue.
- 4 If there is an existing patch for your issue, apply it in the Test environment. If the patch doesn't solve the issue, roll it back. It is best practice not to have any patches in the Test or Production environments unless they are absolutely needed. This practice reduces the chance of a patch conflict when you urgently need a patch.
- 5 While applying the patch, if there is a patch conflict, roll back the previous patch in the test environment. Test the new patch to see if it resolves the issue you have. If it does, request a merged patch and reapply the previous patch to the test environment to make it identical to production.

Apply the merged patch when it is available in the test environment. While applying the merged patch, if you are prompted about a conflict with the original patch, select the option to roll back the previous patch. Test in the test environment.

- 6 Once testing is completed, apply the patch to the Production environment.

How do I find out which patches are included in other patches for Shared Services?

This information is generally documented in the Readme for each patch. The following list shows the patch inclusions in Shared Services release 11.1.1.3 patches up to patch 21.

- SF6 includes patch SF1 plus additional fixes
- SF10 includes patches SF1, SF4, SF5 and SF6
- SF15 includes patches SF5 and SF12
- SF18 includes patches SF1, SF4, SF5, SF6, SF10 and SF12
- SF21 includes patches SF1, SF4 and SF7

When applying Shared Services patches, why do I receive a patch conflict error even though the patch readme states that the new patch includes the existing patch?

Even though the new patch you are applying includes the old patch already on the machine, you might get an error message like the following:

```
-----  
C:\Hyperion\OPatch>hpatch apply c:\hyperion\Opatch\9771456  
Invoking OPatch 10.2.0.4.5
```

```
Oracle Interim Patch Installer version 10.2.0.4.5  
Copyright (c) 2008, Oracle Corporation. All rights reserved.
```

```
Oracle Home       : C:\Hyperion  
Central Inventory : C:\Program Files\Oracle\Inventory  
  from            : n/a  
OPatch version    : 10.2.0.4.5  
OUI version       : 10.2.0.5.0  
OUI location      : C:\Hyperion\oui  
Log file location : C:\Hyperion\cfgtoollogs\opatch\opatch2010-08-19_14-35-28PM.1  
og
```

```
Patch history file: C:\Hyperion\cfgtoollogs\opatch\opatch_history.txt
```

```
ApplySession applying interim patch '9771456' to OH 'C:\Hyperion'  
Interim Patch 9771456 has Conflict with patch(es) [ 9444981 ] in OH C:\Hyperion
```

```
Conflict patches: 9444981
```

```
Patch(es) 9444981 conflict with the patch currently being installed (9771456).
```

```
If you continue, patch(es) 9444981 will be rolled back and the new patch (97714  
56) will be installed.
```

```
If a merge of the new patch (9771456) and the conflicting patch(es) ( 9444981) i  
s required, contact Oracle Support Services and request a Merged patch.
```

```
Do you want to proceed? [y|n]
```

This is caused by incorrect metadata in patches published in Shared Services that were released up to August of 2010. In this case select **y** in answer to the question of whether you want to proceed.

Why am I getting the OUI-67078 Warning message when applying Opatch?

This warning means that the patch being applied is a superset of a patch already on the deployment and the existing patch will be rolled back.

The following snippet shows the context of this warning.

The following warnings have occurred during OPatch execution:

```
1) OUI-67078:Interim patch 9771456 is a superset of the patch(es) [ 9444981 ] i  
n OH C:\Hyperion
```

```
-----  
OPatch Session completed with warnings.
```

Is there a support policy that requires my deployment to be current on Patch Set releases in order to get a patch?

Yes. For releases on Premier and Extended Support, previous maintenance updates will be supported for six months after the release date of a new maintenance update. Service pack updates will be supported for three months after the release of a new service pack update. Unless otherwise noted, indefinite Sustaining Support will continue to be provided for the latest service pack update of all product releases not listed above.

Hyperion components (including, but not limited to, components such as Hyperion Foundation Services, Oracle Hyperion Enterprise Performance Management Architect, Oracle Hyperion Smart View for Office, and Oracle Smart Space) are supported according to the timeline noted above for the release of the product with which the component(s) were shipped. For additional information, please visit: <http://www.oracle.com/us/support/library/lifetime-support-middleware-069163.pdf>.

A customer was trying to install an 11.1.1.3 patch and the user sees a “checkApplicable pre-req” error. What is the cause of this error and how can it be fixed?

An example of the error seen is:

```
SEVERE:OPatch invoked as follows: 'prereq checkapplicable -phbasedir F:\Temp\Patches -oh
F:\Hyperion -jre F:\Hyperion\common\JRE-64\Sun\1.5.0 '
INFO:
Oracle Home      : F:\Hyperion
Central Inventory : C:\Program Files\Oracle\Inventory
                  from      : n/a
OPatch version   : 10.2.0.4.5
OUI version      : 10.2.0.4.0
OUI location     : F:\Hyperion\oui
Log file location : F:\Hyperion\cfgtoollogs\opatch\opatch2010-09-12_22-38-08PM.log

INFO:Patch history file:
F:\Hyperion\cfgtoollogs\opatch\opatch_history.txt

INFO:Invoking prereq "checkapplicable"
INFO:Prereq checkComponents failed. So, checkApplicable returning without execution.
INFO:
Prereq "checkApplicable" for patch 9171697 failed.
```

The most common reason for this failure is that the customer has upgraded from an older release such as 11.1.1.1 or 11.1.1.2 to 11.1.1.3 and the inventory data in Hyperion Home hasn't been updated. To correct this, follow documented steps in the Readme for this patch to re-create the local inventory, after renaming the current Hyperion_Home/inventory to inventory.old

In a distributed deployment of EPM System release 11.1.2, if a patch contains an EAR file or patches an EAR file, do I need to install the patch on WebLogic Admin server and on the box where the application is deployed?

In the 11.1.2 release, Weblogic deployment is done with the no-stage option; therefore, patches must be applied on all boxes running the Web applications. In addition, some patches (for example, Shared Services security patches) include JAR files that are referenced by other Web applications and therefore these patches need to be applied to all servers. Please consult the patch Readmes for details. After applying the patch, the Web applications should be restarted.

What is Oracle's release and patching vocabulary and process in EPM System?

A release is normally defined by the first 2 digits of the release number after the generation number; for example: 9.3.1, 11.1.1, and 11.1.2 are the last three EPM System release numbers. Patches can be applied to these releases in one of the following methods:

- Patch Sets: Groupings of bug fixes made available to customers after going through full regression and integration testing. For example, 11.1.1.2, 11.1.1.3, and 11.1.2.1 are examples of patch sets on top of the 11.1.1 and 11.1.2 releases.
- Patch, Patch Set Exception (PSE): These may also be known as a One-Off Patch, a Service Fix, or BLR. This is based on a request for a backport of a fix on top of a release or a patch set label, typically for one issue and for a particular version of a release and a patch set. If the component is Java, the patch will typically be platform-independent. If the component is not Java, the patch is typically platform-specific. These are created for customers who are unable to wait until the next patch set is released. Patches are NOT cumulative.
- Patch Set Update (PSU): Grouping of multiple PSEs which addresses multiple issues. An example of a PSU version number for 11.1.2.0: 11.1.2.0.XXX where XXX is the PSU number.
- Merge Label Request (MLR): Request to merge one or more Patch Set Exceptions into a new patch. This is the only way to get cumulative patches outside of patch sets or patch set updates.

Is there a way to get a list of all patches available for EPM System products for certain codelines?

Yes, the new EPM System Defects Fixed Finder is an interactive tool that provides a simple way to review the defects fixed in patch set updates, patch set exceptions, and patch sets for major releases, starting with Release 11.1.1. The tool helps you plan patch implementations by providing concise descriptions of defects fixed after your current release. The tool is available

on the My Oracle Support site via this link: <https://support.oracle.com/oip/faces/secure/km/DocumentDisplay.jspx?id=1292603.1>.

I am using EPM System Release 11.1.1.3 and want to apply Service Fix 31 in a UNIX environment. This Service Fix requires Patch 6880880 for Opatch to be applied. After applying Optach, I notice that I have different OUI and Opatch versions; for example, Opatch Version : 10.2.0.5.0 and OUI version 10.2.0.4.0. Is this OK?

Yes, this behavior is expected.

3

Installation/Deployment

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Where can I find the latest platform certification matrix for EPM system?

You may be aware that it is the practice of Oracle Fusion Middleware (FMW) Product Development to document and publish “supported platform matrixes” as Excel Spreadsheets. EPM System products now comply with this standard. The public-facing certification matrix for EPM System release 11.1.1.2 (Dickens) follows FMW conventions. This means that the applicable System Requirements sections have been removed from the *Installation Start Here* and are now available on OTN, on the [Oracle Enterprise Performance Management System – Supported Platforms Matrices](#) page. Going forward, this format will be used to communicate certified platform matrixes.

Can Financial Management, FDM, Strategic Finance, and Performance Management Architect all run on the same 64-bit Windows machine?

Microsoft Internet Information Server 6.0, supported with EPM System 11.1.1.x, imposes deployment restrictions on 32-bit and 64-bit applications. Specifically, IIS 6.0 can either support 32-bit applications or it can support 64-bit applications, but a single IIS instance cannot simultaneously support 32-bit and 64-bit applications. This limitation has implications for EPM System 11.1.1.x.

FDM (32-bit) and Strategic Finance (32-bit) cannot be deployed on the same computer where Financial Management (64-bit) and Performance Management Architect (64-bit) are deployed. On 32-bit platforms, all EPM System products can co-exist.

Note: Financial Management and Performance Management Architect can co-exist on a 64-bit machine. And FDM (32-bit) and Strategic Finance (32-bit) can co-exist on a separate 64-bit or 32-bit machine.

Can Performance Management Architect run on UNIX?

Can you split the components of Performance Management Architect between different machines? Performance Management Architect 11.1.1. x has 5 components. They are listed below with supported platforms.

- Web Server: Windows, UNIX
- Data Synchronizer: Windows, UNIX
- Batch Client: Windows, UNIX
- Dimension Server: Windows only
- Excel file generator: Windows only

Each of the components can be installed on a separate machine of any supported operating system (using the “Choose Components Individually” installation option). Operating systems do not need to be the same between components. If multiple machines are used, it is important to make sure the machines and components can communicate with each other over the network.

What are the EPM System support policies for OpenLDAP and Tomcat?

OpenLDAP and Tomcat are provided with EPM System as “embedded components”. They are supported the same as all other EPM System software components.

Apache Tomcat is the embedded Java container that is automatically installed on all platforms. Similarly, OpenLDAP is the embedded Native Directory installed with Shared Services on all platforms. Both are supported only in this capacity. Other deployment scenarios of Tomcat or OpenLDAP are not supported. Specifically, the OpenLDAP and Tomcat distributed by EPM System cannot be used for other purposes and other OpenLDAP and Tomcat instances not installed by EPM System Installer cannot be used by EPM System.

What is the policy for supporting EPM System deployed to virtual environments?

EPM System fully supports Oracle VM starting with release 11.1.1. For all other third-party virtualization technologies, the support policy is documented in My Oracle Support, [Article 588303.1: Support for Oracle’s Hyperion Products in Virtualized Environments](#), as follows.

Oracle has not certified Hyperion products on third-party virtualized environments; however, Oracle Support will assist customers running Oracle’s Hyperion products on third-party virtualized environments as follows:

- When a customer logs a previously unreported issue, Oracle Support may require the issue to be diagnosed in a non-virtualized environment when there is reason to believe that the virtual environment is a contributing factor. Oracle Support may refer customers to the

third-part virtualization vendor for issues that cannot be duplicated in non-virtualized environments.

- When a problem has been previously reported and a resolution is available, Oracle support will recommend the appropriate solution on the non-virtualized OS. If that solution does not work in the virtual environment, the customer will be referred to their virtualization software vendor for support. If the customer demonstrates that the Oracle solution does not work when running on a non-virtualized OS, Oracle will resume support, including logging a bug with Oracle Development for investigation if required.

While Oracle's Hyperion products are expected to function properly in virtual environments, there may be performance implications, which can invalidate Oracle's typical sizing recommendations. An analysis should be performed within the context of the specific application to be hosted in the virtual environment to mitigate potential resource contention, as this can result in degradation of performance and scalability, particularly under peak load.

What is the support policy on Citrix XenApp and what are the known issues?

The official support policy for Citrix as published on My Oracle Support is:

Oracle has not certified any of its products on Citrix XenApp (formerly Citrix MetaFrame Server and Citrix Presentation Server) virtualized environments. Oracle Support will assist customers running Oracle products on Citrix XenApp in the following manner: Oracle will only provide support for issues that either are known to occur on the native OS, or can be demonstrated not to be as a result of running on Citrix XenApp.

If a problem is a known Oracle issue, Oracle support will recommend the appropriate solution on the native OS. If that solution does not work in the Citrix XenApp virtualized environment, the customer will be referred to Citrix Microsoft for support. When the customer can demonstrate that the Oracle solution does not work when running on the native OS, Oracle will resume support, including logging a bug with Oracle Development for investigation if required.

If the problem is determined not to be a known Oracle issue, we will refer the customer to Citrix for support. When the customer can demonstrate that the issue occurs when running on the native OS, Oracle will resume support, including logging a bug with Oracle Development for investigation if required.

That said, EPM System customers have successfully deployed the following client components in Citrix environments:

- Financial Reporting Studio
- Interactive Reporting Studio
- Data Relationship Management client
- Essbase Excel Add-in
- Essbase Administration Services Console
- Essbase Integration Services Console

- HAL
- Financial Management
- FDM

Deploying EPM System server components in Citrix environments is not recommended, as connection anomalies have been observed in this configuration.

Does FDM 9.3.1 support Oracle Database 9i, 10g, and 11g?

Yes. The FDM Installation Guide for 9.3.1 incorrectly stated that FDM did not support Oracle databases. The System 9 Installation Start Here document for 9.3.1 correctly stated that FDM supports Oracle databases. This problem has been noted in the FDM Readme for 9.3.1 and is reposted to the [System 9 documentation library on OTN](#) to prevent further confusion.

Are Reporting and Analysis deployment (Financial Reporting and Web Analysis) supported on UNIX when used with Financial Management deployments?

No. When using Financial Management with Financial Reporting and Web Analysis, UNIX platforms are not supported. Deploying Financial Management and Reporting and Analysis in a mixed environment of Windows and UNIX will result in unsatisfactory performance. This is true for both the 9.3.x and 11.1.1.x releases.

Does EPM System support Microsoft Active Directory (MSAD) 2008 as a User Directory?

Yes. EPM System has recently certified MSAD 2008 as an external user directory for the 9.3.1.x and 11.1.1.x releases. No service fixes or service packs are required. The Certification Matrices for the 11.1.1.2 and 11.1.1.3 releases have been updated to reflect this support and are reposted to the [Supported Platform Matrices page on OTN](#). For 9.3.1.x and 11.1.1.1, the Installation Start Here for those releases has also been updated and reposted.

Can I use Financial Management in a 64-bit Environment?

Below are some frequently asked questions about using Financial Management in a 64-bit environment:

- What is 64-bit Financial Management?

This is the 64-bit port of Financial Management. It is functionally identical to 32-bit Financial Management and uses the same code base. The first version of 64-bit Financial Management is 11.1.1.x.

- Which Operating Systems are supported?

The x86-64 versions of Microsoft Windows are supported. On the application server, this includes Windows 2003 and subsequent service packs. On the client side, the x86-64 versions of Windows XP and Vista are supported. See the [Supported Platform Matrices page on OTN](#) for details.

- Which CPUs are supported?

The x86-64 architecture is supported. This includes the AMD64 and Intel 64 (formerly EM64T) processors. The Itanium processor (IA-64 architecture) is currently NOT supported.

- How does one migrate from 32-bit to 64-bit Financial Management? Will 64-bit Financial Management work with an application created under 32-bit Financial Management?

The schema upgrade path from a previous release running 32-bit to a release running 64-bit Financial Management is similar to an ordinary version upgrade. When upgrading Financial Management from a previous release, use the Schema Upgrade Utility to upgrade the database schema to support the new version of Financial Management (11.1.1.x or newer); schema upgrade is not required when moving from 32-bit Financial Management 11.1.1.x or newer to a 64-bit version of the same release.

NOTE: To install the 64-bit version of Financial Management software, you must select "New Installation" in EPM System Installer.

- Which components of the system need to be 64-bit? In particular, does the relational database need to be 64-bit?

The database can be either 32-bit or 64-bit as long as it is a supported type and version. See the EPM System Certification Matrix for supported database.

- What are the benefits of 64-bit Financial Management?

The main benefit of 64-bit Financial Management is the ability to hold substantially more data in memory at one time. Depending on the size of the application and its usage profile, the extra memory can lead to significant speed improvements, while simultaneously reducing the load on the relational database.

- What are the memory limitations of 64-bit Financial Management?

The limit of virtual address space is dictated by Microsoft Windows and is 8 TB (8192 GB), compared to a maximum of 3 GB in 32-bit Windows. Since the physical memory in almost any current computer is far smaller than 8 TB, the implication is that, in practical terms, 64-bit Financial Management is limited by physical memory, rather than virtual memory. In other words, 64-bit Financial Management can take advantage of all available physical memory once the proper memory parameter adjustments are made (see below).

- Are there any memory settings that need to be tuned for 64-bit Financial Management?

Yes. Financial Management's default memory settings are appropriate for a small to medium size application in a 32-bit environment. To take advantage of the extra memory in a 64-bit

environment, we recommend the following settings for a monthly application. The relevant registry settings are NumDataRecordsinRAM and MaxDataCacheSizeinMB which need to be created or changed in [HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Server] on each application server's Windows registry. The following table contains suggested values for these parameters depending on available memory. This is done with the assumption that Financial Management is the only memory-intensive process running on the machine and running only a single Financial Management application. If multiple Financial Management applications will be active, then divide the Total physical Memory installed on the server by the number of Financial Management applications to arrive at the "Available Physical Memory" for each application.

Available Physical Memory	NumDataRecordsinRAM	MaxDataCacheSizeinMB
4 GB	4,000,000	500
8 GB	10,000,000	1500
16 GB	30,000,000	4500
32 GB	60,000,000	9000

For a weekly application, divide the NumDataRecordsinRAM by 4, without changing the value in the last column.

- What kind of applications will see the most benefit?

Applications with large memory requirements will see the most benefit. This includes applications with one or more of the following characteristics:

- Large scenarios (millions of records per year)
- Dense applications (many large subcubes)
- Large memory footprint as a result of many scenarios being accessed concurrently
- Weekly applications

- What kind of applications will see the least benefit?

Small applications, where the total memory footprint of the application, even under load, can fit comfortably in the 32-bit memory space.

Which versions of FDM support Oracle RAC?

FDM version 11.1.1.3 is now certified to run on Oracle RAC. The [EPM System 11.1.1.3 Certification Matrix](#) has been updated and reposted to reflect this change.

Can I use the 64-bit version of the SQL Server database with the EPM System 11.1.1.x releases?

Yes. EPM System supports 32-bit as well as 64-bit versions of all supported databases.

What is the best way to determine which zip files I need to download for an EPM System product installation from eDelivery?

The Media Pack Readme on eDelivery identifies, on a per-platform basis, the “required” and “optional” zip files necessary to deploy each product. After selecting the platform and release number on the eDelivery Media Pack Search page, the appropriate Media Pack page will be displayed. Click the “Readme” button above the list of downloadable files. Media pack readmes have recently been updated to improve usability.

Also, refer to the “Preparing for Installation” chapter of the [Installation and Configuration Guide](#) for information about which zip files you need to download for each product. You will also need to refer to the EPM System Media Pack Readme on Oracle® E-Delivery. Oracle recommends that you download installation files to a shared drive and install from that drive.

Does EPM System support console mode and silent installations?

Yes, the EPM System 11.1.1.x release supports both console mode and silent installation and configuration options. Instructions are provided in the [Installation and Configuration Guide](#) (Chapter 2, “Performing Silent Installations” and Chapter 3, “Performing Silent Configurations”).

Note: The 9.x releases did not support silent configuration.

In EPM System Configurator, the database configuration panel allows all products’ schema to be put into one database. Is it best practice to put all products in one database?

While it is possible to configure one database for all products, for production systems it is recommended to put each product in its own database/schema. This provides flexibility in backup and recovery of the database for each individual product. In prototype and development environments, one database configuration is often satisfactory.

Why does EPM System Configurator sometimes change the server name I have entered?

This causes many issues when DNS-based load balancing is used. EPM System Configurator stores canonical hostnames. This is known to cause issues, especially with VIPs, where the

canonical hostname for the VIP returned by the DNS is one of the physical hostnames under the VIP.

This issue has been addressed in the upcoming 11.1.1.3 release, where hostnames entered in EPM System Configurator are not converted to their canonical names and stored. You should be able to enter the VIP hostname during advanced setup during web application deployment.

For the 11.1.1.0, 11.1.1.1, or 11.1.1.2 releases, set the first line of the hosts file to resolve the VIP hostname (so that the VIP hostname is returned as the canonical hostname) before running EPM System Configurator.

Example entry in hosts file:

```
10.1.23.45    vip-hostname
```

Why does configuration fail with the error message: “Register with Shared Services task failed”?

If you are deploying in a distributed environment, you need to first configure Shared Services, make sure it is running, and then perform the remaining configuration tasks in EPM System Configurator in any order. For more information, see the “Configuring EPM System Products” chapter (“Configuration Sequence” section) in the [Installation and Configuration Guide](#).

EPM System client installers are too large to copy to each client machine. Are there any tips for handling such large installation files for each client?

The 11.1.1.x installer supports installation from a shared drive. It is best practice to make the installer available from a shared drive and then install from the shared drive. You can download all the binaries once to a common shared location and install from that location. This also applies to server-side components. You can also use the silent installation feature to install silently from a remote shared location. More information can be found in the “Installing EPM System Products” chapter (“Performing Silent Installations” section) the [Installation and Configuration Guide](#).

To record a silent installation response file, start EPM System Installer from a command line with:

```
installTool(.sh) -record <silent_response_file>
```

To install using the silent installation file, run EPM System Installer with:

```
installTool(.sh) -silent <silent_response_file>
```

where <silent_response_file> is the response file recorded earlier.

A hostname has changed. What is the best way to change the Shared Services Registry to reflect this change?

With release 11.1.1.3 and higher, you should use the `epmsys_registry(.sh)` to update the host value in the Shared Services Registry and restart all EPM System components on all machines.

► To update the host value in Shared Services Registry:

1 **Run:**

```
epmsys_registry(.sh) view HOST
```

2 **Copy the ID for the HOST component to be updated.**

3 **Run:**

```
epmsys_registry(.sh) updateProperty #<ID>/@host <new hostname>
```

where <ID> is the ID copied in step 2.

4 **To ensure that the ID for the HOST component was updated, run:**

```
epmsys_registry(.sh) view #<ID>
```

The name of the host component will not be updated. You can update the name using the process above.

Follow this procedure only if the hostname is changed. If you have moved a component from one host to another, Shared Services Registry is updated when you install and configure the component on the other host.

Assuming that installation and configuration were done using the hostname (not IP address), then if the IP address changes but not the hostname, no Shared Services Registry update is required. (The welcome panel of the installer displays the hostname, not an IP address.) Restarting all EPM System components on all machines should be sufficient.

What is the Start | Stop command for the Interactive Reporting Service on Linux?

I have checked the `start.sh` file and did not find any entry specific to Interactive Reporting. Correct, there is no specific entry for Interactive Reporting in the `start.sh` file. To start or stop Interactive Reporting Service, you must use the same script that is used for EPM Workspace.

To start the Interactive Reporting Service, run:

```
<Hyperion_Home>/common/workspacert/9.5.0.0/bin/startAgent.sh
```

To stop the Interactive Reporting Service, run:

```
<Hyperion_Home>/common/workspacert/9.5.0.0/bin/stopAgent.sh
```

How can I deploy Web applications to WebLogic using EPM System Configurator when the WebLogic Admin server is running on a non-7001 port?

EPM System does not support deploying Web applications via EPM System Configurator when the Admin server port for WebLogic has been changed to a non-default port. To deploy using EPM System Configurator, change the Admin server port back to 7001 and re-deploy.

If an EPM System 11.1.1.x installation aborts, EPM System Configurator sometimes disables (grays out) a configuration task that has not yet been completed. How can I reset this flag and perform the configuration again?

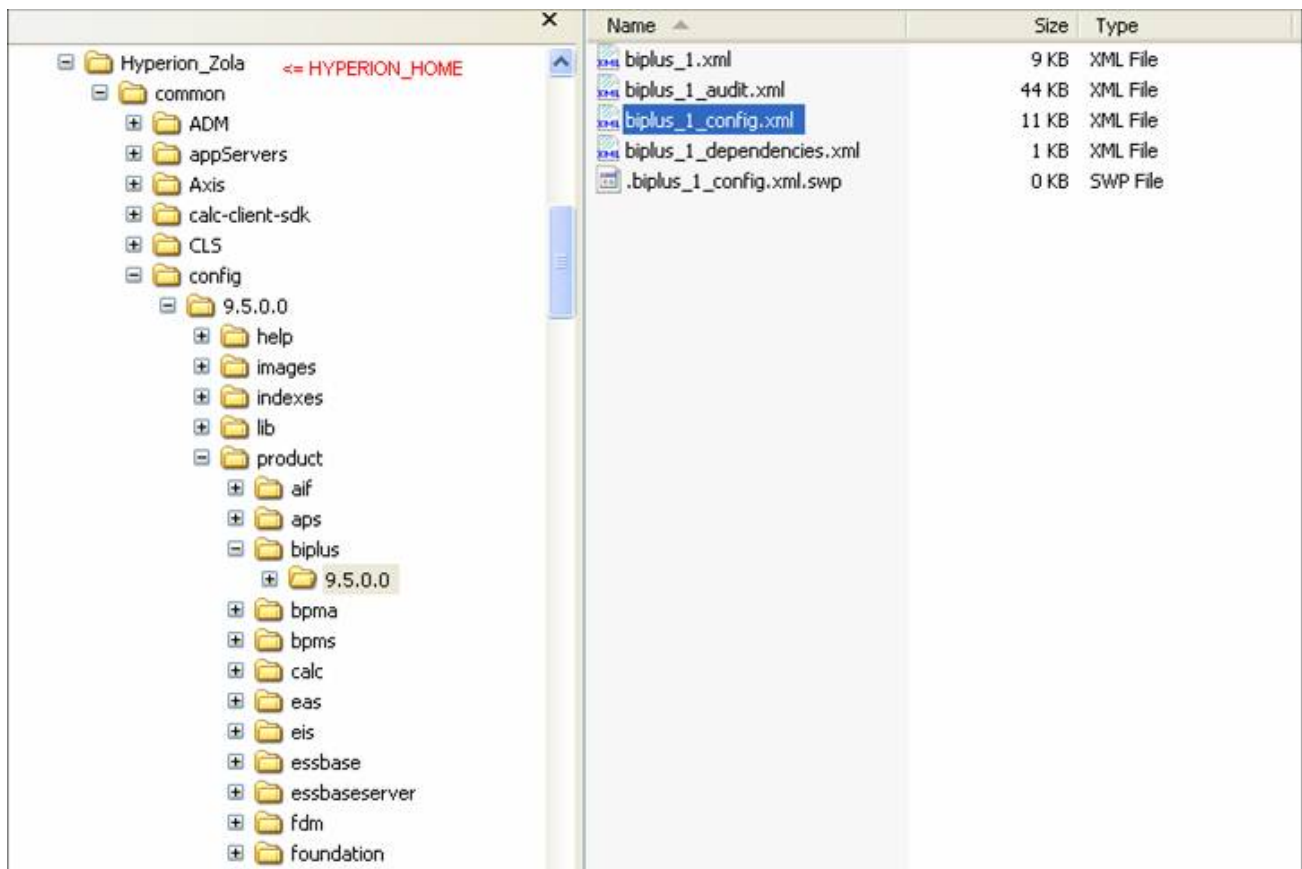
If this problem occurs, submit an SR with details so that the core issue can be addressed in the software.

► To temporarily work around the issue, follow the steps below to re-enable the task in EPM System Configurator:

1 **Edit the *_config.xml file for the product that you want to re-enable the task for. This file is in:**

`<HYPERION_HOME>/common/config/9.5.0.0/product/<product code>`

In the screen shot below, the file for Reporting and Analysis (biplus) is shown below:



- 2 Open the file and search for `taskConfiguration`.

This section lists the various configuration tasks and indicates whether they have been executed (according to EPM System Configurator); if so, they are marked as Configured.

- 3 Change the value Configured to Pending for the tasks that you want to re-enable.

```

<bean name="taskConfiguration">
  <property name="applicationServerDeployment">Configured</property>
  <property name="hubRegistration">Pending</property>
  <property name="HyperionFinancialReportingConfiguration">Configured</property>
  <beanList name="preSelectedTasks">
    <listItem>
      <property>ServicesConfiguration</property>
    </listItem>
  </beanList>
</bean>

```

- 4 Save and close the file, and re-run EPM System Configurator.

When doing Advanced setup during Web application deployment in EPM System Configurator, I enter a valid host that I can ping but receive an error “Hostname is not valid or is not reachable”. What can I do?

The issue is related to the ECHO service not running on the host (or the physical server the hostname resolves to). Java uses this service to validate the reachability of a given host and responds negatively if it does not get a response back. This problem can happen specifically with hardware load balancers where virtual IPs are created.

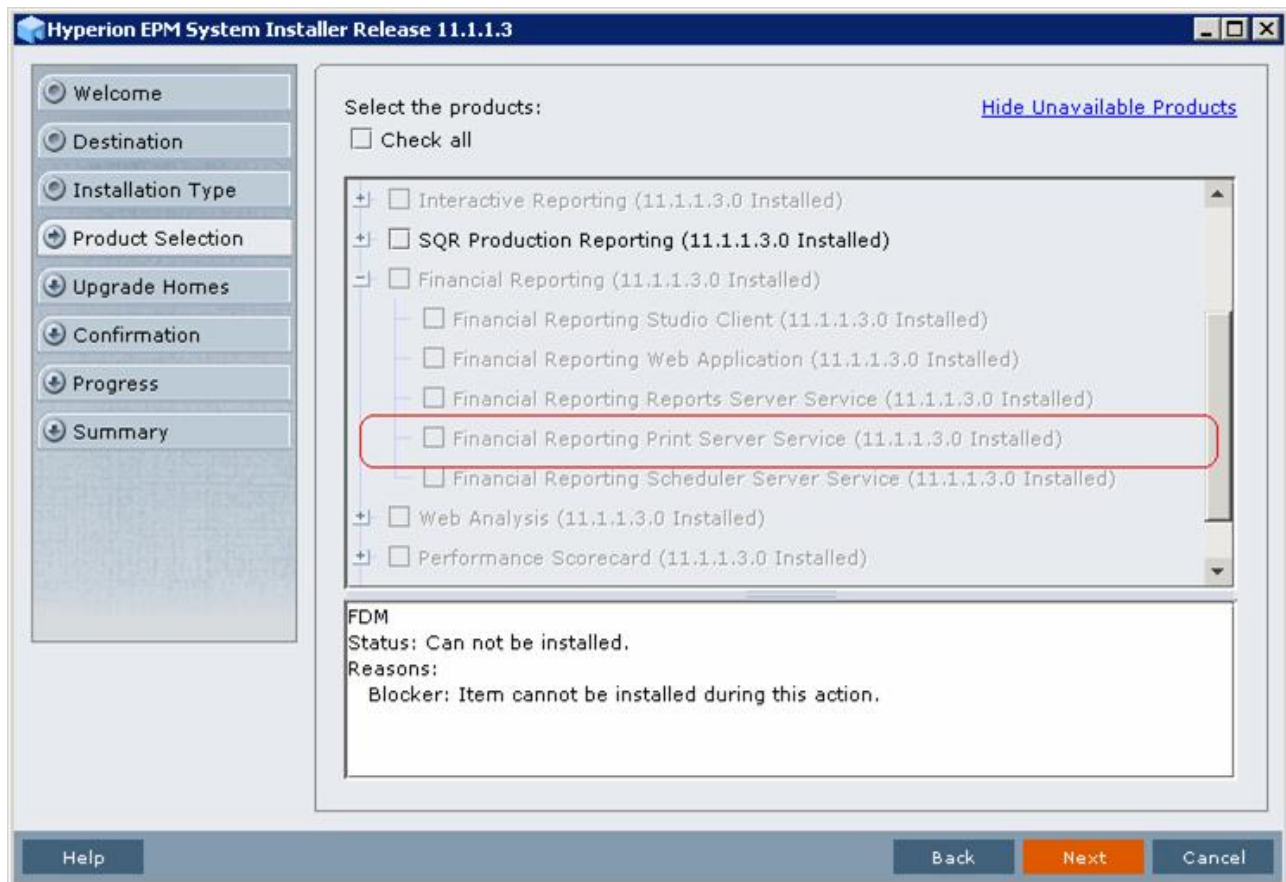
The workaround is to update your hosts file (`/etc/hosts` on UNIX, `<windows>/system32/drivers/etc/hosts` on Windows) before starting configuration. Add a line for your host pointing to an IP that has the service running; for example:

```
10.148.177.233    virtual_hostname
```

EPM System stores only the hostname, not IP addresses. After configuration, remove the line from your hosts file.

How do I deploy additional instances of Financial Reporting Print Servers?

To install only the Print Server component on a machine, from EPM System Installer, select “Choose components individually”. Select the Print Server component to install. Then run EPM System Configurator. You do not need to edit any other files.



When I change the port or server name of a Web application, why can't EPM Workspace find it?

EPM Workspace caches product information at startup time; it reads from the Shared Services Registry to determine which products are configured. This information is refreshed only with a restart. Products that are offline at the time EPM Workspace starts up may not have full menus available. Start these applications, and restart EPM Workspace to obtain full availability of the applications.

If you change the port or server name of a web application:

- Use EPM System Configurator to reconfigure the Web server.
- Restart the Workspace Web application.

Note: The order of starting components as documented in the Installation and Configuration Guide used to mention starting the EPM Workspace Web application earlier. The published documentation for releases 11.1.1.2 and 11.1.1.3 have been updated and reposted to the [EPM System documentation library on OTN](#).

Can I run EPM System Configurator after configuration is completed to set the Admin Mail Server settings (for job-related notifications)?

Yes, EPM System Configurator can be run again, post-configuration, to change different settings, such as the mail server settings. You can run EPM System Configurator from any configured machine and set the mail server settings. These values are saved in the Shared Services Registry, which can be accessed by all other machines in the deployment.

You should restart all services and Web applications to make sure the new settings are used.

I updated the instance files in Shared Services with the correct server name, port number, and protocol. After I restart Shared Services, it reverted back to the original information. How do I make the changes permanent?

As of release 11.1.1.2, the server name, port, and protocol information in the registered instance file for each application is updated upon restart of Shared Services, based on the information for the product in the Shared Services Registry. To make the changes permanent, you must update the Shared Services Registry with the correct server name, port number, and protocol.

You can edit Shared Services Registry data from Shared Services Console: For instructions, see “Updating Shared Services Registry Data” in the “Working with Lifecycle Management and Shared Services Console” chapter of the [Lifecycle Management Guide](#).

For Essbase Server, use MaxL and run the `alter system set eas_loc` command to update this information in the Shared Services Registry.

Once corrected in the Shared Services Registry, restart Shared Services to update the instance file content.

Does EPM 11.1.1.x support reverse proxy in the Web tier?

All content that is launched in EPM Workspace can be routed through a reverse proxy. This content is already proxied through the Web server provided with EPM System. Shared Services does not support reverse proxy.

How do I re-register Reporting and Analysis if I accidentally deleted its registration information from Shared Services?

► To re-register Reporting and Analysis:

1 Open the following file:

```
<Hyperion_Home>/common/config/9.5.0.0/product/workspace/9.5.0.0/workspace_1_config.xml
```

2 Replace “Configured” with “Pending” in this part of the file:

```
<property name="shortcutFolderName">Oracle EPM System/Workspace</property>
<property name="state">Pending</property>
<bean name="taskConfiguration">
<property name="hubRegistration">Configured</property>
```

3 Launch EPM System Configurator.

Both the “Hyperion Foundation” and “Workspace” components are in the “Pending” state.

4 Select these two components and then run the configuration.

Do not select any other options inside “Hyperion Foundation” and “Workspace” – they should be in the “Configured” state.

This will re-register Reporting and Analysis to Shared Services.

I am trying to use Windows Integrated Authentication to connect to the EPM database? Is this supported?

Windows Integrated Authentication is supported for the SQL Server database only. For instructions to set this up, see “Setting Up Microsoft SQL Server Windows Authentication” in the “Configuring EPM System Products” chapter of the [Installation and Configuration Guide](#).

The default port for IIS is port 80, but, I have configured IIS to run on port 1801. However, EPM System Configurator displays the port as 80 during Web server configuration. How can I update this port?

The value displayed in EPM System Configurator during Web server configuration is incorrect, but the value that is actually used during the configuration is the correct port value. You can verify that the correct port is configured by reviewing the Shared Services Registry report.

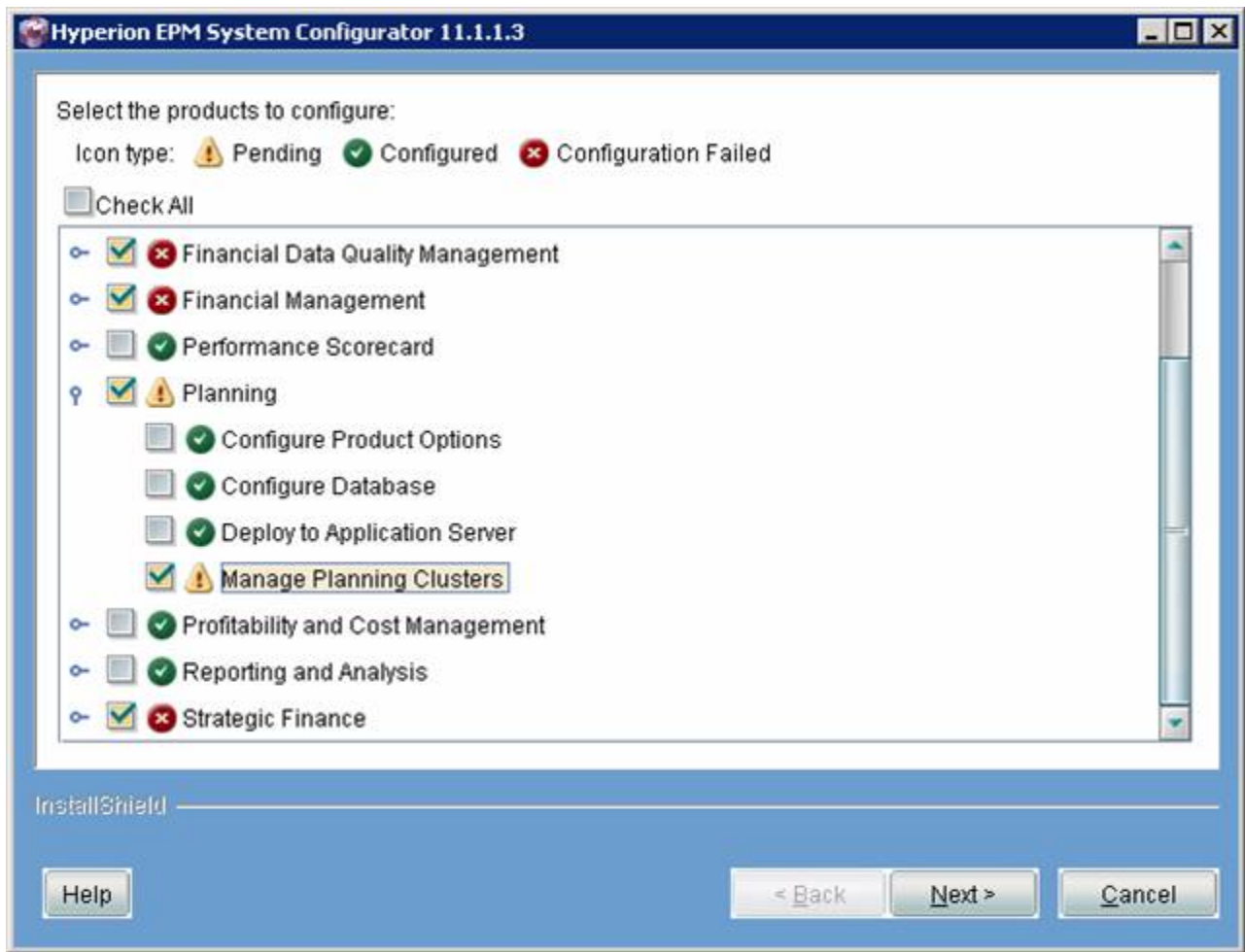
Run `<Hyperion_Home>/common/config/9.5.0.0/epmsys_registry` to generate the `registry.html` file. (Note: in releases prior to 11.1.1.3, run `<Hyperion_Home>/common/config/9.5.0.0/regedit`.) It will show that the correct port is configured.

Hfm Web:hitqew2k3-13.eng.hyperion.com (LOGICAL_WEB_APP)	
Properties:	
Property Name	Property Value
version	9.5.0.0
port	80
webAppType	FINANCIAL_MANAGEMENT_WEB_APP
SSL_Port	443
context	hfm
displayVersion	11.1.1.2.0
isSSL	false
Children:	
FINANCIAL_MANAGEMENT_WEB_APP:hitqew2k3-13.eng.hyperion.com	
Parents:	
WEB_SERVER_FINANCIAL_MANAGEMENT_PRODUCT	
HOST:hitqew2k3-13.eng.hyperion.com	

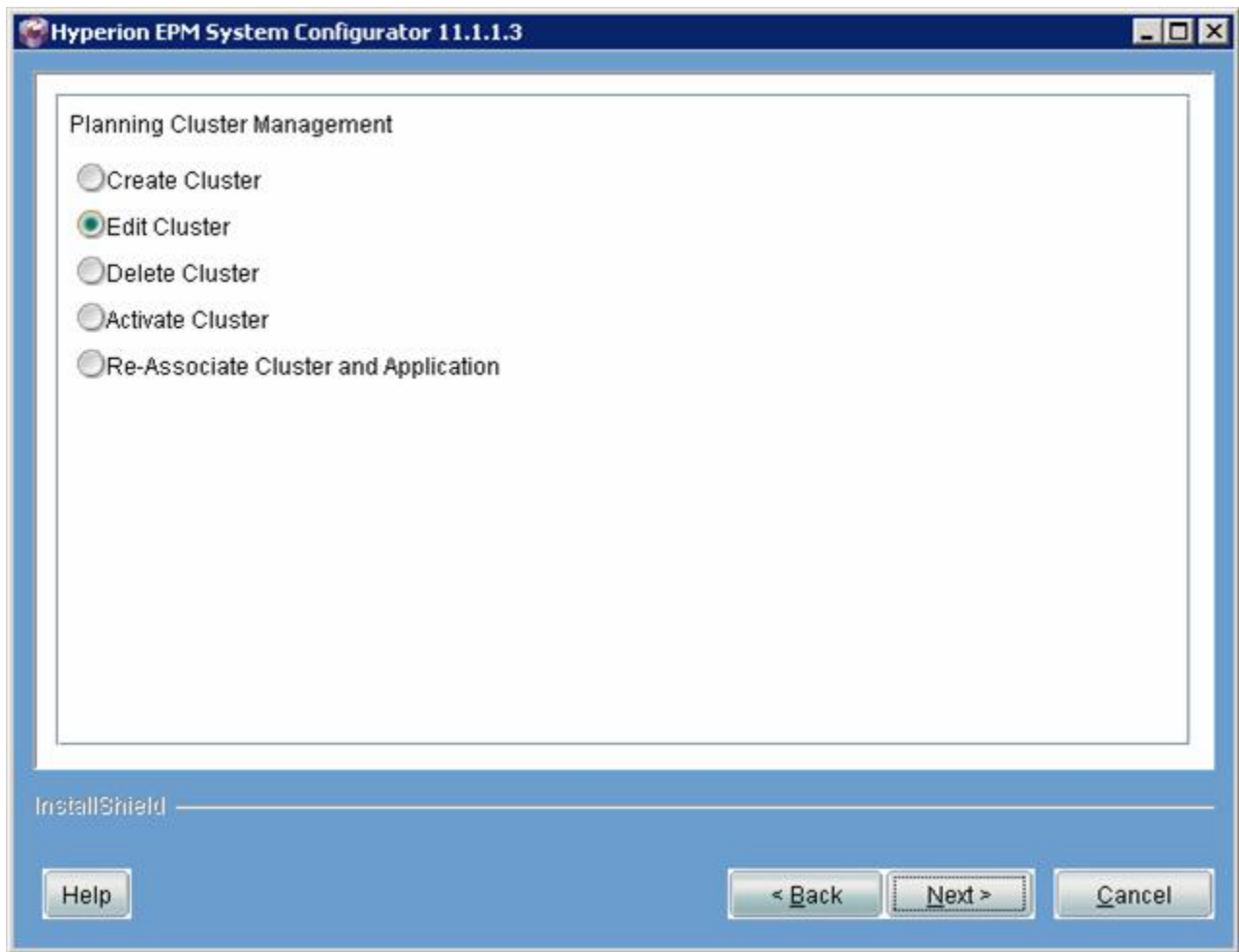
For Planning, we cannot set up the cluster host and port via the Advanced Setup during Web application deployment in EPM System Configurator. How do I set this up?

For Planning, you need to set up clusters using the “Manage Planning Clusters” task in EPM System Configurator.

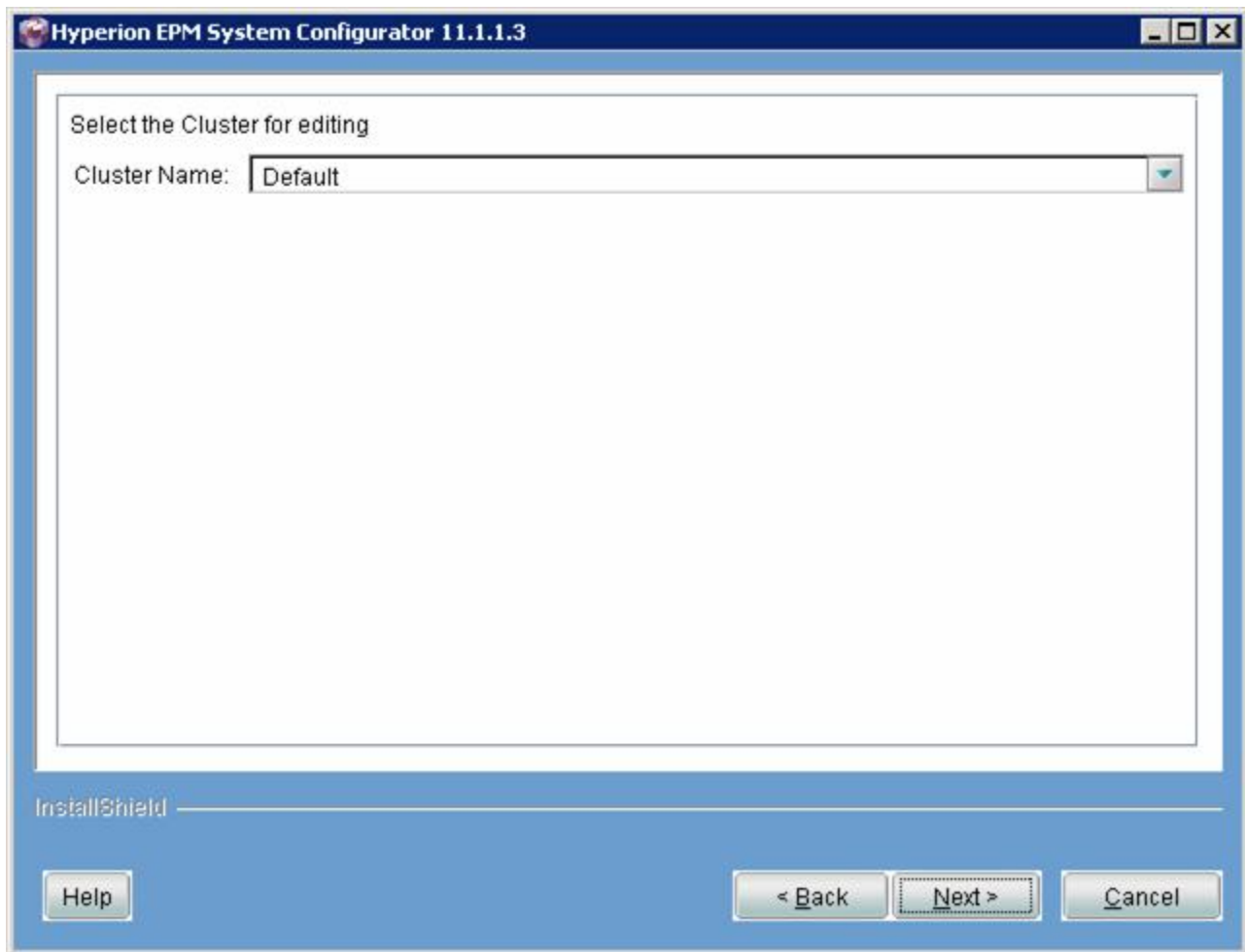
- After all standard configuration tasks are run and completed successfully, follow this procedure:
 - 1 On the task panel in EPM System Configurator, expand the **Planning** node and select **Manage Planning Clusters** and click **Next**.



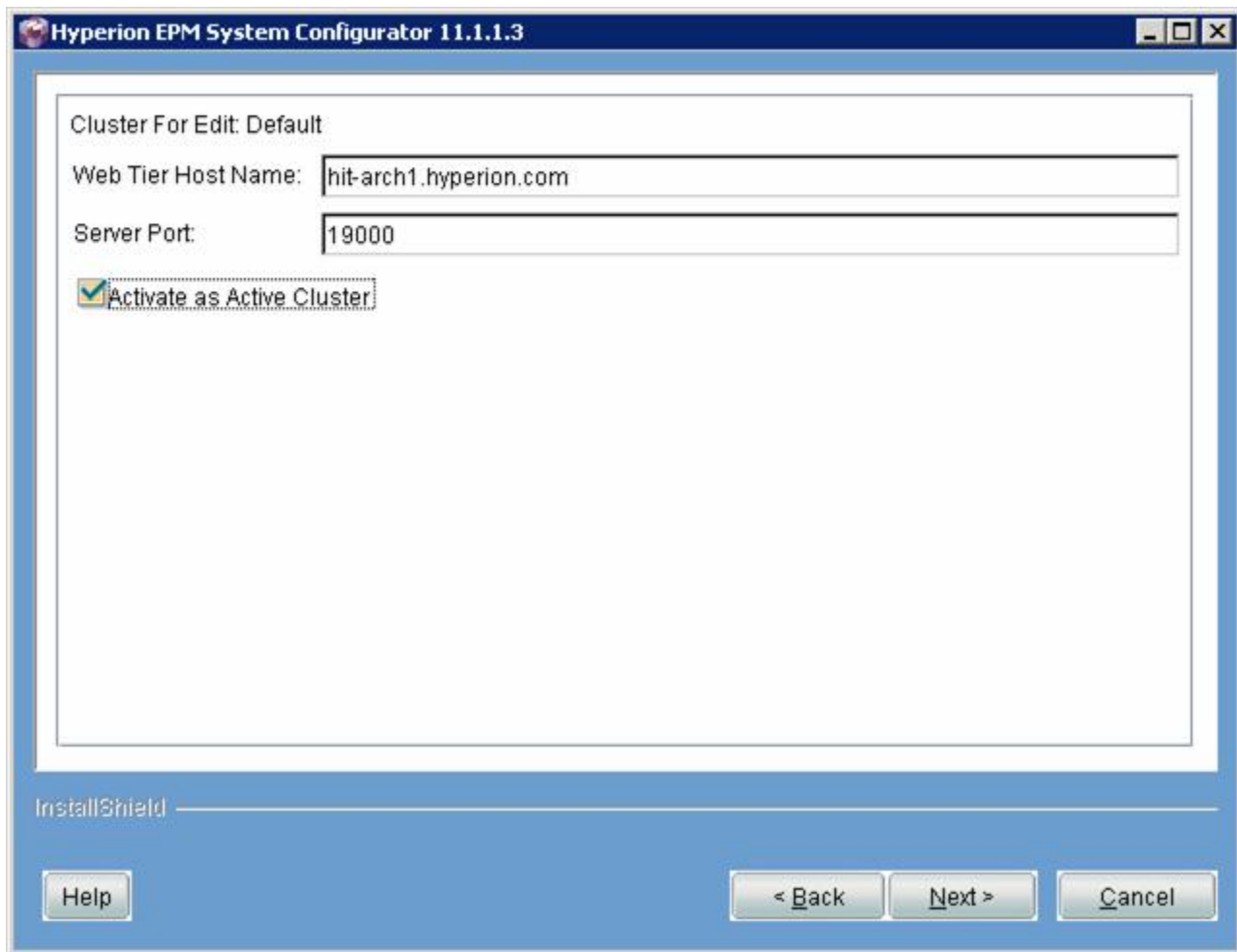
- 2 Select **Edit Cluster** and click **Next**.



3 Select **Default for Cluster Name** and click **Next**.



- 4 Enter the host name and port number for the Planning cluster (the host name and port number that should be used to connect to the cluster of Planning Web applications). Make sure that **Activate as Active Cluster** is selected.



- 5 Click **Next** to execute the task.

The Planning clusters are now created.

Is it possible to install two different versions of EPM System on Windows operating system?

EPM System supports only a single version of a product on Windows OS. This is due to limitations in underlying technologies used by the Windows-only products and the use of Windows Registry (for example, Financial Management, Strategic Finance, and FDM).

Also, with the exception of Essbase, EPM System supports only one instance of product on a machine due to the same reasons.

I do not want EPM System Configurator to create or add tables to the database schema. Is there a way to run SQL scripts against the database instead of using EPM System Configurator?

EPM System does not provide SQL scripts that can be run independently to set up the database. This functionality will be supported in a future EPM System release, as this is standard Oracle deployment methodology.

Is there a way to deploy the Shared Services database schema without using EPM System Configurator?

Yes, for Shared Services release 9.3.1. This is not supported for the 11.1.1.x releases. For 9.3.1, the Shared Services SQL scripts to be executed are in this location:

```
HYPERION_HOME/products/SharedServices9/server/conf
```

Look for these scripts based on the database (the following is for Oracle database):

```
create_oracle_cms.sql  
create_oracle_scheduler.sql  
create_oracle_workflow.sql
```

After running these scripts against a database, run the Hyperion Configuration Utility and select the database configuration and web application deployment tasks, and provide the database schema information from the above step. Hyperion Configuration Utility will prompt you to re-use the existing database, and the configuration will be complete.

Why does EPM System Installer hang at 99% as it attempts to create the Oracle Inventory?

When this issue occurs and EPM System Installer stops at 99% complete, if you view the `installTool-install.log` file (in `HYPERION_HOME/logs/install`), the last message is:

```
com.hyperion.install.action.impl.OUIExecAction, INFO, Creating Oracle inventory
```

In many cases, this process is just very slow; up to 1 hour on some machines. In some VM environments, for example, we have seen this behavior. If installing on a VM image, copy the installation files into the VM image itself (do not map to the physical drive on the non-VM). This reduces the duration of the process.

A second reason for slowness at the end of installation, and that occurs with the 11.1.1.2 and 11.1.1.3 releases, is that the last step of the installer copies the Help files related to uninstalling down to the machine; on some machines, this process can be slow. In fact, the inventory creation process may have ended already but the message still shows in the installer while the help files are being copied.

In release 11.1.1.3, the messages are clearly distinguished between creating inventory and copying Help files.

Is installing EPM System 11.1.1.3 client tools from a network drive supported?

Yes, this is fully supported. Many customers use this technique to avoid copying large installation files to each client.

My OS vendor offers a more recent service pack than the one specified in the EPM System Supported Platforms Matrices. Are recent service packs supported?

The version specified in the EPM System Supported Platforms Matrices is the minimum supported baseline. Oracle acknowledges and supports the backward compatibility assertions for platform software as provided by its vendor. Therefore when vendors assert backward compatibility, subsequent service packs may be used.

After uninstalling EPM System products, EPM System Uninstaller still detects installed products. I am running the installation software from a mapped drive; does it write to this directory?

No, it does not write back to the folder containing EPM System Installer. The memory of previous products being installed comes from one of three places:

- If 11.1.1.x was previously installed, a file called `.oracle.products` exists in `Documents and Settings/<user>` (Windows) or `$HOME` (UNIX). If this file is removed or renamed, EPM System Uninstaller does not detect that software was previously installed. Rename this file so that the Uninstaller won't detect the previously installed software.
- Also for 11.1.1.x releases of EPM System, detection comes from tracking information stored in a binary format in folders found in `<HomeDrive>/Program Files/Common Files/InstallShield/Universal` (Windows) or `$Home/InstallShield/Universal` (UNIX). When the information exists in these folders, EPM System Uninstaller recognizes software from older releases for a Maintenance install.

If the old software is removed from the machine already, remove the `/common` folder under the `/Universal` folder. If the software is still installed, and you don't need to uninstall this software during upgrade (or later after upgrading), then remove the `/common` folder.

Otherwise, leave the file alone for 11.1.1.x maintenance installations. Instead, read the information about the `.oracle.products` file referenced in the first bullet above.

- From older releases of EPM System, detection comes from reading-tracking information in a `vpd.properties` file located in `<HomeDrive>/windows` (Windows) or `$HOME` (UNIX). When this file exists, EPM System Uninstaller recognizes software from older releases for upgrade.

Two options are available; if the old software is removed from the machine already, remove the `vpd.properties` file. If the software is still installed and you want to avoid this recognition issue, simply rename the file and you can restore it later, in case you want to uninstall your software. If you don't need to uninstall old software, the file can be deleted.

Why is EPM System Configurator having issues with resolving some hostnames, such as: "server-1.domain_s9"?

According to the DNS RFC 3696, “(words or strings separated by periods) that make up a domain name must consist of only the ASCII [ASCII] alphabetic and numeric characters, plus the hyphen. No other symbols or punctuation characters are permitted, nor is blank space.” In this case, the underscore character “_” is causing the issue.

Why does the license for WebLogic Server bundled with EPM System on eDelivery impose usage restrictions?

Or, why am I getting this error?

```
"[Server:002621]Connection rejected, the server license allows connections from only 5 unique IP addresses"
```

The WebLogic Server release 9.2 MP3 bundled with EPM System contains a license file for limited-use evaluation. In order to extend these capabilities, administrators must further activate the bundled WebLogic Server. To do so, download a new license update file from the Oracle BEA License keys Page:

<http://licensecodes.oracle.com/downloads/LIC-WLSA92.zip>

Note: NOTE: While keys may remove technical restrictions, such as to the number of production CPUs, Users, etc. that may be executed on simultaneously, it does not authorize you to deploy BEA software for production use on the number of CPUs, Users, etc. greater than what you licensed for such use. All license terms and restrictions specified in your Agreement and ordering documents / order forms remain in full force and effect.

- Then follow these instructions, as detailed in the *BEAProducts Installation Guide*:
- 1 Save the license update file, with a name other than `license.bea`, in the target BEA Home directory. For example, save the file as `new_license.bea`. Use this file as the `license_update_file` in step 4 of this procedure.

WARNING: Do not overwrite or change the name of the existing `license.bea` file.
 - 2 Perform the step appropriate for your platform:
 - Windows: Open a command window and go to the target BEA Home directory.
 - UNIX, go to the target BEA Home directory.
 - 3 If it is not already included, add the JDK to your `PATH` variable by entering the following commands:
 - Windows: `set PATH=BEA_HOME\JDK\bin;%PATH%`
 - UNIX: `PATH=BEA_HOME/JDK/bin:$PATH`
`export PATH`
 - 4 Merge the license update file into your existing license by entering one of the following commands:
 - Windows: `UpdateLicense license_update_file`
 - UNIX: `sh UpdateLicense.sh license_update_file`
Where `license_update_file` represents the name to which you saved the license update file in step 1.
 - 5 Save a copy of your updated `license.bea` file in a safe place outside your BEA software and application installation directories. Although no one else can use your license file, you should save a copy of it in a place that is protected from both malicious and innocent tampering.

I have changed the WebLogic Admin username and password, and now I see the following error in `configtool_err.log`: “ERROR, Deployment failed. Admin server does not start.” How do I redeploy the Web applications using EPM System Configurator?

- To redeploy Web applications:
- 1 Make sure that the WebLogic Admin Server is up and running.
 - 2 At a command line, go to:
`<HYPERION_HOME>/deployments/WebLogic9`
 - 3 Start the Admin Server using `startWebLogic.cmd|sh`.
 - 4 After the Admin Server is running, use EPM System Configurator to re-deploy the Web applications.

For more information, see “Changing the Application Server Administrator Password” in the “Guidelines for Securing EPM System” chapter in the 11.1.1.x [Security Administration Guide](#).

I need to move OpenLDAP to another machine. What are the steps needed to do this for the 9.3.x release?

- Follow these steps to move OpenLDAP to a different machine:
 - 1 Install Shared Services on the machine to which you want to move OpenLDAP. You do not need to configure Shared Services.
 - 2 Make sure the OpenLDAP service on the target machine is not running.
 - 3 On the target machine, remove all the files in this directory:
`<Hyperion_Home>/SharedServices/9.3.x/openLDAP/var/openldap-data`
 - 4 Stop all System 9 products.
 - 5 Stop Shared Services (including OpenLDAP) on the source machine.
 - 6 Copy all the files in the `.../openldap-data` directory on the source machine to the corresponding directory on the target machine.
 - 7 Update the `CSS.xml` file with the new OpenLDAP hostname:
 - Open this file:
`<Hyperion_Home>/deployments/<AppServer>/SharedServices9/config/CSS.xml`
 - Locate the hub element.
 - Replace the hostname (in the location attribute’s value) with the name of the machine where the new OpenLDAP is installed. For example, replace `machine.oracle.com` in the following with the target OpenLDAP machine name:
`<hub location="http://machine.oracle.com:58080">`
 - Save the changes.
 - 8 Restart Shared Services (including the OpenLDAP) on the target machine. Make sure you can see the Native User Directory in the Shared Services Console.
 - 9 Restart all System9 products.

How do I move OpenLDAP to another machine in the EPM System 11.1.1.x release?

- Follow these steps to move OpenLDAP to another machine:
 - 1 Install Shared Services on the target machine where you want to move OpenLDAP. You do not need to configure Shared Services on the target machine.
 - 2 Make sure OpenLDAP is not running on the target machine. Shut it down if it is running.

3 On the target machine, remove this directory:

- Windows: <Hyperion_Home>/products/Foundation/openLDAP/var /
openldap-data
- UNIX: <HYPERION_HOME>/products/Foundation/openLDAP/usr/local/var/
openldap-data

4 On the source machine (the machine where OpenLDAP is currently), update the CSS.xml file in the Shared Services Registry with the new OpenLDAP host name:

- a. Login to Shared Services Console as the “admin” user.
- b. Expand the **Application Groups** node, and then expand the **Foundation** node.
- c. Select **Deployment Metadata**.
- d. Expand the **Shared Services Registry** node, then the **Foundation Services** node.
- e. Expand the **Shared Services** node.
- f. Select **CSSConfig**.
- g. Right-click and select **Export for Edit**.
- h. Save this file to a location in the local file system.
- i. Open the file from the file system using a text editor, and locate the hub element.
- j. Replace the hostname (in the location attribute’s value) with the name of the machine where the new OpenLDAP is installed.

For example, replace `MachineName.Domain.com` in the following hub element with the new OpenLDAP machine name: `<hub location="http://MachineName.Domain.com:28080">`

- k. Save the file.
- l. From the Shared Services Console, select **CSSConfig**.
- m. Right-click and select **Import after Edit** and then provide the saved file and import it.
- n. Repeat steps a through g, and check the exported file to make sure the change has taken effect.

5 Update the Native Provider’s hostname in the Shared Services Registry on the source machine with the new OpenLDAP hostname:

- a. Expand the `Native Provider@ExistingOpenLDAPHostname` node under the Shared Services node.
- b. Select **Properties**.
- c. Right-click and select **Export for Edit**.
- d. Save this file to a location in the local file system.
- e. Open the file using a text editor and locate the host property.
- f. Replace the existing hostname with the name of the machine where the new OpenLDAP is installed.

For example, replace `MachineName.Domain.com` in the following host property with the new OpenLDAP machine name: `host= MachineName.Domain.com`

- g. Save the file.
- h. From the Shared Services Console, select **Properties**.
- i. Right-click and select **Import after Edit** and provide the saved file and import it.
- j. Repeat step a through c, and check the exported file to make sure the change has taken effect.

6 Stop all EPM System products.

7 Stop Shared Services (including OpenLDAP) on the source machine.

8 Copy all the files in `.../openldap-data` directory from the existing OpenLDAP to the corresponding directory of new OpenLDAP.

9 Start OpenLDAP on the target machine.

10 Disable OpenLDAP on the source machine:

- a. Disable the OpenLDAP service, if it is a Windows machine.
- b. Comment out the OpenLDAP start command from the Shared Services startup script; comment out this line:

```
"HYPERION_HOME\products\Foundation\OpenLDAP\startService.bat "
```

in

```
HYPERION_HOME\deployments\Appserver\bin\setCustomParams\SharedServices9.cmd
```

- c. On UNIX, comment out this line: in

```
"HYPERION_HOME/products/Foundation/openLDAP/startOpenLDAP.sh 2>/dev/null &"
```

in

```
HYPERION_HOME/deployments/Appserver/bin/setCustomParamsSharedServices9.sh
```

11 Start Shared Services, followed by all EPM System products.

Can I use one instance of Shared Services to manage security for two environments (for example, one Shared Services to manage security for both Dev and Test environments)?

Starting with the 11.1.1.x release, the supported configuration is to use one Shared Services to manage one environment only. Shared Services itself needs to be migrated like other products from one environment to another using Lifecycle Management (LCM).

In the 9.x releases, using one Shared Services per environment was considered best practice and was highly recommended, but there was nothing in the software to stop one environment from sharing a common Shared Services.

Are SSL accelerator devices supported?

No. SSL accelerators (also known as SSL off-loaders) are not currently supported in the System 9 or 11.1.1.x releases. Support for SSL off-loading is planned for a future release.

Is SSL connection to the database supported in EPM System?

No, this is not currently supported but is planned for a future release.

Can I secure the Apache instance shipped with EPM System using SSL?

The version of Apache supplied with EPM System does not include SSL support, but it can be added manually using `mod_ssl`. `mod_ssl` is an Apache module that provides SSL v2/v3 and TLS v1 support, and uses OpenSSL as its cryptography engine.

► To secure the Apache instance shipped with EPM System:

- 1 On Windows systems, download and install pre-built versions of OpenSSL and `mod_ssl`.
- 2 Once downloaded, add `mod_ssl.so` to Apache by copying it to the `Apache\modules` directory; for example:

```
%HYPERION_HOME%\common\httpServers\Apache\2.0.59\modules
```

Tip: Pre-built versions of OpenSSL are provided free by various sources, including but not limited to <http://www.slproweb.com/products/Win32OpenSSL.html>. The win32 binary for `mod_ssl` can be extracted from the appropriate 2.0.x release at <http://archive.apache.org/dist/httpd/binaries/win32/>.

On UNIX/Linux systems, `mod_ssl` can be built from source.

► What follows are example commands for obtaining and building `mod_ssl` on Linux. Steps for other UNIX variants vary, but are similar to those shown.

- 1 Determine the version of Apache supplied by EPM System:

```
$ cd /path/to/hyperion/common/httpServers/Apache/2.0.59/bin
$ ./getHyslHome.sh
$ ./envvars
$ ./httpd -v Server version: Apache/2.0.61
Server built:   July 24 2008 13:59:30
```

- 2 Obtain and unpack the correct version of the Apache source code from <http://archive.apache.org/>.

```
$ mkdir -p ~/src/apache
$ cd ~/src/apache
$ wget http://archive.apache.org/dist/httpd/httpd-2.0.61.tar.bz2
$ tar jxf httpd-2.0.61.tar.bz2
```

- 3 Run the configure script with appropriate options to include SSL support, then build the software (GCC, OpenSSL, and GNU make are required).

```
$ cd ~/src/apache/httpd-2.0.61
$ ./configure --with-mpm=worker --enable-mods-shared=most \
  --enable-ssl --enable-proxy --enable-proxy-connect \
  --enable-proxy-http --enable-proxy-balancer
$ make
```

- 4 Copy the mod_ssl.so binary to the Apache/modules directory:

```
$ cp ~/src/apache/httpd-2.0.61/modules/ssl/.libs/mod_ssl.so \
  /path/to/hyperion/common/httpServers/Apache/2.0.59/modules
```

- 5 Configure Apache's ssl.conf with your keystore and signed certificate information.

- 6 Start Apache using the "startssl" argument; for example:

```
$ cd /path/to/hyperion/common/httpServers/Apache/2.0.59/bin $ ./apachectl startssl
```

- 7 Check the following log for successful load of mod_ssl:

```
/path/to/hyperion/common/httpServers/Apache/2.0.59/logs/error_log
```

- 8 For example:

```
Apache/2.0.61 (Unix) mod_ssl/2.0.61 OpenSSL/0.9.8e-fips-rhel5 DAV/2 configured --
resuming normal operations
```

The Apache bundled with EPM System is now configured to accept SSL requests.

Does EPM System support wildcard SSL certificates?

EPM System release 11.1.1.x does not support wildcard SSL certificates. Most components work correctly with wildcard certificates, but there are some known limitations with Analytic Provider Services with wildcard certificates. You may receive the following error message in SmartView when a wildcard certificate is used:

```
@ [Security:090504]Certificate chain received from <hostname> - <IPaddress> failed
hostname verification check.
Certificate contained @ *. <hostname> but check expected <hostname>
```

In a clustered Planning deployment, why do users trying to launch Smart View from Planning receive this error message? "Your session is not valid. Please logon again".

This issue is also seen when users attempt to connect to Planning directly from Smart View; they are prompted with the Login dialog box; after re-entering the credentials, this error is returned: "Please check if the Server / URL you provided is correct and if the server is up and running".

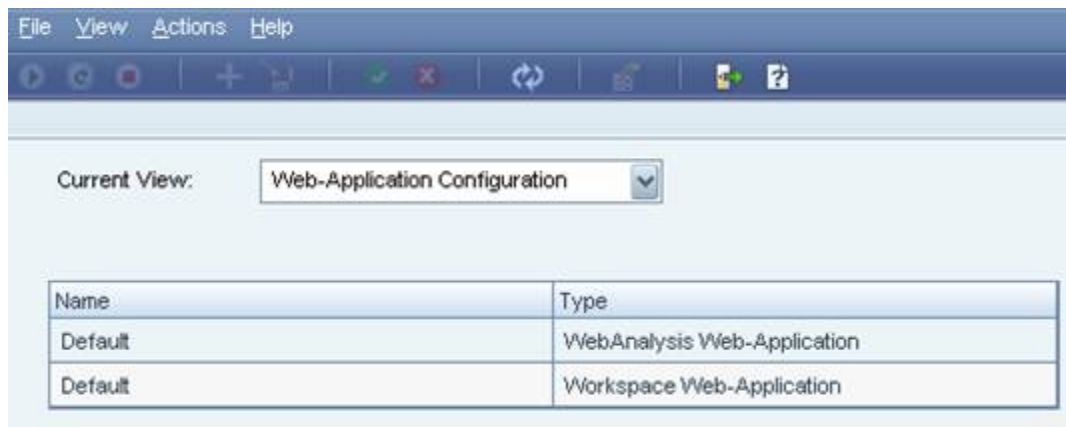
The behavior occurs because Smart View integration with Planning through Provider Services does not support a clustered Planning deployment. Provider Services can only work with a single instance of Planning. The solution is to configure the deployment so that it always uses a specific Planning web application for Provider Services communication. You can configure this from WebLogic by adding a new `LocationMatch` tag at the end of the `HYSL-Weblogic.conf` file that routes requests to `/HyperionPlanning/SmartView` to only one of the Planning servers as shown below:

```
<LocationMatch/HyperionPlanning/SmartView>
  SetHandler weblogic-handler
  PathTrim /
  WLCookieName HPSESSIONID
  WeblogicCluster myhost.oracle.com:8300
</LocationMatch>
```

When I launch the Web Analysis applet, why is there a JRE conflict on my desktop?

When multiple JREs are installed on a client, you can force the applet to use a specific JRE family (for example, 1.4.2.x, 1.5.x) by setting the `clsid_CAFEE` parameter to a `-FFFF-` (example `CAFEEFAC-0015-0000-FFFF-ABCDEFFEDCBA` instead of `CAFEEFAC-0015-0000-0017-ABCDEFFEDCBA`). For more information, see <http://java.sun.com/javase/6/webnotes/family-clsid.html>.

In System 9, the `clsid_CAFEE` parameter is set in the `WebAnalysis.properties` file. In EPM System (11.1.1.x), this is set through the CMC console:





Changing the `clsid` parameter allows the user to run Web Application applet on newer versions of JRE.

When using FDM, I receive the error “ActiveX component can't create object”. What can cause this issue?

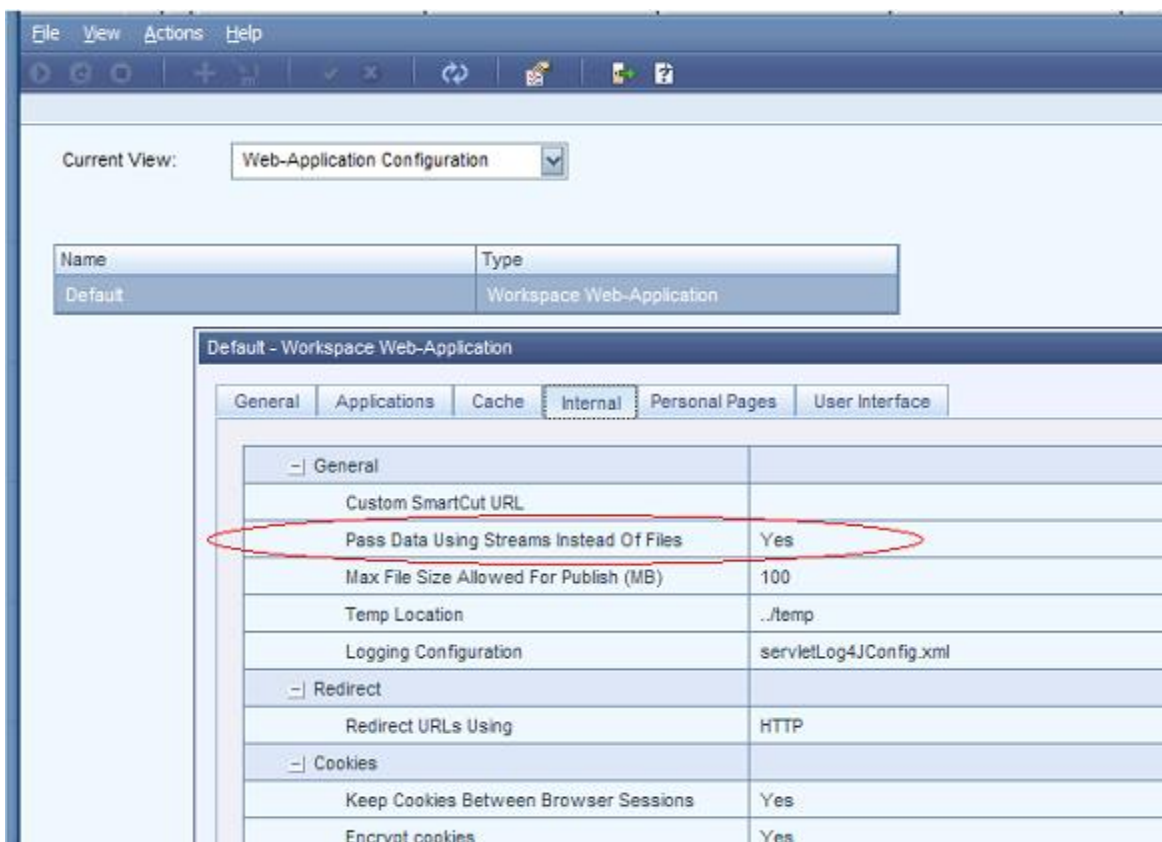
This error may occur because Microsoft Excel is not installed on the FDM Web Application Tier. Excel is required by FDM server for many of the functions including schema update, journals, multi-load, templates, and exporting grids.

Prior to the 11.1.1.x releases, the local service configurator (or the `ws.conf` file under `workspace/web-inf/conf`) was used to enable or disable custom or external authentication. Where are these settings in 11.1.1.x, and how do I change them?

In 11.1.1.x, the parameters from the `ws.conf` file are now stored in the Shared Services Registry database. You can update them using the Reporting and Analysis Configuration and Monitoring Console (CMC). From CMC, right-click the EPM Workspace Web application, and select **Properties**. You will see all the parameters that used to be in the `ws.conf` file properties there. For detailed instructions, see the “Configuring Services Using CMC” chapter in the [EPM Workspace Administrator’s Guide](#).

In a deployment with a firewall between the Web application and services tier, a user cannot log in to EPM Workspace, and Workspace hangs. What could be the problem?

There are various reasons why a user may not be able to log in to EPM Workspace. One reason occurs when there is a firewall between the EPM Workspace Web application and the Workspace Agent. In this case, you need to configure the setting “Pass Data Using Streams instead of Files” to “No” for the EPM Workspace Web application in the Reporting and Analysis Configuration and Monitoring Console (CMC). If streams are used, random ports are opened between the EPM Workspace Web application and the Agent, but the firewall prevents those connections. A screen shot of the CMC setting is shown below:



Cause: When the EPM Workspace Web application is behind a firewall, the proxy code for retrieving files from the Repository service fails because of the restrictions on ports. By default, the code relies on the host machine of the Web application to allocate any open socket port and retrieve files. This happens because the file retrieval uses a separate port from the Repository service's static port so that it does not affect performance, which then only uses the static Repository port for metadata.

For more information, see the “Workspace Web Application Properties” section of the “Configuring Services Using CMC” chapter of the [EPM Workspace Administrator's Guide](#).

When will EPM System support Windows 7 and Internet Explorer 8?

THE FOLLOWING IS INTENDED TO OUTLINE OUR GENERAL PRODUCT DIRECTION. IT IS INTENDED FOR INFORMATION PURPOSES ONLY, AND MAY NOT BE INCORPORATED INTO ANY CONTRACT. IT IS NOT A COMMITMENT TO DELIVER ANY MATERIAL, CODE, OR FUNCTIONALITY, AND SHOULD NOT BE RELIED UPON IN MAKING PURCHASING DECISIONS. THE DEVELOPMENT, RELEASE, AND TIMING OF ANY FEATURES OR FUNCTIONALITY DESCRIBED FOR ORACLE PRODUCTS REMAINS AT THE SOLE DISCRETION OF ORACLE.

Support for these platform components is planned with the following releases:

- Release 11.1.2
- Release 9.3.1.5, which is a Patch Set for release 9.3.1
- Release 11.1.1.4, which is a Patch Set for release 11.1.1.3

Existing customers on releases 11.1.1.3 and 9.3.1 will be able to get support by applying the specified patch set and no major upgrade is required for these customers.

Availability for these releases is planned within calendar year 2010.

What are the minimal assemblies needed to install the Essbase Spreadsheet Add-in, Interactive Reporting Studio, and Financial Reporting Studio clients?

For 11.1.1.3, the following assemblies are needed. With all clients, the EPM System Installer is also required.

- The assemblies required for Essbase Spreadsheet Add-in installation are:
 - commonComponents
 - essbase_client
 - essbaseAddins
- The assemblies required for Interactive Reporting Studio installation are:
 - commonComponents
 - biplus_interactive_reporting_client
 - essbaseProductCommonComponents
- The assemblies required for Financial Reporting Studio are:
 - configlibs
 - commonComponents
 - productCommonComponents

- `essbaseProductCommonComponents`
- `biplus_financial_reporting_client`
- `biplus_configlibs`
- `biplus_financial_reporting_common`
- `hfm_client` (required for FR use with HFM)
- `hfm_common` (required for HFM components)

Are there any recommendations with regards to anti-virus settings for EPM System?

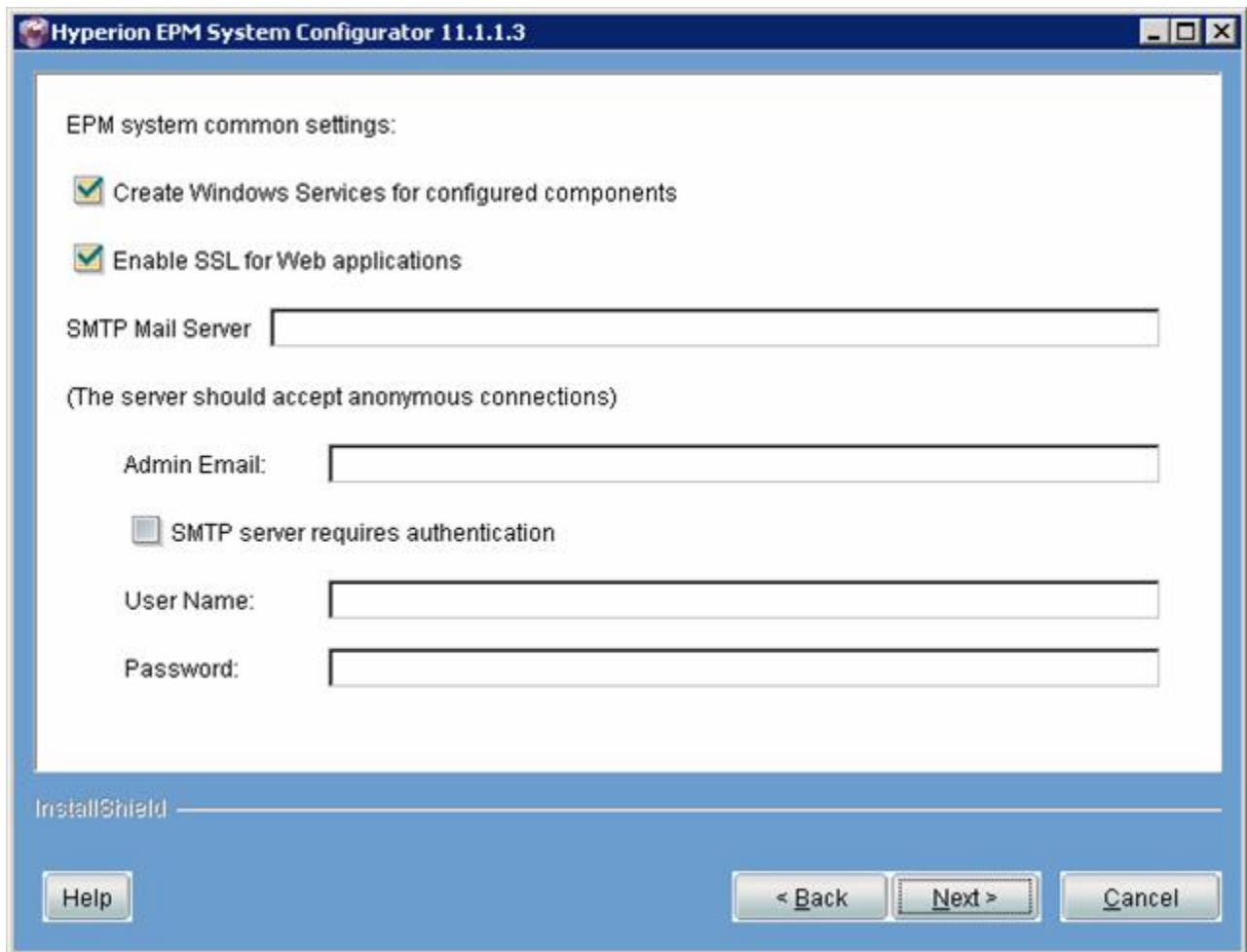
The scanning executed by anti-virus software can be a source of performance issues with EPM System products. Each time a user accesses any resource on the server, anti-virus software will try to open the object and scan it. The recommendation is for the `HYPERION_HOME` directory to be excluded from anti-virus software scans and only scanned on a scheduled basis.

What are the meanings of the SSL-related settings in 11.1.1.x EPM System Configurator?

The following sections describe the meanings of the SSL-related settings in EPM System Configurator:

- Common settings:

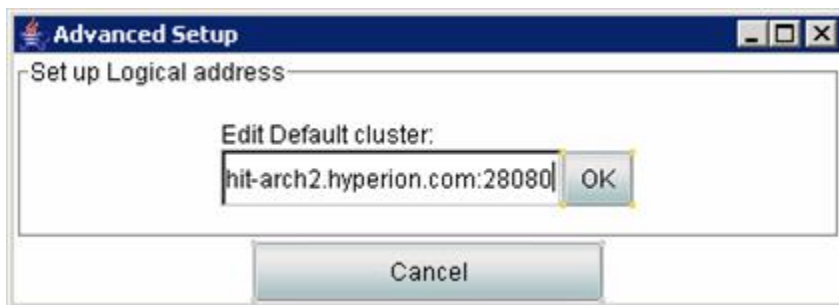
The **Enable SSL for Web applications** setting is used to indicate that communications to Web applications are to be made in SSL. This includes internal communication between Web applications as well as communication from the browser that are made directly to the Web application (e.g., Shared Services). Note that EPM System Configurator does not configure SSL communications – these have to be done following the application server documentation. EPM System provides some guidelines and pointers to application server documentation in the [SSL Configuration Guide](#).



- Web application deployment:

The SSL ports for the Web application are set on the Application Server Deployment panel. The Web application server listen port is configured, but you still need to follow the application sever documentation to enable SSL communication. This SSL port is used in configuring the Web server to talk to Web applications when the SSL flag is set in the Web server planning.

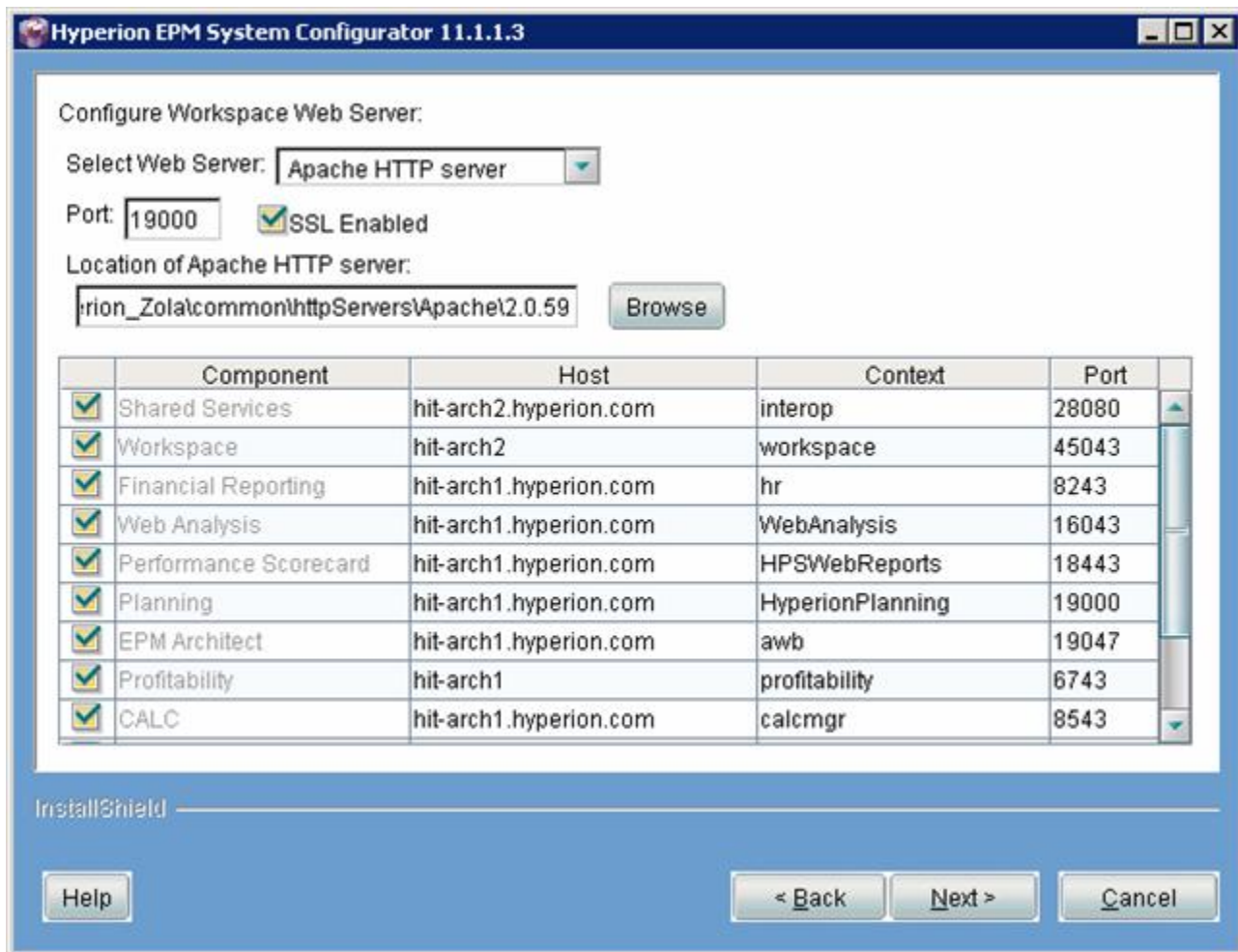
Logical address for Web applications: If the LWA is SSL enabled, you enter the SSL port for the LWA (VIP/Load balancer) in the Advanced Setup dialog. This is used to generate the URL for inter-product communication. Depending on the SSL flag from the common settings panel, the URL generated is either HTTP or HTTPS.



- Web server deployment:

This flag also configures the plugin configuration to the application servers in the Web server with HTTPS. In the next major release (11.1.2.0), this flag will not be there and Web server to application server communication configuration will use the SSL flag from the common settings panel.

This flag indicates to EPM System that the Web server is SSL-enabled. Therefore, the browser communication to the Web server should be in HTTPS. This flag is used by some products to build the URL to send back to the browser.



What is the .hyperion.<server name> file used for in EPM System?

The .hyperion.<server name> file is used to store the location of HYPERION_HOME on UNIX systems and is stored in the user's home directory. This file is used by many of the start scripts to find the location of HYPERION_HOME. Because a user's home is shared across machines on UNIX systems, to distinguish each machine's home, the <server name> is added to the file.

Should I rename the `.hyperion.<server name>` file if the server name is changed?

Yes. If the server name changes, you need to rename the `.hyperion.<server name>` file. Note that in addition to renaming the file, you should also update the Shared Services Registry (the procedure for which has been published in an earlier Tips & Tricks issue).

Under what conditions should I manually modify the content of the `.hyperion.<server name>` file?

The `.hyperion.<server name>` file contains the location of `HYPERION_HOME`. If your `HYPERION_HOME` location changes on the machine, you need to update the contents of the `HYPERION_HOME` file to point to the new location of `HYPERION_HOME`.

Typically, the `HYPERION_HOME` location does not change, and changing this location is never required as part of any normal installation, configuration, upgrade, or reinstallation activity.

Is an Oracle Internet Directory (OID) license included with EPM System 11.1.1.x?

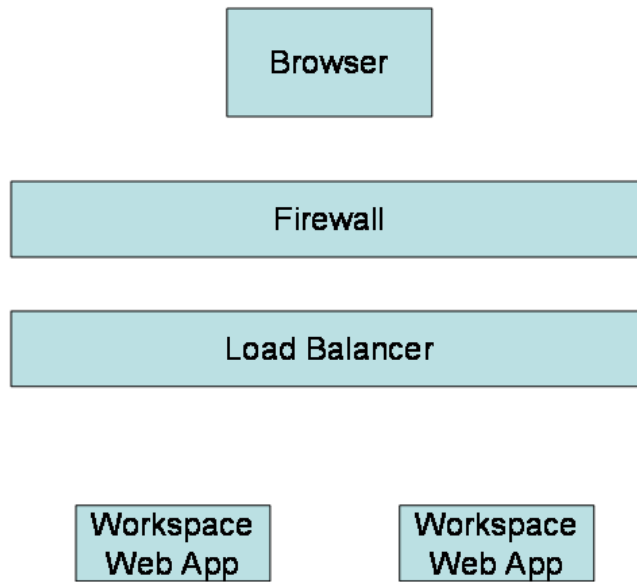
Yes. A restricted license of Oracle Internet Directory (OID) is granted to EPM System customers for their usage within EPM System products.

Customers can use OID as both Native Directory (as a replacement for OpenLDAP) or as an external directory; however, its usage must be limited per the terms of the licensing agreement. There are two use cases for using OID:

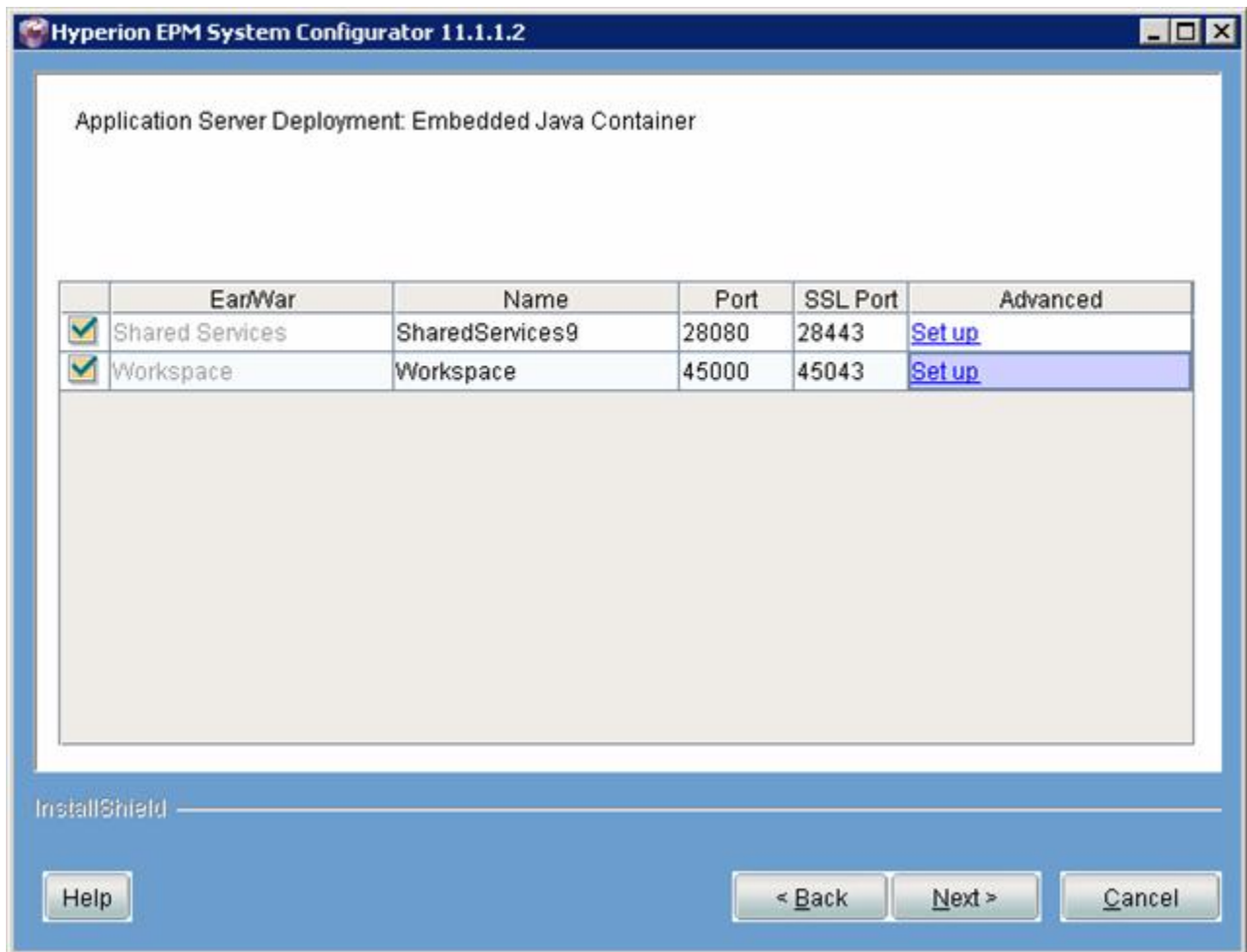
- The customer needs password policies for users outside a corporate directory. In this case, we recommend to use the supplied OID as a normal external provider and utilize its password policy configurations.
- The customers wishes to use OID to get more robust failover and clustering capabilities. In this case, we recommend configuring Shared Services to use OID as Native Directory. See the [Security Administration Guide for 11.1.1.x](#) for instructions to configure OID as Native Directory.

What are the steps required to configure the EPM System Web applications with load balancers?

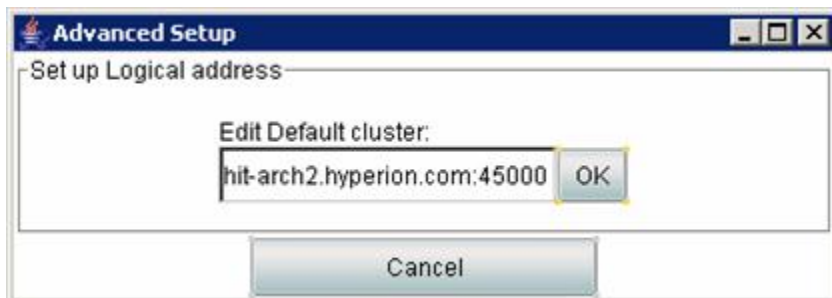
Multiple instances of EPM System Web applications can be set up for load-balancing or failover.



The Apache Web server shipped with EPM System can act as a software load balancer for EPM System Web applications. To use this Web server as the load balancer, during configuration with EPM System Configurator, on the Application Server Deployment page, click Setup.



On the Advanced Setup page, set the Logical hostname for the Web application to the host running Apache.



During Web server configuration, EPM System Configurator configures Apache to load balance between the multiple Web applications. If you are using your own load balancing solution, set up your load balancer to route traffic to the physical servers running the Web applications. On the Advanced Setup page (click Setup on the Application Server Deployment page in EPM System Configurator), enter the host and port of the load balancer.

Note, if your load balancer makes use of session cookies to achieve session stickiness, make sure that the session cookie is correctly defined for the products you are load-balancing:

- Shared Services: HUBSESSIONID

- Planning: HPSESSIONID
- Other Web applications: JSESSIONID

For more information about configuring EPM System products, see the [Installation and Configuration Guide](#).

Why does my Solaris installation fail with this error: “. . ./.hyperion.<hostname> does not exist or is not readable”?

EPM System Installer writes the file `.hyperion.<hostname>` in the user’s home directory on UNIX. This error occurs because either the folder is not writable by this user or the file already exists from a previous installation but another user owns the file.

To fix this problem, set the home directory of the user to the proper location by changing the `$HOME` environment variable to the write location. Then execute the installation again.

Does EPM System support IBM’s WebSeal Single Sign-on mechanism?

WebSeal uses header-based authentication, and EPM System supports header-based authentication single sign-on mechanisms. Header-based authentication systems are supported as long as the single sign-on system is able to set the username to the header to `HYPLOGIN`.

For more information, see “Enabling SSO with Security Agents” in the [Security Administration Guide](#).

How do I set up a standalone HTTP server for EPM System 11.1.1.x?

Chapter 10 of the 11.1.1.3 [EPM System Installation and Configuration Guide](#) (under “Considerations for a Distributed Environment”) states the following:

For EPM Workspace, EPM System Configurator requires that you install the Web server and the Web application server on the same machine (the machine on which you install EPM Workspace). If you want to have the Web server and the Web application server on separate machines, you must perform manual configuration steps. See the *Oracle Hyperion Enterprise Performance Management System Manual Deployment Guide* for information.

However, after doing a full automatic configuration of the Web server, you could also copy the configuration from that machine to a new Apache Web server on a new machine. Note that you also have to make sure the Web server plug-ins for the application servers are available on the Web server machines and the static content is copied over as described in the [Manual Deployment Guide](#).

Does ERP Integrator (ERPI) support Oracle RAC?

Yes, ERPI 11.1.1.3 is now certified on Oracle RAC with the required manual steps provided below. The [EPM System 11.1.1.3 Certification Matrix](#) has been updated and reposted to reflect this change. The manual steps will also be added to the [EPM System 11.1.1.3 Installation and Configuration Readme](#) in March.

When running ERPI in an Oracle RAC environment, the data load process from ERPI to Planning will fail.

► To work around this issue:

1 Modify the rules file using Essbase Administration Services:

- a. Navigate to **your application -> Plan -> Rules Files**.
- b. Right-click on "AIFData" and select **Edit**.
- c. Navigate to **File -> Open SQL**.
- d. Change the SQL connection string to:
`ORACLESERVICE:oracle://<host>:<port>/<service name>`
- e. Save the rules file.

