Oracle® Enterprise Performance Management System

Tips and Tricks from EPM System Infrastructure Development: Issues 73 - 102

Release 11.1.2

ORACLE

ENTERPRISE PERFORMANCE MANAGEMENT SYSTEM

EPM System Tips and Tricks from EPM System Infrastructure Development: Issues 73 - 102, 11.1.2

Copyright © 2010, 2012, Oracle and/or its affiliates. All rights reserved.

Authors: EPM Information Development Team

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS:

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Contents

Documentation Accessibility 19

Chapter 1. Architecture 21

What is Oracle's recommended Production Deployment Model for EPM System Release 11.1.2.x? 21

What is the typical architecture for EPM System components for Release 11.1.2.1? 23

Where can I get a list of infrastructure new features and enhancements for EPM System Release 11.1.2.1? 23

What is an example of internal HTTP-based, Server-to-Server communication in EPM System 11.1.2.x, and what is the exact communication path for it? 24

Can an EPM System deployment running on a 32-bit OS work with the relational database running on a 64-bit OS? 25

What version of Oracle Fusion Middleware is EPM System Release 11.1.2.1 built upon? 25

Is the Oracle Database "Transparent Data Encryption" supported in EPM System? 26

When does the Premier Support for EPM System Release 9.3.x terminate? 26

EPM System Release 11.1.1.x runs on WebLogic Server version 9.x, but premier support for WebLogic 9.x ends in November 2011. What does this mean to EPM System customers using Weblogic on Release 11.1.1.x? 26

Chapter 2. Patches 27

I applied an OPatch and see a message that Patch "XXXXXX" is a "no-op" patch. What does this mean? 27

How can I use Opatch to give me details about which products are installed in the Oracle Home ? 28

In Releases 11.1.1.3 and 11.1.2.0, if a user installs an additional component, or reinstalls an existing component, the OUI inventory is rewritten, wiping out patch history. Are my patches lost? 29

I need to apply the Java security update 30 patch to my Release 11.1.1.3 installation. How do I do it properly? 30

I have a notification from Oracle for critical patch updates on WebLogic and Oracle Database. Are these patches supported by EPM System products, and is it a good idea to apply them? 30

Running opatch (or hpatch) on an EPM System Release 11.1.1.3 AIX 5.3 system that has been upgraded from Release 9.3.3 fails with the following error: `Error: Port Library`

`failed to initialize. Could not create the Java virtual machine.` What is the issue? 30

Chapter 3. Installation/Upgrade 31

Is there a step-by-step document I can use to install and configure a simple Planning deployment environment for EPM System Release 11.1.2.1? 38

Is there a step-by-step document I can use to install and configure a simple Essbase environment for EPM System Release 11.1.2.1? 38

Is there a step-by-step document I can use to install and configure a simple Financial Management environment for EPM System Release 11.1.2.1? 38

Is there a step-by-step document that describes Oracle's best practice approach to deploy EPM System products for EPM System Release 11.1.2.1? 38

What are the advantages of doing a deployment following EPM System's Standard Deployment Guide? 40

EPM System's standard deployment topology offers more than I need for my scenario. Do I need to implement all the requirements to be compliant with this guide? 40

Why is EPM System's Standard Deployment Guide for EPM System Release 11.1.2.1 based on Windows and not Linux? 40

Is it possible to use the Standard Deployment Guide for EPM System Release 11.1.2.1 and deploy all products to Windows but deploy Essbase on Linux? 40

Can EPM System's Standard Deployment Guide be used for self-training on installation and deployment? 41

Why have the Services and Web Applications tiers been merged into a single Application Tier in the standard deployment model? 41

What are the recommended upgrade paths for older EPM System releases to Release 11.1.2.1 and what are the limitations? 41

Why is an upgrade to EPM System Release 11.1.2.1 supported only from Releases 9.2.1, 9.3.3 and 11.1.1.3 and not from earlier releases of those code lines? 42

When moving from EPM System Release 11.1.2.0 to Release 11.1.2.1, do I needed to reinstall and reconfigure the whole system? 42

What are the certification changes from EPM System Release 11.1.2 to Release to 11.1.2.1? 42

- Added Items 42
- Removed Items 44

What ports and communication protocols are used in EPM System Release 11.1.2.1? 44

Is there any documentation for EPM System's repository database schemas for Release 11.1.2.1? 44

Is there a way to deploy all EPM System Web applications to one WebLogic managed server? 45

How do I set the Logical Address for Web applications in Release 11.1.2.1? 45

I ran the 11.1.2.1 EPM System Installer and did not see a selection for some client components. Did I forget to download some required assemblies? 46

I ran the 11.1.2.1 EPM System Installer and did not see a selection for the Financial Reporting Print Server. Did I forget to download a required assembly? 46

I ran the 11.1.2.1 EPM System Configurator for Planning and didn't see the Product Options panel. Is my installation bad? 47
I ran the 11.1.2.1 EPM System Configurator for Planning but didn't see the cluster configuration task. Is my installation bad? 47
The 11.1.2.1 EPM System Configurator configures my Windows services using the local system account. How do I configure services for a named user? 47
I ran the 11.1.2.1 EPM System Configurator for Foundation and all configuration tasks were reported as successful, but Foundation Services does not start. What is the problem? 47
When applying the maintenance release for Financial Reporting from 11.1.2.0 to 11.1.2.1, is it required to apply Reporting and Analysis patch ID 10628534 (PSU 503) before applying the maintenance release? 48
Does EPM System support only one IIS Web server in a deployment? 48
When installing EPM System 11.1.2.1 in a distributed environment, do I need to use a new instance name for each server? 48
Is HTTP compression supported in EPM System release 11.1.2.x? 48
What is the policy for supporting EPM System deployed to third-party virtual environments? 49
In release 11.1.2.x, does EPM System fully support Solaris containers (as we do for Oracle VM) or does the standard virtualization policy apply to Solaris containers as well? Specifically, do customers need to reproduce on physical servers if the issue is not reproducible by Oracle? 49
How do I use a DNS alias with Essbase if I am doing my own clustering for disaster recovery (11.1.2 or 11.1.2.1)? 49
Following the 11.1.2.0 documentation, I am having trouble changing the password of the Shared Services Registry database and getting Shared Services and other applications to work afterwards. What is wrong? 50
The 11.1.2.1 installation documentation provides instructions for upgrading to this release, but I need to repeat the process more than one time: once to upgrade and do functional testing and once to upgrade with the final set of data. How can I do this? 50
I have the Essbase Spreadsheet Add-In Release 11.1.2.x client installed on a Windows client (XP). When I subsequently run the EPM System Installer `installtool.cmd` file on the Windows client machine to install the Interactive Reporting client, the installer does not start, and the prerequisites check says that `.oracle.products` is missing. What should I do? 51
In Release 11.1.2.1, when I follow the instructions in the Compact Deployment whitepaper, I can't get compact deployment to work for multiple databases. What is wrong? 52
While configuring EPM System with SQL Server, I get the error `Unable to Connect to SQL Server`. What could be the problem? 52
The EPM System Certification Matrix identifies the certified database repositories, but it does not mention whether 32-bit or 64-bit databases are supported. I would expect that both are supported, but can someone confirm this? 53
After a new installation of Release 11.1.2.1, all Web applications are on the same machine, and they start correctly. I can log in to Workspace and Shared Services, and I can open Planning applications, but I cannot see the repository folders structure. What is wrong? . . 53

What are the correct SOA patches required for Financial Close Management when applying the maintenance release from 11.1.2.0 to 11.1.2.1? 53

For EPM System Release 11.1.2.1, Reporting and Analysis services are installed on multiple boxes and share the repository on a shared drive. After the second set of Reporting and Analysis services is configured, Workspace does not show the Explorer listing after logging in. What is the cause of this issue? 54

Are there any special considerations for a distributed deployment of Web applications in Release 11.1.2.x? 54

I need to upgrade from Release 11.1.2.0 to the latest patch set (e.g., 11.1.2.1) and also need move the deployment from one OS to another (e.g., from Windows to Linux). What is the supported process? 54

I am seeing the following stack trace error in the `configtool.log` file: `com.hyperion.hit.registry.exceptions.RegistryException: No database properties could be read`. What does this error mean? 55

The EPMA Dimension Server service doesn't start in Release 11.1.2.x. What is the problem? 55

In Release 11.1.2.1, why does Oracle recommend that we put Oracle Instance on a shared disk in a distributed environment, and are there any limitations to doing so? 56

I am upgrading to Release 11.1.2.1. When running the Foundation configuration task "Import data from earlier release," I see "Task Failed" in the summary panel. What could be the issue? 57

I have installed, configured, and started EPM System applications on a Solaris 64-bit system, but performance for starting up Web applications is poor. What can be done to improve performance? 57

In Release 11.1.2.x, I am unable to start the first Reporting and Analysis Agent after configuring a second Reporting and Analysis Agent on a second box. What could be the issue? 58

Which customers should move to the upcoming EPM System Release 11.1.1.4? 59

The EPM System 11.1.2.1 Certification Matrix includes support for Oracle Linux but does not specify the kernel type. Is Unbreakable Enterprise Kernel (UEK) supported? 59

In EPM System Release 11.1.2.1, can EPM and FMW products share the same Oracle Database? 59

How do I generate a report of the contents of Shared Services Registry? 60

Which folder location fields support UNC-based paths in EPM System Configurator, and what are the limitations? 60

I have applied the EPM System Patch Set 11.1.2.1 on top of an existing Release 11.1.2.0 deployment, and now Essbase Server does not start. What could be the problem? 61

How do I configure EPM System Release 11.1.2.x to connect to a clustered SQL Server deployment? 61

Can EPM System Release 11.1.2.x connect to SQL Server using the SQL Server Instance Name? 62

How do I change the JVM heap size of the managed server in WebLogic? 62

When using the epmsys_registry utility on Linux/UNIX, why do I get this error message? `"java.lang.ArrayIndexOutOfBoundsException: 1 at com.hyperion.hit.registry.regedit.RegEditUtility.main(RegEditU`

tility.java:115) An error occured during the operation. Detailed Message is - 1" 63

When trying to assign access control to an Essbase application from Shared Services Release 11.1.1.2, I receive an "Unable to Connect" message. What is the issue? 63

For Release 11.1.1.x, I followed the Tips and Tricks to update the OpenLDAP server port when running on a different server than Shared Services. The "Import after Edit" for the CSSConfig file fails. How do I fix this? 65

Why does EPM System release 11.1.2.x have this requirement? "On the machine where 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" 66

In EPM System Release 11.1.2.0, when installing using Windows Terminal Services, I had to disable "Delete temporary folders on exit". Is this still required in 11.1.2.1? 66

In EPM System Release 11.1.2.x, I can no longer find the Windows registry value where I can set the location of the SMTP server for Financial Management: "HKLM\Software \Hyperion Solutions\Hyperion Financial Management\Web\AlertSMTP". How do I configure this value? 66

I am upgrading to EPM System Release 11.1.2.1, but my Oracle database is not in the required character set of AL32UTF8. When I run EPM System Configurator, I get the error: "EPMCFG-10399: EPM System Configurator has detected use of a non-UTF-8 Oracle database; UTF-8 encoding needs to be used". How can I convert my database to this character set? 67

In Release 11.1.2.x, does the WebLogic Administration Server need to be running for EPM System to operate? 68

In Release 11.1.2.1, I installed Oracle HTTP Server (OHS) alone and EPM System Configurator will not start, so I cannot configure the Web Server. I receive an error that jar files are missing. What should I do? 68

On UNIX/Linux, I get the error message "/tmp should have at least 1023 MB". How can I resolve this issue? 70

In Release 11.1.2.1, I installed Provider Services alone on a system and configured it. Start up then failed with an "epm-shared-libraries missing" error. What could be the problem? 70

I understand that in EPM System Configurator, it is critical that the canonical host names of all servers are the same. Can I use "ping" to get the canonical host names of the machines? 71

With EPM System Release 11.1.2.1, configuration of all EPM System components was successful; however, the start script does not start the WebLogic Managed Servers and it hangs indefinitely. What could be the issue? 71

For EPM System Release 11.1.2.1, can I install Weblogic manually into a Fusion Middleware Home before installing EPM System? 72

I have installed Essbase Server into an existing EPM System Release 11.1.2.0 installation. Installation and configuration went fine, but Essbase server does not start up. What could be the issue? 73

In Release 11.1.1.3, when installing Interactive Reporting Studio on a Windows 7 64-bit platform, the install runs fine, but the uninstaller cannot be run. Launching uninstall seems to do nothing, but if you turn echo on in the uninstall.cmd file, you see a "JRE or JDK Not Found, Exiting" error message. What can be done to get uninstall working? 74

In Release 11.1.2.0, while trying to access a provider using Smart View, I sometimes get a Timeout error. I am using multiple OHS servers behind a Load Balancer. What could be the issue? 74

In Releases 11.1.2 and 11.1.2.1, in Financial Close Management manual configuration, there is a step to change the DefaultAuthenticator Control Flag to "SUFFICIENT" in the WebLogic Administration Console. After I made the change, clicked Save, then clicked the Activate Changes button, I got the errors below. It is the only change that I made after clicking "Lock & Edit" and then clicking "Activate Changes." 77

In EPM System Release 11.1.2.X, what clients support SSL Offloading? 77

How do I configure EPM system to use SCAN-based configuration of RAC? 77

What protocol is used for communication between EPM System's Reporting and Analysis Framework services? 78

I want to install Oracle HTTP Server (OHS) on Linux in Release 11.1.2.1. What do I have to download to install OHS by itself? 78

I see that Essbase was not registered in Shared Services, but the Essbase configuration finished without a problem. When I tried to reconfigure Essbase again, I got the message that the Essbase cluster already exists. What should I do? 79

I installed EPM System Release 11.1.2.1 on Windows 2008 64-bit. The Shared Services database was configured using SQL Server Windows Authentication. The Foundation Web application does not start properly after configuration, and I see an error in the `FoundationServices0.log` file like "The user is not associated with a trusted SQL Server connection". What is the problem? 79

I installed and configured EPM System Release 11.1.2.1.00 products on a Windows server. I was able to start up the products successfully. I rebooted the server but some of the Web application services did not start. What is the problem? 80

Is there an easy way to zip up all the EPM System 11.1.2.1 log files to attach to an SR? 80

In Release 11.1.2.1, the ziplogs utility can be used to gather logs and configuration information to attach diagnostics information for a problem; however, this utility does not gather the domain logs. How can I get the domain logs collected by the zipLogs utility? 81

After installation, why are the UNIX access permissions on some of the files different in a newer release? 81

I installed and configured EPM System Release 11.1.2.1 products on a Windows server. I was able to start up the products successfully. I rebooted the server but some of the Web application services did not start. What is the problem? 81

I successfully deployed EPM System Web applications via EPM System Configurator, but the Web applications are failing to start. How do I debug this? 82

Does Oracle's Security Alert `CVE-2011-2192` apply to EPM System products? 83

I need to add new hardware to an existing EPM System Release 11.1.1.4 deployment. Can I add new Windows 2008 boxes to an existing deployment even though the existing boxes are Windows 2003? Can the new boxes be 64-bit even though the existing deployment is 32-bit? 83

I am on Windows and I need to do a complete hardware refresh on Release 11.1.1.3, including moving from a 32-bit to a 64-bit hardware and operating system. What is the best approach to achieve this? 83

IT has requested all servers to be upgraded from Windows 2003 to Windows 2008. What is the best process for upgrading the operating system of an existing EPM System Release 11.1.1.4 running on Windows 2003 to Windows 2008? 84

I am on EPM System Release 11.1.1.x and need to get Internet Explorer 9 compatibility. What is the recommended approach? 84

EPM System Installer requires that WebLogic is installed on the Essbase server machine. How is WebLogic used on Essbase server? 84

EPM System Installer requires that Oracle HTTP Server (OHS) is installed on the Essbase server machine. How is OHS used on Essbase server? 84

I know that EPM System Weblogic domains cannot span between Windows and UNIX, but can a WebLogic domain span Windows 32-bit and Windows 64-bit? 85

Is it possible to configure more than one Essbase Studio Server in the same Shared Services, and not for high availability or clustering but simply separate Essbase Studio Servers on different machines? 85

After manually deploying EPM System Release 11.1.1.4, when trying to connect from Administration Services client to Administration Services servers, I get the error message: `"Error: Client and server are different versions"`. What is the cause of this? 85

I am configuring a new Financial Management 11.1.2.1 instance, but the only choice I see on the database configuration panel is upgrade. Why are the other choices on this panel not enabled? 86

In Release 11.1.2.1, if I install Financial Reporting alone on a machine, I get a preconfiguration error for Reporting and Analysis configuration: `"Task has failed"`. What is wrong? 87

When trying to start the FoundationServices0 managed server, I cannot establish a connection to the Shared Services database and the server never gets to a running state. The managed server logs show that a data source is not available. What is wrong? 88

When running EPM System Diagnostics after installing Financial Management with Oracle Database, I get this error: `The Financial Management Service check failed: ERROR: Unable to delete application`.... What could be the issue? 89

For EPM System release 11.1.2.x on Windows 2008, what is the easiest way to make sure all the required IIS roles are installed on my server? 90

In EPM System Release 11.1.2.x, is it possible to rename the Essbase instance and cluster names after they are configured? 91

In EPM System Release 11.1.2.1, there is a requirement to use a new instance name on each new machine. Why is this required? 91

I am trying to configure Reporting and Analysis services using a network share for the repository directory, but the repository directory does not get populated by EPM System Configurator. How do I fix this? 91

In Release 11.1.2.x, I have an environment set up with an SSL offloader. When I try to access EPM Workspace using `https://<ssloffloader>/workspace`, I get a 404 error in the browser. I also notice that the request gets redirected to the Oracle HTTP Server (OHS) inside the firewall. What is the problem? 92

I understand that on Windows 2008, User Account Control (UAC) needs to be disabled before the EPM System 11.1.2.x installation and configuration process; can it be enabled again once the installation and configuration phase is completed? 92

What are the startup dependencies for EPM System services in Release 11.1.2.1? 92

After a reboot in EPM System Release 11.1.2.1, I see a number of Web application services listed as "Failed" in the services screen. If I start the Web applications manually, they start correctly. What could cause this? 93

In EPM System Release 11.1.2.x, when will ERP Integrator support Oracle Data Integration (ODI) version 11g? This is a problem because ODI version 10g does not support Windows 2008. 93

In EPM System Release 11.1.2.1 Windows 64-bit environments, the managed server crashes intermittently with a "SocketException" error. How can I fix this? 93

In Release 11.1.2.1, I have a full SSL setup of a Financial Management deployment (all communications are SSL-enabled including the communication between Oracle HTTP Server and IIS). Sometimes I see 'Bad Gateway' errors when using Financial Management. How do I fix this? 94

Does Essbase support upgrading or migrating from a 32-bit Essbase to a 64-bit Essbase? 95

In EPM System Release 11.1.2.1, how can the OPMN Windows service be configured to run as a named user rather than as the local system account? 95

The EPM System Standard Deployment Guide recommends putting FDM in the same database instance as the rest of the EPM System products. However, the FDM DBA Guide recommends an instance exclusively for FDM. Are there any issues associated with putting them in the same Oracle database instance as documented in the Standard Deployment Guide? 97

When upgrading from EPM System Release 9.3.3 to 11.1.2.1, after launching the "hssmigrate" utility to export Shared Services information, the export fails in the step "Exporting Registration Data" with the following error: 98

In EPM System Release 11.1.2.x, how do I configure Logical Web Addresses? 98

Can I use configure my Web server to be the LWA for my deployment? 99

Why is there an EPM System Configurator menu item under the instance folder? 100

Can I configure EPM System services to run as a specific domain user account? 101

Development Announcement: EPM System Release 11.1.1.4 was posted with the wrong version of WebLogic Server on e-Delivery. This issue is corrected as of Janurary 20, 2012. If you have downloaded EPM System release 11.1.1.4 prior to this date, please download the WebLogic zip file again and follow the documented steps on page 83 of the Installation and Configuration Guide. 102

In EPM System Release 11.1.2.x, deploying a Web application using EPM System Configurator runs very slowly, almost as if it is hanging. I see log entries in the `configtool.log` file, but they are about 20 minutes apart. I also see exceptions in the WebLogic Admin Server console. What is the problem? 103

Development Announcement: A new document "Migrating Oracle Hyperion Planning Applications" is published in the EPM/BI Whitepaper Library. It is a step-by-step guide for migrating both artifacts and data of Planning and its associated components using Lifecycle Management. 104

I am upgrading my Planning applications from Release 11.1.1.3 to 11.1.2.1, but I need to migrate my applications incrementally. What is the best process for doing this? 104

In Release 11.1.1.x, I am running EPM System on WebSphere but would like to switch the deployment to use WebLogic. What are the steps I need to take? 105

After applying the maintenance release from 11.1.2.0 to 11.1.2.1, I am unable to login to Shared Services Console as the admin user. What could be the issue? 106

In EPM System Release 11.1.2.x, I want to use silent response files for multiple environments but each environment has a different set of passwords for database, Weblogic, and the Shared Services admin user. How can I create a reusable response file? 106

In EPM System Release 11.1.2.0 and 11.1.2.1 on Windows 2008 64-bit OS, after reinstalling the FDM Workbench Client on top of an existing installation using EPM System Installer, why is FDM missing from the Task Selection panel in EPM System Configurator? 107

In EPM System Release 11.1.2.0, EPM System Configurator does not support configuration of multiple OHS servers. Can I configure this manually? 107

I upgraded my EPM System Release 9.3.1 to Release 9.3.3. When I run the Shared Services Import/Export Utility to provision users to Essbase applications, these users cannot access the Essbase cubes. If I provision users through Shared Services Console, however, they can access the cubes. Is it a bug with the 9.3.3 Import/Export Utility? 108

In EPM System Releases 11.1.2.0 and 11.1.2.1, when installing Profitability by itself, the Profitability Web application will not start, and the following error is displayed: `java.lang.NoClassDefFoundError:com/essbase/api/base/EssException`. What is wrong? 108

In EPM System Release 11.1.1.4, after upgrading from an earlier release, I was able to run queries without issue; however, several weeks later I started receiving messages about ODBC licensing issues when attempting to run my queries. What is wrong? 109

On Linux 64-bit systems for EPM System Release 11.1.2.1, `sqrmake` fails with a series of errors such as: `sqr.a(glet.o): In function `dlet1': glet.c:(.text +0x6446): undefined reference to 'TransformUnicodeString'`. What is wrong? 110

While configuring IIS (Port 80) as a Web server, when I expand the content folder(+) in Smart View, I see the following error: `Cannot connect to the provider. Make sure it is running in the specified host/port. Error (405)`. What is wrong? 111

In EPM System Release 11.1.2.1, when I install and start the Financial Management client, the left pane menu is blank. What is wrong? 111

In EPM System Release 11.1.1.4, the Essbase Administration Services Windows service does not get installed on Windows 2008 R2 64-bit systems . Redeploying does not seem to help. How can I recreate the Essbase Administration Services Windows service? 112

When trying to install Financial Data Quality Management and EPM System Workspace together on a 2008 64-bit system using IIS7 as the Web server, I get the following error: `iisforward.dll not found under VirtualHosts`. What could be the problem? 112

Chapter 4. User and System Security 115

What encryption mechanism does EPM System Release 11.1.2.1 use? 117

In 11.1.2.x, Essbase custom configuration in EPM System Configurator failed to externalize Essbase users after several attempts. Is there another way to externalize Essbase users to Shared Services security? 117

In Release 11.1.2.0, when trying to remove an MSAD user from the Native Group, I received a message that the group has been updated, but when I view the group properties, the user that I just deleted is still there. Is this a bug? 119

Does the EPM System database that contains the Native Directory information support log shipping/replication (such as Oracle Data Guard)? 119

What is the best practice regarding groups with the new Native Directory? Is there a performance impact after a certain number of groups or users? 120

In Release 11.1.2.0, when I try to provision a native group in Shared Services Console, I get the message "25:7315:Group not found. Please refresh the UI and try again". How do I resolve this issue? 120

In Release 11.1.2.0, I want MSAD to be first in the search order; however, there is a user called "admin" in that Active Directory that interferes with our internal native directory "admin" user. Among other things, it causes all Planning application creations under the internal "admin" to fail. This external "admin" user cannot be removed from the corporate directory. What is the solution to this problem? 121

In Release 11.1.1.x, I am creating an application using the Application Wizard in Planning and getting a basic authentication error. I am able to log in to the system, but it fails as soon as I click "Create Application." 121

In Release 9.3.x, login to Workspace or other EPM System products sometimes fails after a period of inactivity. The user credentials are correct. Why does this happen and how can I fix it? 122

I have configured Active Directory in EPM System with the DNS option (for example, company.org); however, the css.xml file shows the LDAP URL with a specific domain controller. If I remove the domain controller, how will the system react? Will it use the other domain controllers? 122

In Release 9.3.x and 11.1.1.x, when I try to provision an EPM System user or group to any product or create a native group, I get a "30:1101: JNDI error" in Shared Services. What should I do? 123

How can I tell when native users last changed their password in Shared Services? Can we query OpenLDAP to retrieve this information? 123

While configuring Shared Services for MSAD, I get the error "not valid: User RDN". I have set the Base DN to DC=mycompany,DC=com and the RDN to OU=Users,DC=mycompany,DC=com. What is the problem? 124

Shared Services is configured with MSAD. In Shared Services Console, when I view properties of an MSAD user, the group membership is displayed correctly. However, when I go to an MSAD group and view properties, it does not show all the user members which should be listed in that group, and I only see one user there. I checked with the LDAP browser against MSAD and all the users in that group are listed there. Why are all users not listed in the group? 125

In EPM System Release 11.1.2.x, the Shared Services "admin" user doesn't have any password policies. Is it possible to use a corporate directory user to administer Shared Services so that password polices apply to this user? 125

SSO Authentication from Oracle Access Manager and EPM System is failing for users with the '@' character in their login name (for example., foo@oracle.com). Users are able to log in to EPM System directly. What is the solution to this problem? 126

Is the only way to have an active-active Shared Services clustered environment to use OID as the native directory? 127

When I start OpenLDAP, I receive the error message: `Windows could not start the Hyperion Foundation OpenLDAP on Local Computer`, and error code 21 is generated. What does this mean, and how do I correct it? 127

What is the best practice to configure Shared Services security when there are multiple MSAD domains? For example, an America domain, a Europe Domain, and a China domain? . . . 127

Is Microsoft ADAM supported as an external provider in EPM System? 128

How can I configure Microsoft ADAM as an external provider in Shared Services? 128

Can I use an MSAD Global Catalog for EPM System for my security needs? 128

In Shared Services Release 11.1.1.3 or earlier, I see the error `Thread-24551 "[STUCK] ExecuteThread: '389' for queue: 'weblogic.kernel.Default (self-tuning)'" <alive, in native, suspended, blocked, priority=1, DAEMON> { -- Blocked trying to get lock: org.apache.commons.pool.impl.GenericKeyedObjectPool@2fe5bb[fat lock]" in the HyS9SharedServices-sysout.log`. What is the cause? 129

In Shared Services Release 11.1.1.x, I use OID as the native directory. When many users log in concurrently, the login response to EPM Workspace takes up to 10 minutes. How can I tune this setup for faster EPM Workspace login times? 130

Can I externalize EPM System and Oracle BI security roles to the corporate directory so they can be centrally managed in one place? 131

Can I have more than one "OU" for a given individual in MSAD? 132

What happens if a user exists in both the USA domain and the Europe domain? 132

Can my base DN start searches from multiple domains; for example, DC=USA, DC=EU, DC=China? 132

As a customer, I have found a potential security vulnerability with an EPM System product. What should I do? 133

In Release 11.1.2.1, I see the error "`JPS-01047: Cannot persist the wallet. Reason oracle.security.jps.service.credstore.CredStoreException`" during the startup of FoundationServices, and it fails to startup. How can I fix this? 133

Is there any documentation on configuring EPM System Release 11.1.2 for Kerberos authentication? 134

In EPM System Release 11.1.2.1, how can I change the security encryption keys to make the system more secure? 134

In Release 11.1.1.3, for failover purposes, I have configured MSAD in Shared Services to point to a domain and not to any specific domain controller. When a particular domain controller is down for maintenance, I cannot log in to EPM Workspace, Financial Management, or Financial Data Quality Management; however, I can successfully log in to Shared Services. How can I resolve this issue? 135

Why is it that I can still login to EPM for one hour even when I change the password in MSAD? 136

For EPM System Release 11.1.1.3, using Internet Explorer 8 on a Windows 7 client, a user has to log out of Shared Services twice to properly log out. Is there any workaround for this issue? . . . 137

Is Oracle Access Manager (OAM) 11g supported by EPM System Release 11.1.2.x? . . . 137

In EPM System Releases 11.1.1.4 and 11.1.2.x, the Essbase agent either hangs or takes a long time to respond, and I see the message "LDAP response read time out ....." in the `SharedServices_Security_Client.log` file. How can I make the Essbase agent respond quicker? . . . 137

In EPM System Release 11.1.2.1, I see an error that EPM System security is not initialized properly, followed by many invalid object name errors for SMA tables in the Shared Services log. What could be the issue? . . . 138

Does EPM System Release 11.1.2.1 support a Kerberos deployment with Microsoft Active Directory version 2008 as the identity store provider? . . . 138

Does EPM System Release 11.1.2.1 support Microsoft Active Directory LDS as the identity store provider? . . . 138

I am using EPM System Release 11.1.2.1. Whenever the first LDAP user logs in to Workspace or Shared Services after prolonged inactivity on the system, the following error message is displayed: "You must supply a valid User Name and Password to log onto the system". This happens even though valid credentials were entered. If I click OK without re-entering the credentials, the login goes through anyway. How can I avoid this? . . . 139

I am using EPM System Release 11.1.2.1 with Shared Services Patch 13327628. Whenever the first LDAP user logs in to Workspace or Shared Services after prolonged inactivity on the system, the login takes more than two minutes. How can I make this login faster? . . . 140

Chapter 5. Lifecycle Management . . . 141

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? . . . 142

In Release 11.1.2.0, does Lifecycle Management require a shared disk location when the Shared Services Web application is clustered, and if so, how do I configure the location? . . . 143

I am trying to use the Lifecycle Management Command-Line Utility in Release 11.1.2.1, but I get the error `303030 - Invalid Option '-server'`. What does this mean? . . . 144

In 11.1.2.0, when browsing the Essbase global application from Shared Services Console in order to view Lifecycle Management artifacts, this error is returned: `Error: Unable to connect to <AppName>, ensure that the application is up and running`. Other Essbase applications are fine and I am able to browse artifacts. Why do I get this error? . . . 144

In EPM System Release 11.1.1.3, when attempting to export the Workspace repository security objects, such as user preferences, via Lifecycle Management, we encounter extremely poor performance. How can we improve performance? . . . 145

Can EPM's Lifecycle Management functionality be used to consolidate artifacts from multiple source systems into one target destination? . . . 145

When I use Lifecycle Management to export Native Directory provisioning data from a deployment on a French locale and import it to a deployment in an English locale, why does the migration fail? . . . 146

I tried selecting a Financial Management application in Shared Services to browse artifacts, but I received a "can't connect" error. How do I correct this? 146

In EPM System Release 11.1.x, why don't some of the artifact names in Lifecycle Management match the names on the file system for Business Rules artifacts? 147

I upgraded from Release 9.3.3 to Release 11.1.2.1, and I am having problems exporting native groups using Lifecycle Management. These native groups have MSAD users. What is the problem? 147

In EPM System Release 11.1.2.1, in a clustered Financial Management deployment, I intermittently get the error "There was some communication error while loading the tree" when browsing Financial Management artifacts within Lifecycle Management. What is the cause of this issue? 148

In EPM System Release 11.1.2.1, why do I get an error when I try to import Essbase global substitution variables using Lifecycle Management? 148

In EPM System Release 11.1.x, I have exported Reporting and Analysis artifacts into the file system using Lifecycle Management, but the artifact names on the file system are in an ID format. Why don't I just see the artifact names as in other products? 148

In Release 11.1.2.1, a Lifecycle Management (LCM) import doesn't assign roles properly to a group or user if a user and group have an identical name in the destination. How can I resolve this issue? 149

I cannot export my Profitability and Cost Management application to the file system using Lifecycle Management in Release 11.1.2.1. The error message is shown below. What could be the issue? 149

In EPM System Release 11.1.1.4, I see "Migration Status - Completed with failures" whenever I do a Lifecycle Management migration from Shared Services Console. I see the error message "ERROR - SQL Exception when trying to create a new connection [Hyperion][Oracle JDBC Driver]null" in the LCM log file. Is there any workaround for this issue? 149

Chapter 6. High Availability and Disaster Recovery 151

We are planning to use EPM System's recommended Disaster Recovery strategy as documented in the 11.1.2.1 High Availability and Disaster Recovery Guide. However, we want to use our DR site as a secondary test environment. Is that possible, and if so, what is the best practice? 151

Is an active-active high availability configuration supported for the Administration Services Web application, as well as the Business Rules plug-in for Administration Services in Release 11.1.2.1? 152

When configuring EPM System Release 11.1.2.1 for high availability where multiple instances of services are running, are there specific location references in EPM System Configurator that need to point to the same location on a shared disk? 152

In Release 11.1.1.x, while exploring SharedServices and Deployment Metadata in a clustered environment, why do I get the error: "Error: Unable to Connect to "Shared Services", ensure that the application is up and running and the user has the appropriate rights to access this feature."? 154

Is Essbase failover functionality supported in EPM System Release 11.1.2.0? 155

In EPM System Release 11.1.1.x, can I configure Shared Services for a manual active-passive failover using shared storage such as NAS? 155

Step 1: Install and configure Shared Services on both the active and passive nodes. . . 156
Step 2: Reconfigure OpenLDAP to store data files in shared storage such as NAS. . . . 157
Step 3: Copy any changes to the Shared Services properties files to the standby server. . . . 159
Step 4: If necessary, perform recovery. . . . 159
In Release 11.1.1.x, do I need to have Oracle Internet Directory (OID) installed in order to set up an active-active cluster for Shared Services? . . . 159
Does EPM System Release 11.1.2.x support True Application Failover (TAF) as part of Oracle RAC? . . . 160
Is it possible to rename the Essbase instance and cluster names? . . . 160

Chapter 7. Miscellaneous and Product-Specific Tips . . . 161
When using FDM, I receive the error "ActiveX component can't create object". What can cause this issue? . . . 162
In Release 11.1.2.x, on Windows 2008, creating an FDM application via the Workbench Client results in a `Path/File Access Error`. What could be the issue? . . . 162
Can I use Adobe Distiller as the Financial Reporting PDF generator on Windows 2008? . . . 163
In Release 11.1.2.0, Smart View is unable to connect to the Financial Management provider and gets stuck at a Smart View login prompt. The login prompt refreshes and does not disappear, similar to the behavior you might see if you enter a password that is not correct. What could be the problem? . . . 164
While creating a Planning application in Release 11.1.2.x, I get "An error occurred while processing this page. Check the log for details." What is the cause of this issue? . . . 165
In Release 11.1.2.1, after installing Financial Management and running Server Manager, I receive errors about objects that cannot be loaded. What is wrong? . . . 165
In Release 11.1.2.1, `essmsh.exe` cannot be used directly to run batch commands; it requires environment setup that is no longer supported at the system level. What does Oracle recommend for running these `essmsh.exe` commands? . . . 167
In Release 11.1.2.1, all of the Russian symbols printed in Planning reports are replaced with "???????????". What could be wrong? . . . 168
I am experiencing log-on failures in Financial Management in Release 11.1.1.x. How do I troubleshoot this issue? . . . 168
Which Reporting and Analysis service acts as the load-balancing function, and how does it work? . . . 169
In EPM System Release 11.1.2.1, when I connect to Reporting and Analysis through Smart View, I am getting a blank screen. What could be the issue? . . . 169
When trying to run Financial Management reports from Financial Reporting Studio or Web application, I see errors about the database connection. What does this mean? . . . 169
In Release 11.1.2 and 11.1.2.1, Web Analysis fails when trying to save User Preferences. What is wrong? . . . 170
While attempting to load data into a Financial Management application using Load Data Task in the Financial Management Web application, I get the error message shown below. How do I resolve this problem? . . . 170

In EPM System Release 9.3.3, Shared Services starts, but when I go into Manage Taskflows from Financial Management, I get this message: `An error was encountered while performing this operation.` How can I resolve this? 171

In EPM System Release 11.1.1.3, I am installing Financial Reporting Studio on a 64-bit Windows 7 machine. The Financial Reporting Studio client does not start, and no error is shown. What could be the issue? 171

Does Smart View Release 11.1.1.3 support Office 2010? 172

Can Essbase Analytics Link Release 11.1.1.4 be deployed to the WebLogic Server that is installed with EPM System Release 11.1.2.1? 172

What versions of Essbase Analytics Link are compatible with different versions of EPM System? 173

What are the supported versions of Oracle Data Integrator for the different ERP Integrator releases? 173

How does Financial Reporting Studio interact with EPM System server components, and can it go through a load balancer? 173

In EPM System Release 11.1.2.1, I am opening `.xls` files with Smart View functions in Excel 2010, but it's very slow or seems to freeze Excel. How can I fix this? 174

In EPM System Release 11.1.2, why do Reporting and Analysis database connections sometimes disappear from the Database Connection Manager? 175

In Planning Release 11.1.2.1, how can I find out if the forms are designed properly and won't lead to performance issues down the line? 175

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

In This Chapter

What is Oracle's recommended Production Deployment Model for EPM System Release 11.1.2.x? 21

What is the typical architecture for EPM System components for Release 11.1.2.1? 23

Where can I get a list of infrastructure new features and enhancements for EPM System Release 11.1.2.1? 23

What is an example of internal HTTP-based, Server-to-Server communication in EPM System 11.1.2.x, and what is the exact communication path for it? 24

Can an EPM System deployment running on a 32-bit OS work with the relational database running on a 64-bit OS? 25

What version of Oracle Fusion Middleware is EPM System Release 11.1.2.1 built upon? 25

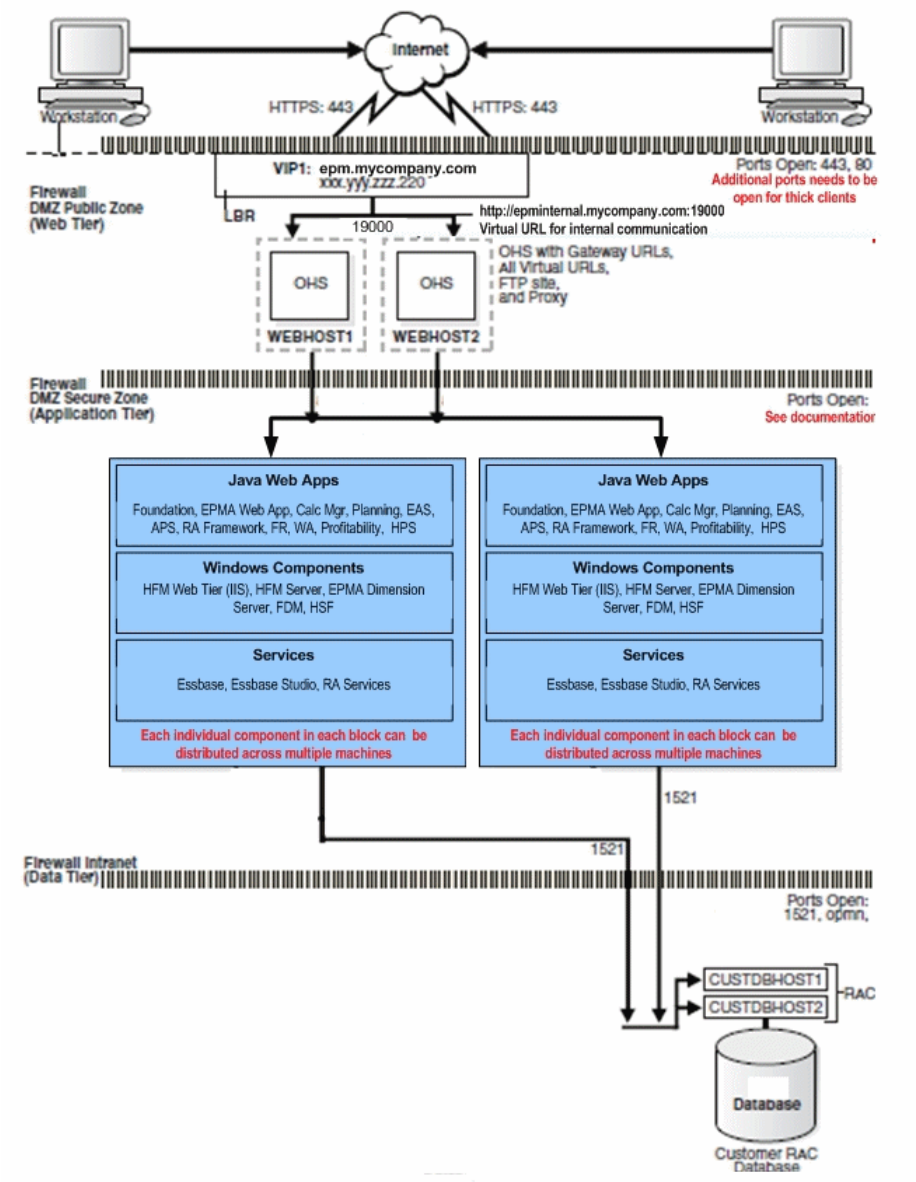
Is the Oracle Database "Transparent Data Encryption" supported in EPM System? 26

When does the Premier Support for EPM System Release 9.3.x terminate? 26

EPM System Release 11.1.1.x runs on WebLogic Server version 9.x, but premier support for WebLogic 9.x ends in November 2011. What does this mean to EPM System customers using Weblogic on Release 11.1.1.x? 26

What is Oracle's recommended Production Deployment Model for EPM System Release 11.1.2.x?

EPM System follows Oracle's standard enterprise deployment model for a highly available distributed setup as described in the following diagram.



There are two VIPs used in this model:

- “epm.mycompany.com” is used for all client access to server resources.
- “epminternal.mycompany.com” is used for all server-to-server communications for EPM System services. “epminternal.mycompany.com” is referred to in the EPM System configuration process as the Logical Web App.

The internal communications between servers and external access to the system are directed to two VIPs for the following two reasons:

- Having two URLs provides flexibility in configuring security. In the recommended model, all external access to the system is based on HTTPS (which is then converted to HTTP by the load balancer/SSL offloader), and all internal communication is based on HTTP because inside communications may not be configured for SSL.

- Improved security. The firewall to the Web tier should be configured to not allow access to internal communications between the services and therefore needs a separate VIP.

Specifically, the load balancer needs to have two VIPs. For example:

VIP 1:

- Name: epm.mycompany.com
- Description: Set up on the load balancer and routed to OHS or IIS Web servers
- Ports: 19000 or 80 (Web server ports)
- Communication: Used for end-user communication
- Protocols: HTTP or HTTPS

VIP 2:

- Name: epminternal.mycompany.com
- Description: Set up on the load balancer and routed to OHS or IIS Web servers
- Ports: 19000 or 80 (Web server ports)
- Communication: Server-to-Server communication using HTTP only
- Protocol: HTTP

Note: Both VIPs are set up to point to the Web servers (OHS or IIS).

VIP 1 is used strictly for end-user communication to the load balancer, which routes the requests to the front-end Web servers.

VIP 2 is used for internal server-to-server communication. The LWA for all EPM Web applications should be set to VIP 2.

What is the typical architecture for EPM System components for Release 11.1.2.1?

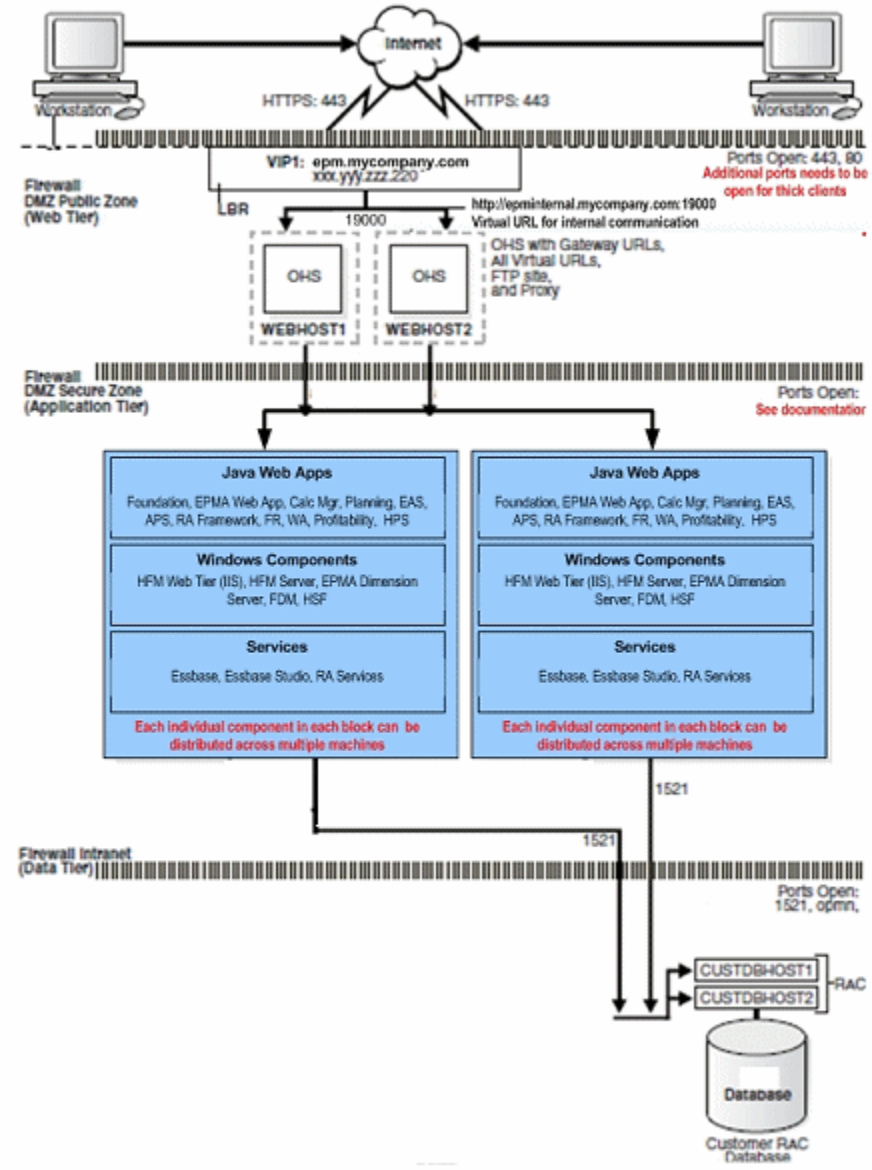
Diagrams showing the component architecture for each EPM System component are now included in the Installation Start Here ("EPM System Architecture" chapter) and are also provided in Powerpoint format on the EPM/BI Whitepaper Library ("Component Architecture for 11.1.2 EPM System Components").

Where can I get a list of infrastructure new features and enhancements for EPM System Release 11.1.2.1?

See the EPM System Installation and Configuration Readme and the Shared Services Readme, in the "New Features" sections.

What is an example of internal HTTP-based, Server-to-Server communication in EPM System 11.1.2.x, and what is the exact communication path for it?

There are a number of internal HTTP-based, server-to-server communications in EPM System for Release 11.1.2.x. These communications are routed through the logical Web application address (host and port) configured by users. In a high availability environment, the logical Web application should be configured as a pool on the load balancer that routes the calls to the Web servers. For example, in the diagram below, the server and port for this internal pool is named "epminternal.mycompany.com".



An example of an internal server-to-server HTTP call is when a user lists artifacts in Shared Services Console. The actual list of artifacts is produced by the Planning Web application via an HTTP-based call, but it is displayed by Shared Services Console.

The communication path for expanding the artifact list in a Planning application in Shared Services Console is as follows:

1. A user starts the call from a browser.
2. The browser makes an HTTPS call to the load balancer to load the page.
3. The load balancer converts the call to HTTP and passes it to an OHS server.
4. OHS uses the WebLogic Plug-in and routes the call to a WebLogic Server that is running a Shared Services Web application.
5. The Shared Services Web application looks up the Planning LWA address in the Shared Services Registry and makes an HTTP call to retrieve the list of artifacts. This address should be a pool on the load balancer as depicted above. Note that even though deployment is in SSL-offloading mode, the server-to-server communications are not in SSL, and therefore the load balancer pool for internal communication is configured to be in non-SSL mode.
6. The load balancer routes the call via HTTP to one of the OHS servers in the deployment.
7. OHS routes the call via the WebLogic Plug-in to one of the Planning Web applications.
8. The Planning Web application retrieves the list of Planning artifacts from the database and returns the call back to Shared Services. All of the calls are retuned back to the browser, and the user sees the list of artifacts in the Planning application.

Important points:

- LWA is the server and port to which all HTTP-based communications are routed.
- The communication is in non-SSL mode even if the system is configured for SSL off loading.
- LWA should be configured as a pool on the load balancer that routes the call to all OHS servers.

Can an EPM System deployment running on a 32-bit OS work with the relational database running on a 64-bit OS?

Yes, this is fully supported for Releases 11.1.1.3 and 11.1.2.x, and there are no special steps needed to configure this.

What version of Oracle Fusion Middleware is EPM System Release 11.1.2.1 built upon?

EPM System 11.1.2.1 is built on top of Fusion Middleware Release 11.1.1.4. For more information, see the Oracle Fusion Middleware 11gR1 Certification Matrix here:

http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html

Is the Oracle Database "Transparent Data Encryption" supported in EPM System?

Yes, Transparent Data Encryption is supported with EPM System Release 11.1.2.x. After standard deployment, you can follow the steps in the following document to create the desired encrypted columns:

http://download.oracle.com/docs/cd/B28359_01/network.111/b28530/asotrans.htm#CHDCCICE

When does the Premier Support for EPM System Release 9.3.x terminate?

It terminates in January of 2012. The following note published on MyOracle Support offers guidance:

```
Premier Support for Hyperion Enterprise Performance Management System 9.
3.x Ends January 2012 [MyOracle Support Note ID 1331631.1]
```

EPM System Release 11.1.1.x runs on WebLogic Server version 9.x, but premier support for WebLogic 9.x ends in November 2011. What does this mean to EPM System customers using Weblogic on Release 11.1.1.x?

The WebLogic Server used in EPM System Release 11.1.1.x deployments is considered a component of the EPM System deployment and therefore follows EPM System's support and end of life policies. See the following knowledge article for more details:

https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&doctype=ANNOUNCEMENT&id=1373964.1

2 Patches

In This Chapter

I applied an OPatch and see a message that Patch "XXXXXX" is a “no-op” patch. What does this mean? 27

How can I use Opatch to give me details about which products are installed in the Oracle Home ? 28

In Releases 11.1.1.3 and 11.1.2.0, if a user installs an additional component, or reinstalls an existing component, the OUI inventory is rewritten, wiping out patch history. Are my patches lost? 29

I need to apply the Java security update 30 patch to my Release 11.1.1.3 installation. How do I do it properly? 30

I have a notification from Oracle for critical patch updates on WebLogic and Oracle Database. Are these patches supported by EPM System products, and is it a good idea to apply them? 30

Running opatch (or hpatch) on an EPM System Release 11.1.1.3 AIX 5.3 system that has been upgraded from Release 9.3.3 fails with the following error: `Error: Port Library failed to initialize. Could not create the Java virtual machine.` What is the issue?.....30

I applied an OPatch and see a message that Patch "XXXXXX" is a “no-op” patch. What does this mean?

Along with this message, you may also see messages such as:

```
Patch XXXXXX: Optional component(s) missing : [ oracle.epmsystem.epma.service,
11.1.1.3.0 ] , [ oracle.epmsystem.epma.batch, 11.1.1.3.0 ] , [ oracle.epmsystem.
epma.webapp, 11.1.1.3.0 ]
Prerequisite check "CheckApplicable" failed
```

The components listed will vary based on the patch itself.

OPatch treated it as a no-op patch because all components in this patch are optional and are not present in this Oracle Home. This implies that the customer didn’t install the component being patched. Or, there is an issue with the OPatch inventory being incomplete. Use the "lsinventory -detail" option to OPatch to query components installed. Both component and version need to match. If the component being patched is indeed installed, follow previously published tips to re-create the inventory for the Hyperion Home directory.

How can I use Opatch to give me details about which products are installed in the Oracle Home ?

There was a previous tip that suggested a command to use to provide high-level information plus patch information, for example:

```
opatch lsinventory -oh /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1 -jre /scratch/
aime1/work/Oracle/Middleware/jdk160_11
```

This command would return something similar to:

```
Invoking OPatch 11.1.0.8.0

Oracle Interim Patch Installer version 11.1.0.8.0
Copyright (c) 2009, Oracle Corporation.  All rights reserved.


Oracle Home       : /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1
Central Inventory : /scratch/aime1/oraInventory
   from           : /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1/oraInst.loc
OPatch version    : 11.1.0.8.0
OUI version       : 11.1.0.8.0
OUI location      : /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1/oui
Log file location : /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1/cfgtoollogs/
opatch/opatch2010-07-20_14-39-08PM.log

Patch history file: /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1/cfgtoollogs/
opatch/opatch_history.txt


OPatch detects the Middleware Home as "/scratch/aime1/work/Oracle/Middleware"

Lsinventory Output file location : /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1/
cfgtoollogs/opatch/lsinv/lsinventory2010-07-20_14-39-08PM.txt

--------------------------------------------------------------------------------
Installed Top-level Products (1):

Oracle EPM System                                                    11.1.2.1.0
There are 1 products installed in this Oracle Home.
There are no Interim patches installed in this Oracle Home>
```

If there are patches applied to this Oracle Home they will also be listed and it will look something like:

```
Installed Top-level Products (1):

Oracle EPM System                                                    11.1.2.1.0
There are 1 products installed in this Oracle Home.

Interim patches (1) :
Patch  1112057      : applied on Tue Jul 20 14:45:44 PDT 2010
   Created on 20 Jul 2010, 01:06:26 hrs
   Bugs fixed:
     1112057
```

If the command is altered slightly, you can get information on the components installed within the EPM Oracle Home, like so:

```
opatch lsinventory –detail -oh /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1 -jre /
scratch/aime1/work/Oracle/Middleware/jdk160_11
```

This command would return something similar to:

```
Installed Products (47):

Calc Manager                                                    11.1.2.1.0
Calc Manager Web App                                            11.1.2.1.0
Disclosure Management                                           11.1.2.1.0
Disclosure Management Web App                                   11.1.2.1.0
EPMA                                                            11.1.2.1.0
EPMA Batch Client                                               11.1.2.1.0
EPMA Data Sync                                                  11.1.2.1.0
EPMA Web App                                                    11.1.2.1.0
ERP Integrator                                                  11.1.2.1.0
ERP Integrator Web App                                          11.1.2.1.0
Essbase                                                         11.1.2.1.0
Essbase Client                                                  11.1.2.1.0
etc

There are 47 products installed in this Oracle Home.

There are no Interim patches installed in this Oracle Home.
```

Finally, you may get an error in some circumstances because the central inventory locator file `oraInst.loc` cannot be found; for example:

```
OPatch detects the Middleware Home as "/lhome/hitqe/Oracle/Middleware.
OPatch cannot find a valid oraInst.loc file to locate Central Inventory.
OPatch failed with error code 104
```

Locate the `oraInst.loc` file on your system (use find/search command) and then you can alter the inventory command to use an additional parameter as follows:

```
opatch lsinventory –detail -oh /scratch/aime1/work/Oracle/Middleware/EPMSystem11R1 -jre /
scratch/aime1/work/Oracle/Middleware \jdk160_11 –invPtrLoc  /etc/oraInst.loc
```

In Releases 11.1.1.3 and 11.1.2.0, if a user installs an additional component, or reinstalls an existing component, the OUI inventory is rewritten, wiping out patch history. Are my patches lost?

No, but the history of the patches is lost, so if you try to apply a new patch that is dependent on a patch applied earlier, it fails. To correct this issue, reapply the previous patch(es).

Release 11.1.2.1 does not have this issue, and Release 11.1.1.4 corrects this behavior in the Release 11.1.1.3 codeline.

I need to apply the Java security update 30 patch to my Release 11.1.1.3 installation. How do I do it properly?

Download Patch 9477224 from support.oracle.com.

You will get a zip that contains two `.exe` files, one to install the JDK and one to install the JRE. Double-click the JDK `.exe` to install the JDK to any folder outside of Hyperion home.

Make a backup copy of the existing Hyperion home JRE folder, for example, *`HYPERION_HOME`*`/common/JRE/1.5.0`.

Select all the files and folders under the `JRE` subfolder from the newly-installed JDK, and copy them to *`HYPERION_HOME`*`/common/JRE/1.5.0`, overwriting existing files and folders.

I have a notification from Oracle for critical patch updates on WebLogic and Oracle Database. Are these patches supported by EPM System products, and is it a good idea to apply them?

All Oracle Database and WebLogic PSUs are automatically supported as described in the Certification Matrix. All Oracle critical patch updates are recommended to be applied by our customers to maximize the security of their system.

Running opatch (or hpatch) on an EPM System Release 11.1.1.3 AIX 5.3 system that has been upgraded from Release 9.3.3 fails with the following error: `Error: Port Library failed to initialize. Could not create the Java virtual machine.` What is the issue?

When upgrading from Release 9.3.1 to Release 9.3.3, and then to Release 11.1.1.3, the JRE is not replaced properly. This causes a problem with OPatching. This problem is introduced when upgrading to Release 9.3.3 with **Patch 9900557: Hyperion Reporting and Analysis System 9 Release 9.3.3.0.0 for IBM AIX for POWER Systems (32-bit)**.

To solve this problem, install any Web application or service component for EPM System on an AIX system, and copy the JRE from `common/JRE` to the system upgraded from Release 9.3.3.

Note that a new install of Release 11.1.1.3 has no issue, an upgrade from Release 9.3.1 to Release 11.1.1.3 has no issue, and a new install of Release 11.1.1.4 has no issue.

3 Installation/Upgrade

In This Chapter

Is there a step-by-step document I can use to install and configure a simple Planning deployment environment for EPM System Release 11.1.2.1?....38

Is there a step-by-step document I can use to install and configure a simple Essbase environment for EPM System Release 11.1.2.1?....38

Is there a step-by-step document I can use to install and configure a simple Financial Management environment for EPM System Release 11.1.2.1?....38

Is there a step-by-step document that describes Oracle's best practice approach to deploy EPM System products for EPM System Release 11.1.2.1? 38

What are the advantages of doing a deployment following EPM System's Standard Deployment Guide? 40

EPM System's standard deployment topology offers more than I need for my scenario. Do I need to implement all the requirements to be compliant with this guide? 40

Why is EPM System's Standard Deployment Guide for EPM System Release 11.1.2.1 based on Windows and not Linux? 40

Is it possible to use the Standard Deployment Guide for EPM System Release 11.1.2.1 and deploy all products to Windows but deploy Essbase on Linux? 40

Can EPM System's Standard Deployment Guide be used for self-training on installation and deployment? 41

Why have the Services and Web Applications tiers been merged into a single Application Tier in the standard deployment model? 41

What are the recommended upgrade paths for older EPM System releases to Release 11.1.2.1 and what are the limitations?....41

Why is an upgrade to EPM System Release 11.1.2.1 supported only from Releases 9.2.1, 9.3.3 and 11.1.1.3 and not from earlier releases of those code lines?....42

When moving from EPM System Release 11.1.2.0 to Release 11.1.2.1, do I needed to reinstall and reconfigure the whole system? 42

What are the certification changes from EPM System Release 11.1.2 to Release to 11.1.2.1? 42

What ports and communication protocols are used in EPM System Release 11.1.2.1? 44

Is there any documentation for EPM System's repository database schemas for Release 11.1.2.1? 44

Is there a way to deploy all EPM System Web applications to one WebLogic managed server? 45

How do I set the Logical Address for Web applications in Release 11.1.2.1? 45

I ran the 11.1.2.1 EPM System Installer and did not see a selection for some client components. Did I forget to download some required assemblies?....46

I ran the 11.1.2.1 EPM System Installer and did not see a selection for the Financial Reporting Print Server. Did I forget to download a required assembly? 46

I ran the 11.1.2.1 EPM System Configurator for Planning and didn't see the Product Options panel. Is my installation bad? 47

I ran the 11.1.2.1 EPM System Configurator for Planning but didn't see the cluster configuration task. Is my installation bad? 47

The 11.1.2.1 EPM System Configurator configures my Windows services using the local system account. How do I configure services for a named user? 47

I ran the 11.1.2.1 EPM System Configurator for Foundation and all configuration tasks were reported as successful, but Foundation Services does not start. What is the problem? 47

When applying the maintenance release for Financial Reporting from 11.1.2.0 to 11.1.2.1, is it required to apply Reporting and Analysis patch ID 10628534 (PSU 503) before applying the maintenance release? 48

Does EPM System support only one IIS Web server in a deployment? 48

When installing EPM System 11.1.2.1 in a distributed environment, do I need to use a new instance name for each server? 48

Is HTTP compression supported in EPM System release 11.1.2.x? 48

What is the policy for supporting EPM System deployed to third-party virtual environments? 49

In release 11.1.2.x, does EPM System fully support Solaris containers (as we do for Oracle VM) or does the standard virtualization policy apply to Solaris containers as well? Specifically, do customers need to reproduce on physical servers if the issue is not reproducible by Oracle? 49

How do I use a DNS alias with Essbase if I am doing my own clustering for disaster recovery (11.1.2 or 11.1.2.1)? 49

Following the 11.1.2.0 documentation, I am having trouble changing the password of the Shared Services Registry database and getting Shared Services and other applications to work afterwards. What is wrong? 50

The 11.1.2.1 installation documentation provides instructions for upgrading to this release, but I need to repeat the process more than one time: once to upgrade and do functional testing and once to upgrade with the final set of data. How can I do this? 50

I have the Essbase Spreadsheet Add-In Release 11.1.2.x client installed on a Windows client (XP). When I subsequently run the EPM System Installer `installtool.cmd` file on the Windows client machine to install the Interactive Reporting client, the installer does not start, and the prerequisites check says that `.oracle.products` is missing. What should I do? 51

In Release 11.1.2.1, when I follow the instructions in the Compact Deployment whitepaper, I can't get compact deployment to work for multiple databases. What is wrong? 52

While configuring EPM System with SQL Server, I get the error `Unable to Connect to SQL Server`. What could be the problem? 52

The EPM System Certification Matrix identifies the certified database repositories, but it does not mention whether 32-bit or 64-bit databases are supported. I would expect that both are supported, but can someone confirm this? 53

After a new installation of Release 11.1.2.1, all Web applications are on the same machine, and they start correctly. I can log in to Workspace and Shared Services, and I can open Planning applications, but I cannot see the repository folders structure. What is wrong? 53

What are the correct SOA patches required for Financial Close Management when applying the maintenance release from 11.1.2.0 to 11.1.2.1? 53

For EPM System Release 11.1.2.1, Reporting and Analysis services are installed on multiple boxes and share the repository on a shared drive. After the second set of Reporting and Analysis services is configured, Workspace does not show the Explorer listing after logging in. What is the cause of this issue? 54

Are there any special considerations for a distributed deployment of Web applications in Release 11.1.2.x? 54

I need to upgrade from Release 11.1.2.0 to the latest patch set (e.g., 11.1.2.1) and also need move the deployment from one OS to another (e.g., from Windows to Linux). What is the supported process? 54

I am seeing the following stack trace error in the `configtool.log` file: `com.hyperion.hit.registry.exceptions.RegistryException: No database properties could be read`. What does this error mean? 55

The EPMA Dimension Server service doesn't start in Release 11.1.2.x. What is the problem? 55

In Release 11.1.2.1, why does Oracle recommend that we put Oracle Instance on a shared disk in a distributed environment, and are there any limitations to doing so? 56

I am upgrading to Release 11.1.2.1. When running the Foundation configuration task "Import data from earlier release," I see "Task Failed" in the summary panel. What could be the issue? 57

I have installed, configured, and started EPM System applications on a Solaris 64-bit system, but performance for starting up Web applications is poor. What can be done to improve performance? 57

In Release 11.1.2.x, I am unable to start the first Reporting and Analysis Agent after configuring a second Reporting and Analysis Agent on a second box. What could be the issue? 58

Which customers should move to the upcoming EPM System Release 11.1.1.4? 59

The EPM System 11.1.2.1 Certification Matrix includes support for Oracle Linux but does not specify the kernel type. Is Unbreakable Enterprise Kernel (UEK) supported? 59

In EPM System Release 11.1.2.1, can EPM and FMW products share the same Oracle Database? 59

How do I generate a report of the contents of Shared Services Registry? 60

Which folder location fields support UNC-based paths in EPM System Configurator, and what are the limitations? 60

I have applied the EPM System Patch Set 11.1.2.1 on top of an existing Release 11.1.2.0 deployment, and now Essbase Server does not start. What could be the problem? 61

How do I configure EPM System Release 11.1.2.x to connect to a clustered SQL Server deployment? 61

Can EPM System Release 11.1.2.x connect to SQL Server using the SQL Server Instance Name? 62

How do I change the JVM heap size of the managed server in WebLogic? 62

When using the epmsys_registry utility on Linux/UNIX, why do I get this error message? `"java.lang.ArrayIndexOutOfBoundsException: 1 at com.hyperion.hit.registry.regedit.RegEditUtility.main(RegEditUtility.java:115) An error occured during the operation. Detailed Message is - 1"` 63

When trying to assign access control to an Essbase application from Shared Services Release 11.1.1.2, I receive an `"Unable to Connect"` message. What is the issue? 63

For Release 11.1.1.x, I followed the Tips and Tricks to update the OpenLDAP server port when running on a different server than Shared Services. The "Import after Edit" for the `CSSConfig` file fails. How do I fix this? 65

Why does EPM System release 11.1.2.x have this requirement? "On the machine where 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" 66

In EPM System Release 11.1.2.0, when installing using Windows Terminal Services, I had to disable "Delete temporary folders on exit". Is this still required in 11.1.2.1? 66

In EPM System Release 11.1.2.x, I can no longer find the Windows registry value where I can set the location of the SMTP server for Financial Management: "HKLM\Software\Hyperion Solutions \Hyperion Financial Management\Web\AlertSMTP". How do I configure this value?.....66

I am upgrading to EPM System Release 11.1.2.1, but my Oracle database is not in the required character set of AL32UTF8. When I run EPM System Configurator, I get the error: "EPMCFG-10399: EPM System Configurator has detected use of a non-UTF-8 Oracle database; UTF-8 encoding needs to be used". How can I convert my database to this character set? 67

In Release 11.1.2.x, does the WebLogic Administration Server need to be running for EPM System to operate? 68

In Release 11.1.2.1, I installed Oracle HTTP Server (OHS) alone and EPM System Configurator will not start, so I cannot configure the Web Server. I receive an error that jar files are missing. What should I do? 68

On UNIX/Linux, I get the error message "/tmp should have at least 1023 MB". How can I resolve this issue?.....70

In Release 11.1.2.1, I installed Provider Services alone on a system and configured it. Start up then failed with an "epm-shared-libraries missing" error. What could be the problem? 70

I understand that in EPM System Configurator, it is critical that the canonical host names of all servers are the same. Can I use "ping" to get the canonical host names of the machines?.....71

With EPM System Release 11.1.2.1, configuration of all EPM System components was successful; however, the start script does not start the WebLogic Managed Servers and it hangs indefinitely. What could be the issue? 71

For EPM System Release 11.1.2.1, can I install Weblogic manually into a Fusion Middleware Home before installing EPM System? 72

I have installed Essbase Server into an existing EPM System Release 11.1.2.0 installation. Installation and configuration went fine, but Essbase server does not start up. What could be the issue? 73

In Release 11.1.1.3, when installing Interactive Reporting Studio on a Windows 7 64-bit platform, the install runs fine, but the uninstaller cannot be run. Launching uninstall seems to do nothing, but if you turn echo on in the uninstall.cmd file, you see a "JRE or JDK Not Found, Exiting" error message. What can be done to get uninstall working? 74

In Release 11.1.2.0, while trying to access a provider using Smart View, I sometimes get a Timeout error. I am using multiple OHS servers behind a Load Balancer. What could be the issue? 74

In Releases 11.1.2 and 11.1.2.1, in Financial Close Management manual configuration, there is a step to change the DefaultAuthenticator Control Flag to "SUFFICIENT" in the WebLogic Administration Console. After I made the change, clicked Save, then clicked the Activate Changes button, I got the errors below. It is the only change that I made after clicking "Lock & Edit" and then clicking "Activate Changes."....77

In EPM System Release 11.1.2.X, what clients support SSL Offloading? 77

How do I configure EPM system to use SCAN-based configuration of RAC?.....77

What protocol is used for communication between EPM System's Reporting and Analysis Framework services?.....78

I want to install Oracle HTTP Server (OHS) on Linux in Release 11.1.2.1. What do I have to download to install OHS by itself? 78

I see that Essbase was not registered in Shared Services, but the Essbase configuration finished without a problem. When I tried to reconfigure Essbase again, I got the message that the Essbase cluster already exists. What should I do?.....79

I installed EPM System Release 11.1.2.1 on Windows 2008 64-bit. The Shared Services database was configured using SQL Server Windows Authentication. The Foundation Web application does not start properly after configuration, and I see an error in the FoundationServices0.log file

like “The user is not associated with a trusted SQL Server connection". What is the problem? 79

I installed and configured EPM System Release 11.1.2.1.00 products on a Windows server. I was able to start up the products successfully. I rebooted the server but some of the Web application services did not start. What is the problem? 80

Is there an easy way to zip up all the EPM System 11.1.2.1 log files to attach to an SR?....80

In Release 11.1.2.1, the ziplogs utility can be used to gather logs and configuration information to attach diagnostics information for a problem; however, this utility does not gather the domain logs. How can I get the domain logs collected by the zipLogs utility? 81

After installation, why are the UNIX access permissions on some of the files different in a newer release?....81

I installed and configured EPM System Release 11.1.2.1 products on a Windows server. I was able to start up the products successfully. I rebooted the server but some of the Web application services did not start. What is the problem? 81

I successfully deployed EPM System Web applications via EPM System Configurator, but the Web applications are failing to start. How do I debug this? 82

Does Oracle’s Security Alert `CVE-2011-2192` apply to EPM System products? 83

I need to add new hardware to an existing EPM System Release 11.1.1.4 deployment. Can I add new Windows 2008 boxes to an existing deployment even though the existing boxes are Windows 2003? Can the new boxes be 64-bit even though the existing deployment is 32-bit?....83

I am on Windows and I need to do a complete hardware refresh on Release 11.1.1.3, including moving from a 32-bit to a 64-bit hardware and operating system. What is the best approach to achieve this? 83

IT has requested all servers to be upgraded from Windows 2003 to Windows 2008. What is the best process for upgrading the operating system of an existing EPM System Release 11.1.1.4 running on Windows 2003 to Windows 2008? 84

I am on EPM System Release 11.1.1.x and need to get Internet Explorer 9 compatibility. What is the recommended approach?....84

EPM System Installer requires that WebLogic is installed on the Essbase server machine. How is WebLogic used on Essbase server? 84

EPM System Installer requires that Oracle HTTP Server (OHS) is installed on the Essbase server machine. How is OHS used on Essbase server? 84

I know that EPM System Weblogic domains cannot span between Windows and UNIX, but can a WebLogic domain span Windows 32-bit and Windows 64-bit?....85

Is it possible to configure more than one Essbase Studio Server in the same Shared Services, and not for high availability or clustering but simply separate Essbase Studio Servers on different machines? 85