2 Execute the rules file using Essbase Administration Services:

- a. Navigate to **your application -> Plan**.
- b. Right-click and select **Load Data**.
- c. Find the rules file named "AIFData", change the data source to "SQL", and enter the SQL username and password.
- d. Execute the rules file.

Does EPM System support Internet Explorer 8 Compatibility Mode for release 9.3.1 or 11.1.1.3?

No, testing has identified issues with running EPM System in Internet Explorer 8 Compatibility mode.

Does EPM System 11.1.1.3 run on 64-bit UNIX operating systems?

On UNIX operating systems, only 64-bit versions of the operating system are supported.

J2EE components are supported only in 32-bit application servers with the following exceptions: the Planning Web application and the Essbase Administration Services Web application are also supported on 64-bit application servers but need to be deployed manually. See the [EPM System Manual Deployment Guide](#).

All non-J2EE binaries are 32-bit with the exception of Essbase Server, which is also available as 64-bit.

For details, see the [EPM System Release 11.1.1.3 Certification Matrix](#).

Does EPM System 11.1.1.3 run on 64-bit Linux operating systems?

All EPM System components that run on Linux 32-bit are also supported on 64-bit Linux operating systems with the following exception: the Performance Management Architect Web Application.

J2EE components are supported only in 32-bit application servers with the following exceptions: the Planning Web application and the Essbase Administration Services Web application are also supported on 64-bit application servers but need to be deployed manually. See the [EPM System Manual Deployment Guide](#).

All non-J2EE binaries are 32-bit with the exception of Essbase Server, which is also available as 64-bit.

For details, see the [EPM System Release 11.1.1.3 Certification Matrix](#).

Does EPM System 11.1.1.3 run on Intel/AMD x64 on 64-bit Windows operating systems?

All EPM System components are supported on 64-bit Windows operating systems with the following exceptions: Financial Management Console, Data Integration Management, and Production Reporting Teradata Engine.

J2EE components are supported only in 32-bit application servers with the following exceptions: the Planning Web application and the Essbase Administration Services Web application are also supported on 64-bit application servers but need to be deployed manually. See the [EPM System Manual Deployment Guide](#).

All non-J2EE binaries are 32-bit with the exception of Essbase Server and Financial Management Server, which are also available as 64-bit.

For details, see the [EPM System Release 11.1.1.3 Certification Matrix](#).

The 11.1.1.3 Certification Matrix lists the supported JRE Plug-ins as 1.5.0_17 to 1.5.0_17+. What does the “+” mean?

The “+” designation means that subsequent releases at this decimal placement are also supported. So, in this case, 1.5.0_17 is clearly supported, as are 1.5.0_18, _19, _20 (and so forth). Releases such as 1.5.1_* or 1.6.1_*, for example, would not be supported.

Does the EPM System limited-use WebLogic license allow customers to scale the system?

Yes, you can scale out EPM System vertically and horizontally with the embedded license of WebLogic that is included in the EPM system license agreement. See also the [EPM System Licensing Guide](#).

Note: EPM System products do not utilize WebLogic's session failover for clustering or high availability and therefore the Enterprise Edition of WebLogic is not required.

Can I load-balance Financial Management with Apache Web Server, similar to my other WebLogic applications?

No. Out of the box, IIS applications cannot be load balanced in the 11.1.1.x EPM System releases without using a separate load balancer. You need to use a hardware load balancer or use IIS with Windows NLB “network load balancing”.

WebLogic applications can be load balanced out of the box since the WebLogic plug-in for Apache supports this functionality. The ProxyPass directive in Apache/OHS can only direct to one logical server.

The Shared Services Registry is core to EPM System 11. How does it work and how is it used by EPM System 11.1.1.x?

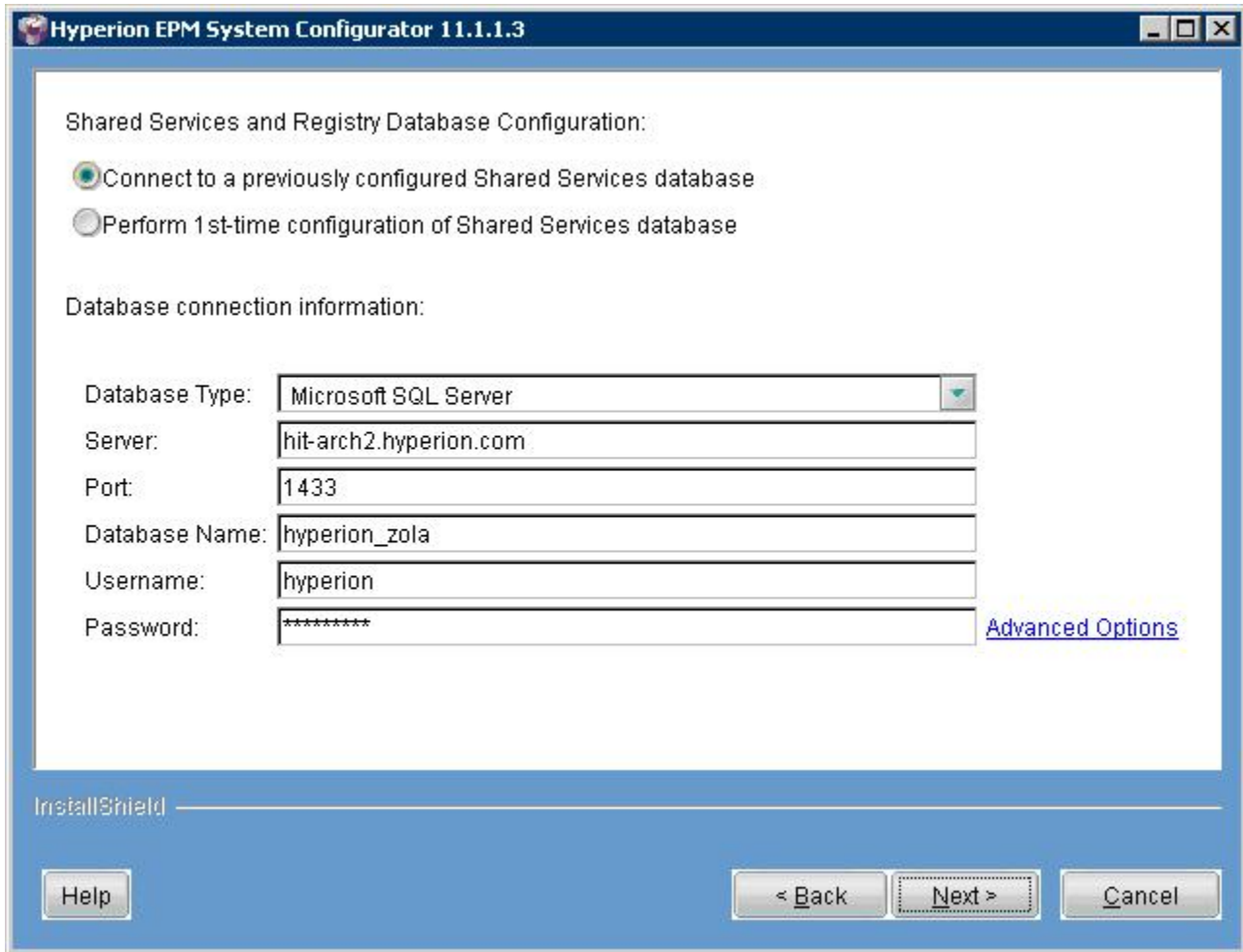
The Shared Services Registry was first introduced in the EPM System 11.1.1.0 release to address configuration and deployment challenges in earlier releases:

- The need for entering the same information multiple times, e.g., the Shared Services hostname, port information for each product, or database connection information
- The need to change the host and port of a product in multiple places and machines if the hostname changed or the product got reinstalled on another machine

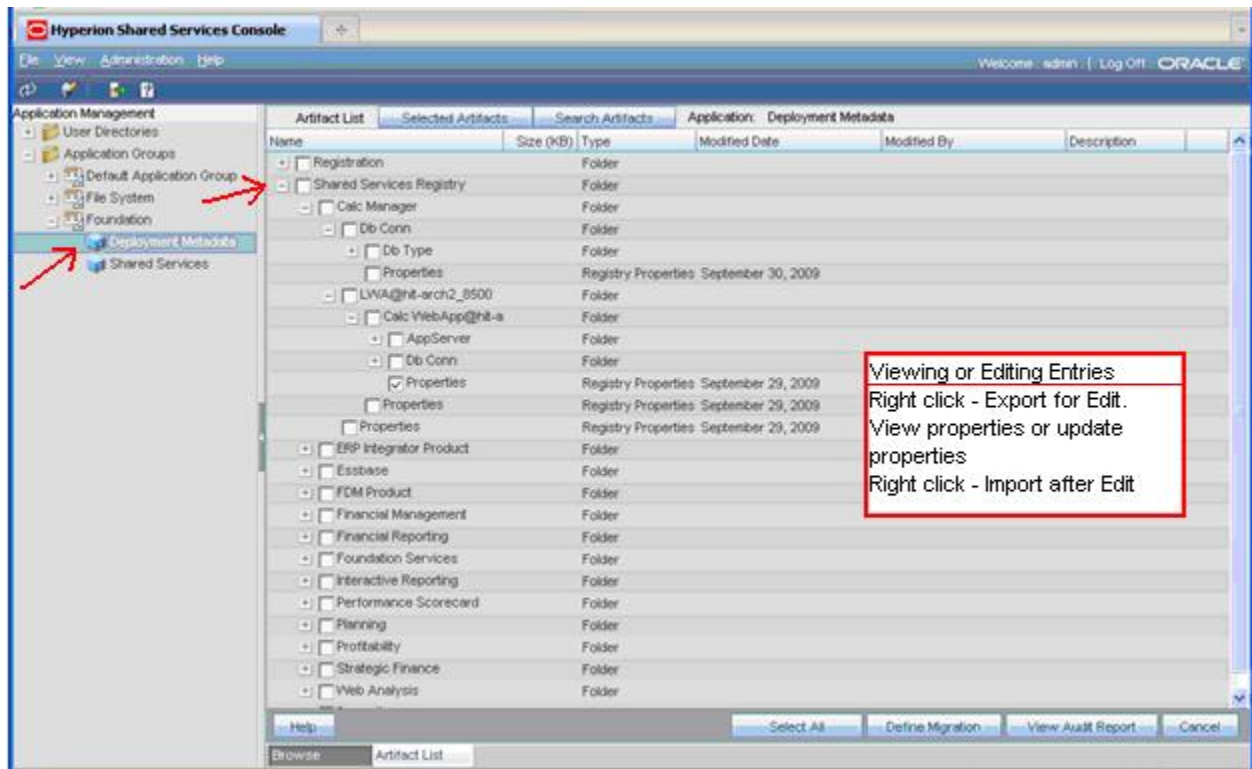
From 11.1.1.0 onwards, the physical topology of the deployment is stored in the Shared Services Registry. Therefore, instead of EPM System components storing the connection information to other components within their configuration files, they look up the information from the Registry. The information gets populated in the Registry during the configuration process and is then available to other components on the same machine and on different machines. Many configuration parameters have been moved to the Registry, including the `CSS.xml` file. The infrastructure choice for the Registry had to be such that it did not introduce a new component within EPM System while it provided a platform-independent, scalable, replicable, fault-

tolerant, and secure infrastructure. Hence the database was chosen to host the Registry, and the Registry shares the database that hosts the Shared Services database.

On the first machine in the environment, you set up the registry database. On subsequent machines, you configure the connection to the Registry database setup on the first machine. You need to do this one time per machine, but after the first machine, the user is simply locating the same Shared Services Registry database created and loaded on the first machine. For more information, see the [EPM System Installation and Configuration Guide](#).

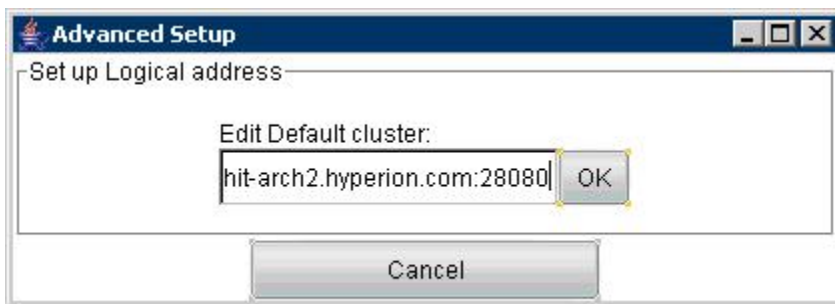
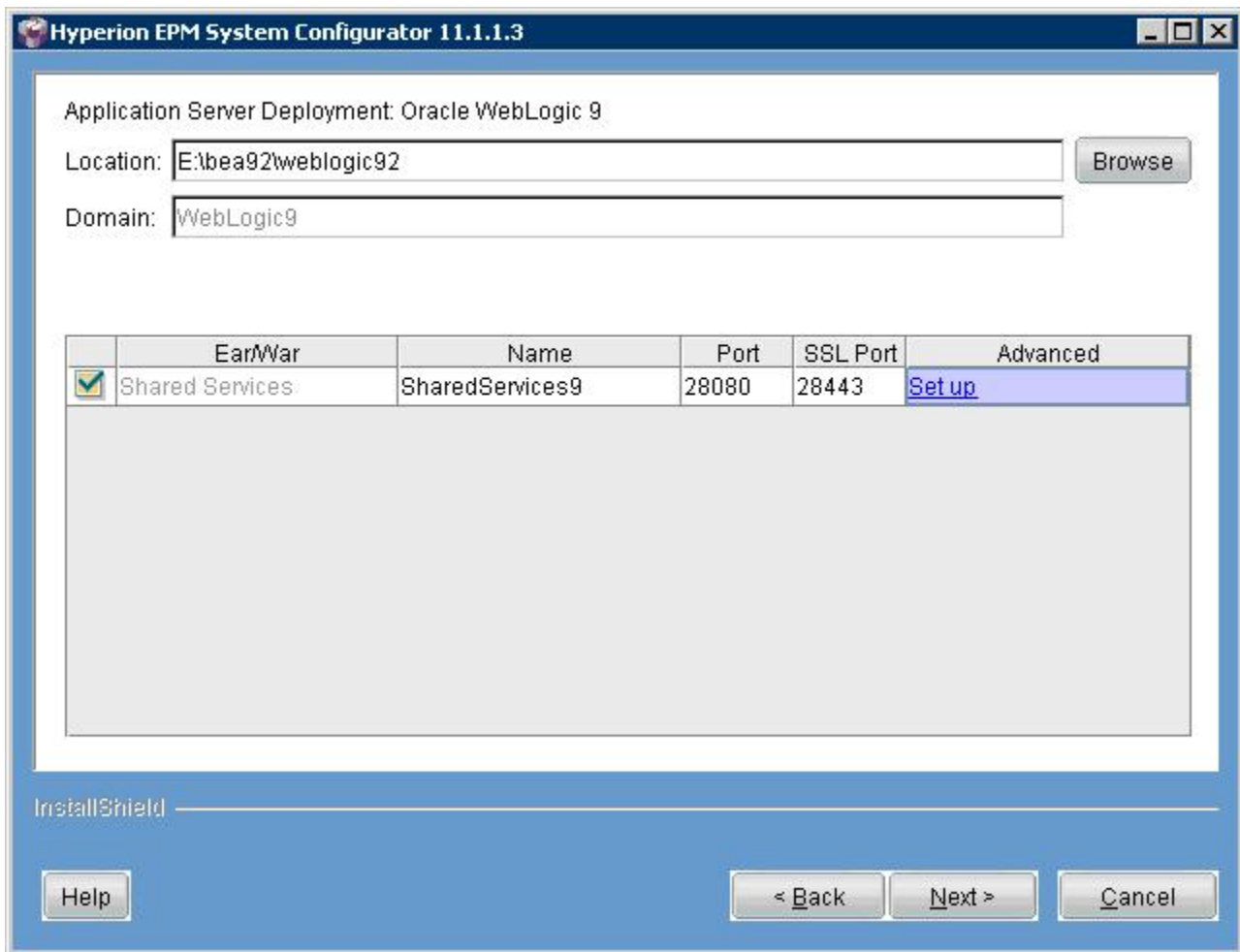


You can view and update contents of the Registry using the Shared Services Console.



CAUTION: Be extremely cautious when updating the contents of the Registry, as it may cause components to not start or not communicate with each other. One concept that is important to understand in the Registry is that of Logical Web Application (LWA). Products communicate with each other using the LWA. LWA should be thought of as the URL that is used by a product to initiate communication to another component. So, if your Web application is clustered or load-balanced, your LWA settings should be the host/port of the cluster or load-balancer.

By default, the LWA contains the host/port of the physical Web application server. You can set the LWA from EPM System Configurator via the Advanced Setup option. In the Advanced Setup panel, enter the host/port to be used to access the web application; enter the SSL port if it is to be accessed via HTTPS. For more information, see the [EPM System Installation and Configuration Guide](#).



Note: Prior to 11.1.1.3, issues have been reported where one of the physical hosts has been stored in the Registry for LWA. This has been found where the LWA hosts canonical hostname resolves to one of the physical hosts. Refer to the tip entitled “Why does EPM System Configurator sometimes change the server name I have entered?” in the consolidated Tips and Tricks file in the [whitepaper library](#).

There is an HTML report of the Registry that can be generated to help in debugging Registry-related issues and is a good item to attach to SRs created. You can generate this by running `<HYPERION_HOME>/common/config/9.5.0.0/epmsys_registry.bat` (or `.sh` for UNIX) from any configured machine. This generates a `registry.html` file in `<HYPERION_HOME>/common/config/9.5.0.0`.

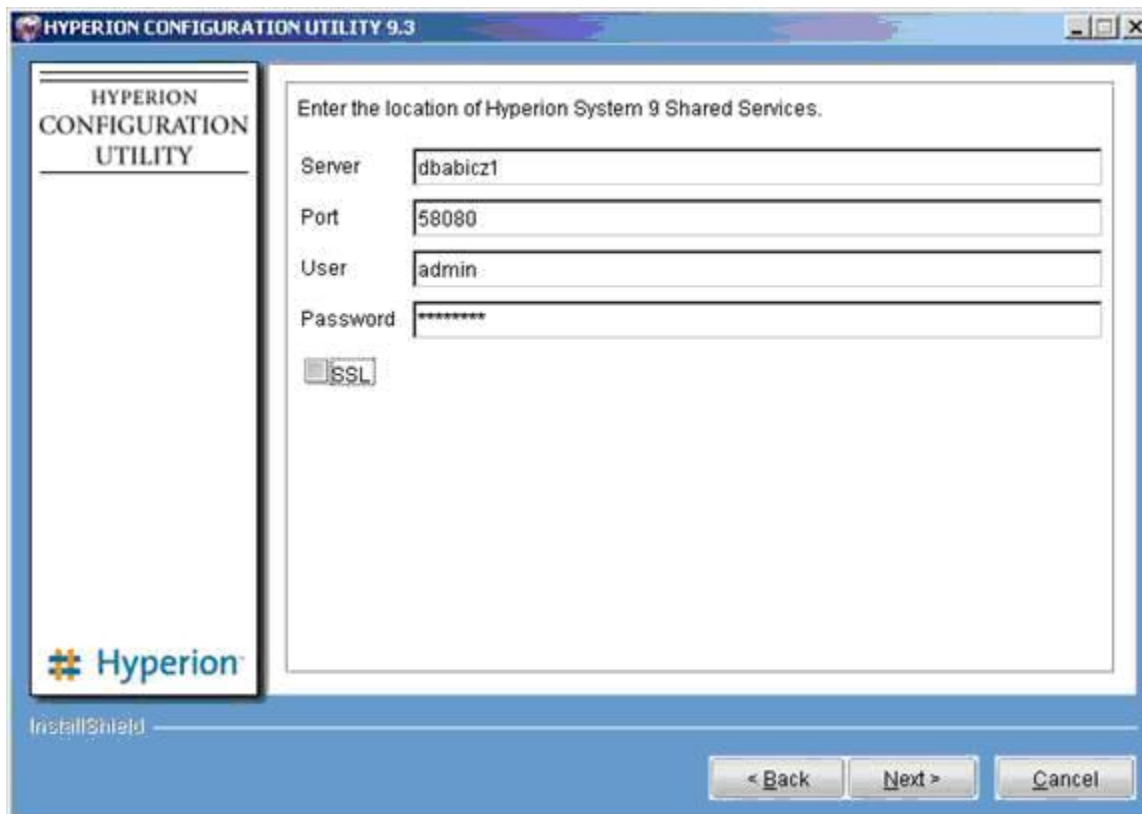
Note: If you are updating a host using `epmsys_registry` and the Registry contains hosts that are not resolvable, you will get an `UnknownHostException`. To work around the issue, add the unresolvable host entry to the `etc/hosts` file while using `epmsys_registry`. After you are done, you can remove the entry from the `etc/hosts` file.

In EPM System release 9.3.1, why do I receive an error when registering any EPM product with Shared Services after changing the Shared Services port number from 58080 to 58082 and SSL-enabling it?

Typically you would receive an error stating "Unable to connect to Shared Services".

During EPM System product configuration, you provide the host, port, and SSL support for Shared Services (see screen shot below). Make sure the settings are correct and update information that has changed.

For SSL-enabled Shared Services, if the server certificate that was used in WebLogic to SSL-enable Shared Services was not issued by a standard certificate authority (such as Verisign), then import the root certificate of the CA that signed the Shared Services certificate into all JVMs (as mentioned in the [Hyperion Product SSL Configuration Guide](#)). Also, make sure that the SSL checkbox is selected as shown in the screen shown below.



Are there any known issues with network accelerators with EPM System products?

Development is aware of many customers that use network accelerators (NetScaler, BoostEdge, and NetWork Optimizer) with good results over wide-area networks. There are no known issues or limitations with using these tools.

What is the typical speed improvement customers see with network accelerators with EPM System products?

Customers deploying WAN optimizers on networks with speeds of 128 KB and 512 KB have seen significant performance improvements that reduce the response time anywhere from 50% to more than 75%. The performance improvement is most visible when larger chunks of data are moved from server to client, such as opening large forms in Planning.

What configuration is needed on the EPM System product side to utilize network accelerators?

These tools run on lower layers in the communication stack than where EPM System products are configured, and their introduction to the network is transparent to EPM System products. As a result no special configuration is needed for EPM System products to benefit from them.

Will an upgrade to Microsoft Office 2007 break Smart View if is installed? Do I need to uninstall Smart View before upgrading to Office 2007?

EPM System Development is not aware of any issues, but we recommend that you first uninstall Smart View, then do the Office 2007 upgrade, and then install Smart View.

How can I validate my EPM System installation/configuration?

The program “EPM System Diagnostics” tests the connectivity of installed and configured EPM System components. Run EPM System Diagnostics on each machine in the deployment. The results of the tests are saved in HTML format. You can launch this tool from the last screen of EPM Configurator, from the Start menu, or from a command line. Documentation on how to use this validation tool and on the checks performed is provided in the “Validating the Installation” chapter of the [Installation and Configuration Guide](#).

What is the difference between high availability and disaster recovery?

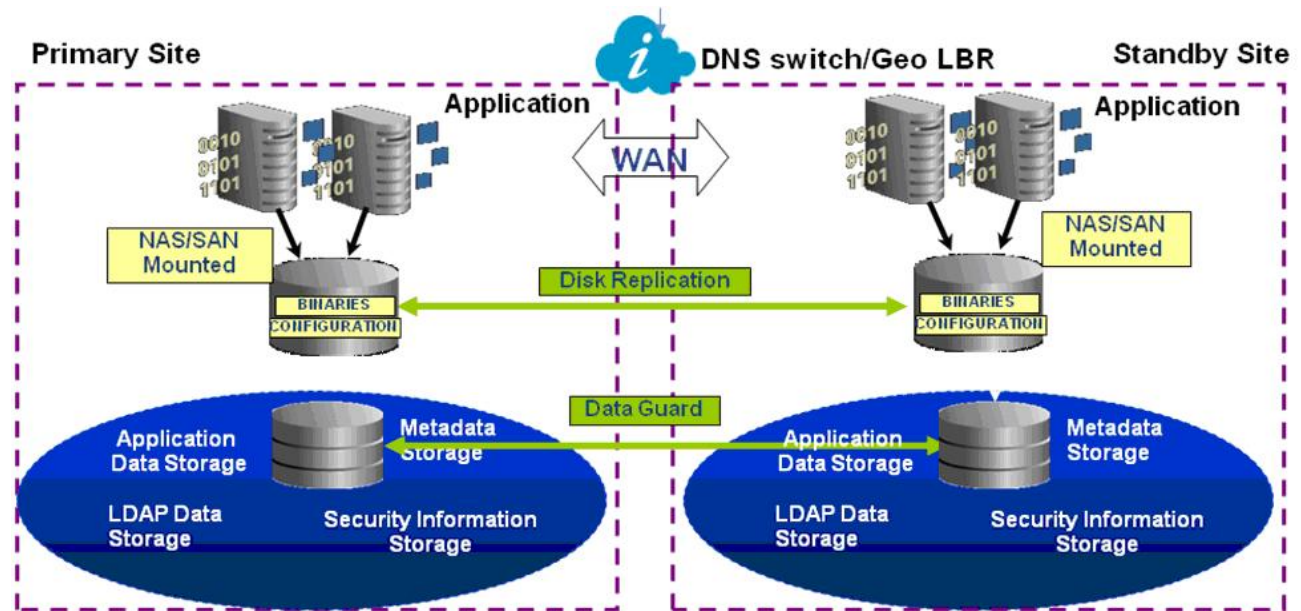
High availability and disaster recovery (sometimes also known as business continuity) address two different requirements:

Table 1

High Availability	Disaster Recovery
Addresses service availability – provides redundancy so that if one component (network, servers, processes) goes down, overall service is still available.	Addresses service continuity – in case of disaster events like fire, earthquake, flood, etc, service is made available via a secondary standby site.
There is a single system with its own data (in the file system and database).	There are two independent environments each with their own data (in the file system and database).
There is no need for data replication (although data should be backed up). Data and configuration is replicated between the primary and standby sites.	Data and configuration is replicated between the primary and standby sites.

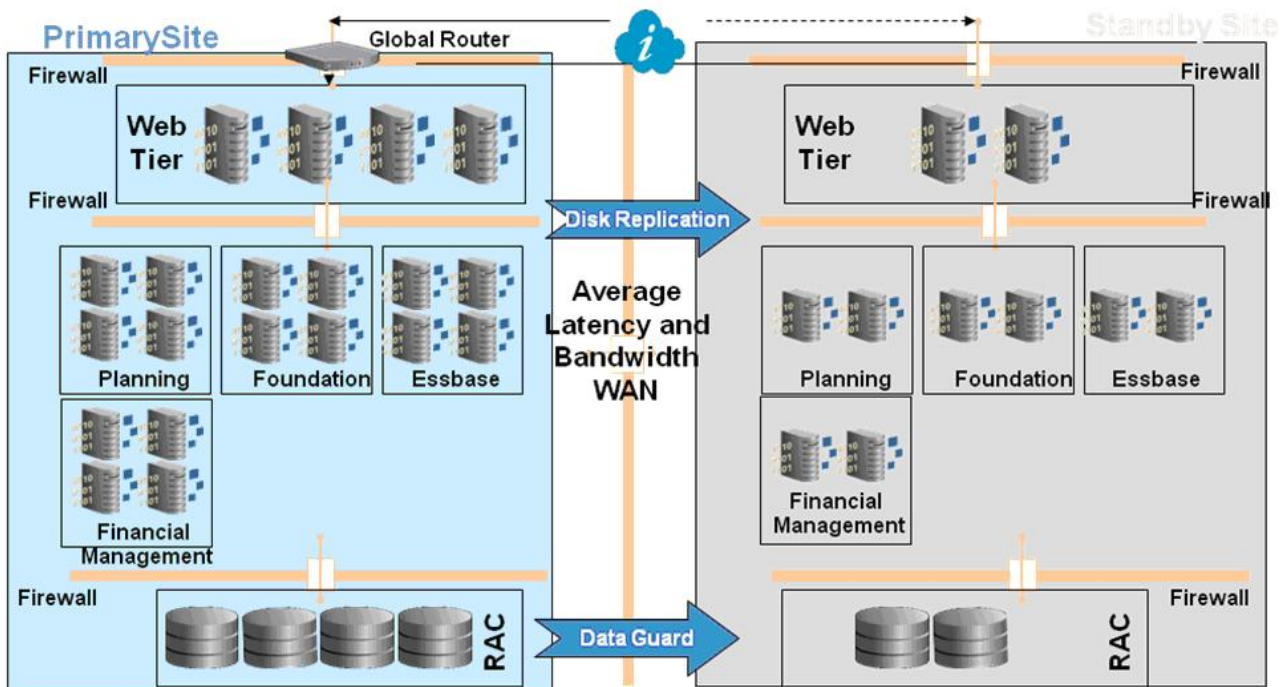
Is there a recommended approach for setting up a disaster recovery environment for release 11.1.1.3?

Oracle’s standard disaster recovery architecture is shown below.



EPM System 11.1.1.3 can be set up for disaster recovery using this approach.

Although the deployment shown above is symmetric (i.e., the number of servers in the primary site and standby site are the same), it is possible to have an asymmetric deployment (i.e., the number of servers in the standby site is less than in the primary site). In that case, you must have a server in the standby site for each logical server cluster in the primary site.



Before going into the steps for setting up this environment, it is important to understand the hostname requirements to support disaster recover. The hostnames must be the same in the primary and standby sites. One of the three methods listed below should be in place to support it:

- Primary and standby sites are in completely separate networks and the fully qualified hostnames can be the same
- Primary and standby sites are served by different DNS that resolves the hostnames to the right IP address in their network. The DNS in the standby site can be a standby DNS that is activated on a disaster event
- If hostnames between the primary and standby site cannot be the same, hostnames from the primary site are resolved to the corresponding local IP address in the standby site machines via the `/etc/hosts` file

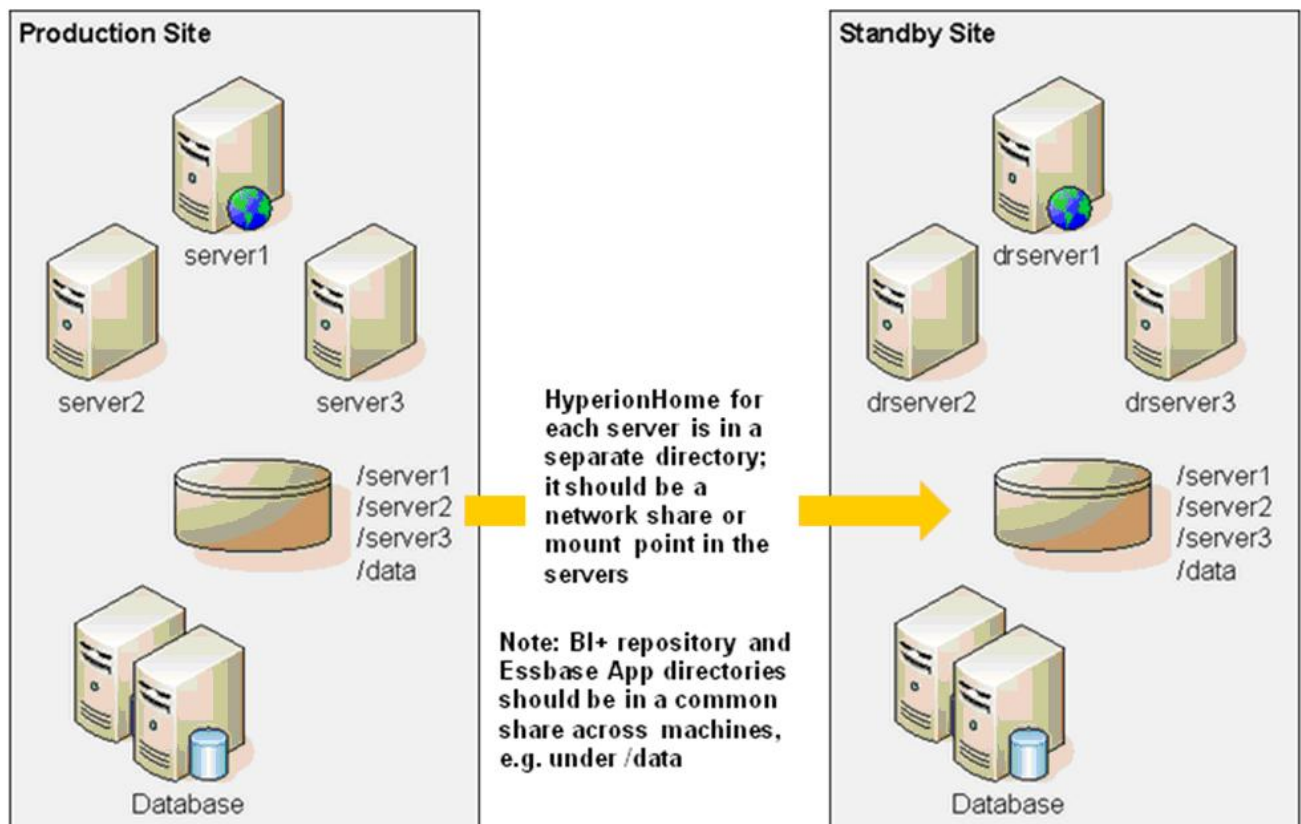
The process of getting a standby site up and running is easier and smoother if it is planned ahead. Here are the steps to setup a primary and standby site:

- Install and configure the primary site
 - Binaries and data should be on a replicated partition (or you can also use backup and restore procedure)
 - Do not distribute services between servers that are not clustered
 - Do not put BI services on different machines in the primary site if there will be a single machine hosting the services in the standby site
- If hostnames of standby site machines are different from primary site machines, set up hostname aliases in the `/etc/hosts` file in the standby site machines for primary site machines

Make sure that the primary site hostname is listed first in the `/etc/hosts` file for each entry, for example:

```
10.2.1.112 primary_site_hostname standby_site_hostname
```

- Install and configure the standby site
- Set up database replication
- Set up disk replication
- Test the standby site for disaster event
 - Break mirroring between primary and standby site
 - Run crash recovery procedure for each application
 - Recover OpenLDAP
 - Recover Essbase
 - Bring up the services in the standby site



Following are some database replication best practices:

- Use db hostname alias on the standby site.
- Use Data Guard configuration for database repositories.
- For planned database configuration changes, force database synchronization with Data Guard.

You can find more information regarding disaster recovery and Data Guard in the following articles:

- Oracle Fusion Middleware Disaster Recovery Guide:
http://download.oracle.com/docs/cd/E10291_01/core.1013/e12297/toc.htm
- Oracle Data Guard: <http://www.oracle.com/technology/deploy/availability/htdocs/DataGuardOverview.html>
<http://www.oracle.com/technology/deploy/availability/htdocs/DataGuardOverview.html>
- Oracle Fusion Middleware DR Solution using NetApp Storage: <http://www.netapp.com/us/library/technical-reports/tr-3672.html>
<http://www.netapp.com/us/library/technical-reports/tr-3672.html>

Is there a high-level presentation on disaster recovery best practices for EPM System products?

Yes, in the whitepaper library under the name, “EPM – Disaster Recovery Configuration Best Practices”: <http://www.oracle.com/technology/products/bi/resource-library.html>

Is it possible to have a disaster recovery environment without the usage of file system and database replications?

Yes, this is possible. The same approach as above is used except that backup and restore can be used instead of replications to keep the disaster recovery site. You also need to replicate the install image to ensure that the patches applied after the initial setup are applied to the disaster recovery site, or ensure that patches in the primary site are manually applied to the disaster recovery site within a properly scheduled window of time.

Are there any advantages to using SAN or NAS with the recommended disaster recovery approach?

Both SAN and NAS offer different benefits and choice of technology to be used depending on your organization’s goals. EPM System can be installed on either SAN or NAS environments with the limitations listed below. Typically NAS is mounted as NFS on Unix systems. Essbase release 11.1.1.3 does not support NFS as a file system. However, Essbase service pack 9.3.1.7 will resolve this issue by changing the locking model to be advisory.

Do hostnames need to be the same in the primary and secondary disaster recovery sites?

Yes, the hostnames need to be the same between the primary and secondary sites. If this is not possible in your environment, the primary site hostnames should be resolved to a standby site IP address in the standby site machines via the `/etc/hosts` file in the standby site machines. Details can be found at http://download.oracle.com/docs/cd/E10291_01/core.1013/e12297/implement.htm#sthref208.

What is Oracle's support position for implementations of stretch clusters for EPM System as a replacement for a disaster recovery environment?

Stretch Cluster extends the traditional active-active redundancy model for high availability, where members of an Oracle Fusion Middleware cluster are distributed over two or more geographically separated sites. Typically the sites are 10's of miles apart with low network latency between the sites. This allows for both high availability (loss of a process, loss of a node) and limited disaster recovery (loss of a data center/site).

This would typically be implemented in a CAN/MAN network, although in some cases it has been implemented across the globe in a WAN setup.

Terminology:

- LAN- Local Area Network - for example a network in a single building.
- CAN - Campus Area Network - a network spanning multiple LANs but smaller than a MAN, such as at a university or local business park.
- MAN - Metropolitan Area Network - a network spanning a physical area larger than a LAN but smaller than a WAN, such as a city.
- WAN - Wide Area Network

System architecture has to be planned carefully with due consideration for network latency, geographical separation, firewalls and network restrictions, and use of global and local load balancers and their policies.

One of the areas that makes Stretch Cluster potentially problematic is the fact that even if the performance of the connection is very good, it's possible that the quality of the connection is not consistently good, which can lead to issues related to servers synchronizing their state information over the cluster. Additional factors like the database clustering/failover model used, deployment architecture of other data stores, and integration points such as files and ftp have to be considered as well.

Given that there are many possible deployment scenarios that may potentially be complex and disruptive to the management of the clusters, Oracle does NOT recommend stretch cluster deployments for the currently supported releases of EPM System.

I downloaded the Foundation Services zip files and the System Installer zip file for Release 11.1.2, but when I launch EPM System Installer, the Oracle HTTP Server (OHS) check box is not enabled. How do I correct this?

To enable the OHS check box, you need to download one more zip file that contains static content that is deployed with the Web Server:

Oracle Hyperion Enterprise Performance Management System Additional Content Release 11.1.2.0.0 "V20843-01"

Note that the required zip files and assemblies for all components are documented in the [Installation and Configuration Guide](#) in Chapter 2, "Preparing for Installation." In particular, see "Component Installation By Tier and Installation Assemblies."

After installing Essbase Server Release 11.1.2 along with other products, why wasn't a Windows service created for Essbase Server, even though I selected "Create Windows Services" on the Common Services panel during configuration?

Starting with Release 11.1.2, there is no longer a service called Essbase Service. Essbase now starts using OPMN, and Essbase uses the service that starts OPMN, (Oracle Process Manager). For information about starting and stopping Essbase Server using OPMN commands, see Chapter 7 "Starting and Stopping EPM System Products" in the [Installation and Configuration Guide](#), and look in the "Essbase Server" section.

After installing several Release 11.1.2 products, why do I see errors about missing jar files when trying to launch EPM System Configurator, and in 30 seconds the Configurator disappears?

This indicates that the installation is incomplete. The most likely problem is that either the WebLogic installation or the OHS installation is incomplete. Both of these components are installed silently via EPM System Installer.

If you see errors about missing jar files or errors related to oracle_common jars, then the WebLogic installation did not complete. Most likely, the machine is missing a WebLogic installation prerequisite.

If you see only two folders under `MIDDLEWARE_HOME/ohs`, then the OHS installation did not complete. EPM System Configurator shows a message about this in the console window. Also,

review “Oracle HTTP Server Installation Prerequisites” in the “Installing EPM System Products” chapter in the [Installation and Configuration Guide](#).

Review the log files to find more specific reasons for the failure. Look first under the central inventory logs folder, and review the OUI logs there for reasons. For more details about logs, see the “EPM System Installer Logs” section in the [Installation and Configuration Troubleshooting Guide](#).

After installing and configuring release 11.1.2 EPM System products, including the Web Server, the Web Server task shows that it failed. Where do I look for errors and what should I do about it?

First, look in `MIDDLEWARE_HOME/user_projects/epmsystem1/diagnostics/logs/config/configtool.log` and try to find errors related to Web Server configuration failure. (The first line in the log would be "Executing custom task :Configure Web Server for product Foundation"). In most cases the error comes from the `com.hyperion.foundation.config.HttpServerConfigurator` class.

If this log file doesn't explain the task failure, try looking at the logs in:

`MIDDLEWARE_HOME/user_projects/epmsystem1/httpConfig/ohs/diagnostics/logs/OHS`

and

`MIDDLEWARE_HOME/user_projects/epmsystem1/httpConfig/ohs/diagnostics/logs/OPMN`

The logs for EPM System are not consistently located under `Hyperion_Home/logs` anymore in release 11.1.2. Where do I look for logs?

Check for logs in the following locations:

- `EPM_ORACLE_HOME/diagnostics/logs/`: installation-time logs
- `MIDDLEWARE_HOME/user_projects/epmsystem1/diagnostics/logs/`: configuration-time logs, service startup logs, and runtime logs for service components
- `MIDDLEWARE_HOME/user_projects/domains/EPMSystem/servers/<serverName>/logs`: Web application runtime logs
- `<Central Inventory>/logs`: OUI installer and OPatch logs

For more details about logs, see the [Installation and Configuration Troubleshooting Guide](#).

My customer uses WebSphere Web Application Server. Can it be used with Release 11.1.2?

No. EPM System Release 11.1.2 supports only WebLogic. For a list of system requirements and supported platforms, see the [Certification Matrix](#).

In previous releases, Web applications were deployed as 32-bit applications on 64-bit systems. Is this still true in Release 11.1.2?

No. In Release 11.1.2, by default, EPM System Configurator deploys 32-bit binaries to 32-bit application servers on 32-bit operating systems, and 64-bit binaries to 64-bit application servers on 64-bit operating systems.

You can find this information in the “Application Server Deployment: Oracle WebLogic” section in Chapter 4, “Configuring EPM System Products” in the [Installation and Configuration Guide](#).

Where can I find detailed instructions for configuring EPM System products for SSL for 11.1.1.3 and 11.1.2.x?

There are OBEs (Oracle By Examples) published on this topic.

For 11.1.1.3: http://www.oracle.com/webfolder/technetwork/tutorials/obe/hyp/SSL_11.1.1.3/index.htm

For 11.1.2.x: <http://www.oracle.com/technetwork/middleware/performance-management/tutorials/index-087654.html>

Prior to release 11.1.2, there was an advanced option for the Database Configuration panel where you could configure Financial Management UDL files. Where is it now?

This panel no longer exists. Financial Management no longer requires UDL information. Like most other products, Financial Management reads database parameters from the Shared Services Registry, in the `DATABASE_CONN` node. (Note that UDL files are still needed for Extended Analytics, but these are not created with EPM System Configurator.)

The 11.1.2 Essbase Studio server.properties file in EPMSystem11R1/products/Essbase/EssbaseStudio/server is incomplete. Why?

This location does not contain the configured `server.properties` files. The active location for this Essbase Studio configuration file is `user_projects/BPMS/bpms1/server`.

I installed Calculation Manager 11.1.2 but I do not see Help files in the common/docs folder. Where are they?

Help files for all Web applications are consolidated and installed with the Web server (Oracle HTTP Server) installation. During Web server installation, the Help files are installed as ZIP files. During configuration, the ZIP files are expanded. Web applications access Help content via a URL that accesses the Web server.

Note that even if you're using a different Web server, you still have to install Oracle HTTP Server to get the Help files.

I tried to select just Essbase Server 11.1.2 for installation, but the Oracle HTTP Server is pre-selected by default. Why?

EPM System Installer installs Oracle HTTP Server on the machine hosting Essbase Server to support OPMN - Essbase Server utilizes OPMN functionality from Oracle HTTP Server folders. Because OPMN is required for Essbase, OPMN is required and autoselected for an Essbase installation. Note that you only need to configure Oracle HTTP Server on the machine hosting the Web server. If the Oracle HTTP Server on the Essbase Server machine is not the primary Web server for EPM System products, you don't need to configure the Web Server on the Essbase Server machine.

Note that the zip files needed for installing Essbase Server are documented in the [Installation and Configuration Guide](#), in Chapter 2, “Preparing for Installation” in the section “Component Installation By Tier and Installation Assemblies.” You can also find out more about the Oracle HTTP Server installation prerequisite in Chapter 3, “Installing EPM System Products” in the section “Oracle HTTP Server Installation Prerequisites.”

I installed several EPM System release 11.1.2 products. The common/JDBC folder is missing, so why am I able to access repositories?

EPM System products no longer use Hyperion-branded DataDirect drivers, so the `common/JDBC` folder has been removed. EPM System products use the database drivers installed with WebLogic — a native Oracle type-4 JDBC driver, and Oracle-branded SQL Server and DB2 drivers. There is no change with ODBC DataDirect drivers.

Shared Services release 11.1.2 is not started, but I got good configuration results. How is that possible?

Starting with this release, Foundation Services must be installed and configured for other products to configure successfully. But Shared Services does not need to be running during the configuration process. In particular, registration with Shared Services can proceed with Shared Services offline.

This information is documented in the [Installation and Configuration Guide](#), Chapter 4, “Configuring EPM System Products” in the section “Configuration Sequence in a Distributed Environment.”

I haven't executed any Shared Services release 11.1.2 registration tasks, but some products are already registered in Shared Services. How is that possible?

When the Shared Services Registry database is created, all products are pre-registered with Shared Services. During configuration, the registration with Shared Services task performs application registration for products such as Calculation Manager, ERP Integrator, Reporting and Analysis Framework, and Performance Management Architect. Note that for other products, such as Profitability and Cost Management, Planning, Financial Management, and FDM, application creation is done within the product's Administrator user interface.

Shared Services is accessible both via 28080 and via my Web server port 19000. Which port should I use in release 11.1.2?

EPM System Configurator configures all Web applications so they are fronted by the Web server, and we encourage all customers to access Shared Services using the Web server port. Fronting all Web applications with the Web server enables SSL offloading.

Do I still have to redeploy a Web application in release 11.1.2 if I update the logical Web application host and port information?

No, there is a new configuration task added in this release. From the Foundation tasks, select **Configure Logical Address for Web Applications**. Use this option after first-time deployment if you need to change the logical address for a Web application. This task lets you change the logical address without redeploying the Web application.

This configuration task is documented in the [Installation and Configuration Guide](#), Chapter 4, “Configuring EPM System Products” in the section in “Update Logical Addresses for Web Applications.”

After installing Financial Management 11.1.2 with more than one application server, why isn't the “EnableServerLocking” option enabled?

After setting up 11.1.2 Financial Management with more than 1 application server, the “EnableServerLocking” option is not enabled. EPM System Configurator no longer automatically enables this option; therefore, if you have more than one Financial Management application server, Data Sync will not happen after 300 seconds, and the `HsvEvent.log` shows “Multi-server is not ON”.

► To enable this option, you must manually enable it by updating the Windows Registry:

1 Locate this key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Server
```

2 Add this parameter:

```
"EnableServerLocking"=dword:00000001
```

Perform this procedure on any machine hosting a Financial Management service or Web application.

After installing Foundation Services release 11.1.2, EPM System Configurator starts with missing jar errors in the console window. What is wrong?

The errors received will vary depending on the source of the problem - an example is shown below:

```
"Jars manifest check failed with message: Some referenced jars do not exist"
```

There are several potential causes for this problem:

- The most likely problem is that a silent installation performed for common components failed; for example, the WebLogic, Oracle HTTP Server (OHS), or Application developer silent installation failed.

Verify that OHS and common components are installed completely by checking the file system; if the `MIDDLEWARE_HOME/ohs` folder contains only 1 or 2 folders and if the `MIDDLEWARE_HOME/oracle_common` folder is empty, these components were not fully installed. If they were not fully installed, check the minimum swap space on the system; it must be at least 512 MB.

Ensure that all OHS prerequisites have been met before installing; see the [Installation and Configuration Guide](#) (“Installation Prerequisites” in the “Installing EPM System products” chapter).

- Other common component errors that are logged in the central inventory folders may provide clues to additional errors, such as missing patches on the system. These logs are in:

UNIX: `$HOME/oraInventory/logs`

Windows: `<systemDrive>/program files/Oracle/inventory/logs`

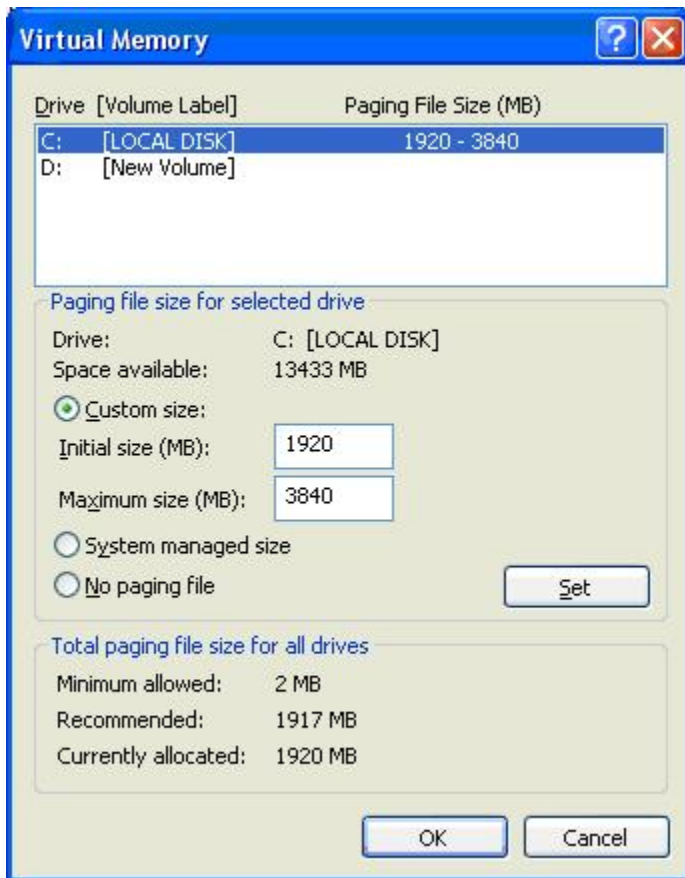
- On Windows, another possibility is that the “system-managed size” setting is used as the paging file size for the drive. You cannot use this setting; an explicit value must be entered.

To check whether this setting is enabled and to change it:

1. From Control Panel, select **System** and on the **System Properties** panel, click the **Advanced** tab.
2. Under **Performance**, click **Settings**, and then click the **Advanced** tab.
3. Under **Virtual memory**, click **Change**.



4. Under **Paging file size for selected drive**, the **System managed size** option cannot be selected. If it is, select **Custom size** and enter explicit values.



Where do I get the required version of .NET Framework (Microsoft .NET Framework SP2 - 2.2.307293)?

EPM System Installer installs the correct .NET 2.0 version for EPM System to use (Microsoft .NET Framework SP2 - 2.2.307293, as documented in the 11.1.2 [EPM System Certification Matrix](#)). You do not need to download this version separately.

Do I need separate machines for Financial Management and Data Relationship Management in release 11.1.2 since they require different .NET versions than what is installed?

No. Multiple versions of .NET can be installed and co-exist on the same machine. Therefore, even though Data Relationship Management uses .NET 3.5 and Disclosure Management uses .NET 1.1 for Taxonomy Designer, you do not need to install Financial Management and Data Relationship Management on separate machines even though they use .NET 2.2.307293.

.NET requirements are documented in the 11.1.2 [EPM System Certification Matrix](#).

Do I need to install EPM System 11.1.2 as an Administrator on Windows Server 2008?

Yes. On Windows machines, run EPM System Installer and EPM System Configurator as an Administrator. Install and configure as the same user for all EPM System products. This is a Windows 2008 requirement and is not specific to installing EPM System products.

If you are installing IIS-based components on Windows 2008, install with UAC disabled.

Are the documented SQL Server database requirements for READ_COMMITTED_SNAPSHOT and ALLOW_SNAPSHOT_ISOLATION specific to Enterprise Performance Management Architect (EPMA) only? Other components seem to work fine without these parameters being set.

Yes, only the EPMA database requires these settings. The EPMA Dimension Server will not start if these settings aren't enabled when you first configure the database; however, other products start properly without these settings enabled. EPM System Configurator cannot enable these settings because the user being configured for the database does not have the privileges required to enable these settings.

The requirement for these settings is documented in the 11.1.2 [Installation Start Here](#).

My Financial Management 11.1.2 configuration looks incomplete compared to 11.1.1.3; am I missing some Windows Registry entries?

No. Most Financial Management configuration information is now stored only in the Shared Services Registry. During the configuration process, EPM System Configurator writes this information to Shared Services Registry. At runtime, the Financial Management software now reads Shared Services Registry for much of its configuration and runtime information. These changes were made to make Financial Management more consistent with other EPM System components, to reduce use of UDLs (gone for repository database access), and to reduce reliance on the Windows Registry.

I cannot find the Business Rules LWA node in the Shared Services Registry in 11.1.2; where did it go?

Business Rules values are now stored under the Essbase Administration Services LWA node. In addition, Essbase Administration Services makes more extensive use of the Shared Services Registry in this release for storing configuration parameters. In prior releases, Essbase Administration Services relied on multiple properties files (`Dao.properties`, `HUB.properties`, `HBRServer.properties`) for storing many of the values now stored centrally in the Shared Services Registry.

I installed the 11.1.2 Essbase Client but the Excel Add-in was not installed; what's wrong?

The Excel Add-in is no longer installed with the Essbase Client installer; it is a separate MSI available in its own zip file to download, e.g., `Essbase-ExcelAddin-11120.zip`.

Which EPM System Configurator start script should I use: `startconfigtool.bat` or `startconfigtool-manual.bat`?

In release 11.1.2, the main EPM System Configurator start script, `startconfigtool.bat`, should be used for normal auto-configuration. `startconfigtool-manual.bat` should be used for manual deployments; it disables Shared Services registration until an application has started up once, and it also disables the application deployment task since the user is intending to skip this task when doing manual deployment.

Why do I see "ORA-00917: missing comma" in the EPM System Configurator log file (`configtool.log`) when doing a first-time configuration of Oracle Database?

One reason this error occurs is because the database is configured with the US7ASCII database character set. EPM System release 11.1.2 is for all languages and requires a database character set that has Unrestricted Multilingual Support via Unicode, such as UTF-8.

To avoid this error, the database should be recreated with the UTF-8 character set or another character set having Unrestricted Multilingual Support. EPM System release 11.1.2 only supports such character sets as documented in [Installation Start Here](#).

Notes

EPM Infrastructure Development strongly recommends that you don't uninstall individual components of Release 11.1.2 after any of the components are configured. Rather than uninstalling the components, shut down the services that you no longer need and set the **Startup Type** option to **Disabled**.

EPM Infrastructure Development recommends that you don't run two instances of EPM System Configurator on multiple machines at the same time. The data from one instance of EPM System Configurator could overwrite the configuration done by the second EPM System Configurator instance.

The EPM System Release 11.1.2 Platform Certification Matrix shows certification for Windows Server 2008 with SP1+. Does that mean SP2 is also supported? What about Windows 2008 R2?

Yes. Windows Server 2008 SP2 is supported. The “+” designation after “SP1” means that all subsequent service packs are supported. The [Certification Matrix](#) states:

“Oracle's Hyperion Backward Compatibility Policy: Oracle acknowledges and supports the backward compatibility assertions for platform software as provided by its vendor. Therefore when vendors assert backward compatibility, subsequent maintenance releases and service packs may be used. If an incompatibility is identified, Oracle will specify a patch release on which EPM System should be deployed (and remove the incompatible version from the supported matrix) or provide a maintenance release or service fix to the EPM System product software.”

Windows 2008 R2, on the other hand, is not certified. Windows Server 2008 R2 is a separate release of the operating system as opposed to a service pack of an existing release. Therefore, the policy above does not apply.

In EPM System release 11.1.2, services were running fine; then a user logged off and now Web applications are not accessible. I receive a 404 error when accessing any of the Web applications. What could be causing this issue?

This problem can occur because sometimes Windows cleans out a user's temp directory when the user logs off from a remote session. Therefore, if the user who installed EPM System products and is running the services logs in to a remote session of EPM System and then logs out of the remote session, upon logout, Windows sometimes cleans out the temp files associated with this user. Since these temp files are in use by WebLogic, deleting them causes WebLogic to stop functioning.

- ▶ If you are able to change the configuration of terminal services, do the following:
 - 1 Stop all EPM System services.
 - 2 Go to Terminal Services Configuration
 - 3 In the **Edit settings** area, deselect the option for “Delete temporary folders on exit” so that it changes to **No**.
 - 4 Start EPM System services.
 - 5 Log off and test.

If you cannot change the configuration of terminal services, change the temp location for the services.

- ▶ To change the temp location for the services:

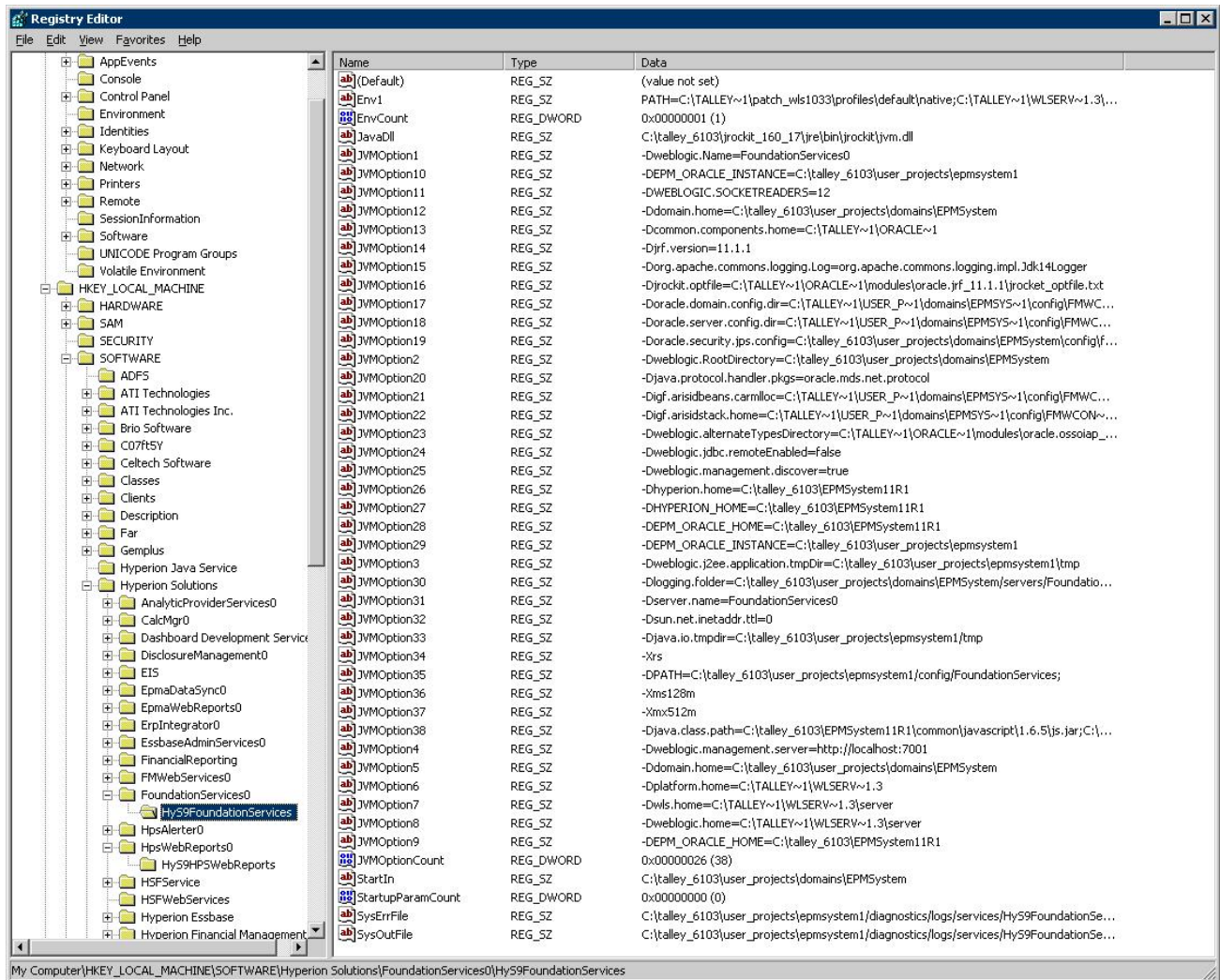
- 1 **Create this folder:** `MIDDLEWARE_HOME/user_projects/epmsystem1/tmp`
- 2 **Use the Windows regedit tool, navigate to** `HKLM/Software/Hyperion Solutions/` **to find the service entries in the registry:**

```

HKLM/Software/Hyperion Solutions/AnalyticProviderServices0/HyS9aps
HKLM/Software/Hyperion Solutions/CalcMgr0/HyS9CALC
HKLM/Software/Hyperion Solutions/EpmaDataSync0/HyS9EPMADataSynchronizer
HKLM/Software/Hyperion Solutions/EpmaWebReports0/HyS9EPMAWebTier
HKLM/Software/Hyperion Solutions/EssbaseAdminServices0/HyS9eas
HKLM/Software/Hyperion Solutions/FinancialReporting0/HyS9FRReports
HKLM/Software/Hyperion Solutions/FMWebServices0/HyS9FinancialManagementWebSvc
HKLM/Software/Hyperion Solutions/FoundationServices0/HyS9FoundationServices
HKLM/Software/Hyperion Solutions/HpsAlerter0/HyS9HPSAlerter
HKLM/Software/Hyperion Solutions/HpsWebReports0/HyS9HPSWebReports
HKLM/Software/Hyperion Solutions/Planning0/HyS9Planning
HKLM/Software/Hyperion Solutions/RaFramework0/HyS9RaFramework
HKLM/Software/Hyperion Solutions/WebAnalysis0/HyS9WebAnalysis

```

- 3 **Modify the following:**

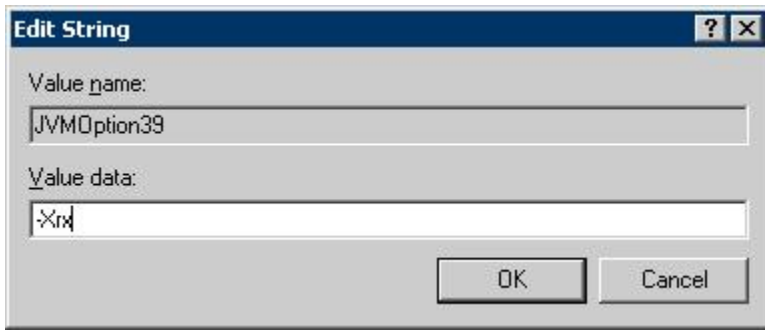


Set the value for the JVM option entries for "-Djava.io.tmpdir=" to the newly created temp directory (for example, *MIDDLEWARE_HOME*/user_projects/epmsystem1/tmp).

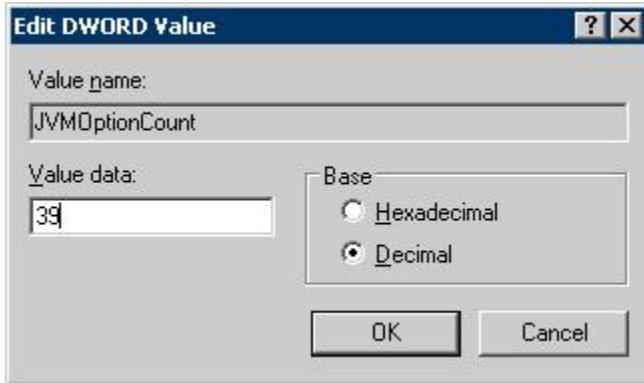
Set the value for the JVM option entries for "-Dweblogic.j2ee.application.tmpDir=" to *MIDDLEWARE_HOME*/user_projects/domains/servers/EPMSysystem/servers/<serverName>/tmp). Substitute <serverName> for the actual deployed server name such as CalcMgr0, EpmaDataSync0, FoundationServices0, etc.

We also recommend that you add an "-Xrs" option to the JVM setting. This option ensures that the services won't shut down when users log out of Remote Desktop.

To do this, select New -> String Value with the name JVMOption<X>, where X is the JVMOptionCount+1 and set its value data to "-Xrs"



Edit JVMOptionCount value and increase it by 1:



I uninstalled an EPM System 11.1.2 component and the services won't start any more. What is wrong?

This problem occurs because the uninstallation program incorrectly removes entries from the Shared Services Registry that are associated with Foundation Services components. Restore the Shared Services database from a backup and restart the services.

I uninstalled an EPM System 11.1.2 component after I had configured just some of the EPM System components, and now I can't configure any more components. What is wrong?

This problem occurs because the uninstallation program incorrectly removes entries from the Shared Services Registry that are associated with Foundation Services components. Because database backups are usually not available during the configuration process, the best way to address this issue is to reconfigure EPM System.

► Before you reconfigure, perform the following tasks:

- 1 **Remove the following folders:** `MIDDLEWARE_HOME/user_projects/domains` and `MIDDLEWARE_HOME/user_projects/epmsystem1` (and any other epmsystem folders).

- 2 Remove the `.oracle.instance` file in `$HOME` or in `/Documents and Settings` from each system.

When running EPM System Configurator for a first-time configuration of Release 11.1.2, the Shared Services “Perform 1st-time configuration of Shared Services database” configuration option is grayed out. How do I configure?

To configure in this scenario, start EPM System Configurator from the command line using the `-forceRegistry` command line option. Then, configure Foundation Services (select the Foundation tasks - “Common Settings,” “Configure Database,” and “Deploy to Application Server”). Exit EPM System Configurator and then restart it normally to configure the remaining products.

In EPM System release 11.1.2, Performance Management Architect is part of Foundation Services. Is Performance Management Architect installation required if I don't need Performance Management Architect functions (for example, if I'm working only with Financial Management Classic applications)?

No, you do not need to install Performance Management Architect components if you are working only with Classic applications for Planning and Financial Management.

Why does a Financial Management Taskflow task get stuck on a stage even though the action completed successfully and the stage has a link to the next stage?

This issue can occur due to a limitation with taskflows that doesn't allow the stage names to start with a numeric character. If any stage names start with a numeric character, rename the stage name. This issues applies to Release 9.2.x, 9.3.x, 11.1.1.x, and 11.1.2.0.

I noticed that WebSphere Application Server was not supported with EPM System release 11.1.2. Will it be supported in the future?

Yes, plans call for supporting WebSphere Application Server in a future release. It is detailed in My Oracle Support Knowledge Base article “Statement of Direction - EPM System Continued Support for IBM WebSphere Application Server” ([Doc ID 1152377.1](#)), which reads:

Purpose

This Statement of Direction provides a notice of future support for IBM WebSphere Application Server planned with a forthcoming release of Oracle’s Hyperion Enterprise Performance Management System. It is intended solely to help you assess the business benefits of the product and planning for the implementation the product features described.

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This document is for informational purposes only and is intended solely to assist you in planning for the implementation and upgrade of the product features described. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described in this document remains at the sole discretion of Oracle.

Due to the nature of the product architecture, it may not be possible to safely include all features described in this document without risking significant destabilization of the code.

Statement of Direction

EPM System release 11.1.2 did not include support for IBM WebSphere Application Server. This was done only as a short-term and temporary condition. Current plans call for full certification of IBM WebSphere Application Server with EPM System release 11.1.2 Patch Set 2, with availability planned for 1HCY2011. Please note that customers who have deployed EPM System release 11.1.2 or 11.1.2.1 (when available) will be able to apply this patch set to those releases.

Oracle maintains its commitment to supporting Hyperion Enterprise Performance Management System on the broadest spectrum of software and hardware platforms. It is expected that IBM WebSphere Application Server as well as IBM DB2, AIX and Tivoli Directory Server will continue playing an important role in this regard and will continue to be supported in our roadmap of EPM System releases.

In EPM System Release 11.1.2, under what conditions should I create a new domain versus using an existing domain on the second server?

When configuring on the second server in the deployment, you are presented with this screen:

Hyperion EPM System Configurator 11.1.2.0

Information of the Weblogic Domain to which the web applications are to be deployed:

Deploy web applications to an existing domain. Provide admin server information of the domain to which the web applications are to be deployed:

Admin Host:

Admin Port:

Admin User:

Admin Password:

Domain Name:

Define a new domain to deploy the web applications. The admin server will be created on this machine. Provide details of the domain to be created:

Domain Name:

Admin Port:

Admin User:

Admin Password:

Confirm Admin Password:

Help Back Next Cancel

Under normal conditions, you should always select the “Deploy Web applications to an existing domain” option in EPM System Configurator. Deploying to an existing domain has a number of advantages:

- If you use the existing domain, you are able to see and manage all Web applications from the same WebLogic Admin Console for the domain.
- Financial Close Management requires that SOA, the Financial Close Web application, and the Financial Management Web Services web application are in the same domain. This requirement is necessary for Web Services security.

A new domain is required only when the deployment is on UNIX/Linux but you need to have some WebLogic components on Windows. This is particularly useful for Financial Reporting Web Application when used to access Financial Management data, because in this case the Financial Reporting Web Application must be deployed on Windows to access Financial Management data.

I have deployed different EPM System Release 11.1.2 Web applications to their own WebLogic domains. How can I move them back to a single domain so that I can take advantage of WebLogic management and monitoring of Web applications?

► If the domain for Foundation Services is working correctly, follow these steps to deploy all other Web applications to this domain:

- 1 Run the Admin server on the Foundation Services machine for the domain.
- 2 Re-deploy the Web applications that are deployed to domains other than the Foundation Services domain.

During deployment 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.

Hyperion EPM System Configurator 11.1.2.0

Information of the Weblogic Domain to which the web applications are to be deployed:

Deploy web applications to an existing domain. Provide admin server information of the domain to which the web applications are to be deployed:

Admin Host:

Admin Port:

Admin User:

Admin Password:

Domain Name:

Define a new domain to deploy the web applications. The admin server will be created on this machine. Provide details of the domain to be created:

Domain Name:

Admin Port:

Admin User:

Admin Password:

Confirm Admin Password:

Help Back Next Cancel

- 3 Finally, re-deploy any additional Web applications on the Foundation Services machine (that were already deployed on the Foundation Services machine).

► If you want to deploy all Web applications to a fresh new domain:

- 1 Create a basic domain using the WebLogic Configuration Wizard.
- 2 Start the Admin server for this domain.

- 3 Re-deploy the Web applications on machines other than the Foundation Services machine. During deployment in EPM System Configurator, select **Deploy Web applications to an existing domain**, and then enter the host, port, and domain name for the domain created in step a.
- 4 Finally, re-deploy any additional Web applications on the Foundation Services machine.

When will EPM System Release 11.1.1.3 support Internet Explorer 8.x?

Internet Explorer 8.X is now certified with EPM System Release 11.1.1.3 for the following products: Shared Services, Performance Management Architect, Calculation Manager, Planning, Financial Management, EPM Workspace (with patch 9314073), Financial Reporting (with patch 9657652), Interactive Reporting, Web Analysis, and FDM. The [Release 11.1.1.3 Certification Matrix](#) has been updated to reflect this addition and is publicly viewable.

What value does OPMN bring to Essbase Server in 11.1.2?

OPMN provides functionality to do process administration and monitoring for non-native services. It has long been used in the Oracle Fusion Middleware product family and has become the standard management application for many Oracle products.

From EPM System Release 11.1.2 onwards, OPMN has also started managing Essbase Server.

OPMN offers the following benefits for Essbase:

- Essbase failover is implemented using an OPMN feature called “Service Failover”.
- In a non-failover configuration, OPMN can be used to restart Essbase automatically on the local machine, if it crashes.
- In the future, OPMN can be used to monitor the health of Essbase and provide corrective action, such as process restart, when Essbase is found to be in an unhealthy state. To achieve this type of monitoring, Essbase will send periodic health information back to OPMN that can be acted upon either by an administrator or, intrinsically, by OPMN..

In 11.1.2, can I start Essbase Server directly from the command line without using OPMN?

The Essbase start/stop scripts under `$ARBORPATH/bin` are still supported; however, you are strongly encouraged to use OPMN for managing Essbase.. The Windows service for OPMN for Essbase is called `opmn_instanceName`. This OPMN service brings up Essbase in background mode, when the service is started.

One key difference is that when using the `$ARBORPATH/bin/startEssbase.bat` script to start Essbase on Windows, it isn't started as a Windows service. Therefore, Essbase starts up as a console application that shuts down when the console user logs off.

From EPM System Release 11.1.2.1 on, the Essbase Windows service will no longer be installed.

See “Starting and Stopping EPM System Products” in the [Installation and Configuration Guide](#). The Essbase Server section lists the start and stop scripts and service names for the OPMN and the non-OPMN methods of starting Essbase.

In 11.1.2 on Windows 64-bit, why do I not see the OPMN service?

In 11.1.2, the OPMN service is erroneously not installed on the Windows 64-bit platform.

► To change the startup type to a Windows service, follow these steps:

- 1 **Back up or delete the** `$EPM_ORACLE_INSTANCE/config/starter/Essbase.properties` **file.**
- 2 **Update or create** `$EPM_ORACLE_INSTANCE/config/starter/Essbase.properties` **so that it only contains the following lines:**

```
type=service
name=opmn_EPM_epmsystem1
```

Now using the single start script `$EPM_ORACLE_INSTANCE/bin/start.bat` will start OPMN as a Windows service and will remain running after the user logs off.

In 11.1.2, why does Essbase start fine in the foreground but won't start via the OPMN startup script?

Ensure that the correct OPMN is used to start Essbase. Use this start script:

```
MIDDLEWARE_HOME/user_projects/epmsystem1/bin/startEssbase.bat
```

Instead of this one:

```
MIDDLEWARE_HOME/user_projects/epmsystem1/EssbaseServer/essbaseserver1/bin
```

If OPMN itself doesn't start, check the OPMN startup error indicated in this file:

```
MIDDLEWARE_HOME/user_projects/epmsystem1/diagnostics/logs/OPMN/opmn/
opmn.log.
```

What is EPM System's Application and Repository Databases Access Policy?

EPM System's Application and Repository databases are not supported as direct SQL read/write interfaces to the application. The ability to write information back into the EPM repository database is only supported via the application itself and/or via custom programs that use the published APIs.

Read-Only Access to the databases can be used for reporting and custom integration purposes. However, database schemas can and will change often from release to release so these direct database integrations may require significant modifications by the customer upon upgrade to a new release or a patch set. Developers concerned about the impact of possible future database schema changes should use the API calls instead.

Any modification to the database schema or update, insert or delete operations on the repository database outside the application or published APIs can cause data corruption and strictly invalidates support on that deployment. The only exception here is for staging tables which are specifically supported in the product documentation.

Is there any documentation for EPM System's repository database schemas for release 11.1.2?

Yes, the schemas of EPM system databases are documented in the format shown below and are available in a zip file posted on the [EPM Whitepaper library](#) (EPM Data Models Release 11.1.2.zip). Please consult EPM System Application and Repository Databases Access Policy noted above to understand what is allowed and not allowed with regard to direct database access. Database schemas are published in the following format:

HyperionSharedServices.pdf - Adobe Reader

File Edit View Document Tools Window Help

13 / 46 72.6%

Find

CSS_IDENTITY

Primary Key(s): LOWER_IDENTITY_ID

Field	Type	Nulls?
IDENTITY_ID	VARCHAR2 (200)	No
LOWER_IDENTITY_ID	VARCHAR2 (200)	No

Index Name	Type	Unique	Fields
CSS_IDENTITY_PK	NORMAL	Yes	LOWER_IDENTITY_ID

No Check Constraints

No Internal Foreign Keys

Primary Key as Foreign Key Constraint	Affected Schema	Affected Table	Affected Field
CSS_DELMEM_CSS_FK1	HSS	CSS_DELEGATED_MEMBERS	LOWER_MEMBER_ID ENTITY
CSS_GROUPS_CSS_IDENTITY_FK1	HSS	CSS_GROUPS	LOWER_IDENTITY_ID
CSS_GROUP_MEMB_FK	HSS	CSS_GROUP_MEMBERS	LOWER_MEMBER_ID ENTITY
CSS_USRID_FK1	HSS	CSS_USERS	LOWER_IDENTITY_ID
FK1_PROV_MEMIDEN	HSS	CSS_PROVISIONING_INFO	LOWER_MEMBER_ID ENTITY
FK_USER_PREF	HSS	CSS_USER_PREFERENCES	LOWER_IDENTITY_ID

No Enabled Triggers

CSS_MEMBER_TYPE

Primary Key(s): MEMBER_TYPE_ID

Field	Type	Nulls?
MEMBER_TYPE_ID	NUMBER	No
MEMBER_TYPE_NAME	VARCHAR2 (200)	No

Index Name	Type	Unique	Fields
CSS_MEMBER_TYPE_PK	NORMAL	Yes	MEMBER_TYPE_ID

No Check Constraints

13

In release 11.1.2, which version of Oracle database client is required for Oracle database 10.2.0.4?

If you are using Oracle database 10.2.0.4+, you must use a minimum of Oracle database client 11.1.0.6.0. This is documented in the [Certification Matrix](#) and the [Installation Start Here](#).

Is stand-alone Essbase Server installation still supported in release 11.1.2?

Yes, the stand-alone version of Essbase Server is still supported. If you want to install Essbase Server in stand-alone mode (not using Foundation Services), you can skip the installation for Foundation Services Web applications. However, you must configure the Shared Services Registry database. To configure the Shared Services Registry database without installing Foundation Services, run EPM System Configurator from the command line using the `-forceRegistry` option. This option forces the “Shared Services and Registry Database Configuration” page to display during configuration so you can enter database details for the Shared Services Registry. EPM System Configurator populates the database with tables for the Shared Services Registry, but not for Foundation Services. Note that Essbase Studio requires Shared Services to operate.

See “Setting Up the Shared Services Registry Without Installing Foundation Services” in the [Installation and Configuration Guide](#). Note that EPM System Installer installs WebLogic Server on the Essbase Server machine even if you are installing Essbase for a stand-alone installation.

Critical fix for uninstalling EPM System Release 11.1.2 in distributed deployments

Under certain conditions, it is possible for the EPM System Uninstaller to incorrectly remove entries from the Shared Services Registry during uninstall, which forces a reconfiguration. Oracle Development recommends that you apply Patch #10021956 before uninstalling components in a distributed deployment.

I have a distributed deployment of EPM System Release 11.1.2. I configured Foundation Services and Workspace on Box 1, and I am trying to configure Planning on Box 2. After successful configuration, Planning starts, but Planning is not accessible from Workspace. I get a 404 error.

On the machine on which you plan to administer the WebLogic Server, you must install all Web applications for all applications you plan to deploy on any machine in the environment. (The WebLogic Admin Server is installed and deployed on the Foundation Services machine.) On each remote machine in a distributed environment, install the Web applications you plan to run on that machine and then use EPM System Configurator to deploy the Web applications automatically.

In this scenario, install the Planning Web application on Box 1. Then, run EPM System Configurator on Box 2 and redeploy the Planning Web application.

This information is covered in the Installation and Configuration Guide (http://download.oracle.com/docs/cd/E17236_01/epm.1112/epm_install.pdf), in the section “Installing EPM System Products in a Distributed Environment.”

After installing Release 11.1.2 on Solaris/UNIX, when I start EPM System Configurator, it exits with an error message that says: “Some referenced jars do not exist” What could be the issue?

If the error trace looks similar to the following, the issue is likely permissions on the system. The user installing EPM System software must be a member of the same UNIX group as other users used to install other Oracle software. This requirement is documented as follows in the EPM System Installation and Configuration Guide (http://download.oracle.com/docs/cd/E17236_01/epm.1112/epm_install.pdf), in the “Installing EPM System Products” section, as follows:

On UNIX machines, for all Oracle products, the user that will be installing must be part of the same group; the group must have write permission to the central inventory (oraInventory).

To resolve this issue, add the current user to the group where other Oracle software installations are done. Because this change is required before installing; if you have already installed, you must uninstall and start over.

```
$ ./configtool.sh -console
Launching the Hyperion Configuration Utility, please wait...
Running preconfig checks...
Running EPM_ORACLE_HOME check...
    EPM_ORACLE_HOME environment variable value:
```

```
/HYPEPM2/Oracle/Middleware/EPMSys11R1
  JAVA_HOME environment variable value: /HYPEPM2/Oracle/Middleware/EPMSys11R1/./
jdk160_11
EPM_ORACLE_HOME check succeeded
Running .oracle.products check... .oracle.products check succeeded
Running Jars manifest check...
  Time spent for manifests parsing: 80592 ms
  Maximum jars depth achieved: 9, while restriction was: unrestricted
  Parsed 417 manifests
  Total jars and classpath entries encountered: 417
  Total not-existing referenced classpath entries count: 62
  Total classpath elements to check: 67
  ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/
org.apache.commons.beanutils_1.6.jar not exists; file depth: 1; referenced from /HYPEPM2/
Oracle/Middleware/EPMSys11R1/common/config/11.1.2.0/configtool.jar
  ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.odl_11.1.1/ojdl.jar
not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/EPMSys11R1/
common/jlib/11.1.2.0/epm_j2se.jar referenced from /HYPEPM2/Oracle/Middleware/
EPMSys11R1/common/config/11.1.2.0/configtool.jar
  ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.jmx_11.1.1/
jmxframework.jar not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/
EPMSys11R1/common/jlib/11.1.2.0/epm_soa.jar referenced from /HYPEPM2/Oracle/
Middleware/EPMSys11R1/common/config/11.1.2.0/configtool.jar
  ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.dms_11.1.1/dms.jar
not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/EPMSys11R1/
common/jlib/11.1.2.0/epm_j2se.jar referenced from /HYPEPM2/Oracle/Middleware/
EPMSys11R1/common/config/11.1.2.0/configtool.jar
  ERROR: /HYPEPM2/Oracle/Middleware/oracle_common/modules/oracle.http_client_11.1.
1.jar not exists; file depth: 2; referenced from /HYPEPM2/Oracle/Middleware/
EPMSys11R1/common/jlib/11.1.2.0/epm_soa.jar referenced from /HYPEPM2/Oracle/
Middleware/EPMSys11R1/common/config/11.1.2.0/configtool.jar
FATAL ERROR: Jars manifest check failed with message "Some referenced jars do not exist"
Exiting in 30 seconds
```

I installed the 64-bit version of Financial Management Release 11.1.2 and FDM Release 11.1.2 on 64-bit Windows 2008. I had originally installed the Oracle Database 11i 64-bit client for Financial Management, and Financial Management was working fine. Then I installed the Oracle Database 32-bit client on the same machine for FDM to work. After installing the Oracle Database 32-bit client, Financial Management applications no longer open, and a test UDL gives an error message saying that the Oracle OLE DB provider is no longer available. FDM applications work fine.

Financial Management and FDM can coexist on Windows 2008 64-bit systems using IIS7; however, there is a required sequence for installing the Oracle Database clients to support this scenario.

You must install the Oracle Database 32-bit client first, then install the Oracle Database 64-bit client. If you already have installed both Oracle Database clients, uninstall the 64-bit client and install it again.

I messed up configuring EPM System release 11.1.2 and want to start all over. What do I need to remove to reconfigure without uninstalling and reinstalling?

- ▶ To undo the configuration but keep the installation image:
 - 1 **Remove** `oracle.instances` **from** `$HOME (UNIX)` **or** `Documents and Settings/userid (Windows)`.
 - 2 **Remove all instance locations, such as** `user_projects/epmsystem1`, `user_projects/epmsystem2`, **and so on.**
 - 3 **Remove** `user_projects/domains`.
 - 4 **Ensure you use new, empty databases.**

You can now use EPM System Configurator to reconfigure.

I installed Performance Management Architect and FDM together on a Windows 2003 64-bit system. When I upgraded to Release 11.1.1.3, I got an error message saying that Financial Management and Performance Management Architect 64-bit components cannot coexist with 32-bit components for Strategic Finance and FDM. How do I solve this problem?

This configuration was tagged as invalid when EPM System Release 11.1.1.3 was released, so EPM System Installer blocked the installation. The limitation was documented as follows in the EPM System Installation and Configuration Guide (http://download.oracle.com/docs/cd/E17236_01/epm.1112/epm_install.pdf):

You cannot install 32-bit components on a 64-bit system on which 64-bit components are already installed. You must install the 32-bit components on another system or install all of the 32-bit components on a 32-bit system. Specifically FDM (32-bit) and Strategic Finance (32-bit) cannot be deployed on the same computer where Financial Management (64-bit) and Performance Management Architect (64-bit) are deployed. On 32-bit platforms, all EPM System products can coexist.

Further testing has shown that Performance Management Architect and FDM can coexist and work together in this configuration. However, to proceed with this deployment, you must first remove the validation check from EPM System Installer that prevents the installation.

Note: If Financial Management is on the same machine, the following steps are not valid. Financial Management, FDM, and Performance Management Architect cannot all coexist on a Windows 2003 system with IIS 5 or IIS 6.

➤ To remove the validation check by the installer:

- 1 **Edit** `installTree.xml` in `installTool.jar` (in the root folder for EPM System Installer) and **delete all lines similar to the following:**

```
<installCheck class="com.hyperion.install.sw.checks.InconsistentItemsCheck"
type="post">
<property name="inconsistentItems">hsfWebApp,fdmWebApp</property>
</installCheck>
```

- 2 **Save** `installTool.jar` and **run EPM System Installer again.**

The blocking message no longer appears.

I am installing multiple release 11.1.2 products, but I skipped the Web server installation because I am going to use IIS as my Web server. During configuration, there is no option to configure the Web server. How do I configure the Web server?

Even if you do not want to use Oracle HTTP Server (OHS) as your Web server, you need to install it because EPM System Configurator activates the Web server configuration task with the OHS installation. To resolve this issue, install OHS. During Web server configuration with EPM System Configurator, you can choose to use OHS or IIS.

How do I know when something has been changed in or added to the EPM System Certification Matrix?

The [EPM System Certification Matrix](#) is updated and reposted when changes are required. Select the “Document Control” tab in the spreadsheet to view a list of changes by date.

Recent changes to the matrix include:

- Release 11.1.1.3:
 - Added support for Internet Explorer 8 (see the matrix for required service fixes).
 - Added Apache footnote “If you plan to use SSL in a UNIX environment, Apache 2.2.28 is required.”
- Release 11.1.2:
 - Added compatibility certification of Financial Close Management with Oracle Universal Content Management 10.1.3.

When configuring OHS for SSL in release 11.1.2, why do I get the error message “The password is incorrect. Try again” when trying to open the exported `ewallet.p12` file, even though the correct password is entered?

You may have created a keystore from OpenSSL, using the following command:

```
openssl pkcs12 -export -in certificate.cer -inkey private.key -certfile CA.cer -name "wallet" -out ewallet.p12
```

where *certificate.cer* is your server certificate, *private.key* is your server private key used to generate your certificate signing request, and *CA.cer* is the certification authority certificate.

Not being able to open the wallet is caused by 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 gets resolved in the 11g codeline, you must use the Oracle Wallet Manager shipped with the Oracle 10g Client to read the new `ewallet.p12` file and save it for use with OHS 11gR1.

To obtain a 10g version of Oracle Wallet Manager, download the Oracle 10g Client from the following URL, and install the Administrator components.

<http://www.oracle.com/technology/software/products/database/oracle10g/htdocs/10201winsoft.html>

How do I get 32-bit Essbase Server binaries on a 64-bit machine?

For EPM System Release 11.1.2, EPM System Installer installs both 32-bit and 64-bit Essbase Server on a machine with a 64-bit operating system. EPM System Configurator configures only 64-bit Essbase on a machine with a 64-bit operating system.

This information is documented in the [Installation and Configuration Guide](#), Chapter 2, “Preparing for Installation” in the section titled “Component Installation By Tier and Installation Assemblies”.

For details on manually configuring 32-bit Essbase Server on a 64-bit machine, see Appendix B, “Additional Essbase Configuration” in the [Installation and Configuration Guide](#).

Why is the following error message returned when accessing FDM in Release 11.1.1.3?

```
Server Error in Application "DEFAULT WEB SITE/HYPERIONFDM"
```

```
HTTP Error 500.0 - Internal Server Error Calling LoadLibraryEx on ISAPI filter "D:\Oracle\Middleware\user_projects\domains\EPMSys\VirtualHosts\iisforward.dll" failed
```

```
Module: IIS Web Core  
Notification: Unknown  
Handler: StaticFile  
Error Code: 0x800700c1  
Requested URL: http://vaas0194vm60a.eu2.mnet:80/HyperionFDM  
Physical Path: D:\Oracle\Middleware\EPMSys11R1\products\FinancialDataQuality\WebServerComponents\Website  
Logon Method: Not yet determined  
Logon User: Not yet determined
```

On Windows 64-bit systems, EPM System Configurator copies the wrong WebLogic IIS plug-in on the Windows 64-bit operating system.

► To work around this issue:

1 Stop IIS from one of the following places:

- IIS Console
- World Wide Web Publishing Service
- HTTP SSL
- IIS Admin Service

2 Copy iisforward.dll from:

*EPM_ORACLE_HOME/.../wlserver_10.3/server/plugin/ win/x64/
iisforward.dll*

to:

EPM_ORACLE_HOME/ DOMAIN_NAME/VirtualHosts/iisforward.dll

3 Copy iisproxy.dll from:

EPM_ORACLE_HOME/.../wlserver_10.3/server/plugin/ win/x64/iisproxy.dll

to all folders under:

EPM_ORACLE_HOME/ DOMAIN_NAME/VirtualHosts

For example:

*EPM_ORACLE_HOME/ DOMAIN_NAME/VirtualHosts/workspace
EPM_ORACLE_HOME/ DOMAIN_NAME/VirtualHosts/WebAnalysis
EPM_ORACLE_HOME/ DOMAIN_NAME/VirtualHosts/raframework*

Our DBA requires us to change database passwords every three months. What process do I follow to reconfigure EPM System to use the new database credentials?

In release 11.1.2, you can use EPM System Configurator to reflect the password changes in EPM System. The procedure is slightly different if you are changing the Shared Services repository password.

This procedure is documented in the [Installation and Configuration Guide](#), in the “Reconfiguring EPM System Products” chapter, in the section titled “Changing Repository Passwords.”

Have any recent changes been made to the EPM System Certification Matrix for 11.1.2?

The following changes to the EPM System Certification Matrix for 11.1.2 were published on September 17, 2010:

- New Certifications

- FDM is now certified with Oracle Identity Manager
- EPM System is now certified with Oracle Internet Directory 10.1.4.3+ as a corporate directory
- EPM System is now certified with Oracle Access Manager 10.1.4.2.1+ as a single sign on agent.
- Financial Reporting and Smart View are now certified to connect to 9.3.1 Financial Management and Essbase
- Disclosure Management, Smart View, and Financial Reporting are now certified to connect to 9.3.3 Essbase, Planning, and Financial Management
- Financial Close Management can connect to 9.3.3 Financial Management and FDM
- Corrections:
 - Clarified that Excel is required for FDM Server and Office is optional for Financial Reporting Print Server.

For a detailed list of changes, review the “Document Control” tab in the [EPM System Certification Matrix](#).

With EPM System 11.1.2, how can I upgrade my database from Oracle 10g to Oracle 11g? What should I do in EPM System?

If the database host, port, or userid and passwords have *not* changed, you do not have to do anything special in EPM System to use the upgraded database. Check that the upgraded database is a supported database. If there are any settings needed in the new EPM System database, refer to the *EPM System Installation and Configuration Guide*.

If the database host, port, or userid and password have changed, follow the procedure for database host, port, userid or password change as documented in the *EPM System Installation and Configuration Guide*.

I am planning on upgrading to EPM System release 11.1.2.1. From which releases can I upgrade or migrate?

Note: The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon to make purchasing decisions. The development, release, and timing of any features of functionality described for Oracle products remains at the sole discretion of Oracle.

EPM System release 11.1.2.0 is intended for new deployments, and as such, does not support upgrades from previous releases. Plans call for EPM System release 11.1.2.1 to support upgrade or migrate from prior releases. Your EPM System deployment must be at one of the following releases in order to support migration to release 11.1.2.1:

- 9.2.1
- 9.3.3
- 11.1.1.3

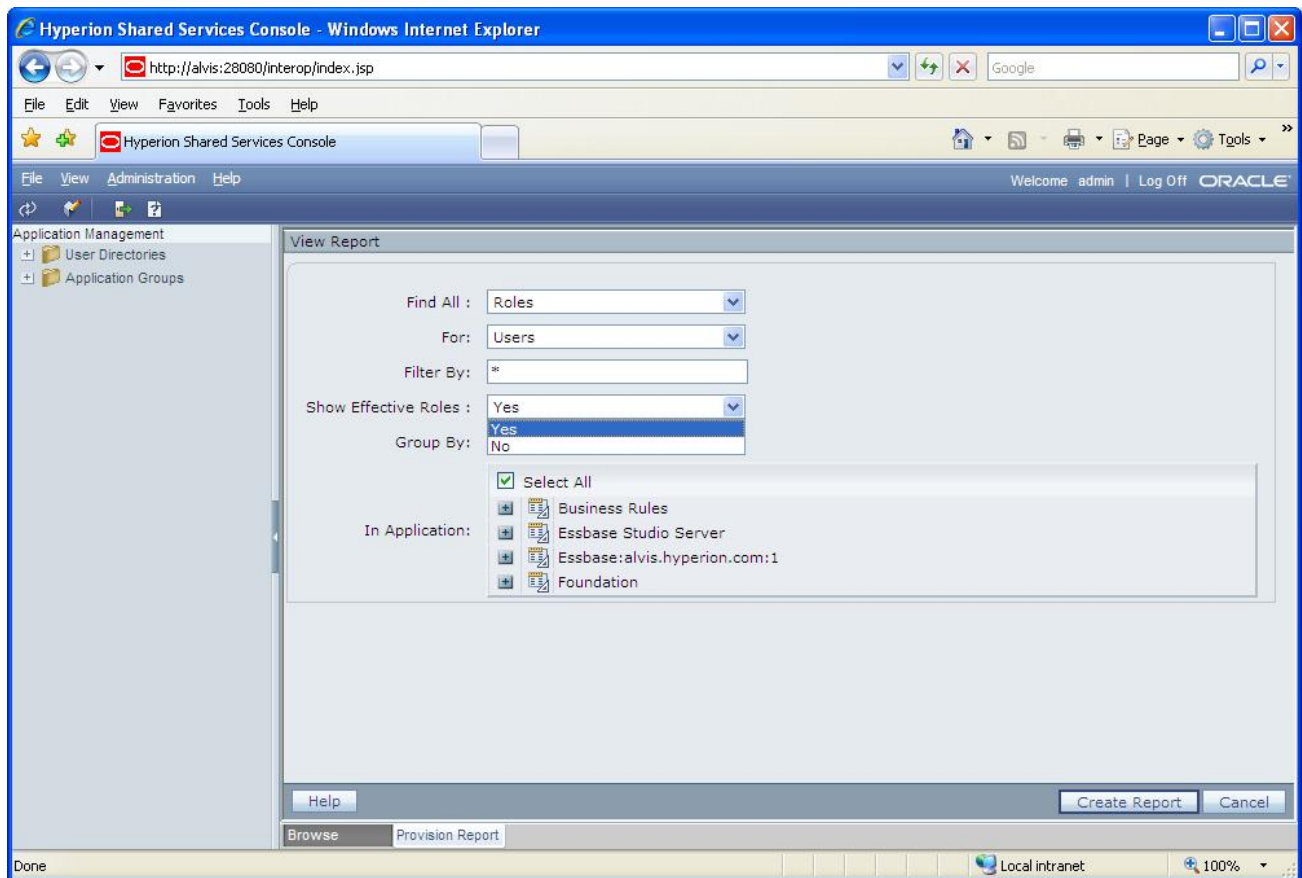
Additionally, EPM System release 11.1.2.1 will support in-place upgrade from Release 11.1.2.0.

Note: Development strongly recommends that customers apply patch 10021956 for Hyperion Installation Technology (service fix 11.1.2.0.03) before uninstalling individual components of Release 11.1.2. If this patch is not applied, we recommend that rather than uninstalling the components, instead shut down the services that you no longer need and set the Startup Type option to Disabled.

In EPM System 11.1.x, what is the best way to determine the number of Named Users (Licenses) being utilized for EPM System products (for example, Planning, Essbase, Web Analysis, and Interactive Reporting)?

If your licensing model is based on named users, the best way to do this is to generate a provisioning report that shows the number of users who have access to an application by type.

- To generate this report:
 - 1 Log in to Shared Services Console as a user with an administrator role.
 - 2 Select the **Administration** menu item, and select **View Report**.
 - 3 Choose **Yes** for **Show Effective Roles**, and choose **Select All** to select all applications.



4 Select Create Report.

The report output provides the user provisioning information across all applications in Shared Services grouped by Project, Application, user, and the provisioned role. The last column, called Inheritance Information, shows the group that the user belonged to that was provisioned. If the user was directly provisioned, this column will be empty.

Created: Sunday, September 26, 2010 1:02:45 PM PDT

Project	Application	User@Directory	Role	Inheritance Information
Business Rules	HBRAPP	admin@Native Directory	Provisioning Manager	-
		user1@AD	Administrator	Group1
Essbase Studio Server	Essbase Studio Server_alvis.hyperion.com	admin@Native Directory	Provisioning Manager	-
		cpAdmin	cpAdmin	-
		user1@AD	cpAdmin	Group1
Essbase:alvis.hyperion.com:1	ASOcamp	admin@Native Directory	Provisioning Manager	-
	DMDemo	admin@Native Directory	Provisioning Manager	-
	Demo	admin@Native Directory	Provisioning Manager	-
	Essbase:alvis.hyperion.com:1	admin@Native Directory	Administrator	-
		user2@AD	Create/Delete Application	-
			Provisioning Manager	-
			Server Access	-
			Administrator	Group2
			Create/Delete Application	Group2
		Provisioning Manager	Group2	
		Server Access	Group2	
		Provisioning Manager	-	
		Provisioning Manager	-	
		user2@AD	Application Manager	Group2
Foundation	Shared Services	admin@Native Directory	Provisioning Manager	-
		admin@Native Directory	Provisioning Manager	-
		admin@Native Directory	Administrator	-
		admin@Native Directory	Create Integrations	-
		admin@Native Directory	Directory Manager	-
		admin@Native Directory	LCM Administrator	-
		admin@Native Directory	Provisioning Manager	-
		admin@Native Directory	Provisioning Manager	-
		admin@Native Directory	Provisioning Manager	-
		admin@Native Directory	Provisioning Manager	-

Note: The report can be downloaded in a CSV format by clicking the Export to CSV button at the bottom so it can be sorted and grouped by various columns.

For more information, see the [User and Role Security Guide](#) (“Generating Reports” in the chapter “Managing Provisioning”).

My WebLogic server is running. I can ping and see the port is active, but when I try to access the web application, I get a 404 error. How can I debug this?

Most often, the managed server may have started, but the Web application is not started. The best way to debug this is to use the WebLogic Administration Console.

- To use the WebLogic Administration Console to check the status of the Web application:
 - 1 Start the WebLogic Administration console using the `startWebLogic` script in your domain home (typically `c:/Oracle/Middleware/user_projects/domains/EPMSys`)
 - 2 Once the server is running, log in to the administration console using `http://host:port/console` (the default port is 7001).

In the administration console, you can see the status of the managed servers and Web applications that are running. You should see your server state set to *running*.

Change Center

View changes and restarts

Click the Lock & Edit button to modify, add or delete items in this domain.

Lock & Edit

Release Configuration

Domain Structure

- EPMSysystem
 - Environment
 - Servers**
 - Clusters
 - Virtual Hosts
 - Migratable Targets
 - Coherence Servers
 - Coherence Clusters
 - Machines
 - Work Managers
 - Startup & Shutdown Classes
 - Deployments
 - Services
 - Security Realms

How do I...

Home Log Out Preferences Record Help Welcome, epm_admin Connected to: EPMSys

Home > Summary of Servers > EPMServer0 > FINANCIALREPORTING(11.1.2.0) > Summary of Environment > Summary of Servers > AdminServer > Summary of Servers

Summary of Servers

Configuration Control

A server is an instance of WebLogic Server that runs in its own Java Virtual Machine (JVM) and has its own configuration. This page summarizes each server that has been configured in the current WebLogic Server domain.

Customize this table

Servers (Filtered - More Columns Exist)

Click the **Lock & Edit** button in the Change Center to activate all the buttons on this page.

New Clone Delete Showing 1 to 4 of 4 Previous | Next

<input type="checkbox"/>	Name	Cluster	Machine	State	Health	Listen Port
<input type="checkbox"/>	AdminServer(admin)			RUNNING	OK	7001
<input type="checkbox"/>	EPMServer0	EPMServer		ADMIN	OK	9000

3 Click on the server you are having an issue with, and go to the **Deployments** tab.

Settings for EPMServer0

Configuration Protocols Logging Debug Monitoring Control **Deployments** Services Security Notes

This page summarizes the J2EE Enterprise applications, stand-alone J2EE modules (such as EJBs and Web applications), JMS/JDBC configuration modules, and J2EE libraries that have been deployed to the current server.

To install a new application or module, select **Deployments** in the left pane of the Administration Console. To configure an existing application or module, click on its name in the table.

Applications and Modules Deployed to this Server

Showing 1 to 10 of 18 Previous | Next

Name	State	Type	Deployment Order
AIF (11.1.2.0)	Admin	Enterprise Application	100
APS (11.1.2.0)	Prepared	Enterprise Application	100
CALC (11.1.2.0)	Failed	Enterprise Application	100
DISCLOSUREMANAGEMENT (11.1.2.0)	Admin	Enterprise Application	100
DMS Application (11.1.1.1.0)	Admin	Web Application	5
EAS (11.1.2.0)	Admin	Enterprise Application	100
EPMA DATASYNCHRONIZER (11.1.2.0)	Admin	Enterprise Application	100
EPMA WEBTIER (11.1.2.0)	Admin	Enterprise Application	100
FINANCIALREPORTING (11.1.2.0)	Prepared	Enterprise Application	100

My WebLogic server is running. I can ping and see the port is active, but when I try to access the web application, I get a 404 error. How can I debug

- 4 If the Web application is in a *Failed* state, review the server logs to see why the Web application failed to start. If the Web application is in an *Admin* or *Prepared* state, click on the Web application, go to the Control tab, and start the Web application.

Settings for APS(11.1.2.0)

Overview Deployment Plan Configuration Security Targets **Control** Testing Monitoring Notes

Start/Stop Initialize Caches

Use this page to start or stop a deployed Enterprise application.

Enterprise Application

Start Stop Showing 1 to 1 of 1 Previous | Next

	State	Type
Servicing all requests	Prepared	Enterprise Application
<ul style="list-style-type: none"> EJBs <ul style="list-style-type: none"> None to display Modules <ul style="list-style-type: none"> /aps Web Services <ul style="list-style-type: none"> None to display 		

Start Stop Showing 1 to 1 of 1 Previous | Next

After this, the Web application should be in *Active* state or *Failed* state. If in *Active* state, you should be able to use the Web application. If in *Failed* state, check the server logs for errors.

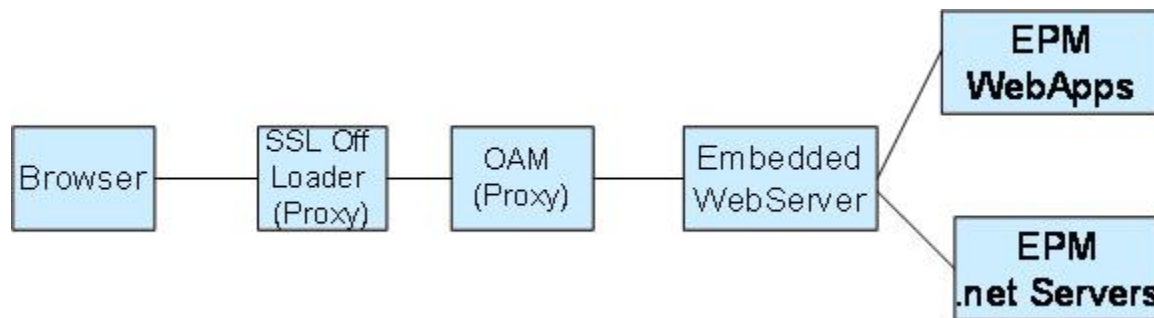
Are Web proxy servers such as load balancers, SSL accelerators, or customers' own Apache Web server supported with EPM System release 11.1.2?

In EPM System deployments, there are two different uses of Web servers and other types of Web proxy servers:

- The first use is as an embedded Web server for the application server. It provides a single entry point to EPM System and provides failover and scalability. In this case, the Web server is Oracle HTTP Server (OHS) by default (Oracle's version of Apache) and IIS is supported. This is specified in the [EPM System Certification Matrix](#).
- Another use of Apache or IIS is as an HTTP proxy server (http://en.wikipedia.org/wiki/Proxy_server). Proxy servers can be used for different reasons, including:
 - Security agents such as Oracle Access Manager (OAM) or support for Kerberos, which comes with its own version of Apache or IIS

- To control or monitor the traffic as part of a monitoring tool
- SSL accelerator/offloader or a load balancer, which could be software or hardware. Starting with release 11.1.2, we fully support the Web server proxy for EPM System because all URLs in the system are now relative

There can be one or more proxy servers in a deployment, but they need to be configured to proxy to the embedded Web server. For example, in this scenario the embedded Web server is fronted by two proxy servers: one for SSL offloading and one to get SSO from Oracle Access Manager.



Is EPM System release 11.1.1.3 certified for use with “Windows XP Compatibility mode” in Windows 7?

EPM System release 11.1.1.3 is not expressly certified on XP Compatibility Mode in Windows 7. However, XP compatibility is achieved in Windows 7 through OS virtualization technologies. Therefore, Oracle will support EPM System customers running in this configuration in accordance with the published virtualization policy: [Support for Oracle’s Hyperion Products in Virtualized Environments \[ID 562663.1\]](#).

In EPM System release 11.1.2, when configuring Financial Management, I get a failure in EPM System Configurator during “Register HFM Server/Cluster” task execution. How do I find the root cause of this issue?

If you are running Windows 2008 SP2 with the enabled firewall, check the logs located under \$EOI/diagnostics/logs/config/configtool.log and look for the following pattern:

```

(Fri Aug 13 13:10:26 2010) Finished EnumRegisteredClusters
(Fri Aug 13 13:10:26 2010) Starting RegisterCluster
(Fri Aug 13 13:10:40 2010) Failed to register cluster: The RPC server is unavailable.
Line:3809 File: .\CEPMWindowsConfig.cpp Error code:0x800706ba Error: The RPC server is
unavailable.
(Fri Aug 13 13:10:40 2010) Failed to register cluster containing server S1033: IDispatch
  
```

```
error #1553
(Fri Aug 13 13:10:41 2010) Starting GetIISVersion
(Fri Aug 13 13:10:41 2010) Finished GetIISVersion
(Fri Aug 13 13:10:41 2010) Starting SetFolderPermissions
```

If this pattern exists in the log file, the root cause can be the Windows 2008 firewall configuration. Please see this article on to how to configure the Windows Firewall to allow DCOM communication in a deployment. <http://msdn.microsoft.com/en-us/library/aa389286%28VS.85%29.aspx>

Do I need to install Microsoft Office products on the Financial Reporting Print Server machine?

Yes, if you want to include Microsoft Office documents (Word, Excel, PowerPoint) in your Financial Reporting PDF books or reports with cell documents, then the corresponding Office products must be installed on the Financial Reporting Printer Server machine prior to installing Financial Reporting Print Server.

In release 11.1.2, Financial Reporting Print Server fails to generate a report on Windows 2008; how can I resolve this issue?

You may see one of the following symptoms:

- The PDF is not being generated
- The Print Server log shows a memory issue such as out of memory or a heap issue
- The Print Server service is not in the services list

And the following errors in the logs:

```
@[oracle.EPMFR.core.reporting.printserver.PrintInstanceThread] [tid:
@ Thread-12] [ecid: 0000I_UvPL9Bd5ECj7rI8o1C87ML000002,0] [SRC_CLASS:
@ com.hyperion.reporting.printserver.PrintInstanceThread] [SRC_METHOD: run] [[
@ java.lang.OutOfMemoryError: Java heap space
@   at
@   com.hyperion.reporting.javacom.HRDocumentPrinting.GetPrinterPort(Native
@ Method)
@   at com.hyperion.reporting.printserver.PrintInstanceThread.run(Unknown
@ Source)
```

OR

```
@ Installing Printer: HRPrinter1
@ .
@ FAIL: Cannot complete this function.
```

➤ To resolve these issues, follow these steps:

- 1 Stop the Print Server service if it is running.
- 2 Install the Financial Reporting Studio client on the server hosting the Financial Reporting Print Server. Then re-run EPM System Installer and install Financial Reporting Studio in addition to the Print Server. This will ensure that any missing files or Shared Services Registry entries are correctly made as the Print Server and Studio share many files and settings.
- 3 Install Windows 2008-compatible Postscript drivers. The best way to do this is to install any Windows Postscript printer from the original Windows 2008 installer.
- 4 Run `<InstallHome>\EPMSysystem11R1\products\biplus\bin\HRCreatPrinters.exe`. This will configure the Financial Reporting printer drivers.
- 5 Run `<InstallHome>\user_projects\epmsystem1\FinancialReporting\printserver\bin\RegisterPrintServices.cmd`. This will register the Print Server with the service list.
- 6 Start the Print Server service.

In EPM System release 11.1.2.0, if I redeploy the Foundation Services Web application to the application server, all external user directories are removed from the Shared Services configuration. What can I do?

This is a defect in release 11.1.2.0 and will be fixed in 11.1.2.1. The workaround is to take a backup of the `CSSConfig` file before redeploying the Foundation Services Web application, and then re-import this file after the redeployment is complete.

➤ Follow these steps to export and then import the `CSSConfig` file:

- 1 Log in to Shared Services Console as Administrator.
- 2 Expand the **Application Groups** node and then the **Foundation** node.
- 3 Select **Deployment Metadata**.
- 4 On the Artifact List tab, expand the **Shared Services Registry** node, and then the **Foundation Services** node.
- 5 Expand the **Shared Services** node.
- 6 Right-click **CSSConfig** and select **Export for Edit**.
- 7 Save this file to a location in the local file system.
- 8 Shut down Foundation Services and other EPM System products and processes.
- 9 Redeploy the Foundation Services Web application.
- 10 Repeat steps 1 to 5.
- 11 Right-click **CSSConfig** and select **Import after Edit**.

- 12 In the **Import after Edit** screen, select the `CSSConfig.xml` that you saved in step 7.
- 13 Click **Finish**.
- 14 Restart **Foundation Services** followed by all **EPM System** products, and verify that external user directory configurations are available in **Shared Services Console**.

Can the Oracle BI 11.1.1.3 (11g) release be installed in the same Fusion Middleware Home as EPM System release 11.1.2?

No, because OBI Release 11g is based on Fusion Middleware (FMW) Patch Set 2, whereas EPM System release 11.1.2 is based on FMW Patch Set 1. Therefore, these two releases must be installed in two different FMW Homes.

FDM registration with Shared Services is failing with the following error in the `configtool.log` file. What causes this?

```
com.hyperion.cis.config.CmsRegistrationUtil, ERROR, Authentication failed:  
com.hyperion.interop.lib.OperationFailedException: Unable to Authenticate.Unable to  
Authenticate
```

Verify that the date and time are in sync on both the FDM and Shared Services servers. The Shared Services registration process uses an SSO token that requires an accurate date/time stamp to permit authentication. For example, if the date on the FDM and Shared Services servers is set beyond the SSO Token Timeout which is typically 8 hours (excluding any time zone differences), authentication will fail because Shared Services will not accept an outdated SSO token, causing registration to fail.

My database server has been rehosted. What are the steps required to reconfigure EPM System to use the new database in release 11.1.2?

For EPM System products that require a database repository, you can change database connection information or passwords after product deployments. These procedures are documented in the [EPM System Installation and Configuration Guide](#) in chapter “Reconfiguring EPM System Products.” See the section “Changing Database Connection Information and Repository Passwords.”

How is Oracle HTTP Server different from Apache?

Oracle HTTP Server (OHS) is the Web server component of Fusion Middleware. It is based on Apache but is fully supported by Oracle. For an overview of OHS, its mods, support policies, and manageability, review <http://www.oracle.com/technetwork/middleware/ias/ohs11gr1-131852.pdf>.

How do I configure EPM System applications to connect to an Essbase cluster in release 11.1.2?

Essbase has active-passive support in the 11.1.2 release. In 11.1.2, this functionality is limited to Essbase-only customers. Planning, Financial Reporting, and Profitability and Cost Management do not support Essbase failover in 11.1.2. This support and certification is planned for 11.1.2.1. Web Analysis and Interactive Reporting will still not support Essbase failover in 11.1.2.1.

For more information, see the “Essbase Server Clustering” chapter in the [EPM System High Availability Guide](#).

What validation checks are performed by the EPM System Diagnostics tool?

EPM System Diagnostics can be used after deployment to ensure the system is properly deployed and can also be used as a health check to detect configuration issues any time after deployment. It performs the following tests in the 11.1.2 release:

- Common to all products:
 - CFG - verifies that all required configuration tasks are completed
 - DB - common for all products that have a repository - checks connectivity to repository database
 - EXT - common for all products that register to Shared Services - verifies that external providers can be reached
 - WEB - common for all deployed applications - tests ability to access applications via the application server
- Foundation:
 - REG - checks Shared Services Registry for each deployed application that has a link to WEB_SERVER NODE
 - HTTP - for every deployed application, checks that it is reachable via WEB_SERVER; validates HTTP SET up
 - Single Sign-on – simulates Shared Services login for the admin user
- Essbase Server:
 - Administration Services - validates that a connection can be made to Essbase server

- Administration Services - validates that Essbase server start up is good
- Essbase Studio:
 - Validates that the Essbase Studio command client can connect to server
- Financial Reporting:
 - Using the Essbase Java API, validates that a connection can be made to Essbase server
- Foundation/EPMA:
 - On Windows, provides special checks for Dimension Server and EPMA service accessibility
- Workspace:
 - LOG - URL login attempt to access applications via the Web server, tests whether a page is returned, not actually whether it is a correct page
 - Single sign-on - Tests login to Workspace
- Reporting and Analysis:
 - Using the Essbase Java API, validates that a connection can be made to Essbase server
 - Using Reporting and Analysis SDK, validates connectivity to the Interactive Reporting service, responds to ping
 - Using Reporting and Analysis SDK, validates that Interactive Reporting service is functional enough to return category information
- Financial Management:
 - Tests that service tier is responding and can perform basic functions like listing applications
 - SVR creates a test application to verify that the Financial Management services tier is working
 - WSVR tests that Web application connection is successful
 - ASC tests that the Financial Management services registration is OK
- Strategic Finance:
 - Tests Web Service for accessibility via URL

Shared Service release 11.1.1.x is configured with Oracle database 10.2.0.4 with auditing enabled. After long usage, the administrator purges the audit data, after which the records from SMA_AUDIT_ATTRIBUTE_FACT and SMA_AUDIT_FACT are deleted but the tablespace is not cleared. How can I clear the tablespace?

This is normal behavior in the Oracle database. You need to run the following SQL command to regain the space:

```
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
```

We are planning to install Hyperion 11.1.2 (64-bit) products on Windows 2008 (64-bit). Which products require an Oracle Database client installed? And which flavor is required, 32-bit or 64-bit?

The products requiring some or all of the Oracle database client are Strategic Finance, FDM, Financial Management, and EPMA.

EPMA and Financial Management both require that a 64-bit Oracle client be installed. Strategic Finance and FDM both require that a 32-bit Oracle client be installed. Note that Strategic Finance only uses the Oracle OLEDB driver supplied in the Oracle database client install.

Finally, there is an installation order requirement when these products co-exist on the same 2008 x64 server. The 32-bit client should be installed first, then the 64-bit client. If this order is reversed not all functionality will work.

In Release 11.1.1.3, is automatic deployment supported for 64-bit Web applications?

- For 32-bit, you can use EPM System Configurator to automatically deploy Web applications.
- For 64-bit, you must manually deploy. (No automatic deployment is supported.)
- However, 64-bit is not supported for all product/platform combinations. The [EPM System Certification Matrix](#) lists which product/platform combinations support 64-bit. For example, for Planning, 64-bit is supported ONLY for Solaris and AIX. Red Hat 64-bit is not supported for Planning.

Shared Service release 11.1.1.x is configured with Oracle database 10.2.0.4 with auditing enabled. After long usage, the administrator purges the audit data, after which the records from SMA_AUDIT_ATTRIBUTE_FACT and SMA_AUDIT_FACT are deleted but the tablespace is not cleared. How can

How do I create Windows services for WebLogic managed servers?

For all Web applications in EPM System, Windows services are created unless you explicitly deselect the option to create them in EPM System Configurator. Also, having the Weblogic Admin server up and running is optional for all EPM System products except Financial Close Management; EPM System Configurator does not create a Windows services for the WebLogic Admin server that is required to be running for SOA and the Financial Close Management Web applications.

The process to setup the Admin server as a Windows service is documented here: http://download.oracle.com/docs/cd/E14571_01/web.1111/e13708/winservice.htm

This link provides information to set up any WebLogic managed server as a service, but you need to do this only for the Admin Server.

I installed EPM System release 11.1.2 and when I launched EPM System Configurator, I got a message that some referenced JAR files do not exist. I checked and found that the Oracle HTTP Server (OHS) installation failed. What prerequisites do I need to meet to install OHS?

EPM System Installer installs OHS during the Foundation Services installation, using the OHS silent installer. Before you begin installation, make sure you meet the installation prerequisites for OHS and review the OHS installation documentation and Release Notes for details.

EPM System Installer also installs OHS on the machine hosting the Essbase Server to support OPMN, so these prerequisites apply to the Essbase Server machine as well. (Note that you only need to configure OHS on the machine hosting the Web server.)

The [EPM System Installation and Configuration Guide](#) lists where to look for the OHS prerequisites. See the section called “Oracle HTTP Server Installation Prerequisites.”

Note: When installing OHS on a machine without Essbase Server software installed, the Essbase Server is displayed in the Windows control panel; it is not actually created and this is a defect. There is no need to run this service when Essbase is not installed and hence not in use.

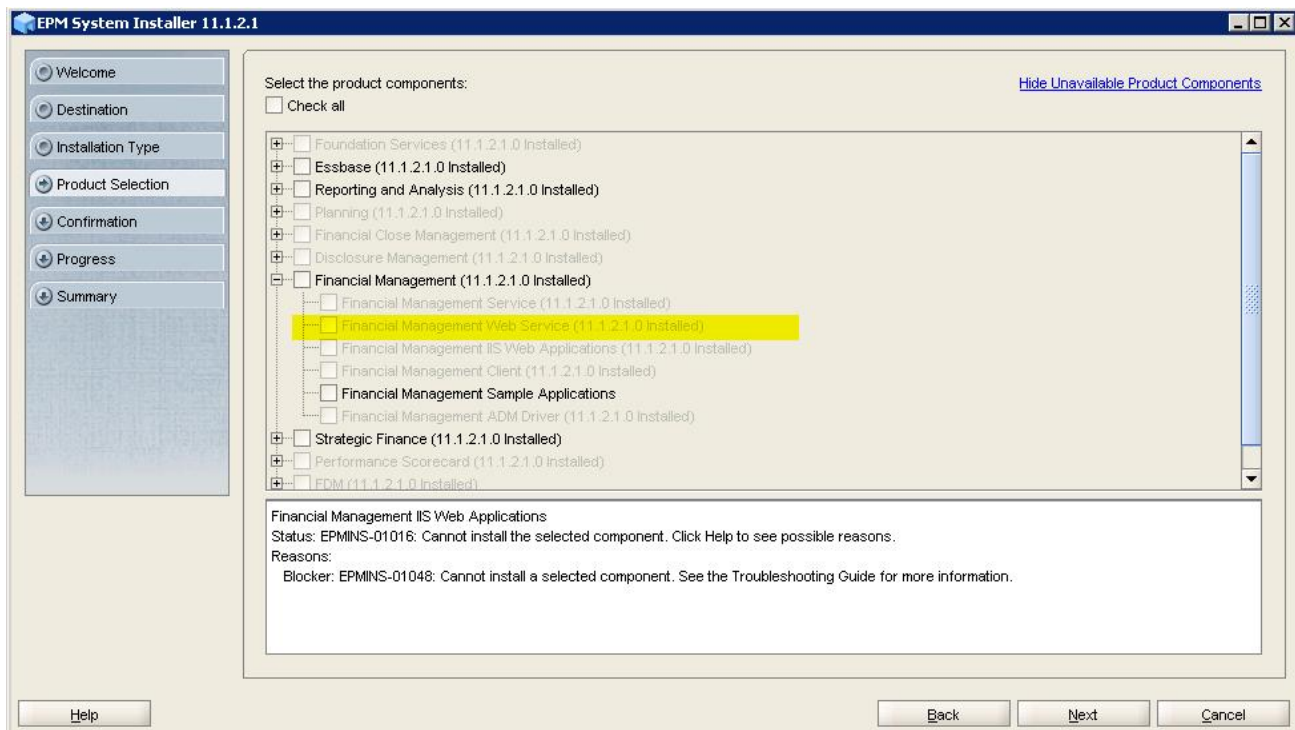
I changed the database password per the Oracle documentation, but when I tried to use EPM System Configurator to change the password, it bypassed the database configuration screen and took me to the summary screen. What's wrong?

This is likely because the `.oracle.products` file is missing in the user's home directory. This usually occurs because the user doing this configuration task is different from the user who performed the original install and configuration.

The `.oracle.products` file should be copied from the original user's `$HOME` (UNIX) or `Documents and Settings/<userid>` (Windows) of the user who installed the product.

In EPM System release 11.1.2, the distributed installation instructions require that all Web applications be installed on the WebLogic Admin server machine (Foundation/HSS/Workspace machine). Trying to install the Financial Management Web tier on the machine returns an error that IIS installation is required, but I do not want to run Financial Management on this machine. Do I have to install IIS to proceed?

No, you can install only the Financial Management Java Web application via the "Choose components individually" option in the installer:



I am manually deploying EPM System release 11.1.2 to a WebLogic installation in a different FMW Home and I am getting an error regarding the Shared Libraries. What is the cause of this problem?

If you see the following error message when deploying EPM System manually to an existing WebLogic FMW Home, the reason is that EPM System is not installed in that FMW Home.

```
Unresolved optional package references (in META-INF/MANIFEST.MF): [Extension-Name: epm-shared-libraries, referenced from: E:\applis\bgdd\weblogic\domaineBGD\servers\bgddHSSServer01\tmp\_WL_user\interop\kkjqc1]. Make sure the referenced optional package has been deployed as a library.
```

In 11.1.2, the concept of manual deployment is a bit different from previous releases. In this release, manual deployment means that you use WebLogic Config Wizard to deploy Web applications instead of using EPM System Configurator.

If you have already installed WebLogic in an FMW Home, then you need to first make sure the exact patch set version of WebLogic the user has installed is the same as what is needed for the EPM release you are using. Then install EPM into this existing FMW Home that the WebLogic install has created. This is the concept of FMW Home - one FMW Home where multiple Oracle Homes can reside and share the same set of common infrastructure in WebLogic, Oracle Common, and JDK. Note that in this scenario, you can still use automatic deployment and deploy to the WebLogic server installed previously.

I am trying to install Smart View release 11.1.13 to a folder with a space in the path (for example, Program Files). Why is the install failing?

For example, when trying to install to `c:\Program Files\Hyperion`. In this scenario, you will see a popup message that says “Directory entered must not have blank spaces in it, use windows shorthand notation for destination with space in path”.

To resolve this problem, specify the path as `c:\Progra~1\Hyperion`. Optionally, you can specify the folder normally via silent installation mode using this syntax for installing to (for example) `c:\Program Files\SmartView`:

```
SmartView.exe /s /v"/qn INSTALLDIR="C:\Program Files\SmartView" /L*v c:\install.log"
```

In release 11.1.2, what is the Logical Web Address (LWA) and what values should it have for Web applications?

LWA is the host and port that the Web application uses for server-to-server, HTTP-based communications. This value is used by other applications (Web applications and native applications) as the point of entry for server-to-server communications. For example, Shared Services uses the LWA of Planning for LCM communication with the Planning Web application.

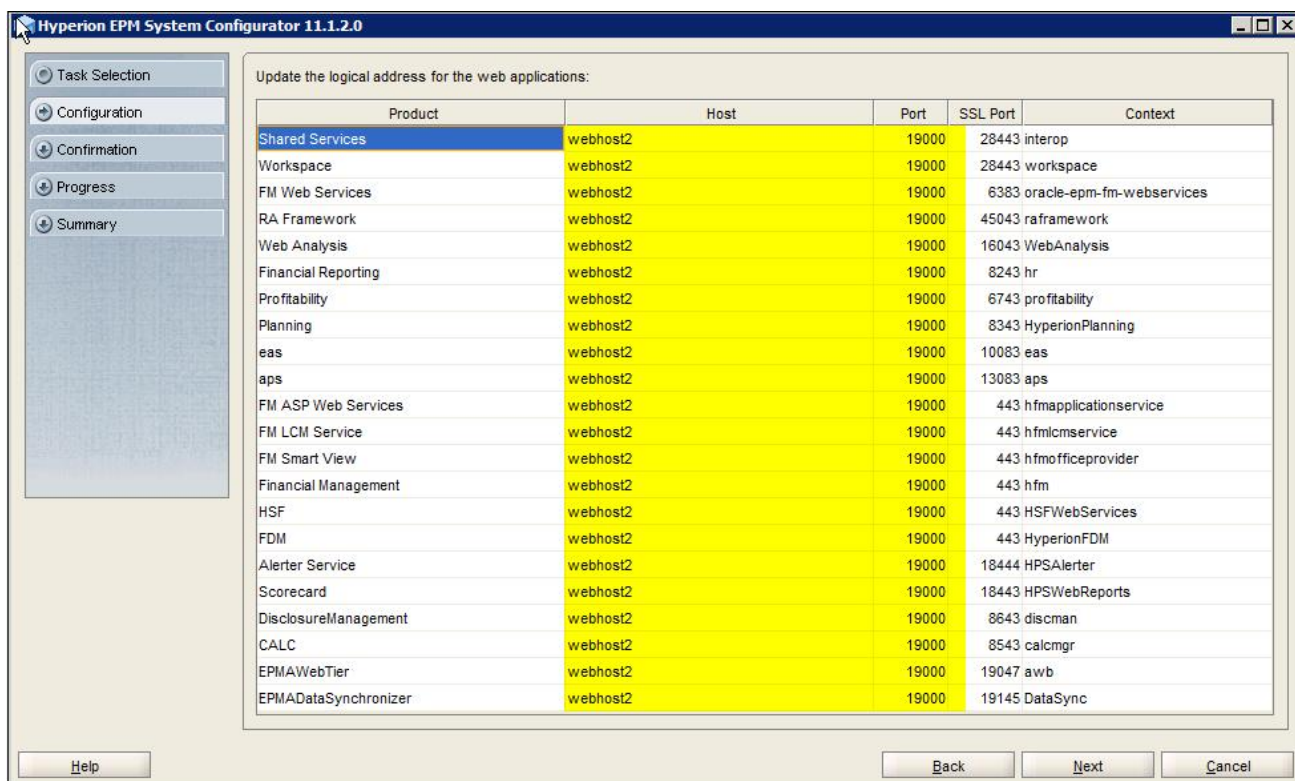
If you have only a single instance of the Web application running, you can leave the Logical Web Address to the host and port of the Web application itself. However, it is recommended that you set it to the Oracle HTTP Server (OHS) host/port as it helps in scaling out the solution later.

If you have a single OHS setup in your deployment, set your Logical Web Address to the OHS host/port.

If you have multiple OHS instances in your deployment and there is a load balancer in front of these OHS instances that is load balancing the traffic between them, set your Logical Web Address to the load balancer host/port. Typically, your load balancer will have VIP for the OHS it load balances; it is that host/port that you should use. Please note that your load balancer **MUST** support session stickiness.

In release 11.1.2, how do I set the Logical Web Address for Web Applications?

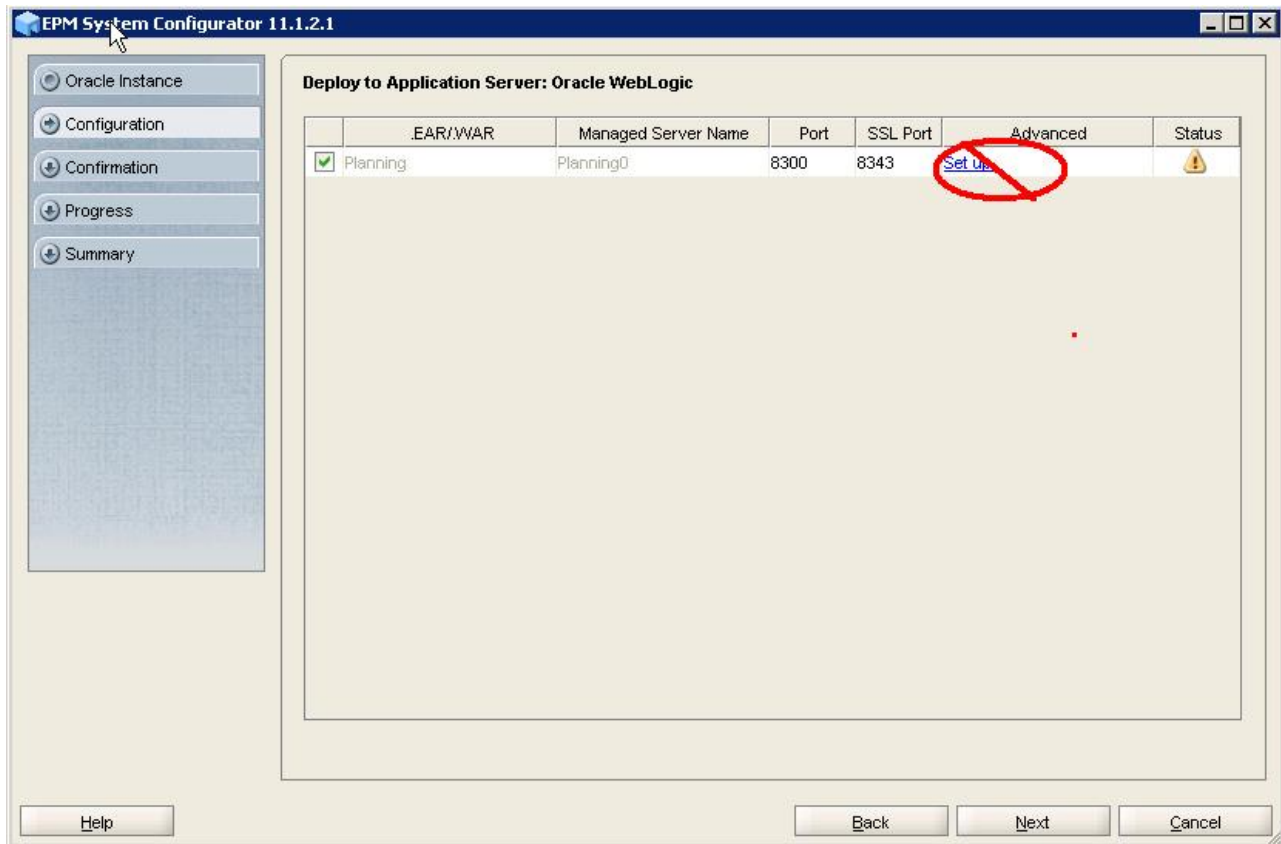
For 11.1.2, use the Configure Logical Web Address for Web Applications task in EPM System Configurator to set the Logical Web Address.



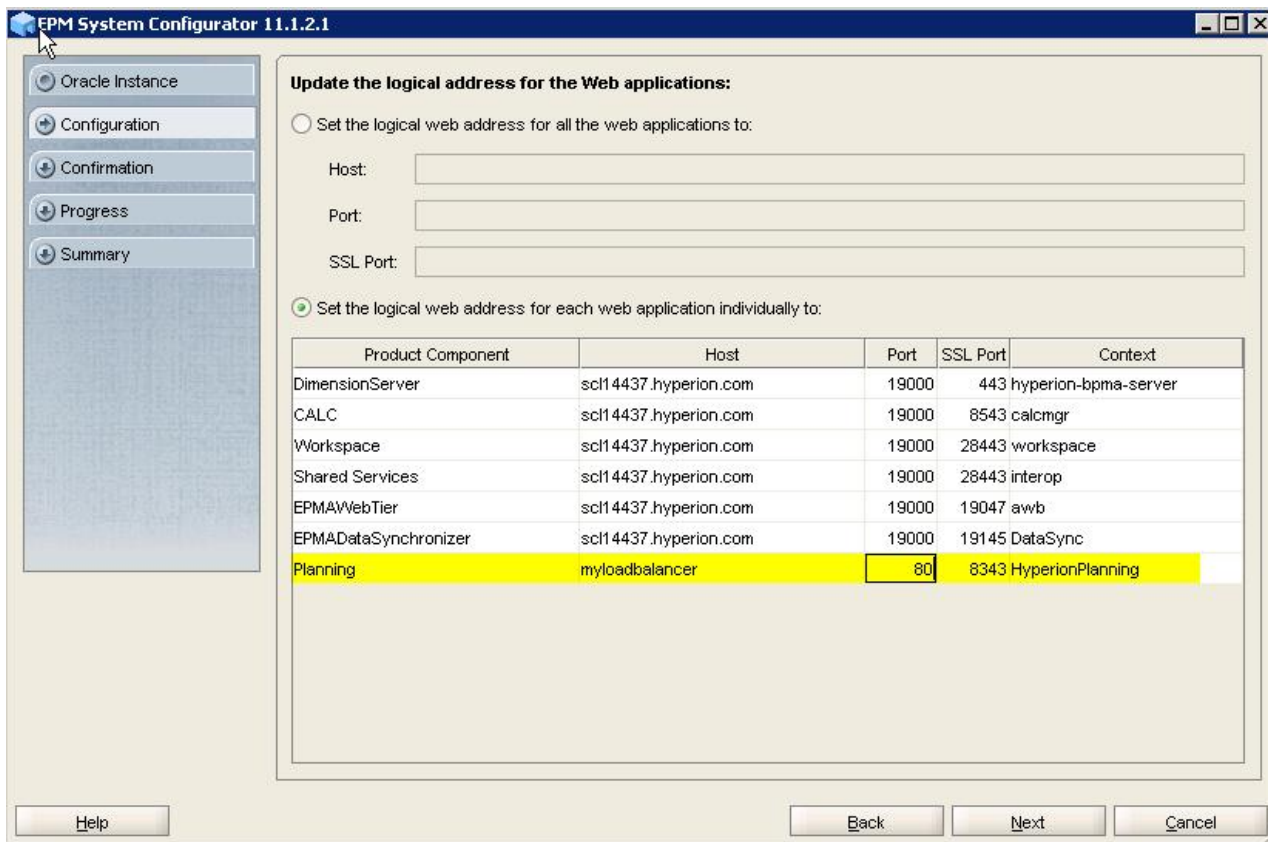
Note that this task is usually performed after you have completed basic configuration tasks for all products.

My Planning Web applications are deployed in a clustered environment (i.e., I have multiple Planning Web applications running). How do I configure load balancing among the Planning Web applications?

In release 11.1.2, use EPM System Configurator to deploy the Planning Web applications as you normally would, but do not click **Set up** or change any values in that dialog box.



After all Web applications have been deployed, configure the Web server. If you have more than one, configure all of them. Then update the Logical Web Application to point to the Web server. If you have more than one Web server, you must have a load balancer that load balances among the multiple Web servers you have. In this scenario, set the Logical Web Address to the load balancer host/port using the EPM System Configurator task “Configure Logical Address for Web Applications”.



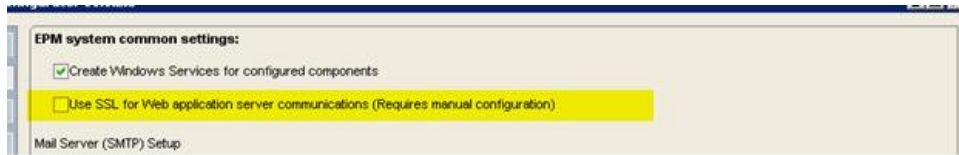
In Release 11.1.2, why do I see “ORA-00917: missing comma” in the EPM System Configurator log file (configtool.log) when doing a first-time configuration of Oracle database?

Functionally, this error can manifest itself as a failure in database configuration for Foundation Services or other products, or any Shared Services registrations. Review the `configtool.log` file and look for the root cause error “ORA-00917: missing comma”.

This error may occur because the database is configured with the US7ASCII database character set or other unsupported character sets. To avoid this error, the database should be recreated with the UTF-8, AL32UTF8, or UTFE character sets. This requirement is documented in the [Installation Start Here](#).

In release 11.1.2, how can I make all server-to-server communications use HTTPS instead of HTTP?

In EPM System Configurator, you need to select the check box highlighted below to enable HTTPS for all server-to-server communications. Note that all necessary steps related to certificate setup must be done as documented in the [Security Administration Guide](#).



Are new versions of WebLogic automatically supported for older releases of EPM System?

Not always. From the policy perspective, patches on a particular version of WebLogic are automatically supported. However, Patch Sets for WebLogic are not automatically supported by existing GA versions of EPM System. In WebLogic version numbers, the third digit is the Patch Set number. For example, 10.3.3 is a Patch Set. A new Patch Set from EPM System (what used to be called a maintenance release) will always support the latest Patch Set of WebLogic that is GA at the time of release. So, for example, support for WebLogic 10.3.3 will happen on the first patch set of EPM System that is released after WebLogic 10.3.3 is GA.

Where can I find information about the Lifetime Support policies for EPM System products?

Lifetime support policies for EPM System products are documented here:

<http://www.oracle.com/us/support/library/lifetime-support-middleware-069163.pdf>

Search for “Hyperion” in this file.

When running EPM System Configurator Release 11.1.1.3 or 11.1.2, I receive the error message “could not utilize start class: com.installshield.wizard.Wizard”. What is the problem?

This is not an indication of any error in the deployment. This message is written to the console on all install runs.

When attempting to launch `installTool.sh` on an Essbase AIX server, a Java Error is returned: “The java class could not be loaded. java.lang.UnsupportedClassVersionError: (com/hyperion/install/wizard/splash/Splash) bad major version at offset=6”. What causes this?

The underlying issue is that the complete and right set of installation assemblies were not downloaded. Make sure that AIX64 assemblies are downloaded for the “by platform” assemblies. Once downloaded and unpacked, redo the installation.

Is it possible to change the Strategic Finance server port number from EPM System Configurator in Release 11.1.2?

No. EPM System Configurator does not provide an interface for changing the Strategic Finance server port number. To change the Strategic Finance server port, you must update the port in the Shared Services Registry using the `epmsys_registry` tool. This tool is located in `user_projects/epmsystem1/bin` (if your instance is customized and not `epmsystem1`, then adjust this path).

Run this command:

```
epmsys_registry view STRATEGIC_FINANCE_SERVICE
```

This returns output in the DOS window like:

```
NAME - STRATEGIC_FINANCE_SERVICE
ID - 06d739a0ab3ee7b4473bee0d12dcc33c52dS7fb4
TYPE - STRATEGIC_FINANCE_SERVICE
HOST - scl20021.hyperion.com
HYPERION HOME - C:\ps6304\EPMSystem11R1
PROPERTIES -
    Max_Intensive_Requests = 10
    port = 7750
    Min_Free_Disk_Space = 100
    MRUListSize = 5
    integrationActiveHE = false
    version = 11.1.2.0
    instance_home = C:\ps6304\user_projects\epmsystem2
    DataPath = C:\ps6304\EPMData\HSFData
    integrationActiveHFM = false
    TraceLevel = 0
    MaxBackgroundWorkers = 3
FILES - NONE
PARENT COMPONENTS -
```

To update the value, note the ID# for this node, then execute this command (all on one line):

```
epmsys_registry updateproperty #06d739a0ab3ee7b4473bee0d12dcc33c52dS7fb4/@port 7777
```

Your ID will be different and provide the port value you want to use.

When configuring an 11.1.2 distributed Financial Management configuration, when EPM System Configurator starts the DCOM configuration task, it suddenly crashes and disappears. What is the problem?

This problem may occur if `HsvDataSource.exe` is not registered correctly (located in `<EPM_ORACLE_HOME>/products/FinancialManagement/Server`).

► To verify that it is correctly registered:

- 1 From the Start menu, select **Run** and then enter `dcomcnfg`.
- 2 Select **Component Services**, then **Computer**, then **My Computer**, and then **DCOM Config**.
- 3 In the window, search for `HsvDataSource`.
If you do not see it, it is not registered.
- 4 If it is not registered, from the command line, run `<EPM_ORACLE_HOME>/products/FinancialManagement/Server/HsvDataSource.exe/RegServer`.
- 5 Repeat steps 1-3 to confirm that it is now registered.

What are the Oracle database tablespace sizing recommendations for Shared Services, EPM Workspace, and Reporting and Analysis in 11.1.2?

The tablespace sizing recommendations are now the same for Shared Services and EPM Workspace. We recommend that you start with 100MB, and add more as the number of migrations with Lifecycle Management and the number of audit records increases.

The Reporting and Analysis tablespace sizing depends on the aggregate size of the objects that you plan to store in the repository. Oracle recommends starting with at least 250 MB, which provides space to expand the Reporting and Analysis repository without having to increase the data file or tablespace. A shared pool size of 60 MB is used during configuration with EPM System Configurator.

In EPM System Release 11.1.1.x, 11.1.2.0, and 11.1.2.1, is it possible to run all EPM System products in one Oracle database instance?

For customers with Oracle database prior to 11gR1, this was possible but not recommended. The reason is that Financial Management and Financial Data Quality Management products often require Cursor Sharing Mode to be defined as “Forced” for optimum performance. This database configuration created functional issues for Planning, which are addressed in Oracle database 11gR1. So, for customers with Oracle database 11gR1 and later, we fully support deployment of EPM System applications into one Oracle database instance. If Financial Management or Financial Data Quality Management are part of the deployment, we recommend that Cursor Sharing mode is set to “Forced”; if they are not, we recommend that Cursor Sharing is set to “Exact”.

I am not able to use EPM System Configurator to configure OHS since the Web tier has no access to the database. How do I configure OHS to route to EPM System products from the Web tier?

Follow these steps to configure OHS in the Web tier that is firewalled from the EPM database server with no access possible.

Prerequisites: The install directory of OHS in the Web tier server must match the application tier directory name. For example, if OHS is installed in `C:\Oracle\Middleware` in the

application tier, the Web tier install must also be to the `C:\Oracle\Middleware` location in the Web tier server.

Note: This procedure applies to EPM System Release 11.1.2.x.

► To configure OHS to route to EPM System products from the Web tier:

- 1 Install and configure EPM System products and OHS on the application tier servers as documented.**
- 2 Use EPM System Installer to install OHS in the Web tier.**
 - a. Start EPM System Installer in the Web tier server.
 - b. In the Location pane, provide the same directory name as the application tier install location. For example `C:\Oracle\Middleware`.
 - c. In the Feature panel, select components individually.
 - d. In the Product Components panel, uncheck Choose All, expand Foundation Services > Foundation Components, and select Oracle HTTP server and WebLogic Application Server. Static content will automatically be selected.
 - e. Install the products.
 - f. Exit from the installer without configuring the products.
- 3 Manually configure the OHS instance in the Web tier server.**
 - a. Go to the install location `MW_HOME/ohs/bin` and execute the `config.bat | sh` script.
 - b. Select all the defaults and configure OHS Web cache. The OHS default instance location is `MW_HOME/ohs/instances`.
 - c. Ensure that the OHS instance is configured as a Windows service in Windows environments.
- 4 Copy files from the configured application tier OHS location in Step 1 to the Web tier OHS location in Step 2.**
 - a. In the application tier server, go to `MW_HOME/user_projects/epmsystem1/httpConfig/ohs/config/OHS/ohs_component`.
 - b. Copy the files `httpd.conf`, `mime.types`, `mod_wl_ohs.conf`, and `ssl.conf`.
 - c. In the Web tier server, go to `MW_HOME/ohs/instances/instance1/config/OHS/ohs1` (or a custom instance location).
 - d. Copy the files from Step b into this location, overwriting the existing files.
- 5 Start the OHS instance in the Web tier.**
 - a. In Linux or UNIX, go to `MW_HOME/ohs/instances/instance1/bin` and type `opmnctl stopall` to stop and `opmnctl startall` to start up OHS.
 - b. In Windows, use the Windows service to start and stop.
- 6 Shut down the OHS instances running in all application tier servers, and if Windows, change the Windows startup type from automatic to manual.**

How do I configure log rotation for Shared Services logs in EPM System Release 11.1.1.3?

By default, Shared Services log files are rotated after they reach a certain size, and the last *n* log files are kept. For Releases 9.2.1.x, 9.3.1.x, and 11.1.1.x, however, you can edit both the file size and the number of files to keep by editing the values in the `HSSLogger.properties` file located in:

```
HYPERION_HOME/deployments/AppServerType/SharedServices9/config
```

In this file, there are different sections for Shared Services components such as CSS (Common Security Service) and CMS (Common Metadata Service). You can tune the settings for each of these services independently.

Example 1

The default values for the CSS Service are:

```
log4j.appender.FILE.MaxFileSize=50MB  
log4j.appender.FILE.MaxBackupIndex=5
```

This means that the file size of 50 MB and the last five log files will be kept.

Example 2

The default values for the CMS Service are:

```
log4j.appender.MODEL_MGMT_LOG_FILE.MaxFileSize=10000KB  
log4j.appender.MODEL_MGMT_LOG_FILE.MaxBackupIndex=5
```

This means that the file size of 10 MB and the last five log files will be kept.

Note: Restart Shared Services after you make any changes.

In Release 11.1.2, I am getting an `http 404` error while accessing the Essbase Security panel in Shared Services Console. What could be the problem?

This could happen if you are accessing the Shared Services application server directly rather than going through the Web server. Shared Services should be accessed at `<webserver host>:19000/interop url`.

Another possibility is that the Web server is not configured after the Essbase Administration Server is redeployed. In this case, use EPM System Configurator to reconfigure the Web Server. Refer to the Release 11.1.2 [Installation and Configuration Guide](#) for more information.

When I upgrade from Release 9.3.1 to Release 9.3.3, everything works correctly until I attempt to open a Financial Management application from Workspace or create a Financial Management application. If I bypass Workspace and go directly to the Financial Management Web server, the application opens correctly. Why is this?

The SharedServices_Security_Client.log shows:

```
javax.crypto.BadPaddingException: Given final block not properly padded
    at com.sun.crypto.provider.SunJCE_h.b(DashoA12275)
    at com.sun.crypto.provider.SunJCE_h.b(DashoA12275)
    at com.sun.crypto.provider.BlowfishCipher.engineDoFinal(DashoA12275)
    at javax.crypto.Cipher.doFinal(DashoA12275)
    at com.hyperion.css.CSSAPIImpl$CSSTokenUtils.getUserDetails(Unknown
Source)
    at com.hyperion.css.CSSAPIImpl$CSSTokenUtils.isTokenValid(Unknown
Source)
    at com.hyperion.css.CSSAPIImpl$CSSTokenUtils.access$100(Unknown Source)
    at com.hyperion.css.CSSAPIImpl.authenticate(Unknown Source)
    at
com.hyperion.hfm.security.Authentication.AuthenticateUserInternal(Unknown Source)
    at
com.hyperion.hfm.security.Authentication.AuthenticateUserAndGetInfo(Unknown Source)
2010-11-30 16:51:27,836 [Thread-3] WARN com.hyperion.css.CSSAPIImpl
$CSSTokenUtils.isTokenValid(Unknown Source) - Token is invalid.
```

The CSS Token seems to be invalid. One possible reason is that the SSO Encryption Key was changed, but the key was not copied on all the System 9 machines. Check to see if the `ssHandlerTK` file is in `HYPERION_HOME/common/CSS` on the Shared Services machine. If this file exists, copy it to `HYPERION_HOME/common/CSS` on other System 9 machines.

If you didn't intentionally run the SharedServicesHandler Utility to regenerate the SSO encryption key, check if the `ssHandlerTK` file exists in `HYPERION_HOME/common/CSS` on any of the System 9 machines and delete it.

After you make the above changes, restart Shared Services followed by all other System 9 products.

The stop script for the Financial Management Service in Release 11.1.1.3 does not stop the Windows service. What is wrong?

The stop script is located in `HYPERION_HOME/products/FinancialManagement/bin/`

`stop.bat`.

When I upgrade from Release 9.3.1 to Release 9.3.3, everything works correctly until I attempt to open a Financial Management application from Workspace or create a Financial Management application. If I bypass Workspace and go directly to the Financial Management Web server, the

The reason it does not stop the service is because the following entry is wrong in the stop.bat file (net start should be net stop):

```
REM Hyperion S9 Financial Management Service  
net start "Hyperion S9 Financial Management Service"
```

Edit the file, find this entry, and change start to stop.

When I stop the Essbase Integration Services service in the Control Panel, the processes are not completely stopped; namely, the `olapisvr.exe` still runs. What is wrong?

For Release 11.1.2, this is a known issue with the stop script. The service shows as stopped in the services display, but a process is left running. Use Task Manager or a similar tool to stop the process.

4

User and System Security

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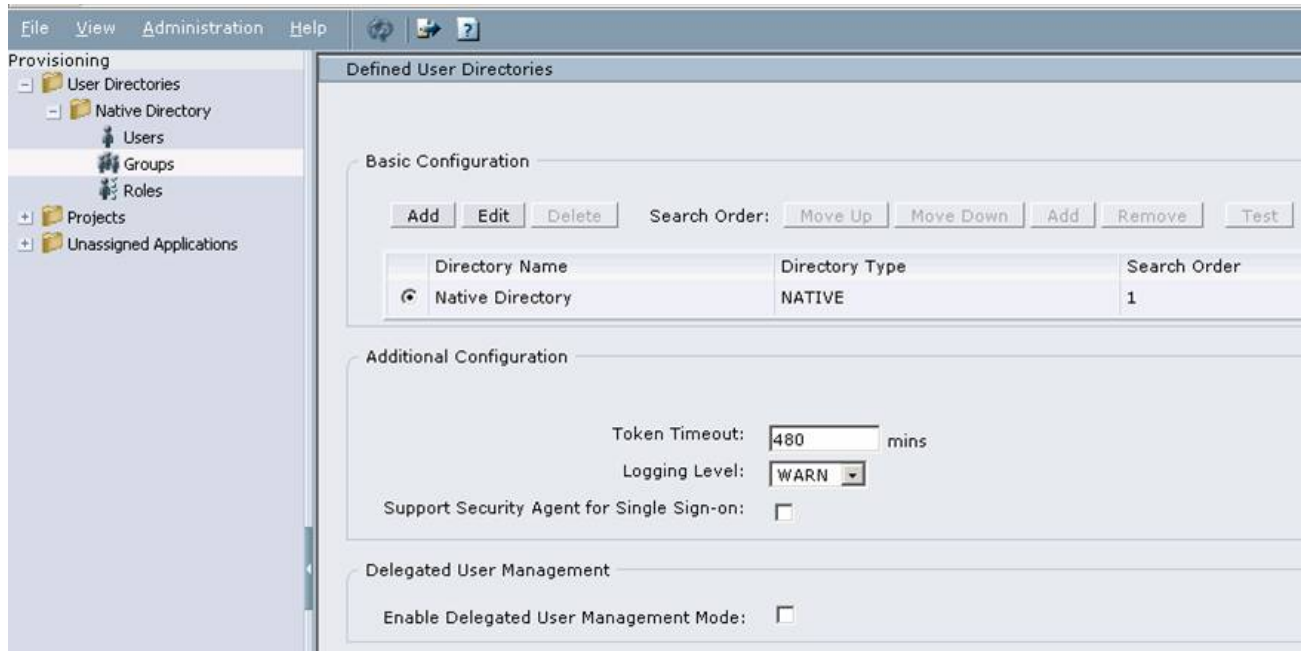
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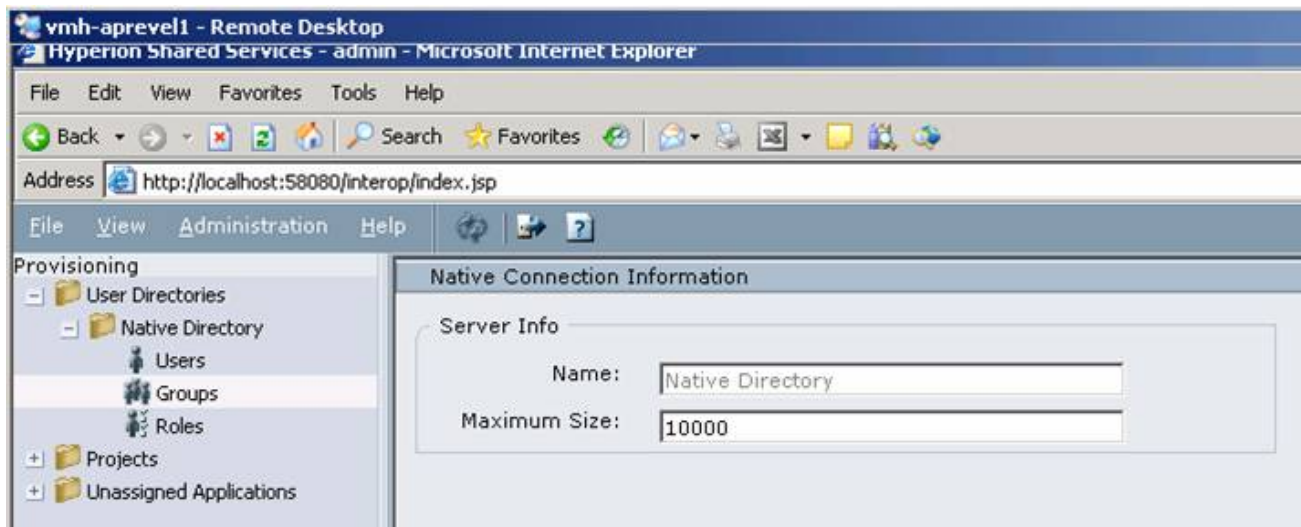
By default, you can export up to 5,000 users/groups from Native Directory. However, you can override this limit by including the `<maxSize>desired number</maxSize>` parameter within the Native Directory configuration, similar to LDAP or MSAD providers.

► To override this limit:

- 1 Log on to Shared Services Console.
- 2 Select **Administration > Configure User Directories**.



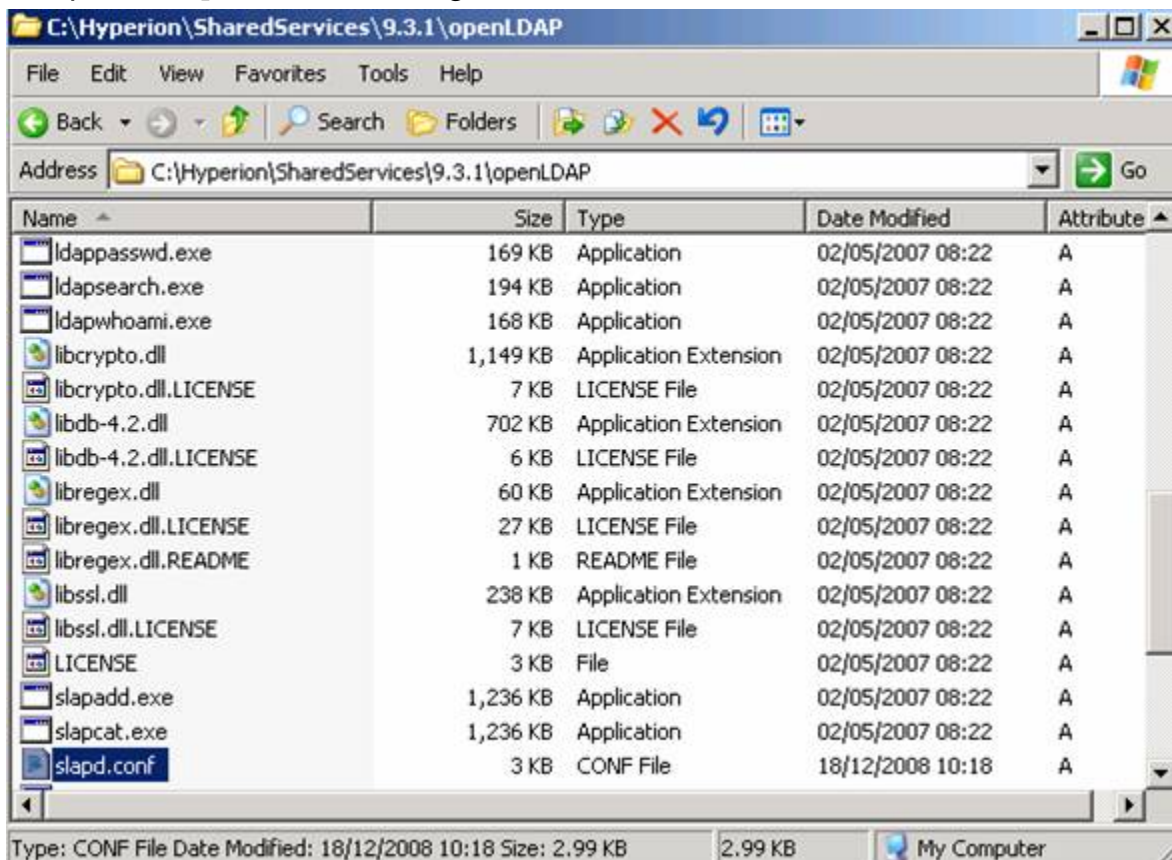
- 3 Select **Native Directory** and click **Edit**.
- 4 Set the **Maximum Size** to the desired value (default value is 5000).



5 Go to the following directory..

- 11.1.1.x: <Hyperion_Home>/products/Foundation/openLDAP
- 9.3.x: <Hyperion_Home>/SharedServices/9.3.1/openLDAP (shown below)

6 Open the slapd.conf file for editing.



7 Edit the SIZELIMIT parameter to the same value as the one defined in Shared Services Console.

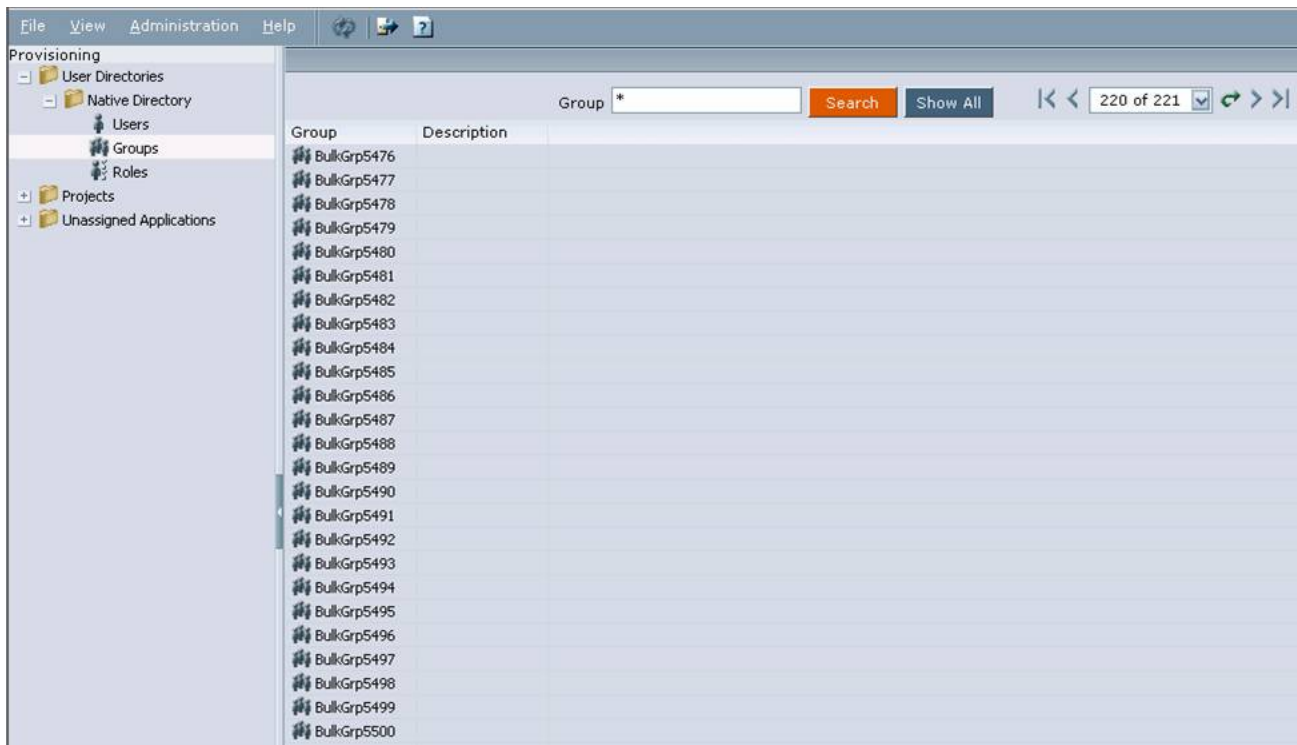

```

slapd.conf - Notepad
File Edit Format View Help
suffix          "dc=css,dc=hyperion,dc=com"
rootdn          "cn=root,dc=css,dc=hyperion,dc=com"
# cleartext passwords, especially for the rootdn, should
# be avoid.  See slappasswd(8) and slapd.conf(5) for details.
# Use of strong authentication encouraged.
rootpw          {SSHA}2TRAH4WDDVMQhisdtovoPVIgUpJTcQy
# The database directory MUST exist prior to running slapd AND
# should only be accessible by the slapd and slap tools.
# Mode 700 recommended.
directory       C:/Hyperion/SharedServices/9.3.1/openLDAP/var/openldap-data
# Indices to maintain
index objectClass eq
index cn,ou,cssIdentity,member,cssRoleDN,cssProductCode,cssVersion eq
index cssDisplayNameDefault eq,sub
index cssManagedBy,cssUserMember,cssGroupMember eq,sub

SIZELIMIT 10000
CACHESIZE 10000000
DBCACHESIZE 50000000
DEREF          never
CHECKPOINT 256 10

```

- 8 Restart OpenLDAP and the Shared Services Web application.
- 9 Log on to Shared Services Console and check that more than 5000 groups (more than 200 pages) are displayed, as illustrated below.



Why does a search for groups return no records from Microsoft Active Directory (MSAD), even though groups exist under the group URL?

In releases 9.3.0 and earlier, some customers mistakenly specify Lightweight Directory Access Protocol (LDAP) as the directory type instead of Microsoft Active Directory (MSAD) when configuring MSAD as an external user directory in Shared Services Console. In such configurations, a search for groups does not return any records because the group object classes supported by MSAD are different from those for which Shared Services is searching.

To solve this issue, modify the MSAD configuration by updating the `CSS.xml` file. Verify that MSAD is specified as the directory type.

In release 9.3.1 and later, when you save the directory configuration in Shared Services Console, a validation is performed and a message is returned if there is a problem with the configuration. In releases prior to 9.3.1, this validation check is not performed.

Why does the Essbase security refresh (bulk sync) fail intermittently?

The Essbase security refresh may fail when an external user (either MSAD or LDAP) is deleted from the external directory but remains a member of a Native Directory group that is provisioned.

To solve this issue, run the Update Native Directory Utility to remove the deleted external users from Native Directory, and then refresh security information again from Essbase. For instructions, see the security documentation for your release.

In Essbase release 9.3.1.4.1 (on the 9.3.1 codeline) and release 11.1.2 (on the 11.1.1.x codeline), the Essbase security refresh/sync is no longer required.

Can I provision users with identical Common Names (CN) but with different sAMAccountName & Distinguished Name (DN) in MSAD?

In releases prior to 9.2.0.3 and 9.3.1, you cannot provision users with same CN in MSAD. In these releases, the only possible solution to this issue is to ensure that CNs are unique under the configured base DN / user URL for the MSAD directory.

In releases 9.2.0.3, 9.3.1, and later, this limitation is addressed by introducing support for ObjectGUID as the identity attribute. For information about changing identityAttribute to ObjectGUID, in Shared Services Console, see the security documentation for your release.

How do I change the default location of the Shared Services security log file (SharedServices_Security_client.log) to a location other than the temp folder?

To change the default location of the `SharedServices_Security_client.log`, add the Java system property `Djava.io.tmpdir=<log path>` to all JVMs. This will change the temp file location for all applications running in that JVM.

For all J2EE Web applications, update the System 9 product startup file or script (`.bat` on Windows and `.sh` on UNIX) to pass the Java system property `-Djava.io.tmpdir=<log path>` to the JVM that is used by the application server instance. You can also pass this property to the JVM by updating the JVM settings using the application server's Administration console.

Note: After updating this property, you must restart the application server.

For Essbase:

Pass the Java system property `-Djava.io.tmpdir=<log path>` to the JVM as an environment variable:

Windows

1. Stop Essbase Server.
2. Set the Windows system environment variable:

```
ESS_CSS_JVM_OPTION3
```

to

```
-Djava.io.tmpdir=<log path>
```

If `ESS_CSS_JVM_OPTION3` is already in use, set this value for the next available

`ESS_CSS_JVM_OPTION`; for example, `ESS_CSS_JVM_OPTION4`. For example,

```
ESS_CSS_JVM_OPTION3=-Djava.io.tmpdir=<log path>
```

3. Start Essbase Server.

UNIX

1. Stop Essbase Server.
2. Update the `hyperionenv.doc` file by adding the following property:

```
ESS_CSS_JVM_OPTION3=-Djava.io.tmpdir=<log path>
```
3. Start Essbase Server.

For Financial Management:

1. On the Financial Management application server, append:

```
-Djava.io.tmpdir=<log path>
```

to the value of the registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Server\Authentication\LibPath
```

Use a space to separate this value from existing values of the registry key. Also, ensure that the property value is in enclosed quotation marks; for example "-

```
Djava.io.tmpdir=<log path>".
```

2. Restart `CASSecurity.exe` on the Financial Management server for the new setting to take effect.

Does Shared Services support the asterisk character (*) in user names?

No. In all releases, the asterisk character (*) is not supported in user names or in Common Names (CNs), because it is the wildcard character used for searches performed in the Shared Services Console. For information about supported characters in user names, see the [security documentation](#) for your release.

Why does Workspace hang when an MSAD/LDAP user logs in?

In releases prior to 9.2.0.3, this issue may happen when circular dependencies exist in MSAD/LDAP groups. The circular dependencies within the groups need to be removed if you plan to use MSAD/LDAP groups. An alternative is to set the group URL in the `css.xml` file to a node that does not contain any of these groups (i.e., - `CN=LostAndFound` if you do not plan to use MSAD/LDAP groups). This limitation is removed in release 9.2.0.3 and later.

Why does a search for users/groups in Shared Services Console return the error message “Provider Not Reachable”?

In releases prior to 9.3.1, this issue is most likely to happen when the user directory is not configured properly, or the user and/or group URL specified in the `css.xml` file is invalid. To solve this issue, carefully review the user directory configuration in Shared Services Console.

In release 9.3.1 and later, the user directory configuration is validated in Shared Services Console to alert you if a problem exists.

For more information about validating/testing the user directory configuration, see the [security documentation](#) for your release.

I don't use LDAP/MSAD groups, but Shared Services seems to access groups information from LDAP/MSAD. How can I avoid this?

If you do not use LDAP/MSAD groups, you can create groups in Native Directory and assign users from LDAP/MSAD directories to them; then set the “use groups” option to false according to your release:

- In release 9.3.1 or later, use the Shared Services Console to modify the user directory configuration. Verify that the Support Groups check box on the Group Configuration tab is not selected. For instructions, see the *Security Administration Guide* for your release (9.3.1 or 11.1.1.x)
- In release 9.2.0.3 or 9.2.1, manually add the following parameter within the group section of the appropriate directory in the `css.xml` file: `<useGroups>>false</useGroups>`
- In release 9.3.0, 9.2.0.2, or prior versions, edit the `css.xml` file to set the group URL to `CN=LostAndFound` (for MSAD) or to a dummy group URL (for LDAP) that is a valid group URL but does not have any groups (or has very few groups).

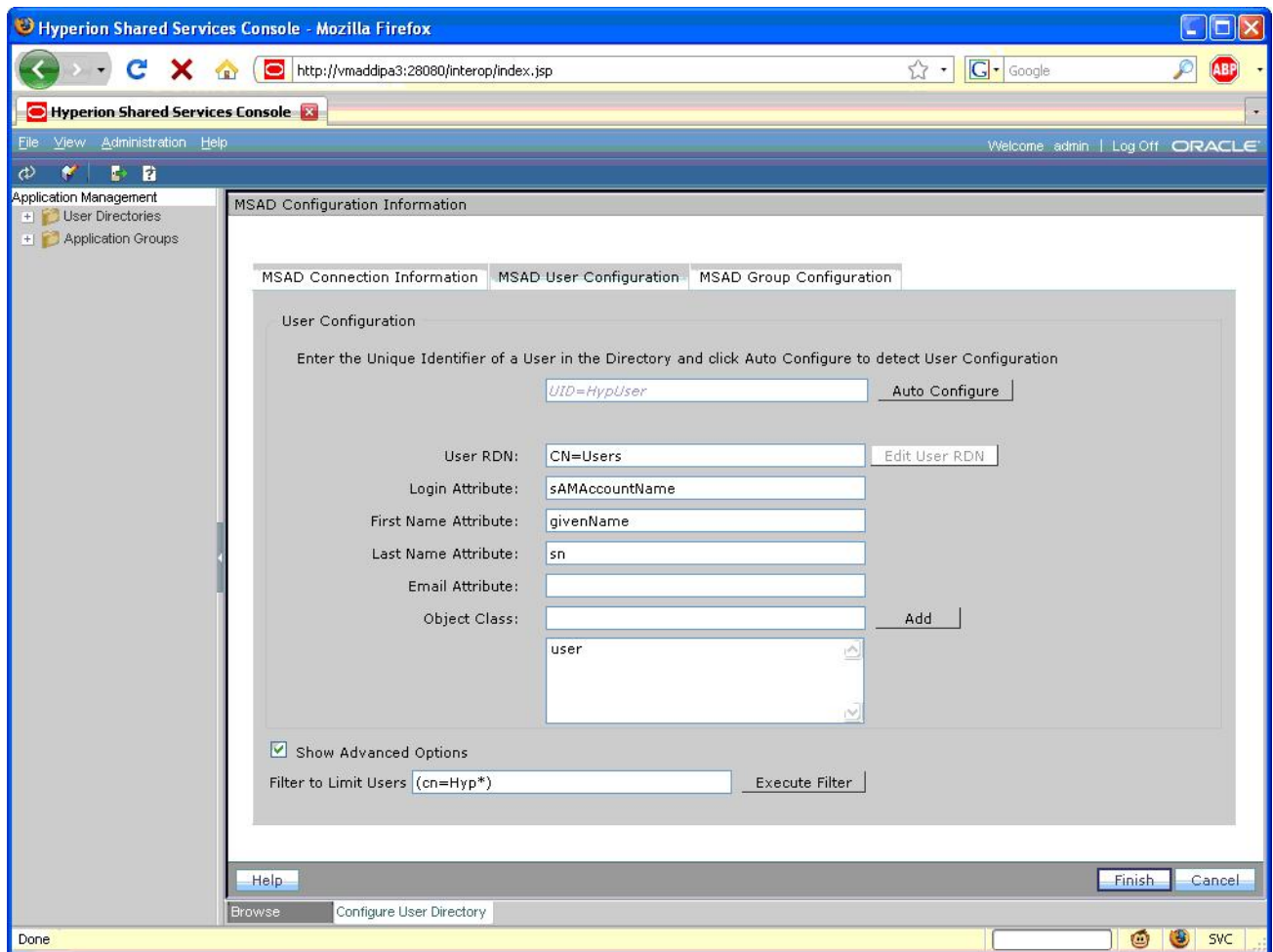
It is recommended to set the group URL and tune the group filter to decrease the number of groups that Shared Services has to parse through to build the cache. Doing so will improve the runtime performance significantly. For more information about group filters, see the *Security Administration Guide* for your release (9.3.1 or 11.1.1.x).

How do I limit or filter the external users that are available in Shared Services?

In the 11.1.1.x releases, you can filter users by setting the user URL in Shared Services Console (user directory configuration UI, users tab) to limit searches to a particular region in the external user directory tree, by filtering by object class(es), by setting a user filter, or by a combination of all.

Examples of user filters:

- Use `"CN=Hyp*"` to filter users whose CN starts with `Hyp`
- Use `(| (cn=Hyp*) (cn=Ora*) (cn=User One))` to filter users whose CN starts with `Hyp` or `Ora` or a particular user `User One`
- Use `(& (cn=Hyp*) (sAMAccountName=Hyp*))` to filter users whose CN and `sAMAccountName` start with `Hyp`



For instructions to set user filters, see the [Security Administration Guide for 11.1.1.x](#).

How can I improve user login performance when several directories exist in the user directory search order?

In all releases, Shared Services follows the search order of directories to authenticate users at login. Therefore, the order of directories in the search order has a direct impact on login performance. To improve login performance, place the directory that has either the most users or the most frequently searched users first in the search order. For more information about search order, see the security documentation for your release (9.2.1, 9.3.1, or 11.1.1.x).

Does EPM System support LDAP/MSAD dynamic groups?

No, only static groups are supported in the current releases.

Why can't LDAP/MSAD users log in to a product even though they are given proper security roles?

In some scenarios, the identity attribute is configured to be DN (the default until releases 9.2.0.2 and 9.3.0), and the user or group is moved from one OU to another. Since OU is part of the DN, the user's identity is changed and therefore the user's security is lost. To determine the current identity attribute, check the user directory configuration in Shared Services Console and run the provisioning report for the user. If the identity is changed, the report won't show any roles for the user. To address this issue, we recommend executing the Update Native Directory utility, which updates OpenLDAP/OID; then run the similar tools provided by Reporting & Analysis and Planning, which update the identities in local repositories.

If users are moved often between OUs and their security needs to be maintained, we recommend using directory-specific unique attribute as the identity. For more details, see the security documentation for your release ([9.2.1](#), [9.3.1](#), or [11.1.1.x](#)).

How do I create/modify/delete Native Directory users and groups in bulk or provision/deprovision users and groups en masse?

For System 9 releases, use the Import/Export utility to perform this task. For instructions, see the [Security Administration Guide for 9.3.1](#).

For EPM System releases (11.1.1.x), use Lifecycle Management. For instructions, see the [Lifecycle Management Guide](#).

Why does the OpenLDAP service fail to start with error code 19?

The most likely reason for this error message is that the OpenLDAP repository is corrupted.

► Restore the database by running the `db_recover` command:

1 Navigate to the `openldap-data` folder.

2 For example, on Windows, this folder is typically in:

For 11.1.1.x: `<Hyperion_Home>\products\Foundation\openLDAP\var\openldap-data`

For 9.3.x: `<Hyperion_Home>\SharedServices\9.3.x\openLDAP\var\openldap-data`

3 Run the `db_recover` command:

For example, on Windows, typically in:

For 11.1.1.x: <Hyperion_Home>\products\Foundation\openLDAP\bdb\bin\
db_recover.exe -v

For 9.3.x: <Hyperion_Home>\SharedServices\9.3.x\openLDAP\bdb\bin\
db_recover.exe -v

4 Start OpenLDAP.

For more information about the db_recover command, see the [Security Administration Guide](#).

What is HRAM and what is it used for?

HRAM is Hyperion Remote Authentication Module, installed with Shared Services. HRAM can be used to access Windows NT domain users from UNIX platforms or Windows domain users from non-trusted Windows NT domains. Support for HRAM and NTLM is deprecated in release 11.1.1.0.00, as documented in the security documentation. Support for NTLM configurations will be removed from the EPM System installation in release 11.1.2.0.00.

Why does the Shared Services OpenLDAP service sometimes get removed after an upgrade?

This is a known issue introduced in release 11.1.1.0 that has been fixed in the 11.1.1.2 release. The workaround to this issue was to re-create the missing OpenLDAP service as follows:

From a Windows console, execute:

```
HYPERION_HOME/products/Foundation/openLDAP/slapd.exe install OpenLDAP-slapd "Hyperion  
Foundation OpenLDAP"
```

After changing the identity attribute from DN to ObjectGUID (or nsuniqueid, orclguid, GUID, or ibm-entryid), I restarted Shared Services but the identities in Native Directory didn't migrate. How do I force Shared Services to change these identities?

Edit the CMS.properties file, located in: Hyperion_Home/deployments/<AppServer>/SharedServices9/config.

Set the CSS.MIGRATION.STATE property to FORCE_MIGRATION and restart Shared Services.

Can I override the default authentication mechanism used in EPM System with a customer's own authentication mechanism?

Yes. You can override the default authentication mechanism using the Shared Services Custom Authentication Module (CAM), supported in Shared Services release 9.3.0.1.05, 9.3.1.0.05, and 11.1.1.x. For more information, see the Readme file for these service fixes or refer to the whitepaper for 11.1.1.x ([Implementing a Custom Authentication Module](#)).

When moving from one user directory to another, what is the best way to get EPM System's user identities migrated to the new directory?

You can use the Update Native Directory Utility to migrate users and groups across user directories. This procedure is documented in detail in "Using the Update Native Directory Utility" (Chapter 10) of the [Security Administration Guide](#).

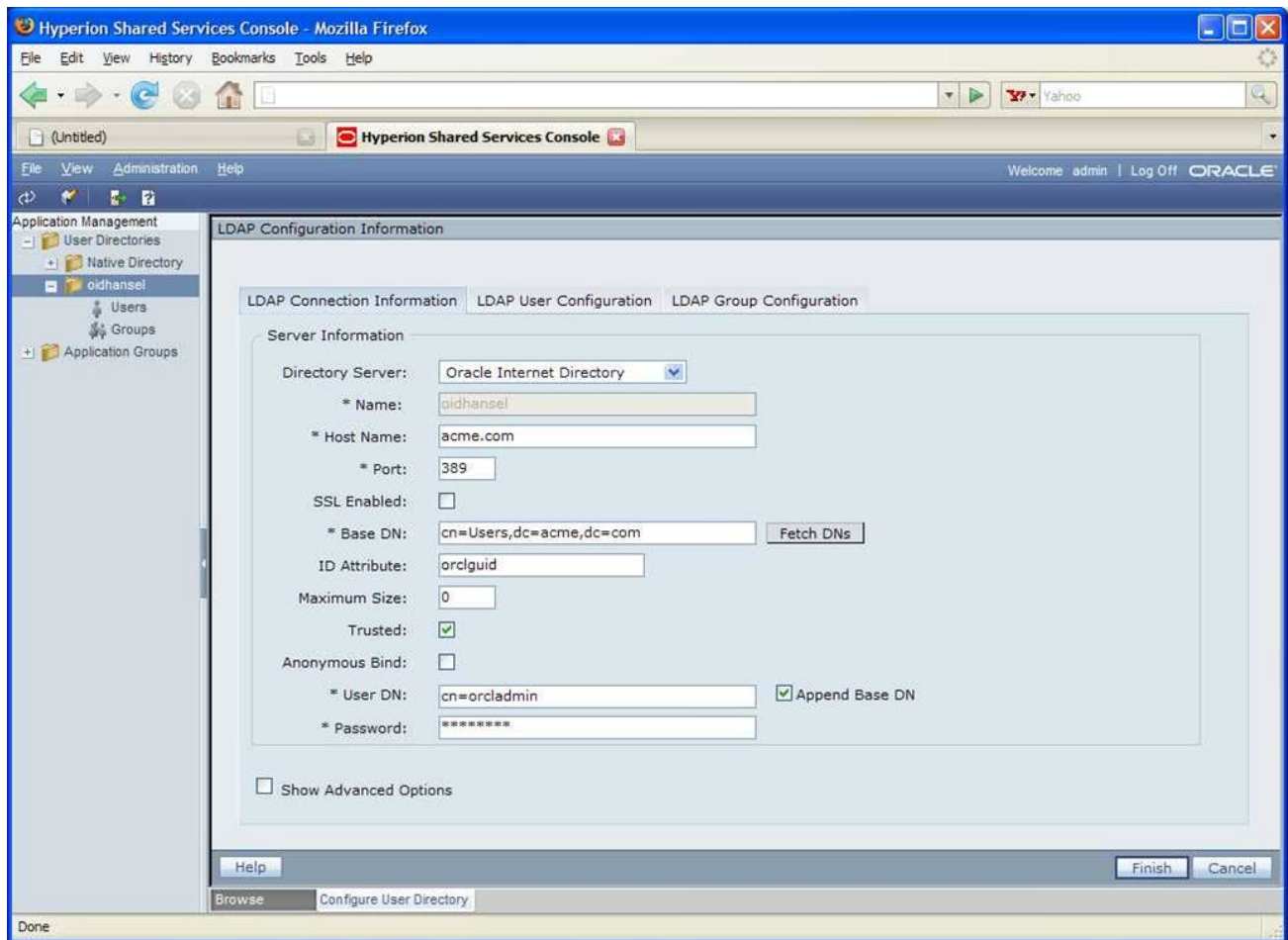
What are the best practices for migrating users and groups from one environment to another?

In general, security assignments in Development and Test environments are different. Developers have access to artifacts and data in the Development environment but do not have access to Test or Production environments. One method to avoid re-developing security in Test is to set all security at the group level. Best practice is to use groups in Native Directory unless the customer has a corporate directory in Development that is different from the one in Test. When migrating, only migrate the native groups in Shared Services but not the native users. Then reassign new users to the groups in the Test environment.

How do I configure Shared Services to use Oracle Internet Directory (OID) as an external directory?

Starting with 9.3.1 release, OID can be configured for use with Shared Services as an external user directory. To configure Shared Services to use OID:

- To configure Shared Services to use OID:
 - 1 Log in to Shared Services Console.
 - 2 Select **Administration > Configure User Directories**.
 - 3 Select **Add LDAP Directory** (see screenshot below):



There is a known limitation for this configuration for 11.1.1.0 and 11.1.1.1 where it is not possible to use usernames or user URL for directory objects that include the dotless Turkish “İ”.

For more information about configuring user directories, see “Configuring User Directories” in the [Security Administration Guide](#).

How do I specify a setting to lock out a user after a number of unsuccessful login attempts to EPM Workspace?

In releases 9.3.x and 11.1.1.x, Shared Services does not provide a built-in locking mechanism. Locks are controlled by the password policies provided with the external user directories, such as LDAP or MSAD. For Native Directory, password policies are not supported in releases 9.3.x and 11.1.1.x by default. However, in 11.1.1.x, you can configure Oracle Internet Directory (OID) as the Shared Services Native Directory and you can set the password policies in OID for native users.

For more information, see “Setting Up Password Policies” in the “Managing Native Directory” chapter of the [Security Administration Guide](#).

What are the best practices for using Native Directory users and groups in Shared Services?

Native users can be used for development, testing, and training purposes. Native users are not recommended for use in production systems. An external authentication provider such as LDAP or Active Directory should be used in production environments. A list of supported external authentication providers is listed in the [EPM System Certification Matrix](#).

Native groups should be used in the following cases:

- Where the group provisioning is used but the external authentication provider group structure is not conducive for provisioning to EPM System products; for example, if the user population within the corporate directory group can change and is not within the control of the EPM System administrator. This inadvertently allows access to EPM System products by users who should not be authorized to access them.
- Another scenario is where there are a significant number of groups (> 10,000 groups) in the corporate directory and there is no possible way to filter down the list of groups to a smaller population that can be then provisioned to EPM System products. In these scenarios and other similar cases, the EPM System security administrator should create a proper set of native groups, add the corporate directory users to native groups, and provision them to EPM System products.
- Native groups should also be used when customer doesn't have a different corporate directory in dev, test and production. In this case, Native groups can include different users in dev, test, and production but the actual security assignments can stay the same to simplify migration of artifacts from one environment to another.

I have lost the Shared Services “admin” user password in Release 9.x/11.1.1.x. How do I reset it?

► To reset the “Admin” password:

- 1 Using an LDAP browser, connect to OpenLDAP as the root user. To connect, you must know the OpenLDAP root password that was likely changed after configuration. (See “Changing OpenLDAP root User Password” in Chapter 8 of the [Security Administration Guide](#).)
- 2 Select `cn=911` user as shown below:



Why is a search for all users in Shared Services within Oracle Internet Directory (OID) slow?

In some environments, this type of search may be slow due to the ACIs (Access Control Instructions). If no object classes are specified for users, then specify person object class. If several object classes are specified, reduce the number of object classes to the absolute minimum.

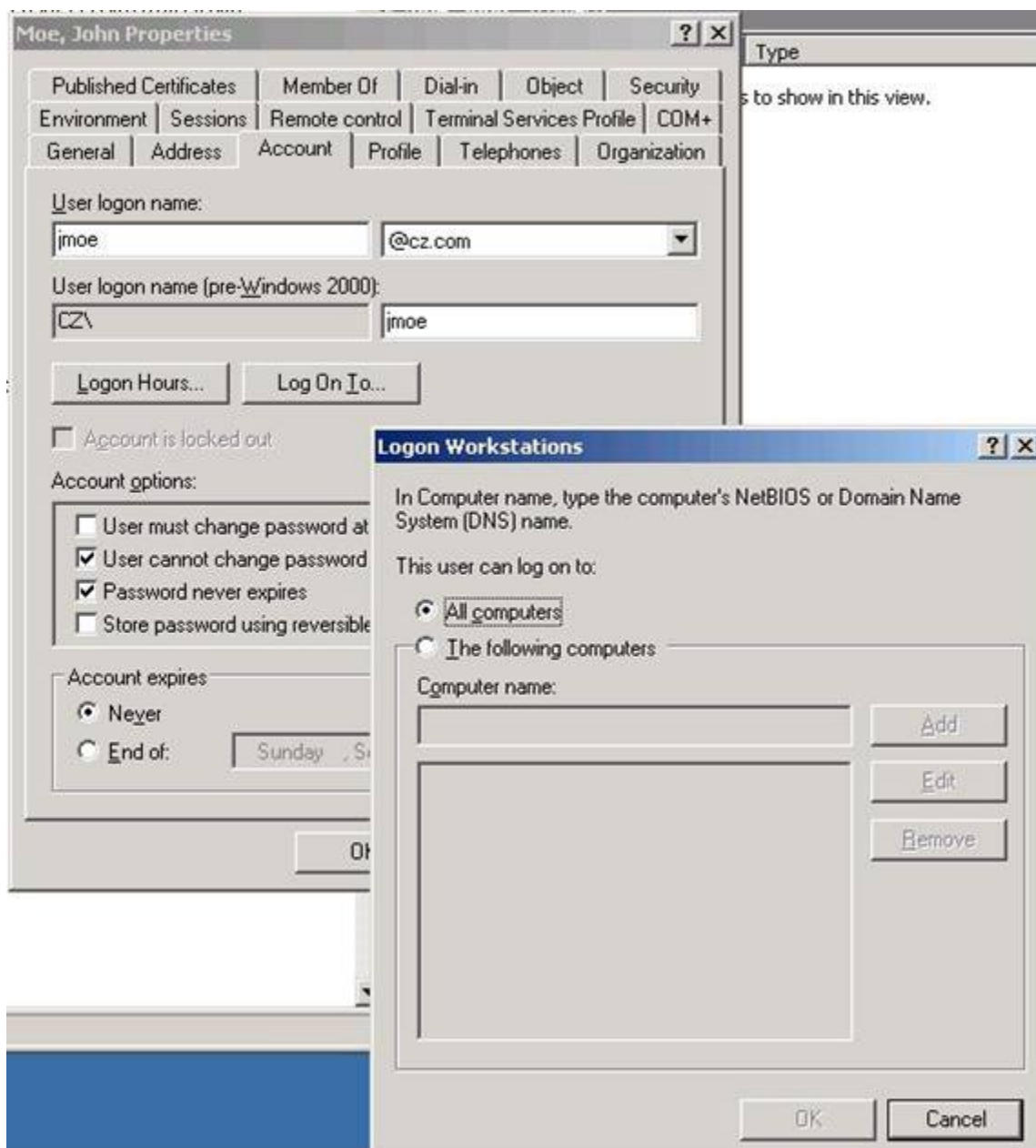
Why can't an Active Directory user login to EPM System products, even though the user is provisioned with proper roles and entered valid credentials?

Shared Services Console may return an error message about a user having invalid credentials; the Shared Services Security log file states the following:

```
com.hyperion.css.spi.impl.msad.MSADProvider.authenticate(Unknown Source) -- Unable to
authenticate user123 javax.naming.AuthenticationException: [LDAP: error code 49 -
80090308: LdapErr: DSID-0C090334, comment: AcceptSecurityContext error, data 531, vece ]
```

Shared Services is authenticating the user with the given credentials against Active Directory, but the user is not allowed to log on to this workstation. In Active Directory, you specify workstations to which a user is allowed to log on. Once you specify one or more workstations, you also need to specify the Domain Controller (Host Name) that is provided while configuring the Active Directory provider in Shared Services Console or select the option of "This user can log on to All Computers".

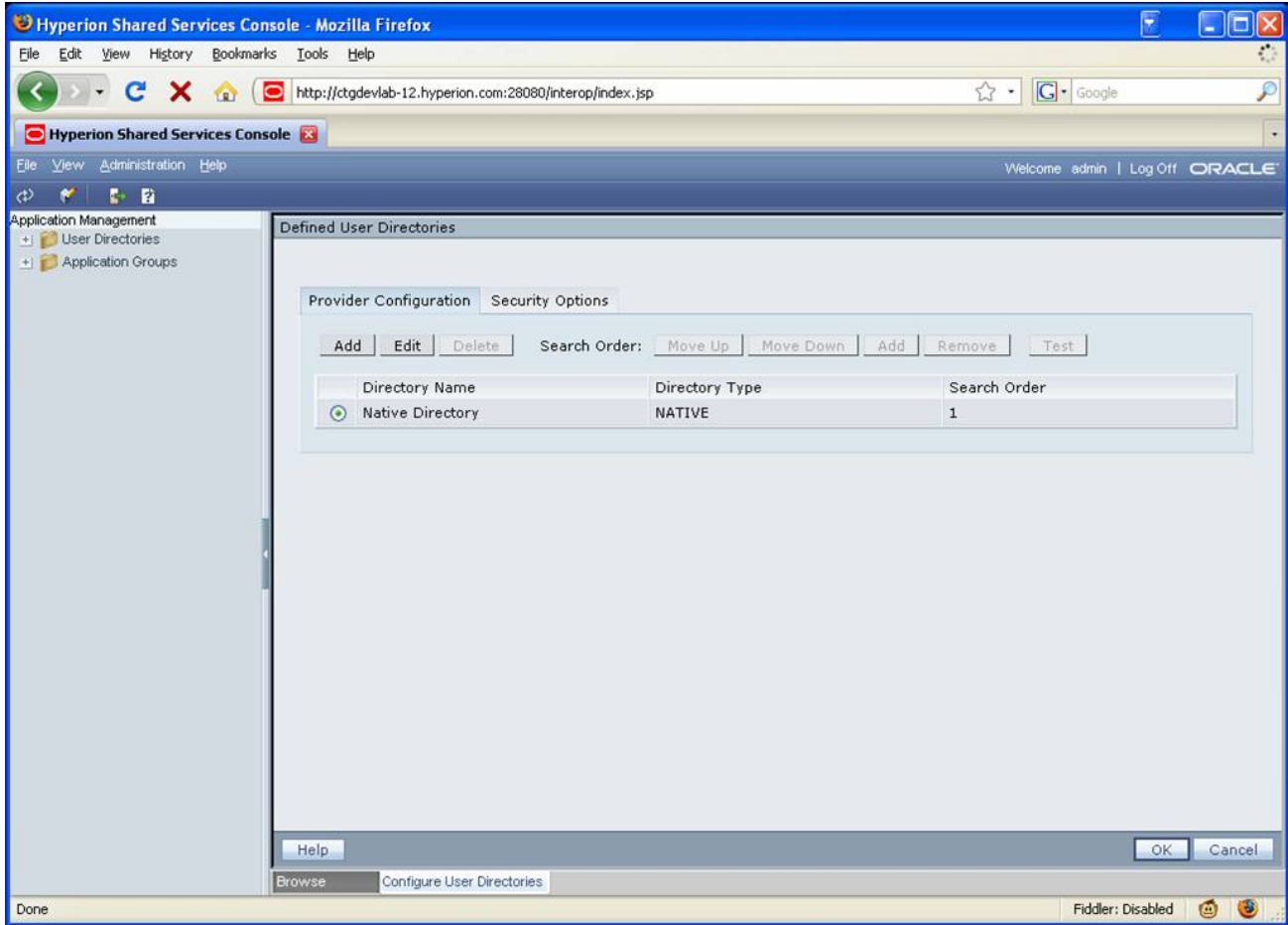
The following screen shot shows the user's Properties screen in Active Directory's Users and Computers Administrative Tool. Click the "Log On To..." button to get to the screen to add/edit the workstations the user can log in to.



How do I add new user directories or change user directory configuration in the 11.1.1.x releases? Where is the CSS.xml file that I could update in previous releases?

In the 11.1.1.x releases, the CSS.xml file is stored in the Shared Services Registry. You should use Shared Services Console UI to configure user directories.

From Shared Services Console, select **Administration -> Configure User Directories**. For complete instructions, see the “Configuring User Directories” chapter in the 11.1.1.x [Security Administration Guide](#).



I already have an OID deployment. Can I use this OID as the EPM System Native Directory in the 11.1.1.x releases?

Yes. For complete instructions, see “Configuring OID as Native Directory” in the “Managing Native Directory” chapter of the 11.1.1.x [Security Administration Guide](#). Check the system requirements for your release to see which versions of OID are supported.

I want to run OpenLDAP on a non-default port, but I cannot update the port on the user directories management page in Shared Services Console. How can I run OpenLDAP on a non-default port for the 11.1.1.x and 9.3.1 releases?

Instructions for changing the openLDAP port to a custom port are now documented in the Installation Start Here document for the [11.1.1.x](#) and [9.3.1](#) releases; see “Changing the OpenLDAP Port” in the “Ports” chapter.

How do I change the location where data files are stored by OpenLDAP?

► For the 9.3.1 and 11.1.1.x releases, follow this procedure to change where files are stored by OpenLDAP:

- 1 Shut down OpenLDAP.
- 2 In a text editor, open the `slapd.conf` file in the OpenLDAP home location.
- 3 Find the directory directive and point it to the desired location where you want the log files to be created. For example:

```
directory <Hyperion_Home>/SharedServices/9.3.1/openLDAP/ var/openldap-data
```

- 4 Start OpenLDAP.

How many characters can an EPM System username contain?

For Essbase and Planning, usernames can contain no more than 30 characters for any username (from Native Directory or from an external directory). If using Performance Management Architect, the username can contain no more than 50 characters. For Financial Management, there is no limit on characters in usernames.

For release 11.1.1.2, there is a set of product service fixes that increase the length limit of the user name to 256:

- Performance Management Architect
- Planning
- Essbase
- Provider Services
- Essbase Administration Services (EAS Server) & (Administration Services Console)
- DRM

A Microsoft Active Directory (MSAD) user has moved from one OU to another in the MSAD directory. Provisioning information for this user has been lost and the user cannot log in to EPM System products. How do I fix this?

If MSAD, or an LDAP-enabled user directory, is configured in Shared Services with DN as the identity attribute, provisioning data of the user becomes invalid if the user account is moved from one OU to another. Because, DN is location-specific, any change in a user account's location causes the identity of the account to change, which causes the provisioning data to become invalid. Note:

This issue can be fixed, temporarily, by running the Update Native Directory Utility. An archive of this utility is available in `<Hyperion_Home>/common/utilities/SyncOpenLdapUtility/UpdateNativeDir.zip`. After running the Update Native Directory Utility for Shared Services, run the required product-specific utilities to update the identities in product repositories. For detailed instructions on running the Update Native Directory Utility, see "Using the Update Native Directory Utility" in the *Security Administration Guide* for your release (9.3.1 or 11.1.1.x).

Note: The same procedures can be applied to LDAP users as well.

To permanently fix this problem, starting from the 9.2.0.3 and 9.3.1 releases, it is recommended to use provider-specific attributes as the identity attribute (such as ObjectGUID for MSAD, OrclGUID for OID, nsuniqueid for SunONE LDAP, GUID for Novell eDir). Using provider-specific attributes makes the movement of users from one OU to another in these providers transparent to EPM System products. For information on configuring LDAP-enabled user directories with an identity attribute that is not location specific, see "Configuring OID, MSAD, and Other LDAP-Based User Directories" in the *Security Administration Guide* for your release (9.3.1 or 11.1.1.x).

What is the best practice on setting up security in terms of using Native Directory groups versus corporate directory groups in MSAD or LDAP?

Using Native Directory groups in Shared Services is recommended over corporate directory groups when:

- There are no corporate directory groups that contain all the users that need access to EPM System products.
- Corporate directory group membership is not under the control of the application security administrator.

- You are not able to set up a different external directory in test and production. It is recommended that all security assignments are done at the group level, and since security in development and production is different, a different directory is needed to hold the group membership.
- There are more than 50,000 groups in the corporate directory, and it is not possible to create a filter in the directory configuration setting in Shared Services Console that will only return the needed groups

Note that in any type of configuration users cannot access the system when they are deactivated in the corporate directory.

How do I limit the amount of logging done by OpenLDAP?

➤ To limit the number of .log files in OpenLDAP:

- 1 **Shutdown OpenLDAP.**
- 2 **Create a file called `DB_CONFIG` (case-sensitive) in the `openldap-data` directory (located under OpenLDAP home).**
- 3 **Type the following 2 entries in the file:**

```
set_flags      DB_TXN_NOSYNC
set_flags      DB_TXN_NOT_DURABLE
```
- 4 **Start OpenLDAP.**

Note: The drawback with this setting is that you cannot do a catastrophic recovery. A cold backup of OpenLDAP is needed periodically for recovery (shut down OpenLDAP and back up the entire OpenLDAP directory).

Why are users or groups that have been deleted from MSAD or LDAP still visible in Shared Services Console?

In the 9.x and 11.1.1.x releases, certain information of the external groups (MSAD or LDAP) is cached by Shared Services to improve performance and reduce the number of calls to the external user directory. By default, this cache refresh interval is set to 60 minutes. Therefore, it may take up to 60 minutes for changes made to external groups to be reflected in the Shared Services Console. You can reduce this time by either setting the cache refresh interval to a lower value or by restarting Shared Services and/or EPM System products to see the changes made to external groups reflected immediately.

For instructions to change the cache refresh interval in the 9.3.x release, see “Overriding Cache Refresh Interval for MSAD and other LDAP-Enabled User Directories” in the “Configuring User Directories” chapter of the [Security Administration Guide](#).

For instructions to change the cache refresh interval in the 11.1.1.x release, see “Configuring OID, MSAD, and Other LDAP-Based User Directories” in the “Configuring User Directories” chapter of the [Security Administration Guide](#).

Note that even though the users are visible, any attempt to authenticate the users will fail and they will not be able to login to the system the moment they are removed from the directory.

What is the query that Shared Services sends to Microsoft Active Directory (MSAD) when I click on "Search Users" in Shared Services Console?

The query depends on the Login Attribute and the user object classes that are configured for the MSAD directory in the Shared Services directory configuration interface. Assuming that the Login Attribute is `sAMAccountName` and the user object class is `user`, then the query would be:

```
(&(sAMAccountName=<full user name or part of username followed by * that you would have entered in the search field>)(objectclass=user))
```

If you click on the Show All Users button, the query would be:

```
(&(sAMAccountName=*)(objectclass=user))
```

The search would be limited to return, at the most, the number that is set as `maxSize` for this directory in the configuration.

I have imported some provisioning data into OpenLDAP incorrectly. Is there a way to bring OpenLDAP to its initial state but not lose all the application registration information in the database?

Yes, you can restore OpenLDAP to its initial state without losing application registration information:

➤ On Windows:

1 **Clear the `openldap-data` directory under:**

```
<HYPERION_HOME>/products/Foundation/openLDAP/var
```

2 **Navigate up two levels to the `openLDAP` directory and run `ConfigureHUBLdap.bat`.**

There is now a new, empty `openLDAP` directory. You can then run the `syncOpenLDAP` utility from Shared Services Console to get projects and applications to it. The only thing you won't have is user provisioning and native users/groups.

➤ On UNIX:

1 **Clear the `openldap-data` directory under:**

<HYPERION_HOME>/products/Foundation/openLDAP/usr/local/var/

2 Navigate up to the <HYPERION_HOME>/products/Foundation/openLDAP directory and run `postLDAPInstall.sh`

3 Execute `runLDAPCmd.sh`.

4 Execute the following command:

```
./usr/local/bin/ldapmodify -D  
"cn=root,dc=css,dc=hyperion,dc=com" -a -c -h localhost -p  
28089 -v -x -w XXXXXX -f  
"<OPENLDAP_INSTALL_DIR>/openLDAP/usr/local/etc/openldap/css.ldif"
```

Where XXXXXX is the root user password.

5 If the root password is not known, login to Shared Services as an Administrator user and select the **Change Native Directory Password** option from the **Administration** menu to change the password.

There is now a new, empty openLDAP directory. You can then run the `syncOpenLDAP` utility from Shared Services Console to get projects and applications to it. The only thing you won't have is user provisioning and native users/groups.