After manually deploying EPM System Release 11.1.1.4, when trying to connect from Administration Services client to Administration Services servers, I get the error message: `“Error: Client and server are different versions”`. What is the cause of this? 85

I am configuring a new Financial Management 11.1.2.1 instance, but the only choice I see on the database configuration panel is upgrade. Why are the other choices on this panel not enabled? 86

In Release 11.1.2.1, if I install Financial Reporting alone on a machine, I get a preconfiguration error for Reporting and Analysis configuration: `“Task has failed”`. What is wrong? 87

When trying to start the FoundationServices0 managed server, I cannot establish a connection to the Shared Services database and the server never gets to a running state. The managed server logs show that a data source is not available. What is wrong? 88

When running EPM System Diagnostics after installing Financial Management with Oracle Database, I get this error: `The Financial Management Service check failed: ERROR: Unable to delete application....` What could be the issue? 89

For EPM System release 11.1.2.x on Windows 2008, what is the easiest way to make sure all the required IIS roles are installed on my server?.....90

In EPM System Release 11.1.2.x, is it possible to rename the Essbase instance and cluster names after they are configured?.....91

In EPM System Release 11.1.2.1, there is a requirement to use a new instance name on each new machine. Why is this required?.....91

I am trying to configure Reporting and Analysis services using a network share for the repository directory, but the repository directory does not get populated by EPM System Configurator. How do I fix this? 91

In Release 11.1.2.x, I have an environment set up with an SSL offloader. When I try to access EPM Workspace using `https://<sslofloader>/workspace`, I get a 404 error in the browser. I also notice that the request gets redirected to the Oracle HTTP Server (OHS) inside the firewall. What is the problem? 92

I understand that on Windows 2008, User Account Control (UAC) needs to be disabled before the EPM System 11.1.2.x installation and configuration process; can it be enabled again once the installation and configuration phase is completed?.....92

What are the startup dependencies for EPM System services in Release 11.1.2.1? 92

After a reboot in EPM System Release 11.1.2.1, I see a number of Web application services listed as “Failed” in the services screen. If I start the Web applications manually, they start correctly. What could cause this? 93

In EPM System Release 11.1.2.x, when will ERP Integrator support Oracle Data Integration (ODI) version 11g? This is a problem because ODI version 10g does not support Windows 2008. 93

In EPM System Release 11.1.2.1 Windows 64-bit environments, the managed server crashes intermittently with a “SocketException” error. How can I fix this? 93

In Release 11.1.2.1, I have a full SSL setup of a Financial Management deployment (all communications are SSL-enabled including the communication between Oracle HTTP Server and IIS). Sometimes I see ‘Bad Gateway’ errors when using Financial Management. How do I fix this? 94

Does Essbase support upgrading or migrating from a 32-bit Essbase to a 64-bit Essbase? 95

In EPM System Release 11.1.2.1, how can the OPMN Windows service be configured to run as a named user rather than as the local system account?.....95

The EPM System Standard Deployment Guide recommends putting FDM in the same database instance as the rest of the EPM System products. However, the FDM DBA Guide recommends an instance exclusively for FDM. Are there any issues associated with putting them in the same Oracle database instance as documented in the Standard Deployment Guide?.....97

When upgrading from EPM System Release 9.3.3 to 11.1.2.1, after launching the “hssmigrate” utility to export Shared Services information, the export fails in the step “Exporting Registration Data” with the following error: 98

In EPM System Release 11.1.2.x, how do I configure Logical Web Addresses?.....98

Can I use configure my Web server to be the LWA for my deployment? 99

Why is there an EPM System Configurator menu item under the instance folder? 100

Can I configure EPM System services to run as a specific domain user account? 101

Development Announcement: EPM System Release 11.1.1.4 was posted with the wrong version of WebLogic Server on e-Delivery. This issue is corrected as of Janurary 20, 2012. If you have downloaded EPM System release 11.1.1.4 prior to this date, please download the WebLogic zip file

again and follow the documented steps on page 83 of the Installation and Configuration Guide. 102

In EPM System Release 11.1.2.x, deploying a Web application using EPM System Configurator runs very slowly, almost as if it is hanging. I see log entries in the `configtool.log` file, but they are about 20 minutes apart. I also see exceptions in the WebLogic Admin Server console. What is the problem? 103

Development Announcement: A new document "Migrating Oracle Hyperion Planning Applications" is published in the EPM/BI Whitepaper Library. It is a step-by-step guide for migrating both artifacts and data of Planning and its associated components using Lifecycle Management. 104

I am upgrading my Planning applications from Release 11.1.1.3 to 11.1.2.1, but I need to migrate my applications incrementally. What is the best process for doing this? 104

In Release 11.1.1.x, I am running EPM System on WebSphere but would like to switch the deployment to use WebLogic. What are the steps I need to take? 105

After applying the maintenance release from 11.1.2.0 to 11.1.2.1, I am unable to login to Shared Services Console as the admin user. What could be the issue? 106

In EPM System Release 11.1.2.x, I want to use silent response files for multiple environments but each environment has a different set of passwords for database, Weblogic, and the Shared Services admin user. How can I create a reusable response file? 106

In EPM System Release 11.1.2.0 and 11.1.2.1 on Windows 2008 64-bit OS, after reinstalling the FDM Workbench Client on top of an existing installation using EPM System Installer, why is FDM missing from the Task Selection panel in EPM System Configurator? 107

In EPM System Release 11.1.2.0, EPM System Configurator does not support configuration of multiple OHS servers. Can I configure this manually? 107

I upgraded my EPM System Release 9.3.1 to Release 9.3.3. When I run the Shared Services Import/Export Utility to provision users to Essbase applications, these users cannot access the Essbase cubes. If I provision users through Shared Services Console, however, they can access the cubes. Is it a bug with the 9.3.3 Import/Export Utility? 108

In EPM System Releases 11.1.2.0 and 11.1.2.1, when installing Profitability by itself, the Profitability Web application will not start, and the following error is displayed: `java.lang.NoClassDefFoundError:com/essbase/api/base/EssException`. What is wrong? 108

In EPM System Release 11.1.1.4, after upgrading from an earlier release, I was able to run queries without issue; however, several weeks later I started receiving messages about ODBC licensing issues when attempting to run my queries. What is wrong? 109

On Linux 64-bit systems for EPM System Release 11.1.2.1, `sqrmake` fails with a series of errors such as: `sqr.a(glet.o): In function `dlet1': glet.c:(.text +0x6446): undefined reference to 'TransformUnicodeString'`. What is wrong? 110

While configuring IIS (Port 80) as a Web server, when I expand the content folder(+) in Smart View, I see the following error: `Cannot connect to the provider. Make sure it is running in the specified host/port. Error (405)`. What is wrong? 111

In EPM System Release 11.1.2.1, when I install and start the Financial Management client, the left pane menu is blank. What is wrong? 111

In EPM System Release 11.1.1.4, the Essbase Administration Services Windows service does not get installed on Windows 2008 R2 64-bit systems . Redeploying does not seem to help. How can I recreate the Essbase Administration Services Windows service? 112

When trying to install Financial Data Quality Management and EPM System Workspace together on a 2008 64-bit system using IIS7 as the Web server, I get the following error: `iisforward.dll not found under VirtualHosts`. What could be the problem? 112

Is there a step-by-step document I can use to install and configure a simple Planning deployment environment for EPM System Release 11.1.2.1?

Yes, if you need to build a simple development environment or just need to learn EPM System's installation and configuration flow, you can follow the steps in this document: Rapid Deployment of Planning Domain for Development Environments. The entire installation process, including downloading zip files and installation of the Oracle database, takes approximately 3 hours.

Is there a step-by-step document I can use to install and configure a simple Essbase environment for EPM System Release 11.1.2.1?

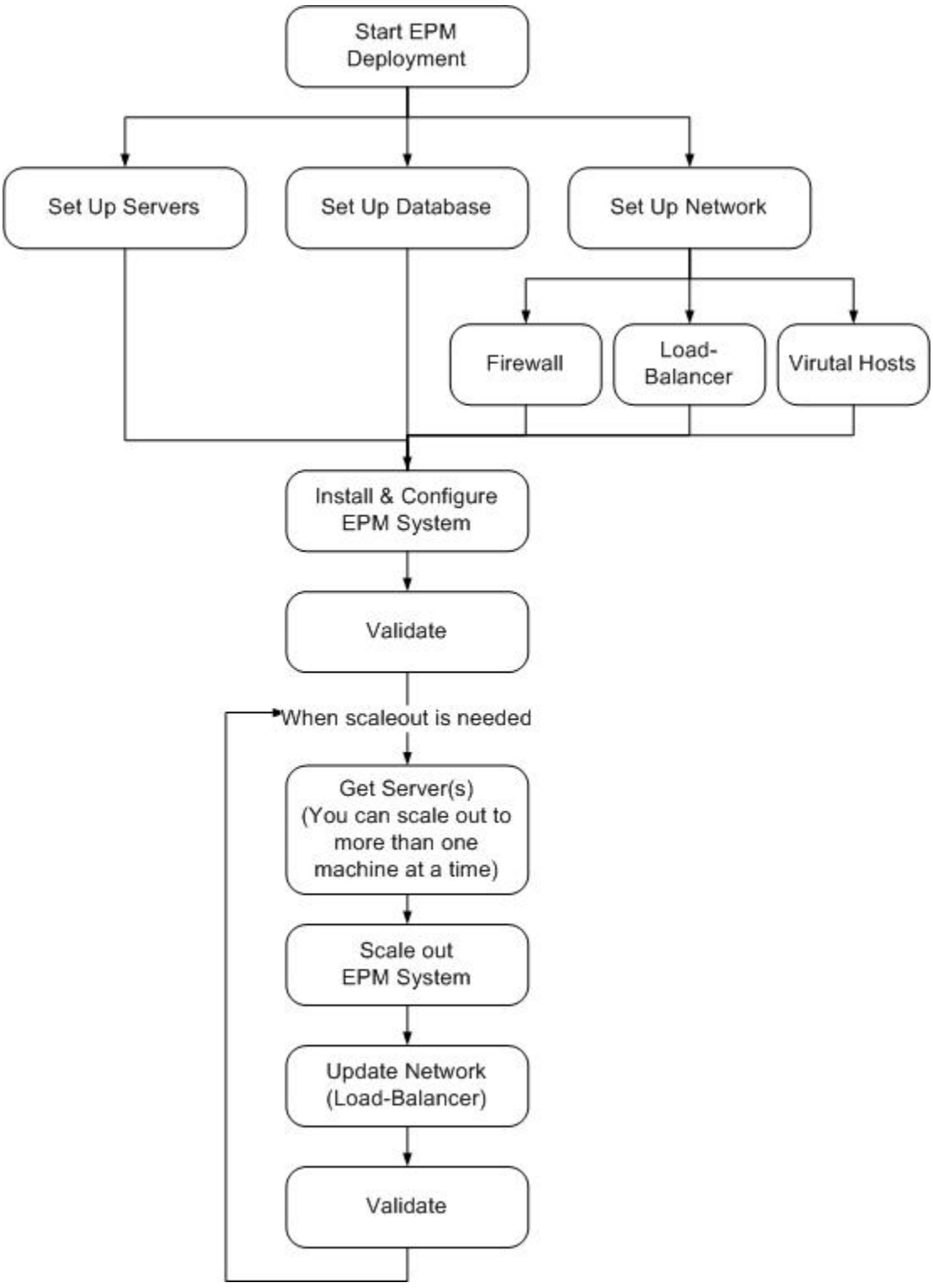
Yes, if you need to build a simple development environment or just need to learn EPM System's installation and configuration flow, you can follow the steps in the document titled Rapid Deployment of Essbase for Development Environments. The entire installation process, including downloading zip files and installing the Oracle database, takes less than three hours.

Is there a step-by-step document I can use to install and configure a simple Financial Management environment for EPM System Release 11.1.2.1?

Yes, if you need to create a simple development environment or just need to learn the EPM System installation and configuration flow, you can follow the steps in this document: Rapid Deployment of Financial Management Domain for Development Environments. The entire installation process, including downloading zip files and installing Oracle Database, takes approximately 3 hours.

Is there a step-by-step document that describes Oracle's best practice approach to deploy EPM System products for EPM System Release 11.1.2.1?

Yes, EPM System's Standard Deployment Guide is Oracle's best practice approach for deploying EPM System products. This guide is based on Oracle's Enterprise Deployment Guide, and it includes deployment requirements (hardware, database, network, firewall, and load balancer) as well as instructions for the actual deployment process.



This document is published in the white paper library located at:

http://www.oracle.com/technetwork/middleware/bi-foundation/resource-library-090986.html

What are the advantages of doing a deployment following EPM System's Standard Deployment Guide?

Using EPM System's Standard Deployment Guide provides a number of advantages for the customer and the implementation consultant.

- The steps in the Standard Deployment Guide are fully tested and certified by Oracle Development.
- The Standard Deployment Guide is based on a model of "base deployment" and then a "scale out" procedure. This approach provides the flexibility to add capacity at any time. When a particular set of services is reaching maximum capacity, you can use the scale out procedure in this document to add new servers to the deployment.

EPM System's standard deployment topology offers more than I need for my scenario. Do I need to implement all the requirements to be compliant with this guide?

No, you can implement a subset of the deployment topology based on specific requirements. The following are possible variations:

- Firewall layers can be avoided if there are other provisions to secure the zones.
- Configuration of the database in RAC is optional if database High Availability is not required.
- Load Balancer is optional only if both High Availability and SSL Offloading are not required.

Why is EPM System's Standard Deployment Guide for EPM System Release 11.1.2.1 based on Windows and not Linux?

Many EPM System products only run on Windows. The Windows platform is selected for the Standard Deployment Guide so that any EPM System products can be added to an existing deployment later if you decide to implement them.

Is it possible to use the Standard Deployment Guide for EPM System Release 11.1.2.1 and deploy all products to Windows but deploy Essbase on Linux?

Yes, this is possible since Essbase server is an independent process from the WebLogic domain. You can download the Essbase software for Linux and follow the procedure in the Standard Deployment Guide adjusting the paths for UNIX.

Can EPM System's Standard Deployment Guide be used for self-training on installation and deployment?

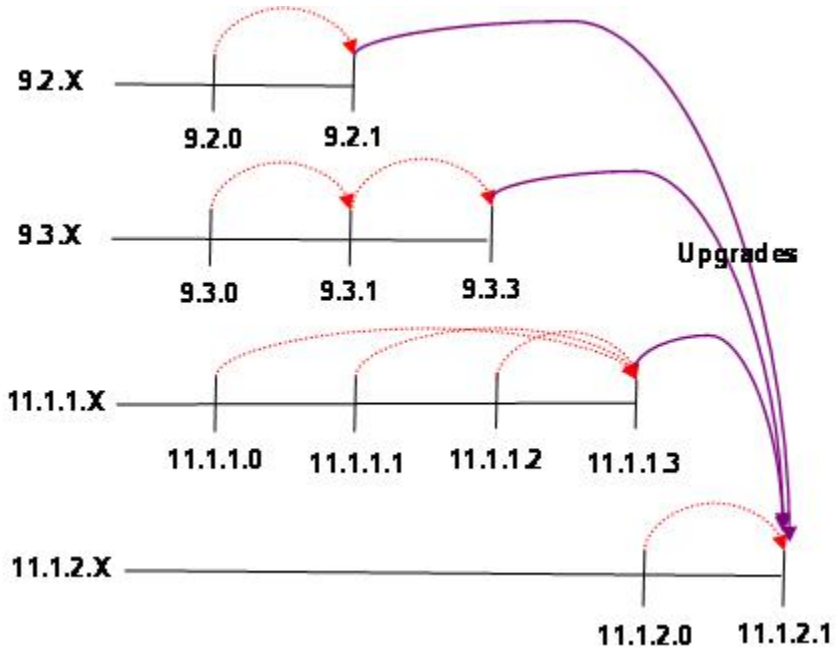
Yes, the content is designed to be specific enough so that it can be used for self-training and allows you to deploy any subset of products. You should first go through all the Rapid Deployment documents to get a good overview of the basics of EPM System deployment and then follow the Standard Deployment to get a full understanding of how to deploy EPM System products for a production environment. You can access the Rapid Deployment documents in the EPM/BI Whitepaper Library.

Why have the Services and Web Applications tiers been merged into a single Application Tier in the standard deployment model?

This is done to be consistent with Oracle's best practices approach for Enterprise Deployment.

What are the recommended upgrade paths for older EPM System releases to Release 11.1.2.1 and what are the limitations?

If the customer is not on release 9.2.1, 9.3.3, or 11.1.1.3, the customer first needs to move to the latest patch set on that release codeline. This is an in-place maintenance upgrade. The specific patch set upgrades are:



Once the source system is in release 9.2.1, 9.3.3, or 11.1.1.3, the customer can do a direct out-of-place upgrade to release 11.1.2.1.

Release 11.1.2.1 does not support WebSphere. This support is planned for Release 11.1.2.2. Customers requiring the 11.1.2.1 release and WebSphere application server are recommended to deploy to the included WebLogic server in 11.1.2.1. Then, during the patch set upgrade to 11.1.2.2, they can redeploy to WebSphere.

Release 11.1.2.x does not support Oracle Application Server. Oracle Application Server customers can use the included WebLogic Server.

Why is an upgrade to EPM System Release 11.1.2.1 supported only from Releases 9.2.1, 9.3.3 and 11.1.1.3 and not from earlier releases of those code lines?

The reason for this is to be consistent with Oracle's policy for EPM products related to upgrades. Upgrades are supported from the latest patch set on the active code lines at the time of the release. EPM System has the following active code lines: 9.2.0, 9.3.1.x, 11.1.1.x, and 11.1.2.x. So, for example, the supported path for upgrade for the 11.1.1.x code line is 11.1.1.3. Customers are always encouraged to be on the latest patch set on their code line.

When moving from EPM System Release 11.1.2.0 to Release 11.1.2.1, do I needed to reinstall and reconfigure the whole system?

Moving from EPM System Release 11.1.2.0 to Release 11.1.2.1 is considered a "maintenance release" rather than a full upgrade. You run EPM System Installer and select the "Apply Maintenance Release" option (no uninstall is required of the old software). EPM System Installer overinstalls the software in place, and then you use EPM System Configurator to perform only selected configuration tasks. For most products, only the database configuration and application server deployment tasks are required; in EPM System Configurator, required tasks are indicated in "Pending" state.

What are the certification changes from EPM System Release 11.1.2 to Release to 11.1.2.1?

Added Items

Server OS:

- Solaris 10 Update 6+
- ExaLogic X2-2 - Oracle Linux 5 (UL 5+)
- SLES 10 (SP1+)
- SLES 11 (all SP levels)
- Windows Server 2008 R2
- AIX 7.1

JDK:

- Sun JDK 1.6.0_21+
- JRockit 6 Update 22 R28.1.1+
- IBM JDK 6.0 SR8 FP1+IZ80785+IZ83273 or higher
- HP JDK 6.0.08+

Client OS:

- Windows Server 2008 with SP1+R2
- SLES 10 (SP1+)
- SLES 11 (all SP levels included)

Oracle FMW:

- Oracle SOA Suite 11.1.1.4

Database Repository:

- Microsoft SQL Server 2008 R2
- IBM DB2 9.7 FP3a

Datasource:

- Microsoft SQL Server 2008 R2
- IBM DB2 9.7 FP3a
- Essbase 11.1.2.1
- Financial Management 11.1.2.1
- Planning 11.1.2.1

Application Server:

- Oracle WebLogic Server 11gR1 (10.3.4)

User Directory:

- Microsoft SQL Server 2008 R2

IPv6:

- IPv6 not supported for Integration Services

Removed Items

Server OS:

- Solaris 10 Update 4+

JDK:

- JRockit 6 Update 14 R27.6.5+
- Sun JDK 1.6.0.14+
- IBM JDK 1.6.0 SR6+
- HP JDK 6.0.05+

Oracle FMW:

- Oracle SOA Suite 11.1.1.2+

Application Server:

- Oracle WebLogic Server 11gR1 (10.3.2)

What ports and communication protocols are used in EPM System Release 11.1.2.1?

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/BI Whitepaper Library ("Communication Flows for 11.1.2.1 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.

Default ports are also included in the Installation Start Here.

Is there any documentation for EPM System's repository database schemas for Release 11.1.2.1?

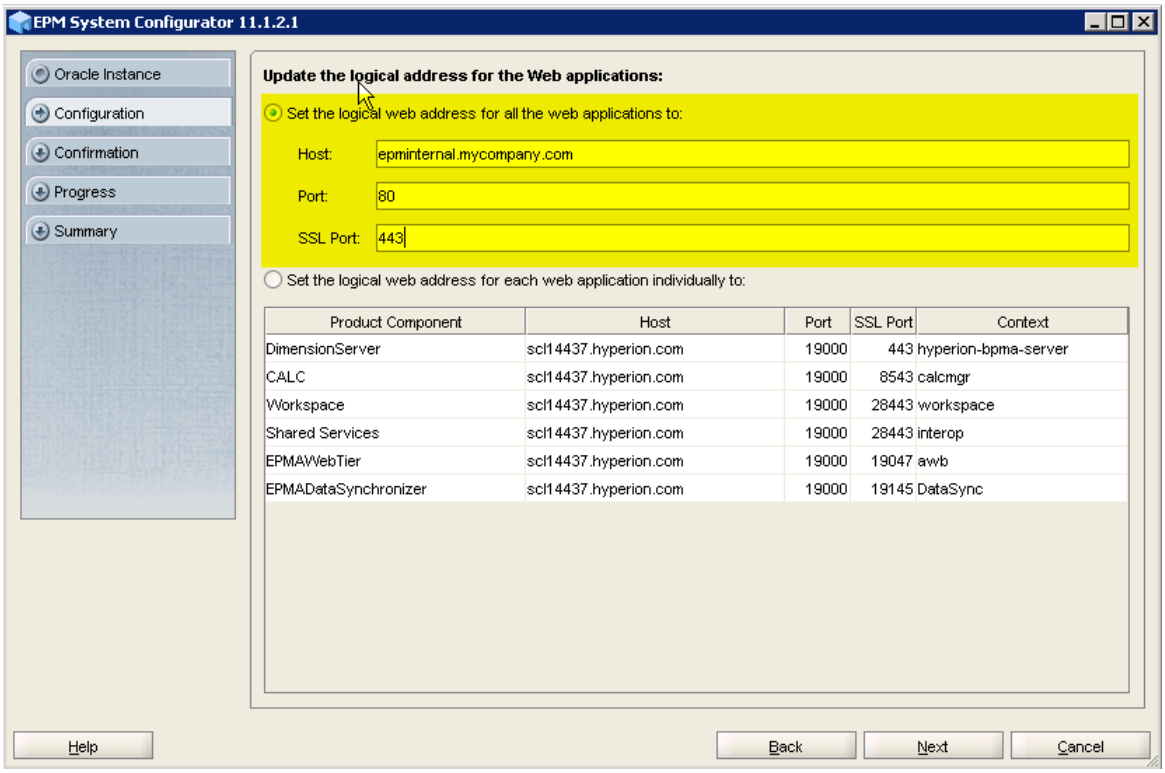
Yes, the schemas of EPM system databases are documented and are available in a zip file posted on the EPM/BI Whitepaper Library ("EPM Data Models Release 11.1.2.1"). Please consult EPM System Application and Repository Databases Access Policy for details on permissible direct database access.

Is there a way to deploy all EPM System Web applications to one WebLogic managed server?

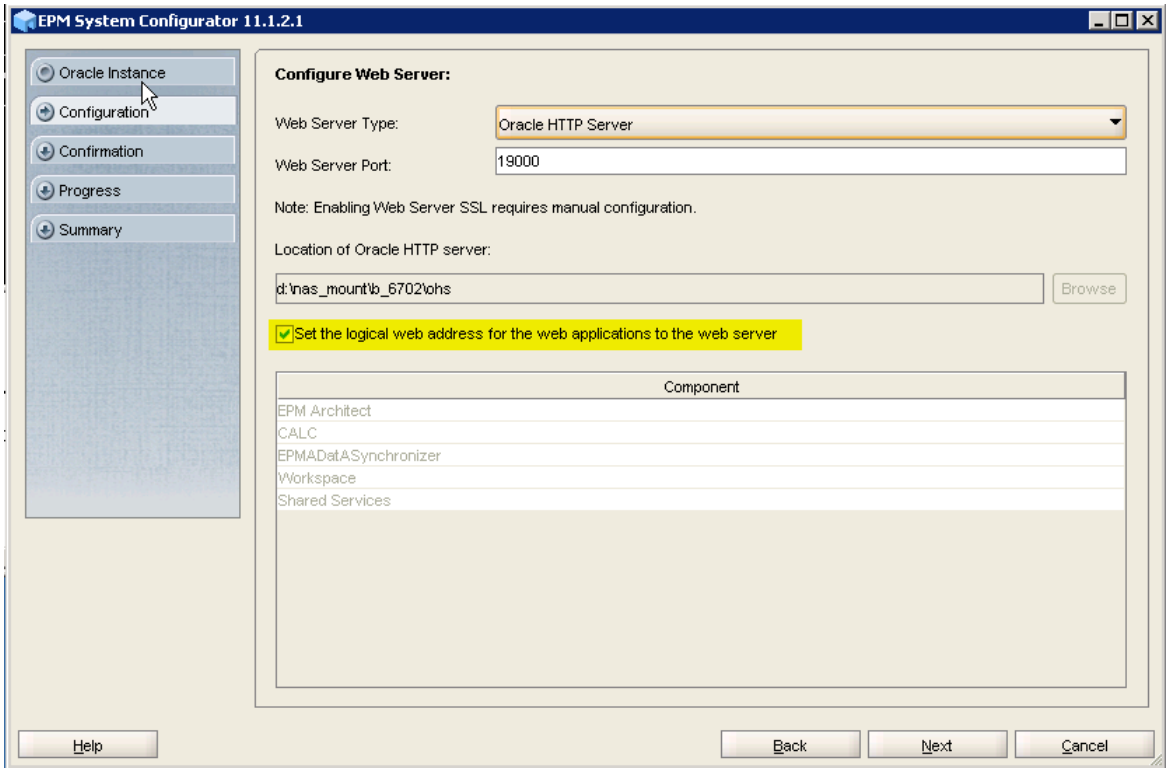
Yes, in release 11.1.2.1, there is a whitepaper that explains how to do this, called "Compact Deployment." This document is posted in the EPM/BI Whitepaper Library. Compact deployment significantly reduces the required memory at start up time and reduces the time it takes to start up all services. Note that this is supported only in Development environments and on 64-bit machines.

How do I set the Logical Address for Web applications in Release 11.1.2.1?

In Release 11.1.2.1, use the "Update Logical Address for Web Applications" task to set the Logical Web Address.



In Release 11.1.2.1, while you can still set the Logical Web Address via the Configure Logical Address for Web Applications task, if you have a single OHS in your setup, you can set it during your Web server configuration task. (This is the default option in 11.1.2.1.)



This task is documented in the "Configure Web Server" section in the "Using EPM System Configurator" chapter of the Installation and Configuration Guide.

I ran the 11.1.2.1 EPM System Installer and did not see a selection for some client components. Did I forget to download some required assemblies?

No. In release 11.1.2.1, EPM System Installer no longer installs the Offline Planning client and Strategic Finance client. They are available for installation as MSIs and are separately downloadable.

I ran the 11.1.2.1 EPM System Installer and did not see a selection for the Financial Reporting Print Server. Did I forget to download a required assembly?

No. The Print Server does not get installed via EPM System Installer in release 11.1.2.1. It is now installed via the Financial Reporting client studio MSI installer. It is not configured by default, and a script can be run to configure the Print Server. This MSI is available for download as a separate zip file on eDelivery. The steps to configure Print Server are documented in the 11.1.2.1 Installation and Configuration Guide; see "Configuring the Financial Reporting Print Server" in the chapter "Performing Postconfiguration Tasks."

I ran the 11.1.2.1 EPM System Configurator for Planning and didn't see the Product Options panel. Is my installation bad?

No, the Product Options panel and selectivity has been removed in 11.1.2.1. A customer is now preconfigured to always have the options enabled. Strategic Finance configuration has the same behavior change – no options panel shown anymore.

I ran the 11.1.2.1 EPM System Configurator for Planning but didn't see the cluster configuration task. Is my installation bad?

No, the Planning cluster configuration tasks are removed in 11.1.2.1. These tasks are removed because this functionality had been deprecated in all Workspace-enabled Planning deployments.

The 11.1.2.1 EPM System Configurator configures my Windows services using the local system account. How do I configure services for a named user?

In Release 11.1.2.1, the Foundation Common Settings panel has two fields to collect a user and password to be used when generating Windows services. If you set this on the initial pass through configuration, all services created during this run, and any runs afterwards, will configure Windows services for this named user.

I ran the 11.1.2.1 EPM System Configurator for Foundation and all configuration tasks were reported as successful, but Foundation Services does not start. What is the problem?

A common cause for this issue is clicking BACK and NEXT on the Shared Services Registry database panel. When doing a first configuration on the Shared Services Registry panel and clicking NEXT, the Registry tables are created instantly as you moved to the next panel. If you then decide to navigate back to the panel before processing is complete on the progress bar, the complete set of Shared Services Registry tables are not created, and hence, you receive the startup error.

To fix this problem, exit EPM System Configurator, and delete the `reg.properties` file, located in `user_projects/epmsystem1/config/foundation/11.1.2.0`. Then start over and configure with a clean Shared Services Registry database.

When applying the maintenance release for Financial Reporting from 11.1.2.0 to 11.1.2.1, is it required to apply Reporting and Analysis patch ID 10628534 (PSU 503) before applying the maintenance release?

No, this patch is not required. This was erroneously documented as a prerequisite; the documentation will be corrected in the next monthly refresh cycle.

Remember to always obtain the latest documentation from the OTN doc library since the documentation teams updates infrastructure documentation on a monthly basis. The title page of each guide indicates the month/year of publication so you can tell whether you have the latest version.

Does EPM System support only one IIS Web server in a deployment?

No. EPM System does support more than one IIS Web server in a deployment. This was erroneously stated in the documentation. The documentation will be corrected in the next monthly refresh cycle to indicate that each IIS application must be co-located with an IIS Web server, as follows: "If you are using IIS as the Web Server, install each IIS application so that it is co-located with an IIS Web server. This means that any machine hosting an IIS application also requires an IIS Web Server".

When installing EPM System 11.1.2.1 in a distributed environment, do I need to use a new instance name for each server?

Yes. Each new instance that you create needs a unique name so that it is registered in Shared Services Registry under the new name for that particular server. The documentation was not specific on this requirement and will be corrected in the next monthly refresh cycle.

Is HTTP compression supported in EPM System release 11.1.2.x?

Yes, HTTP compression is supported and is recommended for WAN-based deployments. As a best practice, we recommend to do HTTP compression at the load balancer if it supports it. Otherwise, OHS in 11.1.2.x is based on Apache 2.x, and you can use `mod_deflate` to enable compression on the Web server.

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

EPM System fully supports Oracle VM and Solaris Containers starting with release 11.1.1.3. 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.

In release 11.1.2.x, does EPM System fully support Solaris containers (as we do for Oracle VM) or does the standard virtualization policy apply to Solaris containers as well? Specifically, do customers need to reproduce on physical servers if the issue is not reproducible by Oracle?

We fully support Solaris containers much like Oracle VM, and reproducing issues on physical hardware is not needed. The virtualization policy applies to third-party virtualization technologies.

How do I use a DNS alias with Essbase if I am doing my own clustering for disaster recovery (11.1.2 or 11.1.2.1)?

The Essbase configuration panel in EPM System Configurator does not allow you to set the host; it reads the localhost for the machine and sets the value in the Shared Services Registry. You can change the hostname to a DNS alias using the `empsys_registry` tool. This tool is located in `user_projects/epmsystem1/bin`.

In this file:

- `epmsys_registry view HOST` returns a list of `HOST` nodes in the Shared Services Registry. Locate the `HOST` that contains Essbase server as a child and note its `ID` value.
- `epmsys_registry updateproperty #ID/@HOST<alias>` allows you to specify an alias for the host; for example:

  ```
  epmsys_registry updateproperty #33213213213214232132/@HOST myalias
  ```

Note that this works only if you have set a HOST file entry with your alias ("myalias") as the first entry for the IP address; for example, `my_ip_address myalias, full_host_name`. Also, if you set this alias in the HOST file before doing Essbase configuration, the Shared Services Registry will have the correct "myalias" value in it and no further update would be required.

Following the 11.1.2.0 documentation, I am having trouble changing the password of the Shared Services Registry database and getting Shared Services and other applications to work afterwards. What is wrong?

There is a flaw in the published procedure in 11.1.2 release.

➤ To change the Registry database password in 11.1.2.0:

1 **Run EPM System Configurator and update the database connection information for the Registry database on the Registry database panel.**

2 **Stop EPM System Configurator.**

The `reg.properties` file now has new connection information but the WebLogic data source is not yet consistent with it.

3 **Run EPM System Configurator again and do the same database task with the same new database parameters as in step 1.**

Now the Registry will be re-initialized and data source will be updated.

Note: For 11.1.2.1, follow the procedure in the Installation and Configuration Guide ("Changing the Shared Services and Registry Database Connection Information and Password" in the chapter "Reconfiguring EPM System Products"). This workaround is not required in release 11.1.2.1.

The 11.1.2.1 installation documentation provides instructions for upgrading to this release, but I need to repeat the process more than one time: once to upgrade and do functional testing and once to upgrade with the final set of data. How can I do this?

Upgrade in 11.1.2.1 is out of place, meaning that the upgrade logic is based on deploying a new software release and moving applications, data, and provisioning information from the earlier deployment to the new deployment. This approach allows the upgrade process to be repeatable. You just need to start with a new database, delete existing configurations, and repeat the upgrade process.

➤ To repeat the upgrade process:

1 **Back up the existing 11.1.2.1 deployment.**

2 **For every machine in the deployment:**

a. Rename the `.oracle.instances` file in the user home (`$HOME` for UNIX, `Documents and Settings/<userid>` for Windows), removing it from use.

b. Rename the existing `user_projects` folder to another name, removing it from use.

3 **Reconfigure the deployment by following the regular 11.1.2.1 upgrade procedure as documented in the "Upgrading Checklist" in the chapter "Upgrading EPM System Products" in the 11.1.2.1 Installation and Configuration Guide.**

- Use a new database for the Shared Services Registry
- Reuse the replicated product databases (from the previous release)

Note: You can repeat this step as needed to get the latest data from the previous release.

I have the Essbase Spreadsheet Add-In Release 11.1.2.x client installed on a Windows client (XP). When I subsequently run the EPM System Installer `installtool.cmd` file on the Windows client machine to install the Interactive Reporting client, the installer does not start, and the prerequisites check says that `.oracle.products` is missing. What should I do?

Running the Spreadsheet Add-in MSI installer first creates `EPM_ORACLE_HOME` on the machine, but it does not need or use the `.oracle.products`. As a result, the `.oracle.products` file will not exist under `EPM_ORACLE_HOME`.

One workaround is to install the product clients with EPM System Installer first, and then install the MSI.

Note: This problem is generic to any EPM System MSI installers.