How can I audit security activities, such as “applications a user has accessed” or “date of last login attempt”?

Starting with the 11.1.1.x release, Shared Services supports auditing of security activities for the EPM System products. The activities that can be audited include login (including failed login), logout, provisioning changes, and Native Directory management.

Product security information (such as authentication and failed logins) is logged. Changes to product-specific access control lists are not logged. For example, a change to an Essbase security filter is not logged.

➤ To audit security activities:

1 In Shared Services Console, select an application group or an application, right-click, and select **Configure Auditing**.

2 Then generate an audit report by selecting **Administration** and then **Audit Report**.

Performed On	Performed By	Application	Artifact Type	Artifact Name	Task
05/28/08 04:48	admin@Native...	Shared Services	User	test1@Native Directory	Provision User to Application
05/28/08 04:41	admin@Native...	Shared Services	User	admin@Native Directory	Authenticate
05/28/08 04:17	admin@Native...	Shared Services	User	admin@Native Directory	Authenticate
05/28/08 03:30	admin@Native...	Shared Services	User	admin@Native Directory	Authenticate
05/28/08 02:28	admin@Native...	Shared Services	User	admin@Native Directory	Authenticate

Reports can be exported to a CSV file, or, because the audit data is in the Shared Services relational database, custom reports can be generated from the database directly. More information is available in the “Managing Provisioning” chapter of the [Security Administration Guide](#).

How is the communication between Essbase Client and Server encrypted?

Essbase client-to-server communication does not support SSL but is being considered for a future release. Credentials are protected in the current product using the Blowfish symmetric algorithm.

Which encryption mechanism does EPM System use?

For both 9.3.x and 11.1.1.x releases, Shared Services uses the Blowfish encryption algorithm to encrypt/decrypt passwords in the `css.xml` file, `Domain.xml` file, and SSO token. After the encryption is done, the passwords and SSO tokens are base 64 encoded. This SSO token is used when a user navigates across EPM System products without prompting the user to login again.

Can I change or regenerate the security SSO token encryption key?

If you wish to periodically change the single sign-on (SSO) token encryption key in different environments (for example, Development and Production), you can regenerate the single sign-on token encryption key. Run the SharedServices Handler Utility available in release 9.3.1.0.12 and 11.1.1.x. This step is necessary for enhanced security of the platform. The steps for running the utility are documented in “Regenerating the SSO Encryption Key” in Chapter 11 of the 11.1.1.x [Security Administration Guide](#). The steps are the same for 9.3.1.0.12.

Which connection protocols and security mechanisms can be used for the EPM System connection with corporate directories?

EPM System products access MSAD and LDAP servers using LDAP or LDAPS (LDAP over SSL) protocol. For instructions on how to configure directory access via SSL, see the [SSL Configuration Guide](#).

What is the connection protocol between Essbase Server and EPM System products?

Also, is the Essbase/EPM System product connection encrypted? Are the passwords encrypted?

The connection protocol for all connections to Essbase Server is a proprietary protocol over TCP/IP. The passwords are encrypted using 128-bit Blowfish algorithm.

What is the CSS Custom Authentication Module?

CSS Custom Authentication is a module added in Shared Services 9.3.1 Service Pack 1 and in the 11.1.1.x releases to add authentication flexibility to the EPM System platform. (Customers on release 9.3.0 should contact Support for information about obtaining this module.) This allows customers to write their own Java class for authentication, as a replacement of the default provider authentication (for example, LDAP). Adding this custom authentication is transparent to thin and thick clients. The values entered in the username and password fields are sent to the custom module for authentication. One usage of the custom authentication module is with environments with one-time passwords like RSA pin code. In this scenario, the end user would enter the RSA pin code in the password field.

For more information see this whitepaper:

http://www.oracle.com/technology/products/bi/pdf/epm_custom_authentication_wp.pdf

As a reference, for CSS Custom Authentication module, the interface to implement is:

http://download.oracle.com/docs/cd/E12825_01/epm.111/epm_security_api_11111/client/com/hyperion/css/CSSCustomAuthenticationIF.html

What is the scope of Kerberos support for EPM System?

Kerberos is a network protocol used mostly for desktop single sign-on (SSO), on Windows and UNIX platforms. This enables a user to login to his/her desktop and would not need to re-login to applications.

In release 9.3.1, Kerberos (also called “transparent login” for Reporting and Analysis) is supported for EPM Workspace browser access. A whitepaper describing the configuration for WebLogic/IIS is available in the [whitepaper library on OTN](#), specifically:

http://www.oracle.com/technology/products/bi/pdf/epm_kerberos_wp.pdf

In the 9.3.1 configuration, the Interactive Reporting pass-through mechanism does not allow for SSO. (It works only if the user provides username and password).

In release 11.1.1.x, Kerberos is supported across EPM System products with the following exceptions:

- Kerberos SSO is not supported for EPM System products deployed on the Embedded Java Container (Tomcat).
- Kerberos SSO is not supported for thick clients (including Smart View and Smart Space).
- Kerberos SSO support for IIS-embedded EPM System products (for example, Financial Management) is available only through EPM Workspace. SSO access to Financial Data Quality Management is provided through Financial Management.

The [Security Administration Guide](#) for release 11.1.1.x provides some information about this topic (see “Kerberos Single Sign-On” in the chapter on “Enabling SSO with Security Agents”): In 11.1.1.x, Interactive Reporting pass-through supports database proxy authentication when using an Oracle database 10.2 or higher.

The whitepaper provided for 9.3.1 will also prove useful when configuring.

How do I change the security agent header used for SSO with Workspace 11.1.1.x?

In EPM Workspace, if you use \$SECURITY_AGENT\$ Username Policy in EPM Workspace, the header name is taken from CSS configuration (see “Configuring EPM Workspace for SSO” in the chapter “Enabling SSO with Security Agents” in the 11.1.1.x [Security Administration Guide](#)).

► To change from the default HYPLOGIN header:

- 1 From Shared Services Console, select **Administration** -> **Configure User Directories** and select the **Security Options** tab.
- 2 Select **Show Advanced Options** and **Enable SSO**.
- 3 Ensure that **Select SSO Provider or Agent** is set at “Siteminder” or “Other” and that **SSO Mechanism** is set at “Custom HTTP header”. You can edit the field on the right to specify another HTTP header name.

How do I enable the CSS Custom authentication module with Reporting and Analysis, if it is not picked up in the CLASSPATH?

When using the CSS custom authentication module, each Web application and servers must locate the custom class containing your authentication code.

For EPM 11.1.1.x, the following whitepaper documents how to do this for EPM Workspace (page 17 of http://www.oracle.com/technology/products/bi/pdf/epm_custom_authentication_wp.pdf).

For 9.3.x, if Reporting and Analysis Core Services does not find your custom authentication class, add the containing jar to the Reporting and Analysis CLASSPATH by modifying CSS_CLASSPATH in the file `set_common_env.bat` or `set_common_env.sh` in the `<HYPERION_HOME>/BIPlus/bin` directory.

This procedure may be used if you are packaging your custom authentication class outside of the CSS jars, i.e., `css-9_3_x.jar`.

What are the different custom authentication options in EPM system and when should I use them?

There are three types of custom authentication with different names and usages:

- CSS Custom Authentication module takes username and password as parameters from any clients (thick client, thin client, etc.) and validates the credentials using a custom Java class. You would use this custom module when the authentication with user directories (such as LDAP, MSAD, and database providers) do not meet your requirements and you need to authenticate the user with the entries supplied in the username and password fields (such as RSA pin code).

This option is available in 11.1.1.x and 9.3.1 Service Pack 1 or higher.

For more information on this custom module, see this whitepaper:

http://www.oracle.com/technology/products/bi/pdf/epm_custom_authentication_wp.pdf

- CSS Custom Login class takes an HTTP request, and from this request has to return a valid username. This is used for Web application authentication, or SSO. You would use this module to validate the authentication information sent by a security portal, or a Web application identity assessor. .

This custom login is available in 11.1.1.x, but not in 9.3.1.

The interface to implement the CSS Custom Login class (`com.hyperion.css.CSSSecurityAgentIF`) is defined in “Supported SSO Methods” in the “Enabling SSO with Security Agents” chapter of the 11.1.1.x [Security Administration Guide](#).

Also, refer to the [Javadoc for this class](#).

- BI+ Custom login class takes an HTTP request as well as parameters, and has the same purpose as the CSS Custom Login class. Therefore, in a future release, both will be merged, and only CSS Custom Login class will be used.

This custom login is available in 11.1.1.x and 9.x.

Where can I find the Shared Services Security API documentation?

The Security Application Programming Interface (Security API), a Java API, is the main interface to validate users and interpret user access to EPM System products. It enables EPM System products to authenticate users, integrate with a security agent and retrieve users and groups based on names and identities. Each EPM System product implements the Security API to support security.

The [Security API Reference documentation](#) provides sample programs to implement Security API Java classes, and includes the Java doc with detailed information on all classes.

The SharedServices_Audit.log sometimes includes this line: “AuditHandler - Server Audit Enable Status:- false”. What does this message mean and can I ignore it?

This message indicates whether the auditing feature is enabled on Shared Services Server. The message “Audit Enable Status :- false” indicates that auditing is not enabled on the Shared Services Server.

This message is included whenever an audit client pings the server for status. If enabled, the client proceeds with auditing events; otherwise, the client ignores auditing events. This message is for information only and can be safely ignored.

I use Oracle Identity Management in my enterprise. Can I leverage the Oracle Identity Management infrastructure from within EPM System?

Yes. The Oracle Identity Management (OIM) infrastructure that you already use in your enterprise can be leveraged by EPM System. You would configure EPM System to use Oracle Internet Directory (OID), or any other supported identity store supported by both EPM System and OIM, as the external identity store. For instructions to set up this configuration, see “Configuring User Directories” in the Security Administration Guide for your release ([11.1.1.x](#) or [9.3.1](#)).

Once this configuration is complete, you then use OIM for adding and managing EPM System users and groups. Once groups are created, you can use Shared Services to provision them. You can use OIM to move users in and out of groups.

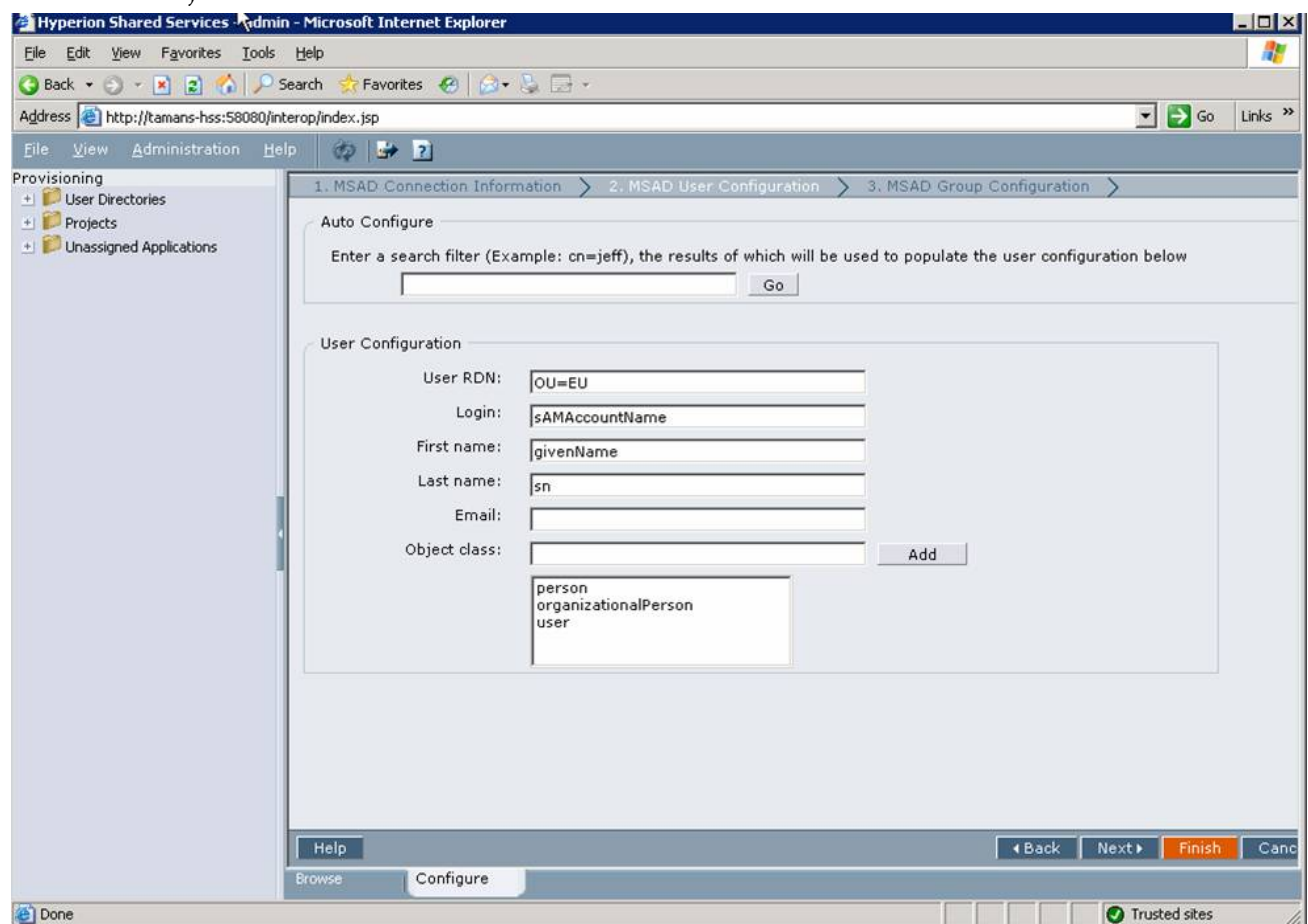
For example, if you are using OIM and wish to leverage that for provisioning with Hyperion Planning, you could do the following:

1. Use OIM to create an enterprise group in your identity store (such as OID or MSAD) for each of the Planning roles like Administrator, Manage Models, Interactive User, Planner, and so forth. You will create one group per Planning role.
2. Perform a one-time activity of logging into Shared Services and configuring your identity store as a provider in Shared Services. Then assign (provision) each of the Planning roles to the enterprise groups that you have created in your identity store.
3. You can now use OIM to assign users to the enterprise groups based on the authorization you wish them to have. For example, assign all users who need to have the Planning role to the corresponding Planning group that you created. The users would automatically have the corresponding Planning role assigned to them.

What configuration changes are recommended to improve performance of EPM system security?

Here are some methods to increase the performance of your security access in EPM System.

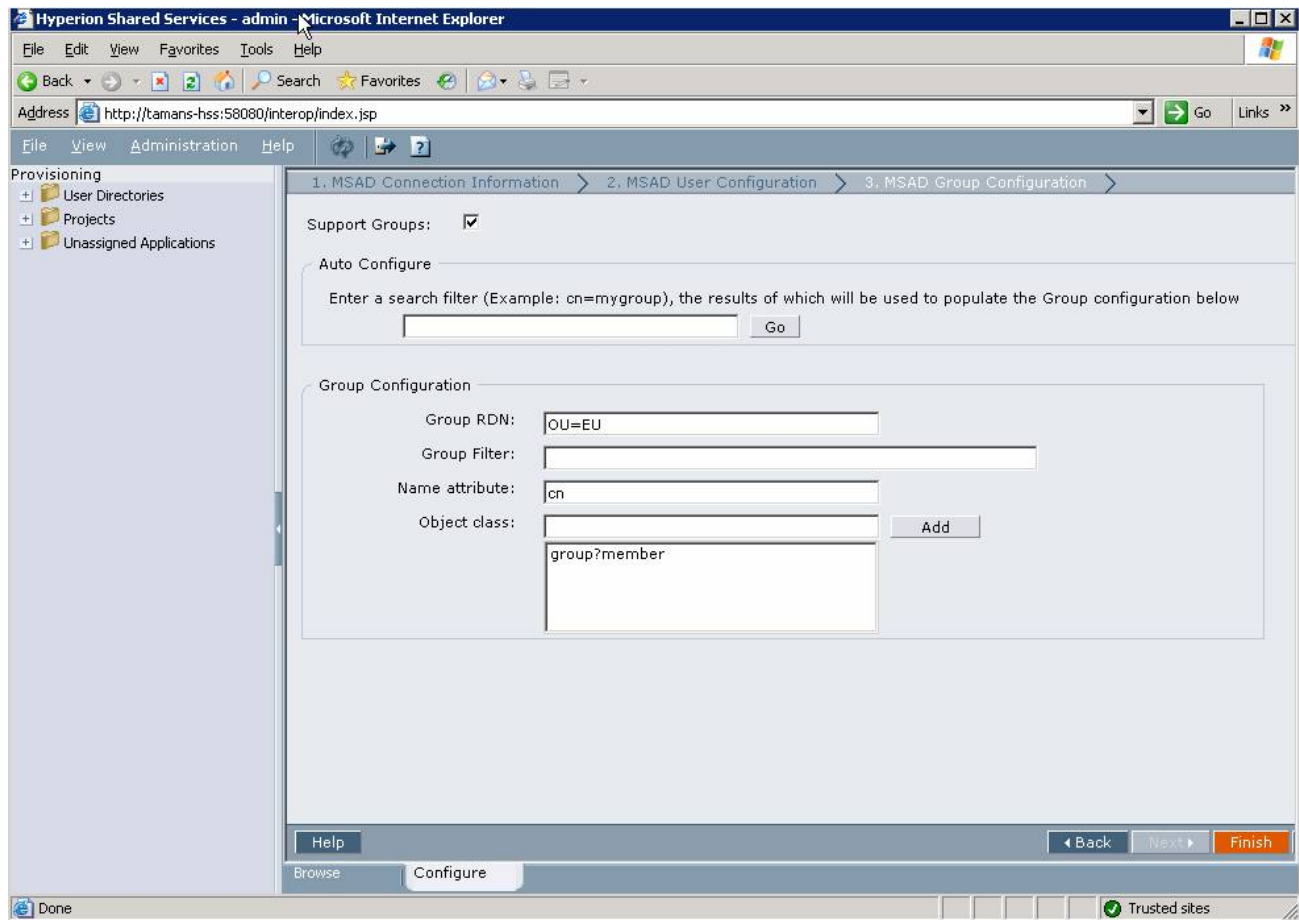
- Reduce Object Class user attributes



Having multiple object class attributes slows down searches for user information. Remove the extra object classes such as `organizationalPerson` and `user` from the object class listing in Shared Services Console. Only the `Person` object class is needed. If your LDAP has a

custom object class that identifies a user (such as myuser), add the custom object class and remove all other object classes.

- Turn off Support Groups



Select **Support Groups** only when application role provisioning is done to external groups. This means that users in the external provider will be provisioned to EPM System product roles via groups and, optionally, at the user level as well. This increases the memory footprint for all EPM System products because the group hierarchy is cached. If you are not using group provisioning, it is suggested that you uncheck the **Support Groups** checkbox.

Where can I find documentation on how to use the Shared Services Import/Export Utility for the 9.3.1 and 11.1.1.x releases?

Documentation on the Import/Export Utility is installed (via Shared Services) with the Import/Export Utility zip file in this directory:

```
<Hyperion_Home>/common/utilities/CSSImportExportUtility
```

This documentation is also posted in the [EPM/BI Whitepaper Library](#).

In environments where multiple providers are configured for use with Shared Services, is there a way to log in to a specific provider to improve login performance?

Yes, you can log in to a specific provider with the syntax of “UserName@Provider_Name” rather than just user name. Provider_Name is the name you have given to the provider when configuring the security. For example, if you have a provider called MASD1 in your `css.xml` file and the user joe is in this directory, he can log in to EPM Workspace using `joe@MASD1` to bypass the configured search order and log in directly to the specific provider. This can be helpful to speed up the login in situations where there are many providers to check.

For provider configuration instructions, see “Configuring User Directories” in the [Security Administration Guide](#).

Does EPM System support desktop Single Sign-on using Kerberos?

Support for Kerberos authentication is documented in the whitepaper [Configuring Oracle Hyperion Workspace for Kerberos Authentication](#) (for 9.3.1), and in the chapter “Enabling SSO with Security Agents” chapter in the [Security Administration Guide](#) (for 11.1.1.x).

In the 9.3.1 release, I want to connect to my LDAP server using LDAPS, with a 4096-bit certificate using Weblogic 8. Why do I receive an error about “Unknown key spec: Invalid RSA modulus size” in the Shared Services log?

This error occurs because WebLogic JDK 1.4 does not support RSA certificates greater than 2048 bits. You must upgrade to Weblogic 9.2, using JDK 1.5, to solve this issue.

How do I export the provisioning data for a subset of the applications registered with Shared Services using the Import/Export Utility?

The Import/Export Utility provides the capability to export provisioning data for all registered applications or a subset of the applications. The utility gets installed to `<HYPERION_HOME>/common/utilities/CSSImportExportUtility`.

To export the data for a subset of the applications, you need to set the `export.provisioning.apps` property in the `importexport.properties` file to include only the applications from which you want to export data. You must also set the `export.provisioning.all` property to `false` so that only the specific application provisioning data is exported. You can add any number of project and application combinations in this property.

The example shown below will export all provisioned information for the Shared Services application and the Planning application called `PlanApp1` in the Planning project .

```
export.provisioning.apps=(HUB=Global Roles)(Planning=PlanApp1)
export.provisioning.all=false
```

More information about these properties is available in the Import/Export Utility documentation. After you expand the utility zip or tar file, the documentation is in this structure `<HYPERION_HOME>/common/utilities/CSSImportExportUtility/importexport/doc`.

In Shared Services Console, why aren't some applications roles listed among the Available Roles to provision?

The most likely reason for this issue is that the Shared Services relational database and Native Directory (OpenLDAP or OID) are not in sync. To solve this issue, in Shared Services Console, run **Recover Native Directory** under the **Administration** menu. Running **Recover Native Directory** will ensure that all applications/admin projects registered are in sync in both the relational database and Native Directory.

For detailed instructions, see the “Using the Update Native Directory Utility” chapter in the [Security Administration Guide](#).

To back up Shared Services, I execute `backup.sh` as instructed in the EPM System Backup and Recovery Guide, but it fails to execute. What modifications are needed for this script to execute?

If a manual deployment to the application server was performed, where the location of the Shared Services deployment files is not `$HYPERION_HOME/deployments/<AppServer>`, then the error `ERROR: ${HYPERION_HOME}/deployments does not exist` is returned. To fix this issue, edit the `backup.sh` file and provide the correct deployment location for the appropriate application server.

Is OpenLDAP via SSL supported in EPM System 9.3.1?

Yes. There is a whitepaper that details the process to communicate with OpenLDAP via SSL in 9.3.1.1:

[Configuring OpenLDAP for SSL/TLS Communication](#)

Are there documents that detail the process for user security provisioning for EPM System products?

Yes, there are whitepapers that detail the provisioning process for Essbase, Planning, and Financial Management in the [whitepaper library on OTN](#). More products' provisioning workflows will be covered in the security documentation for the 11.1.2 release.

I have set my cacheRefreshInterval to 60 (minutes) for my MSAD provider. However, I see that the group caching is not refreshed every 60 minutes but instead is done at random intervals. Is this a defect or by design?

It is by design. Though cache refresh interval is set to 60 minutes, the refresh won't happen every 60 minutes. To improve performance, the refresh is completed on an as-needed basis rather than at every set refresh interval. When the cache is not referenced—for example, during the night when no users log into EPM System products—the cache won't be refreshed at all. This explains why the cache refresh sometimes happens at higher intervals, although the refresh interval is set to 60 minutes.

For more information about setting the cache refresh interval, see “Configuring OID, MSAD, and Other LDAP-Based User Directories” in the 11.1.1.x [Security Administration Guide](#).

Can I use the Shared Services Import/Export Utility from 9.3.1 in a 9.2.0.1 environment?

When trying to use the Shared Services Import/Export utility from 9.3.1 in a 9.2.0.1 environment, it works for create/update operations but fails for delete operations with this error:

```
Error deleting Native Entry Attributes from ou=DelegatedLists
```

In the import/export properties file, `export.delegated.lists=false`, so the utility should not try to delete from `ou=DelegatedLists`.

This problem occurs because the delegated list is not present in the 9.2.0.1 environment since this feature was implemented in the 9.2.0.3 release. We recommend using the Shared Services

9.3.1 Import/Export utility with 9.2.0.3 or 9.2.1. This 9.3.1 version of the utility is more robust in terms of error handling and reports more detailed information when importing/exporting data.

EPM System is configured with an MSAD provider in Shared Services. There are a number of warning messages shown below as format exceptions, but functionally everything works fine. Do I need to take action to resolve these issues?

The error messages typically look like this:

```
009-11-27 04:05:00,285 WARN [Worker Thread 6] Ignoring Number format exception S[Root Cause: For input string: "S" ]
com.hyperion.css.spi.impl.msad.SIDHelper.stringSidToByteArraySid(Unknown Source)
2009-11-27 04:05:00,660 WARN [KPSWorkerThread0] Failed to create filter entry for attribute givenName[key=spi.provider.msad.user.fnAttribute,value=null]
com.hyperion.css.spi.impl.msad.MSADProvider.constructUserFilterMap(Unknown Source)
```

These messages are innocuous and can be ignored safely. MSAD SIDs are in the form of S-nnn-nnnn-nnnnn where n is a digit. The logic is attempting to split this SID around the dash character (-) and is trying to obtain the number component of it from SID. As S is not a number, a number format exception occurs. Other warning messages are about creating a filter and do not cause any functional issues.

Where are Native Directory usernames and passwords stored, and how are the passwords encrypted?

The user passwords are stored in the Shared Services Native Directory. By default, this is in OpenLDAP, or it can be OID if it is configured as Native Directory. The Native Directory user passwords are encrypted using SSHA (Salted Secure Hash Algorithm). SSHA is a one-way hash and so doesn't require any key.

How do I make my EPM System deployment more secure?

See the chapter "Guidelines for Securing EPM System" in the [Security Administration Guide](#). This chapter has a number of recommendations for security hardening of EPM System.

When logging into Essbase Administration Services, why does a user receive the error message “Error connecting to Essbase server <servername> Exception occurred. Please check your log file for details” even when the username and password is correct?

When the user ID used to login to Administration Services is not entered in the same case as what is in the directory provider, you will not be able to validate or launch Business Rules. For example, this issue occurs if the directory's case is "JohnM" but the user has logged in as "johnm". This is only an issue for Business Rules launched directly against Essbase applications. This is NOT an issue for Business Rules launched against Planning applications from Administration Services Console by Planning users.

This issue exists in all 11.1.1.x EPM System releases. Please contact Support for availability of the fix on your specific release.

When running the `hssbackup.sh` script to back up the OpenLDAP database and log files, the backup is successful but the unused log files are never deleted. How can I safely delete the unused log files, which consume disk space, and still be able to do a successful catastrophic recovery?

In some UNIX deployments, the `runDBArchiveData.sh` script fails to remove the unused `log.xxxxxxx` files under the `var/openldap-data` directory. This issue occurs because the `db_archive -d` command that is invoked fails to delete the files. If this is the case, replace all the content of the `runDBArchive.sh` file with the following lines below. This will make the log file cleanup after the backup go through properly.

New content for the `runDBArchive.sh` file:

```
OPENLDAP_HOME=$2/openLDAP

DESTINATION=$1

cd $OPENLDAP_HOME/usr/local/var/openldap-data

$OPENLDAP_HOME/usr/local/bdb/bin/db_checkpoint -1

$OPENLDAP_HOME/usr/local/bdb/bin/db_archive -s > temp.txt

mkdir -p $DESTINATION/DataFiles

mkdir -p $DESTINATION/LogFiles
```

```

for files in `cat temp.txt`
do
cp -f $files $DESTINATION/DataFiles/
done

$OPENLDAP_HOME/usr/local/bdb/bin/db_archive -l > temp.txt

for files in `cat temp.txt`
do
cp -f $files $DESTINATION/LogFiles/
done

for i in ` $OPENLDAP_HOME/usr/local/bdb/bin/db_archive -h $OPENLDAP_HOME/usr/local/var/
openldap-data`
do
rm $OPENLDAP_HOME/usr/local/var/openldap-data/$i
done

# $OPENLDAP_HOME/usr/local/bdb/bin/db_archive -d

rm -rf temp.txt

```

What is the recommended way to integrate EPM system with SAP portal for SSO?

There are three ways to perform this.

- If SAP Portal is using SAP R3 Native repository:

The SAP provider must be configured as a user directory in Shared Services. See the chapter “Enabling SSO with Security Agents” in the [Security Administration Guide](#).

- If SAP portal is using an other ldap for authentication:

Write a custom login class for CSS to get the sap cookie from browser See the chapter “Enabling SSO with Security Agents” in the [Security Administration Guide](#). Implement the SAP cookie processing in the custom login provider to use sap libraries to extract user from the cookie.

- Another way to do this is to configure CSS in SSO agent mode:

If the SAP portal is configured to use one of the CSS supported providers (LDAP, Active Directory, SAP, RDBMS) as the identity store then the SAP portal can be configured to set the authenticated userid in a HTTP header (for example HTTP_HYPLOGIN) in the call to the EPM product.

Why are users not allowed to login to Shared Services after scheduling an OpenLDAP hot backup, and they receive error 30:1101:JNDI error. [Root Cause: [LDAP: error code 80 - internal error]]] in the SharedServices_Security.log file?

The most likely reason for this error message is that the OpenLDAP repository was corrupted after performing a hot backup of OpenLDAP.

► Restore the database by running the `db_recover` command:

1 Navigate to the `openldap-data` folder.

For example, on Windows, this folder is typically in:

- For 11.1.1.x: `<Hyperion_Home>/products/Foundation/openLDAP/var/openldap-data`
- For 9.3.x: `<Hyperion_Home>/SharedServices/9.3.x/openLDAP/var/openldap-data`

2 Run the `db_recover` command:

For example, on Windows, typically in:

- For 11.1.1.x: `<Hyperion_Home>/products/Foundation/openLDAP/bdb/bin/db_recover.exe -v`
- For 9.3.x: `<Hyperion_Home>/SharedServices/9.3.x/openLDAP/bdb/bin/db_recover.exe -v`

3 Start OpenLDAP.

For more information about the `db_recover` command, see the chapter “Managing Native Directory” in the security documentation for your release (9.3.1 or 11.1.1.x).

When creating applications, opening applications, and performing other operations, I see the following authentication Info messages which mention failure. What do they mean?

The following Info messages may be seen in the Shared Services log files:

```
[INFO] AuthChallengeProcessor - basic authentication scheme selected
[INFO] HttpMethodDirector - Failure authenticating with BASIC 'WebLogic Server'@wbaphypt:58080
```

Shared Services Console uses commons-httpclient. Commons-httpclient always does basic authentication without credentials before passing in the user credentials to the server for HTTP operations. When it receives the “failure to authenticate” message, it passes the credentials. This message is informational only and can be ignored.

I used to edit the .instance file under the interop/content URL. I can't find it anymore; where did it go?

Starting with EPM System release 11.1.2, the `interop/content` context is removed. Content that was available within this context has been added to the Shared Services Registry. Registration files (`.product` and `.instance`) are now stored in Shared Services Registry. As a result of these changes, you no longer need to edit the `.instance` file to change server or port number.

Where are native users and groups and their provisioning information stored in the 11.1.2 release?

Native users, groups, and their associated provisioning information is stored in the Shared Services database tables. Shared Services tables use the `CSS_` prefix.

- The `CSS_PROVISIONING_INFO` table stores provisioning information.
- The following three tables store users, groups, and group membership information:
 - `CSS_USERS`
 - `CSS_GROUPS`
 - `CSS_GROUP_MEMBERS`

Do not modify these tables directly using SQL. You may view the tables and the data only to double-check and debug.

What happens to password policies set in native Oracle Internet Directory (OID), since OID is replaced with the Shared Services repository as Native Directory in 11.1.2?

Support for OID as Native Directory was dropped in 11.1.2. The OID that was used as Native Directory can be re-used by configuring it as an external user directory in Shared Services Console. When configuring, use these settings:

- Base DN: `dc=css,dc=hyperion,dc=com`
- Group RDN: `ou=Groups`

- User RDN: `ou=Users`
- User Login Attribute: `cssDisplayNameDefault`

For more information on configuring user directories, see the [User and Role Security Guide](#).

Are there any login performance changes with Native Directory in the Shared Services database?

The performance for login is measured to be the same as compared to OpenLDAP/OID-based Native Directory in previous releases. Shared Services registration performance has significantly improved because registration information is written directly to the database, avoiding calls to the Shared Services Web application. In addition, the Jakarta Slide component has been removed as a content management system for registration and a custom schema has been implemented, which makes the calls much faster. You will also notice that the Financial Management and Planning applications are created much faster in 11.1.2.

Are there any limitations on the number of native users or groups in the 11.1.2 release? And what is the performance impact when working with native groups?

There are no limits on the number of native users or native groups, or the number of members a native group can contain. Login performance is better when the number of nestings within the group membership hierarchy is less than 5. Performance has improved for the native groups in the 11.1.2 release because native groups are now cached along with external groups. There are no more extra look-ups to Native Directory for the native group membership.

Is any functionality lost when migrating to the Shared Services database as Native Directory, compared to OpenLDAP in previous releases?

No functionality is lost when migrating to the database as Native Directory. The EPM System 11.1.2 release, however, does not include Native Directory Update Utility and the CSS Import/Export utility, which are mostly used during the upgrade process. These utilities will be included in the 11.1.2.1 release, when upgrades are supported.

Because provisioning information is stored in the Shared Services database in 11.1.2, can I use standard BI tools to report on the provisioning information?

Yes, with some limitations, because all users are not in the database. Within the report, a look-up to the corporate directory would be required to obtain the user name or the group name of users who are not in the Shared Services database. .

Can I separate the new Native Directory in a different database from the Shared Services database - i.e., have one EPM database and one Native Directory database?

No, this is not possible in the 11.1.2 release. The Foundation schema which includes Shared Services Registry, registration, security, taskflows, and audit must all reside in the same schema.

In release 11.1.1.x, there was an option in the Configuration and Monitoring Console (CMC) that sets the Login screen to appear if single-sign-on fails. I do not see this option in release 11.1.2. How can I enable this feature?

There is now a flag named `AllowDirectLogonAfterSSO` in the Shared Services Registry that controls this behavior. If this flag is set to `true` when SSO login fails, the login screen is presented. Otherwise, EPM Workspace shows an error message. The default value is `false`. This option is not exposed in the server settings user interface in EPM Workspace until the 11.1.2.1 release.

To change the default value, set the EPM Workspace configuration property `AllowDirectLogonAfterSSO` to `true`. That is: `epmsys_registry.sh updateproperty WORKSPACE/LOGICAL_WEB_APP/@AllowDirectLogonAfterSSO true`. Then restart EPM Workspace.

In release 11.1.2, how can I restrict a single session per user so that if the same user logs in from a different machine, the system rejects the user with the error message “You cannot log in because a session is already open”? There is a similar feature in Oracle E-Business Suite version 12.

EPM System itself does not have this functionality; however, because it uses HTTP for communication with clients, Oracle Access Manager (OAM) can be used to enforce this policy. OAM version 11 has a feature called “Managing Active User Sessions” that can be used to enforce this as well as other policies. OAM documentation for this feature is found at:

http://download.oracle.com/docs/cd/E14571_01/doc.1111/e15478/session.htm#CHDJDEBJ

How can I integrate EPM System with Oracle Access Manager (OAM)?

In 11.1.2, EPM System integrates with OAM by accepting an HTTP Header (default name HYPLOGIN) that contains the login attribute value. The login attribute is set when you configure an external user directory in Shared Services. EPM System uses the value of the login attribute to authenticate the user against a configured user directory (in this case the user directory against which OAM authenticates users) and then generates an EPM SSO token that enables SSO across EPM components. Provisioning information of the user is checked in Native Directory to authorize the user to EPM System resources. EPM System accepts a custom HTTP Header from OAM (default name HYPLOGIN). You can use any header name as long as it provides the aforementioned login attribute. You use the header name while configuring Shared Services for SSO from OAM.

- To enable SSO from OAM, follow these steps using the referenced documentation:
 - 1 **Configure EPM System for SSO** (see “Configuring EPM System for SSO” in the chapter “Enabling SSO with Security Agents” in the [11.1.2 EPM System Security Administration Guide](#)).
 - 2 **Add the user directory that OAM uses as an external user directory in EPM System** (see the chapter “Configuring User Directories” in the [11.1.2 EPM System User and Role Security Guide](#)).

Note that information about setting up OAM and setting up the custom authentication header is available in the OAM documentation. The EPM System security documentation does not explain how to setup the header in OAM.

What does Oracle do to ensure that the EPM System product configuration is secure?

Oracle Enterprise Performance Management System product configurations are designed to be secure by default. For example, configurations require that the “admin” user password is changed before enabling product access, log files do not record passwords, directories and files have minimum file system security granted to them by default, and many other similar design items. Additionally, manual steps are clearly documented for Oracle Enterprise Performance Management System product security hardening in the [11.1.2 EPM System Security Administration Guide](#) to further secure the deployment. See the chapter “Guidelines for Securing EPM System”.

What does Oracle do to ensure that EPM System products are developed securely?

EPM System products strictly follow the Oracle Software Security Assurance Program (<http://www.oracle.com/security/software-security-assurance.html>). Security is taken into account at all stages from developer security training, product requirements, design, implementation, testing, and documentation.

More specifically, as part of the security assurance and secure coding program, all EPM System products complete and run different security scans. Manual security test plans, automated black box Web testing with WebInspect, automated static source code analysis with Fortify, and 3rd-party component checks are completed before each release.

Does Oracle’s software development process adhere to industry standards such as CMMI or ISO:9001?

Yes, the development process is also reviewed and certified for some of the Common Criteria EAL. See <http://www.oracle.com/security/external-security-evaluations.html>.

Are security standards (OWASP or similar) included in the Software Development Lifecycle for EPM products?

Yes. Security standards are taken into account for developer training, as well as for different development processes. For instance, manual Oracle security test plans, as well as automated scanning tool rules include OWASP and other security standards.

Have EPM System products been assessed by a third party (e.g., Common Criteria, DoD, DSD, PCI-DSS)?

The certification list is available here: <http://www.oracle.com/security/external-security-evaluations.html>

What is the timeframe for producing a security patch for a discovered vulnerability for EPM System products?

The timeframe is dependent on the complexity of the fix to the vulnerability, as well as the overall risk. For EPM System products, after a customer has communicated security concerns, it is common to promptly offer a patch, followed up with a subsequent patch set release. Critical issues reported publicly are also fixed through the Critical Patch Update program, every 3 months. Latest: <http://www.oracle.com/technetwork/topics/security/alerts-086861.html>

Have EPM System products undergone a security review or penetration test?

Yes. Automated and manual security review and penetration tests are run for every release in house by the engineering team.

How has EPM System incorporated industry and ISO standards where appropriate?

Industry standards such as NIST publications (<http://csrc.nist.gov/publications/PubsNISTIRs.html>) are a driver behind many of the products' designs. This includes adopting state-of-the-art encryption algorithms, Disaster Recovery best practices, and so on to ensure confidentiality, integrity, and availability.

Do EPM System products support Two-Factor authentication in release 11.1.2?

Two-Factor authentication refers to authentication by a combination of two or three types of authentication forms from: “what you have”, “what you know” and “what you are” (http://en.wikipedia.org/wiki/Two-factor_authentication).

For example, a common type of Two-Factor authentication for EPM System customers is the RSA hardware Token and Passcode. These types of authentication are supported in EPM System using the Custom Authentication Module. The user will put both texts in the password field,

and the custom authentication code will parse out the two factors and individually authenticate them. If both factors pass authentication, the user is authenticated.

See the [11.1.2 EPM System Security Administration Guide](#) for documentation on how to develop custom authentication.

When I try to use the Shared Services Import/Export Utility in 11.1.1.x, why is this error returned: “Unable to connect to the CMS subsystem... Connecting to localhost on port 58080 failed. Aborting program...”?

In release 11.1.1.x, the example `importexport.properties` file contains the wrong default port. Simply correct the line that has the Shared Services server name (or `localhost` if you are running the utility on Shared Services server itself); change the port from 58080 to 28080 (or to whatever port Shared Services is configured to listen to).

Also note that the `importexport.properties` file contains either a file or an HTTP URL location for the `css.xml` file. This is how the Import/Export Utility knows how to get the `css.xml` file. If it is a file-based URL, then check `css.xml` to ensure that it has the correct port. If it is an HTTP URL, then ensure that HTTP access is enabled for `css.xml` in the Shared Services console. You can access `css.xml` by going to the following URL:

```
http://SharedServicesServerName.com:28080/interop/framework/  
getCSSConfigFile
```

The URL is case sensitive.

Note: The Shared Services Import/Export Utility is deprecated in release 11.1.1.x. The recommended method to import or export security data is use to use Lifecycle Management.

Is a custom MSAD attribute supported as a login attribute in EPM System?

Any attribute that uniquely identifies users across the configured user directories in Shared Services is supported in EPM System. You can configure any attribute as a login attribute with a value that uniquely identifies the users and that is in conformance with the following two limitations:

- Essbase has a limitation of 30 characters in the length of the user ID for releases up to 11.1.2.
- FDM user IDs cannot contain the @ character.

Is there a way to import security information exported in release 9.3.1 using the Shared Services Import/Export Utility in CSV format to release 11.x?

Yes, it is possible to import the CSV files extracted from release 9.3.1 directly into an 11.1.1.x or 11.1.2 release of Shared Services as long as the application groups and the application names are the same.

► To do this:

- 1 Log in to Shared Services Console as the “admin” user.
- 2 Expand Application Groups, Foundation, Shared Services, and check the users.
- 3 Name the destination folder and perform a Lifecycle Management export of users.
- 4 Rename the CSV file exported from release 9.3.1 to `Users.csv`.
- 5 Copy `Users.csv` to the directory in Shared Services Server where the Lifecycle Management export was done, overwriting the existing file.
- 6 Log in to Shared Services Console and perform a Lifecycle Management import from the folder exported earlier to Shared Services.

All content in the release 9.3.1 CSV file will be imported into Shared Services. This can be performed as a one-time activity to help with the migration of data from release 9.3.1 to release 11.x.

Lifecycle Management does not typically support migrations between different releases unless specifically stated.

How do you effectively use user and group filtering? What is the syntax?

Typically, LDAP/MSAD directory can contain many groups, but the EPM System products would be provisioned only to a small subset of the groups. For performance and scalability reasons, EPM System security caches the group hierarchy under the node that is configured for group RDN in the EPM security configuration. If there are many thousands of groups under the group RDN and only a small subset of groups will be provisioned to EPM products, then using the group filter is an effective way to limit the amount of groups to cache and to speed up performance.

There are three ways to filter users and groups:

- Set the lowest possible node (under which are your users/groups) in the Global Information Tree (GIT).
- Specify a particular set of users/groups, specify a pattern (for example, users/groups that start with `hyp*`), or specify both.

Syntax for the filter is the LDAP filter syntax for the search. For example:

- (cn=Hyperion Finance) as a filter will return only the Hyperion Finance group in all group searches.
- (|(cn=Hyperion*)(cn=Oracle Finance)) as a filter will return any group name that begins with Hyperion or Oracle Finance group in all group searches.
- (|(cn=Hyperion*)(cn=Oracle*)) as a filter will return any group that begins with Hyperion or Oracle in all group searches.

Refer to the [EPM System Security Administration Guide](#) for additional details on how to use user or group filters.

- Set the relevant object classes.

Is it possible to use the WebLogic embedded LDAP server as an external directory for EPM System 11.1.2 products?

Use of the WebLogic embedded LDAP server is not supported for production use. In development environments, however, it is possible to configure EPM System to use the WebLogic embedded LDAP users. (It is not possible to use its groups.)

- To configure EPM System to use an WebLogic embedded LDAP server as a provider in a development environment:

- 1 In Shared Services Console, select **LDAP Connection Information**, then **LDAP User Configuration**, and then **LDAP Group Configuration**.

1. LDAP Connection Information > 2. LDAP User Configuration > 3. LDAP Group Configuration >

Server Information

Directory Server: Oracle Internet Directory

* Name: Weblogic Embedded LDAP

* Host Name: 10.148.177.21

* Port: 7001

SSL Enabled:

* Base DN: dc=EPMSystem

ID Attribute: orclguid

Maximum Size: 0

Trusted:

Anonymous Bind:

* User DN: cn=Admin Append Base DN

* Password: ●●●●●●

- 2 For **Directory Server**, select **Oracle Internet Directory**.
- 3 For **Name**, specify the logical name of the user directory.

- 4 For **Host Name**, specify the admin server or any other managed server where LDAP is replicated.
- 5 For **Port**, specify the WebLogic port (default is 7001).
- 6 For **Base DN**, “dc” should be the name of Weblogic domain for EPM System (by default, dc=EPMSystem).
- 7 For **Password**, enter the WebLogic server embedded LDAP’s admin password.

If you do not know this value, follow these steps to reset it:

- a. Log in to WebLogic Admin Console.
 - b. In **Domain Structure**, select **Domain**.
 - c. Select **Security Tab**.
 - d. Select the **Embedded LDAP** sub tab.
 - e. Select **Lock & Edit** to go to Edit mode.
 - f. Change **Credential** and **Confirm Credential** to the desired values. This will be used as the Admin credential while configuring the embedded LDAP in Shared Services.
 - g. Stop and Start **EPMSystem Domain**, including **Admin** and **FoundationServices Managed Server**.
- 8 On the **User Configuration** tab, enter `uid=epm_admin` and click **Auto Configure**.

The User attributes will be populated as shown below:

1. LDAP Connection Information > 2. LDAP User Configuration > 3. LDAP Group Configuration >

User Configuration

Enter the unique identifier of a user in the directory and click Auto Configure to detect user configuration

User RDN:

Login Attribute:

First Name Attribute:

Last Name Attribute:

Email Attribute:

Object Class:

- 9 On the **Group Configuration** tab, enter `cn=Administrators` and click **Auto Configure**.

The Group attributes will be populated as shown below.

Support Groups

Group Configuration

Enter the unique identifier of a group in the directory and click Auto Configure to detect group configuration

Group RDN:

Name Attribute:

Object Class:

- groupOfUniqueNames?uniquemember
- groupOfURLs**

Note: Make sure to remove the `groupOfURLs` entry from the Object Class list.

10 Save your configuration, and restart Shared Services for the changes to take effect.

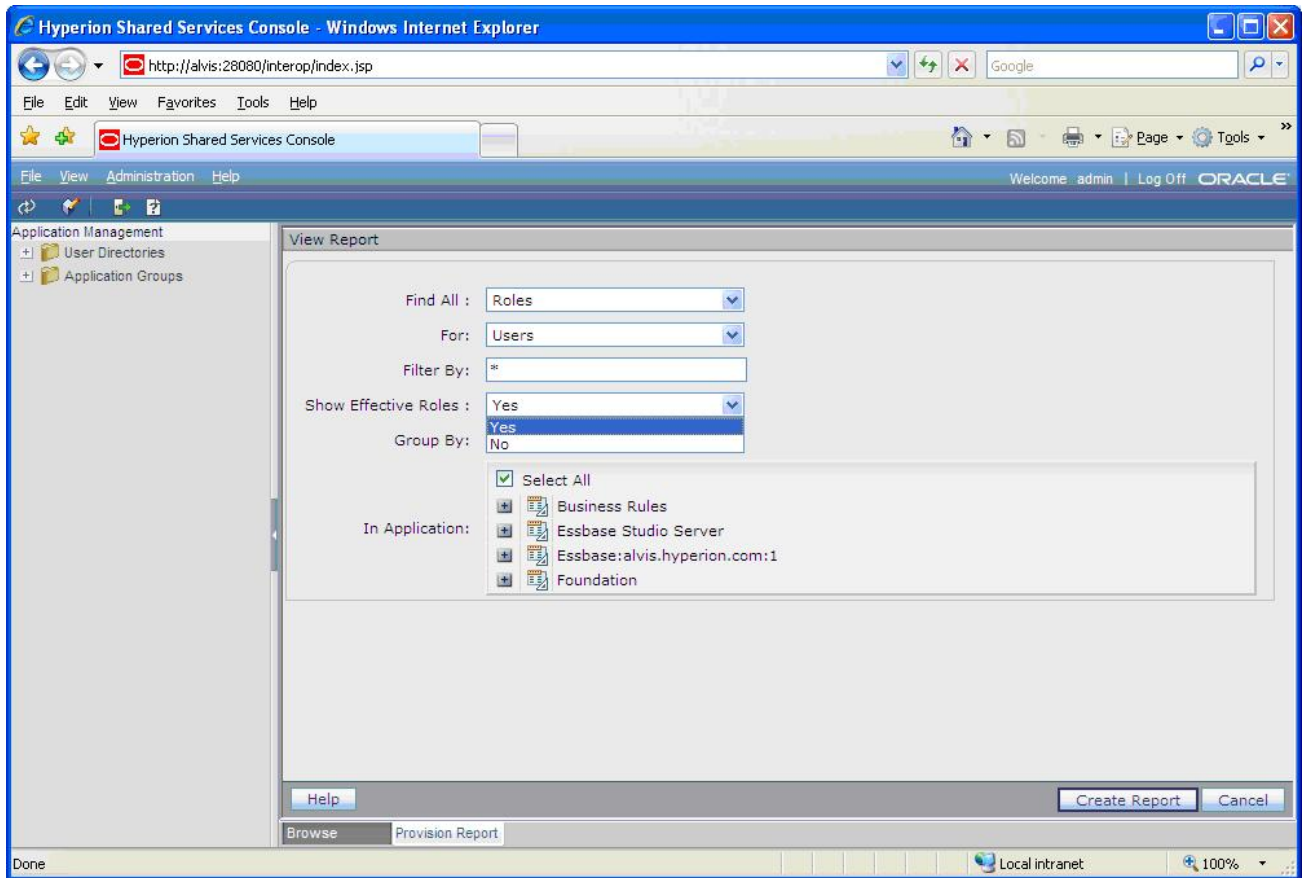
Note: Group Memberships will not be visible in Shared Services Console due to schema variations in WebLogic embedded LDAP from the standard LDAP definition.

How can I get a complete list of users and their active roles on different applications?

Starting with release 11.1.1.3, you can generate a report that lists all users and their active roles from Shared Services Console. This role report lists all active roles independent of how the role is assigned to the user. It can be assigned through direct user assignment, through a group, or through a series of nested groups.

► To generate this report:

- 1 Log in to Shared Services Console as a user with an administrator role.
- 2 Select the **Administration** menu and then **View Report**.
- 3 Select **Yes** for **Show Effective Roles** and **Select All** to select all applications.
- 4 Select **Create Report**.



The report output (see the screen shot below) provides the user provisioning information across all applications in Shared Services grouped by Project (application groups), Application, user, and the provisioned role. The last column called Inheritance Information shows the group that the user belongs to that was provisioned. If the user was directly provisioned, this column is empty.

Created: Sunday, September 26, 2010 1:02:45 PM PDT

Project	Application	User@Directory	Role	Inheritance Information
Business Rules	HBRAPP	admin@Native Directory	Provisioning Manager	-
		user1@AD	Administrator	Group1
Essbase Studio Server	Essbase Studio Server_alvis.hyperion.com	admin@Native Directory	Provisioning Manager	-
		cpAdmin	cpAdmin	-
		user1@AD	cpAdmin	Group1
Essbase:alvis.hyperion.com:1	ASOcamp	admin@Native Directory	Provisioning Manager	-
	DMDemo	admin@Native Directory	Provisioning Manager	-
	Demo	admin@Native Directory	Provisioning Manager	-
	Essbase:alvis.hyperion.com:1	admin@Native Directory	Administrator	-
		user2@AD	Create/Delete Application	-
			Provisioning Manager	-
			Server Access	-
			Administrator	Group2
			Create/Delete Application	Group2
		Provisioning Manager	Group2	
		Server Access	Group2	
		Provisioning Manager	-	
		Provisioning Manager	-	
		user2@AD	Application Manager	Group2
Foundation	Sample	admin@Native Directory	Provisioning Manager	-
		admin@Native Directory	Provisioning Manager	-
		user2@AD	Application Manager	Group2
			Calc	Group2
			Database Manager	Group2
			Filter	Group2
			Provisioning Manager	Group2
			Read	Group2
			Start/Stop Application	Group2
			Write	Group2
Foundation	Sample_U	admin@Native Directory	Provisioning Manager	-
		admin@Native Directory	Provisioning Manager	-
		admin@Native Directory	Administrator	-
Foundation	Shared Services		Create Integrations	-
			Directory Manager	-
			LCM Administrator	-

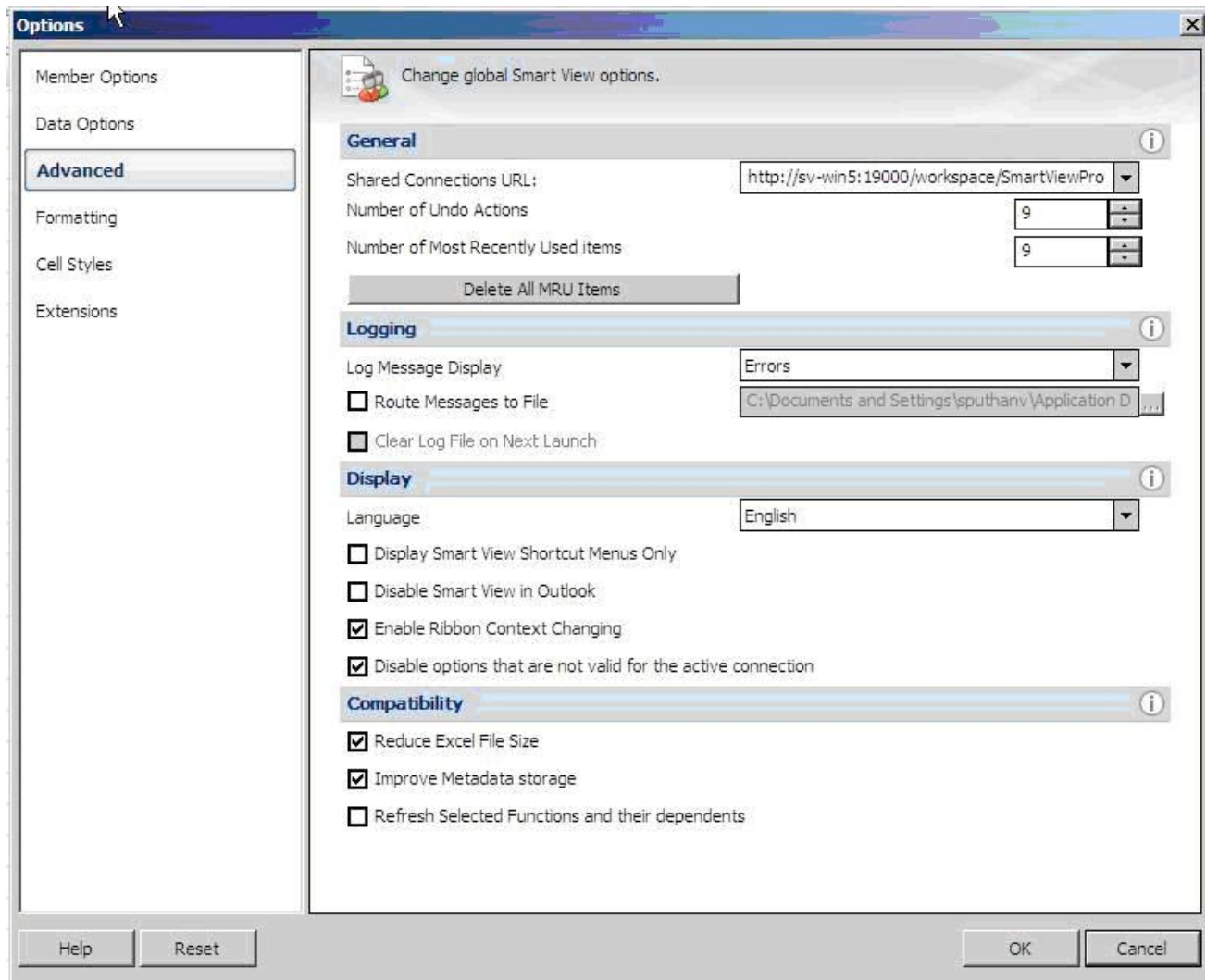
The report can be downloaded in CSV format by clicking the **Export to CSV** button at the bottom so it can be sorted and grouped by various columns.

Where are Smart View's shared connections stored and how do I configure them?

The Smart View User's Guide mentions that "Shared connections are stored in a central location and available to multiple users through the Smart View Panel. They are created and maintained by your administrator." These connections are stored in Shared Services Registry, which is part of the Shared Services relational database schema; access to them is via a web services call to the EPM Workspace Web application.

► To configure shared connections:

- 1 Launch Excel and go to the **Smart View -> Options -> Advanced** tab
- 2 Enter the EPM Workspace URL as the Shared Connections URL in the format of: `http://<WebServerName>:<port>/workspace/SmartViewProviders` (for example: `http://MyServer:19000/workspace/SmartViewProviders`).

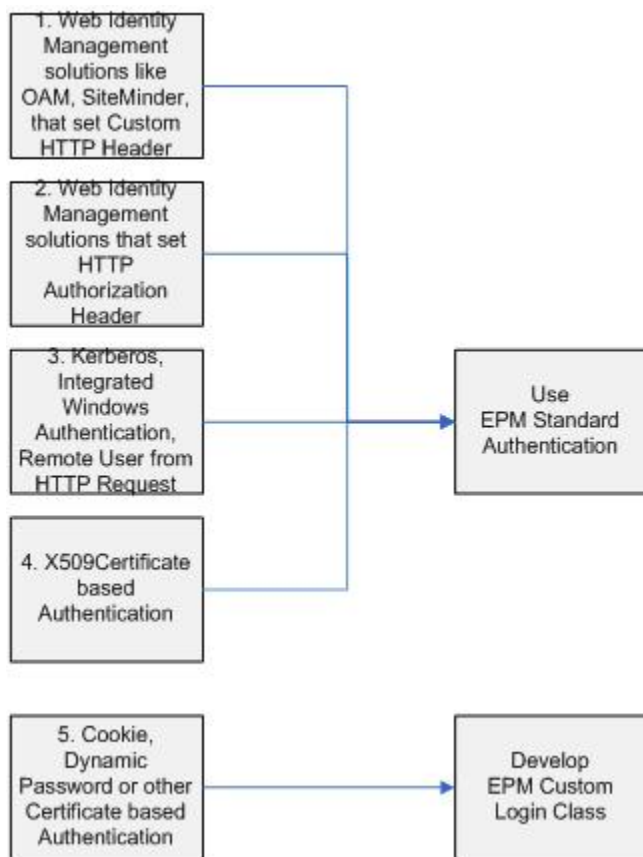


How does Smart View's authentication model work under shared connections?

With shared connections, Smart View always connects first with the EPM Workspace Web application to authenticate the user and then connects to each provider using the EPM SSO token. With private connections, Smart View authenticates with the provider it is connecting to.

What are the options available for integrating EPM System with commercial and custom Web-based single sign-on solutions for EPM System release 11.1.2?

There are many ways to integrate browser-based interfaces of EPM System products with such systems. The following diagram describes the different options available:



Note: Any solutions mentioned above require that the authentication mechanism works with a security provider that is supported by Shared Services; i.e., the user being authenticated is accessible through one of the supported providers of Shared Services, such as LDAP.

If you are using one of the following types of SSO mechanisms, then you would use the EPM standard-based authentication mechanism (the settings are available in Shared Services). The configuration steps for these are detailed in the [EPM System Security Administration Guide](#) in the section “Enabling SSO with Security Agents”.

- Web Identity Management solutions like OAM, SiteMinder or other agents that can set a custom HTTP header:
 In this option, any commercial security agent or a custom implementation intercepts the HTTP call to EPM System and sets the username in an HTTP header. For example, the following header is set in the HTTP request: `HYPLOGIN=someusername`. For these cases, you would either choose the security agent names that appear in the security agent interface (such as OAM or SiteMinder), or can set your own header by choosing “custom”. Details of this are documented in the [EPM System Security Administration Guide](#) in the section “Configuring EPM System for SSO”.
- Web Identity Management solutions that set the HTTP authorization header:
 With this option, the security agent, Web Identity Management solution, or any custom implementation sets the HTTP authorization header to pass the value of the Login Attribute

to EPM System products. In this case, you would choose the “HTTP Authorization header” option in the Shared Services Console directory configuration. Details of this are documented in the [EPM System Security Administration Guide](#) in the section “HTTP Authorization Header”.

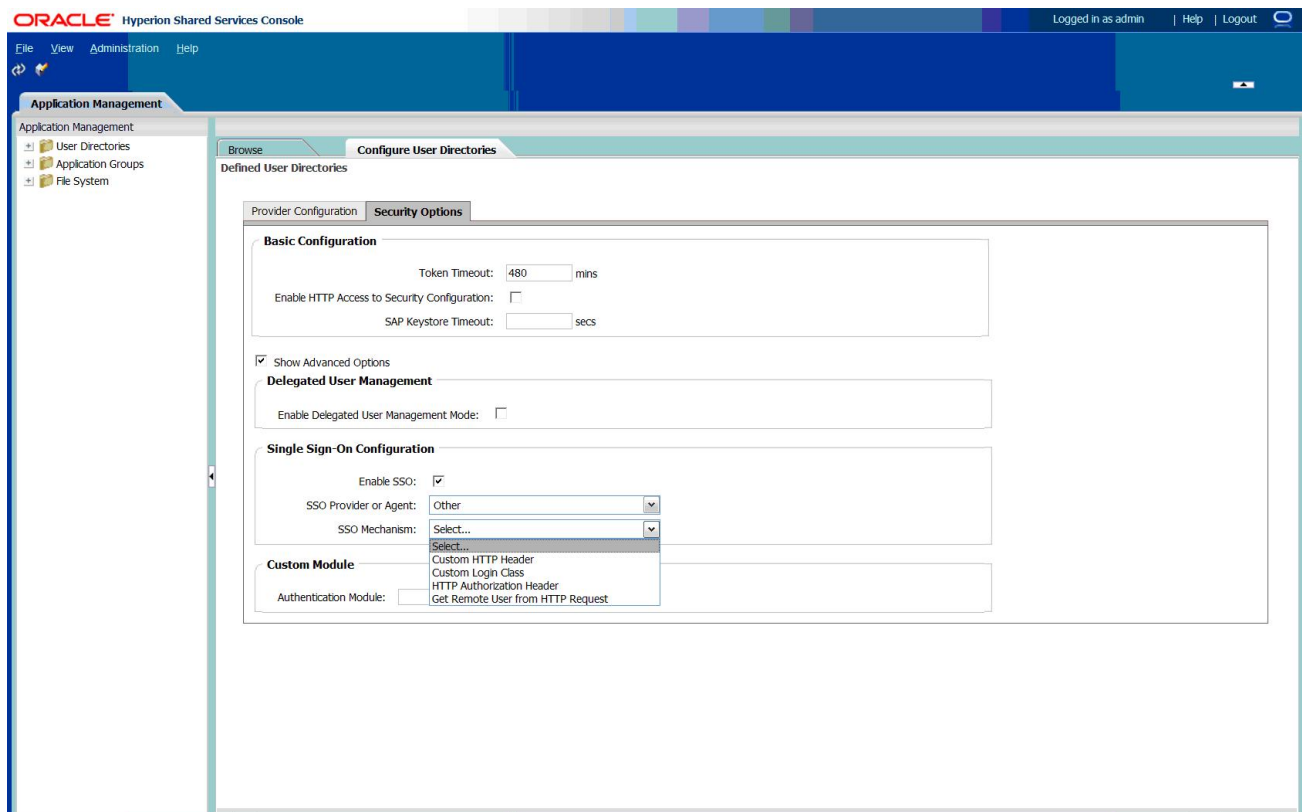
- Integrated Windows Authentication (Kerberos):

If Web Identity Management solutions or Integrated Windows Authentication (Kerberos) are used where the Login Attribute is passed in the HTTP request by setting this typically using “setRemoteUser” function. In this case, you would use the “Remote User from HTTP Request” option in the Shared Services Console directory configuration. Details of this are documented in the [EPM System Security Administration Guide](#) in the section “Kerberos Single Sign-on”.

- X509 certificates:

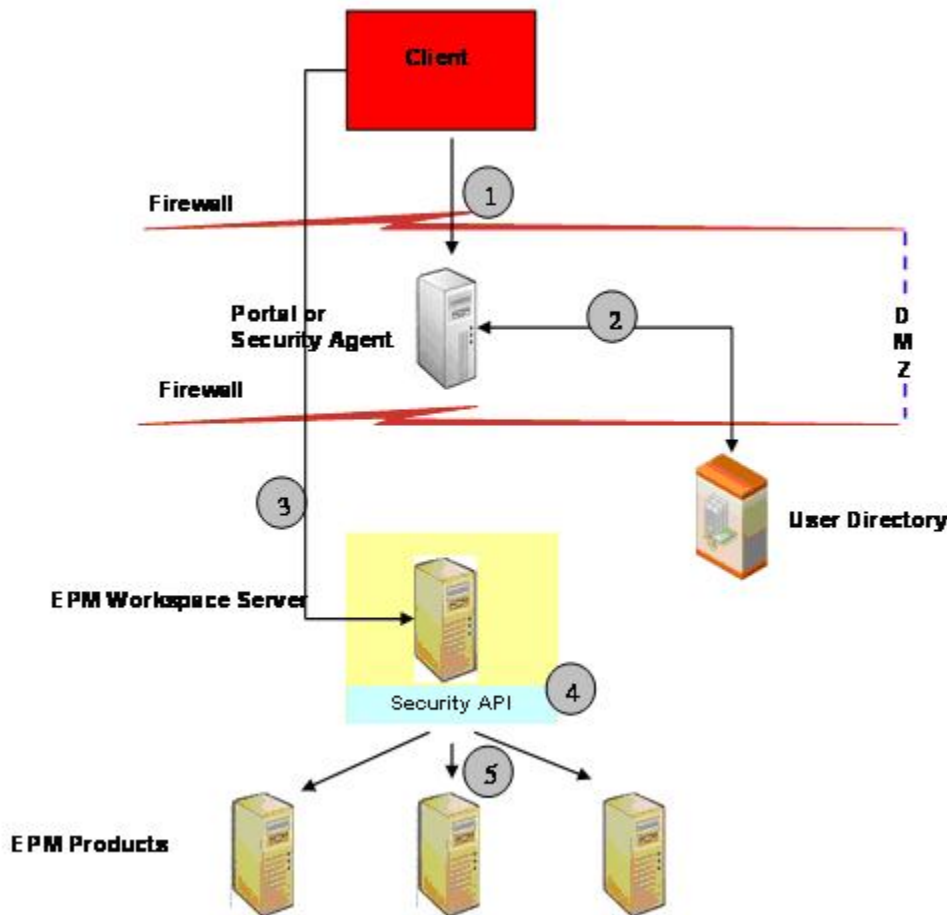
If X509 certificates are being passed and need to be used as a means of authentication, then it can be supported using a custom login class. If you are using DN attribute to extract the user identity from the certificate, the EPM security system has a sample custom login class that can be readily used. If you are using any other attribute other than DN to derive the user identity, then you can use the sample login class and customize it to suit your needs. Details of this are documented in the [EPM System Security Administration Guide](#) in the section “Configuring EPM SSO”.

In Shared Services Console, here is where you configure the options mentioned above:



- Custom login class:

If you are using a portal or any other agent that sets a cookie in the browser or sends a certificate other than an X509 or has a custom implementation, then this solution requires the use of a custom login class. This uses a solution as shown in the diagram below:



Configure the portal or security agent to redirect requests after authentication to the standard EPM Workspace URL (http://HOST_NAME:19000/workspace/index.jsp). Because this solution is for the case where the browser has a cookie or has a custom implementation, choose the “Custom Login Class” in the “SSO Provider or Agent” as described in the [EPM System User and Role Security Guide](#). Refer also to the [EPM System Security Administration Guide](#). The section “Implementing a Custom Login Class” describes how you would implement your own class that can be responsible for authentication. This class would be deployed in the EPM Workspace server. In addition, it would be necessary to access any EPM product via the EPM Workspace server:

1. The portal or security agent authenticates the user against an LDAP-based user directory.
2. After authentication the portal or security agent either sets a cookie or uses a custom implementation in the browser. The browser now contacts the EPM Workspace server.
3. Within the EPM Workspace server setup, you will deploy the custom login class as described in the [EPM System Security Administration Guide](#) in the section

“Implementing a Custom Login Class”. This class is responsible for returning the userid and optionally a password.

4. From the EPM Workspace server, you can now access any other EPM System product.

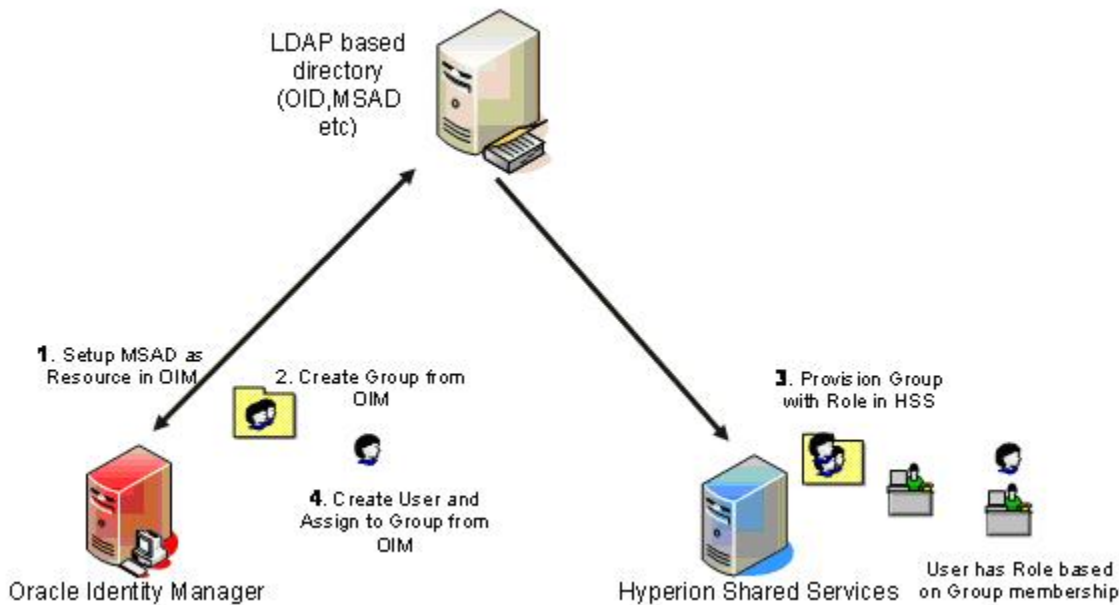
What are the options available for integrating Smart View client with commercial and custom Web-based single sign-on solutions for release 11.1.2?

Although Smart View is a thick client and not a browser, it connects to server components using HTTP and behaves much like a browser from the system-level perspective. As such, it supports all standard Web-based integration methods that browser interfaces support. There are several limitations with Smart View:

- Kerberos Integrated Windows Authentication is not certified with Smart View Client.
- SSO mechanisms are not supported for private connections. Private connections are present for backward compatibility; new customers are encouraged to use shared connections.
- Header-based authentication and other custom methods that require cookie management on the client: When Smart View is launched from an existing browser session connected to EPM Workspace or any other EPM System product, although authentication is handled by the web-based single sign-on solution, you will need to sign in once again from Smart View because the cookie from your existing browser is not shared by Smart View. Under the hood, Smart View client will launch a new browser instance on the client, which is always Internet Explorer and as such any SSO cookie already applied to the browser instance may not be visible to Smart View client.

How do I integrate Oracle Identity Manager (OIM) with EPM System security so that I can manage EPM Security with it?

The following diagram illustrates the general concept of how OIM can be used to manage security for EPM System products:



The integration approach is based on using LDAP groups (also known as enterprise roles); use these enterprise roles as the granting mechanism by OIM and then have all security assignments in EPM System products to be assigned to these groups/enterprise roles. OIM can then be used to add users to these groups, which will then provision security automatically within EPM System.

For example if the customer has a Planning application named “Budget Planning”, we can create three groups (enterprise roles) in the directory, one for each of Planning’s roles used in the enterprise. For example, we need to create “Budget Planning Interactive User”, “Budget Planning End User”, and “Budget Planning Admin”. All security in the Planning application should be designed by granting access to these groups and any other groups as needed. This includes provisioning these groups to the needed roles within Shared Services as well as adding these groups to the access control lists. OIM’s work flow process can then be used to grant users access to this application by adding the user to one of these groups/enterprise roles.

► Specific steps are as follows:

- 1 Ensure that the users and groups that will be used for identity, role management or policy based entitlement-management are part of a LDAP based directory supported by EPM such as OID or MSAD.
- 2 Use OIM to create appropriate groups (also known as Enterprise Roles) in the directory such that these groups can be assigned with EPM roles as required. If the directory already has existing groups, then this step can be skipped.
- 3 Configure the same LDAP based directory that is used by OIM in Shared Services as a provider. Now look up the groups that were created by OIM or used by OIM and provision appropriate EPM roles to these groups. Unless new groups are added or deleted, this is a one time activity that will be performed in Shared Services.
- 4 Now, you can use OIM and assign users to the appropriate groups (Enterprise Roles) and manage security from OIM. Since the groups will already have the correct EPM roles assigned, you need not login to Shared Services to do any role based provisioning.

How can I confirm that EPM System is properly configured for header-based single sign-on?

Note: For releases 9.3.x and above, follow these steps to confirm the proper configuration:

Prerequisites

Download and Install Mozilla Firefox Add-ons

Download and install the following add-ons to the Mozilla Firefox browser:

- **HttpFox**
<https://addons.mozilla.org/en-US/firefox/downloads/latest/6647/addon-6647-latest.xpi?src=addondetail>
- **Modify Headers**
https://addons.mozilla.org/en-us/firefox/downloads/file/50889/modify_headers-0.6.6-fx+sm+mz.xpi?src=developers&confirmed=1

Configure EPM Workspace for the 9.3.x and 11.1.1.x Releases

For Release 9.3.x, see the *Hyperion Reporting and Analysis System 9 Installation Guide* (page 83) for information on how to set up EPM Workspace to work with SSO agents (in the section “Setting up Workspace Web Application Parameters”).

- To set up EPM Workspace Web Application parameters:
- 1 **Start the Servlet Configurator:** <BIPLUS_HOME>\bin\config.bat.
 - 2 **Select Properties, then User Interface, and then Login.**
 - 3 **Set Custom Username Policy to \$SECURITY_AGENT\$ and Custom Password Policy to \$TRUSTEDPASS\$.**
 - 4 **Select File, and then Save.**
 - 5 **Select File, and then Exit.**
 - 6 **Run settrustedpass.bat located in the <BIPLUS_HOME>\bin folder.**
 - 7 **When prompted, supply the default password of 123456, and then specify a new trusted password.**

This will create a file called `tp.conf` containing the trusted password in the encrypted format. The file should be automatically copied to the <WORKSPACE_DEPLOYMENT_DIRECTORY>\WEB_INF\config folder.

Set the Trusted Password on the Authentication Service

Note: Use the same password that you set in Step 7 under “Configure EPM Workspace for the 9.3.x and 11.1.1.x Releases” on page 257.

► To set the trusted password on the Authentication Service:

- 1 Log on to the Local Service Configurator in `<BIPLUS_HOME>\bin\ServiceConfig.bat`.
Users must be assigned the Global Administrator role to perform these changes.
- 2 Click **Show host properties**.
- 3 Select the **Authentication** tab and set the password.
- 4 Click **OK**.

Configure Shared Services

► To configure Shared Services:

- 1 In Shared Services Console, select the **Enable SSO** check box and define the value for **Custom HTTP Header**.

In the sample below HYPLOGIN is used as the HTTP header name.

The screenshot shows the 'Security Options' tab of the 'Provider Configuration' window. It is divided into several sections:

- Basic Configuration:** Includes fields for 'Token Timeout' (480 mins), 'SAP Keystore Timeout' (secs), and 'SSO Compatibility' (11.1.2.0 and below).
- Show Advanced Options:** A checked checkbox.
- Delegated User Management:** Includes 'Enable Delegated User Management Mode' (checked).
- Single Sign-On Configuration:** Includes 'Enable SSO' (checked), 'SSO Provider or Agent' (Oracle Access Manager), and 'SSO Mechanism' (Custom HTTP Header) with 'HYPLOGIN' entered in the text field.
- Custom Module:** Includes an 'Authentication Module' text field.

- 2 Restart Shared Services, Reporting and Analysis common services, BI services, and DAS service.

Steps to Test

Note: If you have already deployed an SSO Agent such as SightMinder or Oracle Access Manager, turn the protection off for all EPM products during this test. If their plugins are configured for the EPM Apache Web server, they should be disabled or the connection should be made directly to the application server port (45000 for Workspace and 28080 for Shared Services).

► To test whether EPM System is properly configured for header-based single sign-on:

1 Launch Firefox.

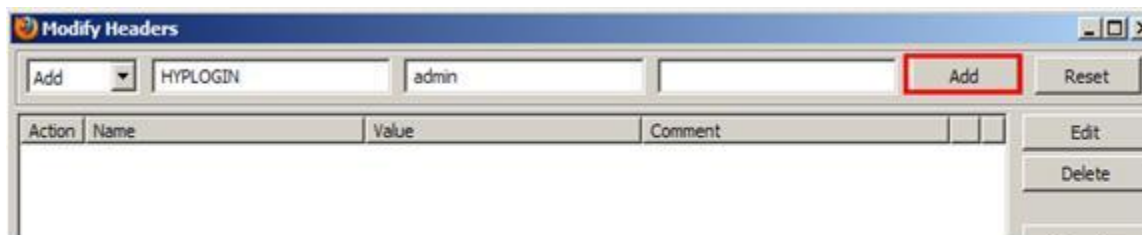
2 Select Tools, and then Modify Headers.

The Modify Headers add-on is launched in a separate window.

3 Select Tools, then HttpFox, and then Open In Own Window.

4 In the Modify Headers dialog box, select Add and enter values for the HTTP Header Name and the HTTP Header Value.

In the sample below HYPLOGIN and admin user are used. The admin user is the Native Directory admin user.



5 Switch to the HttpFox window and click Start.

6 Launch the following Workspace URL:

`http://<host>:<port>/workspace/index.jsp`

The <host> is the EPM Apache Web server (*not* the SSO Agent HTTP Server).

Make sure the SSO agent is removed from communication path.

The HTTP request is sent to Workspace with the HYPLOGIN Header populated.

If the Workspace launchpad is displayed without the Workspace login page, then the configuration within EPM products is correct.

7 Launch the following HSS URL:

`http://<host>:<port>/interop/index.jsp`

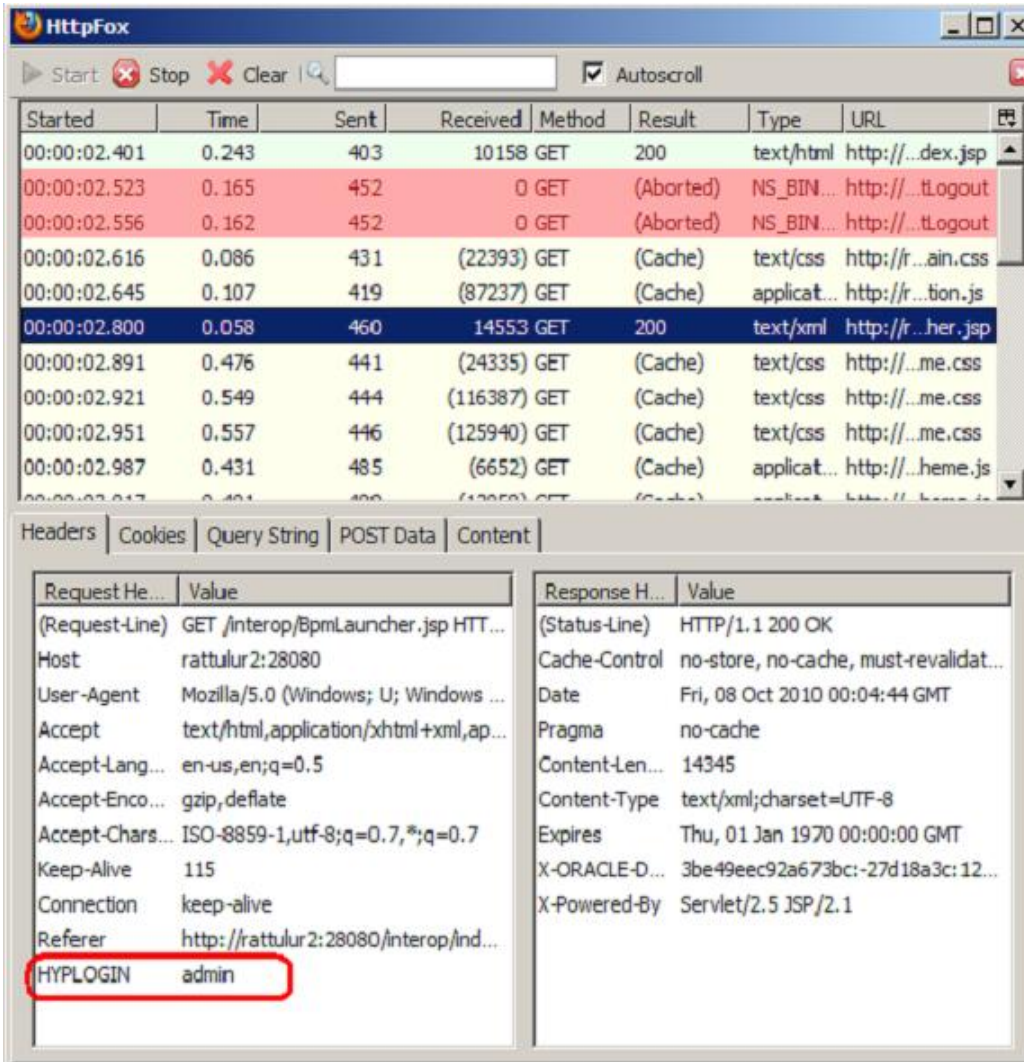
The <host> is the HSS host server (*not* the OSSO Agent host).

The HTTP request is sent to Workspace with the HYPLOGIN Header populated.

If Shared Services Console is displayed without the login page, then the configuration within EPM products is correct.

8 Configure the OSSO Agent to simulate the communication to the EPM Web server.

The HTTP Request can be inspected in HttpFox by selecting any of the line items for each request listed. See the sample below:



Financial Close Management is not showing up in Shared Services 11.1.2, and users cannot be provisioned with Financial Close Management roles. Why is this happening?

This is happening because Financial Close was not registered properly with Shared Services.

► To force Financial Close to re-register with Shared Services:

1 **Edit** `financialclose_1_config.xml` in the following directory:

```
<MIDDLEWARE_HOME>/user_projects/epmsystem1/config/foundation/11.1.2.0/product/financialclose/11.1.2.0
```

2 **Search for** `hubRegistration`, and replace:

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

with

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

3 **Re-run EPM System Configurator**, and select only the top node of Financial Close, which will re-register Financial Close with Shared Services.

How does EPM System security integrate with Oracle E-Business Suite (EBS) security?

The whitepaper previously released for EPM System 11.1.1.3 has been updated to include information for release 11.1.2. To configure EPM System so that all of its functional security can be managed in the EBS UI, follow the steps highlighted in this document “Using EBS to Manage EPM Functional Security” in the [EPM System Whitepaper Library](#).

In my environment, user accounts often move from one MSAD to another. When they move, user provisioning information in EPM System is lost. The User ID also changes during this process. What is the best practice to handle this transition?

In this scenario, the best practice is to use native groups for provisioning and access control within the products. You should create native groups within Shared Services Console and add MSAD or other external users/groups to the native group. Then provision the native group to roles within Shared Services for all EPM System products, and assign access control within EPM System products to the native groups (such as assigning filters in Essbase, security classes in Financial Management, dimension access in Planning, etc.) Avoid provisioning roles or assigning access control to individual MSAD or other external users directly. In this case, only the group memberships in Shared Services need to be modified when a user object ID changes.

► Follow these steps to change the user ID in group memberships:

1 **Use LCM** in release 11.1.x or the **CSS import/export utility** in release 9.x to export native groups from Shared Services.

2 **Add a new external directory** in Shared Services that points to the new AD domain.

- 3 **Edit the exported `Groups.csv` file and globally replace the old MSAD provider name with the new provider name. Also, replace the login name of the user to the new login name in every line in every group children section.**

For example, consider the following:

Old user login name	Old HSS provider name	New login name	New HSS provider name
Olduser1	oldAD1	Newuser1	newAD1
Olduser2	oldAD1	Newuser2	newAD1

The `.csv` file will contain an entry such as:

```
#group_children,id,group_id,group_provider,user_id,user_provider
nativeGroup1,,OLDuser1,oldAD1
nativeGroup1,,OLDuser2,oldAD1
```

where `OLDuser1` is the login name of the user in the old AD provider (`oldAD1`) and the `OLDuser1` is a member of `nativeGroup1`.

After the edit, the entry would like this:

```
#group_children,id,group_id,group_provider,user_id,user_provider
nativeGroup1,,NEWuser1,newAD1
nativeGroup1,,NEWuser2,newAD1
```

where `NEWuser1` is the corresponding login name of the `OLDuser1` user in the new MSAD provider (`newAD1`).

- 4 **Import the edited file using LCM or the CSS import export utility.**
- 5 **The new MSAD users are now added to existing native groups; provisioning and access control with EPM products will be granted to the new MSAD users via the native group that was already provisioned.**
- 6 **After successful migration, you may choose to remove the `oldAD1` provider from the EPM security provider list.**
- 7 **You may also remove the `olduser1` entries from Shared Services by running the Native Directory Update utility. This utility can be found under `HYPERION_HOME/common/utilities/SyncOpenLDAPUtility`.**

In release 11.1.1.3, I need to give Shared Services administrator rights to a few users but do not want them to be able to “Change Native Directory Password.” Is that possible?

Yes. At the very first login, any administrator user can change the Native Directory password since they do not need to know the existing password. However, subsequent changes to Native Directory password require the existing password, thus only those administrator users who know this password can change the Native Directory password. Changing the Native Directory

password prior to assigning administrator rights to other users removes their ability to change the Native Directory password.

The Shared Services Import/Export utility doesn't log error messages properly even though I intentionally caused errors by specifying a wrong port number in the `importexport.properties` file. The console shows some error messages but no error messages are written to the log file. Is this a defect?

Any errors that occurred in the process of an actual import/export of security artifact data alone will be logged in the errors log file. This means that the data has to be passed to the Shared Services security layer and errors encountered only in that layer are propagated to the errors log file. Other errors, such as invalid port, are not logged in the errors log file. Such errors abort the entire operation, and the error message will appear on the console. However, the stack trace and detailed messages are logged in the `SharedServices_Security_Client.log` file.

Using the Shared Services Import/Export utility, I can't seem to append any children (users/groups) to native groups. Instead, the new children that I want to append always replace the existing child users/groups with the ones that are provided in the `.csv` or `.xml` file. How can I append the children?

It is possible that you might be setting the `import.operation` property to `UPDATE` in the `importexport.properties` file as you wanted to update the group children. You should set it to `CREATE` instead, which will append the group members. This is documented in the import/export utility documentation (`impexp.pdf` that is packaged within the import/export utility). Here is the snippet in this document that talks about different options:

Valid options are:

- `create`—Users, groups, and roles are created. Group, role, and provisioning relationships are augmented.
- `update`—Users, groups, and roles are updated. Group, role, and provisioning relationships are replaced.
- `create/update`—A create operation is attempted oneach entity in the file. If the operation fails, an update operation is attempted.

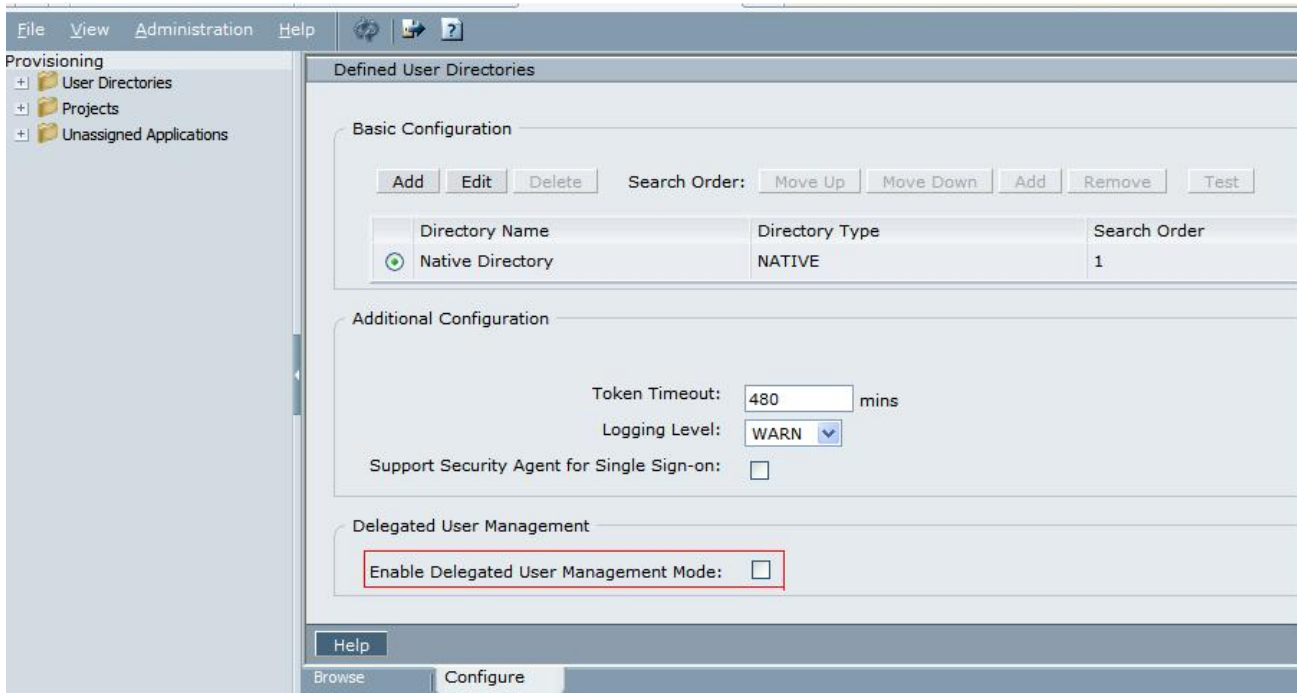
- delete—Deletes users, groups, and roles. Group, role, and provisioning relationships are deleted.

With Delegated User Management enabled, users are unable to login to Essbase if they are provisioned through a group in Shared Services. What should I do?

This is an issue in release 11.1.2. The workaround is to create a delegated list and add this group to it. Another option is to disable Delegated User Management, if you do not really need that functionality.

► Follow these steps to disable Delegated User Management:

- 1 Login to Shared Services Console as an admin user.
- 2 Navigate to **Administration**, then **Configure User Directories**, which brings the following screen:



- 3 Deselect the **Enable Delegated User Management** check box and save the change.
- 4 Restart Shared Services followed by all EPM products.

I can't see users/groups in the edit permissions screen in the Reporting and Analysis edit permissions screen, even though these users/groups are provisioned to Reporting and Analysis. What could be the problem?

It is possible that the Delegated User Management option might have been enabled. You can check this and disable it by following the procedure in the previous tip. Once this feature is disabled, you should see all the provisioned users/groups in the edit permissions screen. If you do really want to use the Delegated User Management feature and still want to see the users/groups in the edit permissions screens, then create the delegated lists appropriately. Refer to the [EPM Security Guide](#) for more information on Delegated User Management.

The above solution can also be applied if you do not see the users/groups in the edit permissions screens of other EPM System products, even though the users/groups are provisioned to the respective applications.

Is there any documentation on configuring EPM System release 11.1.2.0 for Kerberos authentication?

For release 11.1.2.0, a whitepaper that provides instructions to configure EPM System for Kerberos authentication has been posted to the [EPM/BI Whitepaper Library](#) (titled “Configuring EPM System Foundation Services for Kerberos.pdf”). Note that a patch for 11.1.2.0 is required in order for these instructions to work properly.

In release 11.1.1.3, an Essbase application name that starts with a # (e.g., #Sample) cannot be provisioned in Shared Services. Is there any issue with the # character?

If you create an Essbase application name that starts with the # character, there is no problem. However, if you create an application using the copy application feature and then rename the application to start with the # character, this problem may occur.

Workarounds:

- Do not create applications using the copy application feature when you want to have your application name starting with the # character.
- Do not rename the application to a name that starts with the # character if you created the application using the copy application feature.

I am trying to export 9.3.3 security using the Import/Export utility and I get the following error: “error:Java.io.ioexception: Property data cannot be loaded from cache”. What does this mean and how do I resolve it?

Ensure that the path you provided for `css.xml` in the `importexport.properties` file is reachable. This error indicates that `css.xml` is not reachable, hence the Import/Export utility is trying to initialize CSS using a local copy of `css.xml`, but the local copy does not exist. CSS saves a copy of the `css.xml` locally, typically in a temp directory, whenever CSS initialized successfully. This local copy of the `css.xml` file is used whenever CSS cannot get to the `css.xml` file provided to it.

In release 11.1.2, I am only able to export 5 native users out of 36, even though migration completes successfully. We were able to narrow it down to all users with an underscore in their name. Is this a bug?

Yes, this is a bug in 11.1.2 and is marked to be fixed in patch set #1. The workaround is to not create native users with underscore characters in their name.

In 11.1.2, where are the Shared Services Native Directory users stored and what is the encryption algorithm and key used to store the native user IDs and their passwords?

In 11.1.2, Native Directory user IDs and passwords are stored in the database configured for Foundation Services. Native user IDs are stored as is, in clear text. Native user passwords are hashed using SSHA (Salted Secure Hash Algorithm). SSHA is a one-way hash and so doesn't require any key.

Shared Services cache refresh is not picking up MSAD users that are added to the MSAD groups. Reporting and Analysis users are provisioned based on MSAD group. If users need rights to Reporting and Analysis, they are added to a group in MSAD. It seems that Shared Services cache refresh interval does not pick up this change, and only takes effect when EPM System is restarted, and this restarts Shared Services.

Shared Services security cache is not automatically refreshed periodically as per the value set to the cache refresh interval to minimize the unnecessary calls to security providers such as LDAP or MSAD. The refresh is triggered only when a request is made to access the cache (user login for example) and the cache is stale (older than the cache refresh interval time). Even when the cache refresh is initiated, that request (the one that triggered the refresh) and any subsequent requests will be served from the stale cache, instead of making the requests wait till the cache is refreshed. This may be happening in this case.

Log in as an MSAD user after the cache refresh interval time is elapsed, then wait for few minutes and try log in as the same user or any other user whose group is changed. You should then see the new groups of this user.

Are there any functional differences when using native groups versus corporate directory groups in EPM System 11.1.2?

Native groups and Corporate Directory groups are functionally the same, with one exception. When adding or removing users to/from native groups, the change is immediately visible in the system. However, any changes to the Corporate Directory groups, such as adding or removing users, would take at the most an hour (the duration is configurable by tuning the cache refresh interval) to reflect in the system. Most EPM customers use native groups since they want the EPM administrator to be able to manage security and not require an IT change request.

While trying to run a sample program of the Shared Services Security SDK in Release 11.1.2, I am getting a message that says **Initializing CSS ...Exception in thread "main" java.lang.NullPointerException**. What could be the problem?

This message is displayed if Shared Services Security is not initialized. Ensure that the location of the Shared Services Security dependencies jar file `epm_j2se.jar` is included in the classpath (`EPM_ORACLE_HOME/common/jlib/11.1.2.0/epm_j2se.jar`).

In addition, ensure that the environment variable or Java system property `EPM_ORACLE_INSTANCE` is set. Typically, it is set to:

```
ORACLE_HOME/Middleware/user_projects/epmsystem1
```

I lost the password for the Native Directory “admin” user in Release 11.1.2. How can I recover/reset the password?

You cannot recover the password; however, you can reset the password to the default value (which is “password”) as follows:

1. Use SQLPlus or any GUI tool to connect to the Shared Services database with the user who was used while configuring Foundation Services.
2. Run the following SQL commands:

```
update CSS_USERS
set PASSWORD='{SHA}W6ph5Mm5Pz8GgiULbPgZG37mj9g=' where name='admin';
commit;
```

This resets the password. If you want to change the password, you can log in to Shared Services Console as the `admin` user and change it from there.

In Release 11.1.2, I cannot open the Dimension Library, and I see that `CASSecurityException` is logged in the EPMA log file saying that an MSAD group is not found. I have Active Directory configured as an external authentication provider with the group filter set. What is wrong?

The problem is that the primary group (typically the Domain Users group) is falling outside the group filter. As a result, `getGroupByIdentity()` is not able to find the primary group.

Add the primary group (or groups, if you have more than one primary group) to the group filter. For example, if you have a filter such as `(| (cn=hfm*) (cn=hyp*))` and Domain Users is your only primary group, then modify this filter as `(| (cn=hfm*) (cn=hyp*) (cn=Domain Users))`, save the changes, and restart Foundation Services followed by the products.

5

Lifecycle Management

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What is the best way to become familiar with the Lifecycle Management (LCM) functionality in the 11.1.1.x release?

For product-specific tutorials on performing first-time LCM migrations, see the “Oracle by Example”s (OBEs) posted here:

http://www.oracle.com/technology/obe/hyp_ss/ssindex.htm

To get a deeper understanding of LCM functionality, see the [Lifecycle Management Guide](#).

When using Lifecycle Management (LCM) to export and import artifacts from multiple products, is there a specific order I should follow to make the export/import successful?

There is no specific order to follow when exporting artifacts from multiple products; however, when importing artifacts, follow this order:

- Performance Management Architect (EPMA)
- Shared Services
- Reporting and Analysis
- Essbase
- Planning
- Financial Management
- Performance Scorecard
- Profitability and Cost Management

I can use Lifecycle Management (LCM) to migrate artifacts between environments, but how do I move data from one environment to another?

Migration of data is sometimes needed to duplicate a production environment, start a new development cycle, or move production data back to development to reproduce issues. There is no automated tool for data migration, but the steps required to do this are documented for Essbase, Planning, and Financial Management in the [First Time Lifecycle Management Migrations](#) whitepaper.

Can Lifecycle Management (LCM) artifacts exported from one release of a product be imported into another release of the product?

No. The source and destination environments must use the same release.

Can I use Lifecycle Management (LCM) to migrate artifacts between operating systems (e.g., from HP-UX to Linux)?

Yes. The artifacts are not dependent on the operating system so they can be migrated between operating systems.

What is the best practice for managing application names for Lifecycle Management (LCM) in different environments?

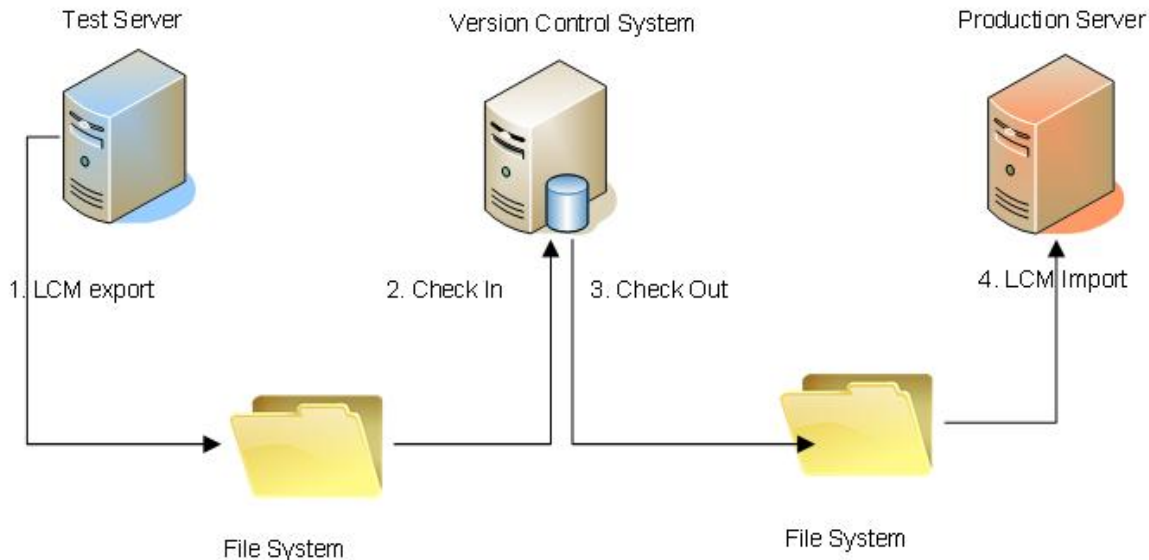
In order to fully automate the migration process, the best practice is to keep the Development, Test, and Production environments identical in terms of names, including names of data sources, provisioned Native Directory group names, applications, and application groups. This is more important between Test and Production environments where manual steps are often unacceptable. We recognize this is not always possible because some products' application names include the server name, and this requires manual editing of provisioning information. This issue will be addressed in a future release. In cases where the application names are different, provisioning information needs to be edited manually before importing in the target environment. For an example using Essbase, see the [First Time Lifecycle Management Migrations](#).

Is there a way to do version management for EPM System artifacts using Lifecycle Management (LCM)?

Yes, LCM allows customers to use their existing document or source-code-control systems, such as Oracle Universal Content Management, to version EPM system artifacts.

The most effective approach is to always export to the file system before importing to production, and then import to the version control system before importing to production.

Version Management Using LCM

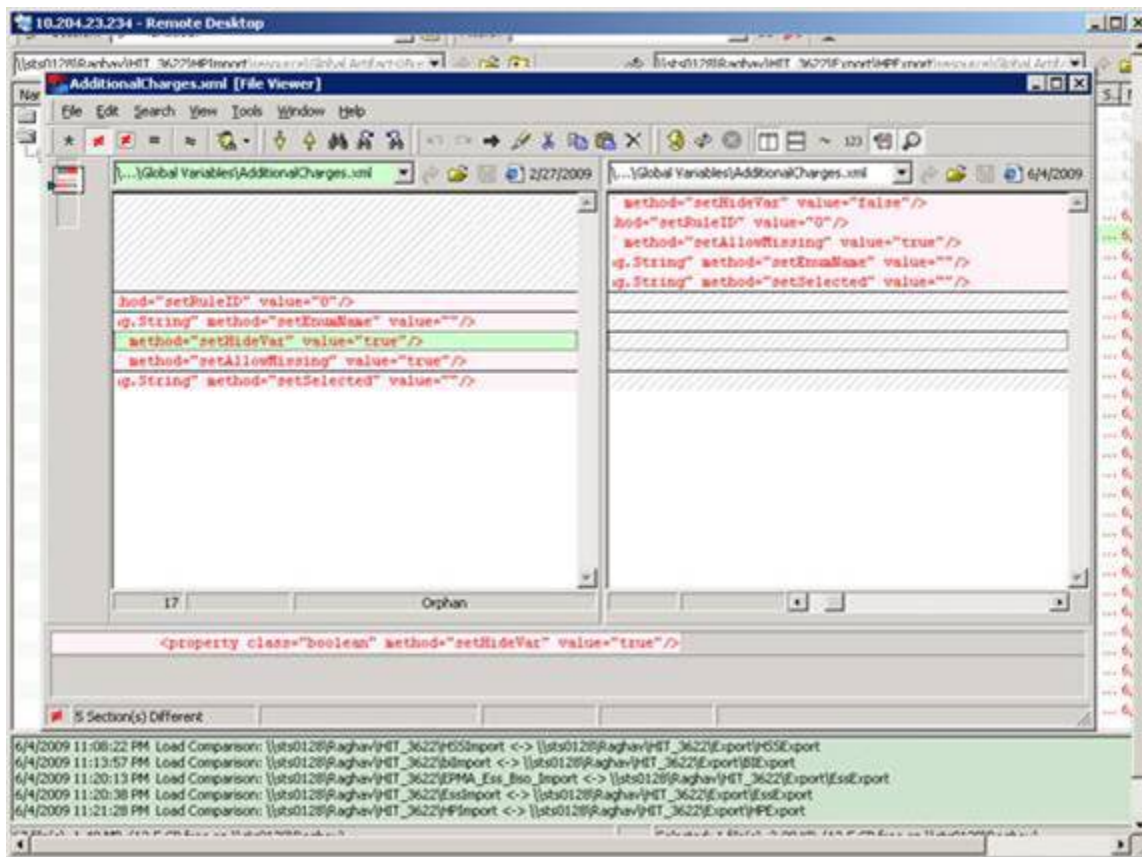


ORACLE

This approach can be automated in a number of ways, depending on the production control tool used. For example, it can be achieved by writing a script that first imports the exported artifacts to the version control system and then imports to the production system. By inserting this change in the process, we ensure that the artifacts in the production system are always in the corporate version control system with proper date metadata. Then the customer is able to answer date questions, such as: the system was working properly last week, it is not working now, what changes to the artifacts have been migrated to production during the last week? If the version control system supports a compare feature, it can provide actual differences for EPM System artifacts that are text or XML based.

Is there a comparison report for Lifecycle Management (LCM)?

If not, how do I compare two environments? LCM does not provide built-in compare functionality. However, users can export the artifacts to the file system and use a compare utility to see differences for text and XML artifacts. For example, the following screen shows the differences on one of the Business Rules' Global Variables artifacts using the Beyond Compare utility.

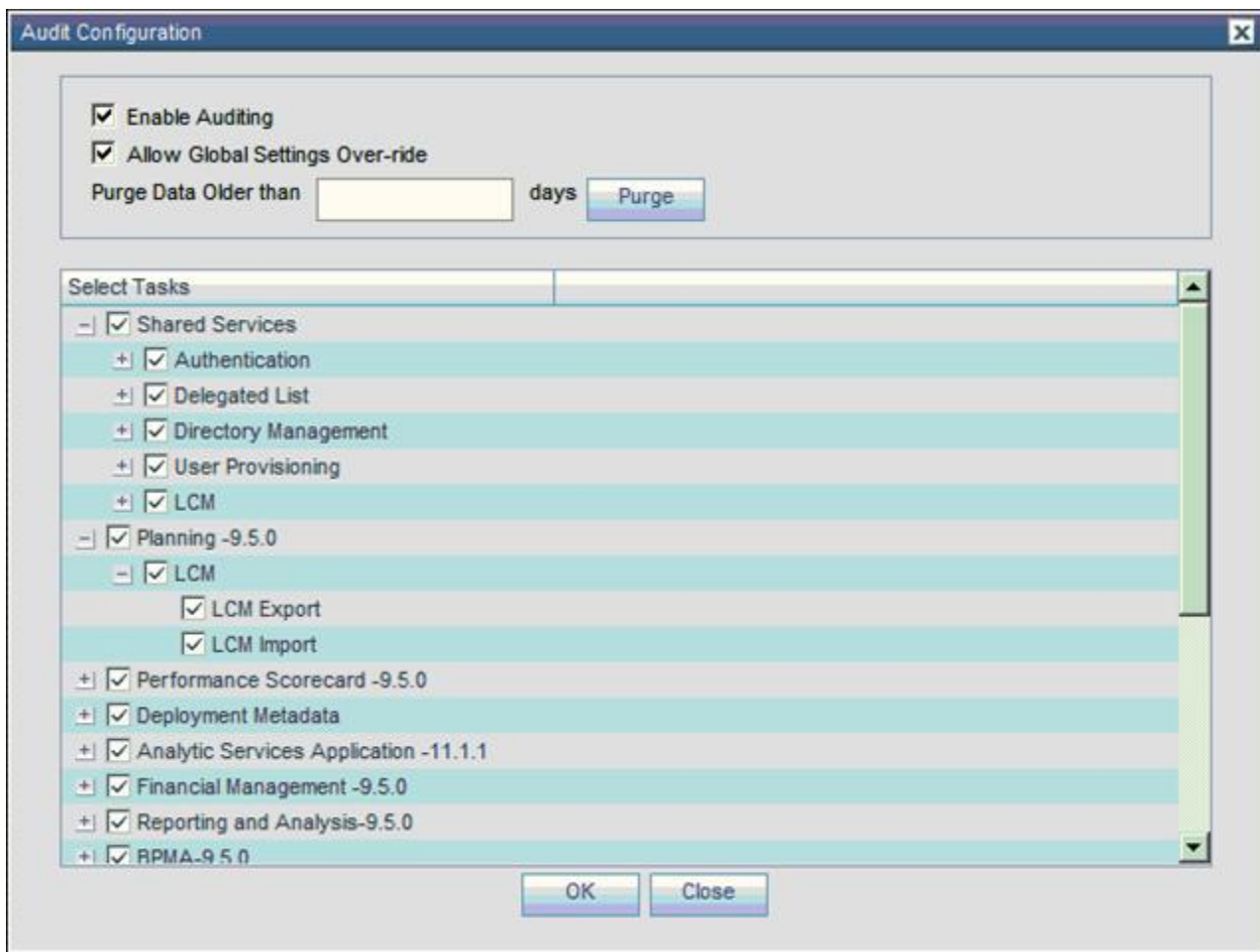


Does Lifecycle Management (LCM) have audit capabilities?

Yes, using Shared Services Console, you can enable auditing for LCM and run reports on the activities performed on product artifacts. For example, you can run a report on the user who performed an LCM extract and include the date it was extracted. Another example is to run a report on the importing of specific artifact.

➤ To enable the auditing feature from Shared Services Console:

- 1 Select **Administration** -> **Configure Auditing** and then select the **Enable Auditing** checkbox as shown below:



- 2 Once auditing is configured, select **Administration -> Audit Reports -> Artifact Reports** and enter your report parameters.

For more information about LCM auditing, see the “Working With Lifecycle Management and Shared Services Console” chapter in the [Lifecycle Management Guide](#).

Audit information is stored in the database, so you can also generate custom reports using a Reporting and Analysis tool.

I am not able to use Lifecycle Management (LCM) to export Shared Services deployment metadata.

Or, What is the cause of this error: “Registry error occurred while accessing artifact”?

When exporting the deployment metadata artifacts, you might encounter errors like *Registry error occurred while accessing artifact* (a detailed sample error is shown below). This error occurs because the Windows file system has a limit of 256 characters for folder and file structures.

Deployment metadata should not be migrated from Development to Test to Production because it includes environment-specific information. Two LCM use cases for deployment metadata are backup and change of values of artifacts. The workaround for the backup use case is to use database back up. The workaround for the edit use case is to use the LCM UI and change artifacts one at a time.

This issue does not occur on UNIX platforms and has been fixed in the 11.1.1.3.0 release for Windows.

Following is a sample error message from Shared Services that is related to this issue:

```
error /Shared Services Registry/Foundation Services Product - 9.5.0.0/EPMA - 9.5.0.0/
Logical Web App@dhcp-manchester-lab-10-167-94-159_19091/EPMA Web App@dhcp-manchester-
lab-10-167-94-159_19091/ App Server@dhcp-manchester-lab-10-167-94-159/App Server
Properties - *Registry error occured while accessing artifact-* App Server Properties
for the given path/Shared Services Registry/Foundation Services Product - 9.5.0.0/ EPMA
- 9.5.0.0/Logical Web App@dhcp-manchester-lab-10-167-94-159_19091/EPMA Web App@dhcp-
manchester-lab-10-167-94-159_19091/App Server@dhcp-manchester-lab-10-167-94-159
```

When trying to browse Financial Management artifacts in Shared Services, I get the error “Unable to connect to HFM app, ensure that the application is up and running and the user has appropriate rights to access the feature”. What causes this?

This error occurs because the Shared Services server is not able to connect to the Financial Management server. One reason this may happen is that because Financial Management is configured to use a port different from the default port 80 (for non-SSL) and 443 (for SSL). In this configuration, you must change the Financial Management registration file manually in Shared Services.

► To fix this problem, follow these steps:

1 Open Microsoft Word and edit the URL:

```
http://<hss_server>:28080/interop/content/products/HFM-9.5.0/Published/
<application_name>.instance
```

2 Search for lcmCallBack URL and add “<port_number>” to the end of the HFM URL.

3 Restart Shared Services

This issue is resolved in the 11.1.1.3.0 release and the manual steps mentioned above are not needed for such configurations.

What are the important limitations and issues to be aware of before using Lifecycle Management (LCM)?

There are a few items to highlight:

- When performing a composite application migration like Planning, you must perform the import operation in the following order: Performance Management Architect, Shared Services, Essbase, Reporting and Analysis, Planning, Financial Management, and Profitability.
- The source and destination environments must be on the same release number.
- Data migration is not supported.
- The following EPM System products are not integrated with LCM: Strategic Finance, FDM, ERP Integrator, Essbase Studio, Essbase Integration Services.
- Do not use LCM as your only means of backup and recovery.
- Do not migrate artifacts under Shared Services deployment metadata. These artifacts are environment-specific and should not be migrated.
- Direct application-to-application migration can happen only within the same environment such as Development, Test, and Production. Plan for an export to the file system and import from the file system when migrating artifacts across environments.
- Do not use quick edit features (export for edit and import after edit) if you want to export an artifact from one environment and import it into another environment. The quick edit feature is only for editing and replacing the artifact in the same environment.

How can I secure exported Lifecycle Management (LCM) artifacts on the file system?

When artifacts are exported from the LCM user interface within Shared Services to the file system, they are stored in a folder under `<Hyperion Home>/common/import_export` where `<Hyperion Home>` is the location where Shared Services and other EPM System products are installed. The folder name is the name you provide during the export.

The first level of security is file system security. To limit access to these artifacts, you can modify the permissions on the `import_export` folder to ensure that the only person who starts Shared Services has full permissions on this folder; no one else has these permissions.

If an additional level of security is needed, the content of this folder can be moved to a password-protected container like Winzip or can be encrypted on the file system using PGP or other data encryption methods. Before the artifacts are imported, they need to be unencrypted by the authorized user.

What are the hardware or software requirements for the Lifecycle Management (LCM) component?

The Lifecycle Management component is installed with Shared Services and does not require any additional hardware or services. If a customer decides to maintain and store various application artifacts, appropriate disk space is required to store those artifacts on the file system.

For the approximate recommended disk space, see “Disk Space and RAM” in Chapter 2 of the [Installation Start Here](#).

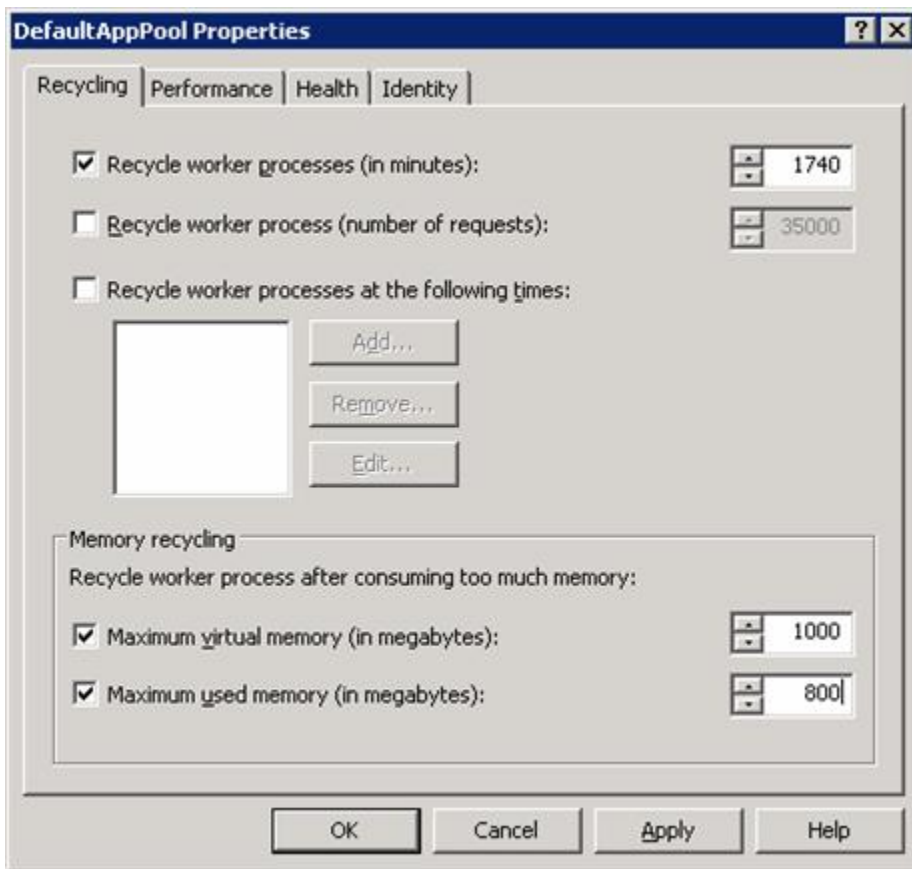
Why do I receive an “OutOfMemory” exception in the IIS process when using Lifecycle Management (LCM) to run multiple Financial Management migrations on large applications?

When running multiple Financial Management LCM migrations on large applications, you may receive an OutOfMemory exception in the IIS process (w3wp.exe). This occurs because IIS does not release memory immediately after a migration completes, but rather waits until a memory threshold is reached before performing garbage collection for performance reasons. However, with large migrations, you need to allocate a large block of memory, making it possible to hit this exception.

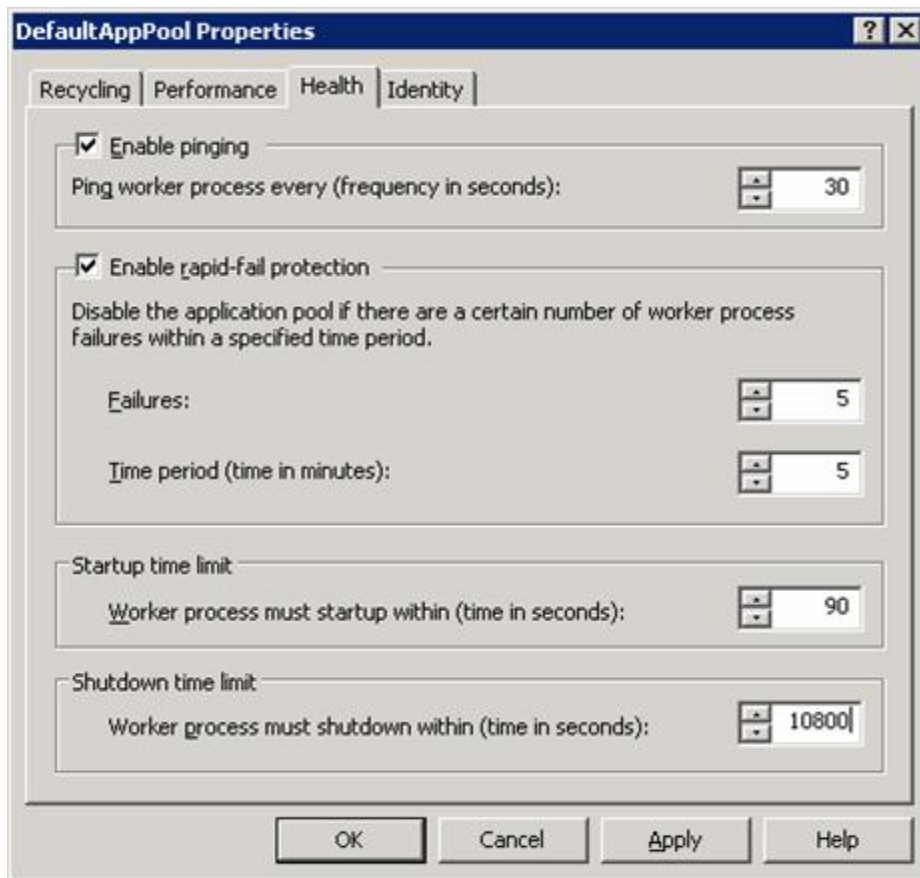
To avoid this, change the IIS configuration for the Financial Management LCM application pool on the Financial Management Web server:

Enable Memory recycling with virtual memory set to 1000MB and physical memory set to 800MB. (Depending on the hardware resource, these values can be increase; however, these recommended values should be safe for most environments).

This is under the application pool’s Properties page:



On the Health tab of the Properties page, change the Shutdown time limit to 10800 (3 hours). This high value is set to prevent failure on long migrations where an IIS safe reset is required (due to memory limit reached) while the migration is running by providing sufficient time for the migration to complete (3 hours).



Can Lifecycle Management (LCM) migrations be scheduled?

Yes, using the Lifecycle Management command line utility, you can schedule LCM migrations. For example, the following crontab entry will archive artifacts of the system to sccs each day at 6:30 PM.

```
30 18 * * * ArchiveArtifacts
```

Where ArchiveArtifacts is a script with the following algorithm:

```
#!/bin/csh -f
setenv HyperionHome /usr/Hyperion
# Export all artifacts defined in allmddf to local file system.
$HyperionHome/common/utilities/LCM/9.5.0.0/bin/Utility allmddf -l
# Use SCCS to import the artifacts into version control system.
sccs delta SCCS
```

In the above example, you will use the Migration Definition File called allmddf to export all the artifacts you wish to archive. The “-l” option specifies that you want to export the artifacts to a local file system so that they can be archived.

For more information, see the “Using Lifecycle Management Utility” chapter in the [Lifecycle Management Guide](#).

Can Lifecycle Management (LCM) be used for backup and recovery?

LCM does not replace the need for a physical backup of servers and content. Since LCM can export most of the application artifacts (excluding data), this is well-suited for archiving application content. LCM is well-suited for the following use cases:

- Making a temporary backup of one or more artifacts when a business user wants to edit the application content. For example: If a change needs to be made to a dimension in Essbase or Planning, in order to ensure that the changes can be reverted back if something goes wrong, you can perform an LCM export of the dimension prior to making any edit. This will serve as a temporary backup. Then you can edit the dimension in the product.
- Archiving artifacts before performing an import: If you are migrating content from a test system to production, you may wish to archive the existing production artifacts by exporting them and checking the same into any version control system.

When using the Lifecycle Management (LCM) command-line utility to export artifacts to the file system, why do I receive the error message "Cannot copy file"?

For the 9.3.1.x and 11.1.1.x releases, the LCM command-line utility sometimes returns the `Cannot copy file` error message.

This error indicates that a file copy error has occurred, due to the path limitation in Windows. Windows Maximum Path Length In the Windows API, the maximum length for a path is `MAX_PATH`, which is defined as 260 characters. A local path is structured in the following order: drive letter, colon, backslash, components separated by backslashes, and a terminating null character. For example, the maximum path on drive D is `D:\<some 256 character path string><NUL>`, where `<NUL>` represents the invisible terminating null character for the current system codepage. (The characters `< >` are used here for visual clarity and cannot be part of a valid path string.)

Workaround for Reporting and Analysis

For Reporting and Analysis artifacts only, use these workarounds to this problem:

- Restructuring the folders in the EPM Workspace/Explore module to reduce the depth of the folder.
- Renaming the folder in the EPM Workspace/Explore module to reduce the length of the name.
- Running migrations with `fileSystem.friendlyNames=false` in the following file:
`c:\hyperion\common\utilities\lcm\9.5.0.0\lcm\conf\migration.properties`

Can I integrate Lifecycle Management (LCM) with an existing production control or approval management system?

Yes, you can integrate LCM with existing workflow systems, via Java APIs or command-line utility. In most cases, the command-line utility is sufficient because the logic of the migration is captured in the migration definition file. The migration definition file (which is an XML file) can be created using the LCM functionality in Shared Services Console or can be created programmatically by the workflow system. If you use the migration definition file created by Shared Services Console, it needs to be programmatically modified to add the user's credentials to it. These credentials need to be in plain text when inserted into the XML file but will be automatically encrypted the first time the migration is executed. Once the migration definition file is created, it can be invoked by the production management system via command line or Java API.

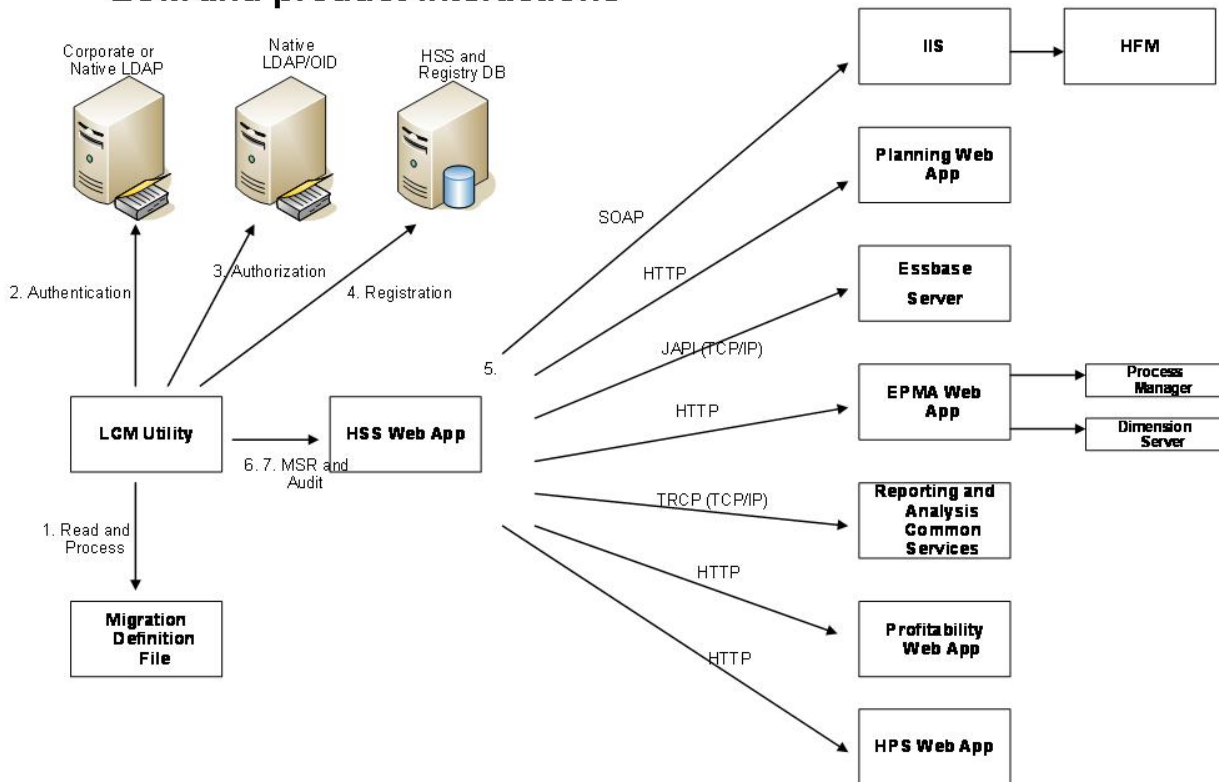
Should I migrate Deployment Metadata via Lifecycle Management (LCM)?

In Shared Services Console, the Deployment Metadata node includes physical server names and configuration information for the deployment. This information should not be migrated from one environment to another (for example, from Dev to Test). Migrating this data would corrupt the configuration information on the target and would make the system unusable. The use case for exporting and importing Deployment Metadata is for archiving configuration information in a version control system to monitor changes in the configuration.

What is the communication flow between services when using Lifecycle Management (LCM) command line utility?

The following graphic depicts the communication flow between services and the LCM command line utility:

LCM and product interactions



- 1. Process Migration Definition File:** The LCM command line utility first reads and processes the migration definition file.
- 2. Authenticate:** The LCM command line utility then authenticates the user with either the corporate LDAP directory or other provider configured for use with Shared Services. The CSS component requires the Shared Services Registry database to be running during initialization.
- 3. Authorize:** After authentication, the LCM command line utility contacts the Shared Services Native Directory (either OpenLDAP or OID) to ensure that the user's role authorizes him to perform the requested operation.
- 4. Registration Information:** The LCM command line utility communicates with the Shared Services Registry and the Shared Service database to obtain product registration information.
- 5. Process each application migration request:** The LCM command line utility now processes each import or export operation by contacting the appropriate product.
- 6. Audit:** The LCM command line utility audits each LCM action, if auditing is enabled, by contacting the Shared Services web application over HTTP.
- 7. Publish status report:** The LCM command line utility contacts the Shared Services web application over HTTP to publish the migration status report.

When using Lifecycle Management (LCM) to migrate security from one server to another, if the user already exists on the target system and has changed the password, why isn't the password updated after migration?

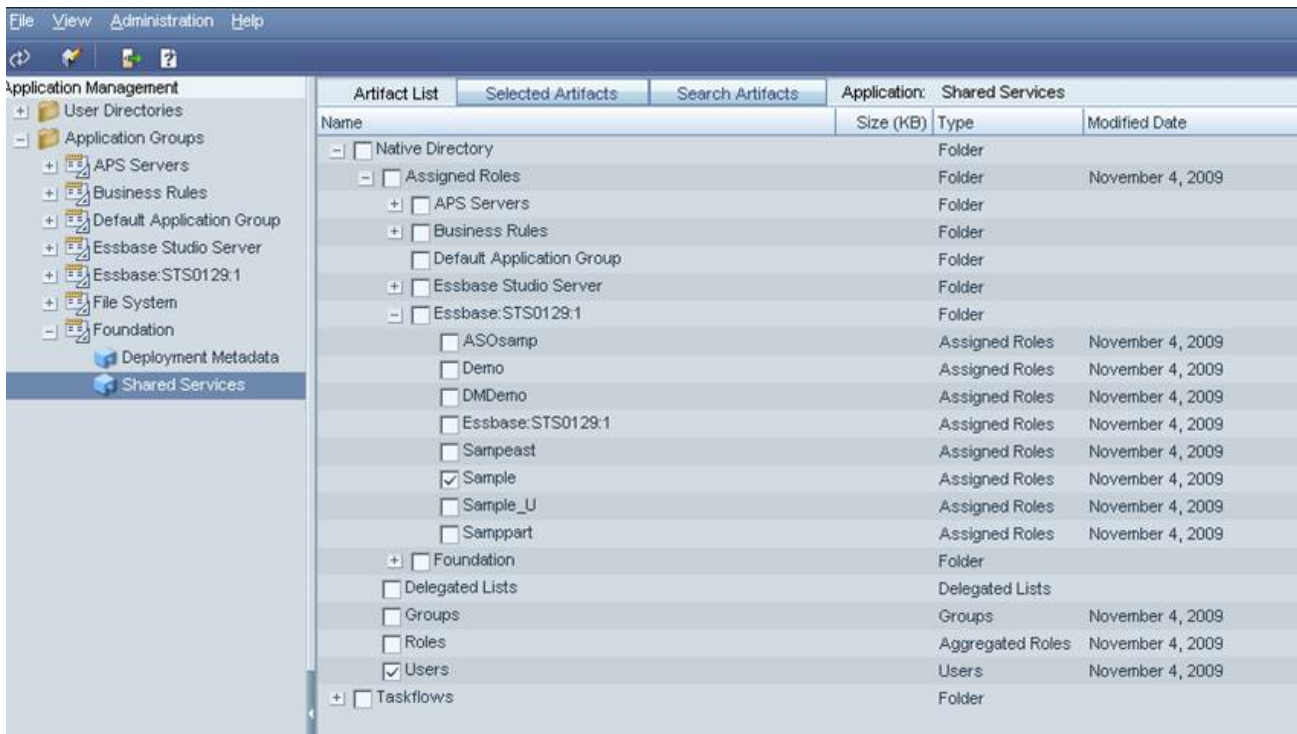
This is expected behavior. As a best practice, it is advised that native user passwords not be migrated across environments; because the user can have a different password in the Development environment versus production, the password could be overwritten. The user should be responsible for password maintenance in the environment.

If passwords need to be migrated, the recommended approach is to delete the existing users during migration by choosing the “Delete” destination option. This deletes the existing users in the target environment and removes all provisioning information associated with the users. After the delete operation completes, the users can be imported with the “Create/Update” destination option, and the users will be created with the passwords provided in the migration files.

For more information on migrating security, see “Migrating Native Directory (Security)” in the “Working with Lifecycle Management and Shared Services Console” chapter of the [Lifecycle Management Guide](#).

Can I use Lifecycle Management (LCM) to migrate provisioning information for only one application?

Yes, select and migrate the application in the Shared Services/Native Directory/Assigned Roles node. See below for a sample.



Since users and groups are shared between all applications, you may also need to migrate them.

When trying to migrate a Planning (9.3.1) Web form to 11.1.1.2 using Lifecycle Management (LCM), why is this error returned: Not a valid Migration Definition File. Details - Unable to continue processing. Error parsing the migration definition file?

LCM functionality is supported only for products on the same EPM System release - i.e., you cannot migrate artifacts from one release to another.

Why doesn't Lifecycle Management import Financial Reporting artifacts in release 9.3.1?

The message returned when trying to import Financial Reporting artifacts is:

```
"Hyperion Reporting and Analysis - System 9 Platform error:
java.lang.NoClassDefFoundError: com.scribe.transformer.TransformerException: Hyperion
Reporting and Analysis - System 9 Platform error: java.lang.NoClassDefFoundError."
```

This error can occur if the Lifecycle Management Utility is not run from the BIPlus\bin directory (i.e., if utility scripts are copied over to a different location). The utility scripts use relative paths to refer to other scripts that set environment variables used to locate .jar files/property files. Therefore, you must run the Lifecycle Management Utility .bat (.sh) file from the BIPlus/bin directory.

Why do I receive an error in Lifecycle Management while importing, and the migration status report says: "File <file> Does not exist" or "File <file> not found" on Windows?

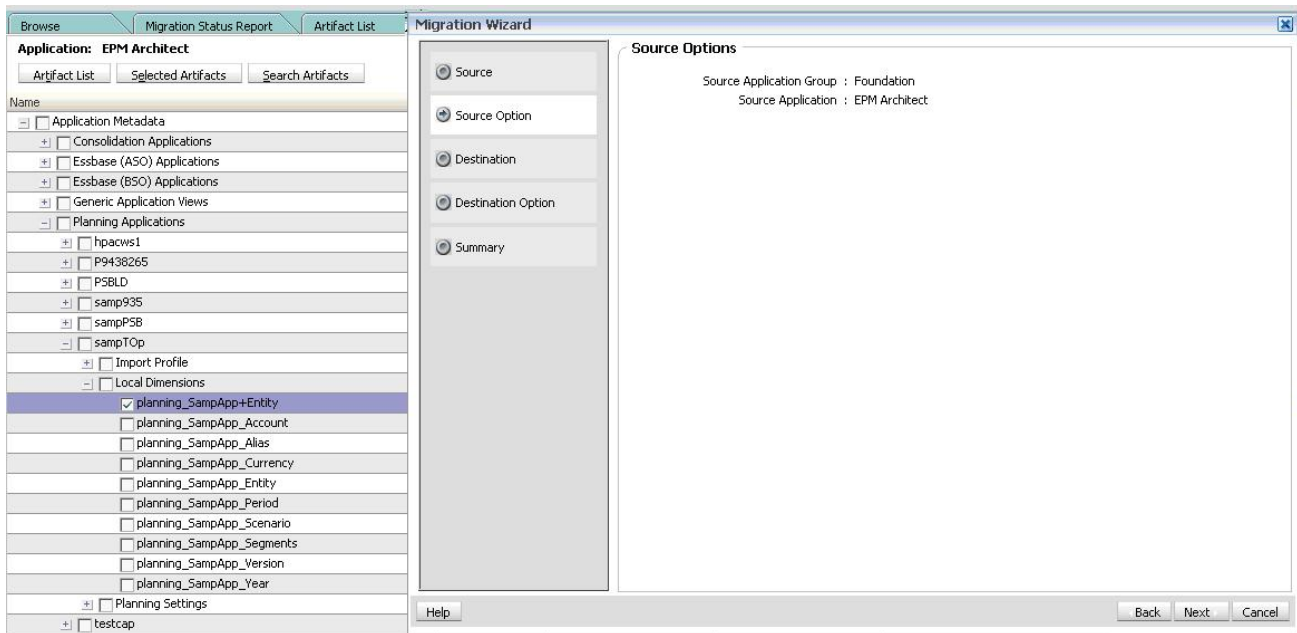
During an import operation, if the import operation failed and the error message details mention that the artifact file does not exist, then please check the file system. Under the file system folder, verify that the failed artifact is present. If the failed artifact is not present and in its place there is an artifact with a "~" in its name, then you are running into a Microsoft Windows limitation that limits the absolute path of an artifact (starting from the drive) to 256 characters. The LCM program itself doesn't have this issue but it can occur if the artifact set has been copied using the DOS copy command or Windows Explorer. While copying the artifacts into the new location before import, if the artifact path exceeds 256 characters, Windows truncates the artifact name and adds a "~" to its name. This conflicts with the name of the artifact in the listing, which causes this error. For more information, see <http://msdn.microsoft.com/en-us/library/aa365247%28VS.85%29.aspx>

Resolution: Several programs can copy the files from one location to another without shortening their names. We have found 7zip (not WinZip), available at <http://www.7-zip.org/download.html>, to be a good solution. Other programs can be used that don't rely on DOS copy command.

I can view EPMA artifacts in Shared Services Console, but why do I receive the following error message while exporting an EPMA artifact: "Unable to find artifact 'planning_SampApp_Alias+ü' at @ path '/Dimensions (Shared)'?"

One possible issue could be the name of the artifact. Currently, Lifecycle Management cannot individually export EPMA artifacts that contain the '+' character in the name. If an artifact with the '+' character is selected for migration and the migration wizard is used to export it to the file system, the file system will be empty even though the migration status indicated it had worked.

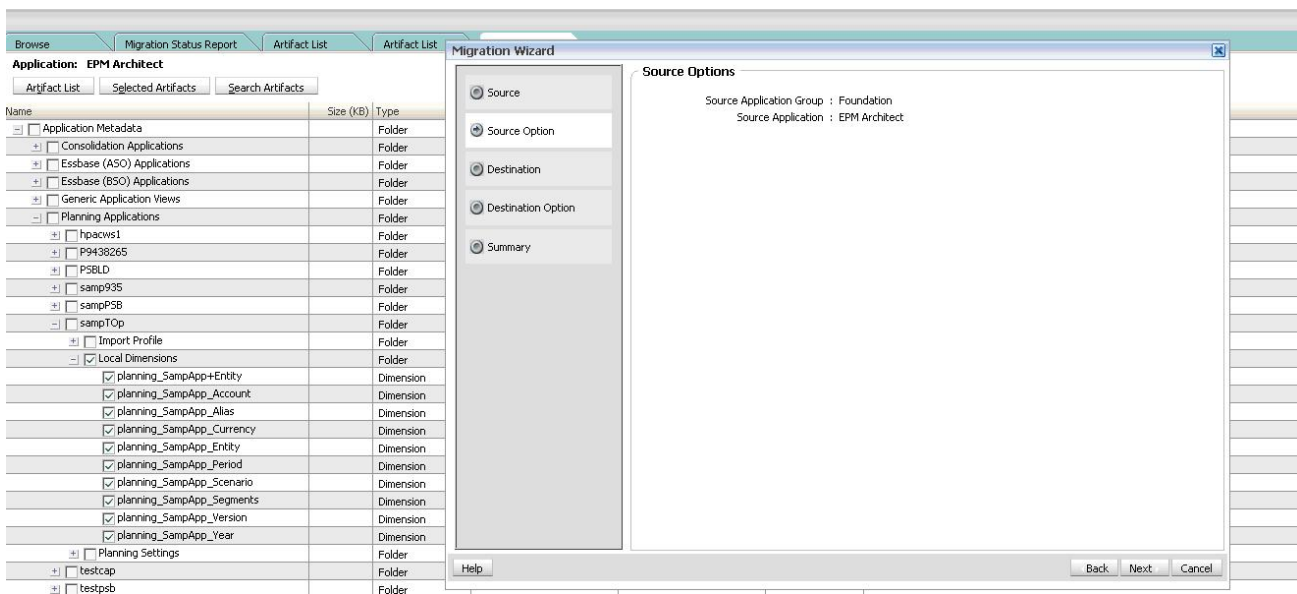
Below is a sample of EPMA-Planning application metadata with a dimension name containing '+':



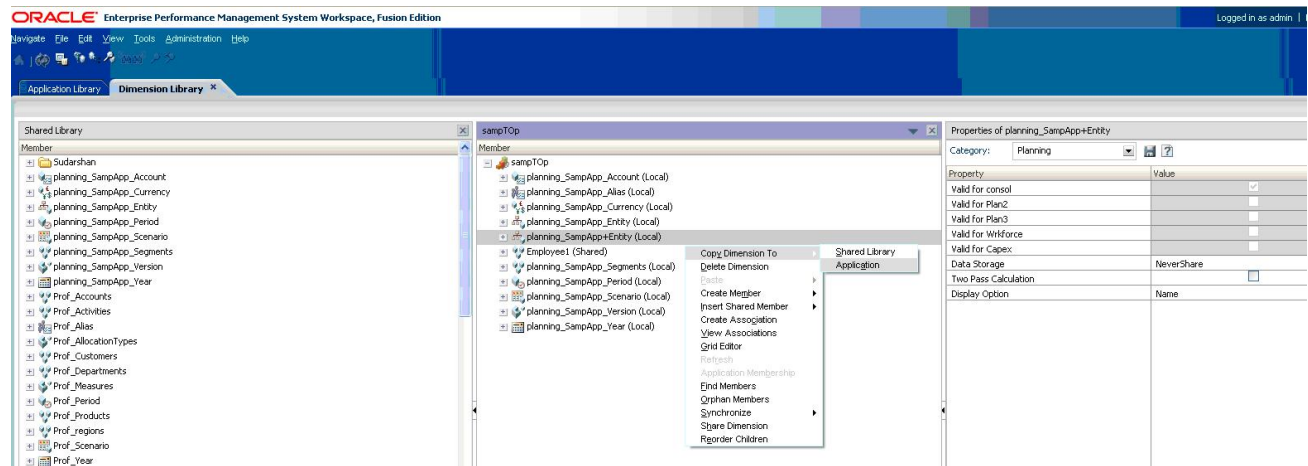
When exploring this file system node after the export in Shared Services Console, the following error message is returned: "No records were found":



To export the artifact, select the folder that contains the artifact to be migrated:



Alternatively, go to Workspace -> Navigate -> Administer -> Application Library -> Edit Application. Right-click on the dimension, select Copy Dimension to Application, and give the artifact a new name without the '+' character. Delete the old dimension.



When performing LCM import or export operations from Shared Services Console, why is the following error message returned: "CLU Process Exited Without Updating MSR report"?

This error may occur because the Shared Services Web application either cannot find or cannot execute the LCM command-line utility located at `HYPERION_HOME/common/utilities/LCM/VERSION/bin`.

This issue may occur because the Shared Services Web application does not have the `HYPERION_HOME` environment variable set properly. In an automated deployment to the application server, this variable is automatically set by EPM System Configurator; however, in a manual deployment, the `HYPERION_HOME` environment variable must be set manually as a system variable (Windows) or an environment variable in the login profile (UNIX). For instructions, see the [EPM System Manual Deployment Guide](#).

Why is LCM unable to show an appropriate error message when an import for a Web form fails?

This issue may occur when a Web form contains the "&" character in its name. The explore/import/export operation works properly when Web forms have the "&" character in the name; however, when an import fails, LCM is not able to process the status report and update the Migration Status Report.

The illustration below shows a sample Web form in the file system:



The exception seen in the Migration Status Report upon import is:

```
Product status input stream parse failed for importArtifact(s).
```

The exception is:

```
- org.jdom.input.JDOMParseException: Error on line 1: The reference to entity "test"
must end with the ';' delimiter.
```

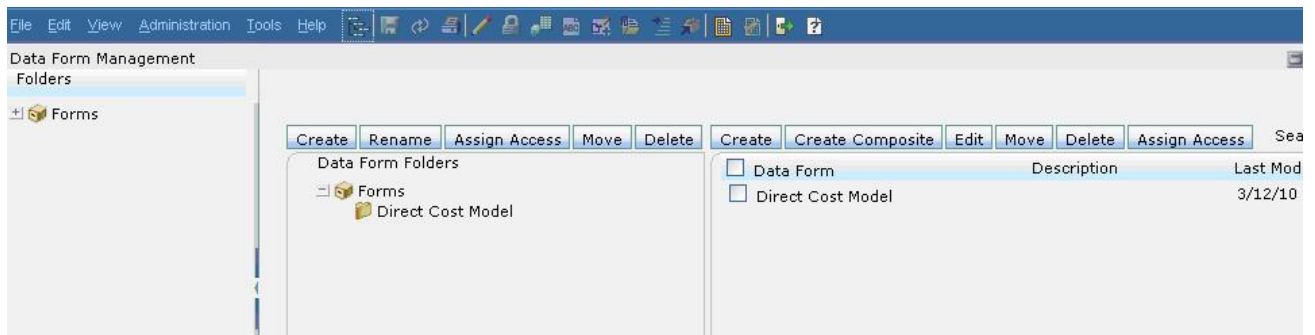
Migration run by admin at March 17, 2010 15:53:40

Source and Destination	Artifact Path	Artifact Name	Error Message
Source: Tonytest (File System) Destination: FINAPP2 (Application)			Product status input stream parse failed for importArtifact(s). The exception is - org.jdom.input.JDOMParseException: Error on line 1: The reference to entity "test" must end with the ';' delimiter. at org.jdom.input.SAXBuilder.build (SAXBuilder.java:381) at com.hyperion.lcm.handler.TaskHandler.updateStatusDocument(Unknown Source) at com.hyperion.lcm.handler.util.Migration.run(Unknown Source) at edu.emory.mathcs.backport.java.util.concurrent.ThreadPoolExecutor\$Worker.runTask (ThreadPoolExecutor.java:650) at edu.emory.mathcs.backport.java.util.concurrent.ThreadPoolExecutor\$Worker.run (ThreadPoolExecutor.java:675) at java.lang.Thread.run(Thread.java:595) Caused by:

To see the appropriate error message, rename the Web form to remove the “&” character from the name.

Why am I unable to expand a Planning folder in Shared Services Console? A “loading” message is shown but the operation never completes.

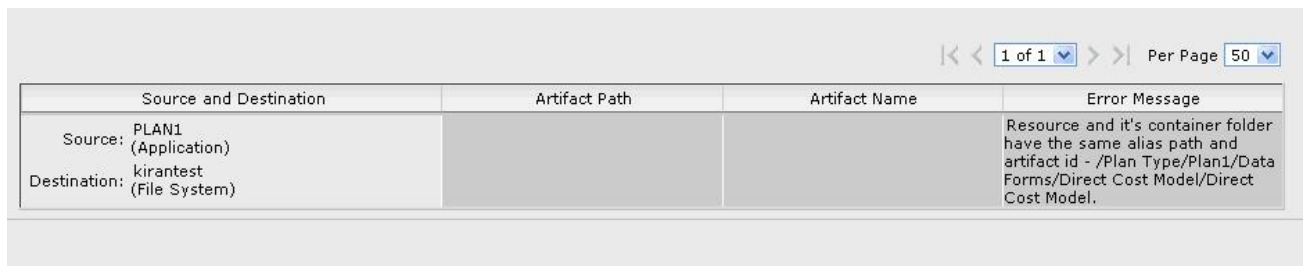
This issue may occur when the name of an artifact and its parent folder are the same; for example, if the name of the Planning form is the same as the folder that contains it. The most common case is for a data form folder having the same name as the data form; for example, “Direct Cost Model” artifact inside “Direct Cost Model” folder.



For example, when you attempt to expand the “Direct Cost Model” folder in Shared Services Console, the screen would hang with the “Loading” message displayed:



If the “Direct Cost Model” folder, one of its parent folders, or the entire application is exported, the Migration Status Report would display the error message “Resource and it’s container folder have the same alias path and artifact id”:



To view and export this artifact, use Planning to edit the data form name or the folder name:

File Edit View Administration Tools Help

Data Form Management

Folders

- Forms
 - Direct Cost Model

Data Form Folders

	Description	Last M
<input checked="" type="checkbox"/>	Data Form	
<input checked="" type="checkbox"/>	Direct Cost Model	3/12/

Properties Row/Column Layout Page/Point of View Layout Other Options Business Rules Preview

Data Form

Direct Cost Model 1

Description

Plan Type

Plan1

Enter Instructions

Help Save Save As... Previous Next Cancel

Create Rename Assign Access Move Delete Create Create Composite Edit Move Delete Assign Access Se

Data Form Folders

- Forms
 - Direct Cost Model

	Description	Last Mo
<input type="checkbox"/>	Data Form	
<input type="checkbox"/>	Direct Cost Model	3/12/10

The page at http://planqe10:8300 says:

Enter the new name for the folder below

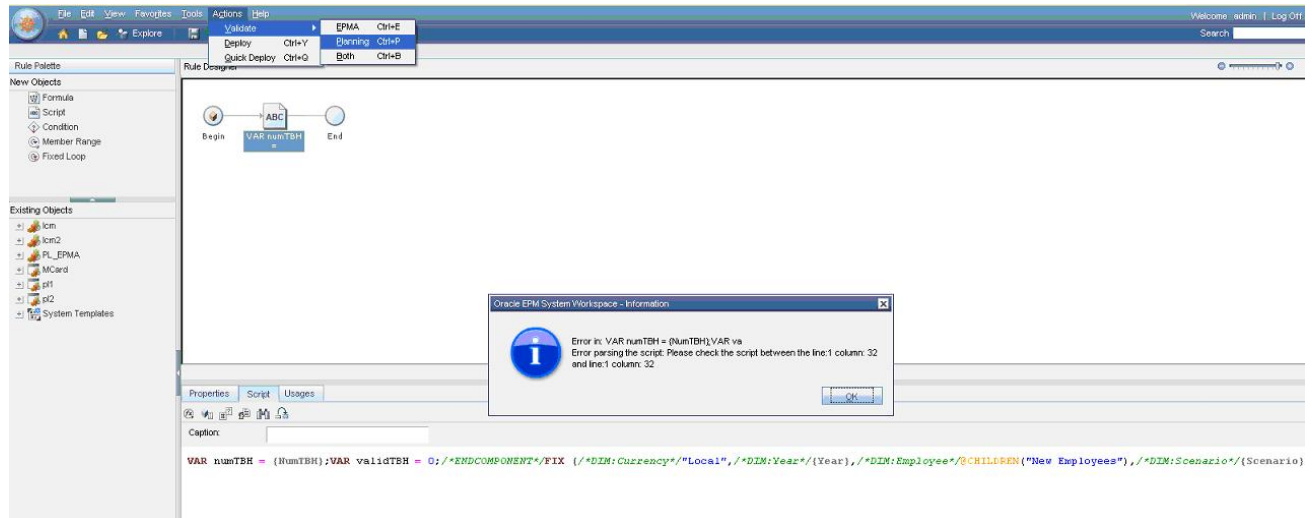
Direct Cost Model

OK Cancel

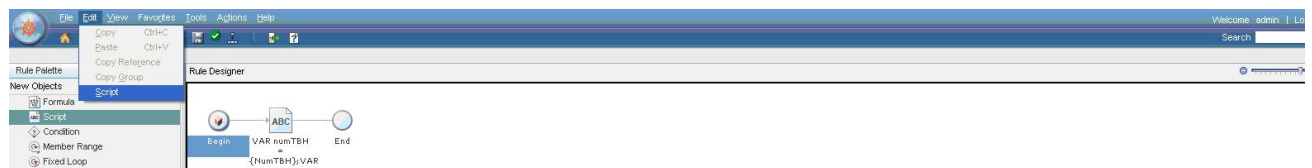
After importing a Calc Manager rules artifact in Enterprise Performance Management Architect (EPMA), why does the validation fail?

This issue occurs in the 11.1.1.3 release of EPMA. When importing Calc Manager rules artifacts via Shared Services Console or the LCM command-line utility into EPMA, EPMA is removing new line characters in the rules artifacts. Subsequently, when validating the rule from Workspace -> Administration -> Calc Manager, a parsing error is displayed:

"Error parsing script: Please check the script between the line 1:32 and the line 1:32":



To manually import the rules script, use Workspace -> Administration -> Calc Manager -> Script -> Edit Script and copy the script:



A fix for this issue is available in patch number 9227716 for EPMA.

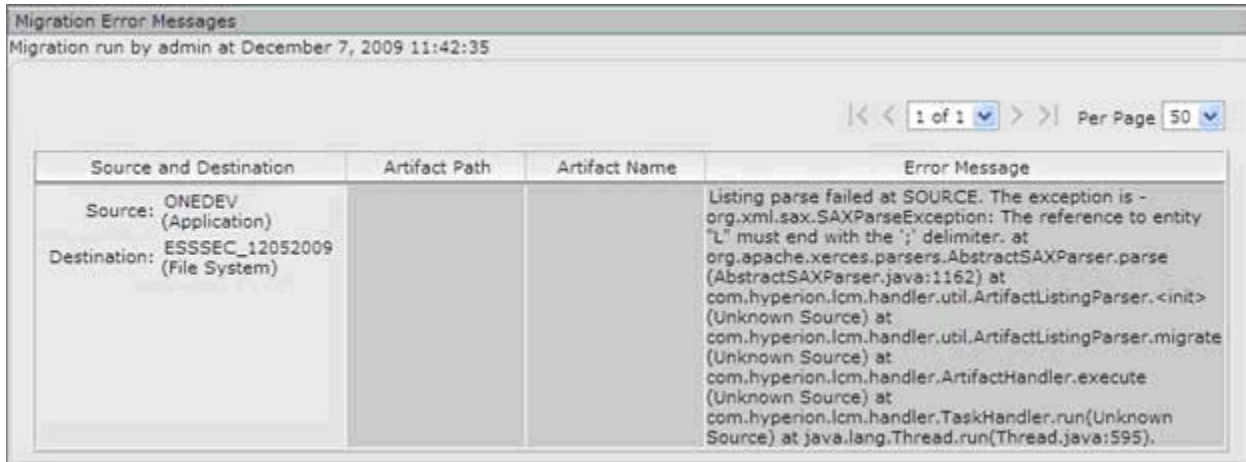
Why is this error returned when exporting Essbase application artifacts from Shared Services Console or the LCM command-line utility: "Listing parse failed at SOURCE"?

This error may be displayed in the Migration Status Report when exporting an Essbase application that contains an artifact with the "&" character in its name (for example, an Essbase filter artifact name such as "Export & Load"). The error string is similar to:

"Listing parse failed at SOURCE...SAXParseException. The entity name must immediately follow the '&' in the entity reference"

The exception is:

```
- [MESSAGE - org.xml.sax.SAXParseException: The reference to entity "L" must end with the ';' delimiter., LCM METHOD CALL - com.hyperion.lcm.handler.util.ArtifactListingParser.<init>(Unknown), ROOT CAUSE - org.apache.xerces.parsers.AbstractSAXParser.parse(1162) ]
```



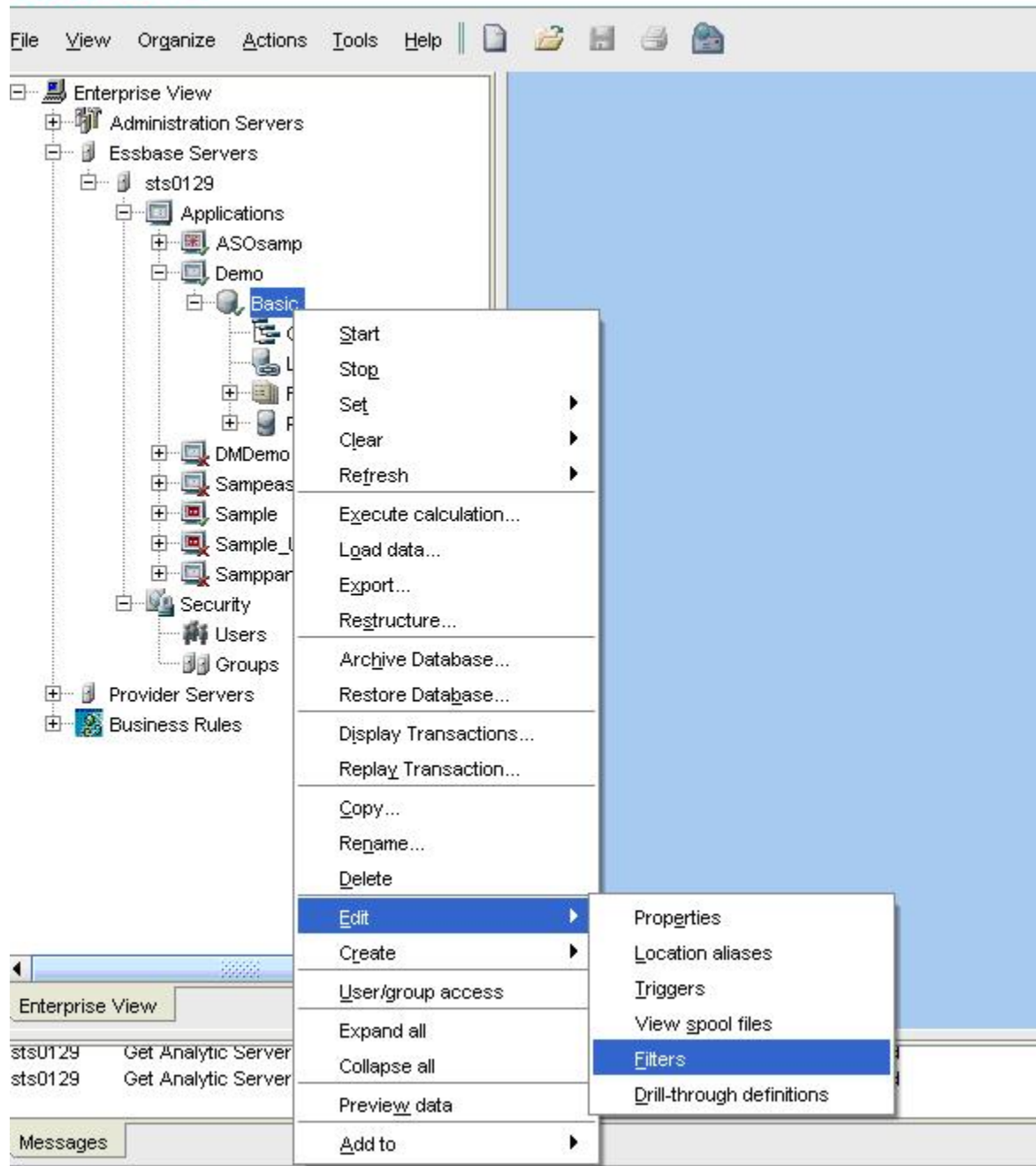
Migration Error Messages
Migration run by admin at December 7, 2009 11:42:35

1 of 1 | Per Page 50

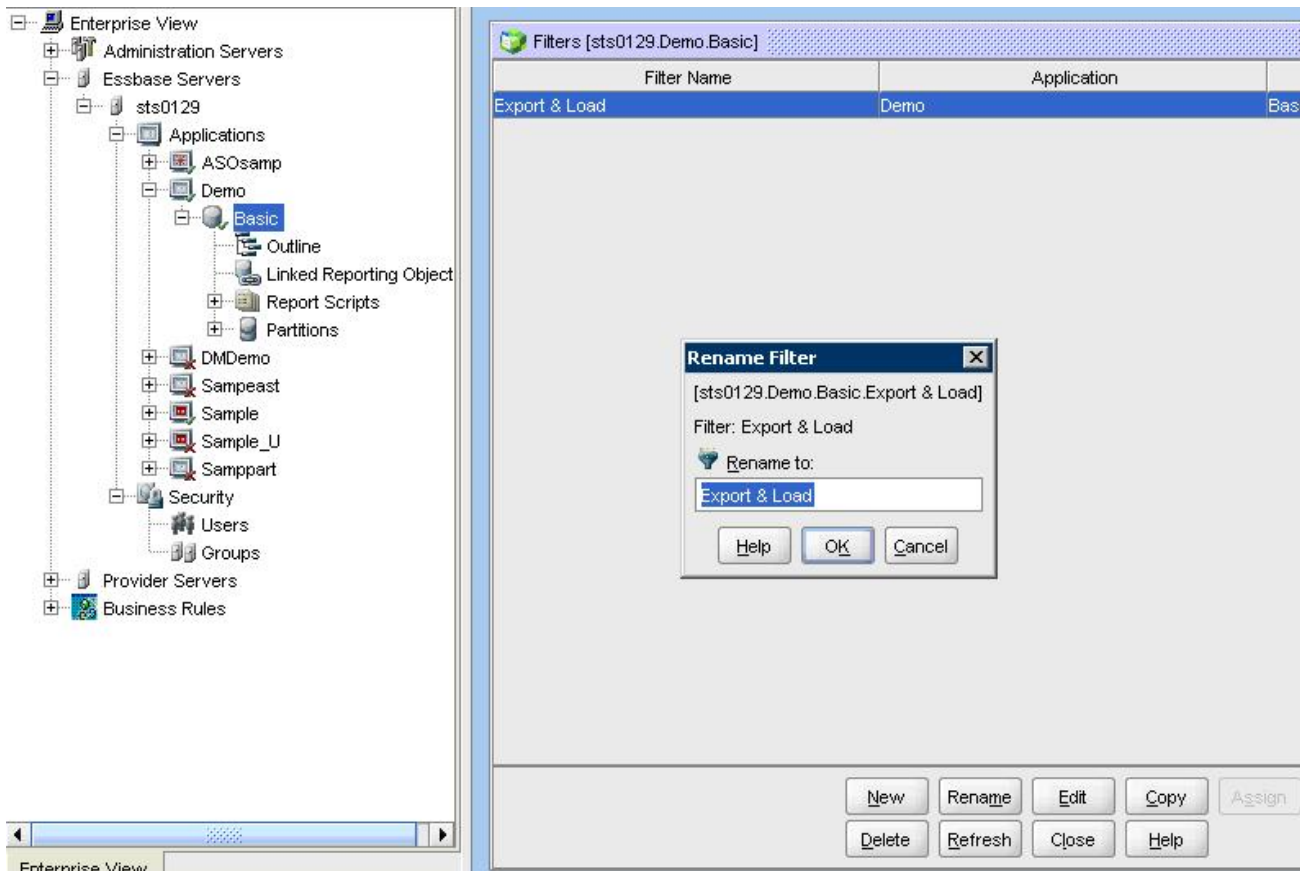
Source and Destination	Artifact Path	Artifact Name	Error Message
Source: ONEDEV (Application) Destination: ESSSEC_12052009 (File System)			Listing parse failed at SOURCE. The exception is - org.xml.sax.SAXParseException: The reference to entity "L" must end with the ';' delimiter. at org.apache.xerces.parsers.AbstractSAXParser.parse (AbstractSAXParser.java:1162) at com.hyperion.lcm.handler.util.ArtifactListingParser.<init> (Unknown Source) at com.hyperion.lcm.handler.util.ArtifactListingParser.migrate (Unknown Source) at com.hyperion.lcm.handler.ArtifactHandler.execute (Unknown Source) at com.hyperion.lcm.handler.TaskHandler.run (Unknown Source) at java.lang.Thread.run (Thread.java:595).

To work around this issue, before exporting, use Administration Services Console to rename these artifacts to remove the "&" character from the name:

ORACLE Essbase Administration Services



Why is this error returned when exporting Essbase application artifacts from Shared Services Console or the LCM command-line utility: "Listing parse



While exporting EPMA artifacts, why does the Migration Status Report display the following error message: "The system cannot find the file specified"?

This error may occur when the WebLogic servlet IO temp directory is not created at EPMA Web application startup. Here is a sample of the temp directory path: C:\DOCUME~1\user\LOCALS~1\Temp\Administrator\servers\EPMAWebServer\tmp_WL_user\awb\vjlhri\public

Check this directory to see if the WebLogic IO directory is there, and if not, restart EPMA Web Tier services.

Migration Error Messages				
Migration run by admin at March 18, 2010 16:02:01				
Source and Destination		Artifact Path	Artifact Name	Error Message
Source:	EPM Architect DickensBEA (Application)	/Application Metadata/ Planning Applications/HPEPMA/ Planning Application Properties	All Planning Application Properties	The system cannot find the path specified
Destination:	kirantest1 (File System)			

This issue may occur in the 11.1.1.3 release and is fixed in EPMA service fix 9227733.

In Release 11.1.1.3, if I am using Lifecycle Management to migrate a Planning application from Development to Test and the alias of the attribute dimension is not migrated, do I have to manually add the alias to the attribute?

Yes. In Release 11.1.1.3, the last alias is not migrated, and you must manually add the alias.

► To add the alias to the attribute:

- 1 In the Oracle Hyperion Planning application, select **Administration**, and then **Alias Tables**.
- 2 Click **Add** and add an alias.

The alias should be displayed at the end of the list. Lists are sorted alphabetically.

- 3 **Export** and then **Import** again.

This issue applies only to releases up to 11.1.2.

When using Lifecycle Management, some artifacts do not display properly in the Lifecycle Management UI in Shared Services Console, or the artifacts do not get exported. What could cause this?

This problem may occur because there are special characters in the artifact name that are not supported in Oracle Hyperion Enterprise Performance Management System Lifecycle Management . Limitations with product artifact character sets when using Lifecycle Management are shown below.

Table 2 Artifact Character Set Limitations in Lifecycle Management

Product	Artifact Type	Lifecycle Management Limitations
Deployment Metadata	Applications - Essbase	@,&
Oracle Essbase	Excel Files	.,=,;,space,',+,[,]
	Location Aliases	/, "
	Security Filters	", \
	Text Files	.,=,;,space,',+,[,]
Oracle Hyperion Financial Management	Journal Templates	\
	Journal Groups	\
Oracle Hyperion Planning	Business Rules - Rules	/, #, \$, @, '
	Business Rules - Sequences	/, '
	Business Rules - Project	/
	Calculation Manager Rulesets	/
	Common Dimensions - Attribute	/
	Exchange Rates	/
	Report Mappings	/
	Attribute Dimensions	/
	Rule Files	/
	Calc Scripts	%, (,)
	Substitution Variables	1, 2, 3
	Calculation Manager Rulesets	/
Access Permissions - Groups	/	
EPMA	Consolidation Applications - Local Dimensions	~,!,@,#,\$,%^,&,*,(,),_+,=,{}, ,[,],\,;:"'!<>?,,,,./,Space,
	Planning Applications - Local Dimensions	~,!,@,#,\$,%^,&,*,(,),_+,=,{}, ,[,],\,;:"'!<>?,,,,./,Space,
	Essbase Applications - Local Dimensions	~,!,@,#,\$,%^,&,*,(,),_+,=,{}, ,[,],\,;:"'!<>?,,,,./,Space,
	Profitability Applications - Local Dimensions	~,!,@,#,\$,%^,&,*,(,),_+,=,{}, ,[,],\,;:"'!<>?,,,,./,Space,
	Generic Applications - Local Dimensions	~,!,@,#,\$,%^,&,*,(,),_+,=,{}, ,[,],\,;:"'!<>?,,,,./,Space,
	Synchronizations	?, " and Language characters other than English
	Mapping Tables	?, " and Language characters other than English
	External File Definitions	?, " and Language characters other than English
Interface Table Definitions	?, " and Language characters other than English	
Oracle Hyperion Calculation Manager	Rules	&, "
	Rule Sets	&, "
	Formulas	&, "
	Scripts	&, "
	Templates	&, "

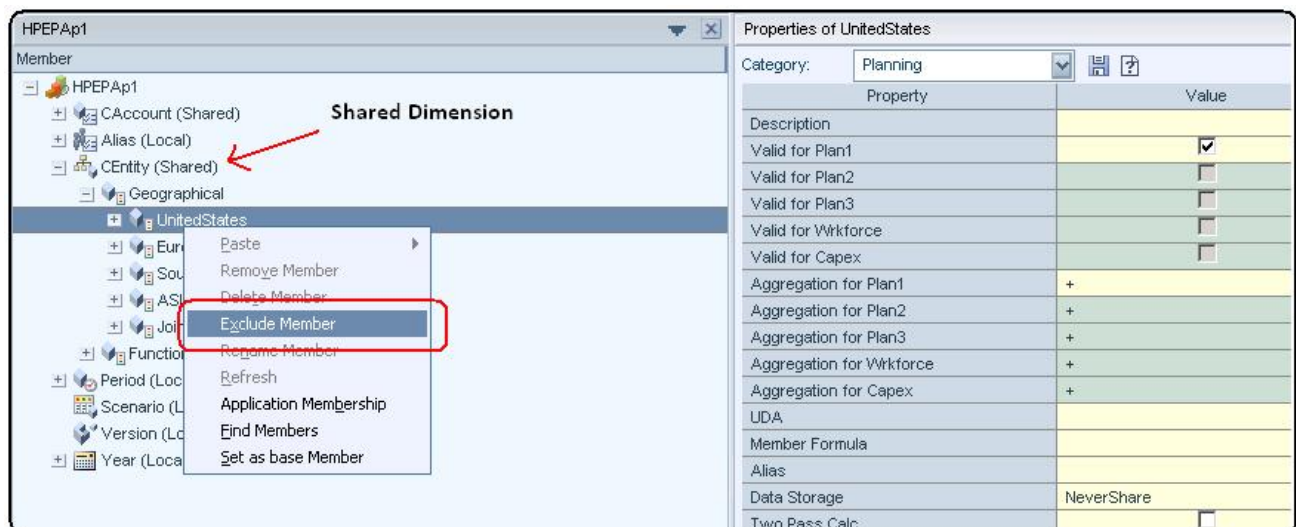
Product	Artifact Type	Lifecycle Management Limitations
Oracle Hyperion Profitability and Cost Management	Assignment Rules	Language characters other than English
	Driver Definition	Language characters other than English

Prior to Release 11.1.2, when migrating a Planning EPMA application using Lifecycle Management, the member exclusions for shared dimensions that were selected in the source using the EPMA dimension library do not get applied in the target. As a result, all members of the shared dimension are migrated. What could cause this?

This is happening because the shared dimension under the Dimensions (Shared) node and the shared dimension under the Plan Type node are both being selected while migrating.

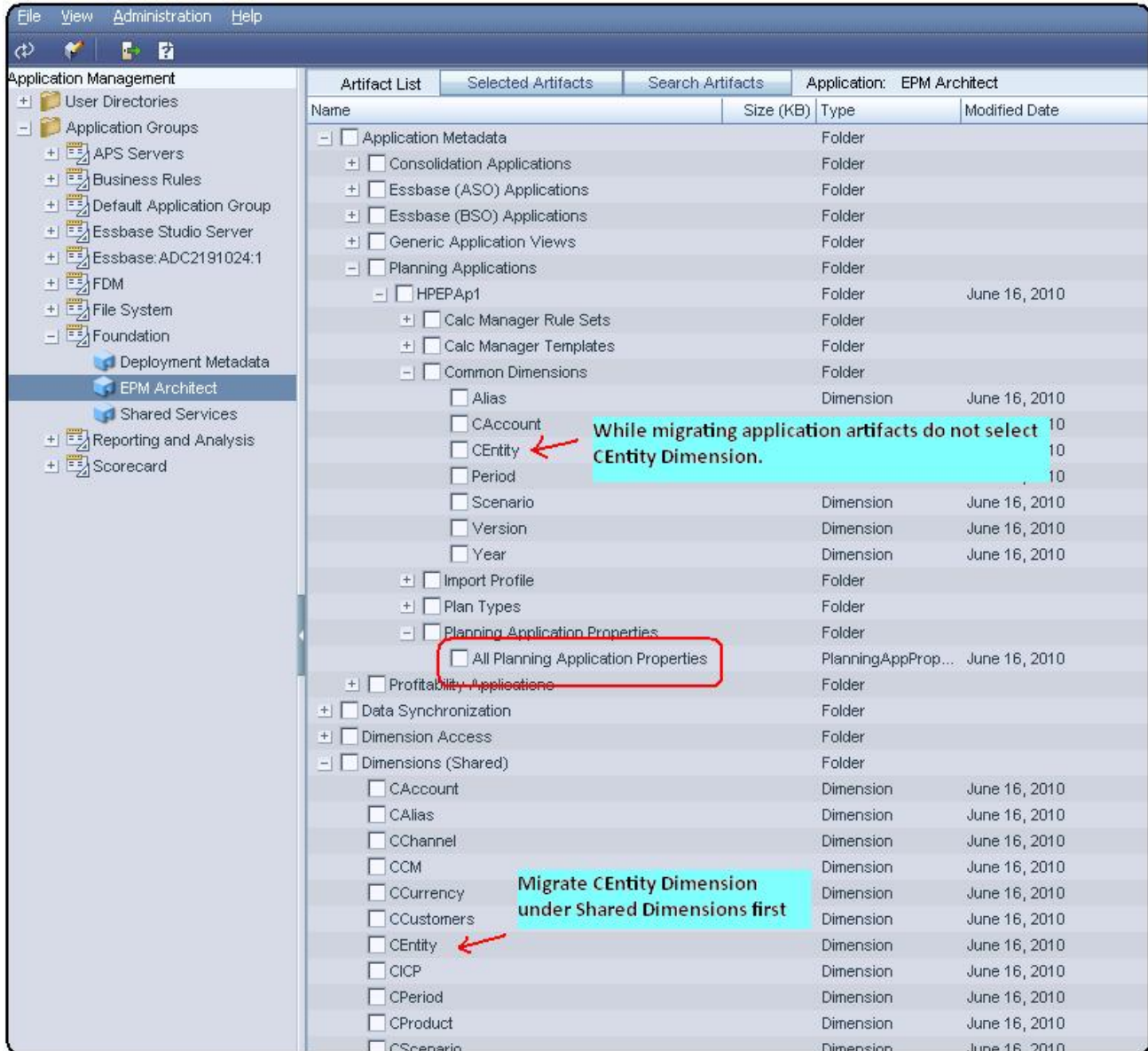
To work around this issue, first move the dimension under the Dimensions (Shared) node. Then, when you move the plan type/application, select only the local dimension. Oracle Hyperion Enterprise Performance Management System Lifecycle Management will pick up the shared dimensions and exclusions since the exclusions are defined in the Planning Application Properties -> All Planning Application Properties artifact.

Figure 1 Members Being Excluded in an EPMA Planning Application



Prior to Release 11.1.2, when migrating a Planning EPMA application using Lifecycle Management, the member exclusions for shared dimensions that were selected in the source using the EPMA dimension library do not get applied in the target. As a result, all members of the shared dimension

Figure 2 Lifecycle Management EPMA Artifacts



While importing EPMA artifacts using Lifecycle Management, the Interface Table Import profiles do not get imported. What could cause this?

When migrating Interface Table Import Profiles, the EPMA Interface Datasource Link name should be the same in the source and target environments; otherwise, the profiles do not get imported.

In Release 11.1.1.x, Shared Services Artifact export does not work with the "Select all" option. No resource files are created, but the status shows as completed. What could cause this?

One possible reason is that the Native Directory and the database are out of sync. In Oracle Hyperion Shared Services, select **Recover Native Directory** to sync the Native Directory with the Oracle Hyperion Shared Services database.

I have successfully installed and configured Essbase and EAS and all standard features work. I can see Essbase server and applications in Shared Services. However when clicking an application in Shared Service Console, I receive this message **Error: Unable to connect to "<appname>", ensure that the application is up... How do I correct this?**

This usually happens in release 11.1.2 if Analytic Provider Services (APS) is installed and configured but is not up and running. For Essbase Lifecycle Management (LCM) to function, APS has to be running, LCM uses APS to determine the active Essbase server in an Essbase cluster. If APS is not installed, Essbase LCM will still work but will not use the Essbase failover mechanism.

Can a product operate under normal usage while an LCM migration is in process in release 11.1.2?

LCM operations for incremental migration of artifacts can be performed during normal usage of the application with the following exceptions:

- EPMA, Planning, Calc Manager, Essbase, Financial Reporting, Interactive Reporting, SQR Production Reporting, Web Analysis: No limitations.
- Financial Management: If the dimension metadata artifact is imported, the current user sessions of that application are invalidated, and users will need to re-open the application.
- Performance Scorecard: Upon import, existing user sessions are invalidated; therefore it is recommended that for Performance Scorecard, LCM operations be performed in a maintenance window.

- For complete migration of an application or a repository from one environment to another, Oracle recommends the systems to be in maintenance window.

In release 11.1.1.3, when using LCM to import Calc Manager and EPMA dimension artifacts associated with a Financial Management application, the import fails with the following error message: [ERROR] LCMServiceInternal.LCMService:importArtifact An error occurred within LCMService.importArtifact! [ERROR] HFMwsConnection.HFMConnection:SetDocument Artifact Error on import What could cause this problem?

This problem occurs if the Calc Manager rules that you are trying to deploy have references to member lists and entity lists.

- To resolve this problem, follow the sequence below while importing:
 - 1 Using LCM, import only the EPMA dimensions first and check the “deploy application option” in the destination options page of LCM. Leave “deploy rules” unchecked.
 - 2 Once the application deploys successfully, import Financial Management member lists.
 - 3 Import Calc Manager rules using LCM and select “deploy rules” in the destination options page of LCM.

For release 11.1.2, during the export of a Planning application, the Foundation Services Managed Server shuts down and generates the following error messages in FoundationServices0.log and SharedServices_LCM.log. The log indicates that it is requesting available resources in WebLogic. Where do you increase the connection pool in WebLogic?

When you see the following segment in the FoundationServices0.log, the root cause is that WebLogic’s EPMSystemRegistry datasource is running out of connections to the relational database. The default value is 15.

```
com.hyperion.css.CSSException: EPMCSS-401005: Authenticate failed. Exception due to
weblogic.common.resourcepool.ResourceLimitException: No resources currently available in
pool EPMSysRegistry to allocate to applications, please increase the size of the pool
and retry...
```

NestedException:

```
weblogic.jdbc.extensions.PoolLimitSQLException:
```

```
weblogic.common.resourcepool.ResourceLimitException: No resources currently available in
pool EPMSysRegistry to allocate to applications, please increase the size of the pool
and retry.
```

➤ To increase this value:

- 1 Log in to the WebLogic administration console.
- 2 Select **Data Sources** and then select **EPMSysRegistry**.
- 3 Click on the **Connection Pool** tab.
- 4 Increase the value in the **Maximum Capacity** field to 150.

This can be done for other data sources besides the registry, if you encounter a similar error. Once the connection pool is increased, you may also need to increase the number of available connections the database allows. For example, you may want to increase the number of processes in the Oracle Database.

Is there a method to test LCM connections before executing an actual migration?

Yes, you can test connections while executing migrations using the LCM command-line utility. The command line argument `[-estimate]` is passed to the LCM command-line utility to verify communications with the source and destination. This option is primarily used to compute the number of artifacts included in the migration by communicating with the appropriate source(s) and/or destination(s) specified in the migration definition.

➤ Once the migration definition file is created:

- 1 Open a command prompt window and change the directory to the location of `Utility.bat` (Windows) or `Utility.sh` (UNIX); for example, `MIDDLEWARE_HOME/user_projects/epmsystem1/bin`.
- 2 Execute the LCM command-line utility by entering the following text at the command prompt:

```
Utility.bat c:/lcm/lcmdefinition.xml -estimate
```

Where `c:/lcm/lcmdefinition.xml` is the location of the migration definition file.

The output for this command is stored in the directory specified by the `'report.folder_path'` property value in the `migration.properties` file, which can be customized. The default location is `MIDDLEWARE_HOME/user_projects/epmsystem1/diagnostics/logs/migration/reports`. Also, make sure that the value of the `'report.enabled'` property is set to `'Y'` in `migration.properties` to make use of this feature. If the first line of the report displays

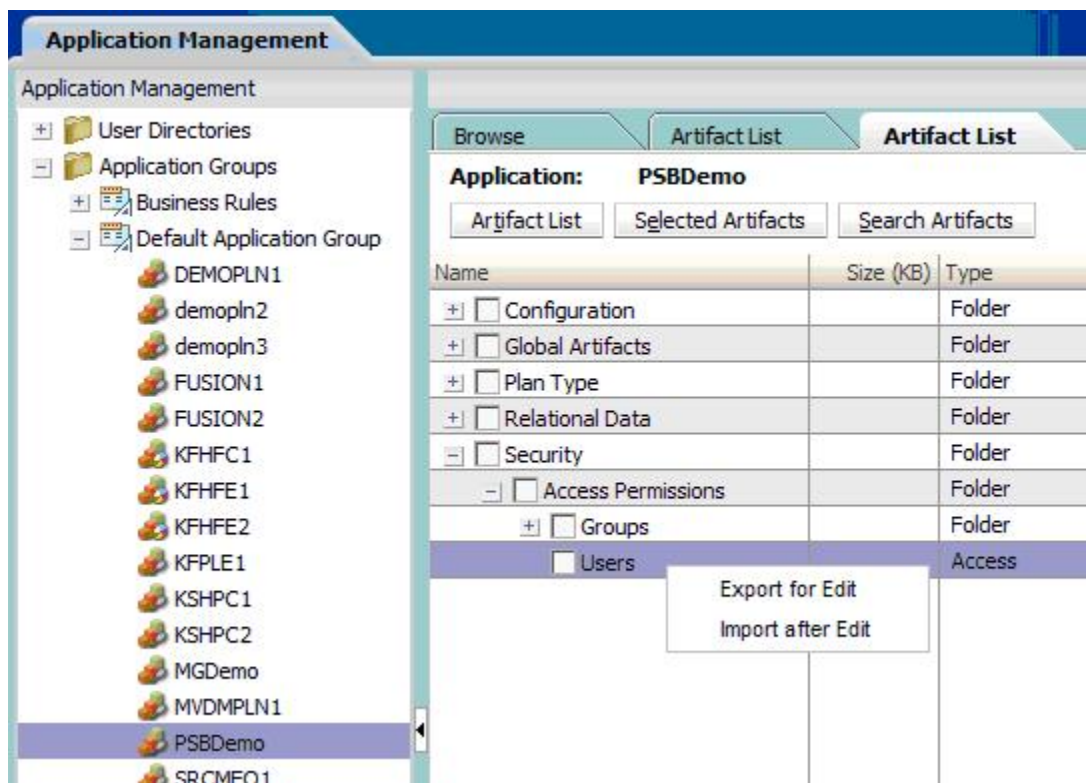
'ERROR MESSAGES - 0', it means that the connections are fine and you can continue to execute the actual migration.

Sample error message when the LCM connection is not working:

```
ERROR MESSAGES - 2
CONTEXT - A task type error has occurred when performing GET LISTING for application 0
defined in the migration definition file.
MESSAGE - Cannot process application artifact listing metadata. SOURCE.
CONTEXT - A task type error has occurred when performing REMOTE MIGRATION for
application 0 defined in the migration definition file.
MESSAGE - Cannot perform migration. Verify the Shared Services log file - C:\Oracle
\Middleware\user_projects\epmsystem1\diagnostics\logs\migration
\debug_30_04_2010_02_11_24\task_0\debug\log.txt.
```

I am unable to export security access permissions for a user provisioned with an Administrator role using LCM in release 11.1.2. What am I missing?

For example:



This is expected behavior. LCM (as well as the Planning exportsecurity utility) does not support exporting access permissions to task lists for Administrators; therefore, if you want to explicitly assign access to Administrators, you must manually add such records to the file before you can import them.

In release 11.1.2 environments with Oracle HTTP Server (OHS) installed, why do some LCM migrations execute more than once, when executed from the command-line utility?

This can happen if OHS is configured for the deployment, and a migration is executed from the command-line utility. This problem occurs when a migration is dispatched to the Shared Services server, and the client waits for a response from the server. If the migration takes a very long time, there can be cases when OHS dispatches the same request to the WebLogic server again, assuming the last server request did not complete. This occurs due to an OHS setting, which can be modified as shown below for LCM migrations.

To resolve this issue, add the following section immediately after the `<LocationMatch ^/interop/>...</LocationMatch>` tag in the `mod_wl_ohs.conf` file available in `MIDDLEWARE_HOME/user_projects/epmsystem1/httpConfig/ohs/config/OHS/ohs_component:`

```
<LocationMatch ^/interop/framework/lcm/remoteMigration>
  SetHandler weblogic-handler
  WeblogicCluster SCLV0055.hyperion.com:28080
  WLIOTimeoutSecs -1
  Idempotent OFF
  WLSocketTimeoutSecs 600
</LocationMatch>
```

Then restart OHS. Documentation for the Weblogic Mod for OHS can be found here: http://download.oracle.com/docs/cd/E14571_01/web.1111/e16435/plugin_params.htm#CIHJHABI

In Release 11.1.2, does Lifecycle Management require a shared disk when the Shared Services Web application is clustered, and if so, how do I configure the location?

Yes, a shared disk is required to use Lifecycle Management import/export. Lifecycle Management jobs executed from the Shared Service Console will export to and import from the Shared Services Web application's file system. By default, the file system directory is `EPM_ORACLE_INSTANCE/import_export`, but this must be customized to be a shared disk. If Shared Services is running as a Windows service, make sure the shared disk is set as a UNC path (`//host/share/path`) and not as a mapped drive.

In release 11.1.2.0, the Patch Set Exception (PSE) 11696634 has to be applied to enable using UNC paths. Refer to the readme for this patch for more details.

When I browse Financial Management applications from Shared Services Console in order to view Lifecycle Management artifacts, I get the error: Error: Unable to connect to <AppName>, ensure that the application is up and running. What could be wrong?

Check the SharedServices_LCM.log to see if you see the error, Failed in communicating with Remote Service in Connect operation:
org.apache.axis2.AxisFault: First Element must contain the local name, Envelope. Also, check to see if you are receiving an IIS error in the application log of the Windows Event Viewer that says CS0016 Access is denied. If so, then this could be an issue with insufficient permissions to the TEMP folder for the user performing the migration.

► To resolve this issue:

- 1 In Windows environment variables, change the value of the TMP and TEMP system variables to %systemroot%\TEMP .
- 2 Delete the hfmlcmservice folder under IIS default Web sites.
- 3 Use EPM System Configurator to re-deploy Financial Management tasks.
- 4 Restart Hyperion Services and do an iisreset.

When performing a Lifecycle Management export (11.1.1.3) from a Planning application to the file system, some of the artifacts migrate successfully; however, some artifacts throw an error: Network error [10061]: Unable to connect to [<Essbase Server>:1423]. The client timed out waiting to connect to Essbase Agent using TCP/IP. Check your network connections. Also make sure that server and port values are correct. What could be wrong?

One reason for this error could be that you are trying to export many filters at the same time. Each filter export uses one TCP/IP port. The solution for this is to modify the TCP/IP setting

on the operating system where APS is running to increase the number of available ports on the operating system and/or reduce the amount of time the connection stays in `TIME_WAIT` state.

For Windows 2000/XP/2003/2008, tune the following two parameters to increase the number of TCP/IP ports and to reduce the time for the connection to stay in `TIME_WAIT` state:

- **MaxUserPort**

- **Description:** Determines the highest port number that TCP/IP can assign when an application requests an available user port from the system.
- **How to view or set:**
 1. Use the `regedit` command, access the `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TCPIP\Parameters` registry subkey, and create a new `REG_DWORD` value named **MaxUserPort**.
 2. Set **MaxUserPort** to at least decimal 32768.
 3. Stop and restart the system.
 - Default value: Typically 5000
 - Recommended value: At least decimal 32768 (can go up to 65534)

- **TcpTimedWaitDelay**

- **Description:** Determines the time that must elapse before TCP/IP can release a closed connection and reuse its resources. This interval between closure and release is known as the `TIME_WAIT` state or twice the maximum segment lifetime (2MSL) state. During this time, reopening the connection to the client and server costs less than establishing a new connection. By reducing the value of this entry, TCP/IP can release closed connections faster and provide more resources for new connections. Adjust this parameter if the running application requires rapid release, the creation of new connections, or an adjustment because of a low throughput caused by multiple connections in the `TIME_WAIT` state.
- **How to view or set:**
 1. Use the `regedit` command, access the `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TCPIP\Parameters` registry subkey, and create a new `REG_DWORD` value named **TcpTimedWaitDelay**.
 2. Set **TcpTimedWaitDelay** to decimal 30, which is Hex `0x0000001e`. This value sets the wait time to 30 seconds.
 3. Stop and restart the system.
 - Default value: `0xF0`, which sets the wait time to 300 seconds (5 minutes).
 - Recommended value: A minimum value of `0x1E`, which sets the wait time to 30 seconds.

Note: You must restart the system to have these changes take effect.

Similar steps can be followed for UNIX platforms. The steps vary slightly on different UNIX platforms; for example, Solaris, Linux, AIX and HP-UX.

When performing a Lifecycle Management export (11.1.1.3) from a Planning application to the file system, some of the artifacts migrate successfully; however, some artifacts throw an error: Network error [10061]: Unable to connect to [<Essbase Server>:1423]. The client timed out waiting to connect to Essbase Agent using TCP/IP. Check your network connections. Also make sure that server and port values are correct. What could be wrong? **309**

I am using the EPM System Release 11.1.1.3 Lifecycle Management Utility to migrate Planning application artifacts from one server to another. I receive the error: ERROR - error /Plan Type/NP/ Standard Dimensions/Entidades - Import failed for the following reason - Failed to update Entity Members. What is the problem?

This error may occur if the Source and Target default application currency is different. For Planning applications, the source and destination applications must have the same settings for Plan Type, Calendar, Default Application Currency, and Single or Multi Currency.

In release 11.1.2, after executing a migration from Shared Services Console, clicking on Migration Status Report (MSR) to check the status of migration, a “No Records Found” message is displayed. What could be the problem?

If you see this message in the migration status report, one possible cause is that the migration itself did not get executed. Check the `SharedServices_LCM.log` under `<EPM_ORACLE_INSTANCE>/domains/EPMSystem/servers/FoundationServices0/logs`; if you see any specific `SQLIntegrityConstraintViolationExceptions` related to inserting null values for the “MIGRATION_ID” field into the `LCM_MIGRATION` table, then there may be issues with the privileges associated with the user that has been used during the configuration of Foundation Services.

For example, if the database used is Oracle then the exception would look like:

```
java.sql.SQLIntegrityConstraintViolationException: ORA-01400: cannot insert NULL into (user."LCM_MIGRATION"."MIGRATION_ID"). The "MIGRATION_ID" is generated by a sequence, which might not have executed. Check to see if the user has privileges to create sequences in the database.
```

Is there a limitation with developing EPM System product applications in a 32-bit environment and using Lifecycle Management (LCM) to move them to production in a 64-bit environment?

No, LCM does not have any limitations for migrating applications between 32-bit and 64-bit environments.

Is Essbase Studio integrated with Lifecycle Management in release 11.1.2?

Essbase Studio is not yet integrated with LCM. However, Essbase Studio has a separate tool to import and export the whole catalog or individual catalog artifacts. Please see “Exporting and Importing the Essbase Studio Catalog Database” in [Essbase Studio’s User’s Guide](#).

Can I migrate design-time Calc Manager rules using LCM in release 11.1.1.3?

You can migrate both deployed and design-time Calc Manager artifacts using LCM 11.1.1.3 if you are using it with an EPMA application. You can find these artifacts within the EPMA node. For classic applications, the Calc Manager rules must be deployed if you want to migrate them using LCM.

In 11.1.2, Calc Manager is a separate node and supports both use cases.

The Last Modified date of all LCM artifacts migrated from one environment to another shows the date of the migration to the new environment rather than the date the report was last modified in the original environment. Why is this?

There are two timestamps (creation and modified), where modified timestamp should always be equal to or later than creation timestamp. Here is an example of why LCM can't set the destination modified timestamp to that of the source on the migrated reports:

- Say on 12/25/2010, user creates a report on Source
- User updates the source report on 12/26/2010 so the modified timestamp is 12/26/2010
- User migrates reports to the destination on 12/27/2010 (at this time the creation timestamp on the destination will be 12/27/2010)

- Based on this, the modified timestamp can't be set on the destination equal to the source timestamp (which is 12/26/2010); that would give conflicting information to the user. It does not make sense to set a destination report modified timestamp 12/26/2010 to earlier than when it was created on 12/27/2010. This would be incorrect.

When artifacts are deleted in the source environment, can I use LCM to make the target environment match the source?

There is no automated way in LCM to accomplish this. Deleted artifacts in the source need to be manually deleted from the target.

While importing artifacts using LCM, is it necessary to delete objects in the target environment?

No, LCM always replaces the artifact being migrated if it exists in the target environment. Some artifacts, such as Dimensions, have options for merge upon import.

In Release 11.1.2.1, does Lifecycle Management require a shared disk when the Shared Services Web application is clustered; and if so, how do I configure the location?

Yes, a shared disk is required to use Lifecycle Management import/export. Lifecycle Management jobs executed from the Shared Service Console will export and import to the Shared Services Web applications' file system. By default, the `import_export` directory is `EPM_ORACLE_INSTANCE/import_export`, but this must be customized to be a shared disk. If Shared Services is running as a Windows service, make sure the shared disk is set as a UNC path (`//host/share/path`) and not as a mapped drive.

In Release 11.1.2.1, the `import_export` directory can be customized by updating the `filesystem.artifact.path` in the following Shared Services Registry component:

```
SYSTEM9/FOUNDATION_SERVICES_PRODUCT/SHARED_SERVICES_PRODUCT.
```

- To use Lifecycle Management to modify the migration properties:
 - 1 Launch Shared Services Console.
 - 2 In the **View** pane, expand the **Application Groups** node.
 - 3 Under **Application Groups**, select **Foundation**, and then **Deployment Metadata**.

- 4 In the **Artifact List** tab, expand **Shared Services Registry**, then **Foundation Services**, and then **Shared Services**.
- 5 Select the **Properties** artifact; then, right-click and select **Export for Edit**.
- 6 In the **File Download** dialog box, save the **Properties** artifact to the desired location.
- 7 Edit the migration properties as desired.
- 8 Return to Lifecycle Management, select the **Properties** artifact, and select **Import after Edit**.
- 9 In the **Import after Edit** dialog box, point to the file system where the edited **Properties** artifact is available.
- 10 Restart Shared Services.

6

High Availability

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Are load balancers supported in EPM System?

Several EPM System products offer native load-balancing capabilities. In addition, EPM System embeds a default Apache Web server that many customers use as a software load balancer. There have been requests to use specific hardware load balancers. Support for these load balancing technologies is provided only as expressed in the [EPM System High Availability Guide](#). Oracle

has not certified the use of other load balancing technologies with EPM System; however, Oracle Support will assist customers running with other load balancing technologies as follows:

When a customer logs a previously unreported issue, Oracle Support may require the issue to be diagnosed in an environment without unsupported load balancing technologies when there is reason to believe that the environment is a contributing factor. Oracle Support may refer customers to the unsupported load balancing technology vendor for issues that cannot be otherwise duplicated.

When a problem has been previously reported and a resolution is available, Oracle support will recommend the appropriate solution on a supported or non-load-balanced environment. If that solution does not work in the load-balanced environment, the customer will be referred to their load balancing technology vendor for support. If the customer demonstrates that the Oracle solution does not work when running in a supported or non-load-balanced environment, Oracle will resume support, including logging a bug with Oracle Development for investigation if required.

While Oracle's Hyperion products are expected to function properly in load-balanced environments, there may be deployment and performance implications, which can invalidate Oracle's applicable recommendations. An analysis should be performed within the context of the specific application to be deployed to a load-balanced environment to mitigate potential resource contentions, as this can result in degraded product performance.

Is Veritas Cluster Server supported with EPM System?

Starting with release 11.1.1.1, Veritas Clustering Services is supported but not certified. Specifically this means that when a customer logs a previously unreported issue, Oracle Support may require the issue to be diagnosed in a non-clustered environment when there is reason to believe that the environment is a contributing factor. Oracle Support may refer customers to the third-party vendor for issues that can not be duplicated in non-clustered environments.

When a problem has been previously reported and a resolution is available, Oracle support will recommend the appropriate solution on a non-clustered environment. If that solution does not work in the clustered environment, the customer will be referred to their cluster software vendor for support. If the customer demonstrates that the Oracle solution does not work when running in a non-clustered environment, Oracle will resume support, including logging a bug with Oracle Development for investigation if required.

Is Oracle ClusterWare support similar to Microsoft Clustering Services, and do I need to reproduce an issue outside of ClusterWare in order for Support to log it as an issue?

The short answer is no. Support for these High Availability technologies is not the same. Oracle ClusterWare is fully supported, as provided for in other sections of this document. However, Oracle has not certified clustering of EPM System using Microsoft Cluster Services (MSCS);

Oracle Support will assist customers running Oracle's Hyperion Shared Services, BI Core Services and / or OpenLDAP with MSCS as follows:

When a customer logs a previously unreported issue, Oracle Support may require the issue to be diagnosed in a non clustered environment when there is reason to believe that the environment is a contributing factor. Oracle Support may refer customers to the third-party vendor for issues that can not be duplicated in non-clustered environments.

When a problem has been previously reported and a resolution is available, Oracle support will recommend the appropriate solution on a non-MSCS environment. If that solution does not work in the clustered environment, the customer will be referred to their cluster software vendor for support. If the customer demonstrates that the Oracle solution does not work when running in a non-MSCS environment, Oracle will resume support, including logging a bug with Oracle Development for investigation if required.

While Oracle's Hyperion products are expected to function properly in MSCS Clustered environments, there may be deployment and performance implications, which can invalidate Oracle's applicable recommendations. An analysis should be performed within the context of the specific application to be hosted in the clustered environment to mitigate potential resource contentions, as this can result in degraded deployment and of product performance.

Does Shared Services support Oracle Clusterware for high availability?

Shared Services supports Oracle Clusterware in Shared Services 9.3.1 Service Pack 1 and in the 11.1.1.x releases (Windows and UNIX). For instructions to use Oracle Clusterware with Shared Services, see the whitepapers posted to the [whitepaper library on OTN](#):

- Shared Services, 9.3.1, UNIX:
http://www.oracle.com/technology/products/bi/pdf/hss_randa_ha_unix.pdf
- Shared Services, 9.3.1, Windows:
http://www.oracle.com/technology/products/bi/pdf/hss_randa_ha_windows.pdf
- Shared Services, 11.1.1.x, UNIX:
<http://www.oracle.com/technology/products/bi/pdf/epm-hss-high-avail-unix-whitepaper.pdf>
- Shared Services, 11.1.1.x, Windows:
<http://www.oracle.com/technology/products/bi/pdf/epm-hss-high-avail-windows-whitepaper.pdf>

Does Reporting and Analysis support Oracle Clusterware for high availability?

Reporting and Analysis 9.3.1 (Core services, Interactive Reporting, Financial Reporting, and Web Analysis services) supports Oracle Clusterware on Windows and UNIX. For instructions to use Oracle Clusterware with Reporting and Analysis 9.3.1, see the following whitepapers in the [whitepaper library on OTN](#):

- UNIX:
http://www.oracle.com/technology/products/bi/pdf/hss_randa_ha_unix.pdf
- Windows:
http://www.oracle.com/technology/products/bi/pdf/hss_randa_ha_windows.pdf

On the 11.1.1.x codeline, Reporting and Analysis does not require Oracle Clusterware to achieve high availability, but uses replication instead. For more information, see “Reporting and Analysis Clustering” in Chapter 2 of the [High Availability Guide](#).

I performed the Shared Services Active-Active clustering configuration on WebLogic Server according to the instructions in the published whitepaper. When I start the second node of Shared Services, WebLogic Server errors out with the message “Could not obtain an exclusive lock on folder xxx”. Why does this happen?

The *Oracle Hyperion Enterprise Performance Management System Hyperion Shared Services Release 11.1.1.2 Active-Active Clusters* white paper, originally published in April 2009, for the 11.1.1.2 and later releases documented that the Shared Services Web application should be deployed to the shared disk. However, this causes the second node of WebLogic Application Server to error-out during startup. The fix is to deploy Shared Services to a local disk on both nodes and configure the Lifecycle Management (LCM) functionality to point to the shared disk.

The updated white paper is posted at:

http://www.oracle.com/technology/products/bi/pdf/epm_hss_active_active_clusters_wp.pdf

Does Essbase support Oracle ClusterWare?

Yes, for Essbase releases 11.1.1.2 and 11.1.1.3, EPM System supports using Oracle ClusterWare to set up an Active/Passive (failover) configuration of Essbase Server. A whitepaper that provides instructions on setting up an Active/Passive (failover) configuration of Essbase 11.1.1.2 using Oracle Clusterware is available in the [EPM/BI whitepaper library](#).

Is a two-node-cluster configuration for Oracle Business Intelligence Suite Enterprise Edition (OBIEE) supported for integration with EPM Workspace?

Yes, there are multiple ways to cluster OBIEE, all of which should result in a single apparent Web front-end for the OBIEE Web user interface. The best way to integrate the Web interface of the clustered OBIEE would be to use the browser to go the “single point of entry” for the OBIEE Web interface. This would be the load-balanced Web front-end (such as Apache) that is manually configured (10g). Then perform registration from this instance. This will record the correct URL into the Shared Services Registry as a single Web application node that plugs into EPM Workspace.

Using the above suggestion, follow the procedure for registering a single instance in the [Oracle Business Intelligence New Features Guide](#), especially section 11.5.3.1 “Registering the Oracle BI Presentation Services Components with the Hyperion Registry”.

What is the recommended High Availability solution for Financial Reporting Scheduler for release 11.1.1.3?

For 11.1.1.3, the Financial Reporting Scheduler process is a singleton in the deployment, and automatic failover is not supported for this particular process. This is an administrative service that allows end users to define and execute scheduled reports and, as such, is a non-critical server to the deployment. Not having this server available does not stop the general usage of Financial Reports.