If the MSI has to be installed first, however, create an `.oracle.products` file under `EPM_ORACLE_HOME`; for example: `C:\Oracle\Middleware\EPMSystem11R1\.oracle.products`. Put the following content in the file:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<softwareRegistry>
   <userLocale>en_US</userLocale>
   <hyperionHome id="1">
     <installLocation>c:\Oracle\Middleware\EPMSystem11R1</installLocation>
     <products>
     </products>
   </hyperionHome>
</softwareRegistry>
```

Note: Adjust `<installLocation>` to fit your installation location. This example uses the default location.

In Release 11.1.2.1, when I follow the instructions in the Compact Deployment whitepaper, I can't get compact deployment to work for multiple databases. What is wrong?

The whitepaper has an incorrect code snippet for the step to add the `<serviceInstances>` section to *MIDDLEWARE_HOME*`/user_projects/domains/domainName/ config/fmwconfig/jps-config.xml`. The whitepaper has been corrected and reposted to the whitepaper library. The correct code snippet for this step is:

```
<serviceInstance name="idstore.loginmodule" provider="jaas.login.provider">
     <description>Identity Store Login Module</description>
     <property name="loginModuleClassName"
value="oracle.security.jps.internal.jaas.module.idstore.IdStoreLoginModule"/>
     <property name="jaas.login.controlFlag" value="REQUIRED"/>
     <property name="debug" value="true"/>
     <property name="addAllRoles" value="true"/>
  </serviceInstance>
```

In addition, in the step to modify the `<jpsContexts/jpsContext>` section in this same file, a clarification was made that the information must be added to the *default* `jspContext` section.

While configuring EPM System with SQL Server, I get the error `Unable to Connect to SQL Server`. What could be the problem?

If the deployment in any release has a firewall between the application tier and the database, this could be related to SQL Server configuration. By default, each instance of the SQL Server Database Engine listens on TCP port 1433. Named instances of the Database Engine are configured for dynamic ports. This means they select an available port when the SQL Server service is started. When you are connecting to a named instance through a firewall, configure the Database Engine to listen on a specific port, so that the appropriate port can be opened in the firewall. For instructions on this configuration, see: http://msdn.microsoft.com/en-us/library/ms177440.aspx.

The EPM System Certification Matrix identifies the certified database repositories, but it does not mention whether 32-bit or 64-bit databases are supported. I would expect that both are supported, but can someone confirm this?

Both 32-bit and 64-bit database versions are certified repositories for EPM System. Of course, you would need the appropriate supporting platforms in place, but once done, you are good to go.

After a new installation of Release 11.1.2.1, all Web applications are on the same machine, and they start correctly. I can log in to Workspace and Shared Services, and I can open Planning applications, but I cannot see the repository folders structure. What is wrong?

The Repository Folder Structure in Workspace is served by the Reporting and Analysis Framework Web Application. The issue may be that the Reporting and Analysis Framework application and/or services are down or not deployed. Check to see whether configuration was skipped or incomplete, or whether the Web application is not started.

What are the correct SOA patches required for Financial Close Management when applying the maintenance release from 11.1.2.0 to 11.1.2.1?

The Oracle Fusion Middleware patches that are required before applying the 11.1.2.1 maintenance release for Financial Close are:

- 11063511 - SPORADIC MISSING OF SUBJECT IN BUSINESS EVENT HEADER
- 11864201 - PSE FOR MLR BUG 11864201 ON TOP OF 11.1.1.4.0 (PSE #536496)

These patches are available on My Oracle Support.

The documentation incorrectly listed patch 11837635 as required. The documentation will be corrected in the next monthly refresh cycle.

For EPM System Release 11.1.2.1, Reporting and Analysis services are installed on multiple boxes and share the repository on a shared drive. After the second set of Reporting and Analysis services is configured, Workspace does not show the Explorer listing after logging in. What is the cause of this issue?

This is a defect in EPM System Configurator in Release 11.1.2.1. You need to apply Patch Set Exception 12552933 and follow the steps in the patch Readme.

Are there any special considerations for a distributed deployment of Web applications in Release 11.1.2.x?

On the machine where you plan to install and deploy Foundation Services and the WebLogic Admin Server, you must also install all Web applications that you plan to deploy on any machine in the environment. (The WebLogic Admin Server is installed and deployed on the Foundation Services machine and must be running.)

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. Also note that in a distributed environment, EPM Oracle home must be the same on each machine. For example, if the path for EPM Oracle home is `/Oracle/Middleware` on the first machine you configure, it must be `/Oracle/Middleware` on all machines in the deployment.

For more information, see the Installation and Configuration Guide, Chapter 3, in the section "Installing EPM System Products in a Distributed Environment".

I need to upgrade from Release 11.1.2.0 to the latest patch set (e.g., 11.1.2.1) and also need move the deployment from one OS to another (e.g., from Windows to Linux). What is the supported process?

The proper way to accomplish this is to apply the 11.1.2.1 maintenance release maintenance to the 11.1.2.0 installation. Install a new deployment on the new OS and then use Lifecycle Management (LCM) to move the content from 11.1.2.1. LCM does support migration of artifacts between operating systems.

I am seeing the following stack trace error in the `configtool.log` file: `com.hyperion.hit.registry.exceptions.RegistryException: No database properties could be read`. What does this error mean?

This stack trace error is normal and expected; when EPM System is configured for the first time, this exception is returned when no Shared Services Registry exists and the user has selected the option to create a new Shared Services Registry database. The full trace that is generated looks similar to the following but can be ignored because it is written to the `configtool.log` file even with successful configurations:

```
[Some timestamp] [EPMCFG] [ERROR] [EPMCFG-01001] [oracle.EPMCFG] [tid: 14] [ecid:
xxxxxxx] [SRC_CLASS: com.hyperion.config.document.Storage] trace: {0}[[
com.hyperion.hit.registry.exceptions.RegistryException:
com.hyperion.hit.registry.exceptions.RegistryException: No database properties could be
read
at com.hyperion.hit.registry.Registry.releaseInstance(Registry.java:2039)
at com.hyperion.config.document.Storage.resetRegistryItems(Storage.java:811)
at com.hyperion.config.document.Storage.resetRegistry(Storage.java:798)
at com.hyperion.config.wizard.impl.RegistryWizardState
$1.validate(RegistryWizardState.java:348)
at com.hyperion.hit.wizard.Wizard$NextClass.run(Wizard.java:504)
at java.lang.Thread.run(Thread.java:619)
Caused by: com.hyperion.hit.registry.exceptions.RegistryException: No database
properties could be read
at
com.hyperion.hit.registry.datasource.SharedServicesDataSourceFactory.getDataSource(Share
dServicesDataSourceFactory.java:29)
at
com.hyperion.hit.registry.datasource.SharedServicesDatabaseConnectionBuilder.getConnecti
on(SharedServicesDatabaseConnectionBuilder.java:26)
at com.hyperion.hit.registry.RegistryUtils.createNewConnection(RegistryUtils.java:183)
at com.hyperion.hit.registry.RegistryConnection.getInstance(RegistryConnection.java:149)
at com.hyperion.hit.registry.Registry.releaseInstance(Registry.java:2030)
```

The EPMA Dimension Server service doesn't start in Release 11.1.2.x. What is the problem?

The EPMA service cannot be started and returns this message:

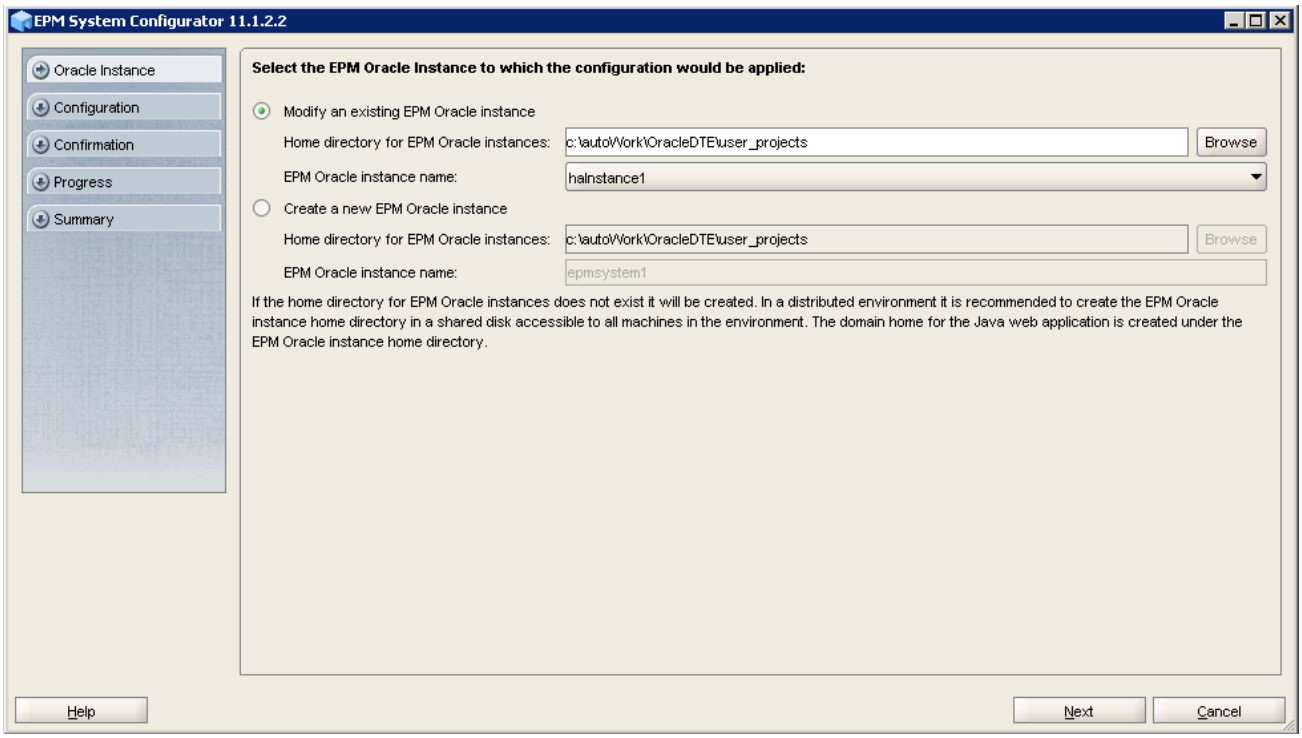
```
Hyperion.DimensionServer.ProcessManager.Interface.ProcessManagerException: Cannot
initialize the Session Manager. --->
Hyperion.DataAccessLayerCore.DataAccessLayerException: Database connectivity could not
be established. ---> Oracle.DataAccess.Client.OracleException ORA-1017: invalid username/
password; logon denied    at
Oracle.DataAccess.Client.OracleException.HandleErrorHelper(Int32 errCode,
OracleConnection conn, IntPtr opsErrCtx, OpoSqlValCtx* pOpoSqlValCtx, Object src, String
```

```
procedure)
  at Oracle.DataAccess.Client.OracleException.HandleError(Int32 errCode,
OracleConnection conn, IntPtr opsErrCtx, Object src)
  at Oracle.DataAccess.Client.OracleConnection.Open()
  at Hyperion.DataAccessLayerCore.DALConnectionTester.TestConnection()
  at Hyperion.DataAccessLayerCore.DALConnectionTester.TestConnection(Int32 maxRetries,
Int64 timeout)
  --- End of inner exception stack trace ---
  at Hyperion.DataAccessLayerCore.DALConnectionTester.TestConnection(Int32 maxRetries,
Int64 timeout)
  at Hype...
```

The most common cause for this issue is the Oracle database client installation. The EPMA Dimension Server requires ODAC to be installed and this is often overlooked when installing the Oracle database client. It is also important to make sure the ODAC version is the version specified by the EPM release.

In Release 11.1.2.1, why does Oracle recommend that we put Oracle Instance on a shared disk in a distributed environment, and are there any limitations to doing so?

This recommendation applies only to UNIX deployments that require a Disaster Recovery site. Once all binaries and configurations are on the same disk, the disk can then be replicated to the Disaster Recovery site. For best results this path needs to be on a shared disk. Note that UNC paths are not supported for this field.



For more information, see "Deploying to a Shared Drive Environment (UNIX)" in the chapter "About EPM System Product Installations" in the Installation and Configuration Guide.

I am upgrading to Release 11.1.2.1. When running the Foundation configuration task "Import data from earlier release," I see "Task Failed" in the summary panel. What could be the issue?

If the `configtool.log` file includes the following snippet (in particular, Exit code 255), then check the folder containing the Shared Services migration zip file. If the migration zip file includes spaces in the path, remove the spaces and retry the configuration task.

```
Actual trace looks like the following:
[2011-05-04T16:17:12.331-05:00] [EPMCFG] [TRACE] [EPMCFG-01023] [oracle.EPMCFG] [tid:
30] [ecid: 0000Iywr^0dFw000jzwkno1DkS3^000006,0:1630] [SRC_CLASS:
com.hyperion.cis.utils.ProcessBuilderUtils] Exit code: 255
[2011-05-04T16:17:12.331-05:00] [EPMCFG] [TRACE] [EPMCFG-01003] [oracle.EPMCFG] [tid:
27] [ecid: 0000Iywr^0dFw000jzwkno1DkS3^000006,0] [SRC_CLASS:
com.hyperion.config.context.ConfigurationStatusHelper] Import Data from Earlier Release
```

I have installed, configured, and started EPM System applications on a Solaris 64-bit system, but performance for starting up Web applications is poor. What can be done to improve performance?

With Releases 11.1.2.0 and 11.1.2.1, performance on some Solaris systems has degraded compared to previous releases. By default, EPM System Configurator deploys applications on Solaris using the jRockit JDK. One way to improve start up performance is to switch to the Sun JDK.

➤ To switch to the Sun JDK when you have already configured EPM System products, follow these steps:

1 **On the machines where the WebLogic EPM domains are created (Admin Server machine and all remote machines), modify** *DOMAIN_HOME*`/bin/setDomainEnv.sh` **as follows:**

Replace:

```
SUN_JAVA_HOME=""

export SUN_JAVA_HOME
```

with:

```
SUN_JAVA_HOME="JDK_HOME"

export SUN_JAVA_HOME
```

```
JAVA_VENDOR="Sun"

export JAVA_VENDOR
```

where *JDK_HOME* is the full path to JDK binaries under Middleware Home; for example, `./Oracle/Middleware/jdk160_21`.

2 **Update all** `EOI/bin/deploymentScripts/setCustomParams`*Server_Name*`.sh` **files as follows:**

a. In `JAVA_OPTIONS`, remove the `-XX:-FlightRecorder` option.

b. Add `-XX:PermSize=64m -XX:MaxPermSize=256m` parameters to `USER_MEM_ARGS`.

For example:

```
USER_MEM_ARGS="-Xms512m -Xmx512m -XX:PermSize=64m -
XX:MaxPermSize=256m
```

In Release 11.1.2.x, I am unable to start the first Reporting and Analysis Agent after configuring a second Reporting and Analysis Agent on a second box. What could be the issue?

If the Reporting and Analysis Agent's `stdout_console_default.log` contains the following exception:

```
[2011-01-26T07:59:15.227-08:00] [EPMRAF] [WARNING] [] [oracle.EPMRAF.stdout]
[tid: 10] [ecid: 0000Ir33AzTBd5c_PhP5id1DG4Ix000003,0] initializing se
rvice: RM1.Repository.11-1-2-1-000-778::::<machine>.<domain>.com
[2011-01-26T07:59:15.262-08:00] [EPMRAF] [WARNING] [] [oracle.EPMRAF.stdout]
[tid: 11] [ecid: 0000Ir33D^yBd5c_PhP5id1DG4Ix000007,0] java.lang.Illeg
alArgumentException: Attempting to run server on wrong host:
scl14213/10.204.49.84 != <machine>.<domain>.com
[2011-01-26T07:59:15.262-08:00] [EPMRAF] [WARNING] [] [oracle.EPMRAF.stdout]
[tid: 11] [ecid: 0000Ir33D^yBd5c_PhP5id1DG4Ix000007,0]     at com.sqri
be.transformer.ServiceAgentImpl.validateHost(Unknown Source)
[2011-01-26T07:59:15.262-08:00] [EPMRAF] [WARNING] [] [oracle.EPMRAF.stdout]
[tid: 11] [ecid: 0000Ir33D^yBd5c_PhP5id1DG4Ix000007,0]     at com.sqri
be.transformer.ServiceAgentImpl.run(Unknown Source)
[2011-01-26T07:59:15.263-08:00] [EPMRAF] [WARNING] [] [oracle.EPMRAF.stdout]
[tid: 11] [ecid: 0000Ir33D^yBd5c_PhP5id1DG4Ix000007,0]     at com.sqri
be.transformer.ServiceAgentImpl.run(Unknown Source)
[2011-01-26T07:59:15.263-08:00] [EPMRAF] [WARNING] [] [oracle.EPMRAF.stdout]
[tid: 11] [ecid: 0000Ir33D^yBd5c_PhP5id1DG4Ix000007,0]     at com.sqri
be.transformer.ServiceThread.run(Unknown Source)
```

then the problem is likely that the canonical host name of the machines are resolving to different values on different machines.

The problem can be caused by specific network/domain settings. The problematic Windows boxes belong to several domains at the same time; for example, `hyperion.com` and `us.oracle.com`.

```
scl14213: ipconfig /all:
Host Name . . . . . . . . . . . . : scl14213
Primary Dns Suffix  . . . . . . . : hyperion.com
Node Type . . . . . . . . . . . . : Hybrid
IP Routing Enabled. . . . . . . . : No
WINS Proxy Enabled. . . . . . . . : No
DNS Suffix Search List. . . . . . : us.oracle.com
```

If the JVM (on box A) tries to get the canonical host name of box A (localhost), the returned name is `A.hyperion.com`. If the JVM (on box B) tries to get canonical host name of box A, the returned name is `A.us.oracle.com`.

This discrepancy is the cause of this issue. The manual steps to resolve this issue are to add consistent names to the host names of the boxes. The name needs to be added as the first entry after the IP address in the host file. Add the following to all the boxes host file (`WINDOWS/system32/drivers/etc`).

xx.xx.xx.xx hostname.preferred-domain.com

This forces the names to always resolve to the same value. After this change, rerun the Reporting and Analysis service and the database configuration tasks on the host with the missing services. This repopulates the services in the Shared Services Registry.

Which customers should move to the upcoming EPM System Release 11.1.1.4?

Release 11.1.1.4 will be a patch set for the 11.1.1.x codeline. It is recommended for all customers on the 11.1.1.x codeline that do not plan to upgrade to Release 11.1.2.1. Release 11.1.1.4 will have a direct upgrade path to the upcoming 11.1.2.2 release. There is no upgrade path from Release 9.3.x to 11.1.1.4. Customers on the 9.3.x codeline should upgrade to the 11.1.2.1 release.

The EPM System 11.1.2.1 Certification Matrix includes support for Oracle Linux but does not specify the kernel type. Is Unbreakable Enterprise Kernel (UEK) supported?

No, when UEK is supported, it will be specifically mentioned in the Certification Matrix.

In EPM System Release 11.1.2.1, can EPM and FMW products share the same Oracle Database?

No, it is not possible to share an Oracle Database between EPM and FMW products. EPM System requires `NLS_LENGTH_SEMANTICS` to be set to `Char` and FMW requires this value to be set to `Byte`. This requirement is documented in:

- In FMW documentation: http://download.oracle.com/docs/cd/E12839_01/doc.1111/e14770/install.htm#BABHBEIA
- In EPM System documentation: http://download.oracle.com/docs/cd/E17236_01/epm.1112/epm_install_start_here_11121/frameset.htm?launch.html

How do I generate a report of the contents of Shared Services Registry?

For 11.1.2.x:

➤ To generate an HTML report of the contents of Shared Services Registry:

1 **Navigate to this folder:** *EPM_ORACLE_INSTANCE*`/bin`**, typically in** `Oracle/Middleware/user_projects/epmsystem1/bin`

2 **Run** `epmsys_registry.bat` **(or** `epmsys_registry.sh` **on UNIX)**

A report called `registry.html` is generated under *EPM_ORACLE_INSTANCE*`/diagnostics/reports`.

For 11.1.1.x:

➤ To generate an HTML report of the contents of Shared Services Registry:

1 **Navigate to this folder:** *HYPERION_HOME*`/common/config/9.5.0.0`

2 **Run** `epmsys_registry.bat` **(or** `epmsys_registry.sh` **on UNIX)**

A report called `registry.html` is generated under the same directory.

Which folder location fields support UNC-based paths in EPM System Configurator, and what are the limitations?

The following folder location fields support UNC-based paths in EPM System Configurator:

- Repository Directory for Reporting and Analysis Services
- Attachment File Location for Performance Scorecard

Note that '$' is not supported for these fields for releases 11.1.1.x, 11.1.2.0, and 11.1.2.1.

I have applied the EPM System Patch Set 11.1.2.1 on top of an existing Release 11.1.2.0 deployment, and now Essbase Server does not start. What could be the problem?

If you are running Essbase in non-clustered mode, you may be experiencing a bug in the upgrade process. To verify this:

1. Open a command prompt and change the directory to *EPM_ORACLE_INSTANCE*/bin.

   By default, *EPM_ORACLE_INSTANCE* is *MIDDLEWARE_HOME*/user_projects/epmsystem1.

2. Run this command:.

   ```
   opmnctl validate
   ```

3. If the output is

   ```
   XML parse: EPM_epmsystem1~Essbase1~EssbaseAgent: numprocs or both
   min/maxprocs must be set for AGENT opmnctl validate: failed.
   ```

   Then do the following:

   a. With a text editor, open:

      EPM_ORACLE_INSTANCE/config/OPMN/opmn/opmn.xml

   b. Change the following line:

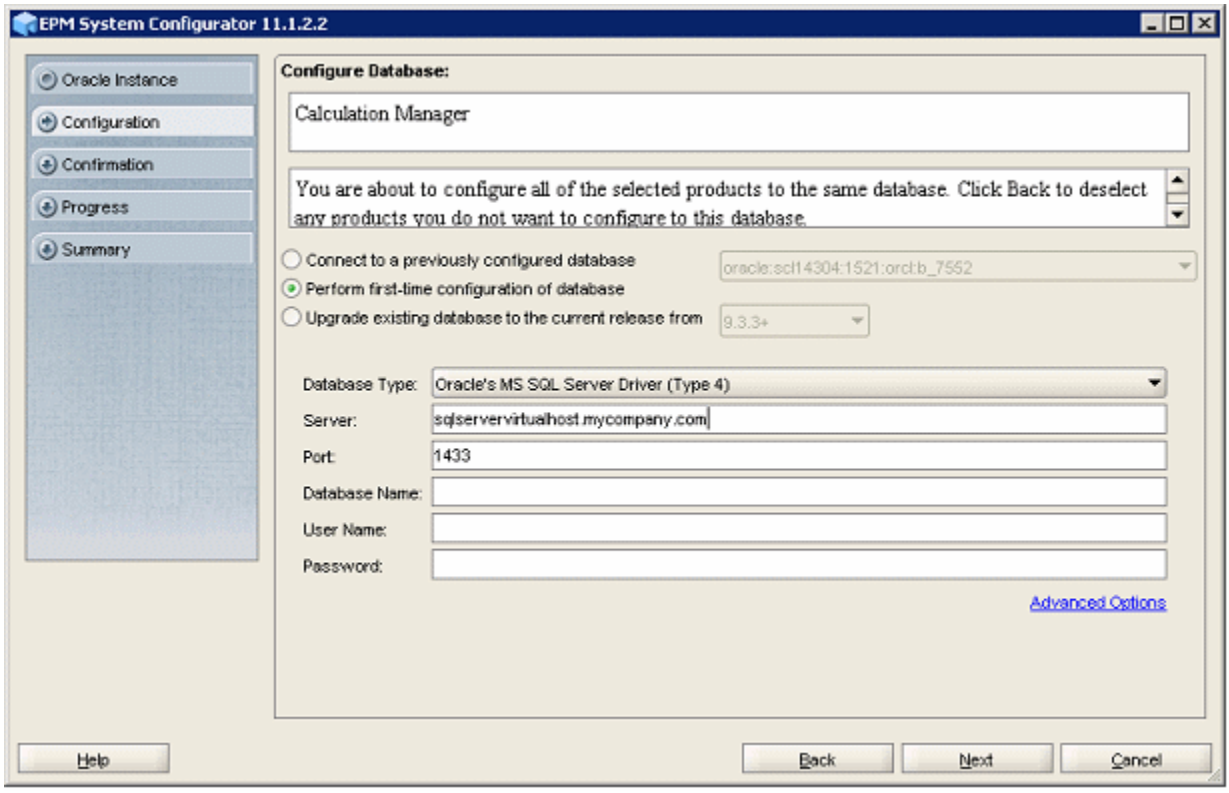
      ```
      <process-set id="AGENT" restart-on-death="false">
      ```

      to read as follows:

      ```
      <process-set id="AGENT" restart-on-death="false" numprocs="1">
      ```

How do I configure EPM System Release 11.1.2.x to connect to a clustered SQL Server deployment?

Use EPM System Configurator to enter the virtual host of the SQL Server cluster in the "Server" field on the database configuration screen.



Can EPM System Release 11.1.2.x connect to SQL Server using the SQL Server Instance Name?

No, you cannot use SQL Server Instance Names to configure EPM System. To connect to SQL Server named instances in EPM System, specify the server and port of the named instance. This is the method recommend by Microsoft.

http://technet.microsoft.com/en-us/library/ms378428(SQL.90).aspx

Named and Multiple SQL Server Instances

SQL Server 2000 and SQL Server 2005 allow for the installation of multiple database instances per server. Each instance is identified by a specific name. To connect to a named instance of SQL Server, you can either specify the port number of the named instance (preferred), or you can specify the instance name as a JDBC URL property or a **datasource** property. If no instance name or port number property is specified, a connection to the default instance is created.

How do I change the JVM heap size of the managed server in WebLogic?

If you are using Windows services to start your managed servers, update the Windows registry values. If you are using scripts to start the managed servers, update the custom start scripts. See "Increasing the JVM Memory Allocation" in the chapter "Performing Postconfiguration Tasks" in the Installation and Configuration Guide.

When using the epmsys_registry utility on Linux/UNIX, why do I get this error message? "java.lang.ArrayIndexOutOfBoundsException: 1 at com.hyperion.hit.registry.regedit.RegEditUtility.main(RegEditUtility.java:115) An error occured during the operation. Detailed Message is – 1"

In Releases 11.1.1.3 and 11.1.2.x, this error may occur when doing a operation while referencing a component ID. For example, running the following command will produce the error:

```
./epmsys_registry.sh deletecomponent #7338ecff426fbacf5b93b76f130b398376cS7e53
```

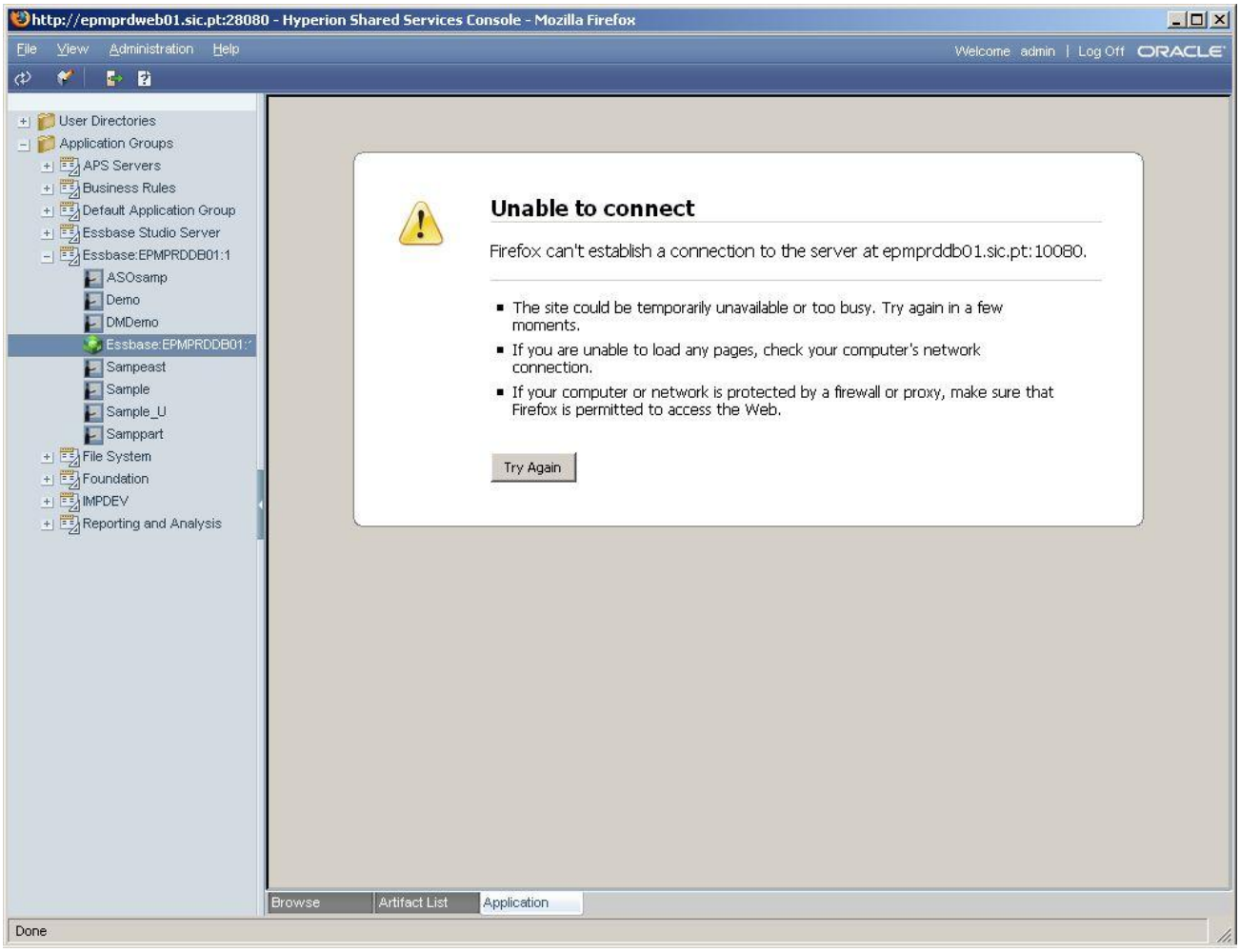
This is because in Linux/UNIX environments, the # character needs to be escaped with a \ character. To prevent this error, run the following command instead:

```
./epmsys_registry.sh deletecomponent \#7338ecff426fbacf5b93b76f130b398376cS7e53
```

This is not an issue while running the epmsys_registry utility in Windows environments.

When trying to assign access control to an Essbase application from Shared Services Release 11.1.1.2, I receive an "Unable to Connect" message. What is the issue?

This error may occur if the host, port, and protocol information of Essbase Administration Services (EAS) is incorrect in the Shared Services registration file.



It may also be that EAS has not been installed/configured to manage the Essbase server. The correct order is to install/configure Essbase, install/configure EAS, externalize the Essbase server from EAS, and then create the application.

If the EAS host/port is incorrect, 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.

You should also update the information in Essbase so that applications created in the future are registered with the correct host/port information. For Essbase server, use MaxL and run the following command to update this information:

- For Non-SSL: `alter system set eas_loc <EAS Location>`
- For SSL enabled EAS: `alter system set eas_loc <EAS Location> SSL`

where `<EAS Location>` is the name (or IP address) and port number of the computer on which the EAS server runs. Examples: `eas_server_name:10080` or `127.0.0.1:10080`

Once the settings are corrected in the Shared Services Registry, restart Shared Services to update the information.

For Release 11.1.1.x, I followed the Tips and Tricks to update the OpenLDAP server port when running on a different server than Shared Services. The "Import after Edit" for the `CSSConfig` file fails. How do I fix this?

➤ To update the OpenLDAP server port when running on a different server than Shared Services:

1 **Go to** *HYPERION_HOME*`/common/config/9.5.0.0`.

2 **Run this command:**

Windows:

```
epmsys_registry.bat  view shared_services_product
```

UNIX:

```
epmsys_registry.sh  view shared_services_product
```

This command extracts the `CSSConfig.xml` (`Comp_1_SHARED_SERVICES_PRODUCT_CSSConfig`) to the file system.

3 **Edit the** `CSSConfig.xml` **file to change the Shared Services server name to the new server name, and save the file.**

The "hub" location tag in the `.xml` file contains the Shared Services server name.

4 **Run this command to update the** `CSSConfig` **file in Shared Services Registry:**

Windows:

```
epmsys_registry.bat updatefile shared_services_product/@CSSConfig
Comp_1_SHARED_SERVICES_PRODUCT_CSSConfig
```

UNIX:

```
epmsys_registry.sh updatefile shared_services_product/@CSSConfig
Comp_1_SHARED_SERVICES_PRODUCT_CSSConfig
```

5 **Run this command to view the OpenLDAP server host name:**

Windows:

```
epmsys_registry.bat  view shared_services_product/native_provider
```

UNIX:

```
epmsys_registry.sh  view shared_services_product/native_provider
```

6 **Change the host for** `native_provider` **to the VIP by running the following command:**

Windows:

```
epmsys_registry.bat  view shared_services_product/native_provider/@HOST
new_openldap_server_name
```

UNIX:

```
epmsys_registry.sh  view shared_services_product/native_provider/@HOST
new_openldap_server_name
```

7 Restart all EPM System products.

Why does EPM System release 11.1.2.x have this requirement? “On the machine where 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”

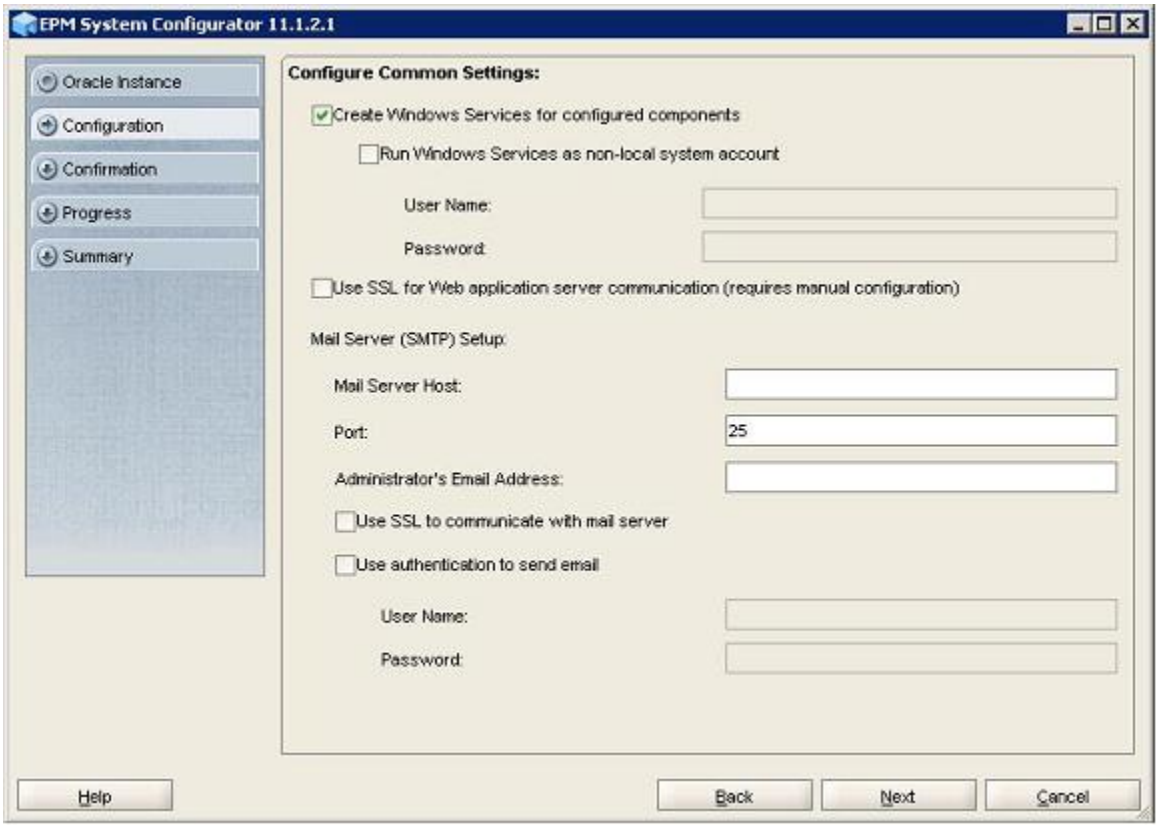
Unlike previous releases, in 11.1.2.x releases, EPM System Configurator by default creates only one WebLogic domain for each EPM deployment. This enables you to use the WebLogic admin console to manage all the managed servers in the deployment. To do this, WebLogic requires all Web applications to be installed on the server where the admin server is running.

In EPM System Release 11.1.2.0, when installing using Windows Terminal Services, I had to disable “Delete temporary folders on exit”. Is this still required in 11.1.2.1?

No, this setting is no longer needed in 11.1.2.1. In 11.1.2.1, EPM System’s required temporary files are stored outside the Windows temp directory, so deleting them does not have an impact on EPM.

In EPM System Release 11.1.2.x, I can no longer find the Windows registry value where I can set the location of the SMTP server for Financial Management: “HKLM \Software\Hyperion Solutions\Hyperion Financial Management\Web\AlertSMTP”. How do I configure this value?

In Release 11.1.2.x, this value is retrieved from Shared Services Registry; you configure it using EPM System Configurator by setting the value in the “common settings” panel.



I am upgrading to EPM System Release 11.1.2.1, but my Oracle database is not in the required character set of AL32UTF8. When I run EPM System Configurator, I get the error: "EPMCFG-10399: EPM System Configurator has detected use of a non-UTF-8 Oracle database; UTF-8 encoding needs to be used". How can I convert my database to this character set?

The most generic solution is to export your database content, create a new database with AL32UTF8, and import your data into the newly-created database.

In Release 11.1.2.x, does the WebLogic Administration Server need to be running for EPM System to operate?

The only product that requires the Weblogic Administration Server to be up for normal operations is Financial Close Management. Other EPM System products do not require the WebLogic Administration Server to be up for normal operations.

In Release 11.1.2.1, I installed Oracle HTTP Server (OHS) alone and EPM System Configurator will not start, so I cannot configure the Web Server. I receive an error that jar files are missing. What should I do?

If the error trace looks like the following, then the issue is that WebLogic is not installed with OHS, and EPM System Configurator requires WebLogic libraries to configure OHS. When installing OHS, make sure to also select WebLogic under Foundation (Install-by-component feature panel).

C:\Windows\system32\cmd.exe - startconfigtool.bat
Running preconfig checks...
Running EPM_ORACLE_HOME check...
EPM_ORACLE_HOME environment variable value: C:\Oracle\Middleware\EPMSystem11R1
JAVA_HOME environment variable value: C:\Oracle\Middleware\EPMSystem11R1\..\jdk160_21
EPM_ORACLE_HOME check succeeded
Running .oracle.products check... .oracle.products check succeeded
Running Jars manifest check...
Time spent for manifests parsing: 255 ms
Maximum jars depth achieved: 4, while restriction was: unrestricted
Parsed 187 manifests
Total jars and classpath entries encountered: 187
Total not-existing referenced classpath entries count: 53
Total classpath elements to check: 59
ERROR: C:\Oracle\Middleware\modules\javax.mail_1.4.jar not exists; file depth: 2; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\jlib\11.1.2.0\epm_j2se.jar referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\org.apache.ant_1.7.1\lib\ant.jar not exists; file depth: 1; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\com.bea.core.apache.xalan_2.7.0.jar not exists; file depth: 1; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\org.apache.ant_1.7.1\lib\ant-launcher.jar not exists; file depth: 1; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\org.apache.ant_1.7.1\lib\ant-trax.jar not exists; file depth: 1; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\com.bea.core.apache.log4j_1.2.13.jar not exists; file depth: 2; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\jlib\11.1.2.0\epm_j2se.jar referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\com.bea.core.apache.xml.serializer_2.7.0.jar not exists; file depth: 2; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\jlib\11.1.2.0\epm_j2se.jar referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\org.apache.ant_1.7.1\lib\ant-nodeps.jar not exists; file depth: 1; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\org.apache.ant_1.7.1\lib\ant-apache-regexp.jar not exists; file depth: 1; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\javax.servlet_1.0.0.0_2-5.jar not exists; file depth: 2; referenced from C:\Oracle\Middleware\EPMSystem11R1\common\jlib\11.1.2.0\epm_soa.jar referenced from C:\Oracle\Middleware\EPMSystem11R1\common\config\11.1.2.0\configtool.jar
ERROR: C:\Oracle\Middleware\modules\net.sf.antcontrib_1.1.0.0_1-0b2\lib\ant-contrib.jar not exists; file depth: 1; referenced from C:\Oracle\Middleware\EPMSystem11R1\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

On UNIX/Linux, I get the error message "/tmp should have at least 1023 MB". How can I resolve this issue?

In EPM System Release 11.1.2.1, you can configure the directory used for temporary files. To do this:

1. At the shell level, set the environment variables `TMP` and `TEMP` to the new folder value.

   For example, `export TMP=/someotherfolder` and `export TEMP=/someotherfolder`

2. Edit `installTool.sh` and find the following line:

   ```
   ${JAVA_CMD} ${JAVA_ARGS}
   ```

   Replace this line with the following:

   ```
   ${JAVA_CMD} ${JAVA_ARGS} -Xmx512M -DRELEASE_VERSION=${VERSION} -
   DINSTALL_TOOL_DIR=`pwd` -Djava.library.path=/someotherfolder -
   Djava.io.tmpdir=/someotherfolder -
   Djava.util.logging.config.class=oracle.core.ojdl.logging.LoggingConf
   iguration -Doracle.core.ojdl.logging.config.file=installTool-
   logging.xml -DDATE_TIME=$DATE_TIME -jar ${SCRIPT_DIR}/
   installTool.jar $*
   ```

   With this change, most temporary files will be moved to */someotherfolder*. Some WebLogic temp files will still be written to `/tmp`, but the size is significantly smaller.

In Release 11.1.2.1, I installed Provider Services alone on a system and configured it. Start up then failed with an "epm-shared-libraries missing" error. What could be the problem?

The issue is not that the shared library is not created in Web Logic, nor that it is targeted to a Provider Services application, but that the `common/EssbaseJavaAPI` folder is missing. This is a known issue in Release 11.1.2.1. The work around is to install another component that lays this down; namely, the Essbase client. This is the smallest extra piece to install to add this component.

I understand that in EPM System Configurator, it is critical that the canonical host names of all servers are the same. Can I use "ping" to get the canonical host names of the machines?

No - "ping" does not necessarily return the canonical host name in all cases. You can download the following utility that will resolve the server names and aliases with the same logic as EPM System Configurator:

https://www.samplecode.oracle.com/tracker/tracking/linkid/prpl1003?id=CS638

Run this utility on all the servers and ensure that every machine resolves the name of all other servers the same way.

If the resolved names are not the same, then either modify the hosts file entry in this server, or modify the DNS record prior to configuring any EPM System product on this server.

With EPM System Release 11.1.2.1, configuration of all EPM System components was successful; however, the start script does not start the WebLogic Managed Servers and it hangs indefinitely. What could be the issue?

Look at the `FoundationServices0.log` file found in:

MIDDLEWARE_HOME`/user_projects/domains/EPMSystem/servers/FoundationServices0/logs/FoundationServices0.log`

for an error like this:

```
JPS-01047: Cannot persist the wallet. Reason
java.io.FileNotFoundException: C:\Oracle\Middleware\user_projects
\domains\EPMSystem\config\fmwconfig\bootstrap\cwallet.sso (Access is
denied)
```

Also, look at the `AdminServer.log` file found in:

MIDDLEWARE_HOME`/user_projects/domains/EPMSystem/servers/AdminServer/logs/AdminServer.log`

for an error like this:

```
WARNING: Opening of wallet based credential store failed. Reason
java.io.IOException: C:\Oracle\Middleware\user_projects\domains
\EPMSystem\config\fmwconfig\bootstrap\cwallet.sso (Access is denied)
```

If you see an error message like the above, the error is caused by improper permissions on the `cwallet.sso` file. To resolve this problem

1. Assign `C:\Oracle\Middleware\user_projects\domains\EPMSystem\config\fmwconfig\bootstrap\cwallet.sso` "Full Control" for the Administrators group.
2. Open a command prompt and navigate to `C:\Oracle\Middleware\user_projects\domains\EPMSystem`.
3. Start Weblogic Admin Server in this folder using the `startWeblogic.cmd` script.
4. After Weblogic Admin Server has successfully started, shut it down.
5. Relaunch the EPM System startup script.

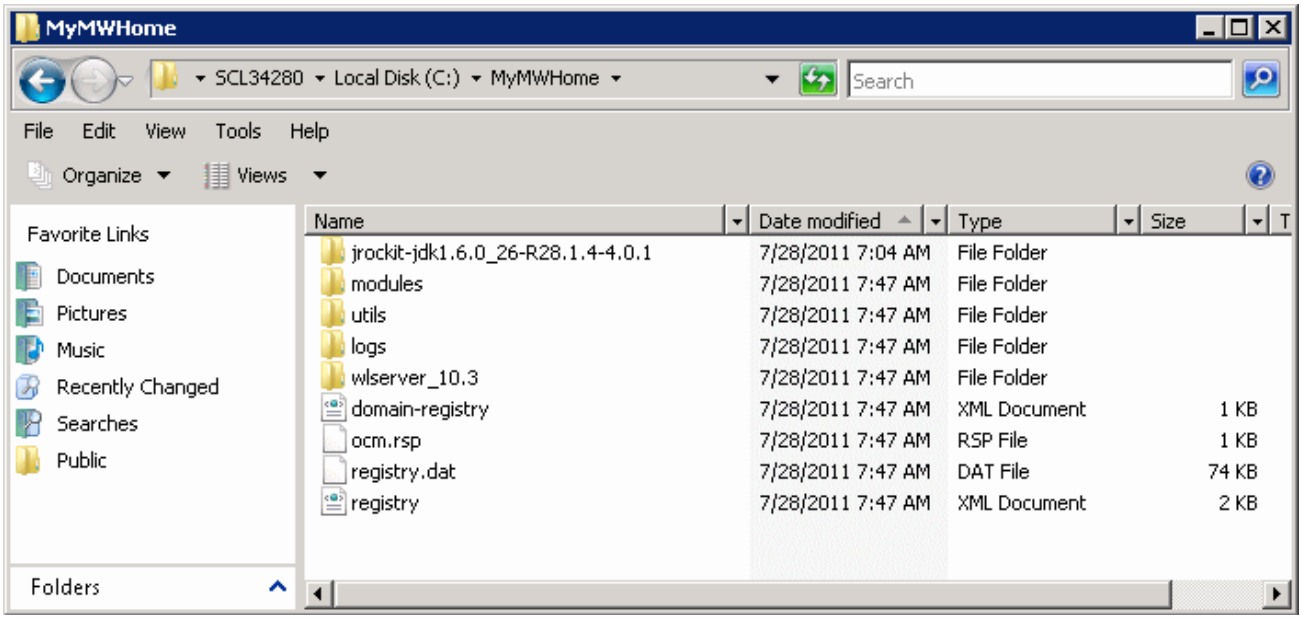
For EPM System Release 11.1.2.1, can I install Weblogic manually into a Fusion Middleware Home before installing EPM System?

Yes, you can install and configure WebLogic and JDK manually prior to using EPM System Installer and EPM System Configurator.

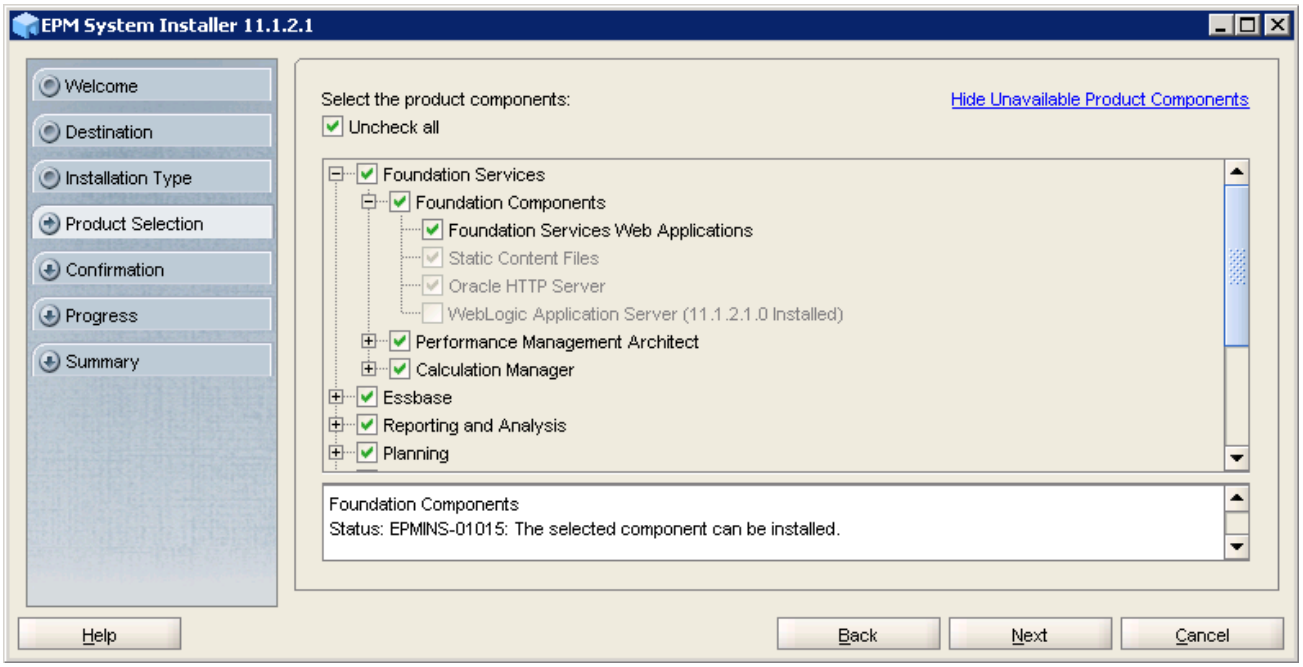
Note the following:

- For Release 11.1.2.1, the JDK version and directory must be `jdk16_21`. For JRocket, it must be `jrockit-jfk1.6.0_26-R28.1.4-4.0.1`. For 64 bit servers, you must install the 64 bit version of the JDK.
- WebLogic Server must be version 10.3.4, and it must be installed in the `wlserver_10.3` directory.

The directory structure should look like this before the EPM System installation process.



EPM System Installer detects that WebLogic Server is installed and gives proper feedback.



You can continue to install and configure EPM System into this FMW Home without any specific steps.

I have installed Essbase Server into an existing EPM System Release 11.1.2.0 installation. Installation and configuration went fine, but Essbase server does not start up. What could be the issue?

If OPMN logs are empty under `<EPM_ORACLE_INSTANCE>/diagnostics/logs/OPMN`, and folder `<EPM_ORACLE_INSTANCE>/config/OPMN` doesn't exist, then the problem is likely that the OPMN files needed for the Essbase Server are not installed in the instance folder in the initial installation. Specifically, OHS was not installed in the first installation. Once OHS is installed, Essbase can be configured. To successfully configure Essbase in this situation, create a second instance and configure Essbase server in this instance.

In Release 11.1.1.3, when installing Interactive Reporting Studio on a Windows 7 64-bit platform, the install runs fine, but the uninstaller cannot be run. Launching uninstall seems to do nothing, but if you turn echo on in the `uninstall.cmd` file, you see a "JRE or JDK Not Found, Exiting" error message. What can be done to get uninstall working?

Uninstall fails because no JRE is installed.

To get uninstall to work, do one of the following:

- Install Interactive Reporting Studio with another component like Essbase Client (small footprint).
- Install Essbase Client or some other server piece on another platform and copy over the `common/JRE` folder.

In Release 11.1.2.0, while trying to access a provider using Smart View, I sometimes get a Timeout error. I am using multiple OHS servers behind a Load Balancer. What could be the issue?

Release 11.1.2.0 does not support multiple OHS servers in the EPM System registry. You can still maintain the second OHS server, but you have to delete the second Web Server node in the EPM System registry.

Check to see if there is more than one `WEB_SERVER` component in the registry. To do this, get an EPM System registry dump and look for two instances of the `WEB_SERVER` component like below:

WEB_SERVER (WEB_SERVER)
Properties:

Property Name	Property Value
instance_home	D:\Oracle\Middleware\user_projects\epmsystem1
version	11.1.2.0
port	19000
type	ORACLE_HTTP
isSSL	false

Files:
None
Children:
Default Default LOGICAL_WEB_APP:DIMENSION_SERVER_WEBSERVICE Default Default Default Default Default Default Default Default
Parents:
WORKSPACE HOST:defrakmpftweb1.xxxx.xx.net

WEB_SERVER (WEB_SERVER)
Properties:

Property Name	Property Value
instance_home	D:\Oracle\Middleware\user_projects\epmsystem1
version	11.1.2.0
port	19000
type	ORACLE_HTTP
isSSL	False

Files:
None
Parents:
WORKSPACE HOST:DEFRAKMPFTWEB2.xxxx.xx.net

If you see two instances follow these steps.

1. List all the `WEB_SERVER` components by issuing the following command:

   ```
   epmsys_registry view WEB_SERVER
   ```

   The following is a sample output:

   ```
   COMPONENTS MATCHING THE TREE EXPRESSION

   COMPONENT - 1
   NAME -  WEB_SERVER
   ID -  a26355d8599a877fS1787326512e52e95be1S6b20
   TYPE -  WEB_SERVER
   HOST -  scl34268.hyperion.com
   HYPERION HOME -  C:\t6752\EPMSystem11R1
   PROPERTIES -
           instance_home = C:\t6752\user_projects\epmsystem1
           version = 11.1.2.0
           port = 19000
           type = ORACLE_HTTP
           isSSL = false
   FILES - NONE
   PARENT COMPONENTS -
                   Parent 1
                   NAME -  HOST:scl34268.hyperion.com
                   ID -  a26355d8599a877fS28a3944c12e5291793eS7fff
                   TYPE -  HOST

                   Parent 2
                   NAME -  WORKSPACE
                   ID -  a26355d8599a877fS28a3944c12e5291793eS7f85
   ```

```
                TYPE -  WORKSPACE

CHILD COMPONENTS -
                Child 1
                NAME -  Default
                ID -  a26355d8599a877fS28a3944c12e5291793eS642f
                TYPE -  LOGICAL_WEB_APP

                Child 2
                NAME -  Default
                ID -  a26355d8599a877fS28a3944c12e5291793eS6813
                TYPE -  LOGICAL_WEB_APP

                Child 3
                NAME -  Default
                ID -  a26355d8599a877fS28a3944c12e5291793eS6b36
                TYPE -  LOGICAL_WEB_APP

COMPONENT - 2
NAME -  WEB_SERVER
ID -  a26355d8599a877fS28a3944c12e5291793eS664e
TYPE -  WEB_SERVER
HOST -  scl34200.hyperion.com
HYPERION HOME -  C:\t6752\EPMSystem11R1
PROPERTIES -
        instance_home = C:\t6752\user_projects\epmsystem1
        version = 11.1.2.0
        port = 19000
        type = ORACLE_HTTP
        isSSL = false
FILES - NONE
PARENT COMPONENTS -
                Parent 1
                NAME -  HOST:scl34200.hyperion.com
                ID -  a00355d8599a877fS28a3944c12e5291793eS7fdd
                TYPE -  HOST
CHILD COMPONENTS -
                NONE
```

2. Find the ID of the `WEB_SERVER` node without any children (in this example, `Component – 2`) and run the following command to delete the component:

   ```
   epmsys_registry deletecomponent
   #a26355d8599a877fS28a3944c12e5291793eS664e
   ```

   .

Note: In this configuration, the load balancer can continue to point to both OHS servers. If the second OHS server is reconfigured, you would repeat these steps after reconfiguring the OHS server.

In Releases 11.1.2 and 11.1.2.1, in Financial Close Management manual configuration, there is a step to change the DefaultAuthenticator Control Flag to "SUFFICIENT" in the WebLogic Administration Console. After I made the change, clicked Save, then clicked the Activate Changes button, I got the errors below. It is the only change that I made after clicking "Lock & Edit" and then clicking "Activate Changes."

```
An error occurred during activation of changes, please see the log for
details.

[Management:141191]The prepare phase of the configuration update failed
with an exception:

[Management:141245]Schema Validation Error in config/config.xml see log
for details. Schema validation can be disabled by starting the server
with the command line option: -
Dweblogic.configuration.schemaValidationEnabled=false
```

Disabling schema validation will not solve the problem since the problem occurs right after you add `EPMIdentityAsserter` to the provider list.

A common cause for this issue is that `EPMIdentityAsserter.jar` is not copied to all machines in a distributed environment. Once this is done, adding `EPMIdentityAsserter` to the provider list should not cause issues. `EPMIdentityAsserter` is located in `wlserver_10.3/server/lib/mbeantypes`.

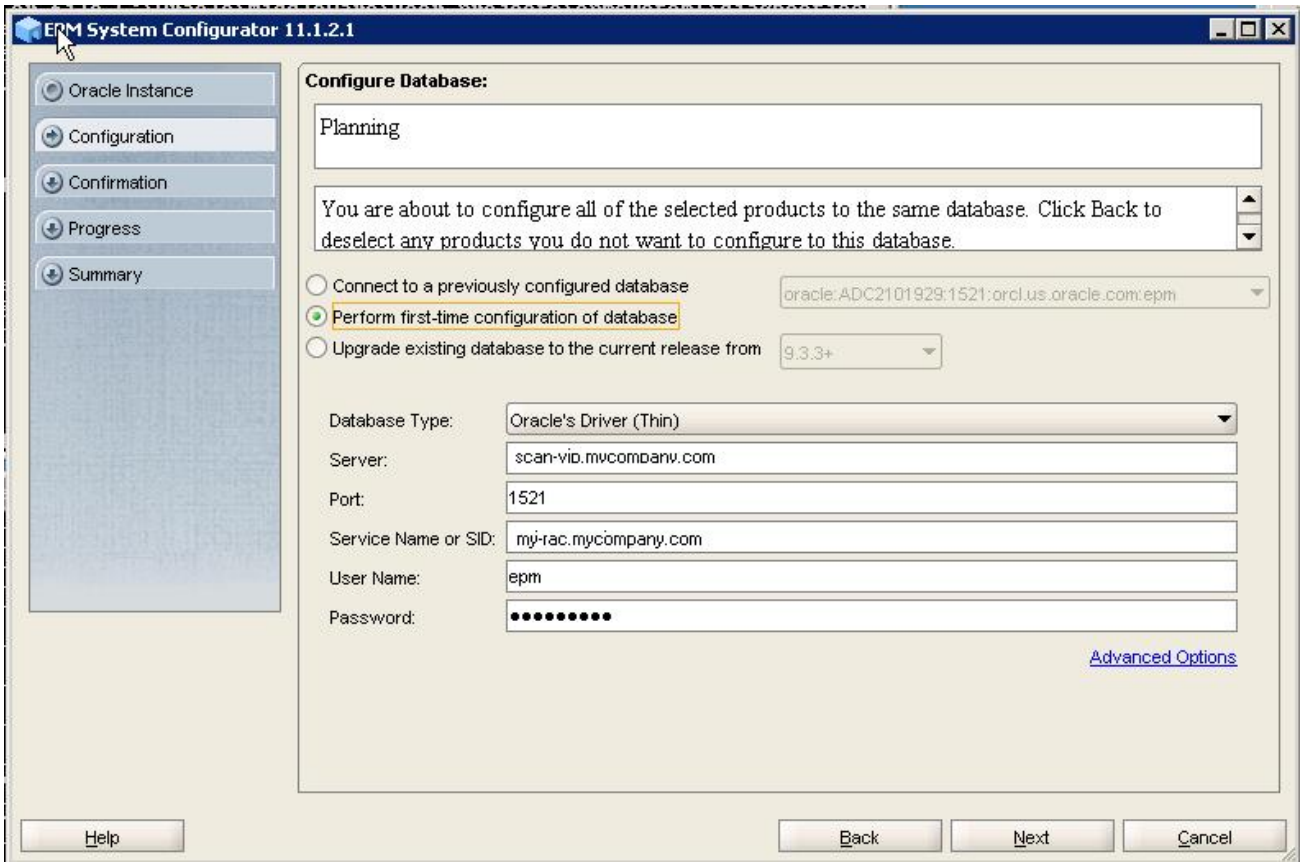
In EPM System Release 11.1.2.X, what clients support SSL Offloading?

All browser-based interfaces plus Smart View support SSL Offloading. Other EPM System clients do not support SSL Offloading. This is because, with the exception of Smart View, EPM System clients do not exclusively speak HTTP(s) to their servers.

How do I configure EPM system to use SCAN-based configuration of RAC?

SCAN (Single Client Access Name) is a feature of Oracle database 11GR2 that provides a single name for clients to access Oracle Database running in a cluster. The benefit is that the client's connection information does not need to change if you add or remove nodes in the cluster. SCAN provides load balancing and failover for client connections to the database. When

configuring EPM System, use the SCAN VIP as the hostname for the database server. For more information on SCAN, see http://www.oracle.com/technetwork/database/clustering/overview/scan-129069.pdf



What protocol is used for communication between EPM System's Reporting and Analysis Framework services?

Reporting and Analysis Framework services use CORBA for communication among the services.

I want to install Oracle HTTP Server (OHS) on Linux in Release 11.1.2.1. What do I have to download to install OHS by itself?

The following items should be downloaded:

- Oracle Hyperion Enterprise Performance Management System Installer, Fusion Edition Release 11.1.2.1.0 for Linux
- Oracle Hyperion Foundation Services Release 11.1.2.1.0 for Linux Part 1 of 7
- Oracle Hyperion Foundation Services Release 11.1.2.1.0 for Linux Part 2 of 7

- Oracle Hyperion Foundation Services Release 11.1.2.1.0 for Linux Part 3 of 7
- Oracle Hyperion Foundation Services Release 11.1.2.1.0 for Linux Part 4 of 7
- Oracle Hyperion Foundation Services Release 11.1.2.1.0 Part 5 of 7
- Oracle Hyperion Foundation Services Release 11.1.2.1.0 Part 7 of 7
- Oracle Hyperion Enterprise Performance Management System Additional Content Release 11.1.2.1.0

I see that Essbase was not registered in Shared Services, but the Essbase configuration finished without a problem. When I tried to reconfigure Essbase again, I got the message that the Essbase cluster already exists. What should I do?

This occurs because the panel in EPM System Configurator does a check for the existence of a cluster in the Shared Services Registry.

➤ To manually fix this problem:

1 **Use the `epmsys_registry` tool to find the `CLUSTER` node which has parent of `ESSBASE_PRODUCT`.**

For example, `epmsys_registry VIEW CLUSTER`.

2 **Note the ID for this node, then use `epmsys_registry` to issue a delete.**

For example, `epmsys_registry deletecomponent #ID`.

I installed EPM System Release 11.1.2.1 on Windows 2008 64-bit. The Shared Services database was configured using SQL Server Windows Authentication. The Foundation Web application does not start properly after configuration, and I see an error in the `FoundationServices0.log` file like "The user is not associated with a trusted SQL Server connection". What is the problem?

This is a known jRockit issue. Download the latest jRockit from My Oracle Support and reference patch 11931214. Apply the patch and try restarting the Foundation Services Web application.

➤ To apply the patch to the EPM System installation folder:

1 **Rename the** `<installdir>/jrockit_160_20` **folder.**

2 **Unzip the patch to** `<installdir>`.

This will create a folder called `jrockit-jdk1.6.0_24`.

3 **Rename the folder to** `jrockit_160_20`.

I installed and configured EPM System Release 11.1.2.1.00 products on a Windows server. I was able to start up the products successfully. I rebooted the server but some of the Web application services did not start. What is the problem?

Look at the startup log written to `user_projects/domains/EPMSystem/servers/<Server0>/logs`. If the application startup log (for example, `FoundationServices0.log`) shows an error like the following:

```
weblogic.security.SecurityInitializationException: The loading of OPSS java security
policy provider failed due to exception, see the exception stack trace or the server log
file for root cause. If still see no obvious cause, enable the debug flag
-Djava.security.debug=jpspolicy to get more information. Error message:
oracle.security.jps.JpsException: [PolicyUtil] Exception while getting default policy
Provider
```

then the issue is related to a defect that causes services to fail when many Web applications are started at the same time during a reboot.

To fix this, apply the Oracle Virtual Directory Patch Number 12874008.

Is there an easy way to zip up all the EPM System 11.1.2.1 log files to attach to an SR?

Yes, on the machine where you need to diagnose the logs, perform these steps:

1. Go to the *EPM_ORACLE_INSTANCE*`/bin` directory (for example, `user_projects/epmsystem1/bin`).
2. Run the `ziplogs.sh` (`ziplogs.bat`) utility.
3. The zip file will be created under *EPM_ORACLE_INSTANCE*`/diagnostics/ziplogs` folder.
4. Attach the zip file created to the SR.

In Release 11.1.2.1, the ziplogs utility can be used to gather logs and configuration information to attach diagnostics information for a problem; however, this utility does not gather the domain logs. How can I get the domain logs collected by the zipLogs utility?

`EPMSystem11R1/common/config/11.1.2.0/resources/zipping` contains:

- `zipping_unix.xml`
- `zipping_win.xml`

To get the utility to collect domain information, edit each of these files as follows:

change:

```
<zipEntry include="logs">servers</zipEntry>
```

to:

```
<zipEntry include="logs.*">servers</zipEntry>
```

After installation, why are the UNIX access permissions on some of the files different in a newer release?

Oracle's policy is to configure the system to be secured by default. Access privileges of certain files change to make the system more secure after installation by limiting the number of people who can read or write certain files.

I installed and configured EPM System Release 11.1.2.1 products on a Windows server. I was able to start up the products successfully. I rebooted the server but some of the Web application services did not start. What is the problem?

Check the log file of the WebLogic server that did not start and look for this error:

```
weblogic.security.SecurityInitializationException: The loading of OPSS java security
policy provider failed due to exception, see the exception stack trace or the server log
file for root cause. If still see no obvious cause, enable the debug flag
-Djava.security.debug=jpspolicy to get more information. Error message:
oracle.security.jps.JpsException: [PolicyUtil] Exception while getting default policy
Provider
at
weblogic.security.service.CommonSecurityServiceManagerDelegateImpl.loadOPSSPolicy(Common
SecurityServiceManagerDelegateImpl.java:1398)
```

```
at
weblogic.security.service.CommonSecurityServiceManagerDelegateImpl.initialize(CommonSecu
rityServiceManagerDelegateImpl.java:1018)
at
weblogic.security.service.SecurityServiceManager.initialize(SecurityServiceManager.java:
873)
at weblogic.security.SecurityService.start(SecurityService.java:141)
at weblogic.t3.srvr.SubsystemRequest.run(SubsystemRequest.java:64)
at weblogic.work.ExecuteThread.execute(ExecuteThread.java:207)
at weblogic.work.ExecuteThread.run(ExecuteThread.java:176)
```

If you see the above error, then this is happening because there is a synchronization issue when multiple Weblogic servers are started at the same time. One way to avoid this issue on reboot is to put services in manual mode and then use the EPM System `start.bat` command to start EPM services. This command will start the services one at a time and will avoid this issue. Development is working on a software fix for this issue.

I successfully deployed EPM System Web applications via EPM System Configurator, but the Web applications are failing to start. How do I debug this?

If you are deploying Web applications to a large number of machines (typically more than 5), check to see if the WebLogic Admin server is running. If the Admin server is not running, check the Admin server logs for OutOfMemoryExceptions. If you see OutOfMemoryExceptions in the log, increase the max heap size for the Admin server. To do this, edit `setDomainEnv.sh` and change "512" to "1024" in the following places:

```
XMS_SUN_64BIT="256"
export XMS_SUN_64BIT
XMS_SUN_32BIT="256"
export XMS_SUN_32BIT
XMX_SUN_64BIT="512"
export XMX_SUN_64BIT
XMX_SUN_32BIT="512"export XMX_SUN_32BIT
XMS_JROCKIT_64BIT="256"
export XMS_JROCKIT_64BIT
XMS_JROCKIT_32BIT="256"
export XMS_JROCKIT_32BIT
XMX_JROCKIT_64BIT="512"export XMX_JROCKIT_64BIT
XMX_JROCKIT_32BIT="512"export XMX_JROCKIT_32BIT

. ${DOMAIN_HOME}/bin/setEpmEnv.sh

if [ "${JAVA_VENDOR}" = "Sun" ] ; then
        WLS_MEM_ARGS_64BIT="-Xms256m -Xmx512m"
        export WLS_MEM_ARGS_64BIT
        WLS_MEM_ARGS_32BIT="-Xms256m -Xmx512m"
        export WLS_MEM_ARGS_32BIT
else
        WLS_MEM_ARGS_64BIT="-Xms512m -Xmx512m"
        export WLS_MEM_ARGS_64BIT
        WLS_MEM_ARGS_32BIT="-Xms512m -Xmx512m"
```

```
        export WLS_MEM_ARGS_32BIT
fi
```

After restarting the Admin server with the increased heap size, redeploy the Web applications again using EPM System Configurator.

For very large deployments with more than 50 Web applications in the domain, we recommend a 64-bit operating system for the administration server to allow more room for the heap size as needed.

Does Oracle's Security Alert CVE-2011-2192 apply to EPM System products?

Yes, EPM System Release 11.1.2.0 and 11.1.2.1 are distributed with Oracle's HTTP Server. The following link has information about this security alert.

http://www.oracle.com/technetwork/topics/security/alert-cve-2011-3192-485304.html

I need to add new hardware to an existing EPM System Release 11.1.1.4 deployment. Can I add new Windows 2008 boxes to an existing deployment even though the existing boxes are Windows 2003? Can the new boxes be 64-bit even though the existing deployment is 32-bit?

Yes to both questions. There are no limitations here.

I am on Windows and I need to do a complete hardware refresh on Release 11.1.1.3, including moving from a 32-bit to a 64-bit hardware and operating system. What is the best approach to achieve this?

The best approach is to upgrade to Release 11.1.2.1. For Windows synchronizing, a hardware refresh with major EPM System releases is the best practice since major upgrades are out-of-place, and the procedure is optimized for source and target hardware to be different.

IT has requested all servers to be upgraded from Windows 2003 to Windows 2008. What is the best process for upgrading the operating system of an existing EPM System Release 11.1.1.4 running on Windows 2003 to Windows 2008?

The best approach is to back up data and binaries of the source, reimage to Windows 2008, and repair the installation. This process is documented in "Upgrading the Operating System to Windows 2008 or Windows 2008 R2" in the 11.1.1.4 Installation and Configuration Guide.

I am on EPM System Release 11.1.1.x and need to get Internet Explorer 9 compatibility. What is the recommended approach?

EPM System Release 11.1.1.4 supports Internet Explorer 9.

EPM System Installer requires that WebLogic is installed on the Essbase server machine. How is WebLogic used on Essbase server?

The Jar files that are installed as part of WebLogic and the Oracle common directory are used by the EPM System Configurator itself, as well as common services. WebLogic does not need to run on the Essbase server, but Weblogic and Oracle common directory must be installed on every Essbase server machine.

EPM System Installer requires that Oracle HTTP Server (OHS) is installed on the Essbase server machine. How is OHS used on Essbase server?

Essbase server utilizes the OPMN binaries with an OHS installation because Essbase server uses OPMN for start, stop, and failover functionality. Note that you only need to perform the "Configure Web Server" task in EPM System Configurator on the machine hosting the Web server.

I know that EPM System Weblogic domains cannot span between Windows and UNIX, but can a WebLogic domain span Windows 32-bit and Windows 64-bit?

Yes, this is fully supported.

The reason the EPM System Weblogic domains cannot span platforms is because nostage deployment mode is used for the deployment of the Web applications. In this mode, the source of the Web applications points to their actual directory path on the machines, and these paths cannot be the same across platforms (since paths on Windows always start with the drive letter). Therefore, it is not possible to have domains span platforms.

Is it possible to configure more than one Essbase Studio Server in the same Shared Services, and not for high availability or clustering but simply separate Essbase Studio Servers on different machines?

Yes, this is supported. You need to configure each Studio instance with its own separate catalog. Concurrent updates of metadata in Studio catalog tables by two or more instances of Studio Server is not supported.

After manually deploying EPM System Release 11.1.1.4, when trying to connect from Administration Services client to Administration Services servers, I get the error message: "Error: Client and server are different versions". What is the cause of this?

Manual deployment documentation for Web applications was not updated for 11.1.1.4 and therefore has the following error:

2 Add the following Java arguments to the Server Start configuration for the managed server:

```
-Dhyperion.home=HYPERION_HOME
-DHYPERION_HOME=/HYPERION_HOME
-DESS_ES_HOME=/HYPERION_HOME/products/Essbase/eas/server
-DEAS_HOME=HYPERION_HOME/products/Essbase/eas
-DEAS_LOG_LEVEL=5000
-DEAS_LOG_LOCATION=HYPERION_HOME/logs/eas/easserver.log
-DEAS_SERVER_VERSION=11.1.1.3
```

Following these instructions would tell Administration Services Console that the Administration Server is release 11.1.1.3, even though the proper release is deployed on the server.

To solve this problem, either manually redeploy the Web application using the proper release number, or use the WebLogic or WebSphere consoles to modify the Java options to change the value of::

```
-DEAS_SERVER_VERSION=11.1.1.3
```

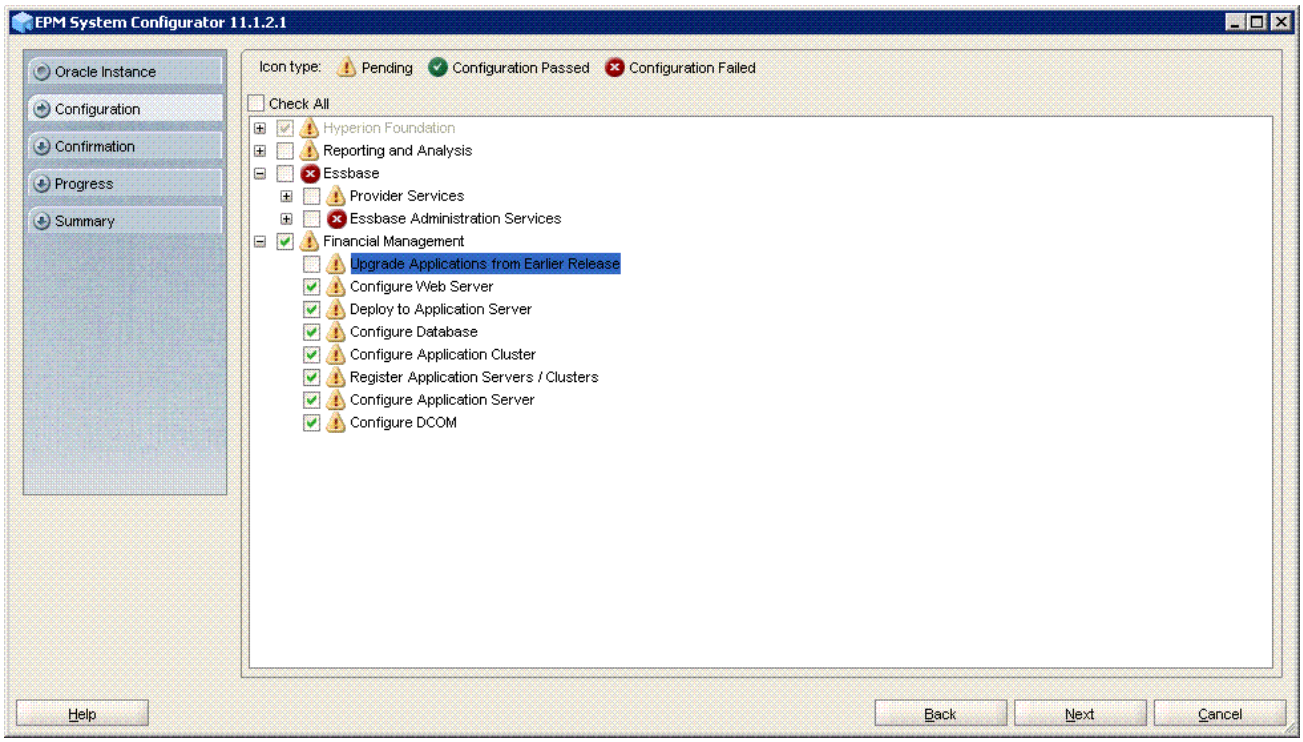
To:

```
-DEAS_SERVER_VERSION=11.1.1.4
```

The *EPM System Manual Deployment Guide* will be updated in the November 2011 monthly doc update to include the correct procedures.

I am configuring a new Financial Management 11.1.2.1 instance, but the only choice I see on the database configuration panel is upgrade. Why are the other choices on this panel not enabled?

You have probably chosen the "Upgrade Applications from Earlier Release" option on the task panel in EPM System Configurator. Review the selected Financial Management tasks and uncheck that option if it is selected.



In Release 11.1.2.1, if I install Financial Reporting alone on a machine, I get a preconfiguration error for Reporting and Analysis configuration: "Task has failed". What is wrong?

This is a software defect for the use case where Financial Reporting is installed alone. EPM System Installer pre-selects the Reporting and Analysis Services component with Financial Reporting, but in this case, it was de-selected and hence we see this error. The same issue applies when Web Analysis or a Reporting and Analysis Framework Web application is installed without Reporting and Analysis Services.

To manually fix this issue, edit the file `common/config/11.1.2.0/resources/preconfig/raframework/raframework_1_preConfig.xml` and delete these sections:

```
<copy file="${j.EPM_ORACLE_HOME}/products/biplus/validation/logging.xml.template"
tofile="${j.EPM_ORACLE_INSTANCE}/config/ReportingAnalysis/validation/logging.xml" />
```

And:

```
<if>
            <equals arg1="${platform}" arg2="win" casesensitive="true" />
            <then>
                <copyfile dest="${j.EPM_ORACLE_INSTANCE}/bin/ReportingAnalysis/
validation/validate.bat" src="${e.EPM_ORACLE_HOME}/products/biplus/validation/
validate.bat.template" />
            </then>
            <else>
                <copy file="${j.EPM_ORACLE_HOME}/products/biplus/validation/
validate.sh.template" tofile="${j.EPM_ORACLE_INSTANCE}/bin/ReportingAnalysis/validation/
validate.sh" />
               <fixcrlf file="${j.EPM_ORACLE_INSTANCE}/bin/ReportingAnalysis/validation/
validate.sh" />

                <exec executable="chmod">
                    <arg value="+x" />
                    <arg value="${j.EPM_ORACLE_INSTANCE}/bin/ReportingAnalysis/
validation/validate.sh" />
                </exec>
            </else>
        </if>
```

When trying to start the FoundationServices0 managed server, I cannot establish a connection to the Shared Services database and the server never gets to a running state. The managed server logs show that a data source is not available. What is wrong?

The Weblogic Admin console shows that the data source in question is configured and targeted to the managed server.

The detail error seen is:

```
<Mar 14, 2011 3:43:20 PM CDT> <Warning> <JDBC> <BEA-001129> <Received exception while
creating connection for pool "EPMSystemRegistry": Io exception: Connection reset>
<Mar 14, 2011 3:43:21 PM CDT> <Error> <Deployer> <BEA-149205> <Failed to initialize the
application 'EPMSystemRegistry' due to error weblogic.application.ModuleException: .
weblogic.application.ModuleException:
    at weblogic.jdbc.module.JDBCModule.prepare(JDBCModule.java:290)
    at
weblogic.application.internal.flow.ModuleListenerInvoker.prepare(ModuleListenerInvoker.j
ava:199)
    at weblogic.application.internal.flow.DeploymentCallbackFlow
$1.next(DeploymentCallbackFlow.java:391)
    at weblogic.application.utils.StateMachineDriver.nextState(StateMachineDriver.java:
83)
    at
weblogic.application.internal.flow.DeploymentCallbackFlow.prepare(DeploymentCallbackFlow
.java:59)
    Truncated. see log file for complete stacktrace
.....
.....
<Error> <HTTP> <BEA-101216> <Servlet: "WorkflowEngine" failed to preload on
startup in Web application: "interop".
javax.servlet.ServletException: DSF initalization error  While trying to
lookup 'jdbc.EPMSystemRegistry' didn't find subcontext 'jdbc'. Resolved ''
```

To fix this issue:

1. Open the Weblogic environment setting file used by EPM System: `setEpmEnv.sh` or `setEpmEnv.bat`
2. Add the following lines immediately after the line: `export EPM_ORACLE_INSTANCE`

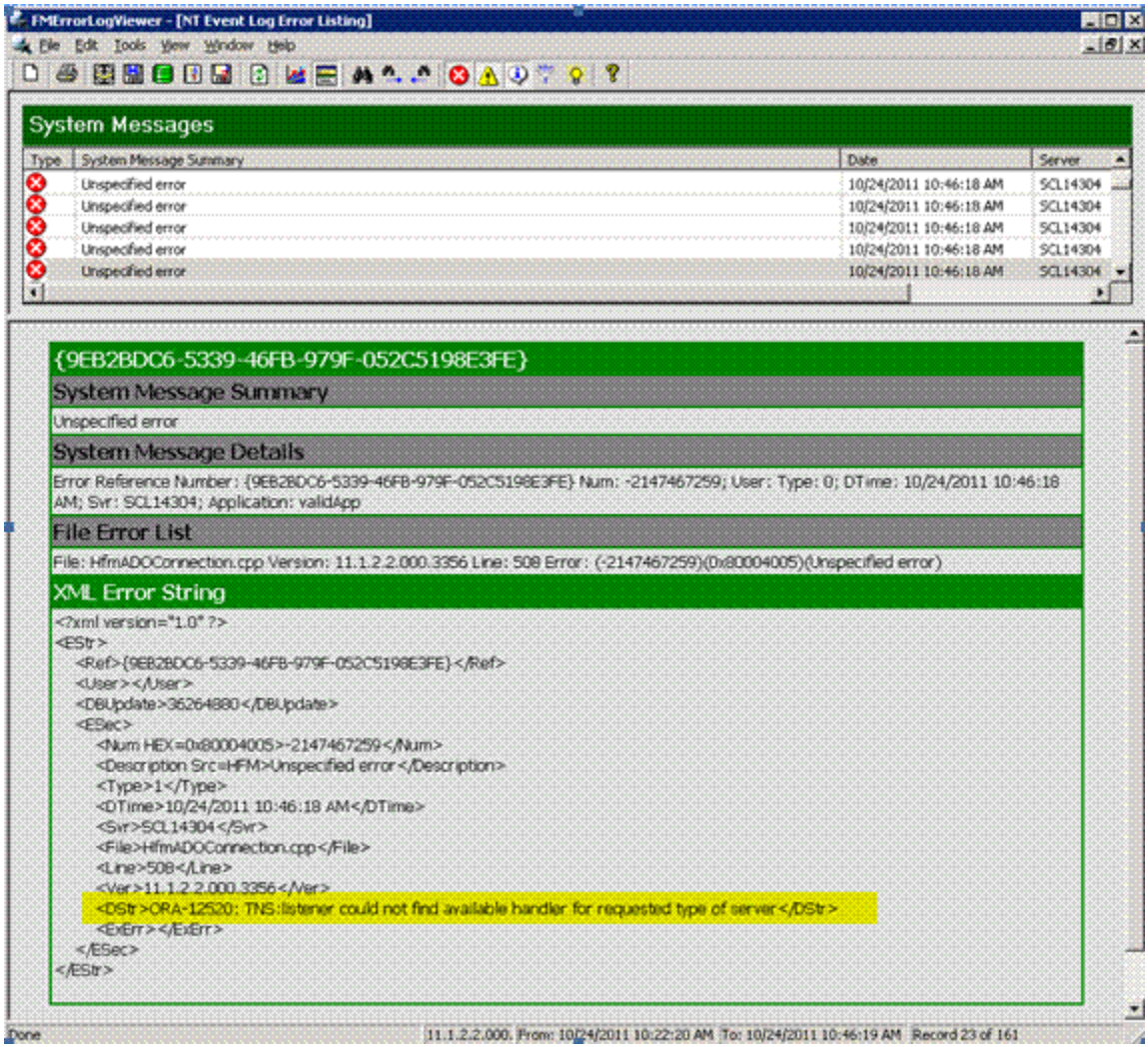
   ```
   JAVA_OPTIONS="-Djava.security.egd=file:/dev/../dev/urandom"
   export JAVA_OPTIONS
   ```
3. Restart the managed server.

When running EPM System Diagnostics after installing Financial Management with Oracle Database, I get this error: `The Financial Management Service check failed: ERROR: Unable to delete application....` What could be the issue?

If the EPM System Diagnostics validation report shows this error:

Financial Management			
PASSED	CFG: Configuration	Validating that configuration tasks have been completed	0 seconds
PASSED	DB: Database Connectivity	Checking connection to database jdbc:oracle:thin:@DADVML0107.us.oracle.com:1521/orcl.us.oracle.com	0 seconds
PASSED	EXT: External Authentication	Check Native Directory external authentication provider configuration	0 seconds
PASSED	CCFG: Financial Management Cluster Configuration	Validating Financial Management cluster registration Successful...	0 seconds
FAILED	SVR: Financial Management Service Validation	Verify that the Financial Management service is working. **Error:** EPMVLD-01024: The Financial Management service check failed: ERROR: Unable to delete application **Recommended Action:** Verify that the HatEx utility is working. Check the hat.output file from the validation logs folder for details.	119 seconds
PASSED	SVR: Financial Management Server Registration	Validating Financial Management Server registration Successful...	0 seconds
PASSED	ASC: Financial Management Application Server Configuration	Validating Financial Management Server registration Successful...	0 seconds
PASSED	REG: Configuration	Checking if product has only one product node in registry.	0 seconds

and the Financial Management error logs (from Windows Start Menu: Oracle EPM System->Financial Management->Utilities->Error Log Viewer) show an error like this one:



then the issue is that the Oracle database does not have a sufficient number of processes and sessions. You can increase these values by executing the following commands in sqlplus:

```
alter system set processes = 450 scope = spfile;
alter system set sessions = 475 scope = spfile;
shutdown immediate;
startup
```

For EPM System release 11.1.2.x on Windows 2008, what is the easiest way to make sure all the required IIS roles are installed on my server?

➤ To install all required IIS roles:

1 **Log on to the server using the deployment account.**

2 **At a command prompt with administrative privileges, enter:**

```
ServerManagerCmd -install Application-Server AS-Web-Support Web-Server Web-ASP Web-
CGI Web-Mgmt-Service Web-Mgmt-Compat Web-Metabase Web-WMI Web-Lgcy-Scripting Web-
Lgcy-Mgmt-Console
```

This command will install all required IIS roles on the system.

In EPM System Release 11.1.2.x, is it possible to rename the Essbase instance and cluster names after they are configured?

No, it is not possible to rename the Essbase cluster or instance names after the initial configuration. If you need to change the instance and cluster names, create new instance and cluster, and then export the applications from the old cluster and import them into the new cluster.

In EPM System Release 11.1.2.1, there is a requirement to use a new instance name on each new machine. Why is this required?

Requiring a unique instance name on each machine should not be required but is necessary for 11.1.2.1; this restriction will be removed in future patch sets. Note that you can reconfigure a given instance multiple times: choose "Modify an existing Oracle Instance" in EPM System Configurator.

I am trying to configure Reporting and Analysis services using a network share for the repository directory, but the repository directory does not get populated by EPM System Configurator. How do I fix this?

If the repository directory exists, EPM System Configurator assumes it is already configured and does not populate it. To ensure that the repository is populated correctly, check that the directory does not exist. EPM System Configurator will then create and populate the directory. For example, if you want your repository directory to be `\\shareHost\shareName\data\RM1`, the `RM1` directory should not exist. EPM System Configurator will create and populate the RM1 directory.

In Release 11.1.2.x, I have an environment set up with an SSL offloader. When I try to access EPM Workspace using `https://<ssloffloader>/workspace`, I get a 404 error in the browser. I also notice that the request gets redirected to the Oracle HTTP Server (OHS) inside the firewall. What is the problem?

When you try to access EPM Workspace using the URL `http(s)://<ssloffloader>/workspace`, the OHS server constructs an incorrect URL for subsequent communications.

To avoid this issue, specify a `/` (forward slash) at the end of the URL as follows:

`https://<ssloffloader>/workspace/`

I understand that on Windows 2008, User Account Control (UAC) needs to be disabled before the EPM System 11.1.2.x installation and configuration process; can it be enabled again once the installation and configuration phase is completed?

No, EPM System server components require UAC to be disabled to function properly. UAC can be enabled on end-user client desktops.

What are the startup dependencies for EPM System services in Release 11.1.2.1?

The relational database needs to be up and running before any EPM System services start up. EPM System services can be started in any order. There is an issue when many Web applications are started at the same time. You may experience services not starting after startup, which requires Oracle Virtual Directory Patch Number 12874008, but this is not a service dependency issue.

After a reboot in EPM System Release 11.1.2.1, I see a number of Web application services listed as "Failed" in the services screen. If I start the Web applications manually, they start correctly. What could cause this?

Look at the startup log written to `user_projects/domains/EPMSystem/servers/<Server0>/logs`. If the application startup log (for example, `FoundationServices0.log`) shows an error like the following:

```
weblogic.security.SecurityInitializationException: The loading of OPSS java security
policy provider failed due to exception, see the exception stack trace or the server log
file for root cause. If still see no obvious cause, enable the debug flag
-Djava.security.debug=jpspolicy to get more information. Error message:
oracle.security.jps.JpsException: [PolicyUtil] Exception while getting default policy
Provider
```

then the issue is related to a defect that causes services to fail when many Web applications are started at the same time during a reboot.

To fix this, apply the Oracle Virtual Directory Patch Number 12874008.

In EPM System Release 11.1.2.x, when will ERP Integrator support Oracle Data Integration (ODI) version 11g? This is a problem because ODI version 10g does not support Windows 2008.

The base version of Release 11.1.2.1 supports ODI version 10g, which is not supported on Windows 2008. However, ERP Integrator PSU version 11.1.2.1.501 (released recently) supports ODI 11g (11.1.1.5), which runs on Windows 2008.

In EPM System Release 11.1.2.1 Windows 64-bit environments, the managed server crashes intermittently with a "SocketException" error. How can I fix this?

The error shown is:

```
<BEA-000403><IOException occurred on socket: Socket[addr=/fe80:0:0:0:b903:ccc2:
3eaa:a28c,port=48080,localport=9000] java.net.SocketException: recv failed: Descriptor
not a socket>
```

This error may occur because WebLogic native IO mode is disabled. In the managed server logs, you see the following error:

```
<1314896728549><BEA-000438><Unable to load performance pack. Using Java
I/O instead. Please ensure that wlntio.dll is in: <PATH>
```

➤ To enable the Native IO mode for WebLogic Server:

1. **Shut down the EPM System Compact Managed Server.**
2. **Edit** `setDomainEnv.cmd` **under** `<EPM_ORACLE_INSTANCE>\domain\<EPM_DOMAIN>\bin`.
3. **Search for the line** `DOMAIN_HOME\bin\setEpmEnv.cmd` **and insert** `set PATH=<MW_HOME>\wlserver_10.3\server\native\win\x64 directory` **to the** `PATH`.
4. **Start the EPM System Compact Managed Server.**
5. **After startup, validate that the line** `weblogic.kernel.Default (self-tuning)'> <<WLS Kernel>><><><><1314912936783><BEA-000446><Native IO Enabled.>` **shows in the managed server log file.**

In Release 11.1.2.1, I have a full SSL setup of a Financial Management deployment (all communications are SSL-enabled including the communication between Oracle HTTP Server and IIS). Sometimes I see 'Bad Gateway' errors when using Financial Management. How do I fix this?

This issue has been traced to an SSL setting in Oracle HTTP Server. You can prevent these errors by setting the value for `SSLSessionCache` in `ssl.conf` to `none`.

➤ To set the value for `SSLSessionCache` to `none`:

1. **Go to** `EPM_ORACLE_INSTANCE/httpConfig/ohs/config/OHS/ohs_component`.
2. **Open** `ssl.conf` **and find** `SSLSessionCache`. **It will be a line like:**

```
SSLSessionCache
"shmcb:${ORACLE_INSTANCE}/diagnostics/logs/${COMPONENT_TYPE}/${COMPONENT_NAME}/
ssl_scache(512000)"
```

3 **Update `SSLSessionCache` as follows:**

```
SSLSessionCache none
```

4 **Restart Oracle HTTP Server.**

Note: You must complete these steps on all your Oracle HTTP Servers.

Does Essbase support upgrading or migrating from a 32-bit Essbase to a 64-bit Essbase?

Yes, data files from a 32-bit Essbase can be used in a 64-bit Essbase environment on the same operating system type.

The following Essbase data files are compatible:

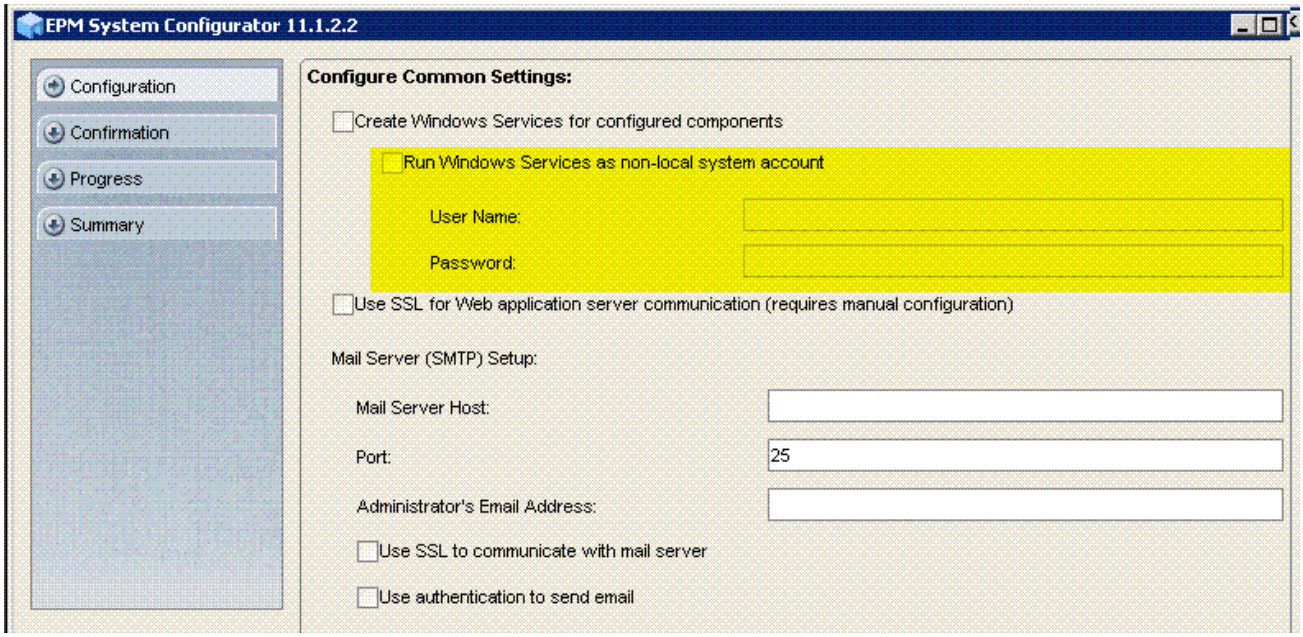
- Windows 32 and Windows 64
- Linux 32 and Linux 64
- AIX 32 and AIX 64
- Solaris SPARC 32 and Solaris SPARC 64

The following combinations are not compatible:

- HPUX RISC 32 and HPUX IA64
- Solaris SPARC32 and Solaris x64
- Solaris SPARC64 and Solaris x64

In EPM System Release 11.1.2.1, how can the OPMN Windows service be configured to run as a named user rather than as the local system account?

On the Configure Common Settings panel in EPM System Configurator, you can select the option "Run Windows Services as nonlocal components" and then enter a user name and password to designate a user as the owner of the Windows services.

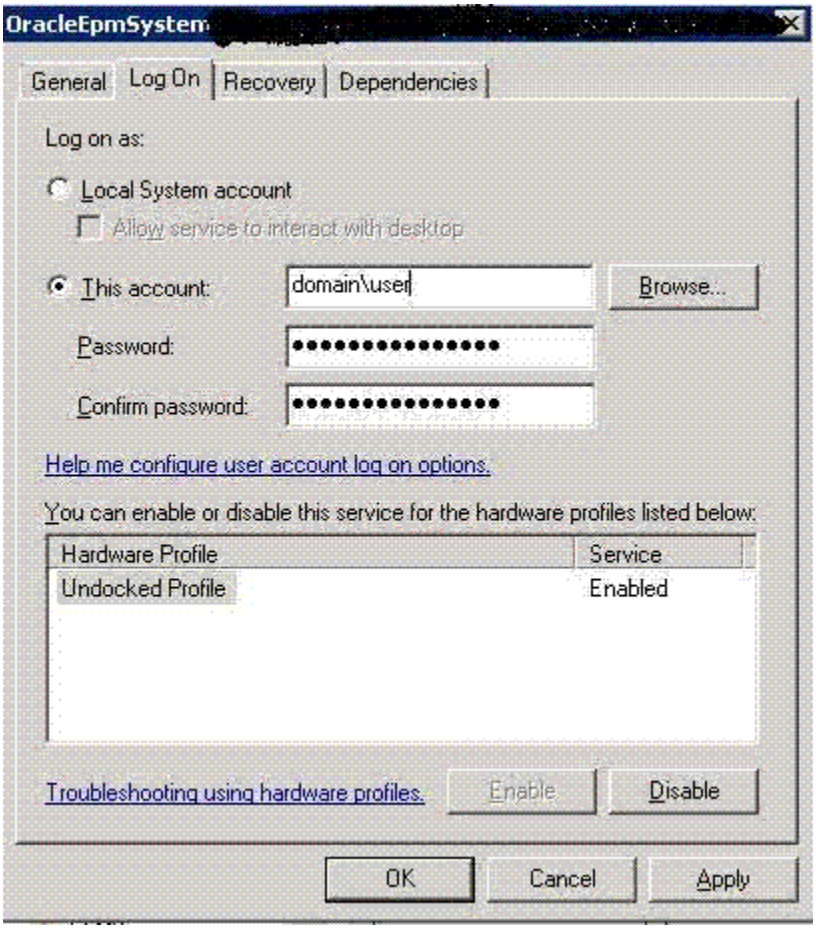


These settings don't take effect with the Essbase OPMN Windows service.

Even though EPM System Configurator will only create an OPMN Windows service as a System account, we do support running the Essbase Windows service as a named user.

➤ To use a named user account, the following steps need to be performed for the Essbase OPMN service, typically named (Oracle Process Manager *instanceName*):

1. **Stop the Essbase OPMN service if it is already running.**
2. **Open the Service properties dialog for the OPMN service (see image below), by double-clicking on the service name in the Services window.**
3. **Click on the Log On tab.**
4. **Select the "This account" radio button for the "Log on as:" property and enter the user account, password, and confirm password information. To enter a domain user account, use the `domain\username` syntax.**
5. **Click OK.**



The EPM System Standard Deployment Guide recommends putting FDM in the same database instance as the rest of the EPM System products. However, the FDM DBA Guide recommends an instance exclusively for FDM. Are there any issues associated with putting them in the same Oracle database instance as documented in the Standard Deployment Guide?

This recommendation in the FDM DBA guide is related to customers using Oracle 10g database.

The Standard Deployment Guide is based on Oracle 11g database, and this recommendation does not apply. The FDM documentation will be updated accordingly in the next update cycle.

When upgrading from EPM System Release 9.3.3 to 11.1.2.1, after launching the "hssmigrate" utility to export Shared Services information, the export fails in the step "Exporting Registration Data" with the following error:

```
Unable to export registration data : [Hyperion][SQLServer JDBC Driver]
[SQLServer]Subquery returned more than 1 value.  This is not permitted when the subquery
follows =, !=, <, <=, >, >=, or when the subquery is used as an expression.  Shared
Services Export operation is aborted. [ cause : Exporting CMS Data failed.]
```

If your 9.3.3 environment includes EPMA, the cause of the problem is that the SQL query run by the migration utility expects a single instance of the EPMA file `InterfaceTables.instance` to be returned, but multiple instances of the named file exist in the Shared Services repository. This can be verified by browsing the Shared Services repository at `http://<server>:<port>/interop/content` and looking for the `InterfaceTables.instance` entries under different EPMA versions, for example:

```
.../files/Products/BPMA-9.3.0/Published/InterfaceTables.instance
```

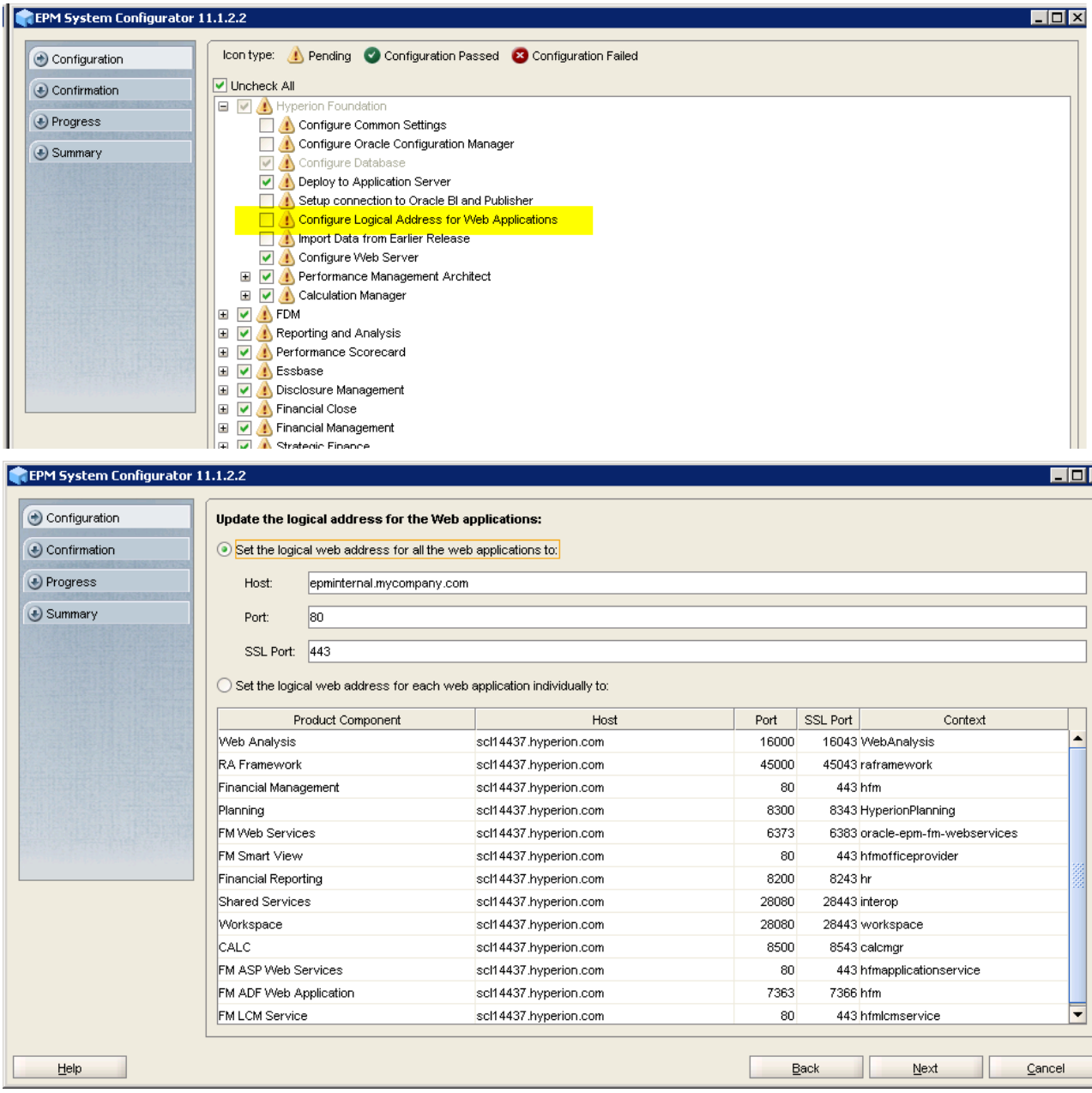
```
.../files/Products/BPMA-9.3.1/Published/InterfaceTables.instance
```

Use either one of the following methods to remove the obsolete instance file before running the migration utility:

Go to `http://<server>:<port>/interop/content` using WebDav and delete the obsolete entry of "InterfaceTables.instance".

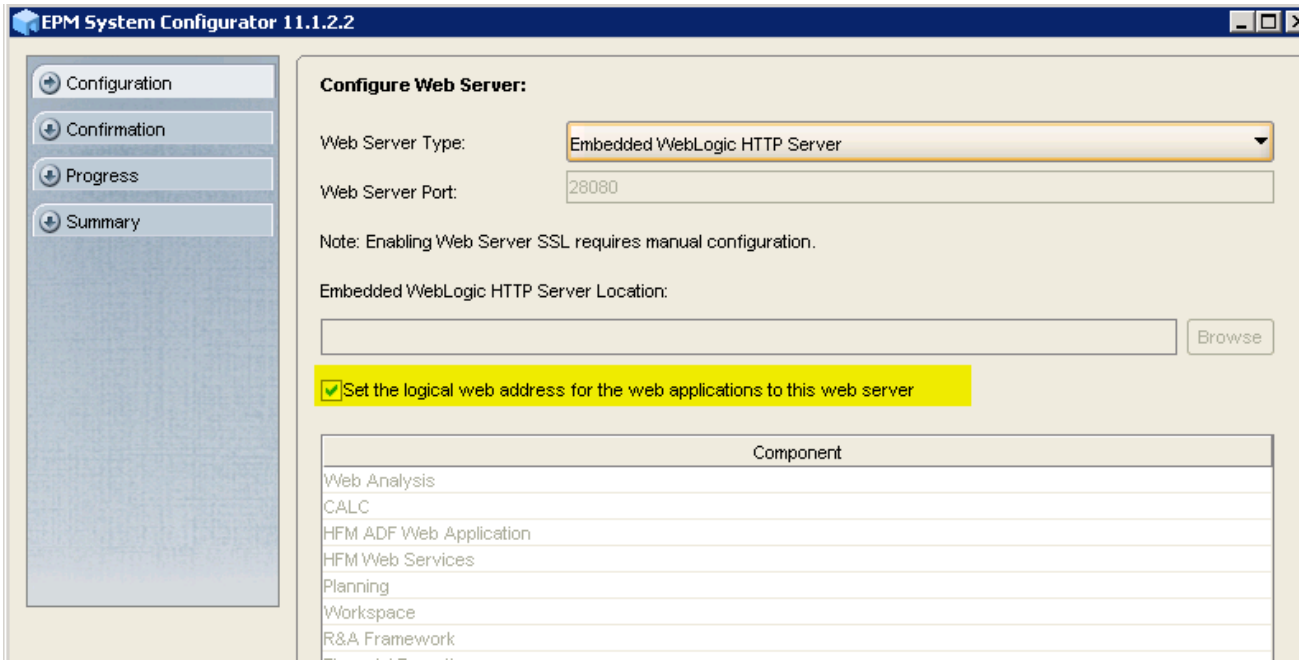
In EPM System Release 11.1.2.x, how do I configure Logical Web Addresses?

The Logical Web Address (LWA) is the URL that EPM System products use to communicate internally with each other. You can view and set the LWA from EPM System Configurator using the task "Configure Logical Address for Web Applications":



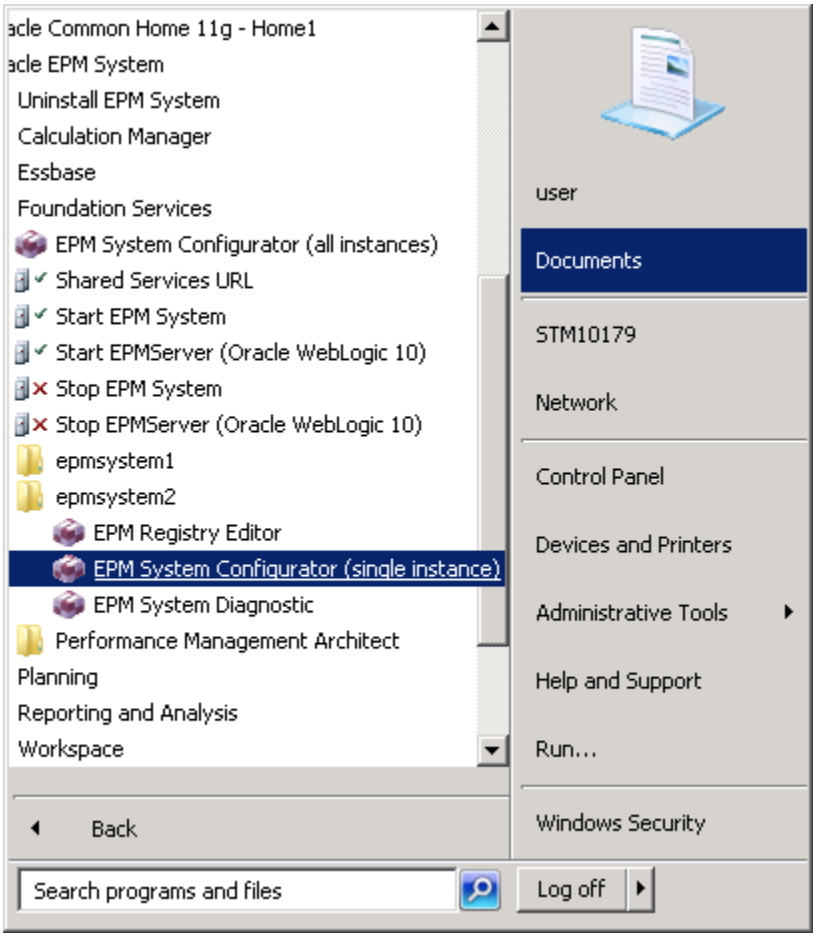
Can I use configure my Web server to be the LWA for my deployment?

Yes. During Web server configuration using EPM System Configurator, you can set the Web server to be the LWA in your environment. If you have multiple Web servers in your environment and your LWA is set to a load balancer in front of these Web servers, you should unselect the "Set the logical web address for the web applications to this web server" option while configuring/reconfiguring the Web servers.



Why is there an EPM System Configurator menu item under the instance folder?

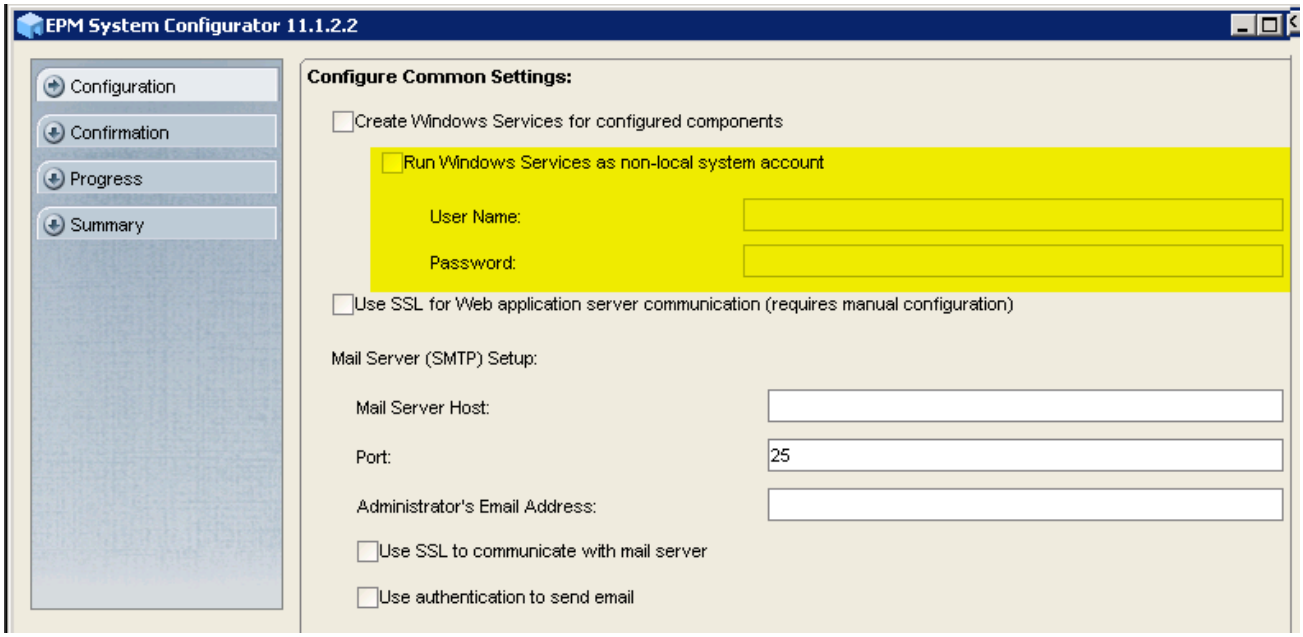
You can launch EPM System Configurator to bypass the instance selection panel and reconfigure an instance already configured. From the Windows Start Menu, you can launch EPM System Configurator from under the instance to configure that instance.



You can also launch `configtool.bat(.sh)` from the instance directory (e.g., *MIDDLEWARE_HOME*`/user_projects/epmsystem1/bin`), it bypasses the instance selection panel and configures the instance you are in.

Can I configure EPM System services to run as a specific domain user account?

You can configure Windows services for EPM System components to use a specific domain user account from EPM System Configurator. This is required when you configure Reporting and Analysis services to use a repository location that is on a network share.



Development Announcement: EPM System Release 11.1.1.4 was posted with the wrong version of WebLogic Server on e-Delivery. This issue is corrected as of Janurary 20, 2012. If you have downloaded EPM System release 11.1.1.4 prior to this date, please download the WebLogic zip file again and follow the documented steps on page 83 of the Installation and Configuration Guide.

From the Installation and Configuration Guide:

When applying the maintenance release from Release 11.1.1.3 to Release 11.1.1.4, you must upgrade the WebLogic version to WebLogic 9.2MP4 before running configuration. After you have upgraded to WebLogic 9.2MP4, follow these steps:

1. Update *HYPERION_HOME*/deployments/WebLogic9/bin/setDomainEnv.cmd[sh] with the new location of WebLogic, JDK, and JRockit.
2. Clean WebLogic temp and precompiled JPS's:

   HYPERION_HOME/deployments/temp

   HYPERION_HOME/deployments/WebLogic9/precompiled
3. Install the maintenance release for Release 11.1.1.4 and configure with WebLogic 9.2MP4.

For example, if your `BEA_HOME` is `C:\bea923`, then `setDomainENV.cmd` should be modified this way:

```
set BEA_JAVA_HOME=C:\bea_923\jrockit_150_22

set SUN_JAVA_HOME=C:\bea_923\jdk150_22

if "%JAVA_VENDOR%"=="BEA" (
           set JAVA_HOME=%BEA_JAVA_HOME%
) else (
            if "%JAVA_VENDOR%"=="Sun" (
                        set JAVA_HOME=%SUN_JAVA_HOME%
            ) else (
                        set JAVA_VENDOR=BEA
                        set JAVA_HOME=C:\bea_923\jrockit_150_22
            )
)
```

In EPM System Release 11.1.2.x, deploying a Web application using EPM System Configurator runs very slowly, almost as if it is hanging. I see log entries in the `configtool.log` file, but they are about 20 minutes apart. I also see exceptions in the WebLogic Admin Server console. What is the problem?

The exceptions in WebLogic Admin Server console are:

```
java.rmi.RemoteException: [Deployer:149150]An IOException occurred while reading input.;
nested exception is:
    java.net.SocketException: Network is unreachable: connect
```

When you deploy additional Web applications and managed servers, the Admin server attempts to propagate the changes to the running managed servers. In this case, the Admin server is unable to reach one or more of the managed servers. Although it should error out immediately, it waits to time out. The EPM Development team is investigating this issue further to determine why it does not error out immediately.

Search for errors such as "The administration server was unable to establish JMX Connectivity with" in the Admin server log. This indicates which server it was unable to connect to, and you will also see the URL it uses to connect. Make sure that is reachable from the Admin server.

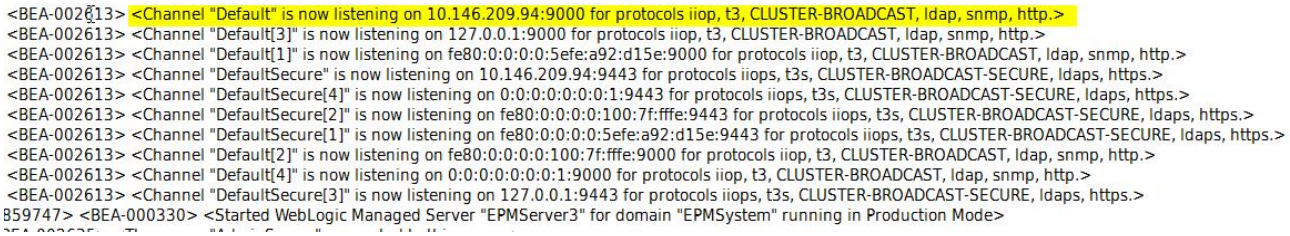
In one case, the environment was not set up for IPv6 routing, and IPv6 was disabled on the servers. However, it was still enabled on one of the servers, and the WebLogic managed server registered with the IPv6 address with the Admin server. So, the Admin server was unable to reach the managed server.

➤ To resolve this issue:

1 **Disable IPv6 on the server.**

2 Make sure that there are no active IPv6 addresses. For example, on Windows running “ipconfig /all” from a command prompt should show no active IPv6 addresses.

3 Check the managed server logs and make sure the “Default” listening address for the managed server is an IPv4 address:



Development Announcement: A new document “Migrating Oracle Hyperion Planning Applications” is published in the EPM/BI Whitepaper Library. It is a step-by-step guide for migrating both artifacts and data of Planning and its associated components using Lifecycle Management.

I am upgrading my Planning applications from Release 11.1.1.3 to 11.1.2.1, but I need to migrate my applications incrementally. What is the best process for doing this?

- Install and build a new 11.1.2.1 environment.
- Each time you need to move a set of Planning applications to the new environment, you need to:
  - Create a small staging deployment and follow the documented upgrade process. This will upgrade all the applications to 11.1.2.1.
  - Use Lifecycle Management (LCM) to export the applications you want to move to the upgraded environment and migrate them to the target environment.

Detailed steps on how to use LCM to migrate a Planning application, including data, can be found in the document “Migrating Oracle Hyperion Planning Applications” published in the EPM/BI Whitepaper Library.

In Release 11.1.1.x, I am running EPM System on WebSphere but would like to switch the deployment to use WebLogic. What are the steps I need to take?

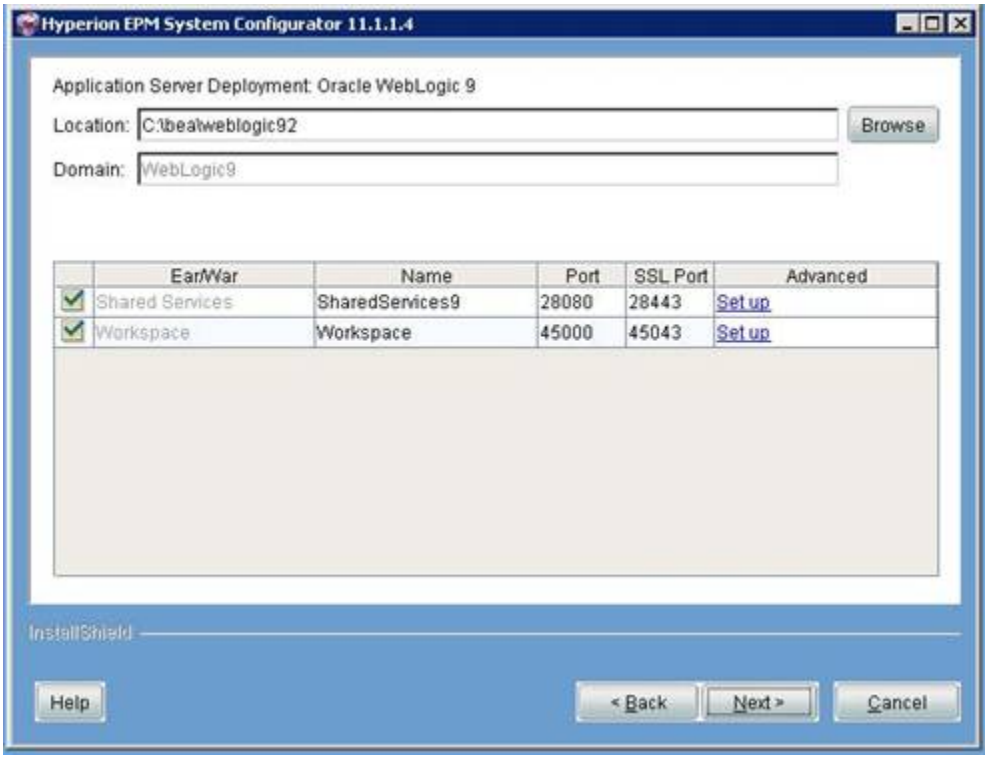
➤ To change the deployment from WebSphere to WebLogic, follow these steps:

1 Perform a full backup of all the machines in the deployment.

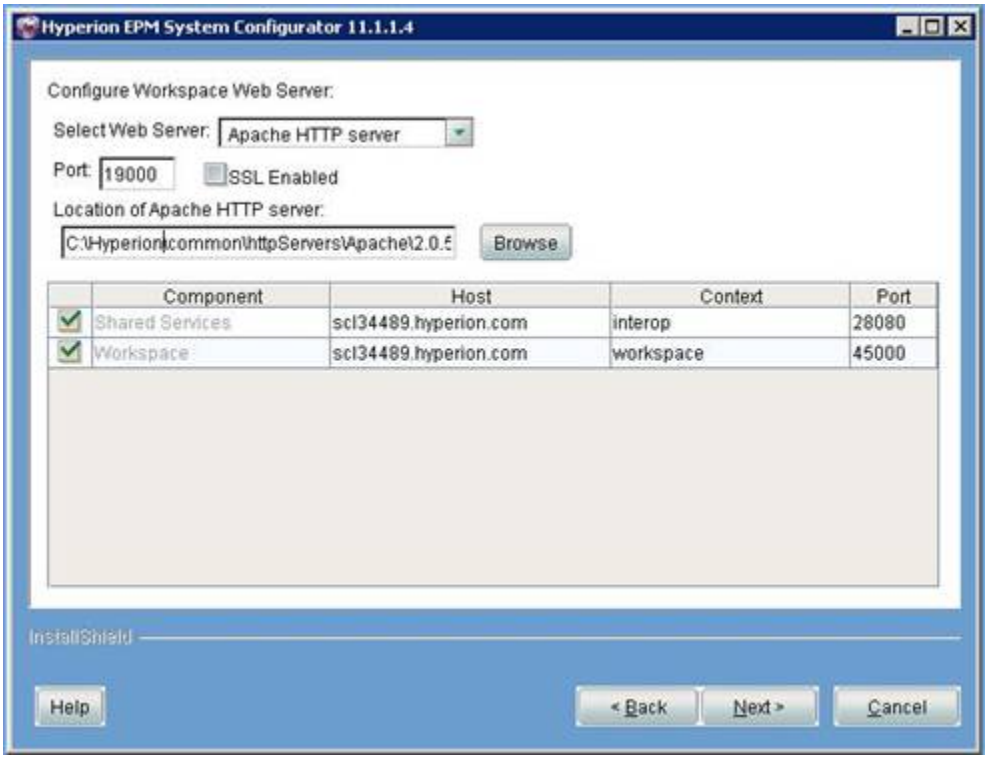
2 Install the proper version of WebLogic that is compatible with the release on all servers where Web applications need to run. You can download WebLogic from the EPM page on Oracle Software Delivery Cloud.

3 Shut down all WebSphere services and IBM HTTP Server, and disable the services if on Windows.

4 On each server, use EPM System Configurator to deploy the Web applications you need to run on that server, selecting WebLogic as the application server.



5 Configure the Web Server using the embedded HTTP Server:



For other Web servers, follow the steps in the documentation: http://docs.oracle.com/cd/E12825_01/epm.111/epm_manual_deployment_11114.pdf

6 **Reconfigure the load balancer to point to the new embedded HTTP Servers.**

After applying the maintenance release from 11.1.2.0 to 11.1.2.1, I am unable to login to Shared Services Console as the admin user. What could be the issue?

This may occur if you have changed the password of the admin user. During the maintenance update, the password of the Shared Services admin user is reset to the default value of "password". You must log in with this password and then change the password again.

In EPM System Release 11.1.2.x, I want to use silent response files for multiple environments but each environment has a different set of passwords for database, Weblogic, and the Shared Services admin user. How can I create a reusable response file?

For security reasons, in the generated silent file, these values are stored in encrypted format but EPM System Configurator supports unencrypted format for these fields as well. The

recommended way is to change the password properties for Database, WebLogic, and Shared Services in the silent file to the following format:

```
Database Password
<property name="password" encrypt="true">clearTextPasword</property>

Weblogic Admin Password in applicationServerDeployment section
<property name="adminUser">epm_admin</property>
<property name="adminPassword" encrypt="true">clearTextPasword</property>

Shared Services Admin Password in bean name="customConfiguration" for Foundation
<property name="adminUserName">admin</property>
<property name="adminPassword" encrypt="true">clearTextPasword</property>
```

Copy a version of the file for each environment and replace "clearTextPassword" to the appropriate password for that environment. After executing the silent file for each environment, for security reasons, if the file is writable by EPM System Configurator, the password is stored back in the file in an encrypted format.

In EPM System Release 11.1.2.0 and 11.1.2.1 on Windows 2008 64-bit OS, after reinstalling the FDM Workbench Client on top of an existing installation using EPM System Installer, why is FDM missing from the Task Selection panel in EPM System Configurator?

The problem is a known issue. To solve this problem, always reinstall all FDM components together, i.e., if you need to reinstall FDM Workbench Client and then also select all other FDM components. Note that there is no need to reinstall ERPI

In EPM System Release 11.1.2.0, EPM System Configurator does not support configuration of multiple OHS servers. Can I configure this manually?

Yes, first build a working Release 11.1.2.0 environment with one OHS server. On the subsequent servers where you need OHS, perform the following tasks:

1. Install Foundation Services on the new server if it is not already installed.
2. Run OHS configuration directly from *MIDDLEWARE_HOME*/ohs/bin/configure.sh.
   a. On the **Configure Components** tab, check only **Oracle HTTP Server**.
   b. On the **Specify Component Details** tab, set the instance home location to / user_projects/epmsystem2/httpConfig/ohs.

      Instance Name: ohsInstance{xxxxxxxxx}; for example, ohInstance1122334455

      OHS Component Name: ohs_component

c. On the **Configure Ports** tab, select **Auto Port Configuration**

d. On the **Specify Security Updates** tab, leave everything blank.

3. Copy `http.conf` from the existing OHS server to this server into `/user_projects/epmsystem2/httpConfig/ohs/config/OHS/ohs_component`.
4. Copy `<EPM_ORACLE_HOME>/common/epmstatic` from the existing OHS server to this server.
5. Modify `httpd.conf` and replace all instances of the old server to the new server name.
6. Copy from server1 to server2 all files in `<EPM_ORACLE_HOME>/common/epmstatic` to the same location on server2.
7. Restart OPMN and OHS with these commands:

```
./opmnctl stopall ./opmnctl startall
```

I upgraded my EPM System Release 9.3.1 to Release 9.3.3. When I run the Shared Services Import/Export Utility to provision users to Essbase applications, these users cannot access the Essbase cubes. If I provision users through Shared Services Console, however, they can access the cubes. Is it a bug with the 9.3.3 Import/Export Utility?

The Import/Export Utility in Release 9.3.3 is not packaged properly – the `css.jar` file packaged within this utility is from Release 9.3.1. To fix this issue, replace the `css-9_3_1.jar` file in this utility (in the `importexport\lib` directory) with the `css-9_3_1.jar` file from the `<HYPERION_HOME>/common/CSS/9.3.1/lib` directory.

In EPM System Releases 11.1.2.0 and 11.1.2.1, when installing Profitability by itself, the Profitability Web application will not start, and the following error is displayed: `java.lang.NoClassDefFoundError:com/essbase/api/base/EssException`. What is wrong?

This error can happen because Essbase Java API files in *EPM_ORACLE_HOME*`/common` are not installed.

To work around this issue, install one of the following components along with Profitability:

- Essbase client (good small choice)
- Shared Services Web application
- Calculation Manager Web application
- Financial Reporting Web application
- Web Analysis Web application
- Provider Services Web application
- ERP Integrator Web application

In EPM System Release 11.1.1.4, after upgrading from an earlier release, I was able to run queries without issue; however, several weeks later I started receiving messages about ODBC licensing issues when attempting to run my queries. What is wrong?

The messages received are such as: "`The Data Direct Driver product you are attempting to access has been provided to you by Hyperion Solutions for exclusive use with Hyperion Products. You are not licensed to use this product with any application other than Hyperion`".

The issue is that the *`HYPERION_HOME`*`/common/workspacert/9.5.0.0/bin/set_common_env.sh` did not get updated.

➤ To resolve this issue:

1 **In the `set_common_env.sh` file, change the following line :**

```
ODBC_LIB_PATH=${HYPERION_HOME}/common/ODBC/Merant/5.2:$
{HYPERION_HOME}/common/ODBC/Merant/6.1/lib ; export ODBC_LIB_PATH
```

to:

```
ODBC_LIB_PATH=${HYPERION_HOME}/common/ODBC/Merant/6.1:$
{HYPERION_HOME}/common/ODBC/Merant/6.1/lib ; export ODBC_LIB_PATH
```

2 **Restart the Reporting and Analysis agent process.**

On Linux 64-bit systems for EPM System Release 11.1.2.1, `sqrmake` fails with a series of errors such as: `sqr.a(glet.o): In function `dlet1': glet.c:(.text+0x6446): undefined reference to 'TransformUnicodeString'`. What is wrong?

This occurs because a soft link is missing between the `bin` and `lib` folders.

➤ To correct this problem on LINUX:

1 **Go to** `EPMSystem11R1/products/biplus/bin/SQR/ALL/lib`.

2 **Add the following link:**

```
ln -s ../bin/libbtunicode.so libbtunicode.so
```

➤ To correct this problem on AIX:

1 **Go to** `EPMSystem11R1/products/biplus/bin/SQR/ALL/lib`.

2 **Add the following link:**

```
ln -s ../bin/libbtunicode.so libbtunicode.so
```

3 **Go to** `EPMSystem11R1/products/biplus/bin/SQR/ALL/lib64`.

4 **Add the following link:**

```
ln -s ../bin64/libbtunicode.so libbtunicode.so
```

➤ To correct this problem on Sun SPARC:

1 **Go to** `EPMSystem11R1/products/biplus/bin/SQR/ALL/lib`.

2 **Add the following link:**

```
ln -s ../bin/libbtunicode.so libbtunicode.so
```

3 **Go to** `EPMSystem11R1/products/biplus/bin/SQR/ALL/lib64`.

4 **Add the following link:**

```
ln -s ../bin64/libbtunicode.so libbtunicode.so
```

➤ To correct this problem on HPIA64

1 **Go to**

```
EPMSystem11R1/products/biplus/bin/SQR/ALL/lib64
```

2 **Add the following link:**

```
ln -s ../bin/libbtunicode.so libbtunicode.so
```

While configuring IIS (Port 80) as a Web server, when I expand the content folder(+) in Smart View, I see the following error: `Cannot connect to the provider. Make sure it is running in the specified host/port. Error (405)`. What is wrong?

If everything is working fine when using Oracle HTTP Server, the problem may be that the IIS configuration is not complete. You should allow POST requests for `.gif` files in `WebAnalysis/static` and `workspace/static` virtual directories. To do this:

1. Open **IIS Management Console**.
2. Expand **Web Sites**, then **Default Web Site**, and then **Workspace (WebAnalysis)**.
3. Open the properties for the static directory:
   a. On the **Virtual Directory** tab, select **Configuration**.
   b. Add an application extension with the following settings:
      - **executable:** `C:\WINDOWS\system32\inetsrv\asp.dll`
      - **extension:** `.gif`
      - **verbs:** `GET`, `POST` (no space)
   c. Click **OK**.
   d. On the **Virtual Directory** tab, define **Execute Permissions** as **Scripts Only**.
   e. Click **Apply**.
4. Repeat steps 2 and 3 for the `WebAnalysis/static` virtual directory.
5. Restart IIS.

You should now be able to expand the content folder in Smart View.

In EPM System Release 11.1.2.1, when I install and start the Financial Management client, the left pane menu is blank. What is wrong?

The Financial Management client installation is incomplete. The `.dll` files and `.ocx` files in the `client\32bit` folder were not registered correctly.

To fix this issue, close the client and run `c:\windows\syswow64\regsvr32.exe /s <filename>` on the files in `products\FinancialManagement\client\32bit`.

In EPM System Release 11.1.1.4, the Essbase Administration Services Windows service does not get installed on Windows 2008 R2 64-bit systems . Redeploying does not seem to help. How can I recreate the Essbase Administration Services Windows service?

➤ To recreate the Essbase Administration Services Windows service:

1 **Navigate to** `Deployments/Tomcat5/bin`.

2 **Copy** `HyS9SharedServices.exe` **to** `HyS9eas.exe`.

3 **While still in** `Deployments/Tomcat5/bin`, **run** `installServiceeas.bat`.

Note: This solution is not unique to Tomcat.

When trying to install Financial Data Quality Management and EPM System Workspace together on a 2008 64-bit system using IIS7 as the Web server, I get the following error: `iisforward.dll not found under VirtualHosts`. What could be the problem?

This is a supported configuration; however, after installation and configuration, the following manual steps are required to make things fully functional:

- Since Financial Data Quality Management is a 32-bit application, copy the 32-bit `iisforward.dll` filter from `wlserver_10.3\server\plugin\win\x32` to *`EPM_INSTANCE_HOME`*`\`*`DomainName`*`\VirtualHosts`.
- Add `preCondition="bitness64"` to the corresponding section in the IIS7 configuration for ISAPI filters.

Since Financial Data Quality Management is not WebLogic-based, the`iisforward.dll` ISAPI filter is not necessary. You can avoid loading it for 32-bit applications (including Financial Data Quality Management) by adding the above precondition.

The `iisforward.dll` filter is configured as an IIS ISAPI filter, which means it applies to all virtual directories (including the virtual directory for Financial Data Quality Management). Its purpose is to allow access to WebLogic-based applications through IIS (so IIS can serve some static files, and WebLogic - dynamic content). HTTP Session errors occur because Financial Data Quality Management runs in 32-bit mode, and tries to load this 64-bit DLL.

➤ To disable the `iisforward.dll` ISAPI filter:

1 **Go to** `c:\windows\system32\inetsvr\config\applicationhost.config`.

2 **In the IIS7** `applicationHost.config` **file, go to the** `isapiFilters` **section.**

3 **In the** `isapiFilters` **section, find the ISAPI filter corresponding to** `iisforward.dll`**, and add the** `preCondition="bitness64"` **attribute to corresponding filter tag.**

4 User and System Security

In This Chapter

What encryption mechanism does EPM System Release 11.1.2.1 use? 117

In 11.1.2.x, Essbase custom configuration in EPM System Configurator failed to externalize Essbase users after several attempts. Is there another way to externalize Essbase users to Shared Services security? 117

In Release 11.1.2.0, when trying to remove an MSAD user from the Native Group, I received a message that the group has been updated, but when I view the group properties, the user that I just deleted is still there. Is this a bug? 119

Does the EPM System database that contains the Native Directory information support log shipping/replication (such as Oracle Data Guard)? 119

What is the best practice regarding groups with the new Native Directory? Is there a performance impact after a certain number of groups or users? 120

In Release 11.1.2.0, when I try to provision a native group in Shared Services Console, I get the message "25:7315:Group not found. Please refresh the UI and try again". How do I resolve this issue? 120

In Release 11.1.2.0, I want MSAD to be first in the search order; however, there is a user called "admin" in that Active Directory that interferes with our internal native directory "admin" user. Among other things, it causes all Planning application creations under the internal "admin" to fail. This external "admin" user cannot be removed from the corporate directory. What is the solution to this problem? 121

In Release 11.1.1.x, I am creating an application using the Application Wizard in Planning and getting a basic authentication error. I am able to log in to the system, but it fails as soon as I click "Create Application." 121

In Release 9.3.x, login to Workspace or other EPM System products sometimes fails after a period of inactivity. The user credentials are correct. Why does this happen and how can I fix it? 122

I have configured Active Directory in EPM System with the DNS option (for example, company.org); however, the css.xml file shows the LDAP URL with a specific domain controller. If I remove the domain controller, how will the system react? Will it use the other domain controllers? 122

In Release 11.1.2.1, is it possible to configure EPM System for SAML-based Single Sign-On? 122

In Release 9.3.x and 11.1.1.x, when I try to provision an EPM System user or group to any product or create a native group, I get a "30:1101: JNDI error" in Shared Services. What should I do? 123

How can I tell when native users last changed their password in Shared Services? Can we query OpenLDAP to retrieve this information? 123

While configuring Shared Services for MSAD, I get the error "not valid: User RDN". I have set the Base DN to DC=mycompany,DC=com and the RDN to OU=Users,DC=mycompany,DC=com. What is the problem? 124

Shared Services is configured with MSAD. In Shared Services Console, when I view properties of an MSAD user, the group membership is displayed correctly. However, when I go to an MSAD group

and view properties, it does not show all the user members which should be listed in that group, and I only see one user there. I checked with the LDAP browser against MSAD and all the users in that group are listed there. Why are all users not listed in the group? 125

In EPM System Release 11.1.2.x, the Shared Services “admin” user doesn’t have any password policies. Is it possible to use a corporate directory user to administer Shared Services so that password polices apply to this user? 125

SSO Authentication from Oracle Access Manager and EPM System is failing for users with the ‘@’ character in their login name (for example., foo@oracle.com). Users are able to log in to EPM System directly. What is the solution to this problem? 126

Is the only way to have an active-active Shared Services clustered environment to use OID as the native directory? 127

When I start OpenLDAP, I receive the error message: `Windows could not start the Hyperion Foundation OpenLDAP on Local Computer`, and error code 21 is generated. What does this mean, and how do I correct it? 127

What is the best practice to configure Shared Services security when there are multiple MSAD domains? For example, an America domain, a Europe Domain, and a China domain? 127

Is Microsoft ADAM supported as an external provider in EPM System? 128

How can I configure Microsoft ADAM as an external provider in Shared Services? 128

Can I use an MSAD Global Catalog for EPM System for my security needs? 128

In Shared Services Release 11.1.1.3 or earlier, I see the error `Thread-24551 "[STUCK] ExecuteThread: '389' for queue: 'weblogic.kernel.Default (self-tuning)'" <alive, in native, suspended, blocked, priority=1, DAEMON> { -- Blocked trying to get lock: org.apache.commons.pool.impl.GenericKeyedObjectPool@2fe5bb[fat lock]” in the HyS9SharedServices-sysout.log`. What is the cause? 129

In Shared Services Release 11.1.1.x, I use OID as the native directory. When many users log in concurrently, the login response to EPM Workspace takes up to 10 minutes. How can I tune this setup for faster EPM Workspace login times? 130

Can I externalize EPM System and Oracle BI security roles to the corporate directory so they can be centrally managed in one place? 131

Can I have more than one "OU" for a given individual in MSAD? 132

What happens if a user exists in both the USA domain and the Europe domain? 132

Can my base DN start searches from multiple domains; for example, DC=USA, DC=EU, DC=China? 132

As a customer, I have found a potential security vulnerability with an EPM System product. What should I do? 133

In Release 11.1.2.1, I see the error “`JPS-01047: Cannot persist the wallet. Reason oracle.security.jps.service.credstore.CredStoreException`” during the startup of FoundationServices, and it fails to startup. How can I fix this? 133

Is there any documentation on configuring EPM System Release 11.1.2 for Kerberos authentication? 134

In EPM System Release 11.1.2.1, how can I change the security encryption keys to make the system more secure? 134

In Release 11.1.1.3, for failover purposes, I have configured MSAD in Shared Services to point to a domain and not to any specific domain controller. When a particular domain controller is down for maintenance, I cannot log in to EPM Workspace, Financial Management, or Financial Data Quality Management; however, I can successfully log in to Shared Services. How can I resolve this issue? 135

Why is it that I can still login to EPM for one hour even when I change the password in MSAD? 136

For EPM System Release 11.1.1.3, using Internet Explorer 8 on a Windows 7 client, a user has to log out of Shared Services twice to properly log out. Is there any workaround for this issue? 137

Is Oracle Access Manager (OAM) 11g supported by EPM System Release 11.1.2.x? 137

In EPM System Releases 11.1.1.4 and 11.1.2.x, the Essbase agent either hangs or takes a long time to respond, and I see the message "LDAP response read time out ....." in the `SharedServices_Security_Client.log` file. How can I make the Essbase agent respond quicker? 137

In EPM System Release 11.1.2.1, I see an error that EPM System security is not initialized properly, followed by many invalid object name errors for SMA tables in the Shared Services log. What could be the issue? 138

Does EPM System Release 11.1.2.1 support a Kerberos deployment with Microsoft Active Directory version 2008 as the identity store provider? 138

Does EPM System Release 11.1.2.1 support Microsoft Active Directory LDS as the identity store provider? 138

I am using EPM System Release 11.1.2.1. Whenever the first LDAP user logs in to Workspace or Shared Services after prolonged inactivity on the system, the following error message is displayed: "You must supply a valid User Name and Password to log onto the system". This happens even though valid credentials were entered. If I click OK without re-entering the credentials, the login goes through anyway. How can I avoid this? 139

I am using EPM System Release 11.1.2.1 with Shared Services Patch 13327628. Whenever the first LDAP user logs in to Workspace or Shared Services after prolonged inactivity on the system, the login takes more than two minutes. How can I make this login faster? 140

What encryption mechanism does EPM System Release 11.1.2.1 use?

For Release 11.1.2.1, Shared Services and the security subsystem of EPM System use AES encryption with 128-bit key strength.

In 11.1.2.x, Essbase custom configuration in EPM System Configurator failed to externalize Essbase users after several attempts. Is there another way to externalize Essbase users to Shared Services security?

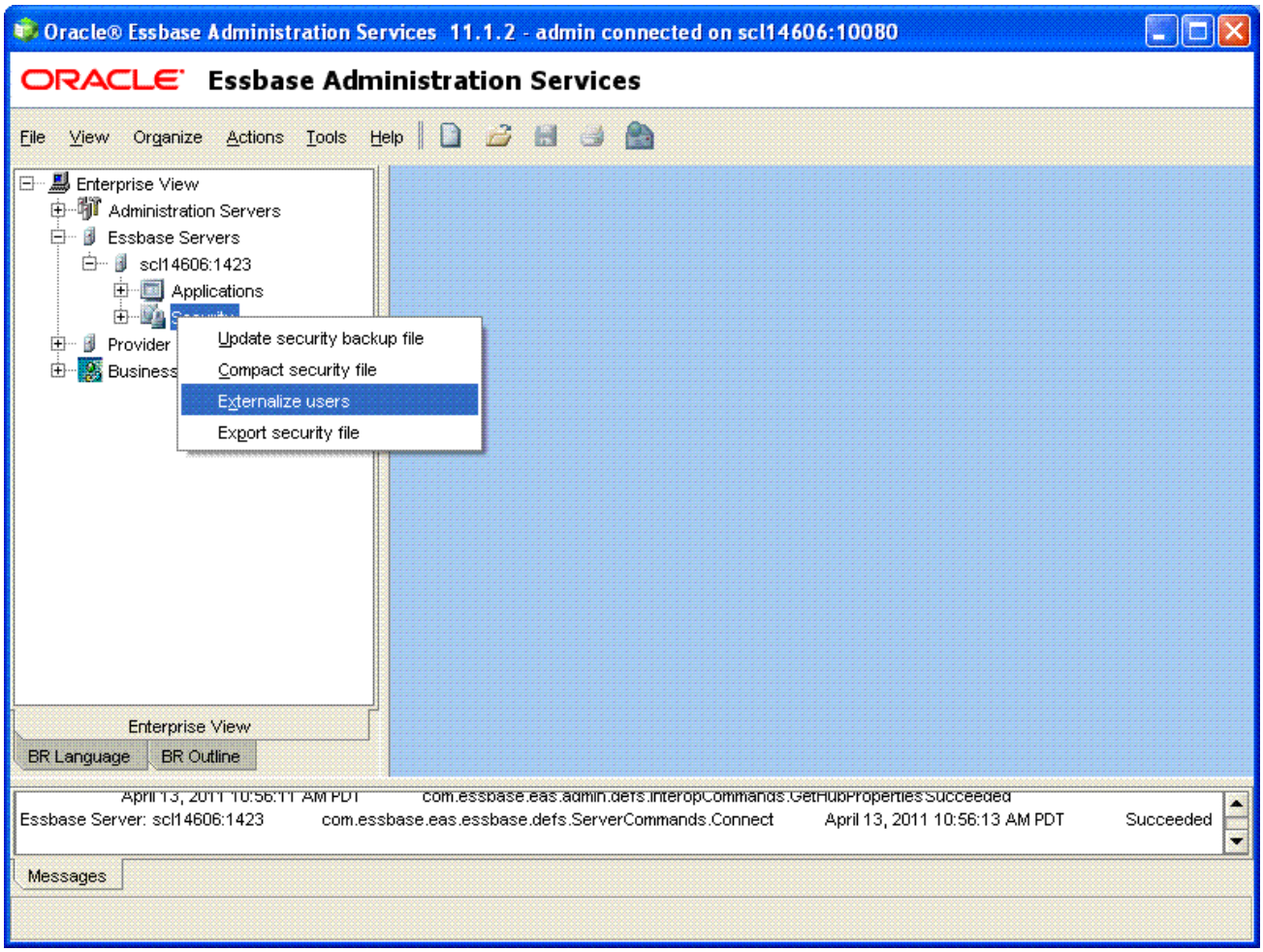
Yes, this problem may occur in certain timeout situations when Essbase and Shared Services are not located in the same location. You can manually externalize Essbase users by using Administration Services. The following example is shown for Release 11.1.2.0 but would also apply to 11.1.2.1 and 11.1.1.3.

➤ To manually externalize Essbase users:

1 **Open Administration Services Console and expand the Essbase Servers node.**

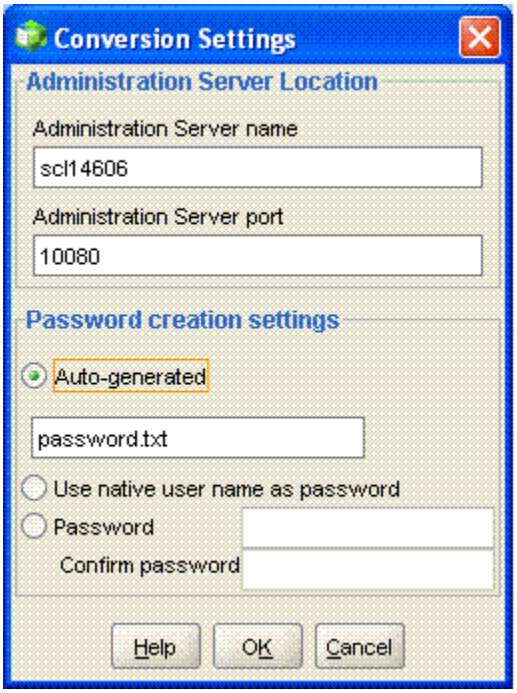
2 Select the Essbase server to externalize.

3 Select the **Security** node, right-click and select **Externalize users**:



4 At the following prompt, click **Yes**:

5 Choose how you want to determine passwords:



If you select the default **Auto-generated** option and click **OK**, a file will open in Notepad so you can view the passwords for native users; if there were no native users then this file won't open.

In Release 11.1.2.0, when trying to remove an MSAD user from the Native Group, I received a message that the group has been updated, but when I view the group properties, the user that I just deleted is still there. Is this a bug?

Yes, this is a bug in Release 11.1.2.0. Patch 10177404 addresses this issue. This issue can happen for any external users (not just MSAD users) within native groups. This bug is fixed in Release 11.1.2.1.

Does the EPM System database that contains the Native Directory information support log shipping/ replication (such as Oracle Data Guard)?

Yes, this is fully supported in 11.1.2.x and is the recommended approach for setting up disaster recovery environments. For information on setting up disaster recovery environments, see High Availability and Disaster Recovery Guide.

What is the best practice regarding groups with the new Native Directory? Is there a performance impact after a certain number of groups or users?

In Release 11.1.2.x, there is no upper limit on the number of users and groups that are provisioned to EPM System products. In performance tests, a 20% performance degradation is observed if the total number of groups is greater than 20,000 or if the user belongs to nested groups that are over five levels deep. This nesting includes the native groups hierarchy as well. Best practice recommendation is to have fewer than 20,000 groups overall (native and external) and to have a nested group hierarchy of less than 5.

In Release 11.1.2.0, when I try to provision a native group in Shared Services Console, I get the message "25:7315:Group not found. Please refresh the UI and try again". How do I resolve this issue?

This issue occurs when the time zones on the Shared Services host machine and Native Directory database host machine in a distributed deployment are different. One workaround is to change the time zone on one machine to match the other one and then restart all services.

Another workaround is to update the schema.

➤ To update the schema:

1 **Stop Foundation Services and other EPM System products.**

2 **Connect to the Foundation Services database and execute the following SQL statements:**