For this reason, development recommends manual failover steps for Financial reporting. Financial Reporting scheduler would be installed in both primary and secondary servers but only the primary is started automatically. In case of software failures when the service or the OS has crashed, the restart of the service is all that is needed. If the failure is hardware, the customer needs to restore the files under the `\SchedulerOutputLocation` location as specified in the `hr_scheduler.properties` file and then restart the Financial Reporting server on the secondary server. For this purpose, it is required that the scheduler output location folder is backed up periodically.

In EPM System Release 11.1.2, do Web applications require sticky sessions on the load balancer?

Yes, all EPM System Web applications (Java & IIS/ASP) require session stickiness at the load balancer. Sticky session refers to the feature of many commercial load balancing solutions for Web farms to route the requests for a particular session to the same physical machine that serviced the first request for that session. This is mainly used to ensure that a session is not lost as a result of requests being routed to different servers.

Can EPM System Release 11.1.2 Web applications be added to WebLogic Clusters?

Yes. In fact, in release 11.1.2, a default WebLogic cluster is created for each Web application. This helps in scaling out the Web applications – from the WebLogic Admin Console, you select the managed server you want to scale out and clone it. It inherits all the properties of the cluster that the managed server is part of. However, note that EPM System Web applications do not leverage session replication; i.e., if a managed server goes down, the session does not failover to the other running managed servers.

See “Clustering Web Applications” and “(Optional) Clustering Web Applications in a Manual Deployment” in the [Installation and Configuration Guide](#).

Do EPM System Release 11.1.2 products support session failover?

No, EPM System Release 11.1.2 does not support session failover for products with or without a WebLogic cluster. Functionally, this means that if a Web application crashes during an operation, the traffic would be redirected to the new Web application; however, the end user would have to login and the activities in that session that are not written to the database would need to be redone.

Can we load balance EPM System Release 11.1.2 Web applications (for example, the Planning Web applications) that are clustered in WebLogic through Apache or a hardware load-balancer?

WebLogic clustering allows for Web applications in a cluster to share session information, among other things, between the managed servers in the cluster. This does not affect load-balancing of the Web applications using a load balancer, which you need to route traffic to one of the managed servers (running the Web applications) in a cluster.

Oracle HTTP Server (OHS), which is the Web server bundled with 11.1.2, is configured by the EPM System Configurator to load-balance between multiple instances of EPM System Web applications. Remember to configure the EPM Web Server after you have added new Web applications to your environment. It is recommended that you put in a hardware load-balancer in front of the Web servers laid down by EPM System.

What is the solution for Essbase Server failover in 11.1.2?

Essbase failover consists of setting up an active/passive deployment on two physical machines where the data between the two Essbase instances is common and is located on a shared disk. At any given time, only one of the instances is active and the other is passive. Data corresponds to everything under the `ARBORPATH` directory.

When a systemic failure occurs, such as a process crash, network down/partition, or disk failure, the Essbase Server on the current node fails over to the standby node, which then becomes the new active node.

Essbase clustering is achieved using a Fusion Middleware component called OPMN (Oracle Process Manager and Notification server). This provides the capability to group multiple Essbase instances together (limited to two in 11.1.2) and create a failover cluster using a feature called “Service Failover”.

For an overview of installing, configuring, and managing Essbase with OPMN, see “About Essbase and Oracle Process Manager and Notification (OPMN) Server” in the [Installation and Configuration Guide](#).

What are the specific hardware and software requirements needed to configure Essbase Server for failover in 11.1.2?

Both Essbase instances that are part of a cluster need to share a common `ARBORPATH` on a shared disk.

- **Storage Requirement:** The following kinds of shared drives are supported:
 - Any SAN storage device with a shared disk file system on the installation platform
 - Any NAS device over a supported network protocol

The recommendation would be SAN or enterprise-class NAS device because of lower I/O latency.
- **Hardware Requirement:** Any two server grade machines of the same platform and running the same OS.

What are the steps needed to configure Essbase Server for failover in 11.1.2?

These steps are documented in the [Installation and Configuration Guide](#), in the chapter “Configuring EPM System Products” in the section “Setting Up Essbase Clusters”.

Why is Essbase Server not failing over when first node goes down?

Ensure that OPMN is running on both the active Essbase node as well as the passive node. OPMN is co-located with Essbase on each cluster node. To ensure that each OPMN is aware of all its peers, start both OPMN servers and put each in their own service group by setting the topology configuration in the `opmn.xml` file as:

```
<topology>
<nodes list="host1:6000,host2:6000"/>
</topology>
```

Once this is configured, if Essbase on node1 dies and the node itself goes down, OPMN on node2 will detect that node1 is no longer reachable and will start an Essbase instance on node2.

See “Setting Up Active-Passive Essbase Clusters” in the [Installation and Configuration Guide](#) for details.

7

Taskflows

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How do I generate debug logs for taskflows in Releases 9.2.x, 9.3.x and 11.1.1.x?

► To generate debug logs for taskflows in Releases 9.2.x, 9.3.x, and 11.1.1.x:

1 Go to the following directory:

```
HYPERION_HOME/deployments/<AppServer>/SharedServices9/config  
directory
```

2 Update `HSSLogger.properties` and set the log level of Workflows to `DEBUG` as shown below.

```
#####  
# Following is for Workflow Log4j configuration  
#####  
# WARN level for workflow package  
log4j.logger.com.hyperion.workflow=DEBUG, CESCONSOLE, CESFILE  
# WARN level for ces package  
log4j.logger.com.hyperion.ces=DEBUG, CESCONSOLE, CESFILE  
# WARN level for cesdsf package  
log4j.logger.com.hyperion.cesdsf=DEBUG, CESCONSOLE, CESFILE  
....
```

3 Restart Shared Services.

Note: The workflow log file named `SharedServices_Taskflow.log` can be found in `HYPERION_HOME/logs/SharedServices9`.

How do I generate debug logs for taskflows in Release 11.1.2.x?

► To generate debug logs for taskflows in Release 11.1.2.x:

1 Go to the following directory:

```
EPM_ORACLE_INSTANCE/domains/EPMSysstem/config/fmwconfig/servers/  
FoundationServices0
```

2 Check whether the entries below exist in `logging.xml` with respect to the taskflows logging. If they do not exist, add these entries to `logging.xml`.

```
<log_handler name="epmces-handler"  
class="oracle.core.ojdl.logging.ODLHandlerFactory">  
  <property name="path" value="${domain.home}/servers/${weblogic.Name}/logs/  
SharedServices_Taskflow.log" />  
  <property name="maxFileSize" value="1000000" />  
  <property name="maxLogSize" value="5000000" />  
  <property name="useSourceClassAndMethod" value="true" />  
</log_handler>  
<logger name="oracle.EPMCES" level="NOTIFICATION:1" useParentHandlers="false">  
  <handler name="epmces-handler" />  
</logger>
```


- 3 In `logging.xml`, modify the log level of Taskflows from `NOTIFICATION: 1` to `TRACE: 32` as shown below:

```
<logger name="oracle.EPMCES" level="TRACE: 32" useParentHandlers="false">  
  <handler name="epmces-handler"/>  
</logger>
```

- 4 Save the file. No restart is needed.

All future messages logged in the `SharedServices_Taskflow.log` will be in TRACE mode

Note: The workflow log file named `SharedServices_Taskflow.log` can be found in the directory `MIDDLEWARE_HOME/user_projects/domains/<domain name>/servers/FoundationServices0/logs`.

How do I configure SMTP Hostname for sending emails by taskflows in EPM System Releases 9.2.x and 9.3.x?

- To configure SMTP Hostname for sending emails by taskflows in these releases:

- 1 Go to the following directory:

```
HYPERION_HOME/deployments/<AppServer>/SharedServices9/config
```

- 2 Uncomment the following entry in `WorkflowEngine.properties`, and set the SMTP Host Name for emails:

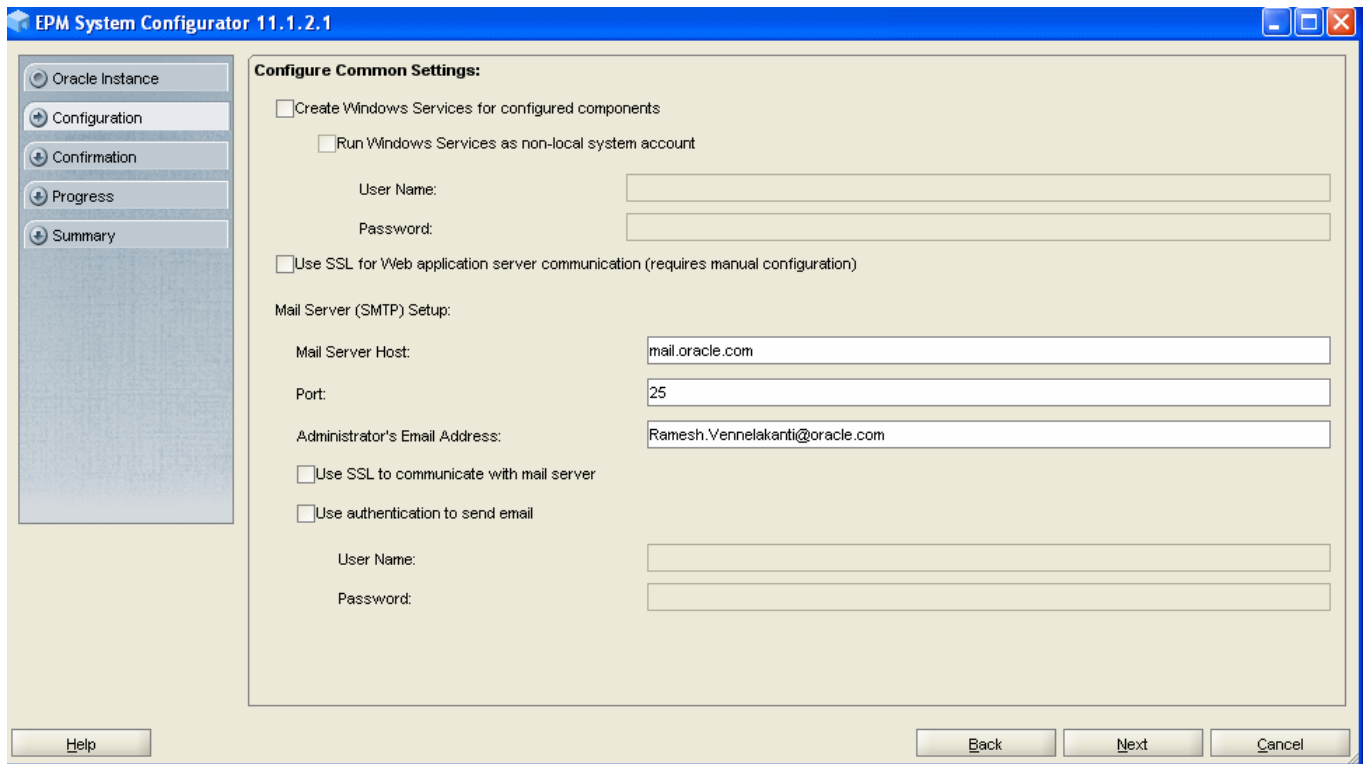
```
workflowEngine.smtp.hostname=<SMTP Host Name>
```

- 3 Restart Shared Services.

How do I configure SMTP Hostname for sending emails by taskflows in EPM System Releases 11.1.1.3 and 11.1.2.x?

- To configure SMTP Hostname for sending emails by taskflows in these releases:

- 1 On the Shared Services server machine, run EPM System Configurator and select the Foundation Services “deploy to application server” task.
- 2 In the Configure Common Settings dialog box, enter the correct **Mail Server Host** and complete the configuration.



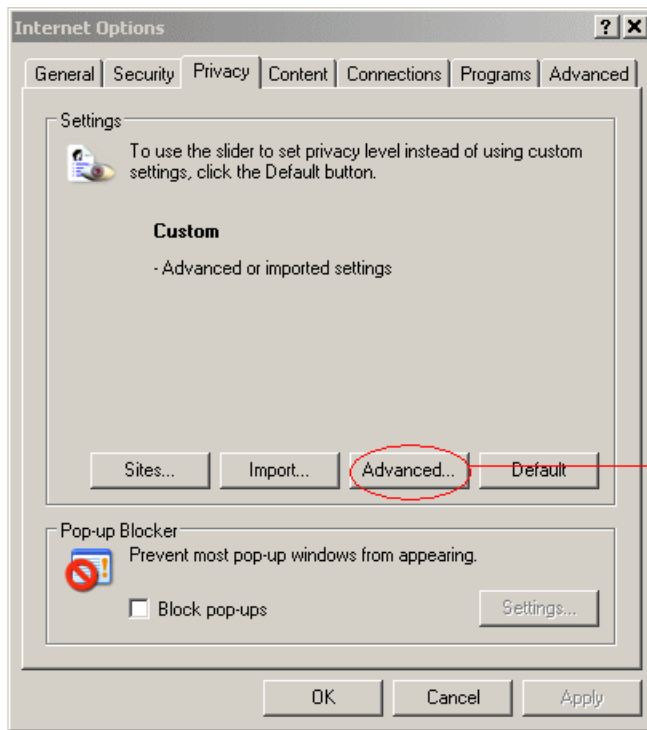
- 3 Restart Shared Services and EPM System products, and then verify the mail functionality.

I am receiving a “Session Expired” error message in the browser when using taskflows. What is the cause of this error?

This error can occur in releases up to 11.1.2 because the Financial Management and Shared Services servers are not fronted by one Web server or a load balancer and are deployed to different servers.

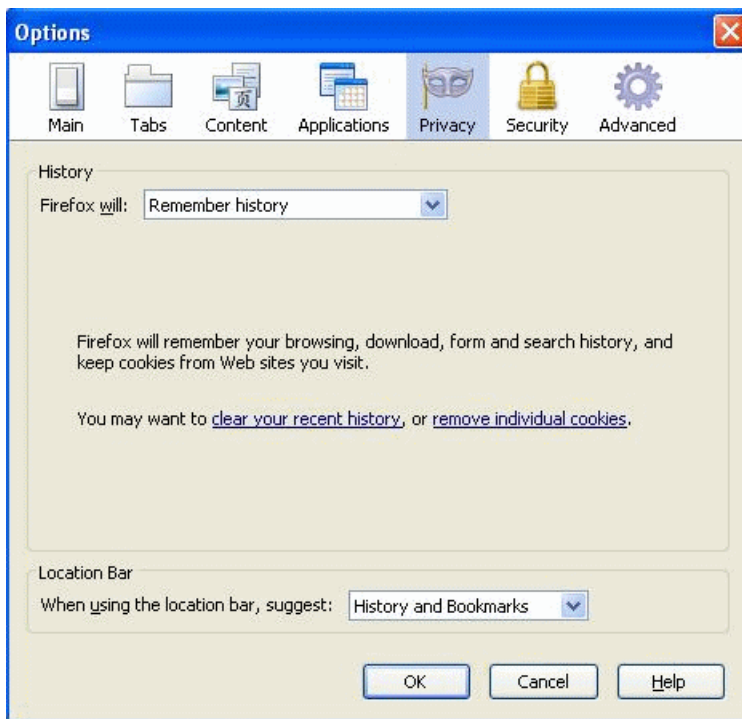
► To resolve this issue for Internet Explorer browsers:

- 1 Select **Tools** and then **Internet Options**.
- 2 Remove the old cookies from the browser, and set the browser cookie setting as follows:



► To resolve this issue for Firefox browsers:

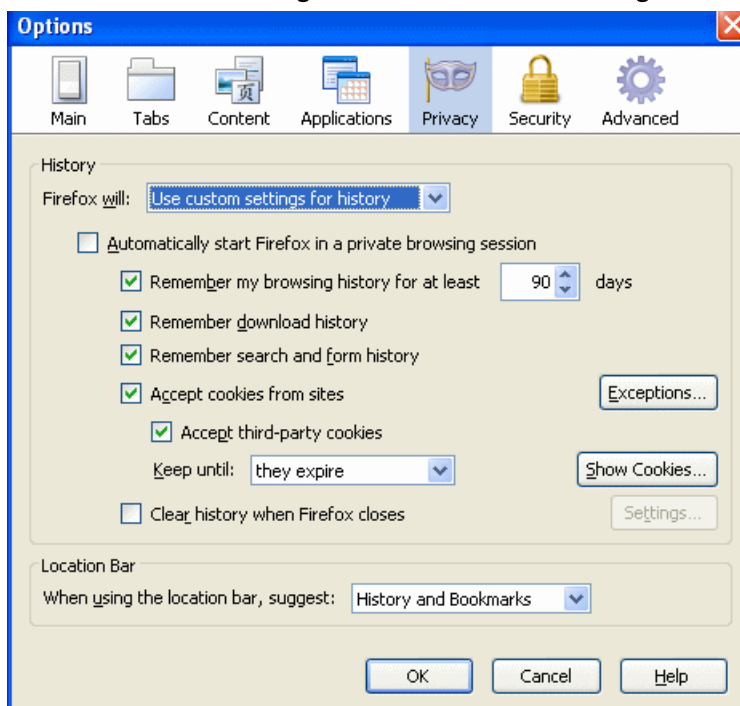
- 1 **Select Tools and then Options.**
- 2 **On the Privacy tab, select Remove Individual Cookies.**



- 3 **In the Cookies dialog box, select Remove All Cookies.**



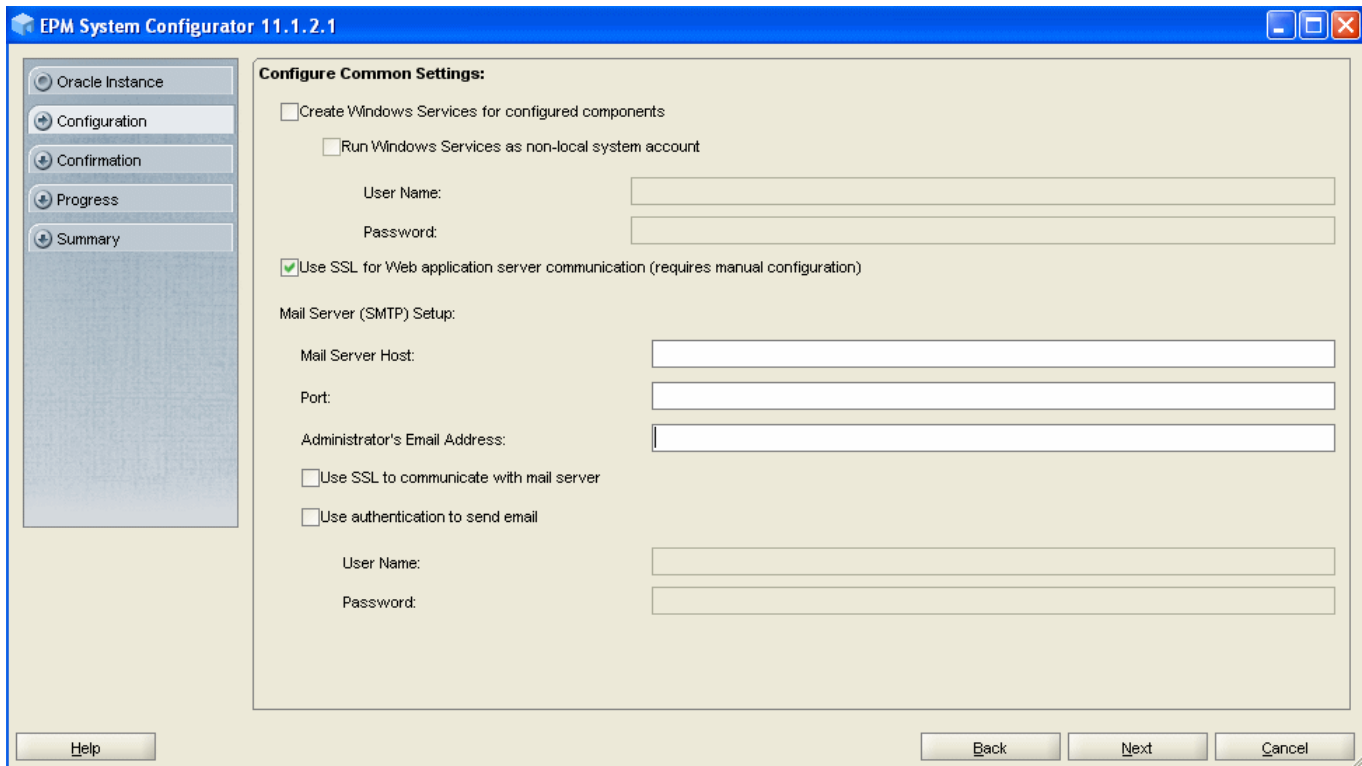
- 4 Ensure that the below settings are set for “Use custom settings for history”:



How do I enable SSL mode for taskflows in Release 11.1.2.x?

- To enable SSL mode for taskflows in Release 11.1.2.x:
 - 1 On the Shared Services server machine, run EPM System Configurator and select the Foundation Services “deploy to application server” task.

- 2 Ensure that the SSL configuration for Shared Services and EPM System products is done manually according to the [EPM Security Administration Guide](#).
- 3 In the Configure Common Settings dialog box, select **Use SSL for Web application server communication**.



- 4 Restart Shared Services and EPM System products, and then verify the mail functionality.

I have a taskflow in a running state for a long time. How can I find the details of where it is stuck?

You can check the task status from Workflow UI (View Status), but sometimes the running task is in active mode for a very long time. In this case, you should check to see if the task is really in active mode or if a problem has occurred.

First, check the Workflow log file (`SharedServices_Taskflow.log`) (in INFO or higher level) to see if the task has been successfully sent to the product agent. Look for following message in the log:

```
Status of the post method 200
```

The status 200 means that the task has been successfully sent to the product and the issue could be in the product. Other statuses such as 400,404, and 500 mean that the issue is with the workflow engine itself.

Also, make sure that the log message timestamp is matched to the time the task was executed.

Note: The workflow log file named `SharedServices_Taskflow.log` can be found in the directory `MIDDLEWARE_HOME/user_projects/domains/<domain name>/servers/FoundationServices0/logs`.

In a Turkish locale, when starting Shared Services Release 9.2.x, 9.3.x, or 11.1.1.x, I receive an error that says Failed connecting to CSS/CMS.

Property

`workflowEngine.ces.stopSchedulerInitial` is not found in the config file. What should I do?

► To fix this problem:

1 In `WorkflowEngine.properties`, set
`workflowEngine.ces.stopSchedulerInitial=true`

This file can be found in `HYPERION_HOME/deployments/<App Server>/SharedServices9/config`.

2 Restart Shared Services.

What should I do if Shared Services hangs due to a taskflow initiated during the startup of Shared Services in Release 9.3.1?

This problem is fixed in service fix 3 of Release 9.3.1. Refer to the following article in the Knowledge Base:

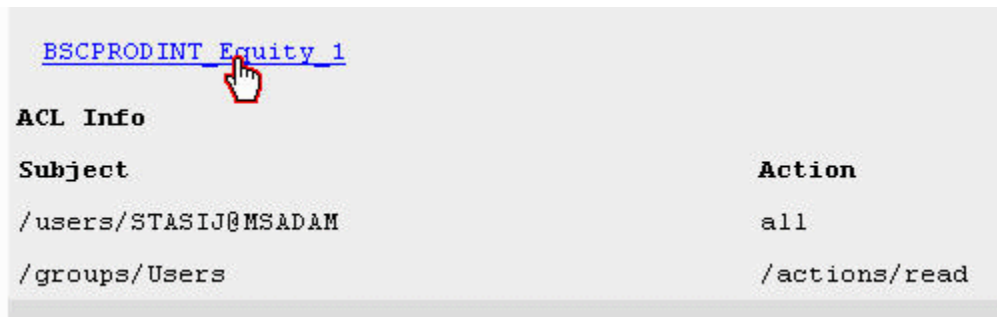
<https://support.us.oracle.com/oip/faces/secure/km/DocumentDisplay.jspx?id=751522.1&h=Y>

In Releases 9.2.x, 9.3.x, and 11.1.1.x, taskflows were created successfully but they do not appear in the taskflow list, and the taskflow list is empty. Attempting to recreate the same-named taskflow returns an error indicating that the taskflow already exists. This means that the taskflow is stored in the Shared Services database but doesn't appear in the taskflow list. What should I do?

One of the possible reasons is that the slide cache tables in the Shared Services database have been corrupted.

- To determine if the slide cache table may have been corrupted:
 - 1 Log in to Shared Services to review the taskflow instances using the following URL:
[http\(s\)://Shared Services Host:port/interop/content/files/Projects/CES.CES/Published](http(s)://Shared Services Host:port/interop/content/files/Projects/CES.CES/Published)
 - 2 When prompted, enter the native admin user and password.

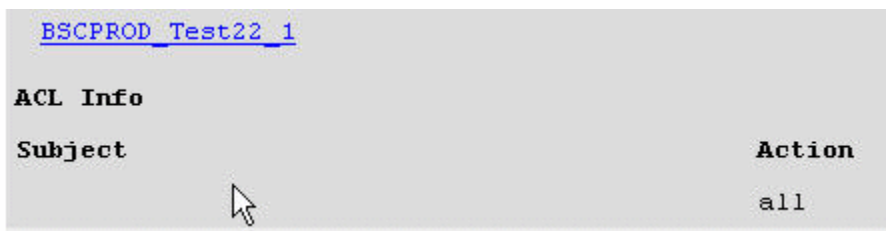
Note the following “good” instance of a taskflow. Under the title of the taskflow, BSCPROD_BSCPROD530PM_1 in this case, you should see user and/or group information listed.



The screenshot shows a taskflow instance titled "BSCPRODINT Equity 1" with a red hand cursor pointing to it. Below the title is the "ACL Info" section, which contains a table with two columns: "Subject" and "Action".

Subject	Action
/users/STASIJ@MSADAM	all
/groups/Users	/actions/read

Note the following “bad” instance of a taskflow. Under the title of the taskflow, BSCPROD_Test22_1 in this case, the fact that there is no user or group information may indicate slide cache and Shared Services database corruption. In this case, provide the Shared Services database backup in order to reproduce the issue and manually fix the data corruption.



The screenshot shows a taskflow instance titled "BSCPROD_Test22_1" with a mouse cursor pointing to it. Below the title is the "ACL Info" section, which contains a table with two columns: "Subject" and "Action".

Subject	Action
	all

Note: There is a known defect fixed in Shared Services Release 9.3.3.

In Releases 9.2.x, 9.3.x, and 11.1.1.x, taskflows were created successfully but they do not appear in the taskflow list, and the taskflow list is empty.

Attempting to recreate the same-named taskflow returns an error indicating that the taskflow already exists. This means that the taskflow is stored

in the Shared Services database but doesn't appear in the taskflow list. What should I do? **331**

Another possible reason is that the taskflow is “good” and the user shown in the ACL Info does exist, but the provider name is different. Check if the <user name>@<provider name> combination in the ACLs is different from the combination of the logged-in user.

In Release 9.3.x, when I try to edit or run a taskflow, I get the following error:

```
com.hyperion.workflow.engine.server
.services.modelrepository.WfCmsProx
ies.updateProcessDefinitions(WfCmsP
roxies.java:189) -
error.resourceNotFound 2010-11-04
15:39:57,032 [http-58080-
Processor8] ERROR
com.hyperion.workflow.engine.server
.services.modelrepository.WfCmsProx
ies.updateProcessDefinitions(WfCmsP
roxies.java:190) - Cannot get
resource proxy for process
definitionCFCVJREAL_COTA_USD_1. How
can I resolve it?
```

► Complete the following steps;

- 1 Log in to Workspace and select **Manage Taskflow**.
- 2 Select one taskflow from the list and click **Edit**.

The message “Invalid Taskflow” is displayed.

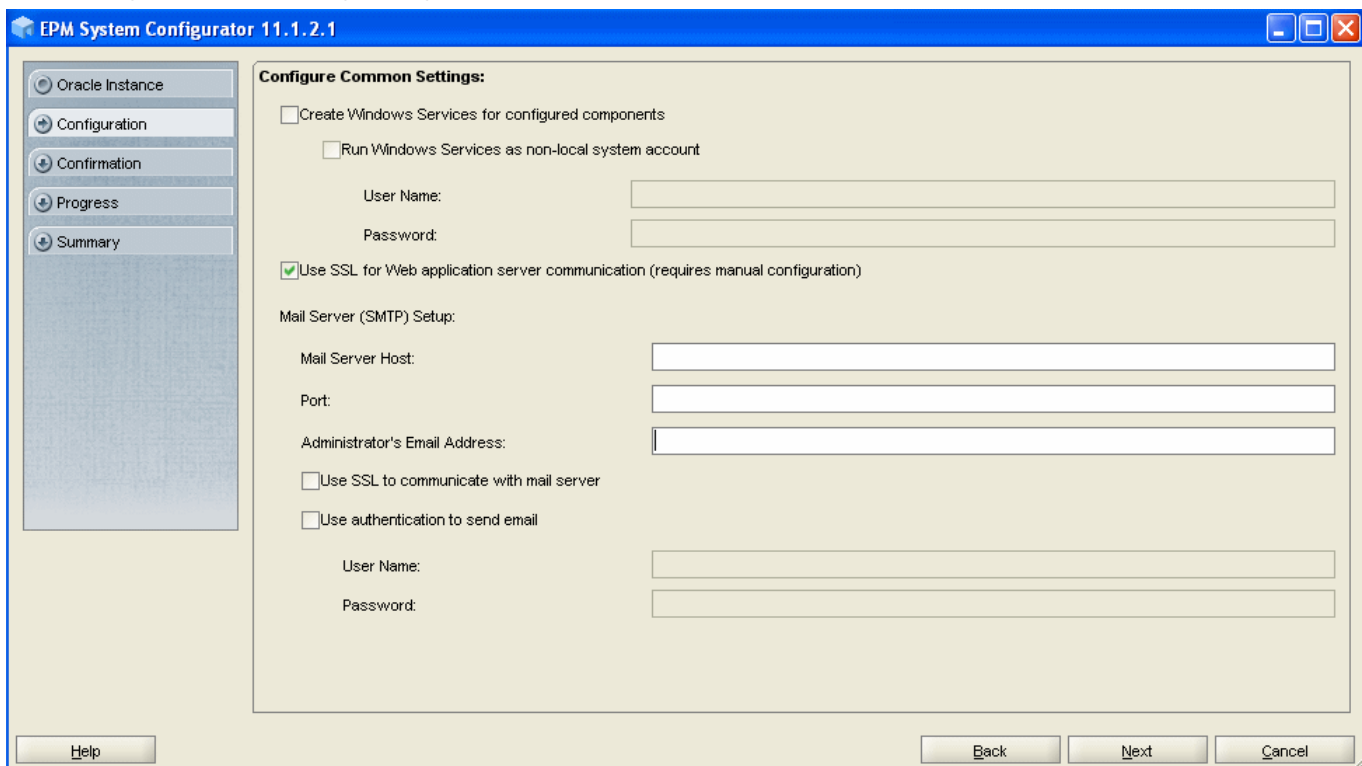
Error messages in the UI could be due to the deletion and recreation of the same application. If the application is deleted, the taskflow created with that application will become invalid

- 3 Delete the taskflow and then create a new one.

How do I change the “from” email address of taskflow email notifications from “workflowadmin@hyperion.com”?

► For Release 11.1.1.3 and later, follow these steps:

- 1 Launch EPM System Configurator.
- 2 In the Configure Common Settings dialog box, enter the correct Administrator's Email Address.



► For releases prior to Release 11.1.1.3, follow these steps:

- 1 Locate `wf_eng_api.jar` and `wf_eng_server.jar` in the following location:

```
<HYPERION_HOME>/deployments/AppServer/SharedServices9/webapps/  
interop/WEB-INF/lib
```

- 2 In both jar files, open `TaskflowServerResources_en.properties` and update the property below with the correct email ID:

```
text.WFAdminEmailAddress = WorkflowAdmin@hyperion.com
```

What should I do if I get an HTTP 500 error when I click on the “Manage Taskflow” link?

Check to see if the problem is related to an SSO (Single-Sign-On) failure by checking whether the taskflow log file has the following error message:

```
TokenAction error.invalidUserIdPasswordURL
```

If the above message is present, the root cause could be that the identity of the user who owns the taskflow does not exist in the directory. To resolve this issue, follow these steps:

1. In the **ces_users** table, check the size of the **name** column. It should be **varchar(200)**.
2. Execute the following query to delete all the records from the **ces_users** table and leave the **system** user record:

```
DELETE FROM ces_users WHERE name <> 'system'
```

3. If the HTTP 500 error still persists, log a bug against Shared Services.

In Release 9.3.1, if Shared Services hangs during startup, what should I do?

This could happen due to the execution of taskflows that are past due or scheduled to be run using an HFMWeb instance or an HFM application that is missing or unavailable during Shared Services start up time.

► For 9.3.1 Service Fix 3 and 11.1.1.x releases, follow these steps:

- 1 **Open the** `WorkflowEngine.properties` **file found in**

```
HYPERION_HOME/deployments/<AppServer>/SharedServices9/config
```

- 2 **In** `WorkflowEngine.properties`, **add the following property:**

```
workflowEngine.ces.stopSchedulerInitial=true
```

Note: This will not work on the base Release of 9.3.1, and requires Shared Services Service Fix 3.

In Release 11.1.2, if Shared Services hangs during startup, what should I do?

This could happen due to the execution of taskflows that are past due or scheduled to be run using an HFMWeb instance or a Financial Management application that is missing or unavailable during Shared Services start up time.

- To prevent the scheduler from initiating taskflow during Shared Services startup and restarting Shared Services:

- 1 **Open a command prompt.**
- 2 **Point to <EPM_ORACLE_INSTANCE>/bin and press Enter.**
- 3 **Enter this command:**

```
epmsys_registry.bat view SHARED_SERVICES_PRODUCT/  
@workflowEngine.ces.stopSchedulerInitial
```

- 4 **View the updated value by entering this command:**

```
epmsys_registry.bat view SHARED_SERVICES_PRODUCT/  
@workflowEngine.ces.stopSchedulerInitial
```

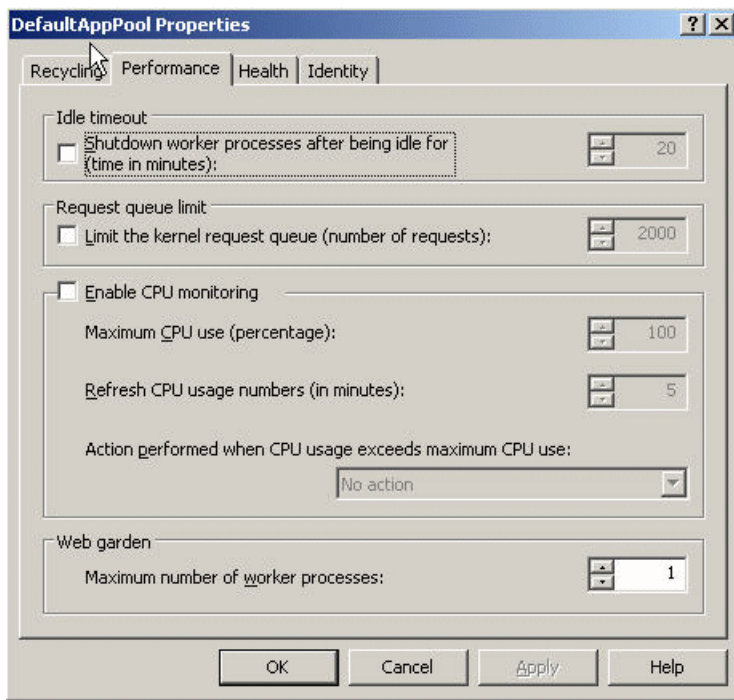
Using Financial Management, what should I do when a taskflow does not complete all the stages?

In order for Shared Services to initiate subsequent stages of a taskflow, Shared Services must be notified that the previous stage completed before it will process the next stage. The sequence of events is as follows:

1. To initiate a taskflow, Shared Services sends an HTTP request to the HFMWeb IIS Server.
2. The actual “task” is run on the Financial Management application server initiated by the HFMWeb IIS Server.
3. When a taskflow stage is completed, a connection is made from HFMWeb back to Shared Services to “inform” Shared Services that the taskflow stage is finished.

It may be that the connection for the HFMWeb IIS Server to the Financial Management application server has timed out. Review the Performance tab in the Default Application Pool properties on the HFMWeb IIS Server. By default, a worker process from the application pool will timeout after 20 minutes.

Note: Make sure “Shutdown worker processes after being idle for” is UNCHECKED as shown below:





Product and Miscellaneous Tips

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- 11.1.1.x:

EPM System 11.1.1.x documentation is hosted live in the Documentation Library on OTN:

http://download.oracle.com/docs/cd/E12825_01/index.htm

Installation documentation and readme files are on the Deployment tab. Security and LCM documentation are on the Foundation Services tab in the Shared Services area. These files are updated on a monthly basis, so check this site frequently to get the latest versions.

- 9.3.1:

System 9 documentation is hosted live in the Documentation Library on OTN:

http://download.oracle.com/docs/cd/E10530_01/welcome.html

Installation documentation, readme files, and security documentation are on the Installation & Backup tab. These files are sometimes updated monthly, so check this site frequently to get the latest versions.

How can I get previous issues of Tips and Tricks from EPM Infrastructure Development?

There are two places you can find back issues of the EPM Infrastructure Tips and Tricks document:

- On OTN, Oracle Enterprise Performance Management / Business Intelligence Tips page:

<http://www.oracle.com/technology/products/bi/performance-management/resource-library.html>

Each previous issue of Tips and Tricks is posted, as well as a consolidated document that contains all previous issues.

- My Oracle Support (previously “Metalink”):

<http://support.oracle.com>

You can search on “Tips n Tricks” or on individual tip content.

Is there a Financial Management Tuning Guide for the Oracle Database 11.1.1.x Release?

There is no Financial Management-specific database tuning guide available for the Oracle 11.1.1.x database, but there will be a presentation during the week of July 15th by Development that focuses on memory optimization of the engine, but not Oracle database tuning. Interested parties can sign up by contacting Ramin Farzaneh (Ramin.Farzaneh@oracle.com) from the HFM development team. This presentation is open to Oracle Support and Services.

Where can I find a list of all “Oracle By Examples” on EPM Infrastructure?

Oracle by Examples (OBEs) are tutorials that provide step-by-step instructions for performing a variety of tasks.

- An OBE for EPM System 11.1.1.x installation and configuration is located here: http://www.oracle.com/technology/obe/hyp_epm/icindex.htm
- Product-specific OBEs for performing first-time Lifecycle Management (LCM) migrations are located here: http://www.oracle.com/technology/obe/hyp_ss/ssindex.htm
- The full list of OBEs for EPM System are located here: <http://www.oracle.com/technology/obe/start/index.html> (scroll down to the “Oracle Business Intelligence and Enterprise Performance Management” section)

Is there any documentation on how to use Oracle Enterprise Manager (OEM) with Hyperion products?

There is a Technology Preview for EPM System Management Pack. This preview is for Hyperion Financial Management (HFM) domain products, but there are also components for managing generic services and the like, so it is applicable to all EPM System products. Information is available here:

<http://www.oracle.com/technology/products/bi/foundation-services/epm-sys-mgmt-pack.html>

This page provides a link to a whitepaper called “Using Oracle Enterprise Manager Grid Control to Monitor Oracle’s Hyperion Products”. This document applies to all EPM System products, not just HFM.

The Technology Preview for EPM System Management Pack is not a “product” so is not supported, but you can get a good sense for what is coming.

You can download the Technology Preview from My Oracle Support (MetaLink3):

1. Click the “Patches and Downloads” tab.
2. Click the “Oracle, Siebel and Hyperion Products” link.
3. Click “Simple Search”.
4. Enter “7388231” for “Patch Number / Name”, select Microsoft Windows (32-bit), and click “Go”.

From there, you can download the preview.

Are there any Oracle Internal Training materials for EPM System Installation and Configuration?

Yes, there is training that is free for Oracle employees only:

- For Planning: http://currdev.hyperion.com/development/applications/pln_install_11.1.1.shtml
- For Financial Management: http://currdev.hyperion.com/development/applications/fm_install_11.1.1.shtml
- For Reporting & Analysis: http://currdev.hyperion.com/development/bi/BI1111_Admin.html

Customers can also access this content via Oracle University:

- Oracle Hyperion Financial Management 11.1.1 Installation & Configuration: http://education.oracle.com/pls/web_prod-plq-dad/db_pages.getCourseDesc?dc=D70052GC10&p_org_id=1001 <=US
- Hyperion Reporting & Analysis 11.1.1 Administration: http://education.oracle.com/pls/web_prod-plq-dad/db_pages.getCourseDesc?dc=D70060GC10&p_org_id=1001 <=US

- Oracle Hyperion Planning 11.1.1 Installation & Configuration: http://education.oracle.com/pls/web_prod-plq-dad/db_pages.getCourseDesc?dc=D70058GC10&p_org_id=1001 <=US

Where can I find a list of all EPM System logs?

Information about EPM System logs is included in the EPM System Installation and Configuration Troubleshooting Guide for the 11.1.1.x and 9.3.1 releases. This guide provides a list of log files, descriptions, and information about logging levels.

The first login to Workspace 11.1.1.x is slow. If I close the browser and start again, it is still slow. How can I fix this?

If products that are accessed via Workspace are not started, attempts to login to the product from Workspace are slow. This happens because Workspace is attempting to fetch the “global” string bundles from each product. If the product is not started, the browser waits for the connection to the product to time out. After the first failure, Workspace does not try to fetch it again.

To avoid this problem, ensure that all installed products accessed via Workspace are started. You can use the EPM System Diagnostics tool to validate that everything is started. From the Workspace machine, run:

Windows: `HYPERION_HOME/common/validation/9.5.0.0/validate.bat`

UNIX: `HYPERION_HOME/common/validation/9.5.0.0/validate.sh`

The report is generated in: `HYPERION_HOME/common/validation/9.5.0.0/reports`

The report is named: `validation_report_<timestamp>.html`.

This report will show errors if any of the products are not started. Otherwise, the report shows all “green” results, like the example below for Foundation/Workspace:

Foundation / Workspace		
PASSED	CFG: Configuration	Check whether all configuration tasks have been completed
PASSED	DB: Database	Connection to database jdbc:hyperion:sqlserver://hitqew2k3-12:1433;DatabaseName=hit12
PASSED	EXT: External Authentication	Check Native Directory external authentication provider configuration
PASSED	HSS: Shared Services	Availability of Shared Services
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/hfm
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/WebAnalysis
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/hr/status.jsp
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/workspace
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/profitability/index.html
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/HyperionPlanning
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/HPSWebReports
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/HyperionFDM
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/eas
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/calcmgr/index.htm
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/awb
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/aps
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/aif/faces/setup/Main.jsp
PASSED	HTTP: Http	Availability of http context http://hitqew2k3-12.eng.hyperion.com:19000/interop
PASSED	HTTP: Http	Is file [c:\Hyperion\common\httpServers\Apache\2.0.59\bin\installhyperionapachesevice.err] empty
PASSED	HTTP: Http	Check string [LoadModule jk_module modules/mod_jk] in file[c:\Hyperion\common\httpServers\Apache\2.0.59\conf\ht
PASSED	LOG: Login	Module test for hfm on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for WebAnalysis on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for hr on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for profitability on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for HyperionPlanning on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for HPSWebReports on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for HyperionFDM on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for eas on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for calcmgr on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for awb on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for aps on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for aif on host hitqew2k3-12.eng.hyperion.com:19000
PASSED	LOG: Login	Module test for interop on host hitqew2k3-12.eng.hyperion.com:19000

It should be noted, however, that other reasons may cause similar behavior, such as proxy malfunctioning and performance issues with backend services.

Can I run a Planning deployment in multiple languages? If so, is it related to the locale of the installation?

Planning applications for all localized versions use the browser settings to determine locale. The supported languages are independent of server locale settings on which Planning is installed.

For localized deployments, ensure that the Oracle database supports Unicode mode, and that the data source for the Planning application is set to Unicode mode. You can also set up alias tables to display dimension members in different languages. For Classic Planning applications, see “Creating Data Sources” and “About Alias Tables” in the [Oracle Hyperion Planning Administrator's Guide](#). For Planning applications created in Performance Management Architecture, see “Entering Data Source Information” and “Alias Dimensions” in the [Oracle Hyperion Enterprise Performance Management Management Architect Administrator's Guide](#).

What is the recommended way to delete Planning applications and their related database tables?

Both Planning Classic and EPMA have a delete application feature that deletes the application and its related database tables.

For Classic Planning:

Use the Classic Application Wizard in Planning to delete Classic Planning applications. See "Deleting Applications" in the [Oracle Hyperion Planning Administrator's Guide](#).

The Delete Application button deletes all Planning created HSP_XXX tables in the Planning relational database and all the records pertaining to that application in the Planning System database. The data source used to connect to this application remains in the Planning System database and gets a -1 in the app_id field used to point to the application record in another table before the application was deleted. The Delete Application button also deletes the application and all associated cubes/plan types from Essbase. No additional steps should be required to delete a Core Planning application.

For EPMA:

Use the Application Library in EPMA to delete applications. See "Deleting Applications" in the [Oracle Hyperion Enterprise Performance Management Management Architect Administrator's Guide](#).

An EPMA application will not show up in the list in Classic Planning Administration where the Delete Application button is displayed. A Planning application that has been upgraded to EPMA has to be deleted from the EPMA Application Library. Deleting the "application view" from the EPMA Application library deletes everything deleted by the Delete Application button and in addition deletes some records pertaining to this app from EPMA relational tables.

Using EPM Workspace in Internet Explorer, icons are flickering and appear to be downloaded constantly. What could be wrong?

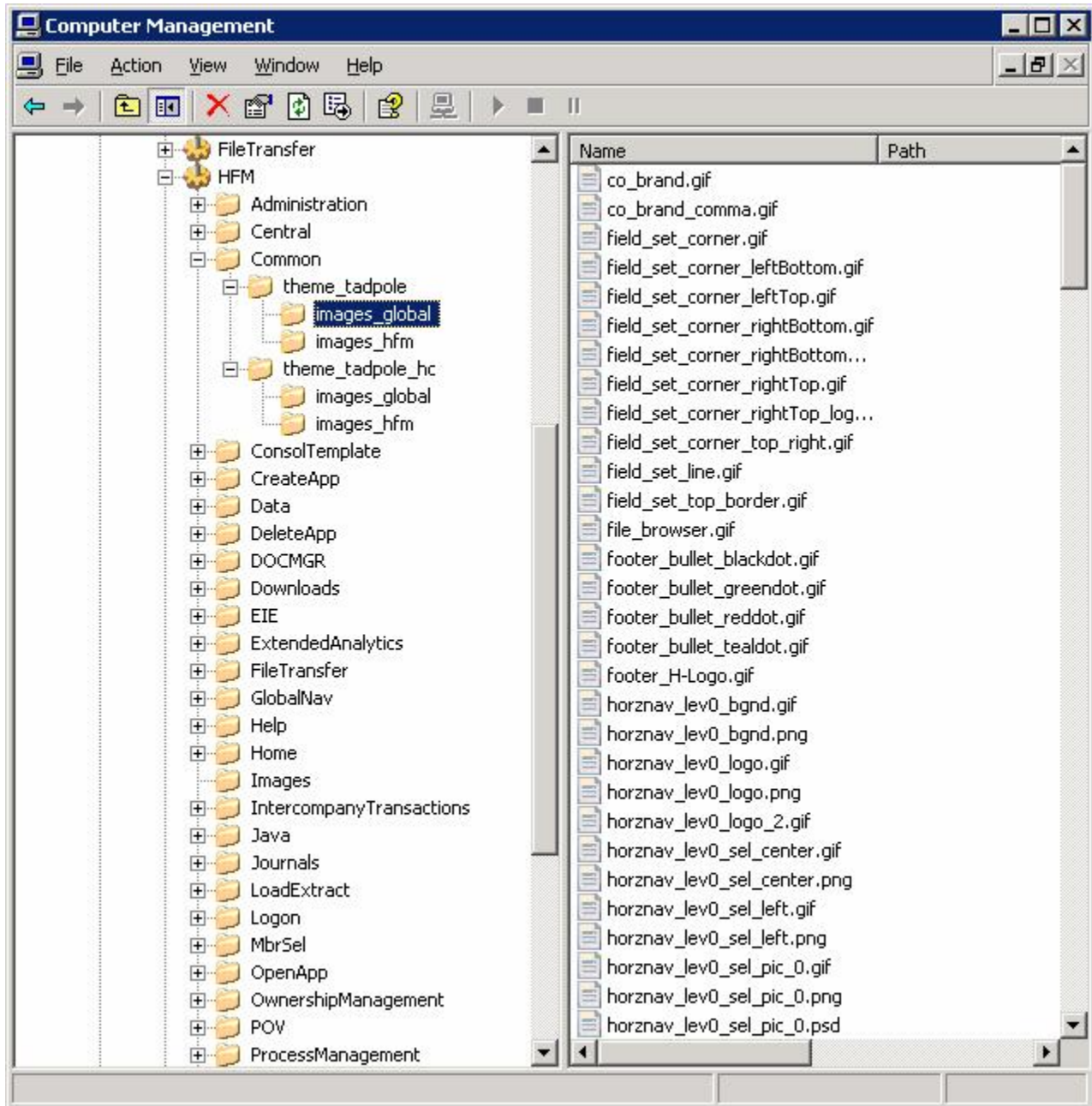
In some cases, with SSL enabled and HTTP compression enabled on the Web server, Internet Explorer does not cache static content. This may cause significant performance degradation, especially for high latency networks, and results in the impression that icons are flickering in EPM Workspace.

This issue has been experienced with Internet Explorer 6. The Internet Explorer settings pertaining to caching ('Never', 'Every visit to the page', 'Always', 'Automatically') are not used; Internet Explorer does not cache no matter what setting is applied.

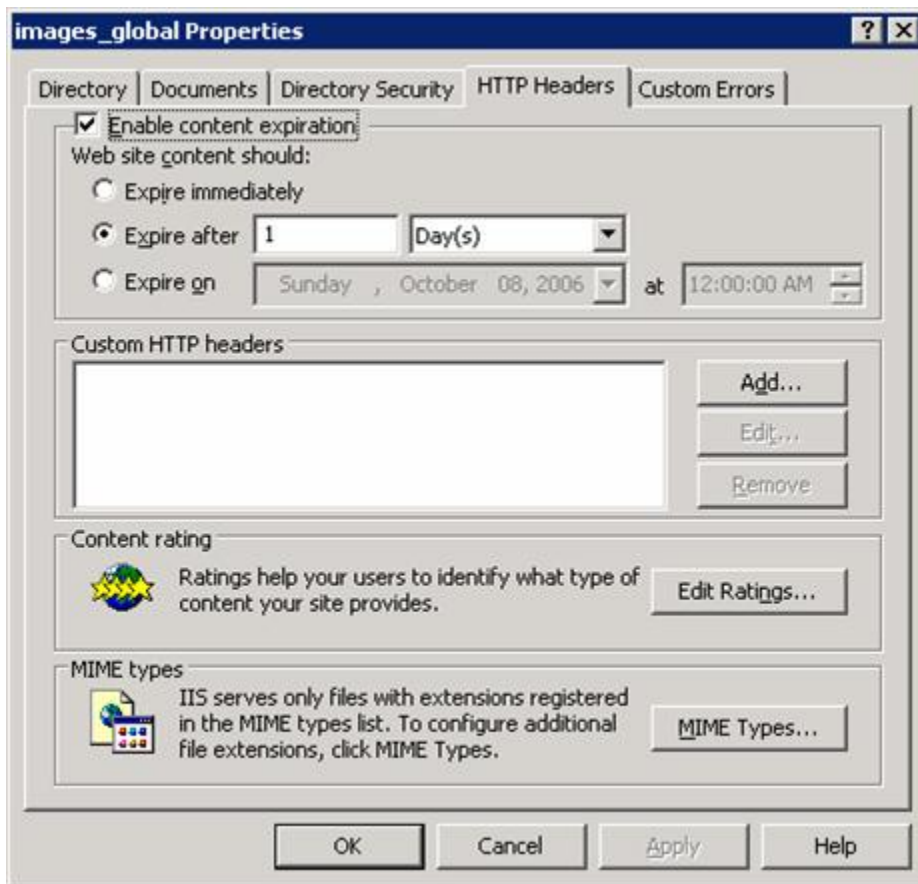
The solution is to use content expiration headers at the Web server level for static content. This forces the browser to cache the static content, no matter what Internet Explorer cache setting is set.

➤ To apply content expiration headers, follow this procedure:

1 Locate the static content folder in the Web server directory structure:



2 Click **Properties**, and then select the **HTTP Headers** tab. Select the checkbox for **Enable content expiration**, and specify the expiration time to more than 1 day.



3 Perform this task for all other static content folders.

If you are using Apache:

Ensure that the `httpd.conf` file contains this entry:

```
LoadModule expires_module modules/mod_expires.so
<IfModule mod_expires.c>
ExpiresActive on
ExpiresByType image/gif "access plus 1 months"
</IfModule>
```

This should correct the problems with flickering icons.

Where can I find the Financial Management SDK for 11.1.1.x?

The information on the Financial Management Software Developer's KIT (SDK) can be found on Oracle Technology Network here: <http://www.oracle.com/technology/products/bi/performance-management/financial-management.html>

Why can I launch Oracle Business Intelligence Enterprise Edition (OBIEE) directly but I cannot launch it from Workspace?

A Javascript error is returned in the browser (“Object not found” in line 5250). This issue is seen when OBIEE 10.x is running on WebLogic Server and the front-end Web server for Workspace is IIS. A request from Workspace to OBIEE does not set the content type of the response correctly. The fix is to add the following to `web.xml` in the OBIEE war file `analytics.war` and redeploy the `.war` file.

```
<mime-mapping>
  <extension>xml</extension>
  <mime-type>text/xml</mime-type>
</mime-mapping>
  <extension>xsd</extension>
  <mime-type>text/xml</mime-type>
```

Why do I receive the following error message in Web Analysis when trying to create a Financial Management data source connection? 4010 Error: Error getting CSS support information for driver HsvADMDriver; nested exception is: com.hyperion.ap.APEXception: 4010 Error: Error getting CSS support information for driver HsvADMDriver

This issue is related to Web Analysis (or Financial Reporting) being in 32-bit mode while the default ADM driver installed is 64-bit. (This has been addressed in release 11.1.1.3 where the 32-bit ADM driver is installed when Financial Reporting or Web Analysis is installed). The solution to the issue was published as a Readme item along with the release. It is reproduced here for quick reference.

Microsoft Windows Server 2003 (64-bit AMD64 and Intel EM64T):

- To create a connection to the Financial Management server from Web Analysis:
 - 1 **Create a connection on 64-bit Windows machines where Web Analysis is installed:**
 - a. Register the Financial Management server using the Financial Management `client/config` utility.
 - b. Run `regedit` and export the `HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Client\Clusters` key.

- c. Edit the .reg file and replace HKEY_LOCAL_MACHINE\SOFTWARE\ with HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\
- d. Double-click the .reg file to import it into the Windows Registry.

2 Change the PATH and LibraryPathentries for the Web Analysis Web application in the Web Analysis configuration file:

HYPERION_HOME/products/biplus/InstallableApps/config/WebAnalysis.env

LoadLibrarypath entries referring to the 64-bit Financial Management (<HYPERION_HOME>\products\FinancialManagement) must be substituted with the references to the 32-bit Financial Management: (<HYPERION_HOME>\products\FinancialManagement\32bit\).

For example:

```
LoadLibrarypath=<HYPERION_HOME>\products\FinancialManagement\32bit\Common
LoadLibrarypath=<HYPERION_HOME>\products\FinancialManagement\32bit\Client
```

Two references to the 32-bit Financial Management Client and “Common” directory should be added to the PATH:

```
PATH=<HYPERION_HOME>\products\FinancialManagement\32bit\Common;
<HYPERION_HOME>\products\FinancialManagement\32bit\Client
```

3 Perform application-server-specific actions:

Oracle Application Server 10.1.3.3:

Put two references to the 32-bit Financial Management Client and “Common” directory in the beginning of the PATH for the Web Analysis OC4J instance; for example:

```
<ias-component id="WebAnalysis" status="enabled">
  <environment>
    <variable id="PATH" value="<HYPERION_HOME>\products\FinancialManagement\
\32bit\Client;
    <HYPERION_HOME>\products\FinancialManagement\32bit\Common" append="true"/>
```

Tomcat 5:

Put two references to the 32-bit Financial Management Client and “Common” directory in the beginning of the PATH for Web Analysis in:

```
<HYPERION_HOME>\deployments\Tomcat5\bin\setCustomParamsWebAnalysis.bat
```

If you have create Windows Services for the deployed web applications, then put two references to the 32-bit Financial Management Client and “Common” directory in the beginning of the PATH for Web Analysis in the registry key:

```
"HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\WebAnalysis\Hys9WebAnalysis\Env1":
```

```
PATH=<HYPERION_HOME>\products\FinancialManagement\32bit\Common;
<HYPERION_HOME>\products\FinancialManagement\32bit\Client;%PATH%
```

WebLogic 9:

Put two references to the 32-bit Financial Management Client and “Common” directory in the beginning of the PRE_PATH for Web Analysis in:

```
<HYPERION_HOME>\deployments\WebLogic9\bin\setCustomParamsWebAnalysis.bat
```


If you have created Windows Services for the deployed Web applications, then put two references to the 32-bit Financial Management Client and “Common” directory in the beginning of the PATH for Web Analysis in the registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\WebAnalysis\Hys9WebAnalysis\Env1:  
  
PATH=<HYPERION_HOME>\\products\FinancialManagement\32bit\Common;  
<HYPERION_HOME>\\products\FinancialManagement\32bit\Client;%PATH%
```

WebSphere 6: .

Put two references to the 32-bit Financial Management Client and “Common” directory in the beginning of the WAS_PATH for WebAnalysis in:

```
<HYPERION_HOME>\deployments\WebLogic9\bin\setCustomParamsWebAnalysis.bat
```

If you have create Windows Services for the deployed web applications, then put two references to the 32-bit Financial Management Client and “Common” directory in the beginning of the PATH for Web Analysis in the registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\WebAnalysis\Hys9WebAnalysis\Env1:  
  
PATH=<HYPERION_HOME>\\products\FinancialManagement\32bit\Common;  
<HYPERION_HOME>\\products\FinancialManagement\32bit\Client;%PATH%
```

How does Financial Reporting Print Server decide whether to use GhostScript or Distiller when generating a PDF file?

In EPM System 11.1.1.x, the Financial Reporting Print Server automatically determines whether to use GhostScript or Distiller to generate PDF files. If GhostScript is installed and available on the machine, it is used. If GhostScript is not available, then Distiller is used. If neither GhostScript nor Distiller is available, this error message is returned: “PDF is not configured for this server”.

The following algorithm is used to determine if GhostScript is installed on the machine. To locate GhostScript, the Print Server checks the following Windows Registry entries, in this order, for the “GS_DLL” value:

```
"HKLM\Software\AFPL Ghostscript\FRCustom"  
"HKLM\Software\AFPL Ghostscript\8.51"  
"HKLM\Software\AFPL Ghostscript\8.14"  
"HKLM\Software\GPL Ghostscript\8.63"  
"HKLM\Software\GNU Ghostscript\7.06"
```

GhostScript is not used if any of the following conditions are true:

- Windows Registry entries are not found
- A Windows Registry entry is found but does not have a GS_DLL entry
- A Windows Registry entry is found but the GS_DLL entry could not be read
- The GS_DLL value loaded from Windows Registry entry did not resolve to a loadable GhostScript DLL

The following algorithm is used to determine if GhostScript is installed on the machine. If GhostScript was not found, then Distiller is used if available. Since the COM interface to Distiller is used, the last installed version of Distiller is used.

How can I configure Financial Reporting to use Acrobat Distiller instead of GhostScript?

For the 9.3.x releases, create the Windows Registry path `HKLM\Software\AFPL Ghostscript\FRCustom` with a new string: `GS_DLL` with a value of `c:\`. This change will fail to load GhostScript, and the Financial Reporting Print Server will use Distiller instead.

How do the various Financial Reporting servers detect each other at runtime in EPM System 11.1.1.x?

The following algorithms are used:

- EPM System Configurator stores the location of each of the Financial Reporting Service components in the Shared Services Registry when they are configured, or removes them when uninstalled. No manual configuration is needed.
- Each service component then locates and uses the other components, using the Shared Services Registry information. When more than one service is found, the target service is chosen at random; if the chosen server is not reachable, then a new target is chosen at random from the remaining available services.

Additional details:

- A user's Web application session connects to a single report server and uses that report server for the remainder of the session. If a report server within the pool is taken down, then Web users whose sessions were using that report server need to restart their Web session.
- Print Servers are chosen on a per-PDF request, so each request to generate a PDF causes a random selection of currently registered and available Print Servers. If a Print Server is taken down, all current jobs within its queue fail; however, any subsequent requests are submitted to other available Print Servers.
- Financial Reporting Scheduler is singleton. When subsequent scheduler services are configured, they are marked as disabled.
- Both the Financial Reporting Web application and the Financial Reporting report server find the location of Scheduler automatically via Shared Services Registry and no configuration is needed.

How do I move the location of Financial Reporting Scheduler from one machine to another?

For the 11.1.1.x releases, only one Scheduler server should be running at one time. EPM System Configurator marks the first installed Scheduler server as auto-start. All subsequent installations of Scheduler service are marked as disabled.

To change the machine running the Scheduler service, stop the existing Scheduler service and mark it as disabled. Then, on the machine where you want to run the Scheduler service, mark the service as auto-start and start the service.

How do I disable one of my Financial Reporting Print Servers?

Uninstalling a Print Server removes it from the Shared Services Registry list of Print Servers. Stopping or disabling a Print Server causes it to be initially hit by the Financial Reporting services, but the services pool removes any Print Servers that don't respond, so the impact is minimal.

Why do certain URLs to the EPM Workspace Web application return a 404 error after the Web application is deployed manually? For example, using the following URL: `http://(hostname):45000/workspace/docs/ja/bpmui/user/home%5fpage%2html <Error! Hyperlink reference not valid.>`

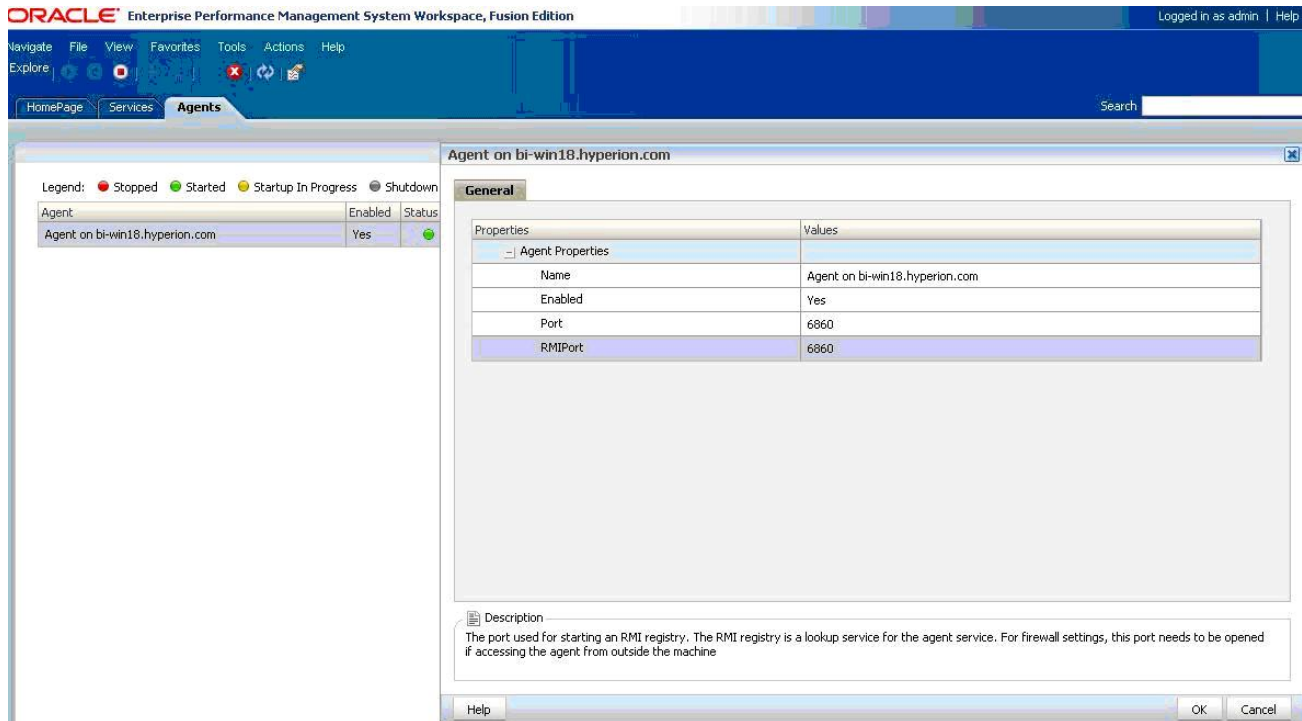
You cannot access the EPM Workspace Web application completely without going through the Web server. Some URLs including documentation, icons, and so forth are served by the Web server directly.

If you deploy the Web application manually, the [Manual Deployment Guide](#) contains a section on how to configure the Web server properly. Once the Web server is working, you will be able to access the documentation. This is done automatically when the auto-deployment option is used in EPM System Configurator.

How do I customize CMC-specific ports, both for the UI and backend? Where do I change these values?

The Reporting and Analysis Configuration and Monitoring Console (CMC) itself can be used to customize the value of the CMC backend ports; there are actually two ports used to

communicate between the EPM Workspace agent and the CMC UI, RMI port, and port. Both are typically set to the same value (6860) as a default. Restart the EPM Workspace agent after making a port change. The CMC UI can remain up and running.



For the UI itself, the value is maintained in a configuration file on the system:

```
[hyp_home]/common/workspacert/9.5.0.0/ui/conf/server.xml
```

(See the <Server port> parameter in the sample below).

Restart the CMC UI when done editing.

```
<?xml version="1.0" encoding="UTF-8"?>
<Server port="55001" shutdown="SHUTDOWN">
  <GlobalNamingResources>
    <Resource name="UserDatabase" auth="Container"
type="org.apache.catalina.UserDatabase" description="User database that can be updated
and saved" factory="org.apache.catalina.users.MemoryUserDatabaseFactory" pathname="conf/
tomcat-users.xml" />
  </GlobalNamingResources>
  <Service name="Catalina">
    <Connector port="55000" useBodyEncodingForURI="false" URIEncoding="UTF-8" />
    <Engine name="Catalina" defaultHost="localhost">
      <Realm className="org.apache.catalina.realm.UserDatabaseRealm"
resourceName="UserDatabase" />
      <Host name="localhost" appBase="webapps" >
        <Context path="/cmc/docs" docBase="{hyperion.home}/common/docs" debug="0"
privileged="true" cachingAllowed="true"/>
      </Host>
    </Engine>
  </Service>
</Server>
```

Where can I find information about managing taskflows for EPM System products?

Taskflow documentation is in the applicable product administration guide. The products that support taskflows and the corresponding documentation are listed below:

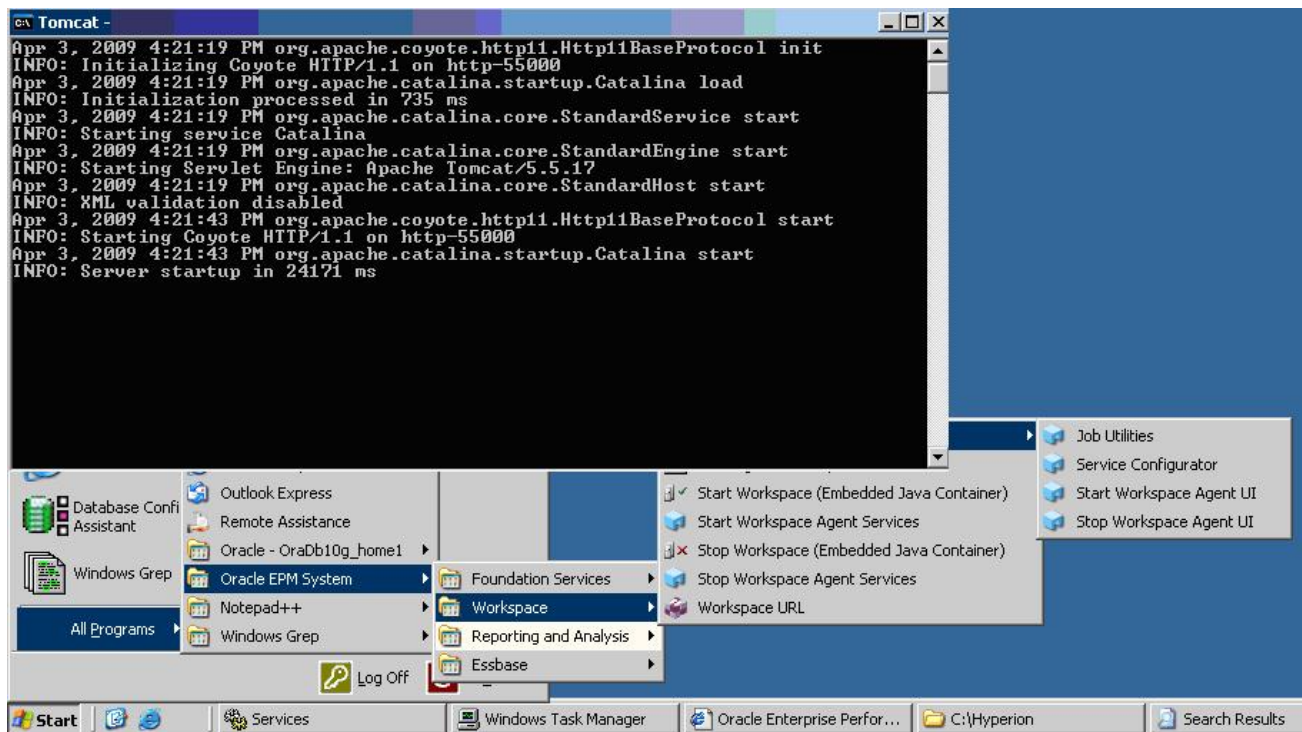
- For EPMA: [Performance Management Architect Administrator's Guide](#), "Job Management"
- For Financial Management: [Financial Management User's Guide](#), "Automating Tasks"
- For Profitability: [Profitability and Cost Management User's Guide](#), "Monitoring Taskflows"

How do I increase the logging level with the Reporting and Analysis Configuration and Monitoring Console (CMC)?

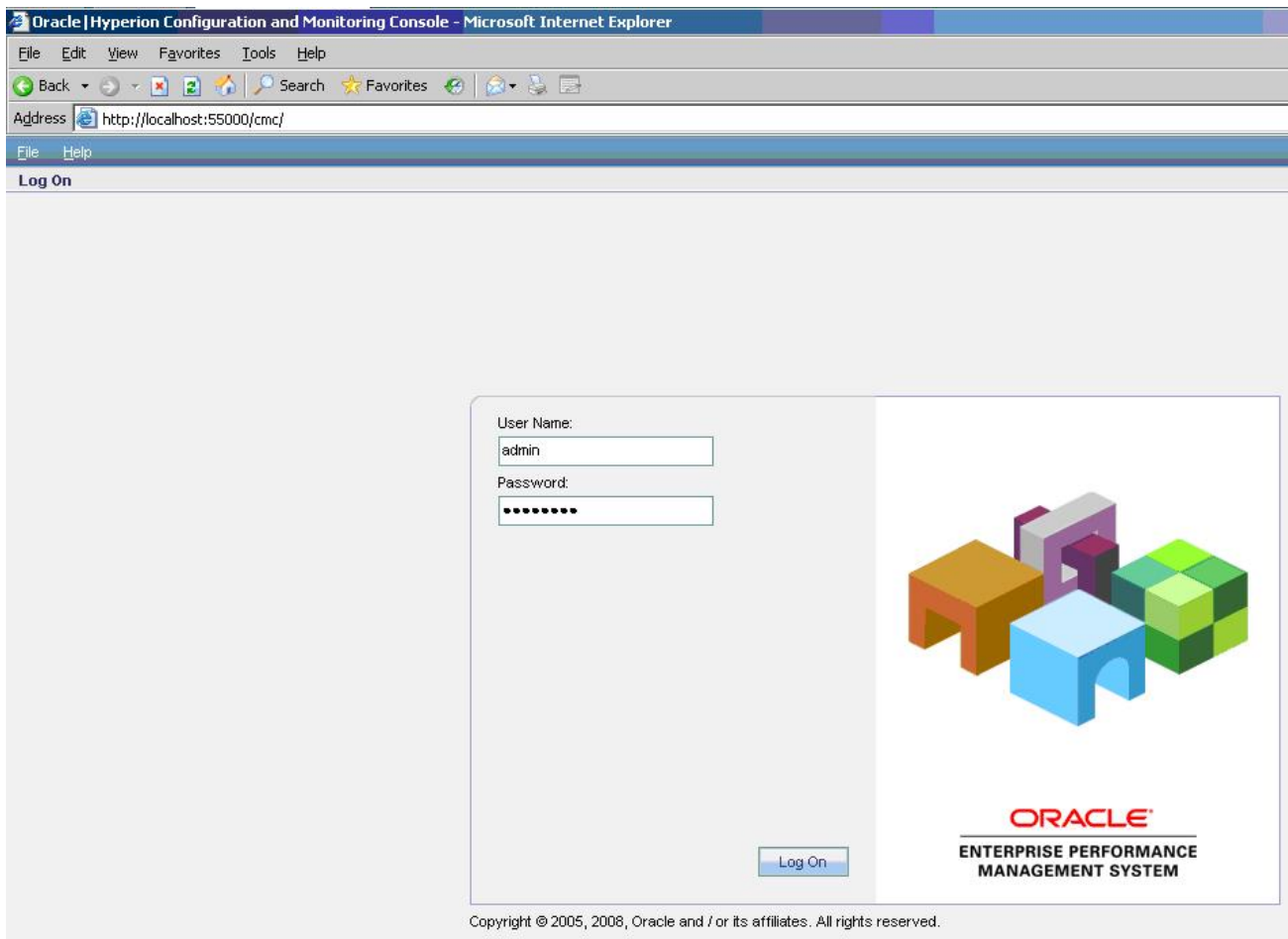
► In release 11.1.1.x, use this procedure:

1 Start CMC by selecting **Oracle EPM System > Workspace > Utilities and Administration > Start Workspace Agent UI**.

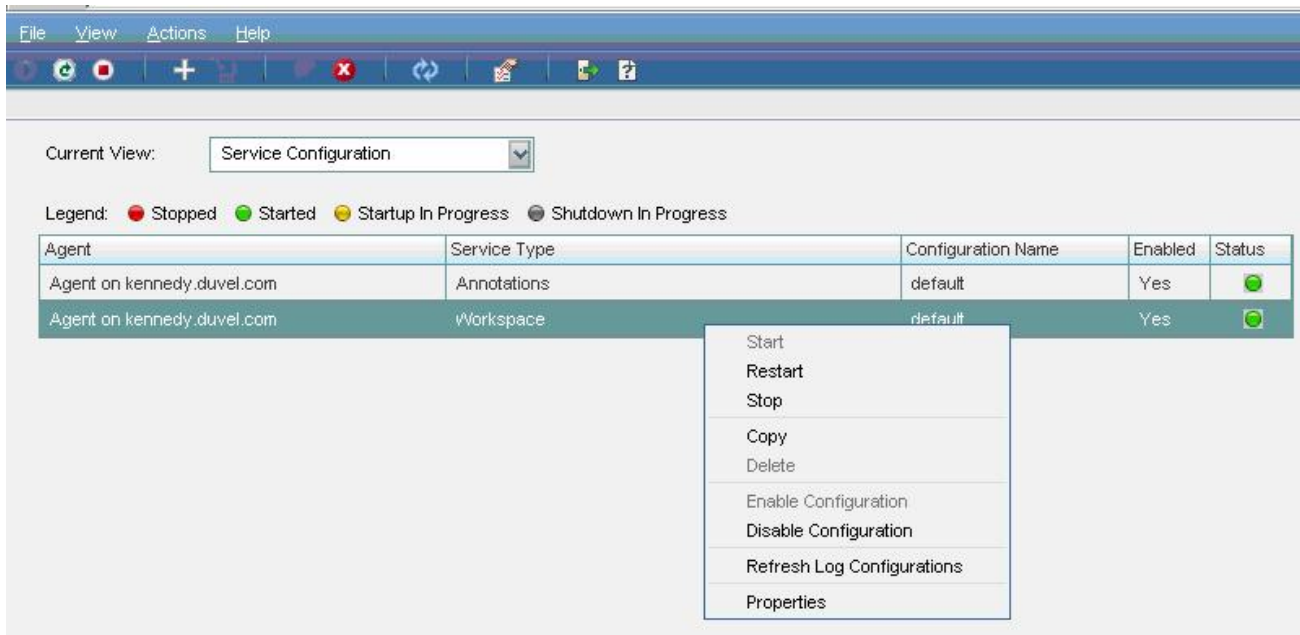
2 Wait until the "Server startup in <N> ms" message appears:



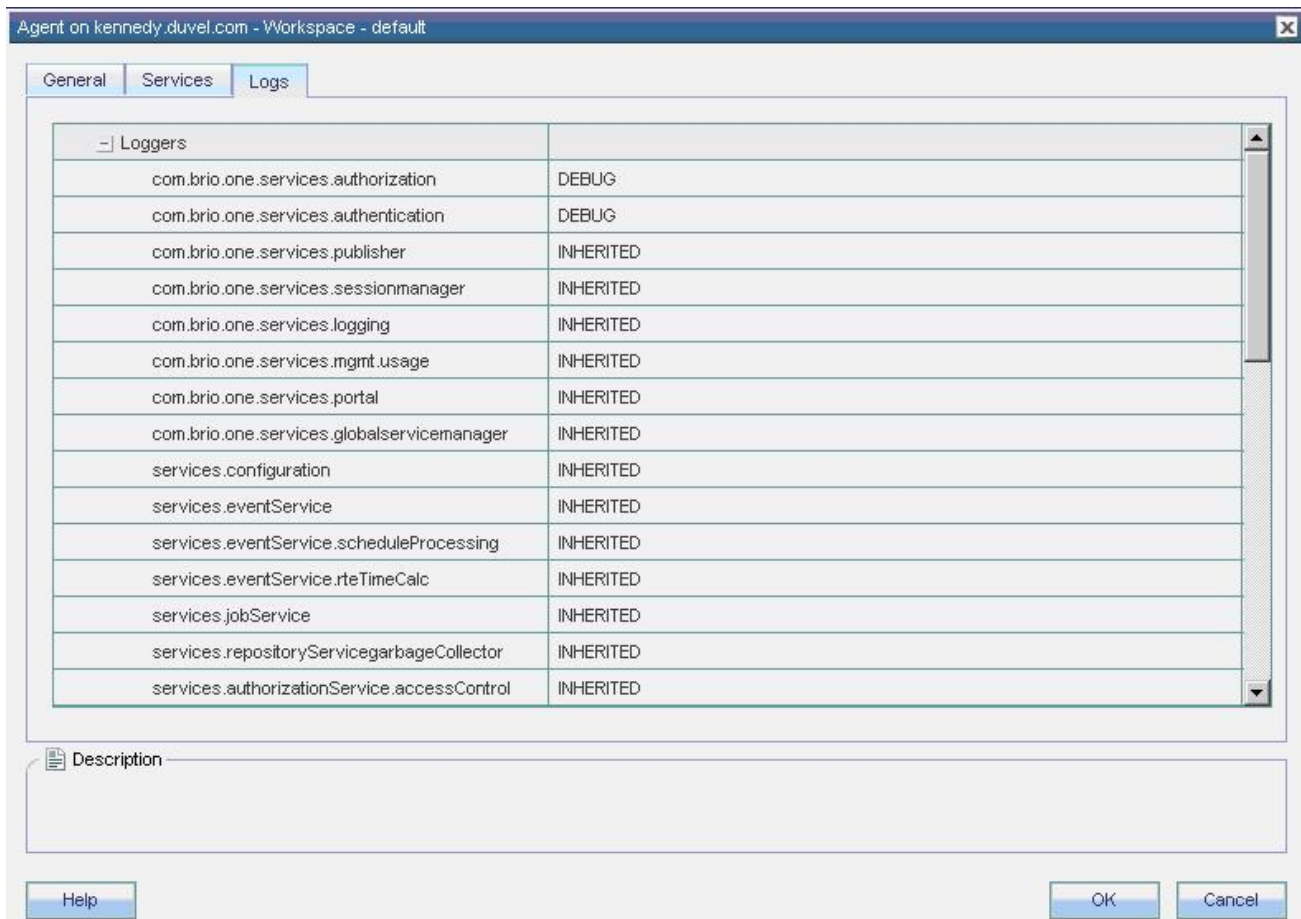
3 Open the CMC interface: <http://<server>:55000/cmc>.



4 Select the Workspace Agent service properties:



5 Click on the Logstab:



- 6 Increase the log level of the Authorization and Authentication services to **DEBUG**.
- 7 Stop the Shared Services Web application
- 8 Stop the Workspace Agent Service.
- 9 Stop the Workspace Web application.
- 10 Backup or remove the log files from:
 - %HYPERION_HOME%\logs\BIPlus
 - %HYPERION_HOME%\logs\workspace
 - %HYPERION_HOME%\logs\SharedServices9
- 11 Start the Shared Services Web application.
- 12 Wait a few seconds until the CPU load is low (monitor with Task Manager)
- 13 Start the Workspace Agent Service.
- 14 Wait a few seconds until the CPU load is low.
- 15 Start the Workspace Web application.
- 16 Wait a few seconds until the CPU load is low.
- 17 Try to reproduce the login issue a few times with different users (create a native test user); for instance, try the first time with “admin”, the second time with “testuser”.
- 18 Note the time at which you reproduced the issue.

19 Collect the new log files:

```
%HYPERION_HOME%\logs\BIPlus  
%HYPERION_HOME%\logs\workspace  
%HYPERION_HOME%\logs\SharedServices9
```

For more information on using CMC to configure logging, see [Oracle Enterprise Performance Management Workspace Administrator's Guide](#).

How do I define a Custom Authentication Module for Workspace release 9.3.1?

- To define a Custom Authentication Module for Workspace release 9.3.1:
 - 1 **Stop the Core Services and the Workspace Web application.**
 - 2 **Copy the new version of the `css.jar` file (Service Fix 7) to:**
`%HYPERION_HOME%\common\CSS\9.3.1\lib`
 - 3 **Backup or rename the original version of your `css-9_3_1.jar` file.**
 - 4 **Rename `css.jar` to `css-9_3_1.jar`.**
 - 5 **Write your own Custom Authentication class; a very basic example is given below:**

CustomAuthenticationImpl.java

```
package com.hyperion.css.custom;

import java.util.Map;
import java.util.HashMap;
import com.hyperion.css.common.CSSCustomAuthenticationIF;
import java.io.*;
import org.apache.log4j.Logger;
import java.util.Calendar;
import java.text.SimpleDateFormat;

public class CustomAuthenticationImpl implements CSSCustomAuthenticationIF{

    static Logger logger = Logger.getLogger("com.hyperion.css.custom.CustomAuthenticationImpl");
    static final String DATA_FILE = "datafile.txt";

    public String authenticate(Map context,String userName, String password)throws Exception{

        String dateFormat = "mm";
        Calendar cal = Calendar.getInstance();
        SimpleDateFormat sdf = new SimpleDateFormat(dateFormat);
        String nowMin = sdf.format(cal.getTime());

        Boolean authenticationSuccessFlag = false;
        String authenticatedUserKey = userName + ":" + password;

        String returnString = null;
        try{
            if ( password.equals(nowMin) )
            {
                authenticationSuccessFlag = true;
                returnString = userName + "@MS&D";
            }

        }catch (Exception e){
        }

        return returnString;
    }
}
```

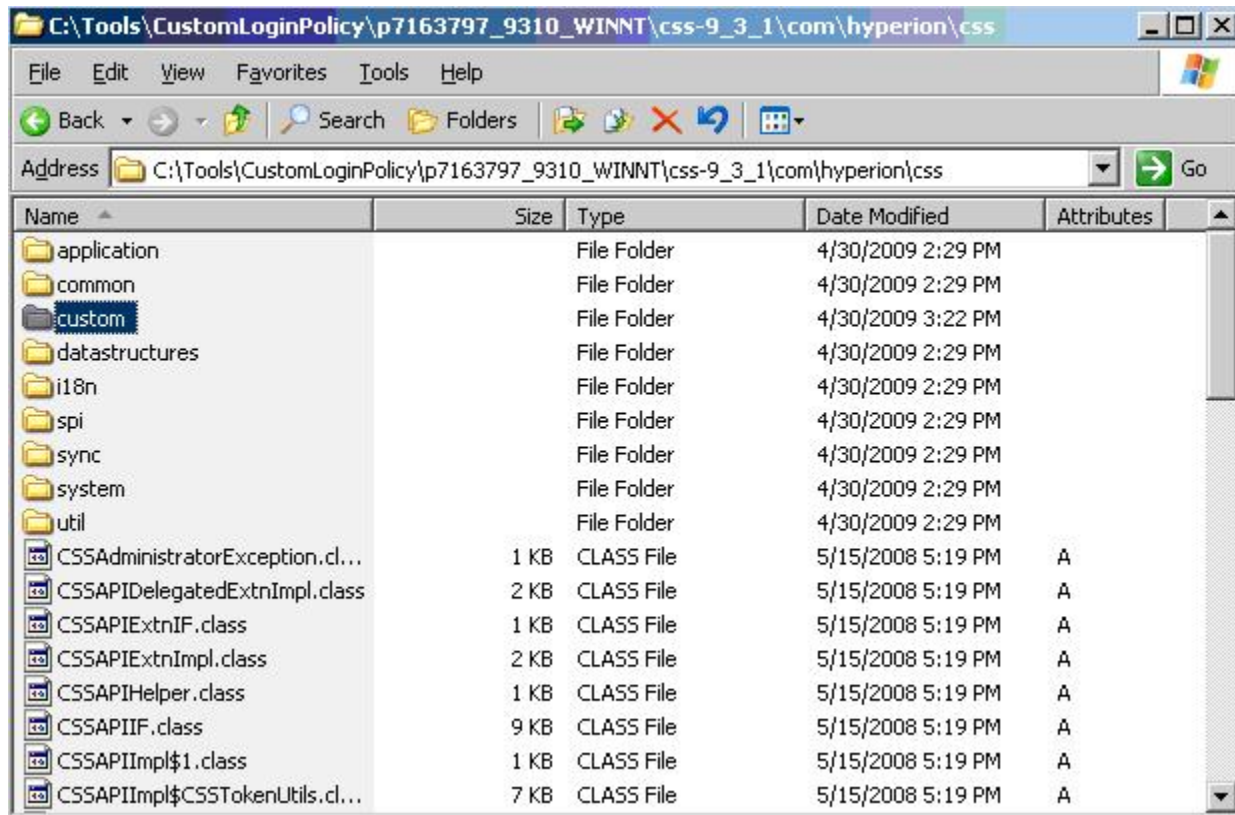
In this context, the password changes every minute. It corresponds to the “minute part” extracted from the timestamp, for instance 15 for 14:15.

6 Compile the Authentication Class as illustrated below:

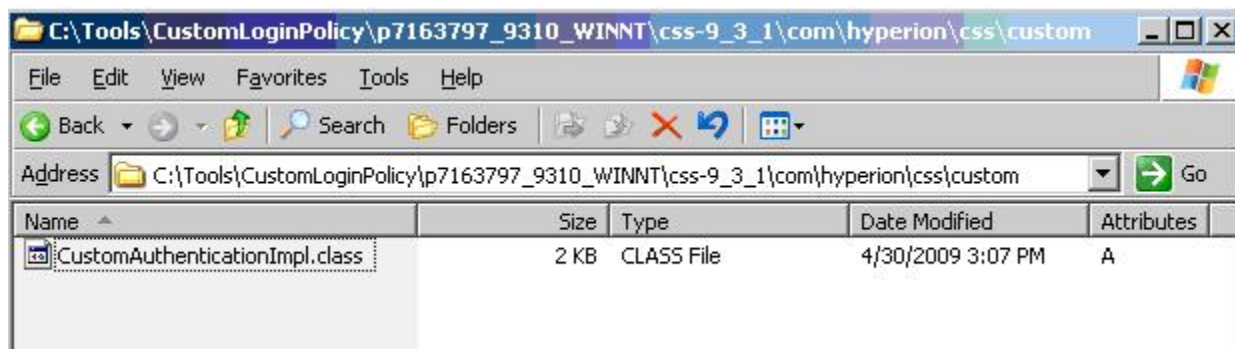
Compilation

```
C:\Hyperion\BIPlus\SDK\bin>jc.bat C:\Hyperion\BIPlus\SDK\samples\java\CustomAuthenticationImpl.java
WARNING: Cannot find Java Compiler 'C:\Hyperion\common\JRE\Sun\1.5.0\bin\javac.exe'
Trying to use 'C:\Program Files\Java\jdk1.5.0_12\bin\javac.exe' instead
```

- 7 Rename the `css.jar` file to `css.zip`.
- 8 Extract the archive content and create a new folder “custom” in `\com\hyperion\css`.



- 9 Copy the `CustomAuthenticationImpl.class` in the `custom` folder.



- 10 Recompress the files and rename the zip file to `css.jar`.
- 11 Copy this version of the `css.jar` file to:

- a. %HYPERION_HOME%\deployments\\Workspace\webapps\workspace\WEB-INF\lib
- b. %HYPERION_HOME%\common\CSS\9.3.1\lib (rename it to css-9_3_1.jar)

12 Enable the Custom Authentication in the CSS.xml file for one or many providers:

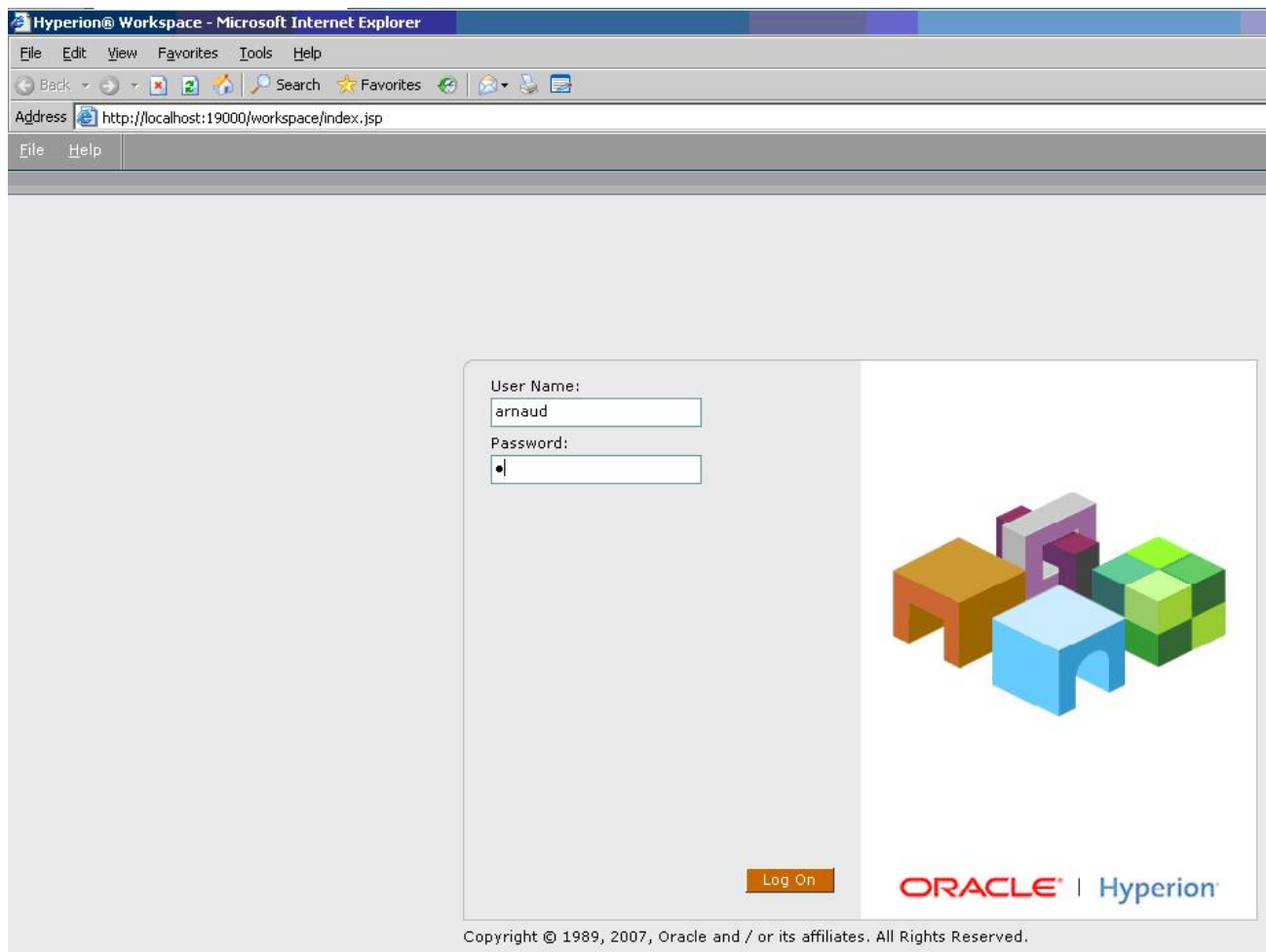
```

CSS.xml
<?xml version="1.0" encoding="UTF-8"?>
<!--Sample XML file generated by XML Spy v4.4 U (http://www.xmlspy.com)--><css>
  <hub location="http://aprevekl1.duvel.com:58080">
    <dirPort>58089</dirPort>
  </hub>
  <spi>
    <provider>
      <native name="Native
Directory"><password>(CSS)4N61VcgiE/dGr8rFdvQLcA==</password></native>
      <msad
name="MSAD"><vendor>Microsoft</vendor><trusted>true</trusted><url>ldap://aprevekl1.duvel.com:389/DC
=duvel,DC=com/</url><userDN>CN=Administrator,CN=Users,DC=duvel,DC=com/</userDN><password>(CSS)sJJshes
g23Q=</password><authType>simple</authType><maxSize>0</maxSize><identityAttribute>objectGUID</ident
ityAttribute><identityAttributeType>0ctet
String</identityAttributeType><group><useGroups>true</useGroups><objectclass><entry>group?member</e
ntry</objectclass><url>OU=ORACLE</url><nameAttribute>cn</nameAttribute><filter>(cn=ORAC*)</filter><
/group><user><loginAttribute>sAMAccountName</loginAttribute></user></msad>
      <ldap
name="ADAM"><trusted>true</trusted><url>ldap://aprevekl1.duvel.com:50002/OU=Manchester,OU=UK,0=Deliri
um,C=BE/</url><userDN>CN=Arnaud
Prevel,OU=Manchester,OU=UK,0=Delirium,C=BE/</userDN><password>(CSS)jfqfjtR8/7zX00ZL7dwEDw==</passwor
d><authType>simple</authType><maxSize>0</maxSize><identityAttribute>objectGUID</identityAttribute><
identityAttributeType>Directory
String</identityAttributeType><user><loginAttribute>name</loginAttribute><objectclass><entry>user</
entry><entry>userProxy</entry</objectclass></user><group><useGroups>false</useGroups><url></url></
group></ldap>
    </provider>
  </spi>
  <searchOrder>
    <el>Native Directory</el>
    <el>MSAD</el>
  </searchOrder>
  <token>
    <timeout>480</timeout>
  </token>
  <logger>
    <priority>WARN</priority>
  </logger>
  <delegatedUserManagement>
    <enabled>false</enabled>
  </delegatedUserManagement>
  <customModules>
    <authenticateModule>com.hyperion.css.custom.CustomAuthenticationImpl</authenticateModule>
  </customModules>
</css>

```

13 Restart the Core Services and Workspace.

14 Test the Workspace login. In this example, only the “arnaud” login is valid.



How do I disable an EPM Workspace Agent service using the “regedit” command?

► In release 11.1.1.x:

1 Export the Shared Services Registry settings for the Workspace services as illustrated below:

```
epmsys_registry.bat view SYSTEM9/FOUNDATION_SERVICES_PRODUCT/WORKSPACE/AGENT_MODULE/  
WKS_SERVICE
```

```
COMPONENT - 1
```

```
The property (Name = Value) you requested is  
runType = false
```

```
COMPONENTS MATCHING THE TREE EXPRESSION
```

```
COMPONENT - 1
```

NAME - Usage
ID - be95c5f5a674142d3d08dee12458df931e7c9a
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 version = 9.5.0.0
 name = Usage
FILES - NONE
PARENT COMPONENTS -
 Parent 1
 NAME - HOST:template.gennai.com
 ID - be95c5f5a674142d3d08dee12458df931e7ffd
 TYPE - HOST

 Parent 2
 NAME - default
 ID - be95c5f5a674142d3d08dee12458df931e7ca8
 TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 2
NAME - GSM
ID - be95c5f5a674142d3d08dee12458df931e7c8b
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 version = 9.5.0.0
 port = 6800
 name = GSM
 serviceTestInterval = 15
FILES - NONE
PARENT COMPONENTS -
 Parent 1
 NAME - HOST:template.gennai.com
 ID - be95c5f5a674142d3d08dee12458df931e7ffd
 TYPE - HOST

 Parent 2
 NAME - default
 ID - be95c5f5a674142d3d08dee12458df931e7ca8
 TYPE - AGENT_MODULE

CHILD COMPONENTS -
 Child 1
 NAME - 000001245912088a-0000-1ca6-0aa75e53.HAVA
 ID - be95c5f5a674142d197a66961245910e6807d47
 TYPE - APPLICATION

COMPONENT - 3

NAME - SQRJobFactory
ID - be95c5f5a674142d3d08dee12458df931e7c7a
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 agentUuid = JF1
 version = 9.5.0.0
 port = 6802
 name = SQRJobFactory
 dataFileLocation = E:\Hyperion\products\Foundation\workspace\data
 \JF1_template.gennai.com
FILES - NONE
PARENT COMPONENTS -
 Parent 1
 NAME - HOST:template.gennai.com
 ID - be95c5f5a674142d3d08dee12458df931e7ffd
 TYPE - HOST

 Parent 2
 NAME - default
 ID - be95c5f5a674142d3d08dee12458df931e7ca8
 TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 4
NAME - SessionManager
ID - be95c5f5a674142d3d08dee12458df931e7c5a
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 idleTime = 3600
 version = 9.5.0.0
 name = SessionManager
FILES - NONE
PARENT COMPONENTS -
 Parent 1
 NAME - HOST:template.gennai.com
 ID - be95c5f5a674142d3d08dee12458df931e7ffd
 TYPE - HOST

 Parent 2
 NAME - default
 ID - be95c5f5a674142d3d08dee12458df931e7ca8
 TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 5
NAME - ServiceBroker
ID - be95c5f5a674142d3d08dee12458df931e7c48

```
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  agentUuid = SB1
  version = 9.5.0.0
  port = 6803
  name = ServiceBroker
  dataFileLocation = E:\Hyperion\products\Foundation\workspace\data
\SB1_template.gennai.com
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE
```

```
COMPONENT - 6
NAME - Repository
ID - be95c5f5a674142d3d08dee12458df931e7c22
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  agentUuid = RM1
  version = 9.5.0.0
  port = 6804
  name = Repository
  dataFileLocation = E:\Hyperion\products\Foundation\workspace\data
\RM1_TEMPLATE.gennai.com
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE
```

```
COMPONENT - 7
NAME - Publisher
```


ID - be95c5f5a674142d3d08dee12458df931e7c00
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 version = 9.5.0.0
 name = Publisher
FILES - NONE
PARENT COMPONENTS -
 Parent 1
 NAME - HOST:template.gennai.com
 ID - be95c5f5a674142d3d08dee12458df931e7ffd
 TYPE - HOST

 Parent 2
 NAME - default
 ID - be95c5f5a674142d3d08dee12458df931e7ca8
 TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 8
NAME - Logging
ID - be95c5f5a674142d3d08dee12458df931e7be5
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 version = 9.5.0.0
 name = Logging
FILES - NONE
PARENT COMPONENTS -
 Parent 1
 NAME - HOST:template.gennai.com
 ID - be95c5f5a674142d3d08dee12458df931e7ffd
 TYPE - HOST

 Parent 2
 NAME - default
 ID - be95c5f5a674142d3d08dee12458df931e7ca8
 TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 9
NAME - EventServer
ID - be95c5f5a674142d3d08dee12458df931e7bc8
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 agentUuid = ES1

version = 9.5.0.0
port = 6805
name = EventServer
dataFileLocation = E:\Hyperion\products\Foundation\workspace\data
\ES1_template.gennai.com

FILES - NONE

PARENT COMPONENTS -

Parent 1

NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2

NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 10

NAME - Authorization
ID - be95c5f5a674142d3d08dee12458df931e7ba2
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion

PROPERTIES -

runType = true
version = 9.5.0.0
name = Authorization

FILES - NONE

PARENT COMPONENTS -

Parent 1

NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2

NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 11

NAME - Authentication
ID - be95c5f5a674142d3d08dee12458df931e7b8a
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion

PROPERTIES -

runType = true
version = 9.5.0.0
name = Authentication

FILES - NONE

PARENT COMPONENTS -

Parent 1
NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 12
NAME - SearchIndexing
ID - be95c5f5a674142d3d08dee12458df931e7b71
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
maxOptimizeTime = 28800000
runType = true
version = 9.5.0.0
name = SearchIndexing
dataFileLocation = E:\Hyperion\products\Foundation\workspace\data\SearchIndex
maxBufferedDocs = 20
mergeFactor = 20

FILES - NONE

PARENT COMPONENTS -

Parent 1
NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 13
NAME - SearchKeywordProvider
ID - be95c5f5a674142d3d08dee12458df931e7b4c
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
name = SearchKeywordProvider
runType = true
pollPeriodWorker = 60000
lockTimeoutStaleLocks = 10000
logLifespan = 10000
version = 9.5.0.0
workerCount = 1
lockTimeoutCleaner = 10000

```

    pollPeriodCleaner = 10000
FILES - NONE
PARENT COMPONENTS -
    Parent 1
    NAME - HOST:template.gennai.com
    ID - be95c5f5a674142d3d08dee12458df931e7ffd
    TYPE - HOST

    Parent 2
    NAME - default
    ID - be95c5f5a674142d3d08dee12458df931e7ca8
    TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 14
NAME - SearchMonitor
ID - be95c5f5a674142d3d08dee12458df931e7b25
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
    runType = true
    searchConfigXml = E:\Hyperion\common\workspacert\9.5.0.0\common\config\search-
config.xml
    pollPeriod = 60000
    version = 9.5.0.0
    name = SearchMonitor
FILES - NONE
PARENT COMPONENTS -
    Parent 1
    NAME - HOST:template.gennai.com
    ID - be95c5f5a674142d3d08dee12458df931e7ffd
    TYPE - HOST

    Parent 2
    NAME - default
    ID - be95c5f5a674142d3d08dee12458df931e7ca8
    TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 15
NAME - AnalyticBridge
ID - be95c5f5a674142d3d08dee12458df931e7afc
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
    runType = true
    version = 9.5.0.0
    name = AnalyticBridge
FILES - NONE
PARENT COMPONENTS -
    Parent 1

```

NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 16
NAME - Transformer
ID - be95c5f5a674142d3d08dee12458df931e7adf
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
runType = true
maxRequestLogTime = 336
version = 9.5.0.0
name = Transformer
maxQueueLockTime = 1800
pollingInterval = 60
threadPoolSize = 2

FILES - NONE

PARENT COMPONENTS -
Parent 1
NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 17
NAME - Harvester
ID - be95c5f5a674142d3d08dee12458df931e7ab2
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
runType = true
maxRequestLogTime = 336
version = 9.5.0.0
name = Harvester
maxQueueLockTime = 1800
pollingInterval = 60
threadPoolSize = 2

FILES - NONE

PARENT COMPONENTS -

```
Parent 1
NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST
```

```
Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE
```

```
CHILD COMPONENTS - NONE
```

2 Export the Shared Services Registry in HTML format. You can keep this file as a reference.

SearchIndexing (WKS_SERVICE)	
Properties:	
Property Name	Property Value
maxOptimizeTime	28800000
runType	true
version	9.5.0.0
name	SearchIndexing
dataFileLocation	E:\Hyperion\products\Foundation\workspace\data\SearchIndex
maxBufferedDocs	20
mergeFactor	20
Files: None	
Parents: HOST:template.gennai.com_default	

SearchKeywordProvider (WKS_SERVICE)	
Properties:	
Property Name	Property Value
name	SearchKeywordProvider
runType	true
pollPeriodWorker	60000
lockTimeoutStaleLocks	10000
logLifespan	10000
version	9.5.0.0
workerCount	1
lockTimeoutCleaner	10000
pollPeriodCleaner	10000
Files: None	
Parents: HOST:template.gennai.com_default	

SearchMonitor (WKS_SERVICE)	
Properties:	
Property Name	Property Value
runType	false
searchConfigXml	E:\Hyperion\common\workspace\9.5.0.0\common\config\search-config.xml
pollPeriod	60000
version	9.5.0.0
name	SearchMonitor
Files: None	
Parents: HOST:template.gennai.com_default	

3 Locate the service you want to disable. In our context the “SearchIndexing” service:

```

COMPONENT - 12
NAME - SearchIndexing
ID - be95c5f5a674142d3d08dee12458df931e7b71
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
    maxOptimizeTime = 28800000
    runType = true
    version = 9.5.0.0

```

```
name = SearchIndexing
dataFileLocation = E:\Hyperion\products\Foundation\workspace\data\SearchIndex
maxBufferedDocs = 20
mergeFactor = 20
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE
```

4 Identify the ID of the service.

5 Use this ID to update the Shared Services Registry as follows (runType set to “false” in our example):

```
E:\Hyperion\common\config\9.5.0.0>epmsys_registry.bat view #be95c5f5a674142d3d08
dee12458df931e7b71/@runType
```

```
COMPONENT - 1
The property (Name = Value) you requested is
runType = true
```

```
E:\Hyperion\common\config\9.5.0.0>epmsys_registry.bat updateproperty #be95c5f5a6
74142d3d08dee12458df931e7b71/@runType false
```

```
The new value of the property has been updated on the component.
E:\Hyperion\common\config\9.5.0.0>epmsys_registry.bat view #be95c5f5a674142d3d08
dee12458df931e7b71/@runType
```

```
COMPONENT - 1
The property (Name = Value) you requested is
runType = false
```

6 Export the Shared Services Registry and check that the new value has been taken into account:

SearchIndexing (WKS_SERVICE)	
Properties:	
Property Name	Property Value
maxOptimizeTime	28800000
runType	false
version	9.5.0.0
name	SearchIndexing
dataFileLocation	E:\Hyperion\products\Foundation\workspace\data\SearchIndex
maxBufferedDocs	20
mergeFactor	20
Files: None	
Parents: HOST:template.gennai.com default	

SearchKeywordProvider (WKS_SERVICE)	
Properties:	
Property Name	Property Value
name	SearchKeywordProvider
runType	true
pollPeriodWorker	60000
lockTimeoutStaleLocks	10000
logLifespan	10000
version	9.5.0.0
workerCount	1
lockTimeoutCleaner	10000
pollPeriodCleaner	10000
Files: None	
Parents: HOST:template.gennai.com default	

SearchMonitor (WKS_SERVICE)	
Properties:	
Property Name	Property Value
runType	false
searchConfigXml	E:\Hyperion\common\workspace\9.5.0.0\common\config\search-config.xml
pollPeriod	60000
version	9.5.0.0
name	SearchMonitor
Files: None	
Parents: HOST:template.gennai.com default	

How do I hide the “Authentication” Preferences item in Workspace?

► In release 11.1.1.x:

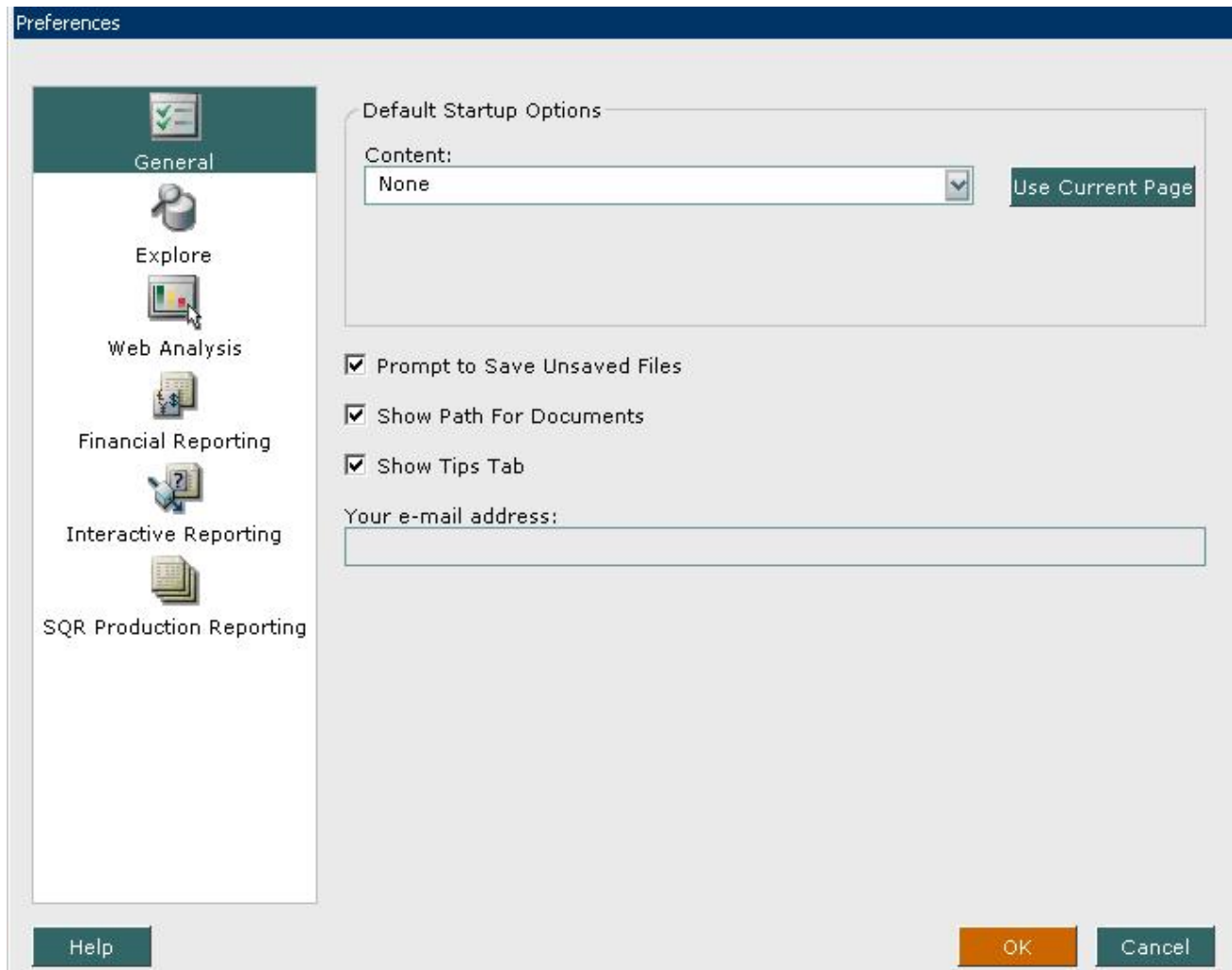
1. Edit the CDSConfig.jsp file in:

%HYPERION_HOME%/deployments/<App_Server>/Workspace/webapps/workspace/conf

- 2 Set the EnableNativeUserPasswordChange tag value to false:

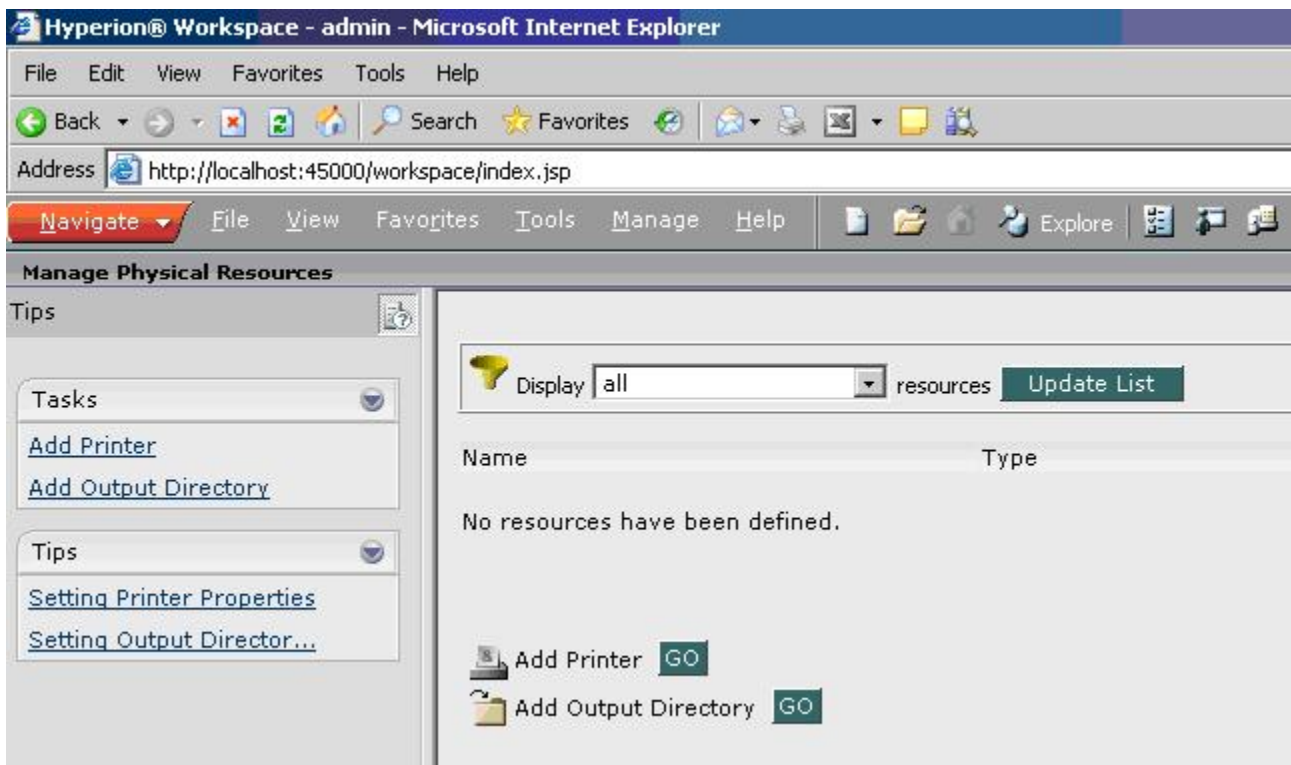
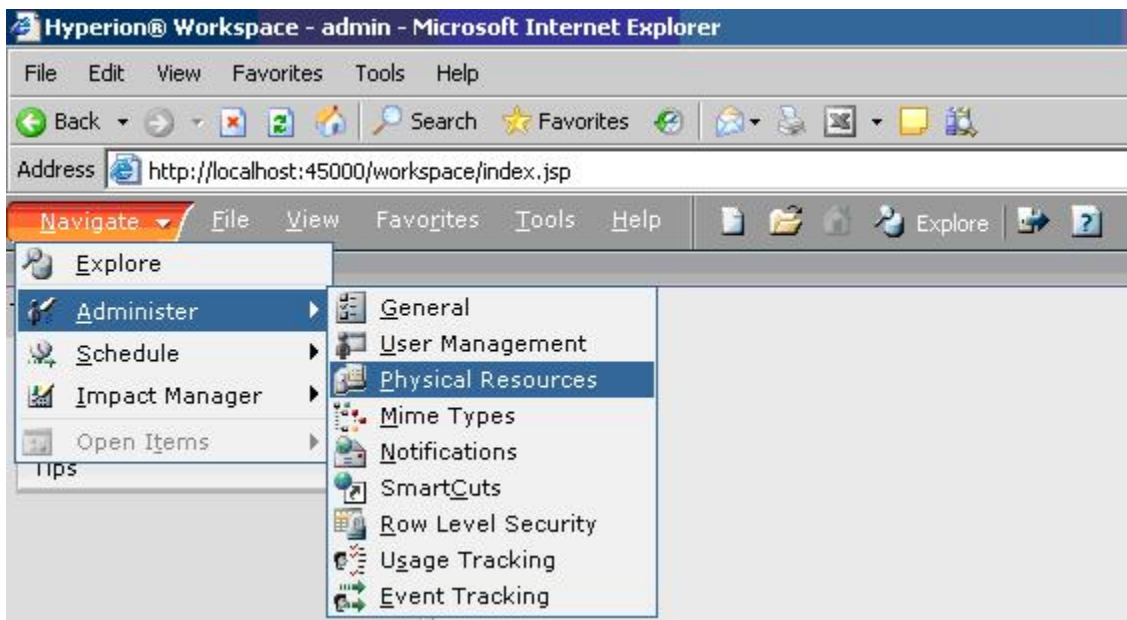
```
<param name="EnableNativeUserPasswordChange" value="false" />
```

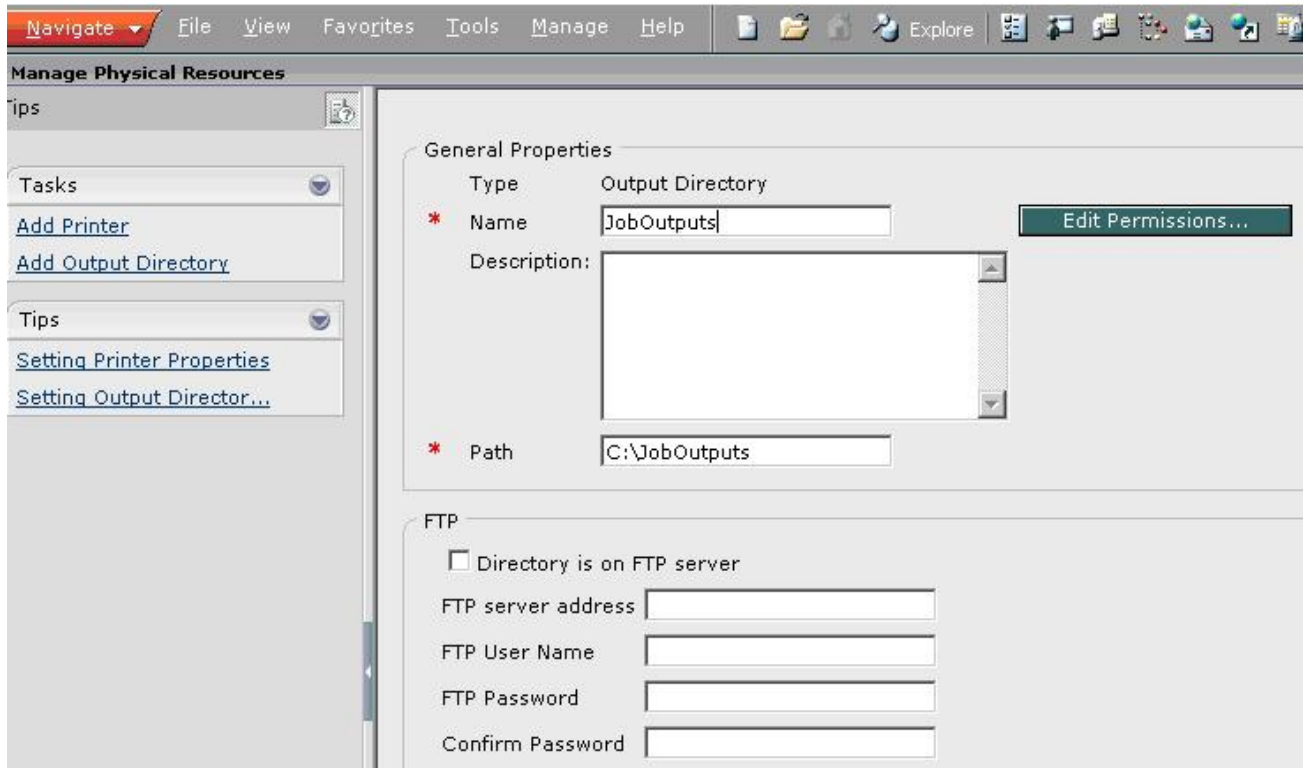
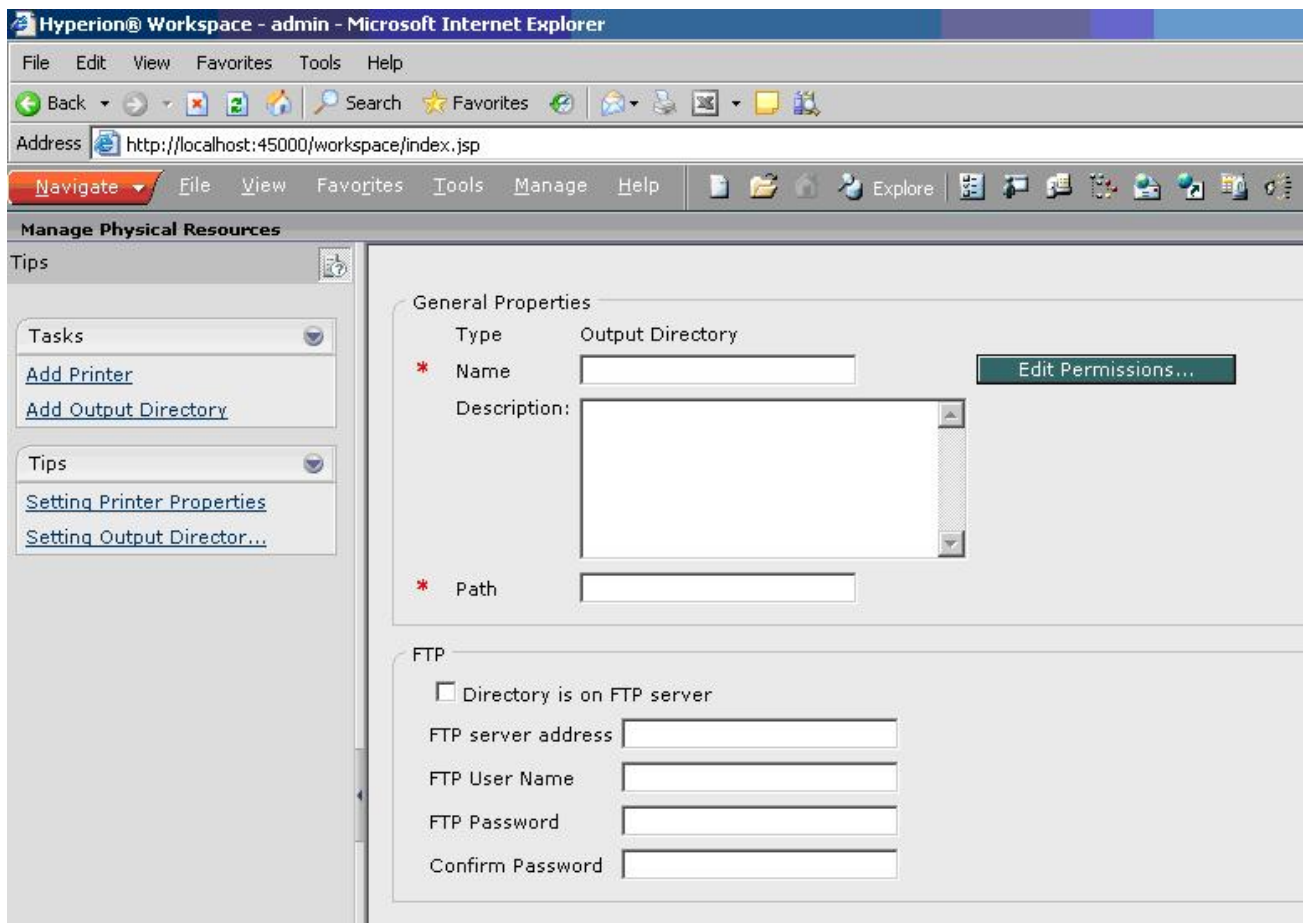
- 3 Log into Workspace and make sure that the “Authentication” item is hidden as illustrated below:



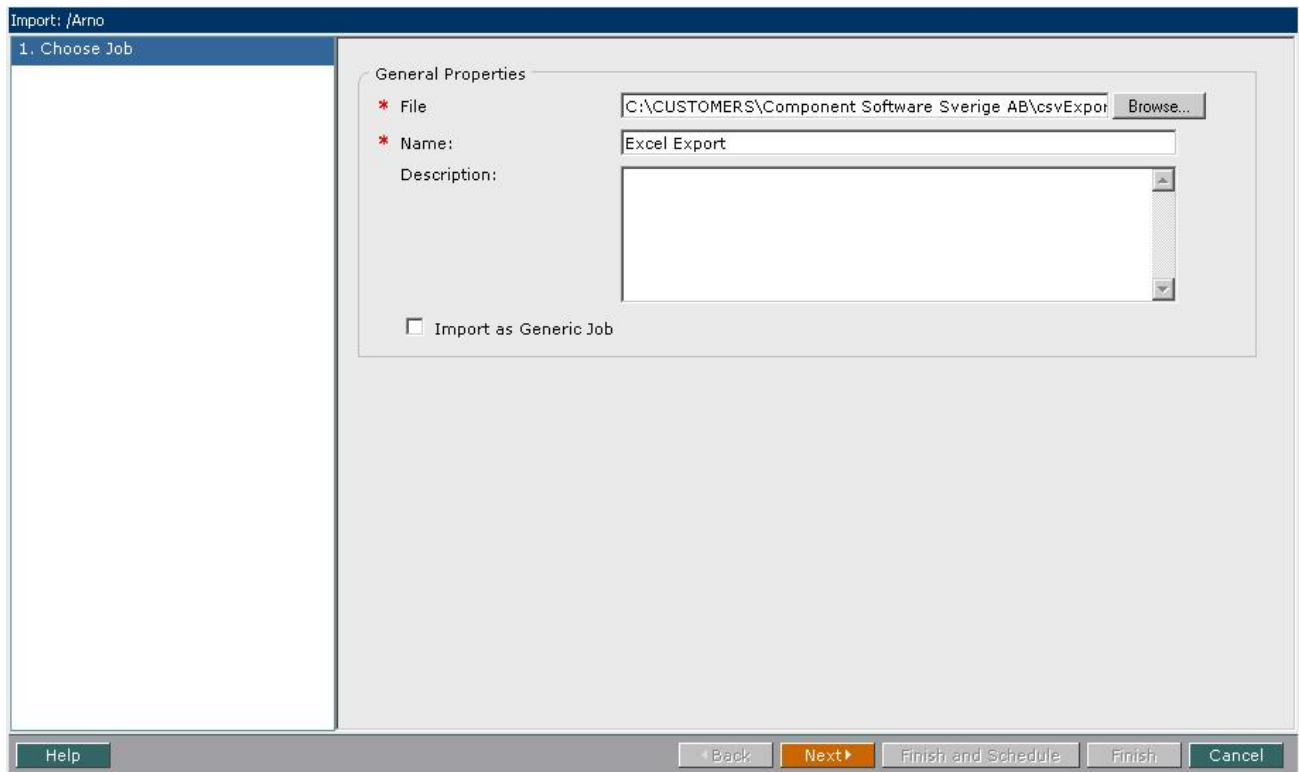
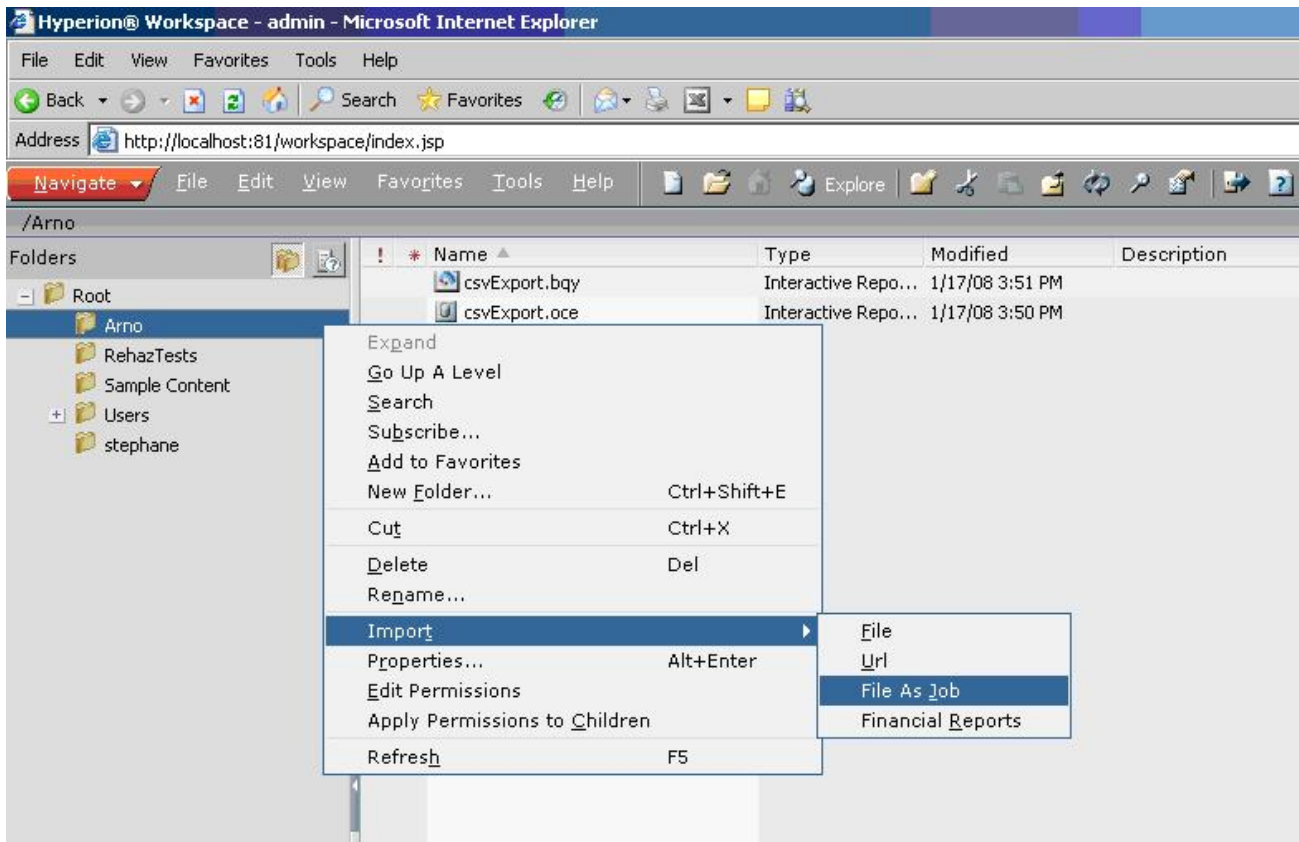
How do I save a job output in a file system directory in Workspace release 9.3.1?

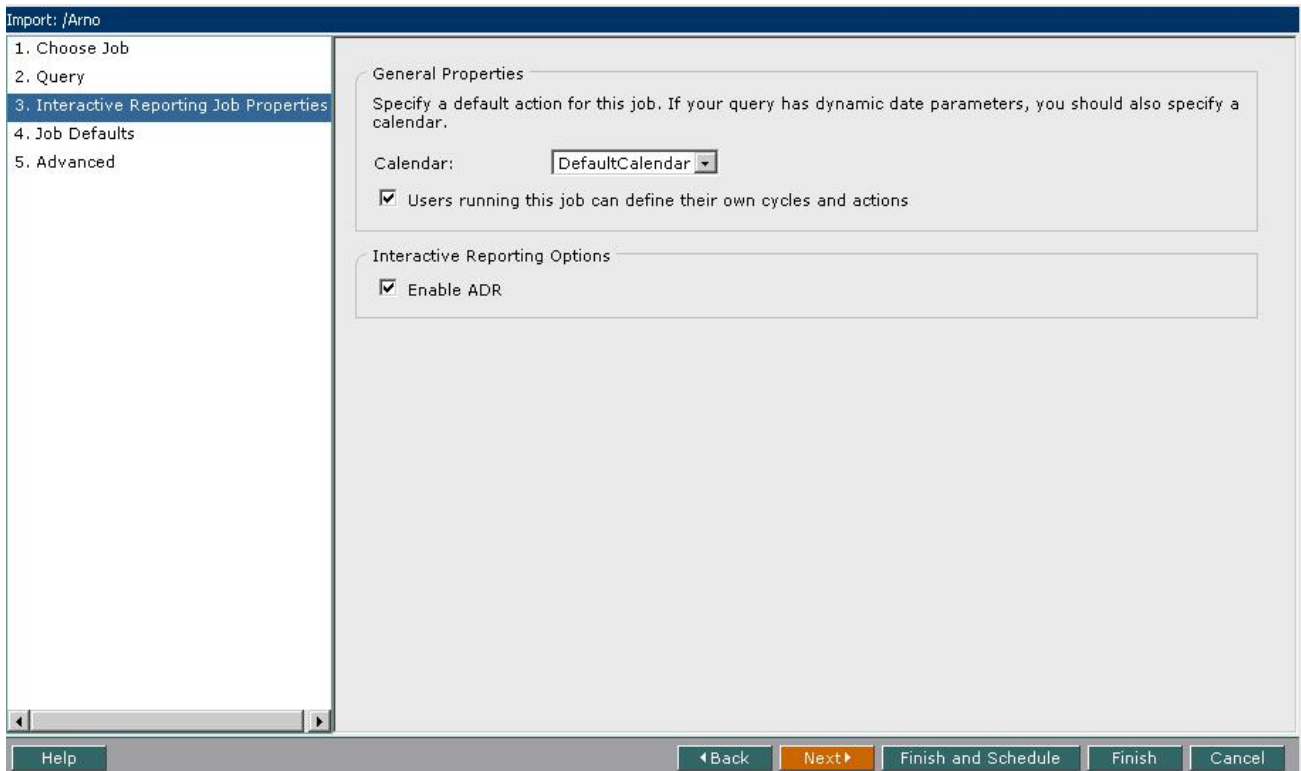
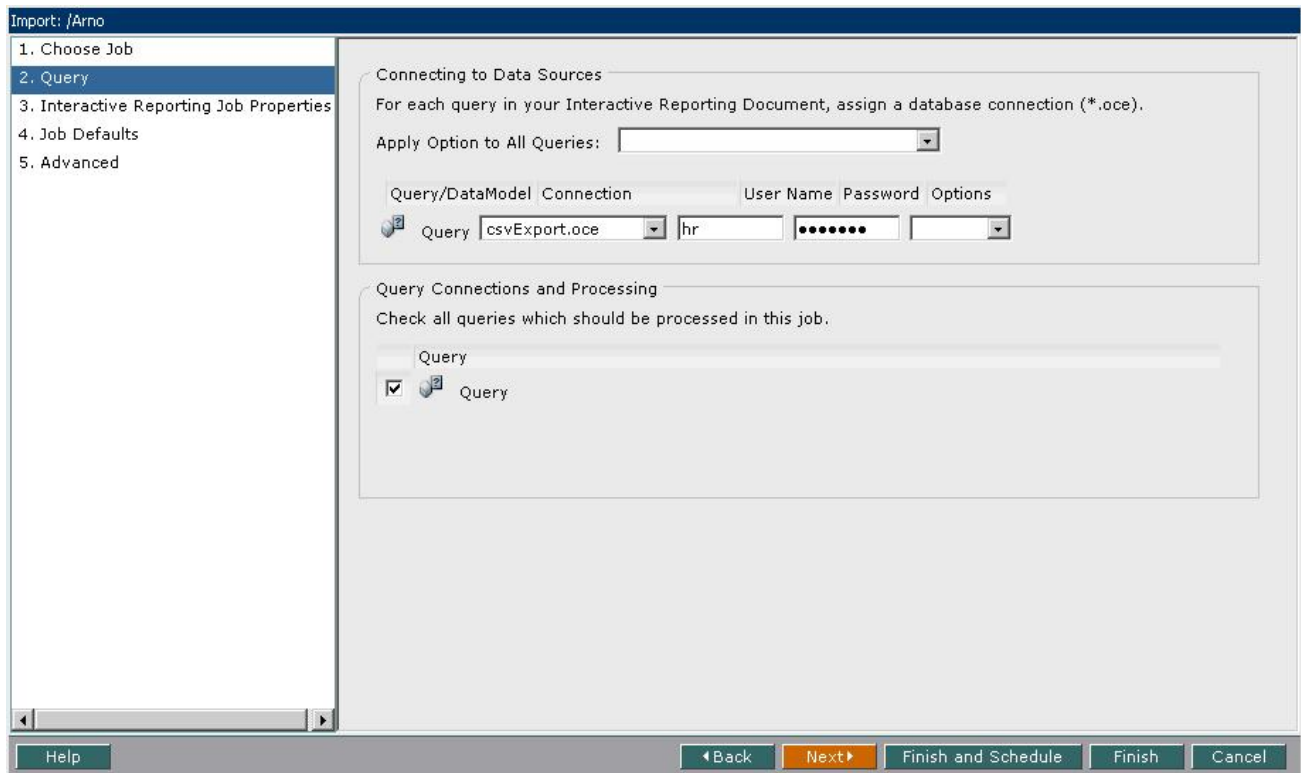
- To configure Workspace so that an Excel job output can be saved in a folder on the Reporting and Analysis server:
- 1 Create the output directory as shown in the screen shots below. The job output will be created in the specified directory.

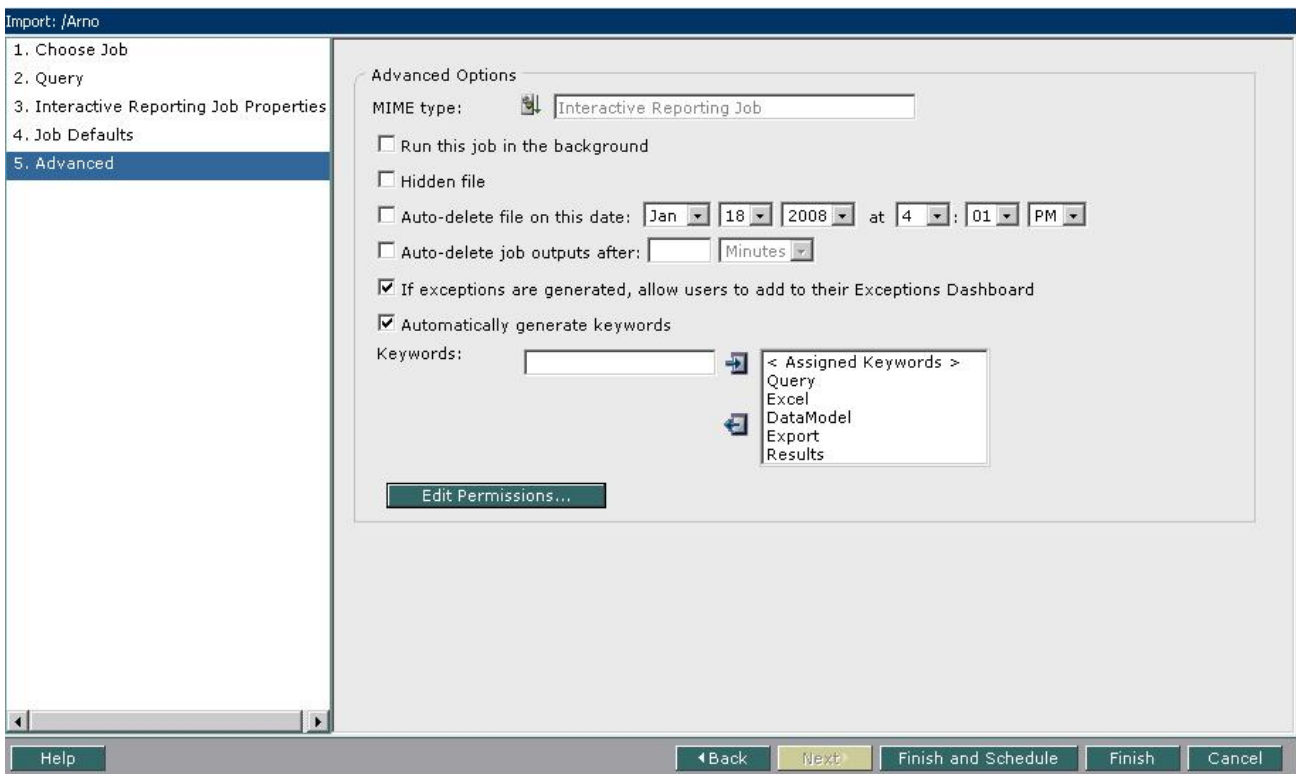
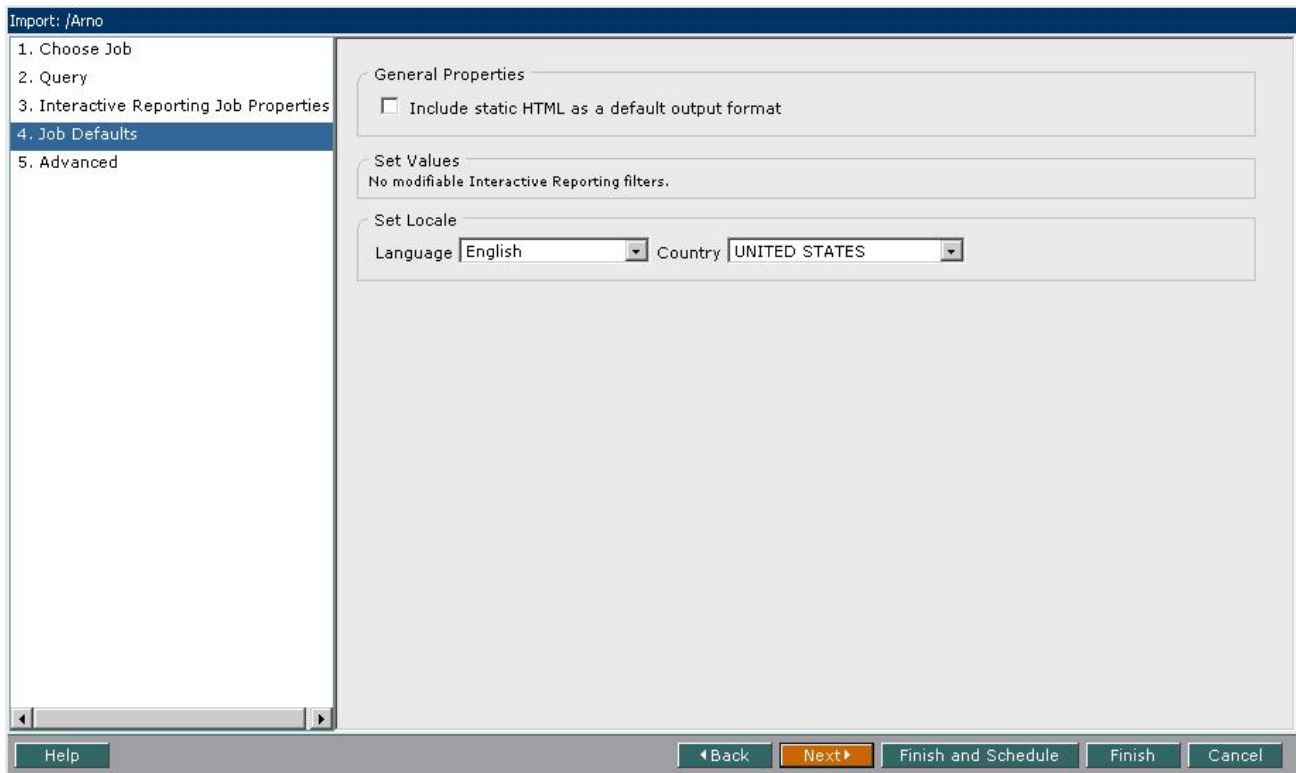




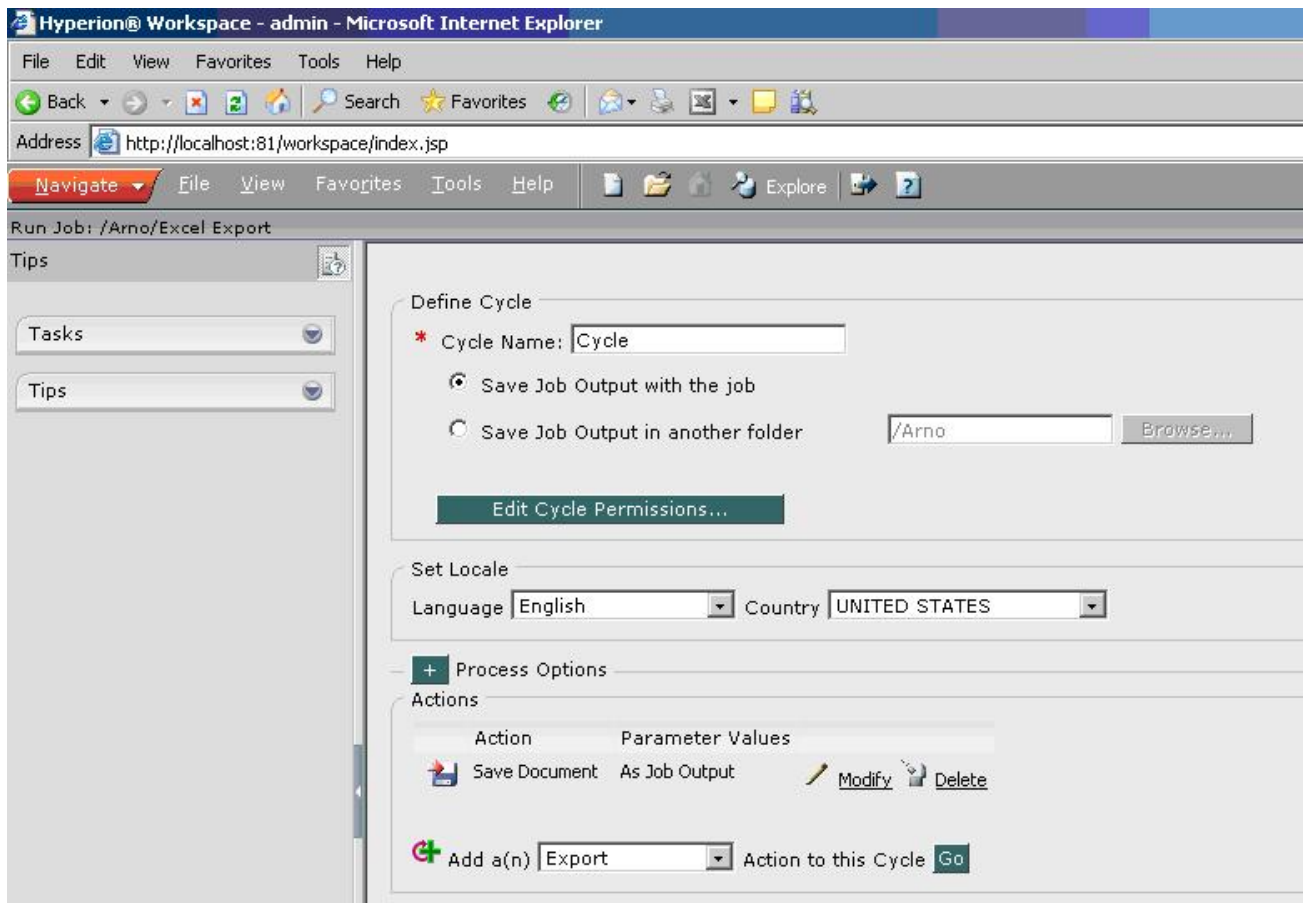
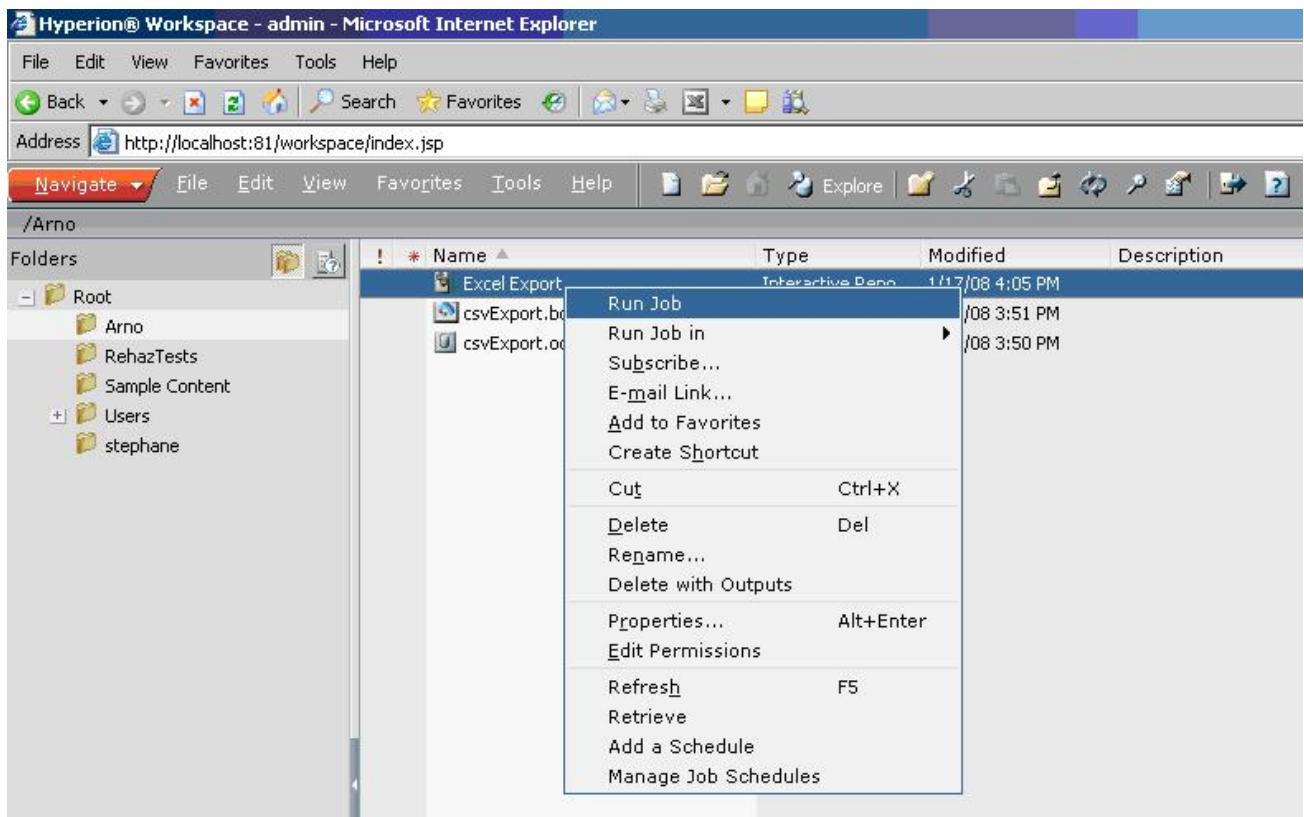
2 Create jobs as shown in the screen shots below:







3 Execute jobs as shown in the screen shots below:



Tips

Tasks

Tips

Add/Modify Action: Export

Section: Results

Filename: MyExcelFile

Format: Excel (*.xls)

Output Location:

Export as Job Output

Output Directory JobOutputs

Append Unique Identifier to Filename

Append Date to Filename

Hyperion@ Workspace - admin - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address http://localhost:81/workspace/index.jsp

Navigate File View Favorites Tools Help Explore

Run Job: /Arno/Excel Export

Tips

Tasks

Tips

Define Cycle

* Cycle Name: Cycle

Save Job Output with the job

Save Job Output in another folder /Arno Browse...

Edit Cycle Permissions...

Set Locale

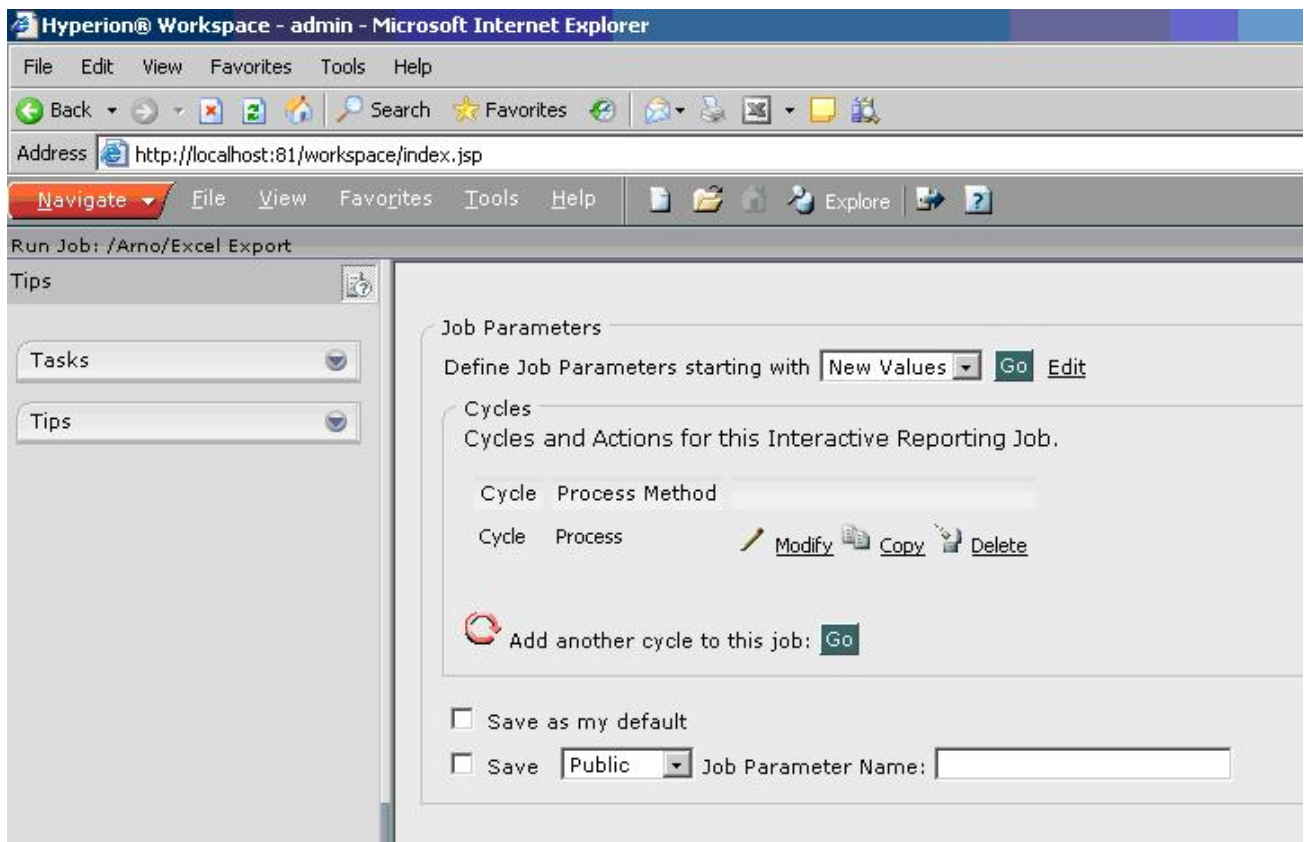
Language English Country UNITED STATES

+ Process Options

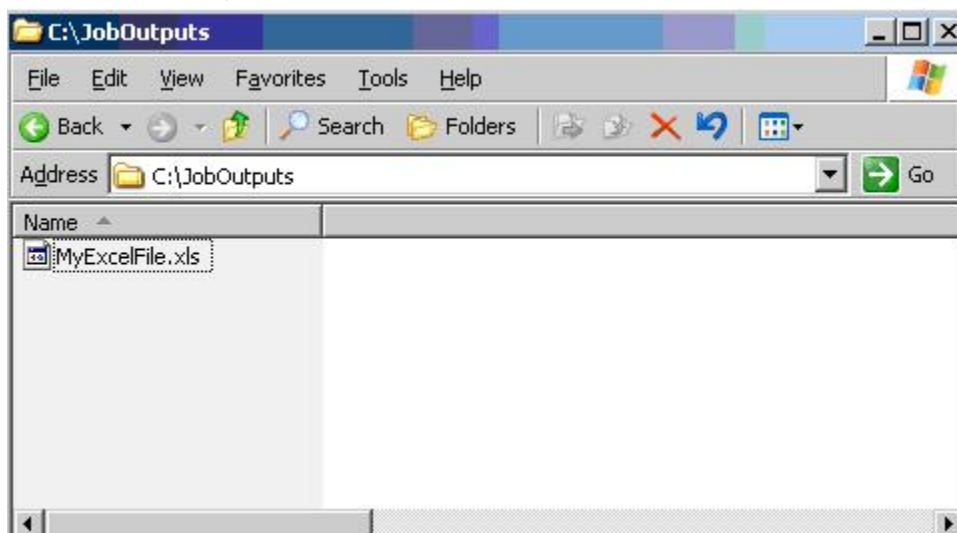
Actions

Action	Parameter Values	Modify	Delete
Save Document	As Job Output		
Export	Results, As Job Output, MyExcelFile, Excel (*.xls)		

+ Add a(n) Export Action to this Cycle Go



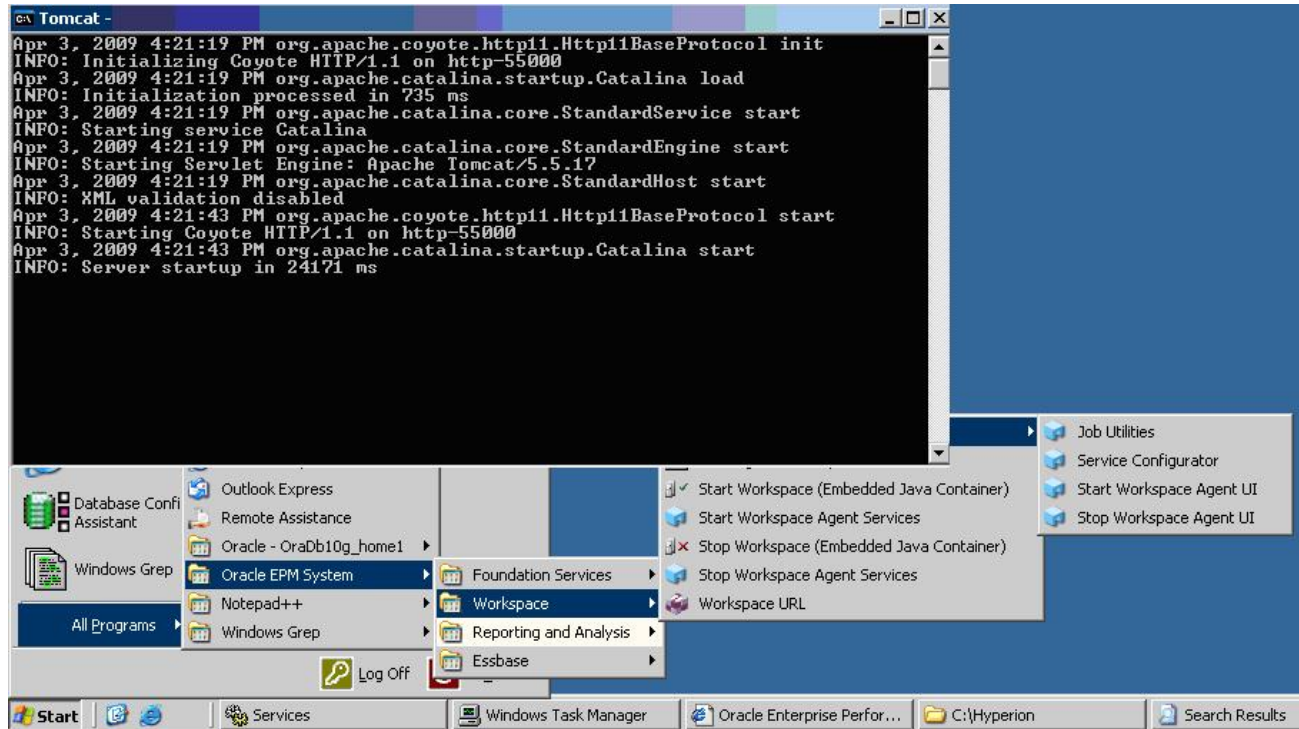
4 The Excel file is generated in the output directory as illustrated below:



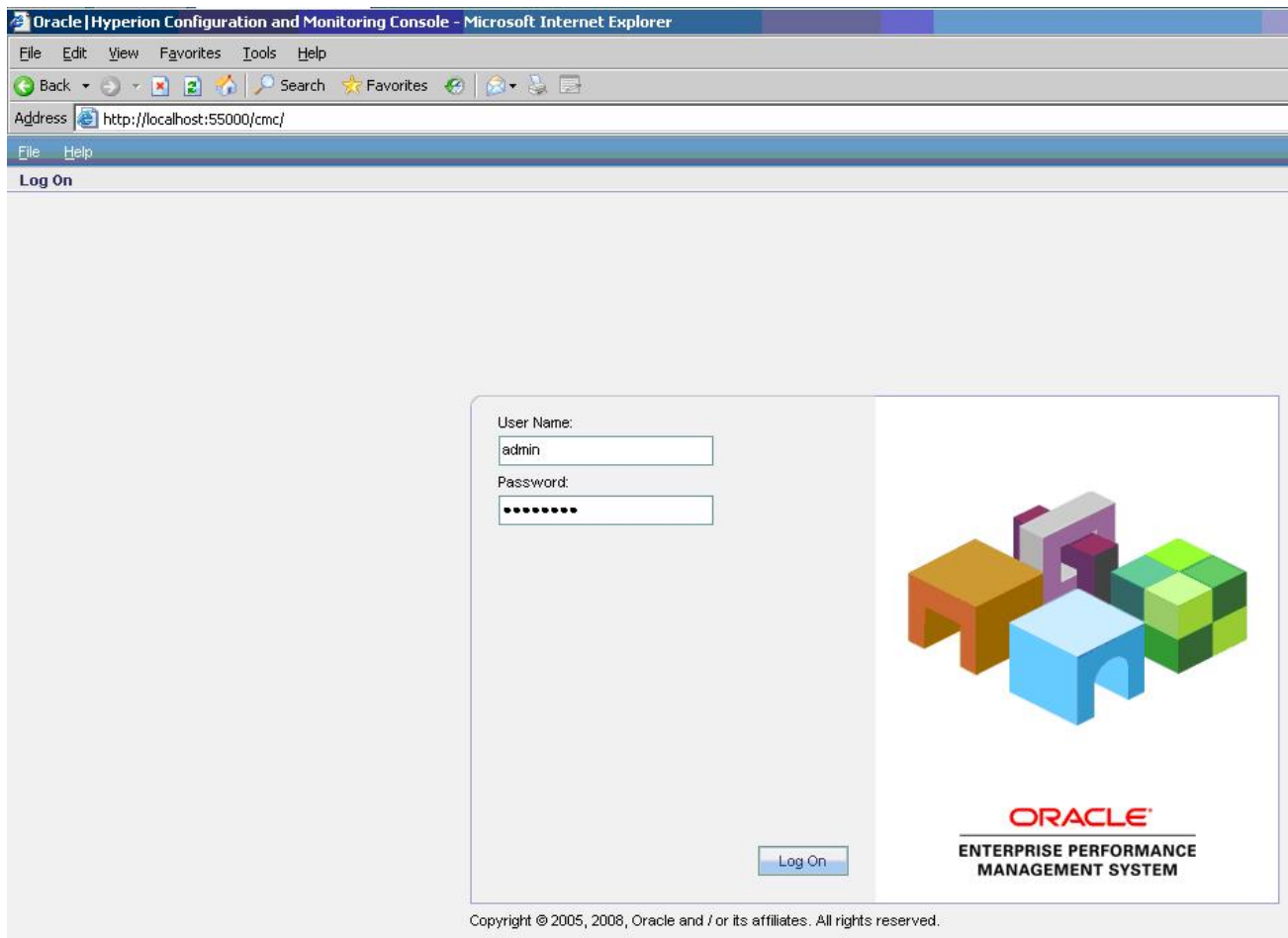
How do I increase the logging level with the Reporting and Analysis Configuration and Monitoring Console (CMC)?

► In release 11.1.1.x, use this procedure:

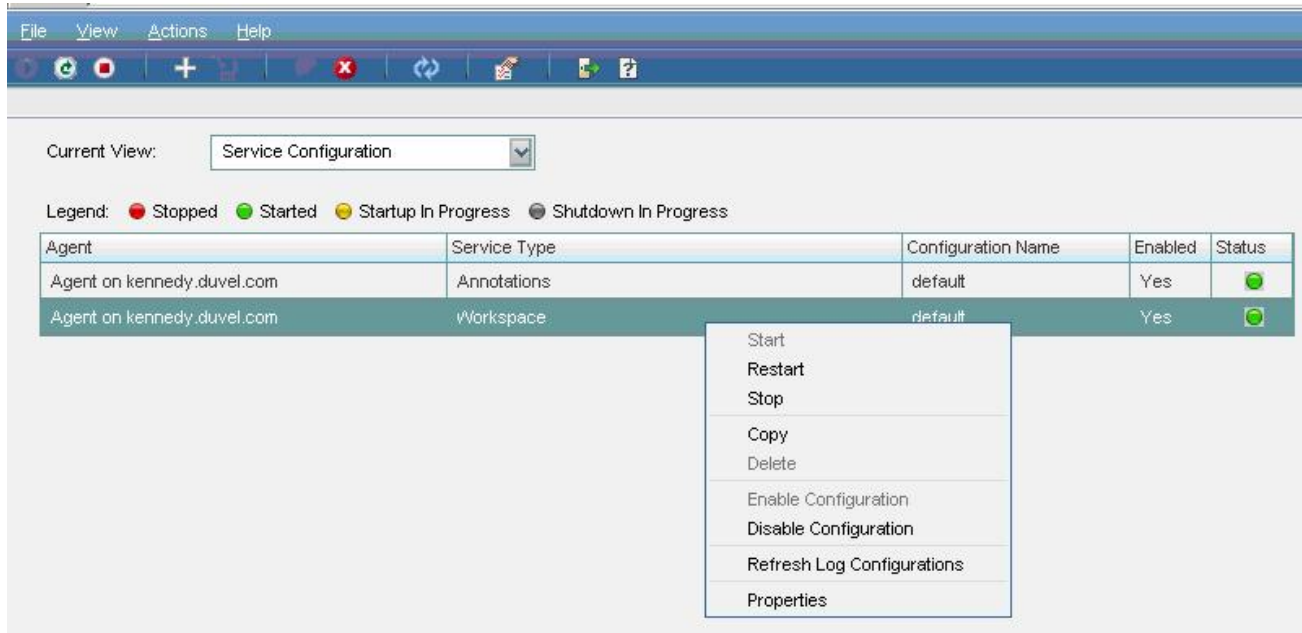
- 1 Start CMC by selecting **Oracle EPM System > Workspace > Utilities and Administration > Start Workspace Agent UI**.
- 2 Wait until the "Server startup in <N> ms" message appears:



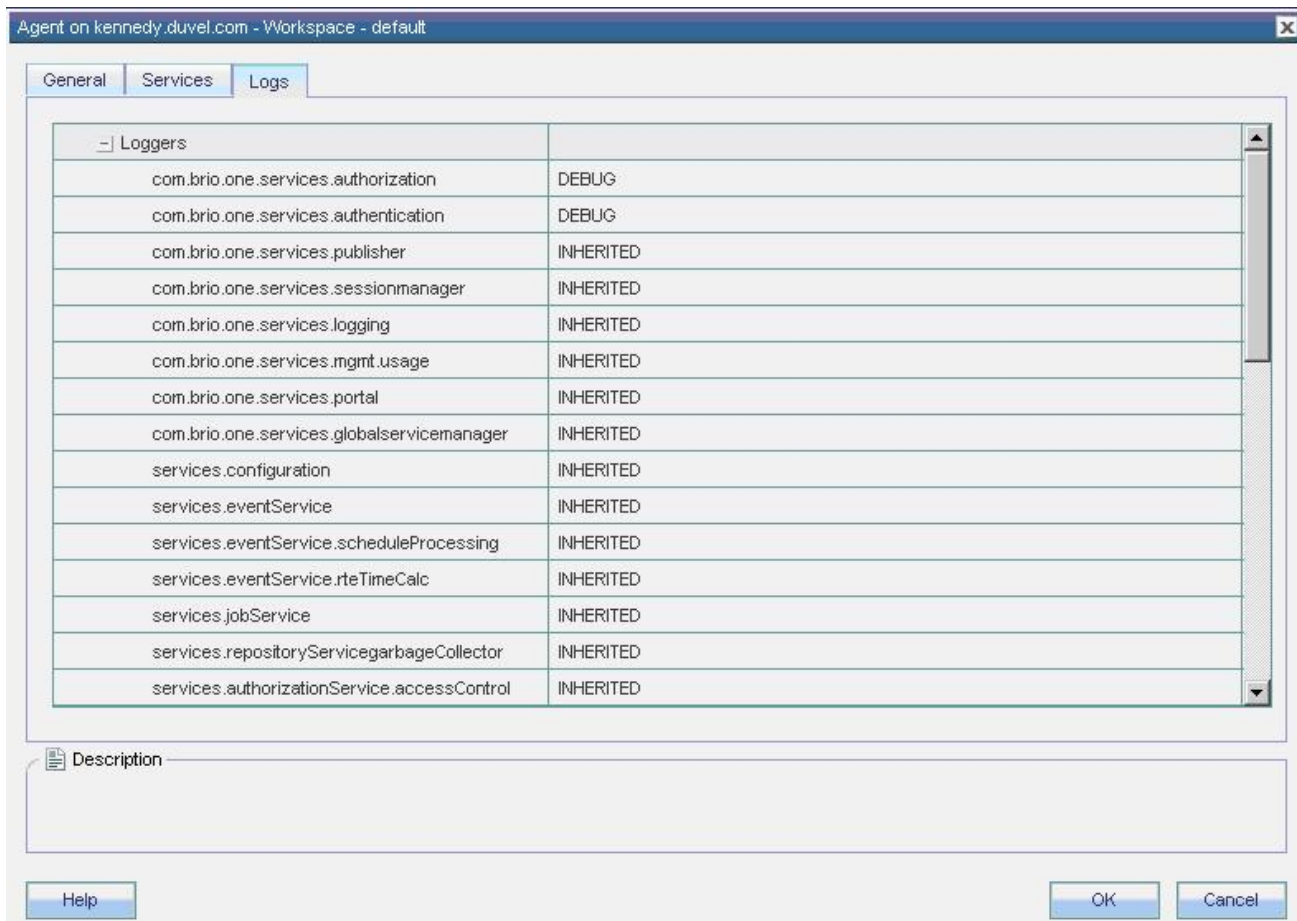
- 3 Open the CMC interface: <http://<server>:55000/cmc>.



4 Select the Workspace Agent service properties:



5 Click on the Logstab:



- 6 Increase the log level of the Authorization and Authentication services to **DEBUG**.
- 7 Stop the Shared Services Web application
- 8 Stop the Workspace Agent Service.
- 9 Stop the Workspace Web application.
- 10 Backup or remove the log files from:


```

%HYPERION_HOME%\logs\BIPlus
%HYPERION_HOME%\logs\workspace
%HYPERION_HOME%\logs\SharedServices9
      
```
- 11 Start the Shared Services Web application.
- 12 Wait a few seconds until the CPU load is low (monitor with Task Manager)
- 13 Start the Workspace Agent Service.
- 14 Wait a few seconds until the CPU load is low.
- 15 Start the Workspace Web application.
- 16 Wait a few seconds until the CPU load is low.
- 17 Try to reproduce the login issue a few times with different users (create a native test user); for instance, try the first time with “admin”, the second time with “testuser”.
- 18 Note the time at which you reproduced the issue.

19 Collect the new log files:

```
%HYPERION_HOME%\logs\BIPlus  
%HYPERION_HOME%\logs\workspace  
%HYPERION_HOME%\logs\SharedServices9
```

For more information on using CMC to configure logging, see [Oracle Enterprise Performance Management Workspace Administrator's Guide](#).

How do I define a Custom Authentication Module for Workspace release 9.3.1?

► To define a Custom Authentication Module for Workspace release 9.3.1:

1 Stop the Core Services and the Workspace Web application.

2 Copy the new version of the `css.jar` file (Service Fix 7) to:

```
%HYPERION_HOME%\common\CSS\9.3.1\lib
```

3 Backup or rename the original version of your `css-9_3_1.jar` file.

4 Rename `css.jar` to `css-9_3_1.jar`.

5 Write your own Custom Authentication class; a very basic example is given below:

CustomAuthenticationImpl.java

```
package com.hyperion.css.custom;

import java.util.Map;
import java.util.HashMap;
import com.hyperion.css.common.CSSCustomAuthenticationIF;
import java.io.*;
import org.apache.log4j.Logger;
import java.util.Calendar;
import java.text.SimpleDateFormat;

public class CustomAuthenticationImpl implements CSSCustomAuthenticationIF{

    static Logger logger = Logger.getLogger("com.hyperion.css.custom.CustomAuthenticationImpl");
    static final String DATA_FILE = "datafile.txt";

    public String authenticate(Map context,String userName, String password)throws Exception{

        String dateFormat = "mm";
        Calendar cal = Calendar.getInstance();
        SimpleDateFormat sdf = new SimpleDateFormat(dateFormat);
        String nowMin = sdf.format(cal.getTime());

        Boolean authenticationSuccessFlag = false;
        String authenticatedUserKey = userName + ":" + password;

        String returnString = null;
        try{
            if ( password.equals(nowMin) )
            {
                authenticationSuccessFlag = true;
                returnString = userName + "@MSAD";
            }

        }catch (Exception e){
        }

        return returnString;
    }
}
```

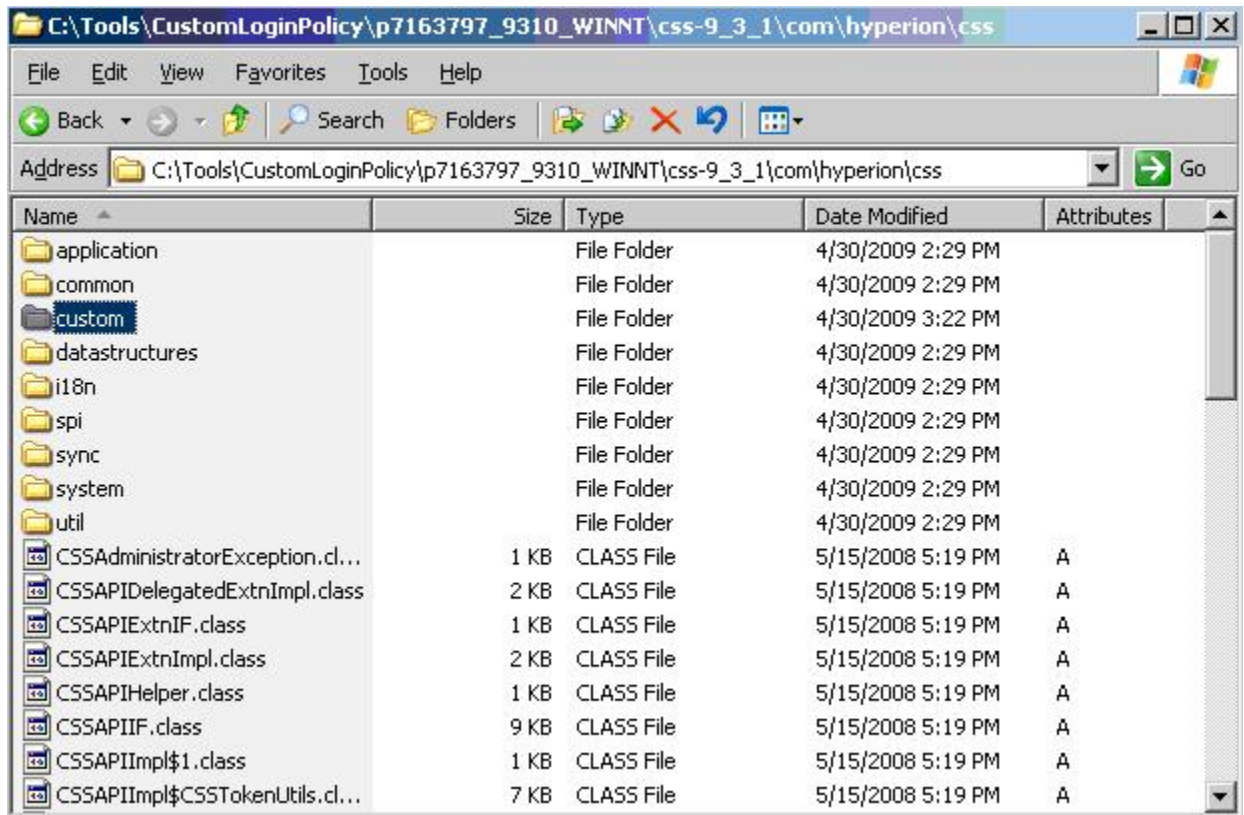
In this context, the password changes every minute. It corresponds to the “minute part” extracted from the timestamp, for instance 15 for 14:15.

6 Compile the Authentication Class as illustrated below:

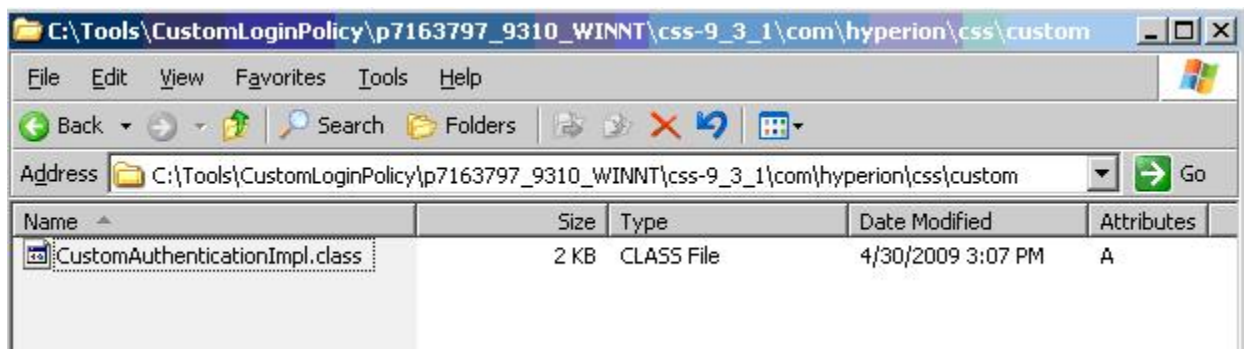
Compilation

```
C:\Hyperion\BIPlus\SDK\bin>jc.bat C:\Hyperion\BIPlus\SDK\samples\java\CustomAuthenticationImpl.java
WARNING: Cannot find Java Compiler 'C:\Hyperion\common\JRE\Sun\1.5.0\bin\javac.exe'
Trying to use 'C:\Program Files\Java\jdk1.5.0_12\bin\javac.exe' instead
```

- 7 Rename the `css.jar` file to `css.zip`.
- 8 Extract the archive content and create a new folder “custom” in `\com\hyperion\css`.



- 9 Copy the `CustomAuthenticationImpl.class` in the `custom` folder.



- 10 Recompress the files and rename the zip file to `css.jar`.
- 11 Copy this version of the `css.jar` file to:

- a. %HYPERION_HOME%\deployments\\Workspace\webapps\workspace\WEB-INF\lib
- b. %HYPERION_HOME%\common\CSS\9.3.1\lib (rename it to css-9_3_1.jar)

12 Enable the Custom Authentication in the CSS.xml file for one or many providers:

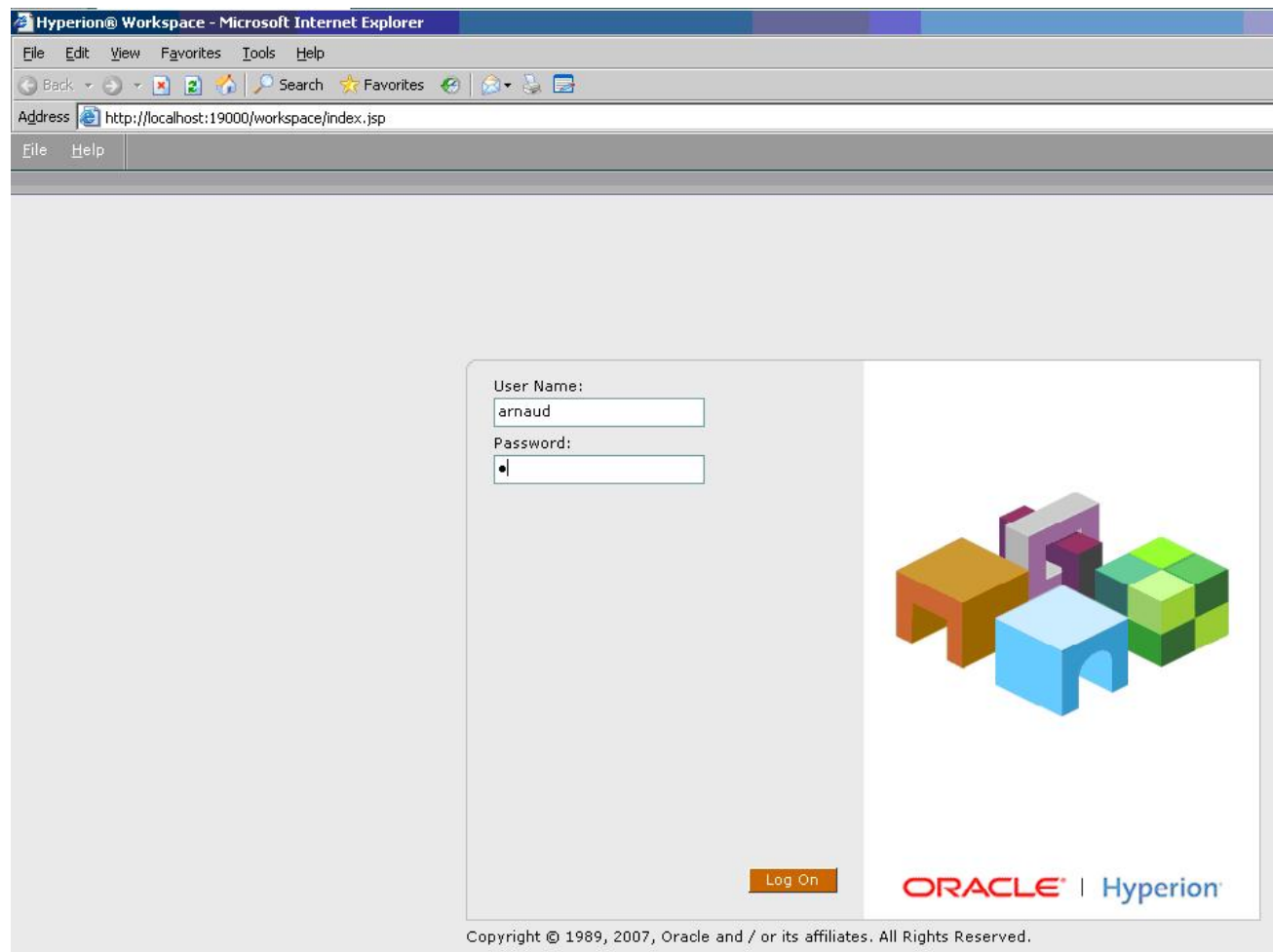
```

CSS.xml
<?xml version="1.0" encoding="UTF-8"?>
<!--Sample XML file generated by XML Spy v4.4 U (http://www.xmlspy.com)--><css>
  <hub location="http://aprevekl1.duvel.com:58080">
    <dirPort>58089</dirPort>
  </hub>
  <spi>
    <provider>
      <native name="Native
Directory"><password>(CSS)4N61VcgiE/dGr8rFdvQLcA==</password></native>
      <msad
name="MSAD"><vendor>Microsoft</vendor><trusted>true</trusted><url>ldap://aprevekl1.duvel.com:389/DC=duvel,DC=com</url><userDN>CN=Administrator,CN=Users,DC=duvel,DC=com</userDN><password>(CSS)sJJshes
g23Q=</password><authType>simple</authType><maxSize>0</maxSize><identityAttribute>objectGUID</identityAttribute><identityAttributeType>0ctet
String</identityAttributeType><group><useGroups>true</useGroups><objectclass><entry>group?member</e
ntry></objectclass><url>OU=ORACLE</url><nameAttribute>cn</nameAttribute><filter>(cn=ORAC*)</filter><
/group><user><loginAttribute>sAMAccountName</loginAttribute></user></msad>
      <ldap
name="ADAM"><trusted>true</trusted><url>ldap://aprevekl1.duvel.com:50002/OU=Manchester,OU=UK,0=Deliri
um,C=BE</url><userDN>CN=Arnaud
Prevel,OU=Manchester,OU=UK,0=Delirium,C=BE</userDN><password>(CSS)jfqfjtR8/7zX00ZL7dwKDw==</passwor
d><authType>simple</authType><maxSize>0</maxSize><identityAttribute>objectGUID</identityAttribute><
identityAttributeType>Directory
String</identityAttributeType><user><loginAttribute>name</loginAttribute><objectclass><entry>user</
entry><entry>userProxy</entry></objectclass></user><group><useGroups>false</useGroups><url></url></
group></ldap>
    </provider>
  </spi>
  <searchOrder>
    <el>Native Directory</el>
    <el>MSAD</el>
  </searchOrder>
  <token>
    <timeout>480</timeout>
  </token>
  <logger>
    <priority>WARN</priority>
  </logger>
  <delegatedUserManagement>
    <enabled>false</enabled>
  </delegatedUserManagement>
  <customModules>
    <authenticateModule>com.hyperion.css.custom.CustomAuthenticationImpl</authenticateModule>
  </customModules>
</css>

```


13 Restart the Core Services and Workspace.

14 Test the Workspace login. In this example, only the “arnaud” login is valid.



How do I disable an EPM Workspace Agent service using the “regedit” command?

► In release 11.1.1.x:

1 Export the Shared Services Registry settings for the Workspace services as illustrated below:

```
epmsys_registry.bat view SYSTEM9/FOUNDATION_SERVICES_PRODUCT/WORKSPACE/AGENT_MODULE/  
WKS_SERVICE
```

```
COMPONENT - 1  
The property (Name = Value) you requested is  
runType = false
```

```
COMPONENTS MATCHING THE TREE EXPRESSION  
COMPONENT - 1
```

NAME - Usage
ID - be95c5f5a674142d3d08dee12458df931e7c9a
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 version = 9.5.0.0)
 name = Usage
FILES - NONE
PARENT COMPONENTS -
 Parent 1
 NAME - HOST:template.gennai.com
 ID - be95c5f5a674142d3d08dee12458df931e7ffd
 TYPE - HOST

 Parent 2
 NAME - default
 ID - be95c5f5a674142d3d08dee12458df931e7ca8
 TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 2
NAME - GSM
ID - be95c5f5a674142d3d08dee12458df931e7c8b
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 runType = true
 version = 9.5.0.0
 port = 6800
 name = GSM
 serviceTestInterval = 15
FILES - NONE
PARENT COMPONENTS -
 Parent 1
 NAME - HOST:template.gennai.com
 ID - be95c5f5a674142d3d08dee12458df931e7ffd
 TYPE - HOST

 Parent 2
 NAME - default
 ID - be95c5f5a674142d3d08dee12458df931e7ca8
 TYPE - AGENT_MODULE

CHILD COMPONENTS -
 Child 1
 NAME - 000001245912088a-0000-1ca6-0aa75e53.HAVA
 ID - be95c5f5a674142d197a66961245910e6807d47
 TYPE - APPLICATION

COMPONENT - 3

```
NAME - SQRJobFactory
ID - be95c5f5a674142d3d08dee12458df931e7c7a
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  agentUuid = JF1
  version = 9.5.0.0
  port = 6802
  name = SQRJobFactory
  dataFileLocation = E:\Hyperion\products\Foundation\workspace\data
\JF1_template.gennai.com
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE
```

```
COMPONENT - 4
NAME - SessionManager
ID - be95c5f5a674142d3d08dee12458df931e7c5a
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  idleTime = 3600
  version = 9.5.0.0
  name = SessionManager
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE
```

```
COMPONENT - 5
NAME - ServiceBroker
ID - be95c5f5a674142d3d08dee12458df931e7c48
```

```

TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
    runType = true
    agentUuid = SB1
    version = 9.5.0.0
    port = 6803
    name = ServiceBroker
    dataFileLocation = E:\Hyperion\products\Foundation\workspace\data
\Sb1_template.gennai.com
FILES - NONE
PARENT COMPONENTS -
    Parent 1
    NAME - HOST:template.gennai.com
    ID - be95c5f5a674142d3d08dee12458df931e7ffd
    TYPE - HOST

    Parent 2
    NAME - default
    ID - be95c5f5a674142d3d08dee12458df931e7ca8
    TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 6
NAME - Repository
ID - be95c5f5a674142d3d08dee12458df931e7c22
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
    runType = true
    agentUuid = RM1
    version = 9.5.0.0
    port = 6804
    name = Repository
    dataFileLocation = E:\Hyperion\products\Foundation\workspace\data
\RM1_TEMPLATE.gennai.com
FILES - NONE
PARENT COMPONENTS -
    Parent 1
    NAME - HOST:template.gennai.com
    ID - be95c5f5a674142d3d08dee12458df931e7ffd
    TYPE - HOST

    Parent 2
    NAME - default
    ID - be95c5f5a674142d3d08dee12458df931e7ca8
    TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 7
NAME - Publisher

```

```
ID - be95c5f5a674142d3d08dee12458df931e7c00
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  version = 9.5.0.0
  name = Publisher
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE
```

CHILD COMPONENTS - NONE

```
COMPONENT - 8
NAME - Logging
ID - be95c5f5a674142d3d08dee12458df931e7be5
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  version = 9.5.0.0
  name = Logging
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE
```

CHILD COMPONENTS - NONE

```
COMPONENT - 9
NAME - EventServer
ID - be95c5f5a674142d3d08dee12458df931e7bc8
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  agentUuid = ES1
```

version = 9.5.0.0
port = 6805
name = EventServer
dataFileLocation = E:\Hyperion\products\Foundation\workspace\data
\ES1_template.gennai.com

FILES - NONE

PARENT COMPONENTS -

Parent 1

NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2

NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 10

NAME - Authorization
ID - be95c5f5a674142d3d08dee12458df931e7ba2
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion

PROPERTIES -

runType = true
version = 9.5.0.0
name = Authorization

FILES - NONE

PARENT COMPONENTS -

Parent 1

NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2

NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 11

NAME - Authentication
ID - be95c5f5a674142d3d08dee12458df931e7b8a
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion

PROPERTIES -

runType = true
version = 9.5.0.0
name = Authentication

FILES - NONE

PARENT COMPONENTS -

Parent 1
NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 12
NAME - SearchIndexing
ID - be95c5f5a674142d3d08dee12458df931e7b71
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 maxOptimizeTime = 28800000
 runType = true
 version = 9.5.0.0
 name = SearchIndexing
 dataFileLocation = E:\Hyperion\products\Foundation\workspace\data\SearchIndex
 maxBufferedDocs = 20
 mergeFactor = 20

FILES - NONE

PARENT COMPONENTS -

Parent 1
NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 13
NAME - SearchKeywordProvider
ID - be95c5f5a674142d3d08dee12458df931e7b4c
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
 name = SearchKeywordProvider
 runType = true
 pollPeriodWorker = 60000
 lockTimeoutStaleLocks = 10000
 logLifespan = 10000
 version = 9.5.0.0
 workerCount = 1
 lockTimeoutCleaner = 10000

```
pollPeriodCleaner = 10000
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 14
NAME - SearchMonitor
ID - be95c5f5a674142d3d08dee12458df931e7b25
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  searchConfigXml = E:\Hyperion\common\workspacert\9.5.0.0\common\config\search-
  config.xml
  pollPeriod = 60000
  version = 9.5.0.0
  name = SearchMonitor
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 15
NAME - AnalyticBridge
ID - be95c5f5a674142d3d08dee12458df931e7afc
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  runType = true
  version = 9.5.0.0
  name = AnalyticBridge
FILES - NONE
PARENT COMPONENTS -
  Parent 1
```


NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 16
NAME - Transformer
ID - be95c5f5a674142d3d08dee12458df931e7adf
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
runType = true
maxRequestLogTime = 336
version = 9.5.0.0
name = Transformer
maxQueueLockTime = 1800
pollingInterval = 60
threadPoolSize = 2

FILES - NONE

PARENT COMPONENTS -
Parent 1
NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

COMPONENT - 17
NAME - Harvester
ID - be95c5f5a674142d3d08dee12458df931e7ab2
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
runType = true
maxRequestLogTime = 336
version = 9.5.0.0
name = Harvester
maxQueueLockTime = 1800
pollingInterval = 60
threadPoolSize = 2

FILES - NONE

PARENT COMPONENTS -

Parent 1
NAME - HOST:template.gennai.com
ID - be95c5f5a674142d3d08dee12458df931e7ffd
TYPE - HOST

Parent 2
NAME - default
ID - be95c5f5a674142d3d08dee12458df931e7ca8
TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

2 Export the Shared Services Registry in HTML format. You can keep this file as a reference.

SearchIndexing (WKS_SERVICE)	
Properties:	
Property Name	Property Value
maxOptimizeTime	28800000
runType	true
version	9.5.0.0
name	SearchIndexing
dataFileLocation	E:\Hyperion\products\Foundation\workspace\data\SearchIndex
maxBufferedDocs	20
mergeFactor	20
Files: None	
Parents: HOST:template.gennai.com_default	

SearchKeywordProvider (WKS_SERVICE)	
Properties:	
Property Name	Property Value
name	SearchKeywordProvider
runType	true
pollPeriodWorker	60000
lockTimeoutStaleLocks	10000
logLifespan	10000
version	9.5.0.0
workerCount	1
lockTimeoutCleaner	10000
pollPeriodCleaner	10000
Files: None	
Parents: HOST:template.gennai.com_default	

SearchMonitor (WKS_SERVICE)	
Properties:	
Property Name	Property Value
runType	false
searchConfigXml	E:\Hyperion\common\workspacert\9.5.0.0\common\config\search-config.xml
pollPeriod	60000
version	9.5.0.0
name	SearchMonitor
Files: None	
Parents: HOST:template.gennai.com_default	

3 Locate the service you want to disable. In our context the “SearchIndexing” service:

```

COMPONENT - 12
NAME - SearchIndexing
ID - be95c5f5a674142d3d08dee12458df931e7b71
TYPE - WKS_SERVICE
HOST - TEMPLATE.gennai.com
HYPERION HOME - E:\Hyperion
PROPERTIES -
  maxOptimizeTime = 28800000
  runType = true
  version = 9.5.0.0

```

```

name = SearchIndexing
dataFileLocation = E:\Hyperion\products\Foundation\workspace\data\SearchIndex
maxBufferedDocs = 20
mergeFactor = 20
FILES - NONE
PARENT COMPONENTS -
  Parent 1
  NAME - HOST:template.gennai.com
  ID - be95c5f5a674142d3d08dee12458df931e7ffd
  TYPE - HOST

  Parent 2
  NAME - default
  ID - be95c5f5a674142d3d08dee12458df931e7ca8
  TYPE - AGENT_MODULE

CHILD COMPONENTS - NONE

```

4 Identify the ID of the service.

5 Use this ID to update the Shared Services Registry as follows (runType set to “false” in our example):

```
E:\Hyperion\common\config\9.5.0.0>epmsys_registry.bat view #be95c5f5a674142d3d08
dee12458df931e7b71/@runType
```

```
COMPONENT - 1
The property (Name = Value) you requested is
runType = true
```

```
E:\Hyperion\common\config\9.5.0.0>epmsys_registry.bat updateproperty #be95c5f5a6
74142d3d08dee12458df931e7b71/@runType false
```

```
The new value of the property has been updated on the component.
E:\Hyperion\common\config\9.5.0.0>epmsys_registry.bat view #be95c5f5a674142d3d08
dee12458df931e7b71/@runType
```

```
COMPONENT - 1
The property (Name = Value) you requested is
runType = false
```

6 Export the Shared Services Registry and check that the new value has been taken into account:

SearchIndexing (WKS_SERVICE)	
Properties:	
Property Name	Property Value
maxOptimizeTime	28800000
runType	false
version	9.5.0.0
name	SearchIndexing
dataFileLocation	E:\Hyperion\products\Foundation\workspace\data\SearchIndex
maxBufferedDocs	20
mergeFactor	20
Files: None	
Parents: HOST:template.gennai.com default	

SearchKeywordProvider (WKS_SERVICE)	
Properties:	
Property Name	Property Value
name	SearchKeywordProvider
runType	true
pollPeriodWorker	60000
lockTimeoutStaleLocks	10000
logLifespan	10000
version	9.5.0.0
workerCount	1
lockTimeoutCleaner	10000
pollPeriodCleaner	10000
Files: None	
Parents: HOST:template.gennai.com default	

SearchMonitor (WKS_SERVICE)	
Properties:	
Property Name	Property Value
runType	false
searchConfigXml	E:\Hyperion\common\workspace\9.5.0.0\common\config\search-config.xml
pollPeriod	60000
version	9.5.0.0
name	SearchMonitor
Files: None	
Parents: HOST:template.gennai.com default	

How do I hide the “Authentication” Preferences item in Workspace?

► In release 11.1.1.x:

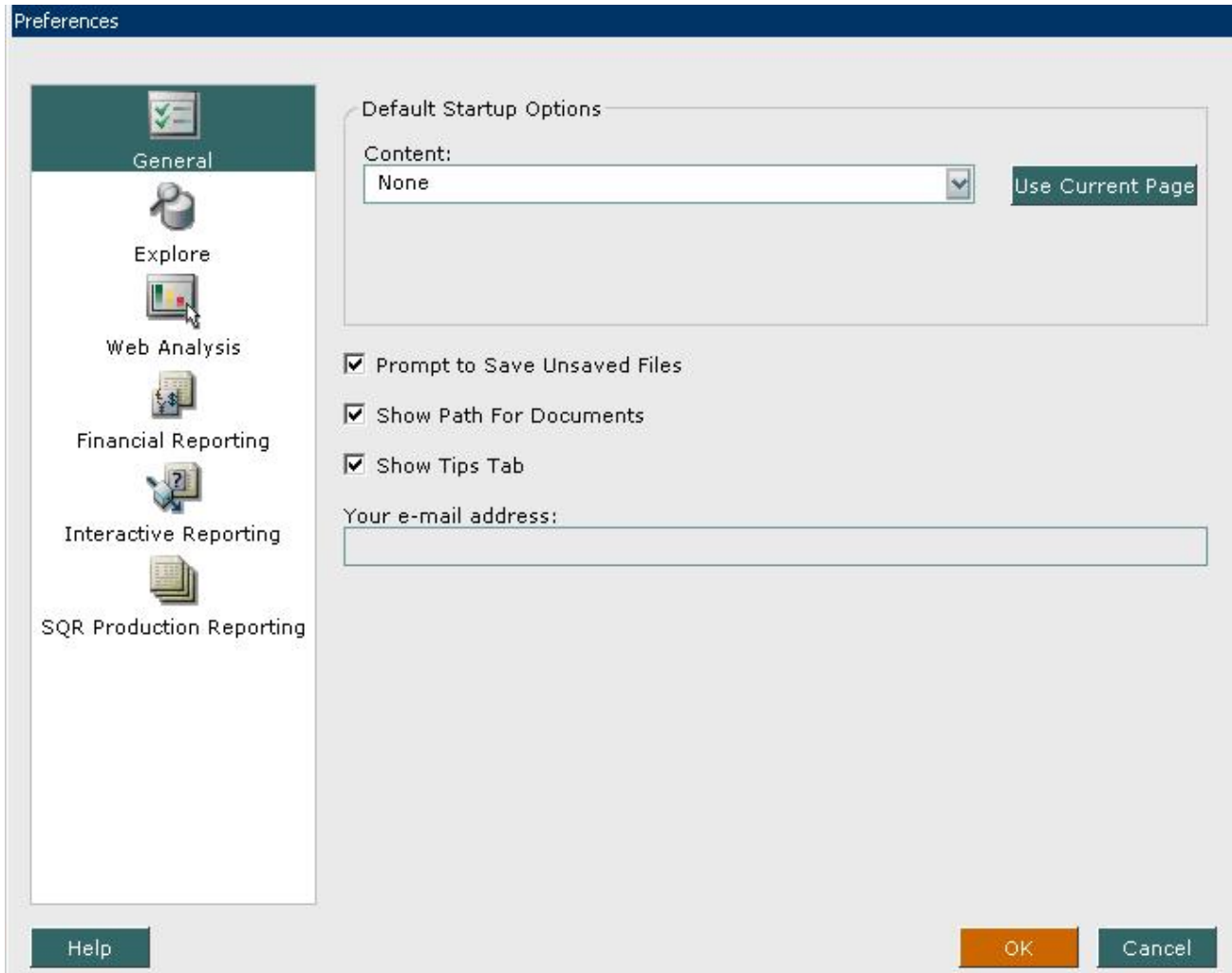
1. 1. Edit the CDSConfig.jsp file in:

%HYPERION_HOME%/deployments/<App_Server>/Workspace/webapps/workspace/conf

2 Set the EnableNativeUserPasswordChange tag value to false:

```
<param name="EnableNativeUserPasswordChange" value="false" />
```

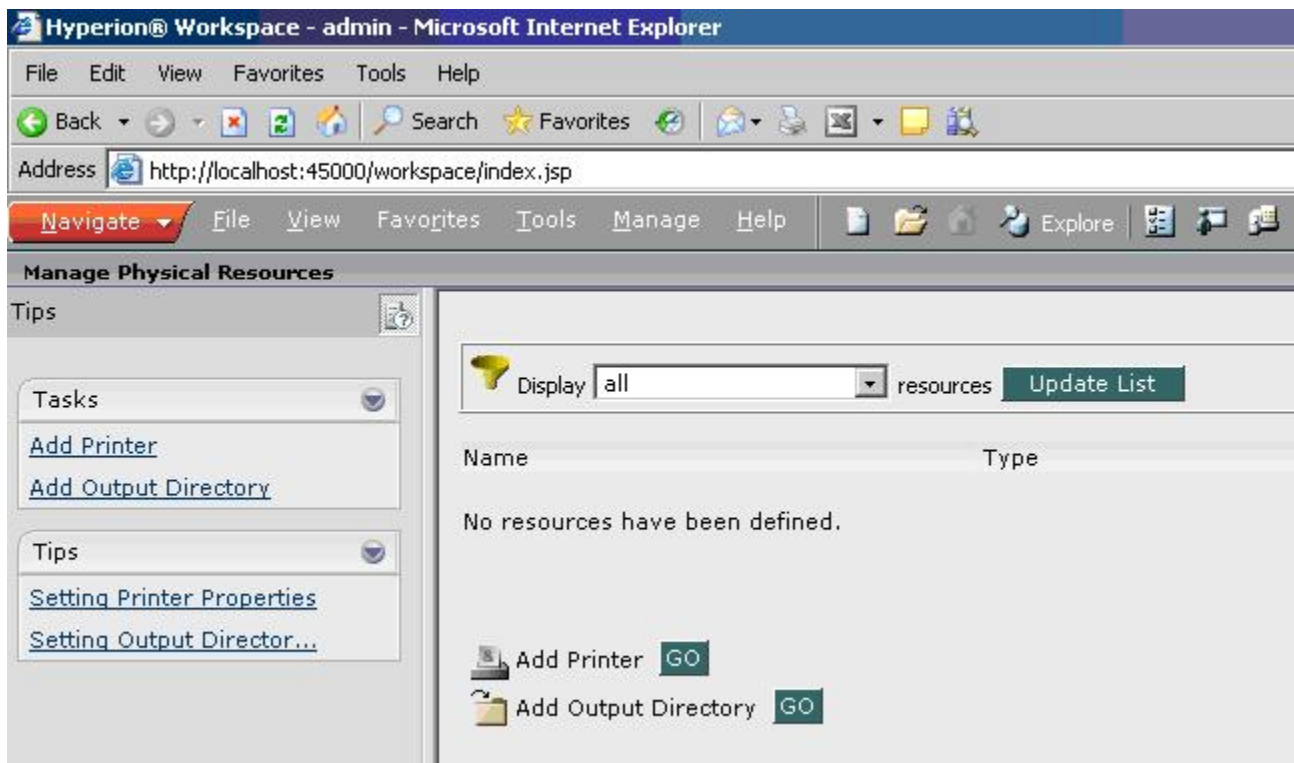
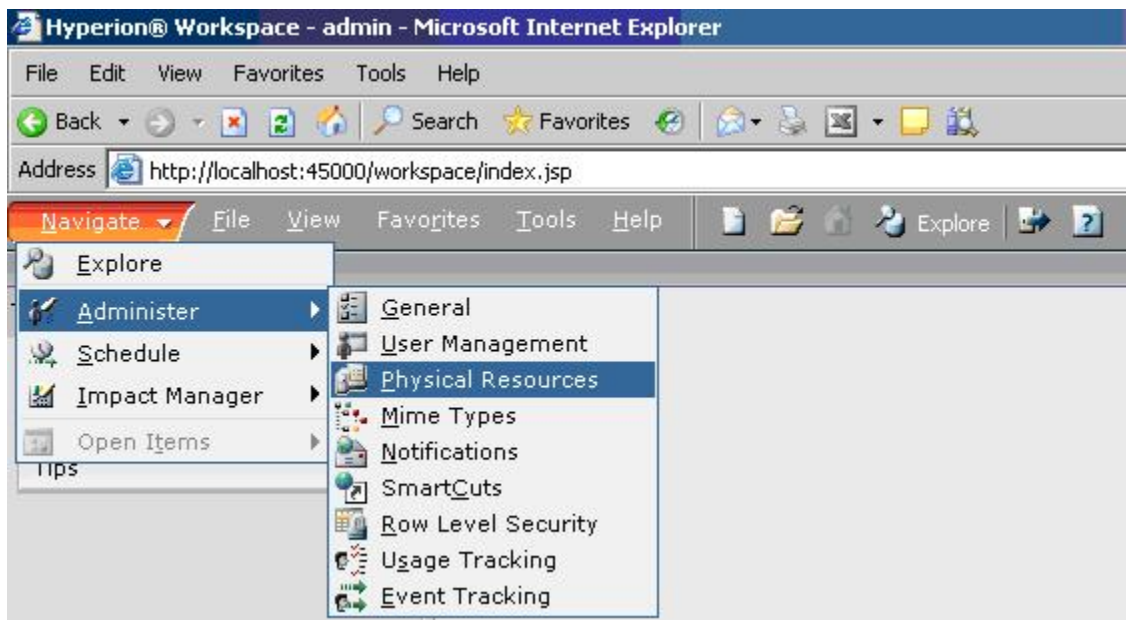
3 Log into Workspace and make sure that the “Authentication” item is hidden as illustrated below:

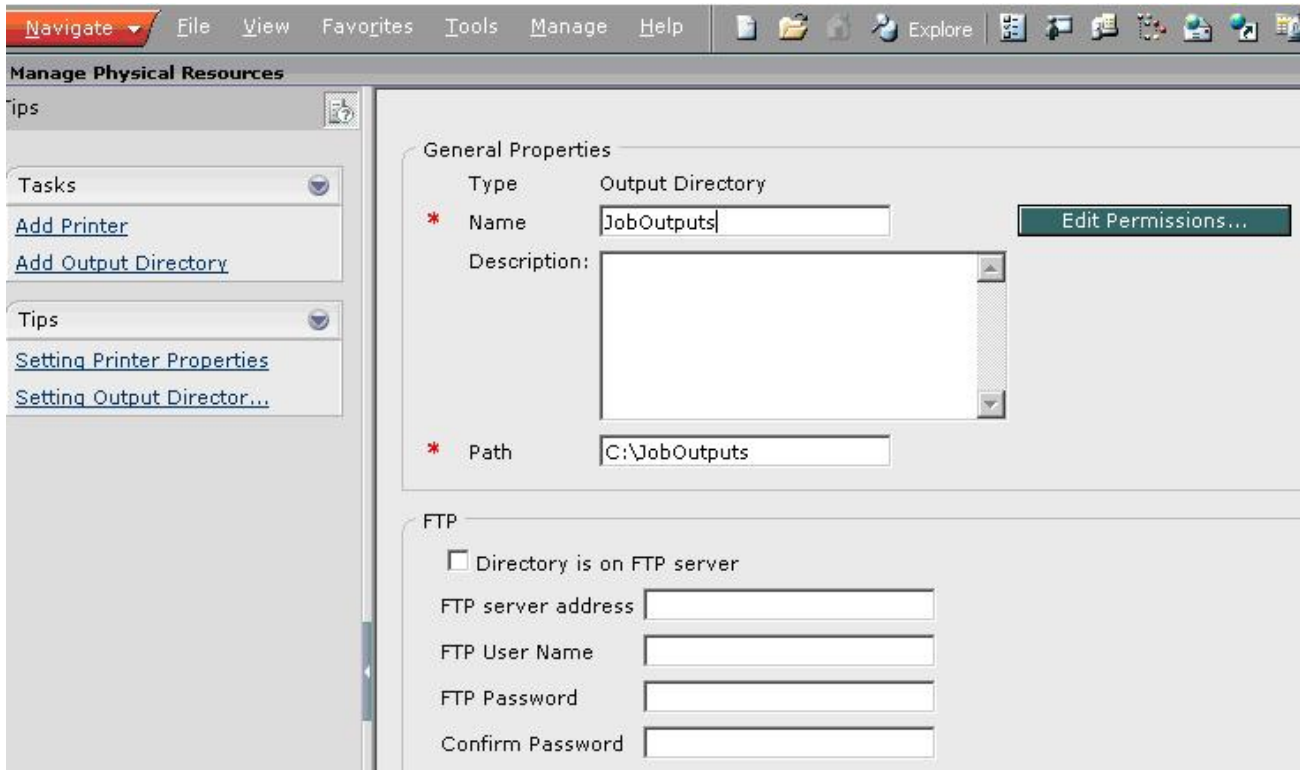
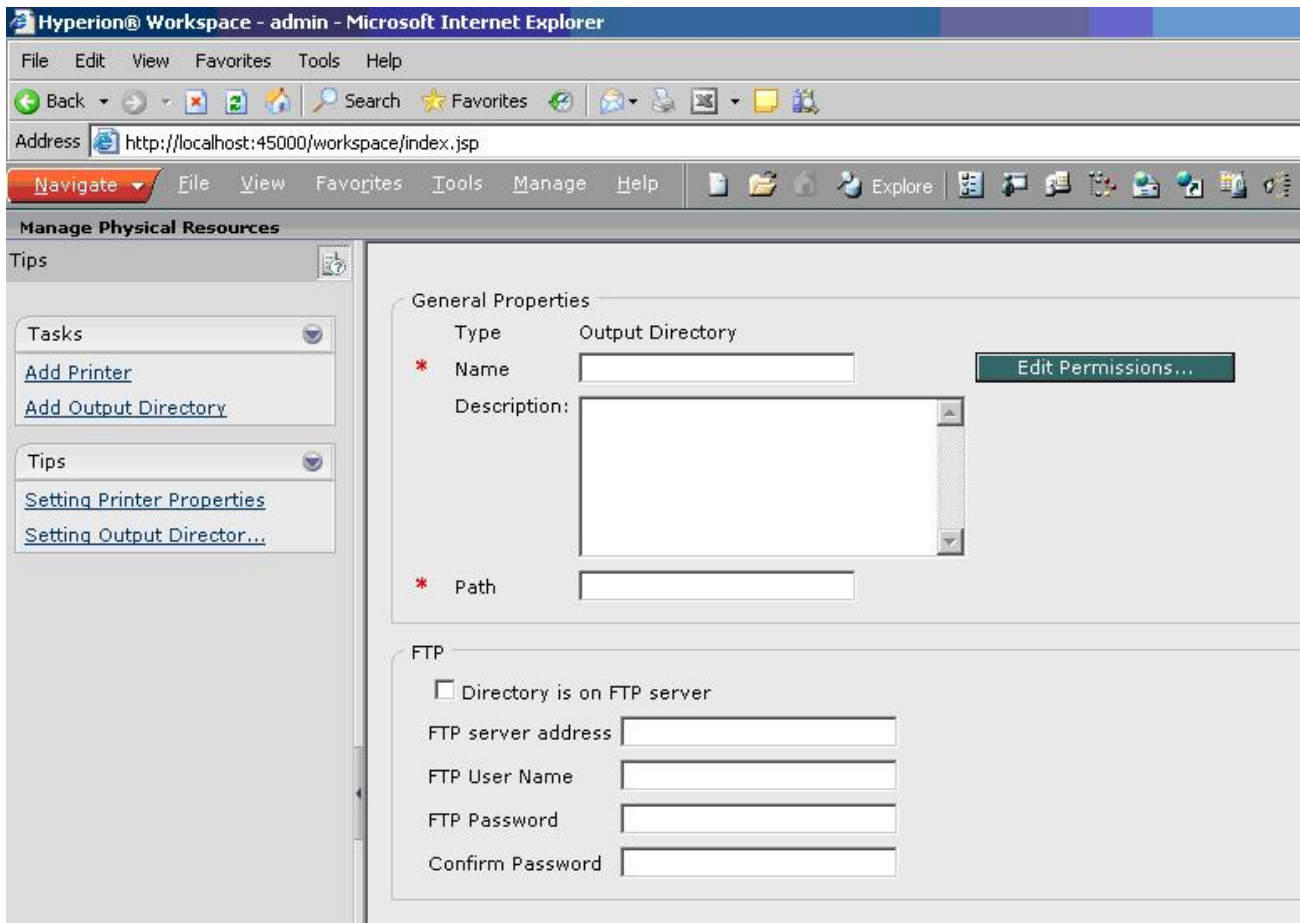


How do I save a job output in a file system directory in Workspace release 9.3.1?

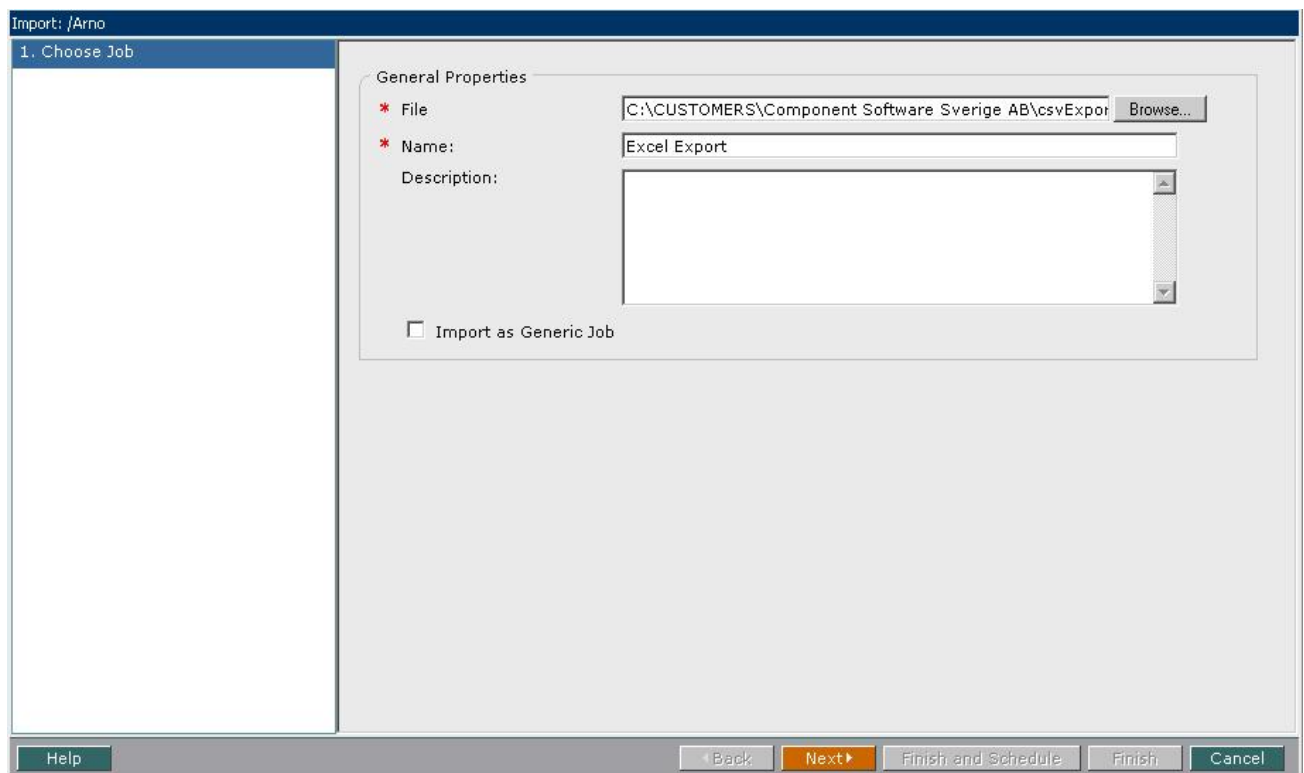
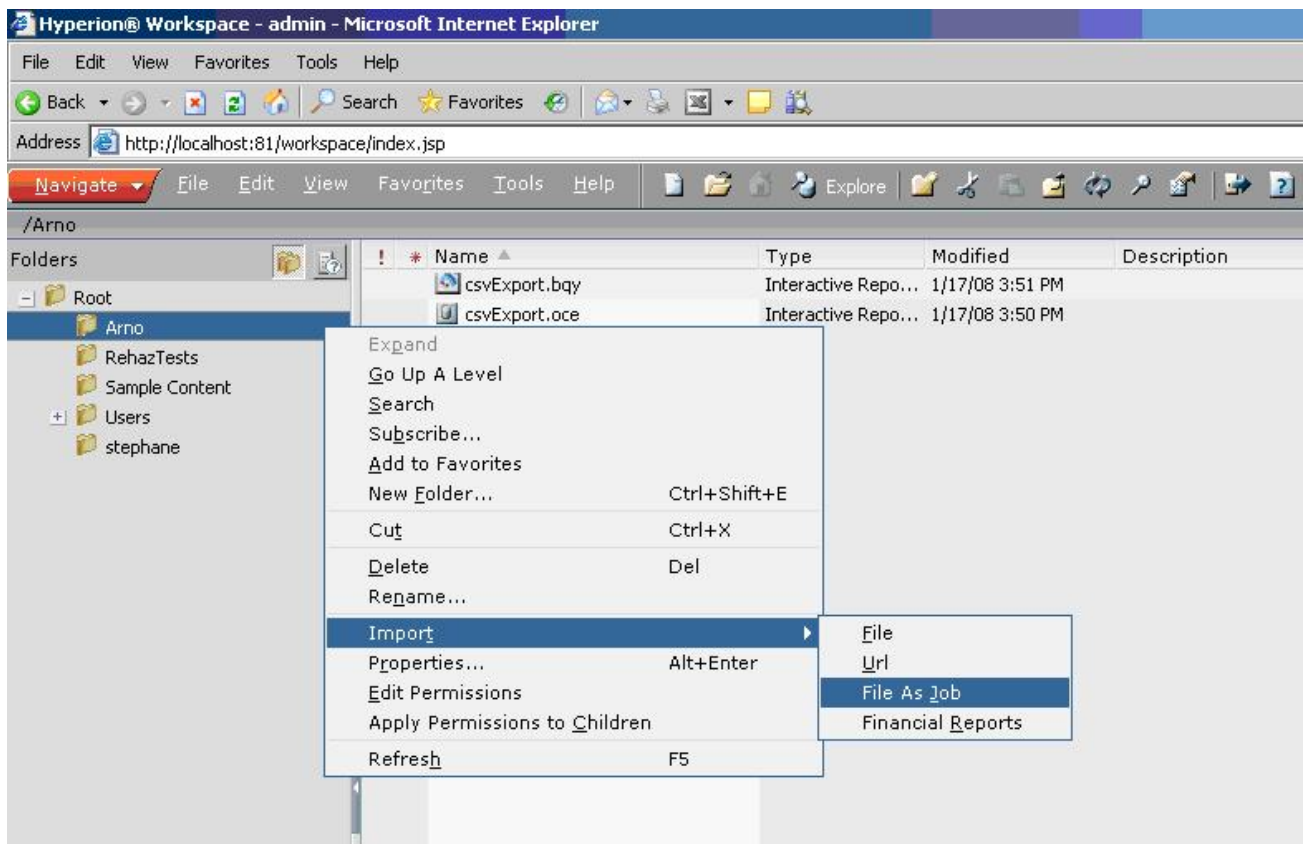
► To configure Workspace so that an Excel job output can be saved in a folder on the Reporting and Analysis server:

1 Create the output directory as shown in the screen shots below. The job output will be created in the specified directory.





2 Create jobs as shown in the screen shots below:



Import: /Arno

1. Choose Job
2. Query
3. Interactive Reporting Job Properties
4. Job Defaults
5. Advanced

Connecting to Data Sources

For each query in your Interactive Reporting Document, assign a database connection (*.oce).

Apply Option to All Queries:

Query/DataModel	Connection	User Name	Password	Options
Query	csvExport.oce	hr	

Query Connections and Processing

Check all queries which should be processed in this job.

Query
<input checked="" type="checkbox"/> Query

Help < Back Next > Finish and Schedule Finish Cancel

Import: /Arno

1. Choose Job
2. Query
3. Interactive Reporting Job Properties
4. Job Defaults
5. Advanced

General Properties

Specify a default action for this job. If your query has dynamic date parameters, you should also specify a calendar.

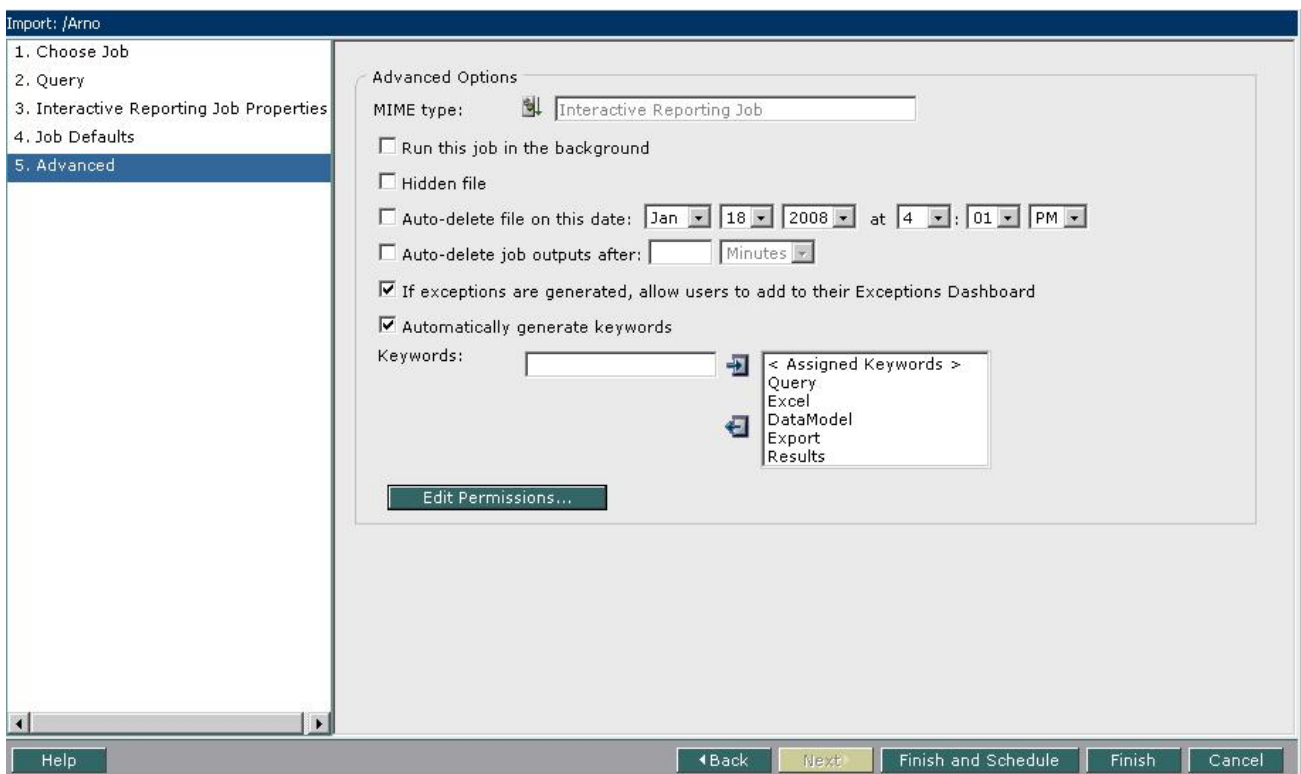
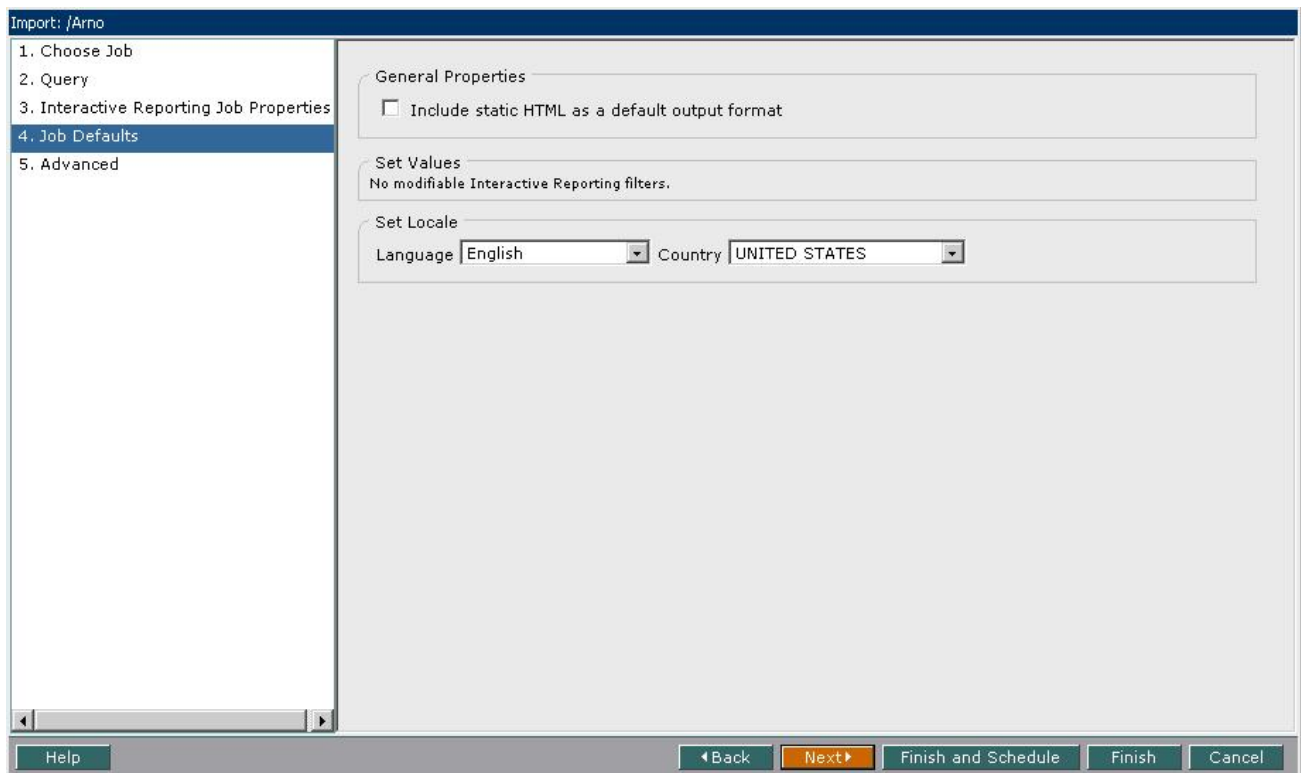
Calendar:

Users running this job can define their own cycles and actions

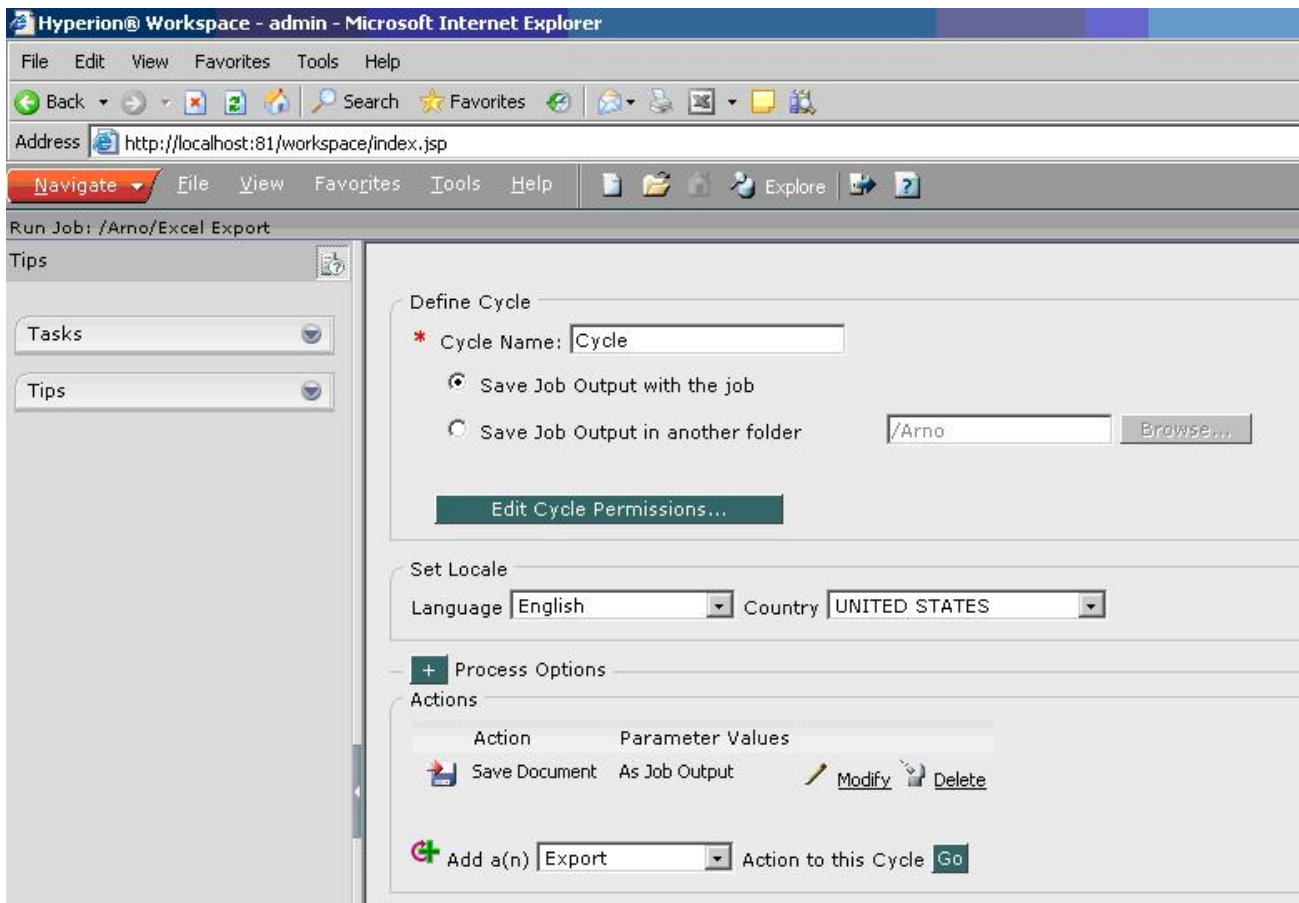
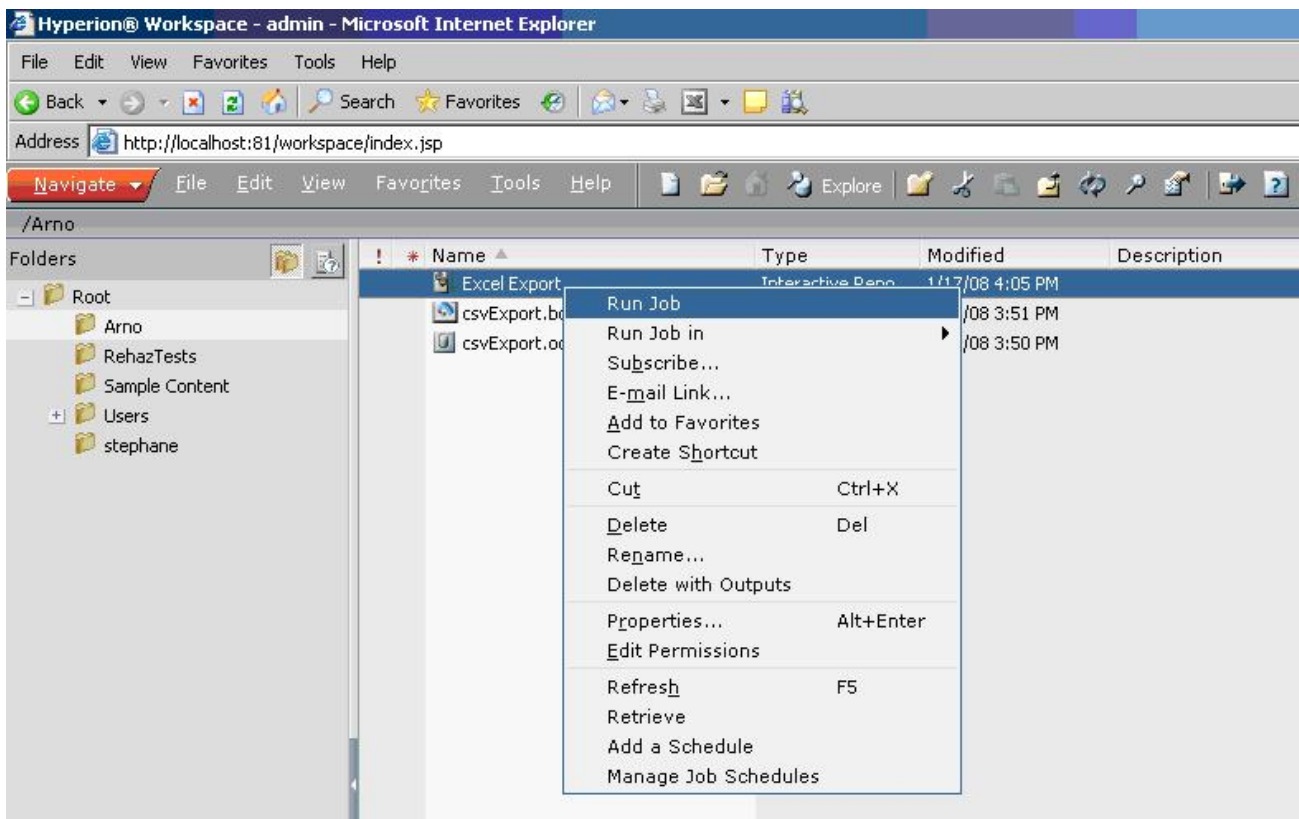
Interactive Reporting Options

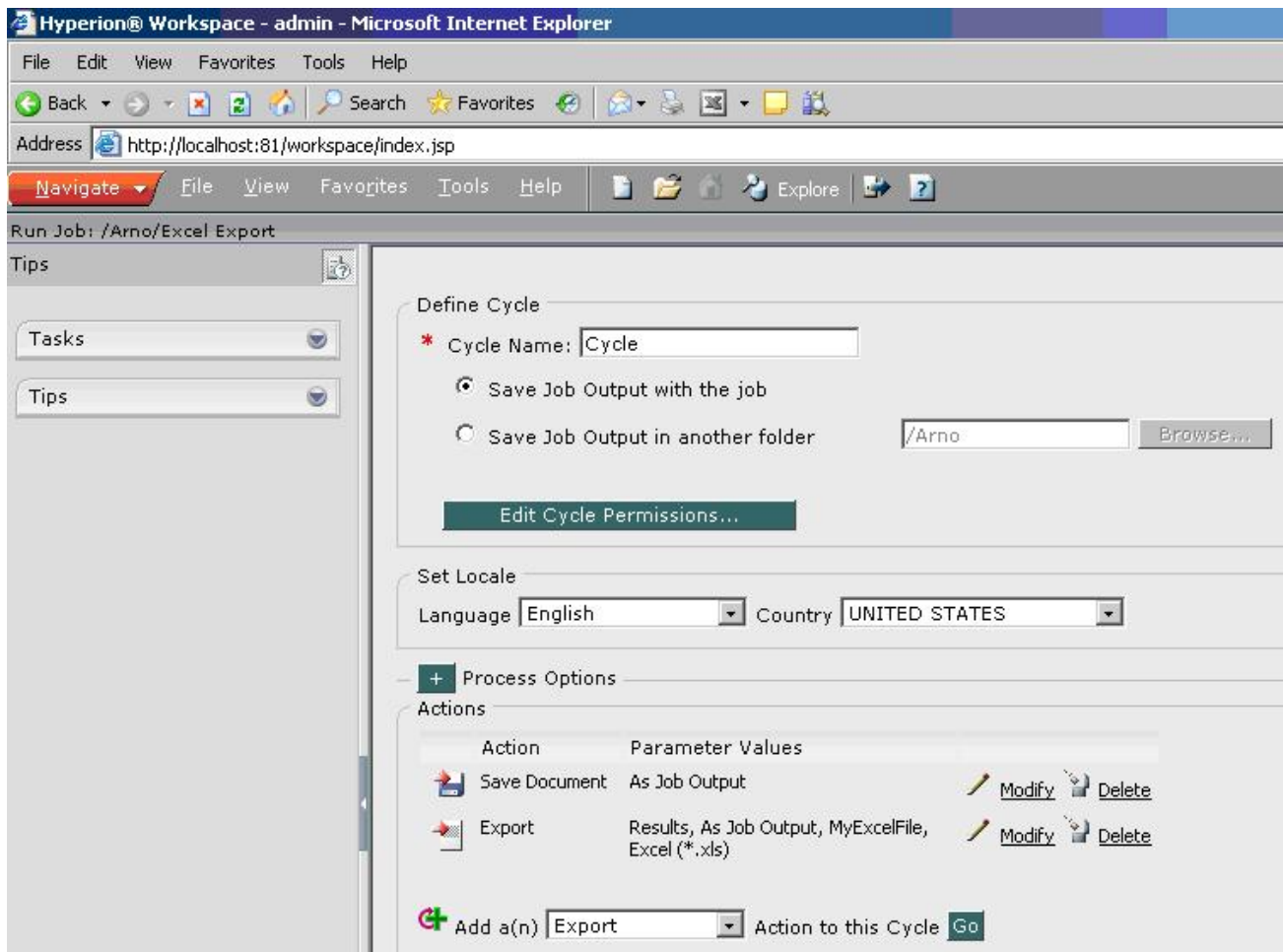
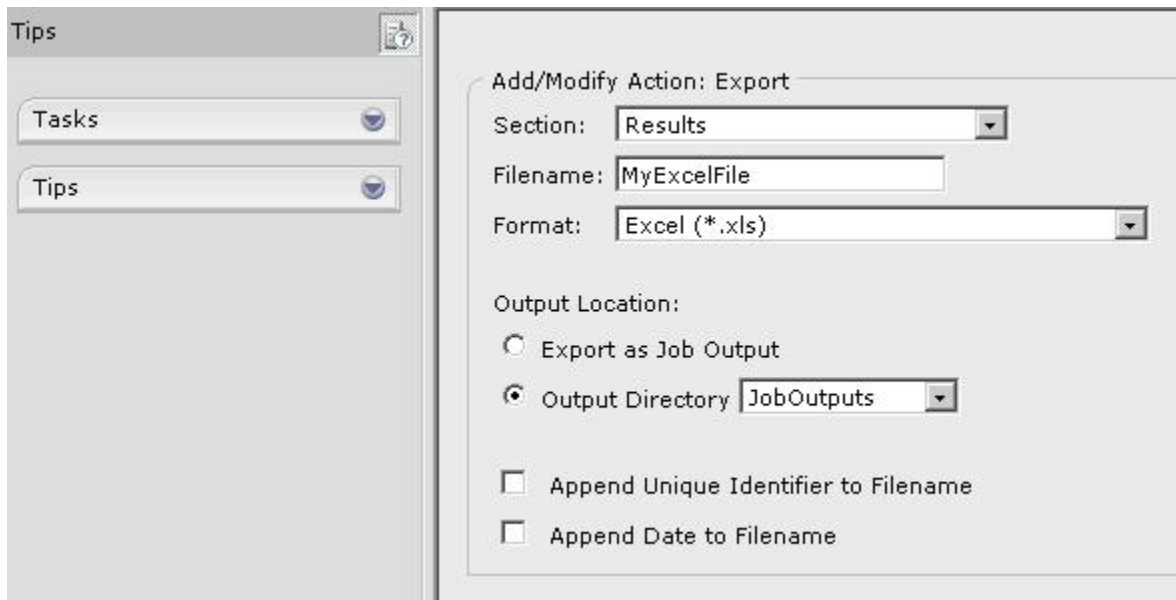
Enable ADR

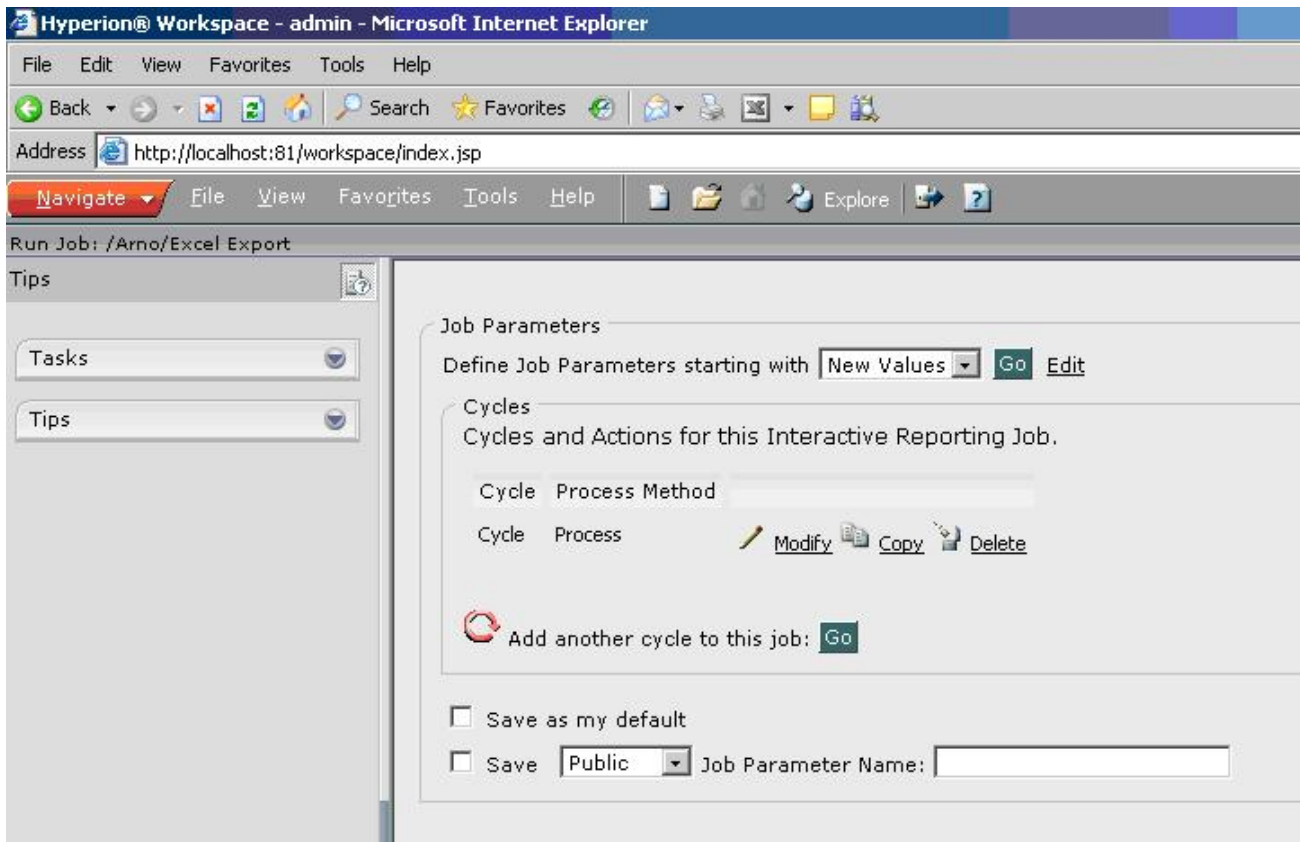
Help < Back Next > Finish and Schedule Finish Cancel



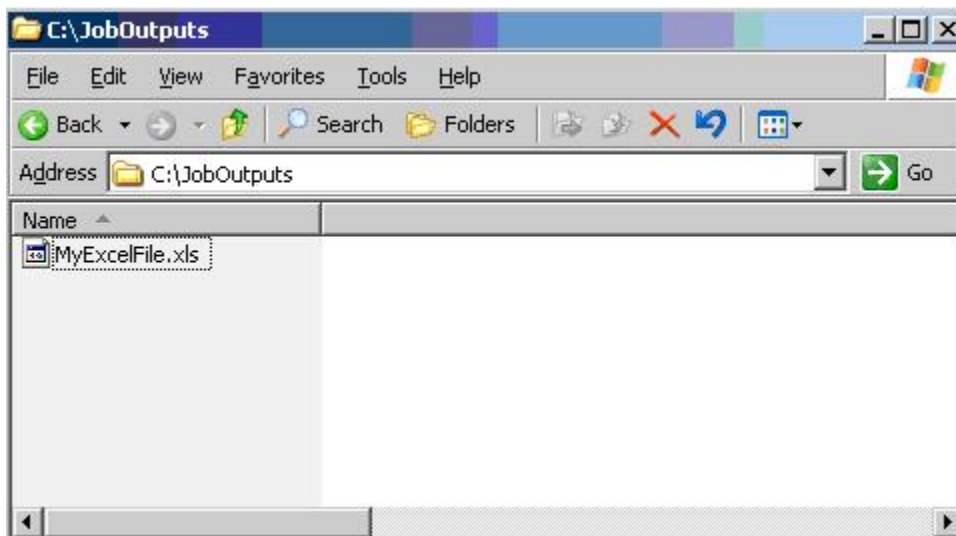
3 Execute jobs as shown in the screen shots below:







4 The Excel file is generated in the output directory as illustrated below:



Where can I find information about performance tuning for Financial Management?

A document containing information intended to assist with performance tuning of Financial Management 11.1.1.x has been posted to My Oracle Support:

<https://support.us.oracle.com/oip/faces/secure/km/DocumentDisplay.jspx?id=1083460.1>

When configuring the Financial Management 11.1.1.x database from EPM System Configurator, I receive several error messages. How do I correct this?

Following is a list of error messages you may receive and actions to take to address them:

- Error:

```
java.lang.NumberFormatException: For input string: "=1521"
```

Modify the `tnsnames.ora` file by providing the space after the equal sign (=) for the PORT attribute. For example, replace `PORT =1521` with `PORT = 1521`.

- Error:

```
java.lang.StringIndexOutOfBoundsException: String index out of range: -1
```

This error may occur because the Oracle database client was not installed. You must install the full Oracle database client to prevent this error.

- Error:

```
Not able to connect to the server http://<Server>:28080/interop/Audit-  
java.net.ConnectException: Connection refused: connect.
```

Verify that services (especially OpenLDAP and Shared Services) are running. If not, restart them and reconfigure the Application Server.

- Error (in `hfm-config.log`)

```
Fatal Error: Configuring AppServer failed. Line:494 File: .\CHFMCConfigUtil.cpp Error  
code:0x80004005 Error: Unspecified error
```

Verify that the Financial Management registry entries are set, specifically, the Authentication entries - `HKLM/Software/Hyperion Solutions/Hyperion Financial Management/Server/Authentication`. If they are not set, there is either a problem with the installation procedure or an installation defect.

- Error returns about registration failed, or the registration task hangs:

Verify that the database UDL file has been created successfully; attempt to open the UDL file and test the database connection. Also, try installing the full Oracle database client.

- The Financial Management Cluster or Server registration tasks fails with this error:

```
Hfm-config.log - "Failed to register cluster fusion. Line:1419 File: .  
\CHFMCConfig.cpp Error code:0x800415c0"
```


Or:

```
Event log - "ESec<<Num>-2147211008</Num><Type>0</Type><DTime>10/20/2008 3:04:11 PM</DTime><Svr>FUSION</Svr><File>HfmADODConnection.cpp</File><Line>23</Line><Ver>11.1.1.0.2013</Ver></ESec><ESec><Num>-2147211008</Num><Type>0</Type><DTime>10/20/2008 3:04:11 PM</DTime><Svr>FUSION</Svr><File>HfmADODConnection.cpp</File><Line>94</Line><Ver>11.1.1.0.2013</Ver><PSec><Param>E:\Hyperion\products\FinancialManagement\Server Working Folder\ORACLE_hfm.udl</Param></PSec></ESec>"
```

Verify the following:

- Verify that the Financial Management database UDL file exists.
- Verify the file/folder security access permissions (Properties/Security tab) for the UDL file and its parent directory, especially for the administrator rights.
- The Financial Management Cluster or Server registration tasks fails with this error:
(<Timestamp>) Failed to register server: A security package specific error occurred. Line:3809 File: .\CEPMWindowsConfig.cpp Error code:0x80070721 Error: A security package specific error occurred.
(<Timestamp>) Failed to register server hitqew2k3-17: IDispatch error #1553

Verify the following:

- The Windows registry key HKLM\SOFTWARE\Microsoft\Ole\EnabledDCOM exists and is set to "Y".
- The Windows registry key HKLM\SOFTWARE\Microsoft\Ole\LegacyAuthenticationLevel exists and is set to 1.
- If you need to contact Support, be sure to include the following log files.
<Hyperion home>\logs\config\configtool.log
<Hyperion home>\logs\config\hfm-config.log
<Hyperion home>\hfm\HsvEventLog.log

The Financial Management DCOM connection configuration failed from EPM System Configurator in release 11.1.1.x. How do I correct this?

- If your Financial Management DCOM configuration fails, check the following:
 - 1 Verify that the username and password are correct.
 - 2 Verify that the server components (CASecurity, HFMServer, HFMServer, HsvDataSource, BIPUBSYSTEMREPORTS, HFMAwbAgent, HFMServer and HFMServer, HFMServer, HsvDataSource, BIPUBSYSTEMREPORTS, HFMAwbAgent, HFMServer and HFMServer) are configured with the current DCOM user and password (i.e., the same username and password).
 - 3 Verify that the Windows registry key HKLM\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Install\Components has the correct installed component entries. If it has any wrong or extra entries, remove them from the list. For example, if a user installed only Application Services, but the HKLM\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Install\Components key shows server, Web, and Office Provider components as the installed components, but Web and Office Provider are not installed on the machine.

The Financial Management workflow tasks fail to execute in release 11.1.1.x. How do I correct this?

Follow these steps to troubleshoot:

➤ Follow these steps to troubleshoot Financial Management workflow task failures:

- 1 **Verify that the Financial Management Callback Agent URL in the registration instance document is correct.**

The URL should specify the Financial Management Web server and contain query string parameters indicating the cluster and application. Example:

```
<AgentURL>HTTP://hostname:80/hfm/EIE/CESAgent.asp?  
Cluster=Cluster1&Application=APP1</AgentURL>
```

- 2 **If the Financial Management cluster name changed since the taskflows were created, they will need to be recreated.**
- 3 **When the application is registered, the CES Agent callback URL is set in the instance document. If the Web server name has changed, the application will need to be re-registered.**
- 4 **If Financial Management is configured for SSL, verify that the certificate is imported into the Shared Services JRE.**
- 5 **Check the `InteropJava.log` file.**
- 6 **Check the `HsvEventLog` file.**
- 7 **Check the Windows Event log.**

To view the Financial Management application instance documents, use this URL:

```
http://<hss_host>:<hss_port>/interop/content/files/<Product>
```

Financial Management release 11.1.1.x workflow tasks seem to execute but their status is stuck in an “Active” state. Or, the first task executes but then workflows stop at that point, never continuing to the next task. How do I correct this?

➤ Follow these steps to troubleshoot:

- 1 **Check for an end link at the end of the last task in the taskflow.**
- 2 **Verify the configuration on the Web server machine. EPM System Configurator must be run on the Web server machine even if this is a “Web server only” installation. If not, the following Windows registry key will not be configured. This is the URL that Financial Management uses to post task results.**
 - a. **Verify that Windows registry key `HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Web\HyperionEIEServer` is**

correctly set to the Shared Services server and port, e.g., `http://<hss_server>:<hss_port>`.

- b. Verify that the resource DLLs and Windows registry keys are set. (Service fix for releases prior to 9.2)

- 3 **Verify that** `HKEY_LOCAL_MACHINE\SOFTWARE\HyperionSolutions\Hyperion Financial Management\ServerResourceDir` **is set to the location of the resource DLLs.**

The typical location of resource DLLs is. `<Hyperion_home>\products \FinancialManagement\Server\HsvTier2ResXXXXX.dll`.

- 4 **Check the Windows Event log for errors.** Financial Management posts an event if there is an error or warning returned when posting a task result to the Shared Services server.

A Financial Management release 11.1.1.x data load or extract task fails to execute when working with workflows. How do I correct this?

► Follow these steps to troubleshoot:

- 1 **Verify that the path to the load or extract file exists on the Web server machine and that the IUSR_XXX account has read access (or write access for extract) to the file.** If the UNC path is specified, verify access to the share location.
- 2 **Verify the DCOM settings for the `HFMFileTransferServer.exe` process.** Verify that the launching user contains the account that is running the IIS process (`NETWORK SERVICE` is the default for Windows 2003).

If you need to contact Support, enable the DEBUG log level for Task Automation server logging and run the taskflow. Provide the following logs:

```
Interopjava.log
HsvEventlog.log
SharedServices_Taskflow.log
```

Extract the following Windows registry on the Financial Management Web server machine from this key: `HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management`

I tried selecting a Financial Management release 11.1.1.x application in Shared Services to browse artifacts but received a “can’t connect” error. How do I correct this?

► Follow these steps to troubleshoot:

- 1 **Verify that the logged-in user is provisioned and has the necessary roles for the application to perform lifecycle management tasks.**

There may be errors in the <hyperion_home>\logs\hfm\interopjava.log file if they do not have the correct permissions. For example, the log may contain this error:

```
04-17 10:26:18 ERROR Authentication Logged on user is not provisioned for this application
```

- 2 **Verify that the Financial Management Lifecycle Management Web service is running using this URL:**

```
http://<hfm_webserver><port>/HFMLCMService/LCMWS.asmx
```

The list of Web service methods should be displayed.

- 3 **Verify that debugging is enabled in the web.config file, like so:**

```
<Hyperion_home>\products\FinancialManagement\Web\HFMLCMService
<microsoft.web.services3>
  <diagnostics>
    <trace enabled="true" input="InputTrace.webinfo" output="OutputTrace.webinfo" />
      <detailedErrors enabled="true" />
    </diagnostics>
  </microsoft.web.services3>
```

If set to true, the account running the Web service application pool (network service is the default) must have full security rights to the <Hyperion_home>\products\FinancialManagement\Web\HFMLCMService folder.

- 4 **Check the Lifecycle Management log on the Shared Services machine for errors:**

```
<Hyperion_home>\logs\SharedServices9\SharedServices_LCM.log
```

When migrating Financial Management release 11.1.1.x artifacts with Lifecycle Management, I receive this error message in the migration status report: “access denied to ...HFMFileTransfer/<filename>”. How do I correct this?

► Follow these steps to troubleshoot:

- 1 **Verify that the account running the Web service application pool (network service is the default) has full security rights to the** `<Hyperion_home>\products\FinancialManagement\Web\HFM\FileTransfer` **folder.**
- 2 **Enable debugging options in** `<Hyperion_home>\products\FinancialManagement\Web\HFMLCMService\Web.config`.

There are two logging options (Application debugging and Web service trace).

- 3 **Assign full security rights for network service account to the following folders:**

`<Hyperion_home>\products\FinancialManagement\Web\HFMLCMService`
`<Hyperion_home>\logs\hfm`

If you need to contact Support, be sure to include the following log files:

Log files from the Financial Management Web server machine:

`SharedServices_LCM.log`
`HFMLCMService.log`
`<Hyperion_home>\products\FinancialManagement\Web\HFMLCMService InputTrace.webinfo,`
`OutputTrace.webinfo`

Log files from the Financial Management application server

`InteropJava.log`
`HsvEventlog.log`

I am experiencing login failures in Financial Management release 11.1.1.x. How do I correct this?

The `InteropJava.jar` file is the Java component used by Financial Management to make calls to Shared Services. If an error occurs during the open application process, the first thing to check is the `InteropJava.log` file (in `<Hyperion_home>\logs\hfm`). Check this file for errors.

The default log level is set to “ERROR” which can be changed to “DEBUG” to generate more data that may help the debugging process. Modify the `interopJava.properties` file (in `<Hyperion_home>\products\FinancialManagement\Server\interopJava.properties`) to change the log level.

Open the file and modify the following line:

```
log4j.category.com.hyperion.hfm.security.Authentication=DEBUG,dest1
```

If you need to contact Support, be sure to include the following files from the Financial Management application server:

```
Log files  
InteropJava.log  
HsvEventlog.log
```

When I click on a registered server or cluster while opening a Financial Management release 11.1.1.x application, I receive this error message: "The server process could not be started because the configured identity is incorrect. Check the username and password." How do I correct it?

➤ To correct this, follow these steps:

- 1 Check the DCOM user account properties to check whether the Account is disabled/locked out.
- 2 If yes, deselect those two property options.

Is there a "one-stop shop" for EPM System documentation, training, classes, and so forth?

Yes. The EPM Documentation Portal provides a single entry point to locate documentation, instructor-led training, online classes, User Productivity Kits (UPK), self-study CDs, Certification Programs, and other helpful information that assists with the EPM System implementation process and enhances a customer's experience with our products.

The tool is available on [oracle.com](http://www.oracle.com) from this link: <http://www.oracle.com/us/solutions/ent-performance-bi/index.html>

- On the right hand side of the page, click on **Technical Information**
- then **Enterprise Performance Management Documentation Portal**

which takes you to this page: <http://www.oracle.com/us/solutions/ent-performance-bi/technical-information-147174.html>

Are there any new training materials available for EPM System release 11.1.2?

Yes, Oracle-By-Examples (OBEs) for release 11.1.2 can be accessed from [OTN](#)

11.1.2 New Feature Tutorials can be accessed as follows:

- Access for employees:
 - From the Hyperion Curriculum Development team website: <http://currdev.hyperion.com>
 - From My Oracle: <http://my.oracle.com/content/web/CNT233164>
- Access for partners:
 - From Oracle Partner Network: <http://www.oracle.com/partners/secure/education/featured-training/hyperion-training-072142.html>
- Access for customers:
 1. Go to [My Oracle Support](#).
 2. In the “Getting Started” area of the Dashboard, click on “My Oracle Support Training Central”.
 3. In the “TOI (Transfer of Information) Program” section, click on the “TOI / New Features online training” link.
 4. On the “TOI (Transfer of Information) / New Features Online Training” page, click on the desired “Product Line” to access New Features training.

Register for Instructor-led Training (ILT) on education.oracle.com.

Why do I get the following error when deploying Financial Management Release 11.1.2? Please install missing templates: Oracle JRF WebServices Asynchronous services

JRF WebServices Asynchronous services are required for Financial Management to work with Financial Close Management. If you are not using or have not installed Financial Close Management, you do not have to select the “Deploy to Application Server” task in EPM System Configurator for Financial Management. If you inadvertently select “Deploy to Application Server” for Financial Management, you can ignore any error messages as they don’t impact the functionality of the Financial Management product.

In Financial Close Management Release 11.1.2, the status of a Close process has not changed from “Pending” for awhile. What could be wrong?

Financial Close Management requires that the SOA Managed Server and WebLogic Admin server are running. The status of a Close process will remain in a “Pending” state if one of the SOA Managed Servers or WebLogic Admin server is not running.

If the SOA Managed Server is not running, in the `FinancialClose.log` you see an error similar to:

```
[2010-07-27T14:14:25.094-04:00] [FinancialClose0] [ERROR] [] [oracle.apps.epm.fcc.model]
[tid: 23] [userId: admin] [ecid: 0000IcL7CiR1BhMLUM5Eic1CJPkU0000um,0] [SRC_CLASS:
oracle.apps.epm.fcc.model.applicationModule.bpel.CompositeDeployer] [APP:
FinancialClose] [SRC_METHOD: m_executeCommand] Can't find resource for bundle
java.util.PropertyResourceBundle, key Failed deploying the composite[[
java.net.ConnectException: Connection refused: connect
  at java.net.PlainSocketImpl.socketConnect(Native Method)
  at java.net.PlainSocketImpl.doConnect(PlainSocketImpl.java:333)
  at java.net.PlainSocketImpl.connectToAddress(PlainSocketImpl.java:195)
```

If the WebLogic Admin server is not running, in the `FinancialClose.log` you see an error similar to:

```
[2010-07-23T16:56:47.266-04:00] [FinancialClose0] [ERROR] [] [oracle.apps.epm.fcc.model]
[tid: 15] [userId: admin] [ecid: 0000Ic16D^2FSYVLqaQOAlCIS1300006t,0] [SRC_CLASS:
oracle.apps.epm.fcc.model.applicationModule.SOAServerManager] [APP: FinancialClose]
[SRC_METHOD: _initJMXConnector] [[
java.io.IOException
  at
weblogic.management.remote.common.ClientProviderBase.makeConnection(ClientProviderBase.j
ava:195)
  at
weblogic.management.remote.common.ClientProviderBase.newJMXConnector(ClientProviderBase.
java:83)
  at
javax.management.remote.JMXConnectorFactory.newJMXConnector(JMXConnectorFactory.java:
338)
```

See the [Installation and Configuration Troubleshooting Guide](#) for more Financial Close Management troubleshooting tips.

In Financial Close Management 11.1.2, the status of a Close process changes from “Pending” to “Open” when the user starts a process (which means it is running), but none of the individual tasks start. What could be wrong?

This problem can occur if the keystore is not correctly defined. If you see the following error in the SOA Managed Server log, see the [EPM System Installation Guide](#) (“Financial Close Management Postconfiguration Tasks” in the chapter “Performing Postconfiguration Tasks”):

```
[2010-07-27T14:34:54.469-04:00] [soa_server1] [ERROR] [WSM-00101]
[oracle.wsm.resources.security] [tid: [ACTIVE].ExecuteThread: '2' for queue:
'weblogic.kernel.Default (self-tuning)'] [userId: <anonymous>] [ecid:
0000IcLBt6Z1BhMLUM5Eic1CJmIM00001v,0] [APP: soa-infra] [arg: C:\Oracle\Middleware
\user_projects\domains\soa_domain\config\fmwconfig\default-keystore.jks] The specified
keystore file C:\Oracle\Middleware\user_projects\domains\soa_domain\config\fmwconfig
\default-keystore.jks cannot be found; it either does not exist or its path is not
included in the application classpath.
[2010-07-27T14:34:54.484-04:00] [soa_server1] [ERROR] [WSM-00111]
[oracle.wsm.resources.security] [tid: [ACTIVE].ExecuteThread: '2' for queue:
'weblogic.kernel.Default (self-tuning)'] [userId: <anonymous>] [ecid:
0000IcLBt6Z1BhMLUM5Eic1CJmIM00001v,0] [APP: soa-infra] Keystore is not properly
configured in JPS config.
[2010-07-27T14:34:54.609-04:00] [soa_server1] [WARNING] [WSM-01688]
[oracle.wsm.resources.policy] [tid: [ACTIVE].ExecuteThread: '2' for queue:
'weblogic.kernel.Default (self-tuning)'] [userId: <anonymous>] [ecid:
0000IcLBt6Z1BhMLUM5Eic1CJmIM00001v,0] [APP: soa-infra] [arg:
oracle.wsm.security.SecurityException: WSM-00101 : The specified keystore file C:\Oracle
\Middleware\user_projects\domains\soa_domain\config\fmwconfig\default-keystore.jks
cannot be found; it either does not exist or its path is not included in the application
classpath.] X509 Certificate will not be advertised due to underlying exception
"oracle.wsm.security.SecurityException: WSM-00101 : The specified keystore file C:\Oracle
\Middleware\user_projects\domains\soa_domain\config\fmwconfig\default-keystore.jks
cannot be found; it either does not exist or its path is not included in the application
classpath.
```

See the [Installation and Configuration Troubleshooting Guide](#) for more Financial Close Management troubleshooting tips.

In HFM’s task flow functionality, which server component is responsible for sending the actual email?

HFM’s task flow uses services within Shared Services to provide this functionality. All emails are sent from the Shared Services Web application.

In Release 11.1.2, the Financial Reporting Print Server fails to generate a report on Windows 2008. How can I resolve this issue?

You might see one of the following symptoms:

- PDF is not generated
- The Printserver log shows memory issues such as out of memory or heap issue
- The Printserver service is not in services list

And the following errors in the logs:

```
@[oracle.EPMFR.core.reporting.printserver.PrintInstanceThread] [tid:
@ Thread-12] [ecid: 0000I_UvPL9Bd5ECj7rI8o1C87ML000002,0] [SRC_CLASS:
@ com.hyperion.reporting.printserver.PrintInstanceThread] [SRC_METHOD: run] [[
@ java.lang.OutOfMemoryError: Java heap space
@      at
@ com.hyperion.reporting.javacom.HRDocumentPrinting.GetPrinterPort(Native
@ Method)
@      at com.hyperion.reporting.printserver.PrintInstanceThread.run(Unknown
@ Source)
```

or

```
@ Installing Printer: HRPrinter1
@ .
@ FAIL: Cannot complete this function.
```

➤ To resolve these issues:

- 1 **Stop the Print Server service if it is running.**
- 2 **Install Financial Reporting Studio Client on the machine hosting the Financial Reporting Print Server.**

This ensures that any missing files or registry entries are made correctly because the Print Server and Financial Reporting Studio share many files and settings.

- 3 **Install Windows 2008-compatible Postscript drivers.**

The best way to do this is to install any Windows postscript printer from the Windows 2008 installer.

- 4 **From a command line, run** `EPM_ORACLE_HOME/products/biplus/bin/HRCreatPrinters.exe`.

This configures the Financial Reporting printer drivers.

- 5 **From a command line, run** `MIDDLEWARE_HOME/user_projects/epmsystem1/FinancialReporting/printserver/bin/RegisterPrintServices.cmd`.

This registers the Print Server with the service list.

- 6 **Start the Print Server service.**

In EPM System Release 11.1.2, the Administration Services Console is missing the Business Rules node. How do I resolve this?

This problem can occur if the Administration Services Console is the only product installed in an EPM Oracle Home, because EPM System Installer does not install the `common/log4j` folder when Administration Services Console is installed alone. To resolve this issue, install the Integration Services Client on the machine where the Administration Services Console is installed.

After repeated purging of audit data using Shared Services, table space does not seem to be freed up in Oracle Database.

In Oracle database, table space is not freed automatically when you delete the data from the tables. Stop the Shared Services Server and execute the following queries so that the space occupied by the table shrinks. After executing the queries, restart the Shared Services server.

```
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
```

Can I monitor EPM System release 11.1.2 with Oracle Enterprise Manager?

Oracle Enterprise Manager (EM) Grid Control is the flagship product for integrated management of IT infrastructure. You can use it to manage components of EPM System that EM can manage including the operating system, WebLogic server, and the database. See the EM documentation for information about its capabilities and modules: <http://www.oracle.com/us/products/enterprise-manager/index.html>.

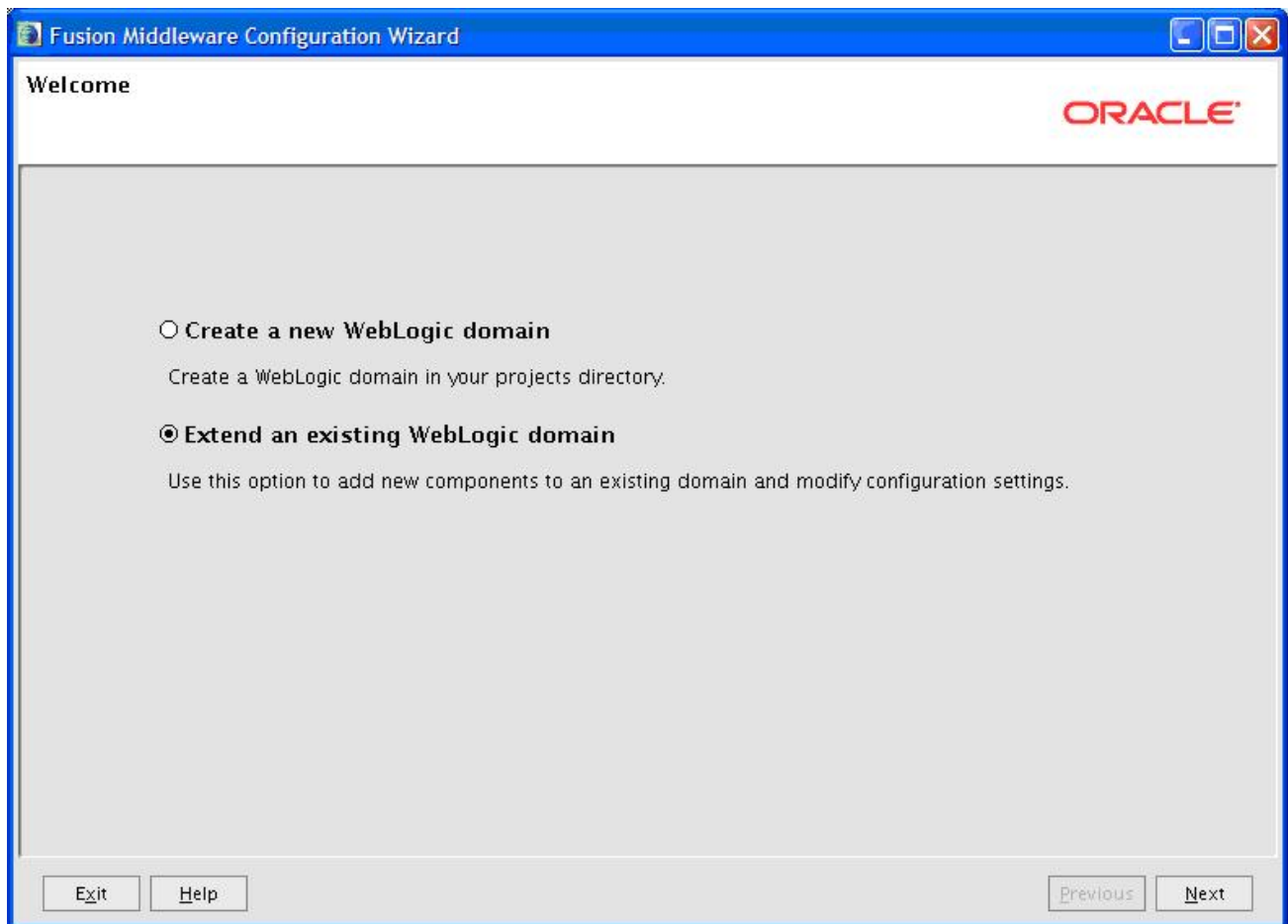
EPM System also includes Enterprise Manager Fusion Middleware Control that can be used to manage the WebLogic domain. You can use this embedded Enterprise Manager to manage all the Java Web applications in EPM System out of the box. The full version of EM with Enterprise Manager Grid Control adds functionality on top of the Fusion Middleware Control, including historical information of the metrics.

How do I setup Enterprise Manager for EPM System release 11.1.2?

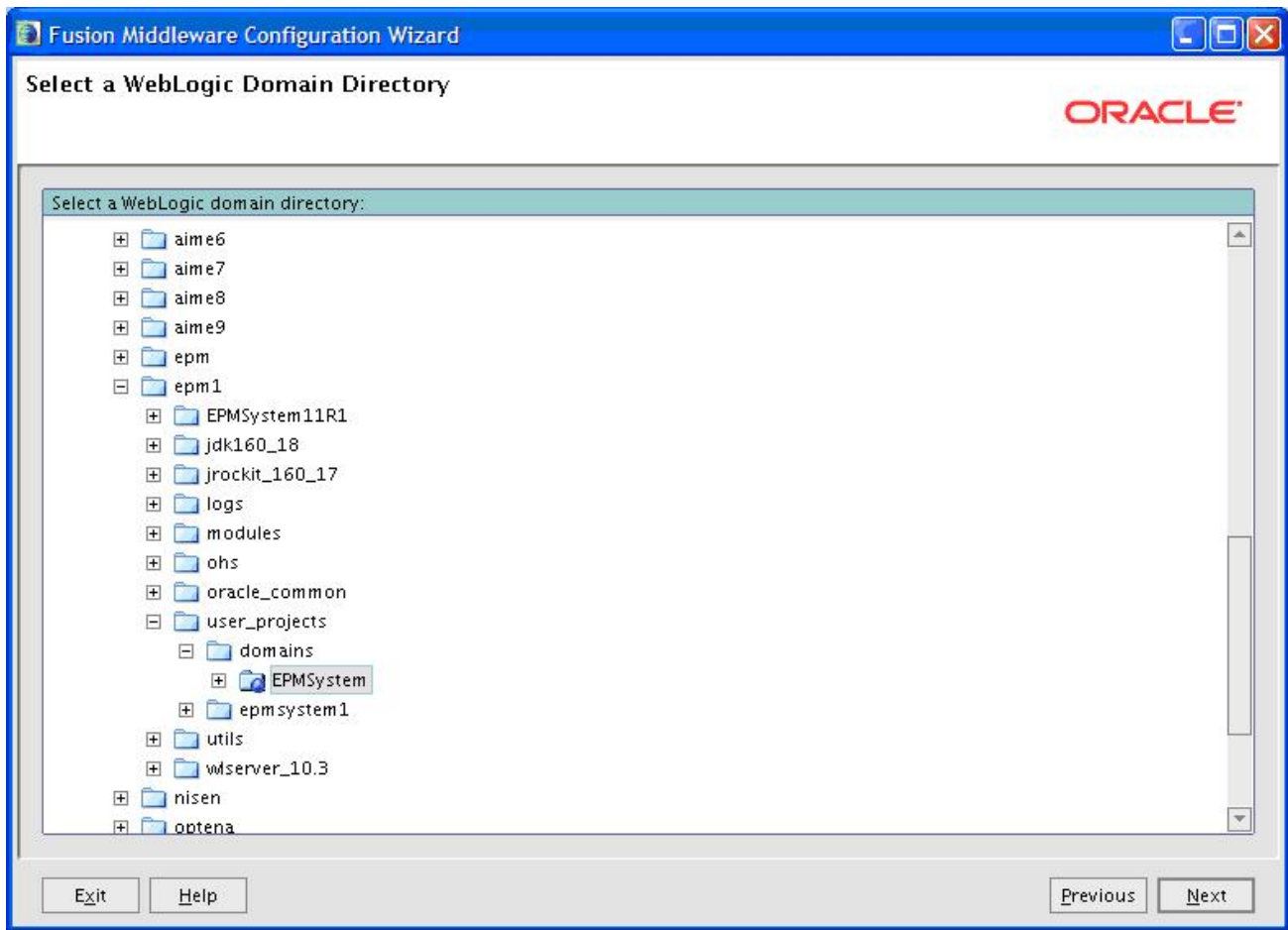
The Enterprise Manager Fusion Middleware Control that ships with Oracle WebLogic can be used to manage the domain in which the EPM System Java Web applications are running.

► To set it up:

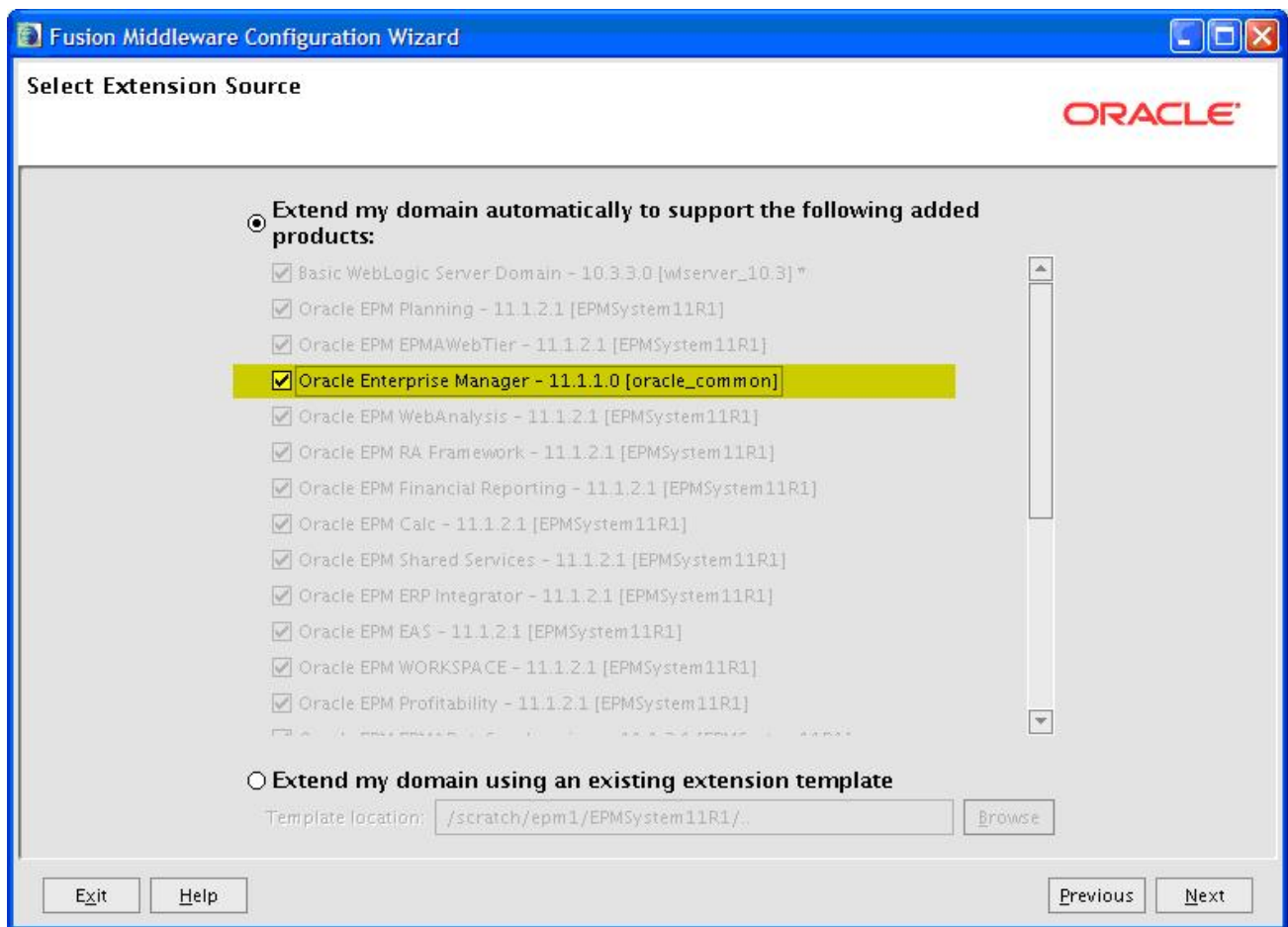
- 1 Make sure the admin server for the domain is not running.
- 2 On the machine where the admin server was setup (typically, this is the Foundation Services machine – EPM System Configurator creates the domain and the admin server by default on this machine), extend the domain using the WebLogic config wizard:
 - a. Launch the WebLogic config wizard (from the menu in Windows) or launch from `MW_HOME/wlserver_10.3/common/bin/config` (`config.sh` on Unix).
 - b. Select **Extend an existing WebLogic domain**.



- c. Select the domain being used by EPM System. Typically, the default domain is created under `MW_HOME/user_projects/domains` and is called `EPMSys`.



d. Select the Enterprise Manager config template.



- e. Extend the domain with the template.
- f. Start the admin server.

Enterprise Manager is now available to monitor the domain. You can now login to EM using `http://<adminserverhost>:<port>/em` and use the domain admin userid and password.

Oracle Enterprise Manager - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://adc2190534:7701/em/faces/targetauth/emasLogin?target=Farm_EPMSystem&type=oracle_ias_fan

Oracle Enterprise Manager

ORACLE

Enterprise Manager 11g

Fusion Middleware Control

Login to Oracle Fusion Middleware Control

Farm: Farm_EPMSystem

* User Name:

* Password:

Enhanced User Experience

- ☐ **Menu Based Navigation**
Finding a feature in Enterprise Manager is now easy with menus. Well-designed menu navigation makes the product easy to learn and remember.
- ☐ **Interactive Correlation Charts**
- ☐ **Dynamic Context Menu**
- ☐ **Context Sensitive Help**

New Features

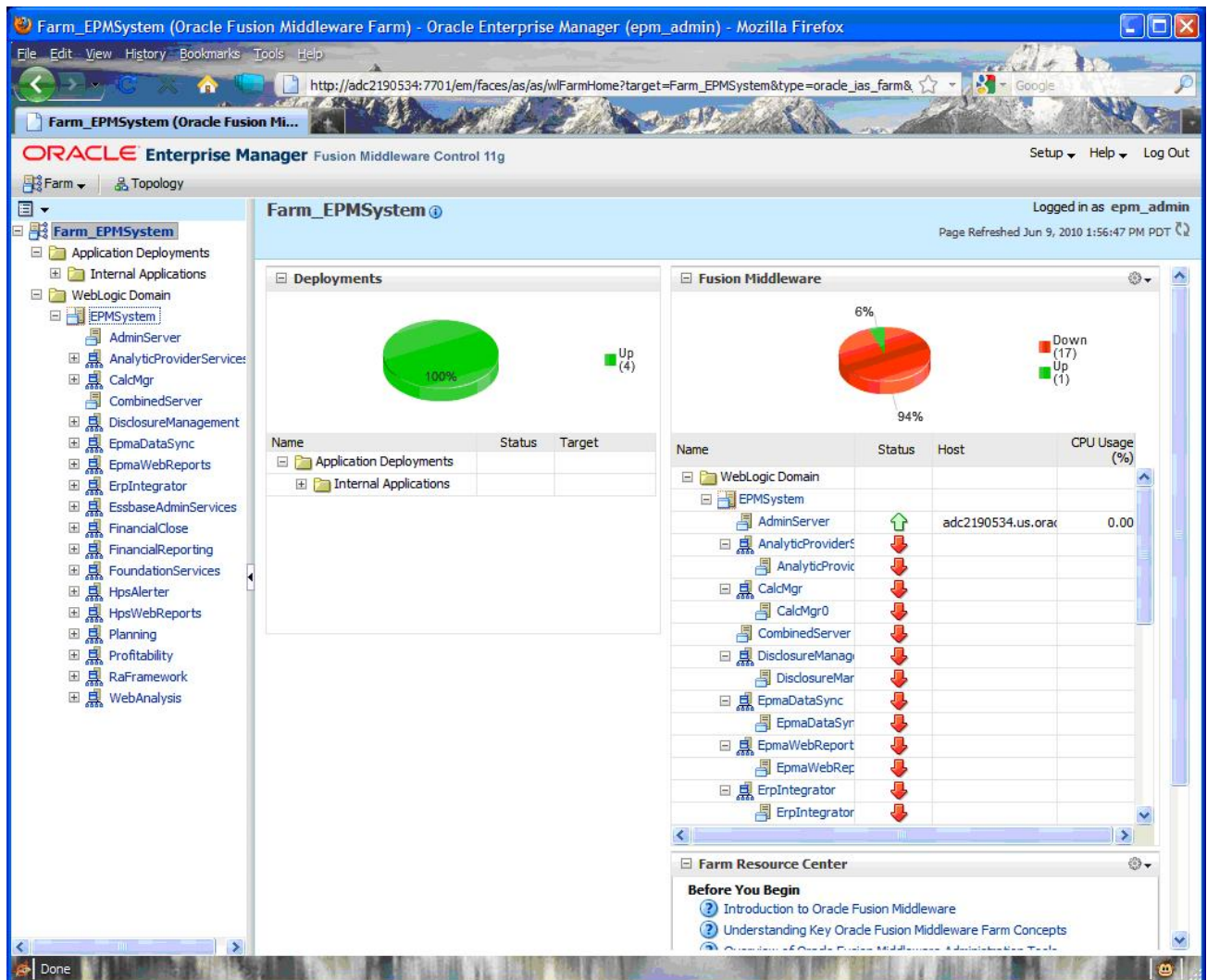
- ☐ **SOA Management**
You can manage, monitor and diagnose the SOA infrastructure, as well as the composite applications you deploy. You can configure service engines such as BPEL, Mediator, Human Work Flow and can deploy and manage SCA composite applications.
- ☐ **Identity Management**
- ☐ **WebCenter Management**
- ☐ **Complete Security and Audit Management**
- ☐ **Configure Logging and Search Log Files**

Did you know...

Manage and Secure Web Services and SOA Applications
You can manage and secure Web services and SOA applications. You can define new service policies. You can enforce service policies of service endpoints. You can also test Web service endpoints and monitor their performance and faults.

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Done



What can I do with Enterprise Manager Fusion Middleware Control that comes with WebLogic 11g?

You can monitor the health and performance of the Java Web applications in EPM System release 11.1.2. You can see the status of the servers and the Web applications running, the servers they are running on, and the ports they are listening on:

EPMSystem WebLogic Domain Logged in as epm Page Refreshed Sep 13, 2010 4:21:30 PM

Summary

General

Administration Server: AdminServer
Administration Server Host: hit-arch2.hyperion.com
Administration Server Listen Port: 7001

To configure and manage this WebLogic Domain, use the [Oracle WebLogic Server Administration Console](#).

Servers

Name	Status	Host	Cluster	Listen Port	Active Sessions	Request Processing Time (ms)	Bear Accesses (per minute)
AdminServer	Up	hit-arch2.		7001	3	52	0.00
EPMServer0	Up	hit-arch2.	EPMServe	9000	0	0	0.00
TestServer	Down			Unavailab	Unavailab	Unavailable	Unavailab
TestServer 1	Down		EPMServe	Unavailab	Unavailab	Unavailable	Unavailab

Clusters

Name	Servers	Cluster Address	Cluster Messaging Mode	Default Load Algorithm	Session Replication Type
EPMServer	2		Unicast	Round Robin	(None)

Deployments

Name	Status	Target
Application Deployments		
Internal Applications		
AIF(11.1.2.0)	Up	EPMServer0
APS(11.1.2.0)	Down	EPMServer0
APS(11.1.2.0)	Down	EPMServer0
CALC(11.1.2.0)	Up	EPMServer0
DISCLOSUREMANAGEMENT(11.1.2.0)	Up	EPMServer0

You can see the performance of each managed server:

EPMSystem WebLogic Domain Logged in as epm Page Refreshed Sep 13, 2010 4:21:30 PM

Summary

General

Administration Server: AdminServer
Administration Server Host: hit-arch2.hyperion.com
Administration Server Listen Port: 7001

To configure and manage this WebLogic Domain, use the [Oracle WebLogic Server Administration Console](#).

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EPMServer0	Up	hit-arch2.	EPMServe	9000	0	0	0.00
TestServer	Down			Unavailab	Unavailab	Unavailable	Unavailab
TestServer 1	Down		EPMServe	Unavailab	Unavailab	Unavailable	Unavailab

Clusters

Name	Servers	Cluster Address	Cluster Messaging Mode	Default Load Algorithm	Session Replication Type
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Deployments

Name	Status	Target
Application Deployments		
Internal Applications		
AIF(11.1.2.0)	Up	EPMServer0
APS(11.1.2.0)	Down	EPMServer0
APS(11.1.2.0)	Down	EPMServer0
CALC(11.1.2.0)	Up	EPMServer0
DISCLOSUREMANAGEMENT(11.1.2.0)	Up	EPMServer0

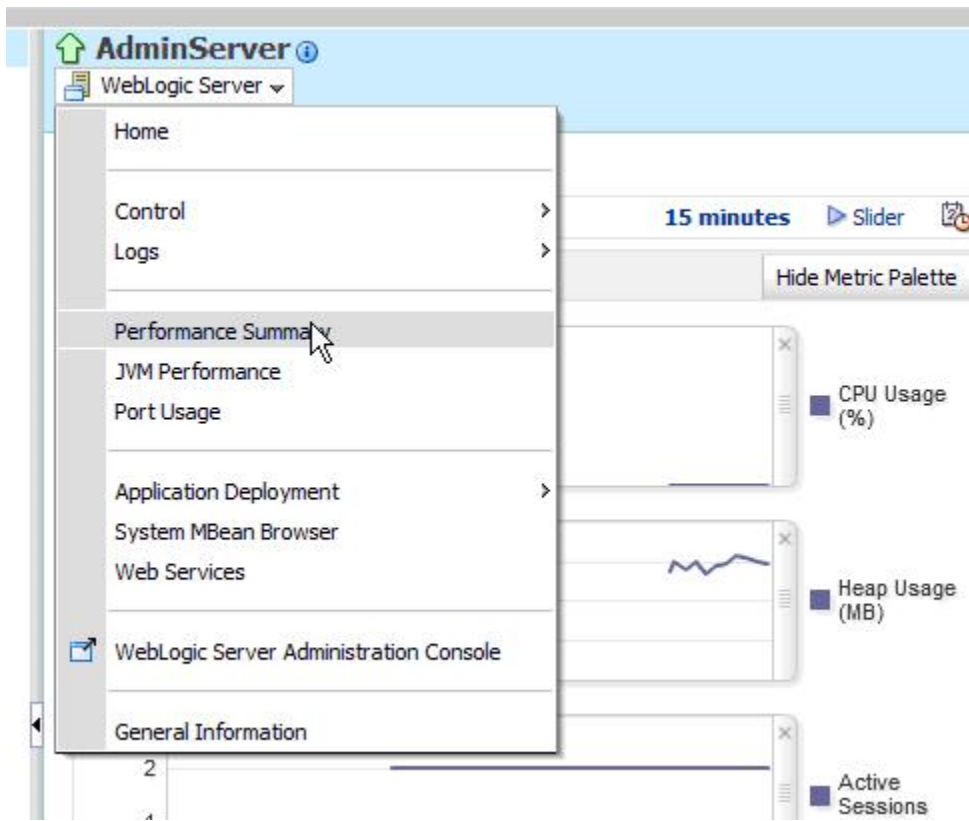
You can see the performance of the Web applications running in the managed servers:

Deployments				
Application Deployments				
Name	Status	Active Sessions	Request Processing Time (ms)	Bean Accesses (per minute)
Internal Applications				
AIF(11.1.2.0)	↑	0	0	0.00
APS(11.1.2.0)	↓	Unavailable	Unavailable	Unavailable
CALC(11.1.2.0)	↑	0	0	0.00
DISCLOSUREMANAGEMENT(11.1.2.0)	↑	0	0	0.00
EAS(11.1.2.0)	↓	Unavailable	Unavailable	Unavailable
EPMDATASYNCHRONIZER(11.1.2.0)	↓	Unavailable	Unavailable	Unavailable

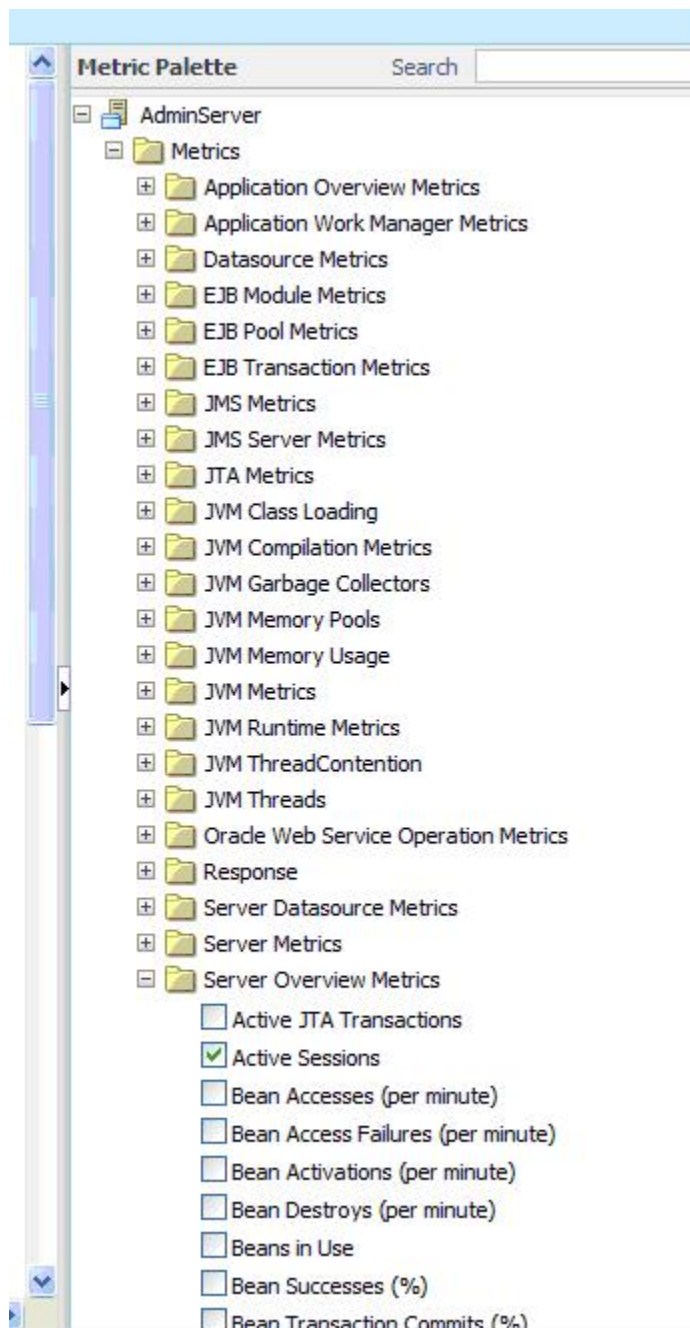
Most Requested							
Servlets and JSPs							
Oracle Infrastructure Web Services							
Name	Web Module	Application	Requests Processed	Average Client Processing Time (ms)	Requests (per minute)	Total Client Processing Time (ms)	
WebServiceServlet	workspace	WORKSPACE(11.1.2.0)	0	0	0.00	0	0
ActionServlet	profitability	PROFITABILITY(11.1.2.0)	0	0	0.00	0	0
JspServlet	/aps	APS(11.1.2.0)	0	0	0.00	0	0
logon	awb	EPMAWEBTIER(11.1.2.0)	0	0	0.00	0	0
HspAuditing	HyperionPlanning	PLANNING(11.1.2.0)	0	0	0.00	0	0
wsrp4j	HPSWebReports	HPSWebReports(11.1.2.0)	0	0	0.00	0	0
ReqInfoServlet	workspace	WORKSPACE(11.1.2.0)	0	0	0.00	0	0
HspPropertyEditorServlet	HyperionPlanning	PLANNING(11.1.2.0)	0	0	0.00	0	0

What metrics can be monitored for EPM System release 11.1.2 with Enterprise Manager?

Enterprise Manager Fusion Middleware Control provides a large number of metrics to monitor the health and performance of your Java Web applications. You can see all available metrics by selecting the server you want to monitor and navigating to WebLogic Server->Performance Summary.



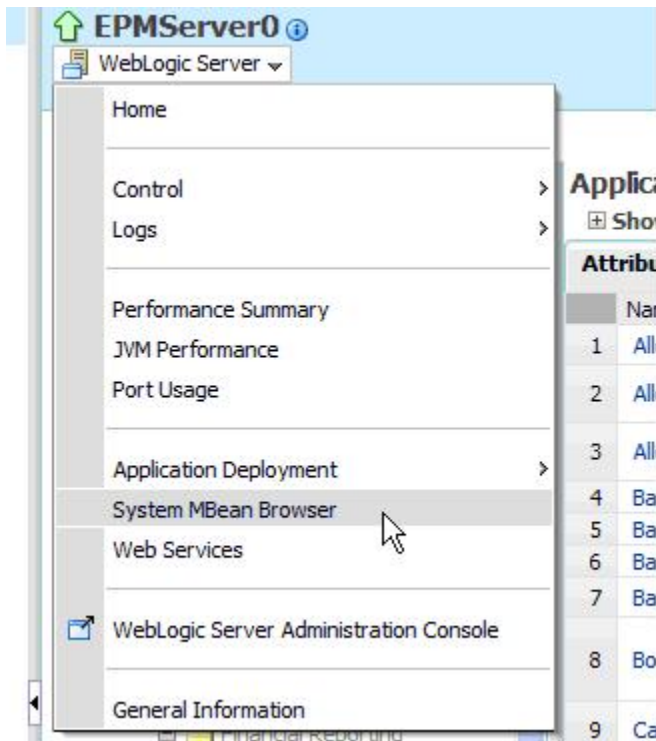
Here is a sampling of the categories of metrics that are available:



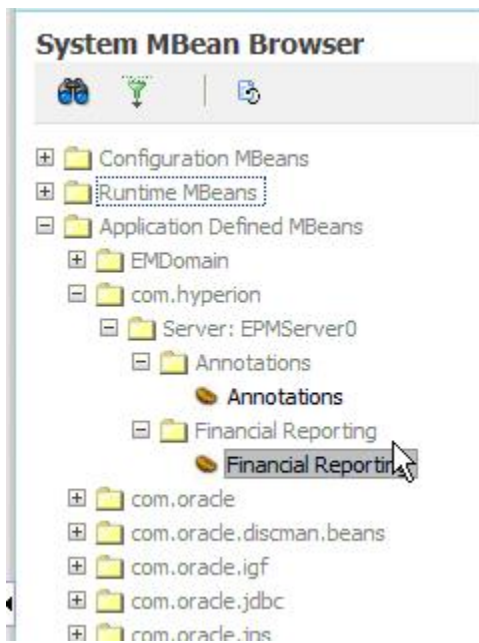
Which mBeans are exposed by EPM System release 11.1.2?

EPM System Java Web applications are adopting the mBean infrastructure to expose configuration parameters. Financial Reporting is one component in EPM System that exposes them.

You can view the mBeans exposed by going to the mBean Explorer for the managed server in WebLogic:



There you can view all the mBean exposed by Financial Reporting web application by navigating to it:



You can click on Annotations or Financial Reporting to view the mBeans exposed. You can edit the read/write values right there and apply them:

Application Defined MBeans: Financial Reporting

Apply Revert

Show MBean Information

Attributes

Name	Description	Access	Value
1 AllowCellTextAsAnnotations	(Default: true) Property AllowCellTextAsAnnotations	RW	true
2 AllowDocumentAttachmentsAsAnnotations	(Default: true) Property AllowDocumentAttachmentsAsAnnotations	RW	true
3 AllowPlanningUnitAnnotationsAsAnnotations	(Default: true) Property AllowPlanningUnitAnnotationsAsAnnotations	RW	true
4 BaseFRWebApp	(Default:) Property BaseFRWebApp	R	
5 BaseWebApp	(Default:) Property BaseWebApp	R	
6 BaseWebContext	(Default:) Property BaseWebContext	R	
7 BatchBurstingThreads	(Default: 5) Property BatchBurstingThreads	RW	5
8 BookTOCPrintTemplate	(Default: \${EPM_ORACLE_INSTANCE}/FinancialReporting/PrintServer/bin/toc-template.rtf) Property BookTOCPrintTemplate	RW	\${EPM_ORACLE_INSTA
9 CacheADMConnectionBasedOnSession	(Default: true) Property CacheADMConnectionBasedOnSession	RW	true
10 CachePDFForSnapshots	(Default: false) Property CachePDFForSnapshots	RW	false

Where can I find more information regarding the Enterprise Manager Fusion Middleware Control for Oracle WebLogic?

Documentation related to the Fusion Middleware Control can be found at http://download.oracle.com/docs/cd/E14571_01/core.1111/e10105/monitor.htm.

Where can I get more information about Enterprise Manager?

Documentation related to Enterprise Manager can be found at http://download.oracle.com/docs/cd/E11857_01/nav/overview.htm.

How do I increase the Java heap size for Essbase?

► For Windows:

- 1 Stop Essbase Server.
- 2 Set the Windows system environment variable:

```
ESS_CSS_JVM_OPTION4 to -Xms256m -Xmx1024m (or to appropriate values)
```

If ESS_CSS_JVM_OPTION4 is already in use, set this value for the next available ESS_CSS_JVM_OPTION. For example: ESS_CSS_JVM_OPTION5.

For example: ESS_CSS_JVM_OPTION4=-Xms256m -Xmx1024m

3 Start Essbase Server.

► For UNIX:

1 Stop Essbase Server.

2 Update the `hyperionenv.doc` file by adding the following property:

```
ESS_CSS_JVM_OPTION4=-Xms256m -Xmx1024m
```

3 Start Essbase Server.

I installed EPM System release 11.1.1.3 via Terminal Services, and now I cannot get FDM to register against Shared Services successfully. When using the FDM Load Balance Configurator to test the logon for the Shared Services user, the error “Cannot Create ActiveX Component” is returned. What is the root cause of this issue?

The core problem may be that the installation option is not set for the Terminal Services session. The installation option is required when installing EPM System via Terminal Services.

► To switch Terminal Services to installation mode when you want to add or remove programs:

1 Select the **Start** menu, and then **Run**.

2 In the **Open** dialog box, type `cmd`, and then click **OK**.

3 At the command prompt, type `change user /install`, and then press **ENTER**.

The following message appears:

```
User session is ready to install applications.
```

4 Type `exit`, and then press **ENTER**.

5 Add or remove the programs that you want.

In release 11.1.2, Smart View cannot add a new server in shared connections, and this error is returned: “Oops! Internet Explorer could not find <host>: 19000”. What is the problem?

The core issue may be that two Web servers are in use behind a load balancer and they are not configured identically. When using more than one Web server, be sure to configure both for all

applications. Otherwise, as is often done, a load balancer is used to access either Web server, and they won't provide the same results.

Hence, be sure to configure the Foundation Web server task on all nodes where OHS is being used as a Web server.

Note: OHS is installed with Essbase Server and in this case only, it does not need to be configured.