```
TRUNCATE TABLE CSS_GROUP_CACHE_DELTA;
        ALTER TABLE CSS_GROUP_CACHE_DELTA MODIFY UPDATEDTIMESTAMP TIMESTAMP(9) WITH
TIME ZONE DEFAULT (SYSTIMESTAMP);
        COMMIT;
```

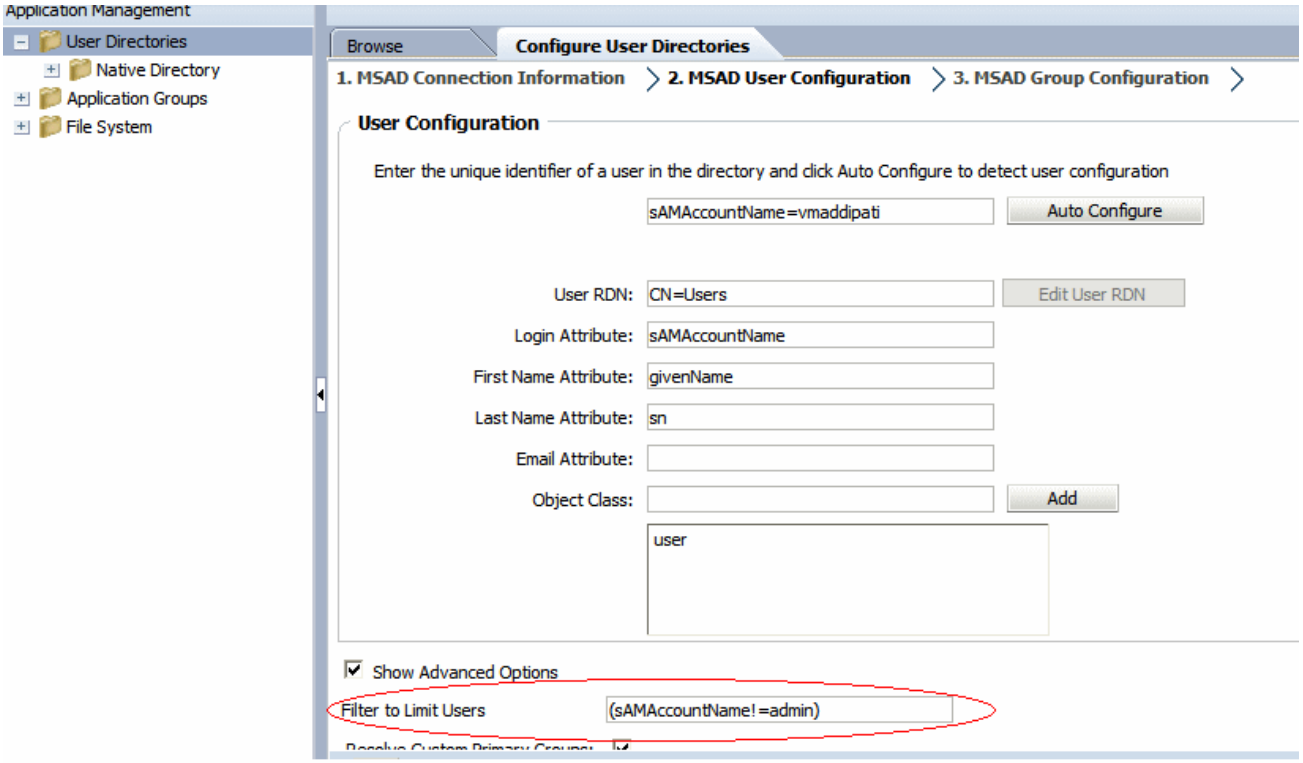
3 **Restart Foundation Services and other EPM System products.**

Note: For better performance, Oracle recommends keeping the database and EPM System products in a same location.

This issue is fixed in Release 11.1.2.1.

In Release 11.1.2.0, I want MSAD to be first in the search order; however, there is a user called "admin" in that Active Directory that interferes with our internal native directory "admin" user. Among other things, it causes all Planning application creations under the internal "admin" to fail. This external "admin" user cannot be removed from the corporate directory. What is the solution to this problem?

You can use Shared Services filter functionality to explicitly exclude the "admin" user from MSAD. Set the `Filter to Limit Users` to `sAMAccountName != admin`.



In Release 11.1.1.x, I am creating an application using the Application Wizard in Planning and getting a basic authentication error. I am able to log in to the system, but it fails as soon as I click "Create Application."

If the basic authentication failure message in the logs is of type [ERROR] and not [INFO], check to make sure that basic authentication is disabled.

In the *HYPERION_HOME*/deployments/WebLogic9/config/config.xml file, look for the <enforce-valid-basic-auth-credentials> parameter and make sure it is set to *false*.

In Release 9.3.x, login to Workspace or other EPM System products sometimes fails after a period of inactivity. The user credentials are correct. Why does this happen and how can I fix it?

This problem may occur if there is a firewall or a load balancer between EPM System products and the corporate directory. In some cases the firewall or the load balancer times out due to inactivity, and the TCP connection is terminated.

To solve this issue, you need to add "-Dsun.net.inetaddr.ttl=0" to the EPM product's JVM system properties. The steps to do this are documented in the Shared Services 9.3.1.1 readme.

I have configured Active Directory in EPM System with the DNS option (for example, company.org); however, the css.xml file shows the LDAP URL with a specific domain controller. If I remove the domain controller, how will the system react? Will it use the other domain controllers?

When Shared Services starts, it checks for the availability of the domain controller recorded in the css.xml file. If there is a problem establishing an LDAP connection to the domain controller, Shared Services connects to the next available domain controller with the greatest weight. However, it does not record this domain controller in the css.xml file. The stale domain controller will persist in the css.xml file until the MSAD provider configuration is updated or resaved.

If however the DC persisted in the css.xml is decommissioned and unavailable in the network, Shared Services does not perform failover. The workaround is to update the configuration in order to remove the stale DC. This issue is fixed in Shared Services version 11.1.2.1.

In Release 9.3.x and 11.1.1.x, when I try to provision an EPM System user or group to any product or create a native group, I get a "30:1101: JNDI error" in Shared Services. What should I do?

It is possible that the native directory (OpenLDAP) is corrupted. Stop Shared Services (including OpenLDAP) and run the `db_recover` command. To do this:

1. Navigate to the `openldap-data` folder.

   On Windows machines in Release 11.1.1.x, the path is typically:

   HYPERION_HOME`/products/Foundation/openLDAP/var/openldap-data`

   On Windows machines in Release 9.3.x, the path is typically:

   HYPERION_HOME`/SharedServices/9.3.x/openLDAP/var/openldap-data`

2. Run the `db_recover` command as follows:

   HYPERION_HOME`/products/Foundation/openLDAP/bdb/bin/db_recover.exe -v`

   or

   HYPERION_HOME`/SharedServices/9.3.x/openLDAP/bdb/bin/db_recover.exe -v`

3. Start OpenLDAP and Shared Services.

If the problem still persists, do the following:

1. Using the LDAP browser, connect to OpenLDAP, select the root node (for example dc=css,dc=hyperion,dc=com), and do a full LDIF export.
2. Stop OpenLDAP and remove all files from the `openldap-data` directory.
3. Run `configureHubLDAP.bat`.

   This creates a new blank structure.

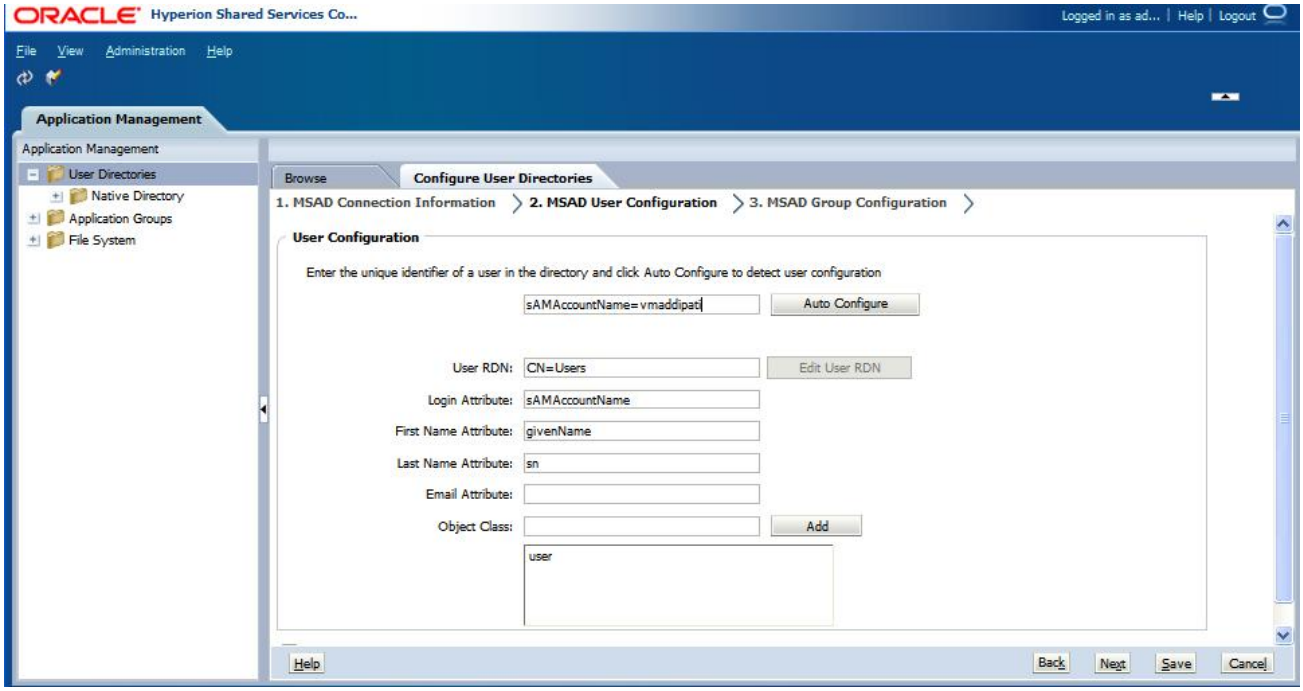
4. Start OpenLDAP.
5. From the LDAP browser, do a full LDIF import with the add/update option.

How can I tell when native users last changed their password in Shared Services? Can we query OpenLDAP to retrieve this information?

You can use any LDAP browser (such as Softerra) and connect to the OpenLDAP. Search for the user you are interested in. The user object will have the `modifyTimestamp` attribute that indicates when this user object last changed. If the last change to the user is password, then this time stamp will tell you when the password changed, but if the last change to the user is due to some other attribute(s) such as name, description, mail, etc, then the `modifyTimestamp` doesn't

reflect the last time the password was changed. If you enable the audit functionality in Release 11.x, you can find out when a particular user's password is changed.

While configuring Shared Services for MSAD, I get the error "not valid: User RDN". I have set the Base DN to DC=mycompany,DC=com and the RDN to OU=Users,DC=mycompany,DC=com. What is the problem?



RDN stands for Relative DN which is relative to the Base DN. In this case, Base DN is already set to `DC=mycompany,DC=com`; hence this shouldn't be included in the User RDN. You should just give `OU=Users` for the User RDN.

This tip applies to 9.x and 11.1.x releases.

Shared Services is configured with MSAD. In Shared Services Console, when I view properties of an MSAD user, the group membership is displayed correctly. However, when I go to an MSAD group and view properties, it does not show all the user members which should be listed in that group, and I only see one user there. I checked with the LDAP browser against MSAD and all the users in that group are listed there. Why are all users not listed in the group?

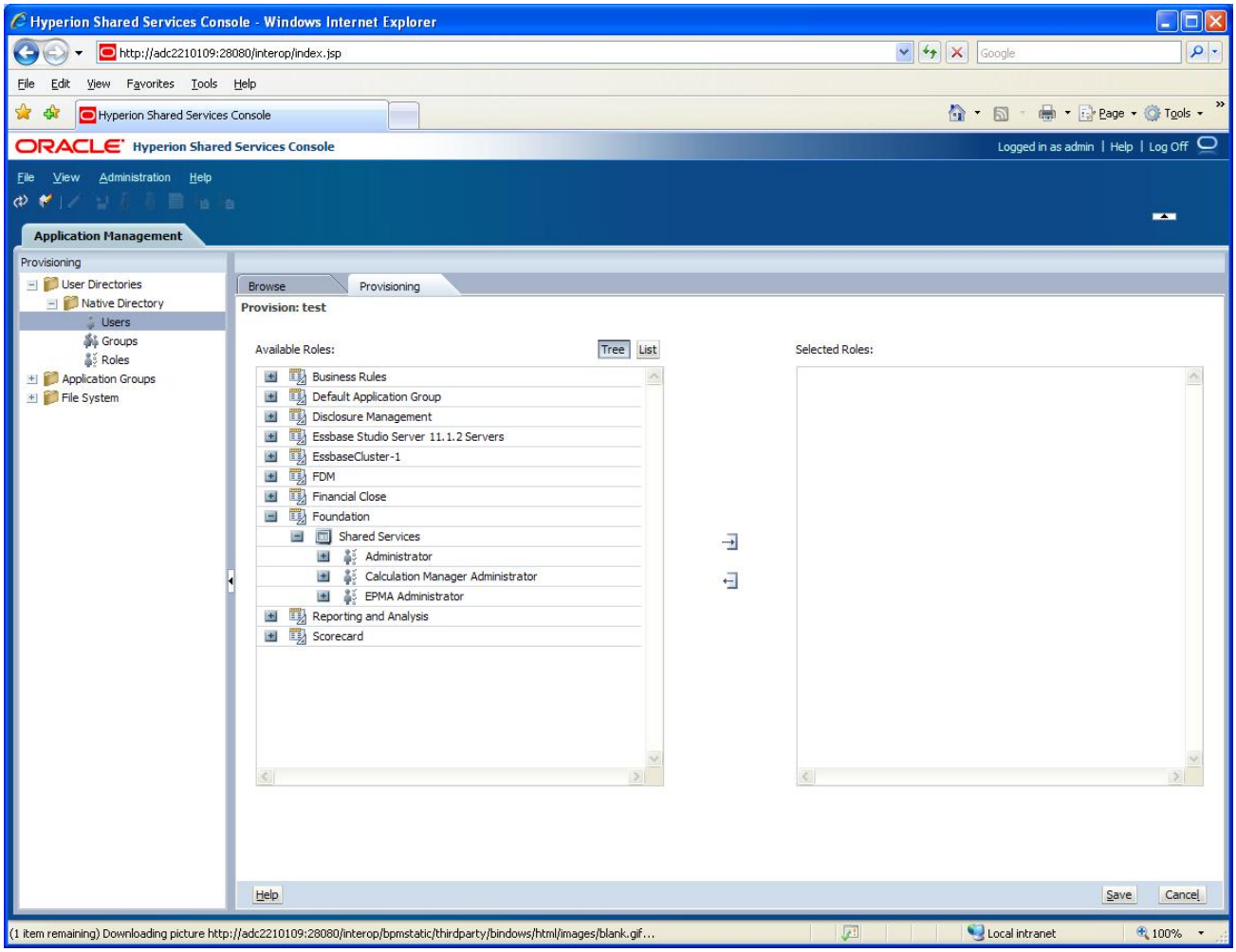
MSAD users that are added to MSAD groups may not show up in Shared Services immediately when you list members of the MSAD group. You might have to wait up to one hour (the default group cache refresh interval in Shared Services). You can tune the refresh interval value in the `css.xml` file by setting the `<cacheRefreshInterval>` element to the desired number of minutes. A value of 30 or higher is recommended for the cache refresh interval.

In 11.x, you can set this parameter from Shared Services Console. However, when you click on a user's group list, the list does not come from the cache; instead it comes directly from MSAD. Hence, you might see this discrepancy for, at the most, one hour (or whatever the value of cache refresh interval is).

This issue is fixed in 11.1.2.1.

In EPM System Release 11.1.2.x, the Shared Services "admin" user doesn't have any password policies. Is it possible to use a corporate directory user to administer Shared Services so that password polices apply to this user?

Yes. You can use a corporate directory user as the EPM System administrator so that the password policies in the corporate directory will apply to the EPM administrator as well. To do this, you need to provision the users you want to be EPM administrators to the "Foundation -> Shared Services -> Administrator" role.



The native "admin" user cannot be deleted, but you can assign a long random password to it to prevent any access to this account.

SSO Authentication from Oracle Access Manager and EPM System is failing for users with the '@' character in their login name (for example., foo@oracle.com). Users are able to log in to EPM System directly. What is the solution to this problem?

There is an issue with the "@" character in the user ID when using header-based single sign-on. For Release 11.1.1.2, apply Shared Services Patch 9235068. For Release 11.1.1.3, apply Shared Services Patch 9316698.

This issue is fixed in Releases 11.1.2.*x* and 11.1.1.4.

Is the only way to have an active-active Shared Services clustered environment to use OID as the native directory?

This is true for the 11.1.1.*x* releases.

Release 11.1.2.*x* provides active-active support out-of-the-box without the need for OID. This is possible since native directory data is stored in the RDBMS in this codeline.

When I start OpenLDAP, I receive the error message: `Windows could not start the Hyperion Foundation OpenLDAP on Local Computer`, and error code 21 is generated. What does this mean, and how do I correct it?

This could be due to a corrupted OpenLDAP database. This can happen in Releases 9.2.*x*, 9.3.*x*, and 11.1.1.*x*.

➤ To correct this:

1. **Copy** `db_recover.exe` **from** *`HYPERION_HOME`*`/Sharedservices/9.3.1/OpenLDAP/bdb/bin` **(or replace 9.3.1 with a correct version of your EPM System product).**
2. **Paste** `db_recover.exe` **in** *`HYPERION_HOME`*`/Sharedservices/9.3.1/OpenLDAP/var/openldap-data` **and run it from there.**
3. **Start the OpenLDAP service.**

What is the best practice to configure Shared Services security when there are multiple MSAD domains? For example, an America domain, a Europe Domain, and a China domain?

The best practice is to create multiple MSAD providers, one for each domain, even if a two-way trust setup exists between the domains. This is because EPM System security uses LDAP protocol to communicate with Active Directory (AD) and not Windows APIs. You can choose to use a global catalog or a specific domain controller for each domain.

Instead of providing a particular domain controller, always configure providers by providing a domain and a site; or optionally, a DNS. This is because if a domain controller goes down for maintenance, the EPM System security code automatically picks up the next nearest available controller and performs operations against that domain controller.

Is Microsoft ADAM supported as an external provider in EPM System?

Yes. EPM System Releases 11.1.1.3 and 11.1.2.1 are certified to work with ADAM (on Window 2003) as an external provider.

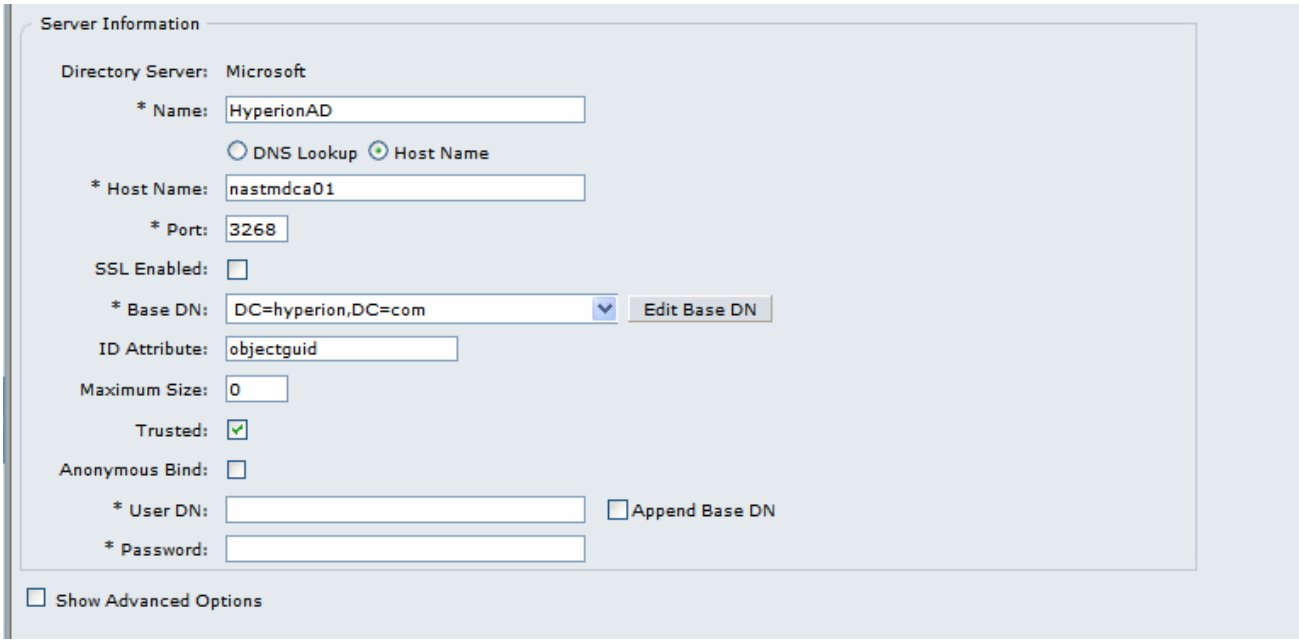
How can I configure Microsoft ADAM as an external provider in Shared Services?

Install and configure the ADAM instance.

1. In Shared Services, add the ADAM provider as an MSAD provider:
    a. In Shared Services Console, log in as user `admin`.
    b. Select **Administration**, and then **Configure User Directories**.
    c. Click **Add**.
    d. Select **Microsoft Active Directory (MSAD)** and provide the required information.
    e. Save the provider.
    f. If it is not already added by default, add the provider to the search order.
2. Restart Shared Services.
3. Log in to Shared Services.
4. Ensure that you can list your ADAM users and groups in Shared Services.
5. Restart all EPM System services and any custom programs in the deployment.

Can I use an MSAD Global Catalog for EPM System for my security needs?

Yes. A Global Catalog (GC) is an Active Directory mechanism to consolidate many domains (trusted or untrusted) into one view. This helps configure EPM Security to use two or more domains within one configured AD provider. When you use GC, you can just configure one MSAD provider that points to GC. GC will provide a consolidated global view of users/groups in all the domains.



In Shared Services Release 11.1.1.3 or earlier, I see the error Thread-24551 "[STUCK] ExecuteThread: '389' for queue: 'weblogic.kernel.Default (self-tuning)'" <alive, in native, suspended, blocked, priority=1, DAEMON> { -- Blocked trying to get lock: org.apache.commons.pool.impl.GenericKeyedObjectPool@2fe5bb[fat lock]" in the HyS9SharedServices-sysout.log. What is the cause?

This error may occur when many corporate directory users try to log in to EPM Workspace and open Financial Management applications concurrently. In this scenario, you must applying Financial Management Patch 500 or 50. The most likely cause for this issue is that the external provider(s) configured to work with EPM System products is a slow connection. To fix this, set the Grow Connections connection pool to *true* in all the configured external directories.

➤ To set the Grow Connections option:

1 Log in to Shared Services as a user with administrator privileges.

2. Select **Administration**, and then **Configure User Directories**.
3. Edit all the external providers.
4. Select **Show Advanced Options**.
5. In the **Connection Pooling** section, select **Grow Connections**.
6. Save the configuration.
7. Restart all EPM System services.

In Shared Services Release 11.1.1.x, I use OID as the native directory. When many users log in concurrently, the login response to EPM Workspace takes up to 10 minutes. How can I tune this setup for faster EPM Workspace login times?

To process five or more login requests per second, set the parameter `businessCacheRefreshInterval` in the `CSS.xml` security configuration file. The value is in minutes and should be set to 30 minutes or greater. Setting this value to 30 minutes means that it will take up to 30 minutes for user provisioning changes to take effect. Perform the following steps to configure this parameter.

1. Log in to Shared Services server and open a command line window.
2. Change the directory to `HYPERION_HOME/common/config/9.5.0.0`.
3. Type the following command:

   Windows:

   ```
   epmsys_registry.bat view shared_services_product
   ```

   UNIX/Linux:

   ```
   epmsys_registry.sh view shared_services_product
   ```
4. In the same directory, use Notepad to edit this file:

   `Comp_1_SHARED_SERVICES_PRODUCT_CSSConfig`
5. Go to `</delegatedUserManagement>`. After this line, add a new line as follows:

   ```
   <businessCacheRefreshInterval>30</businessCacheRefreshInterval>
   ```
6. Save `Comp_1_SHARED_SERVICES_PRODUCT_CSSConfig`.
7. Type the following command:

   Windows:

   ```
   epmsys_registry.bat updatefile shared_services_product/@CSSConfig
   Comp_1_SHARED_SERVICES_PRODUCT_CSSConfig
   ```

   UNIX/Linux:

```
epmsys_registry.sh updatefile shared_services_product/@CSSConfig
Comp_1_SHARED_SERVICES_PRODUCT_CSSConfig
```

8. Validate that the file was imported properly by typing:

   Windows:

   ```
   epmsys_registry.bat view shared_services_product
   ```

   UNIX/Linux:

   ```
   epmsys_registry.sh view shared_services_product
   ```

   Then view the `Comp_1_SHARED_SERVICES_PRODUCT_CSSConfig` file in Notepad.

9. Restart all Hyperion processes on all the machines.

Can I externalize EPM System and Oracle BI security roles to the corporate directory so they can be centrally managed in one place?

Yes. The corporate directory group management infrastructure that you already use in your enterprise can also be leveraged to manage BI and EPM security.

➤ To externalize BI security roles to the corporate directory:

1 **Configure BI to use your corporate directory as an identity store.**

   For instructions on how to set up this configuration, see the *Security Administration Guide* for your release.

2 **Use your corporate directory management system to create groups within the corporate directory that can be used as the basis for BI roles; for example, if you already have a set of groups in the corporate directory matching roles that you want to use to secure BI data or functions.**

3 **Use Enterprise Manager to create the roles and map them to the corporate directory. You can also assign BI-specific permissions to these roles.**

Note: You can customize the exact mapping between BI roles and the corporate directory groups. For example, BI roles may contain other roles and specific users as well as groups.

➤ To externalize EPM security roles to the corporate directory:

1 **Configure EPM System to use the corporate directory as the external identity store.**

   For instructions on how to set up this configuration, see "Configuring User Directories" in the *Security Administration Guide* for your release.

2 **Use your corporate directory management system to create groups within the corporate directory that match EPM System roles if they don't already exist.**

For example, if you have a Planning application named “MyPlan”, you would create a set of groups in the corporate directory matching the Planning roles that you want to secure; for example, MyPlan Administrator, MyPlan Interactive User, and MyPlan Planner.

3 **Perform a one-time activity of mapping these roles to the corporate directory by logging into Shared Services Console and assigning (provisioning) each of the Planning roles to the corporate directory groups that you want to use; for example, provision the role Administrator in the MyPlan application to the MyPlan Administrator group.**

Once the model is set up this way, it is virtually maintenance-free from the BI and EPM side, as new users need only to be added to the appropriate corporate groups to be granted security and functional access. You can now use your corporate directory to assign users to the corporate directory groups based on the functional authorization you wish to grant them.

Can I have more than one "OU" for a given individual in MSAD?

This is not possible. EPM System security identifies a user or a group using the unique `OBJECTGUID` attribute. This is unique for a given entry in AD. If a user belongs to two different OUs, then the user entries will have two different `OBJECTGUID`s, which will be treated as two different users within EPM System security.

What happens if a user exists in both the USA domain and the Europe domain?

EPM System security identifies users with a user ID and password combination. Typically, when the same user ID exists in more than one domain, the passwords are different to make these users (user and password combination) unique. If the user ID and password are the same in multiple domains, however, then the domain that authenticates the user first gets authenticated.

Note that this scenario is not supported for Planning or Essbase. These products require that the user ID be unique across all providers configured for security. For example, a scenario where user ID `foobar` exists in domain1 and domain2 is not supported in Planning and Essbase.

Can my base DN start searches from multiple domains; for example, DC=USA, DC=EU, DC=China?

The only way to do this is to use the global catalog and set the base DN at a high level, one level higher than individual domains. This will include the users/groups in all domains. When setting the DN in this way, make sure that the user and group filter is set; otherwise, all users and groups across all the domains will be included in the EPM System security context, which will slow down performance.

As a customer, I have found a potential security vulnerability with an EPM System product. What should I do?

The best approach is to open a Service Request with Oracle Support, as for any other product issue. Please do not log several vulnerabilities under one SR, as this requires additional triage and may introduce delays. Make sure to explicitly state in the SR that you consider the issue to be a security vulnerability, and attach the appropriate steps to reproduce the issue and demonstrate the vulnerability. As a simple example, steps needed to show a cross-site scripting (XSS) vulnerability would be the steps that show that a Javascript "Alert()" can be executed by an attacker on a user's browser.

Oracle Support will not consider or comment about undemonstrated security vulnerabilities, or scanning software output alone, although these can be provided as additional information.

The key to an efficient resolution of your issue is:

- Create an SR as usual
- Visibly state "security vulnerability" in the SR
- Attach clear and unambiguous steps to reproduce the issue

Your issue will then be treated by a Support Analyst trained with handling security issues. The Support Analyst will help you find and apply a solution, if it already exists, or forward the SR as a bug to Oracle Development, who will issue a fix according to Oracle policies.

In Release 11.1.2.1, I see the error "JPS-01047: Cannot persist the wallet. Reason oracle.security.jps.service.credstore.CredStoreException" during the startup of FoundationServices, and it fails to startup. How can I fix this?

This condition happens in Windows 2008 R2 deployments. This error is caused due to file permissions on the `cwallet.sso` file not being set properly.

To fix this issue, use Windows Explorer and set read/write permissions on the `<DOMAIN_HOME>/config/fmwconfig/bootstrap/cwallet.sso` file for the current user.

Is there any documentation on configuring EPM System Release 11.1.2 for Kerberos authentication?

Yes. There is a whitepaper for Release 11.1.2.x that provides instructions to configure EPM System for Kerberos authentication. It is posted on the EPM/BI Whitepaper Library and is titled Configuring Foundation Services for Kerberos for Release 11.1.2.x.

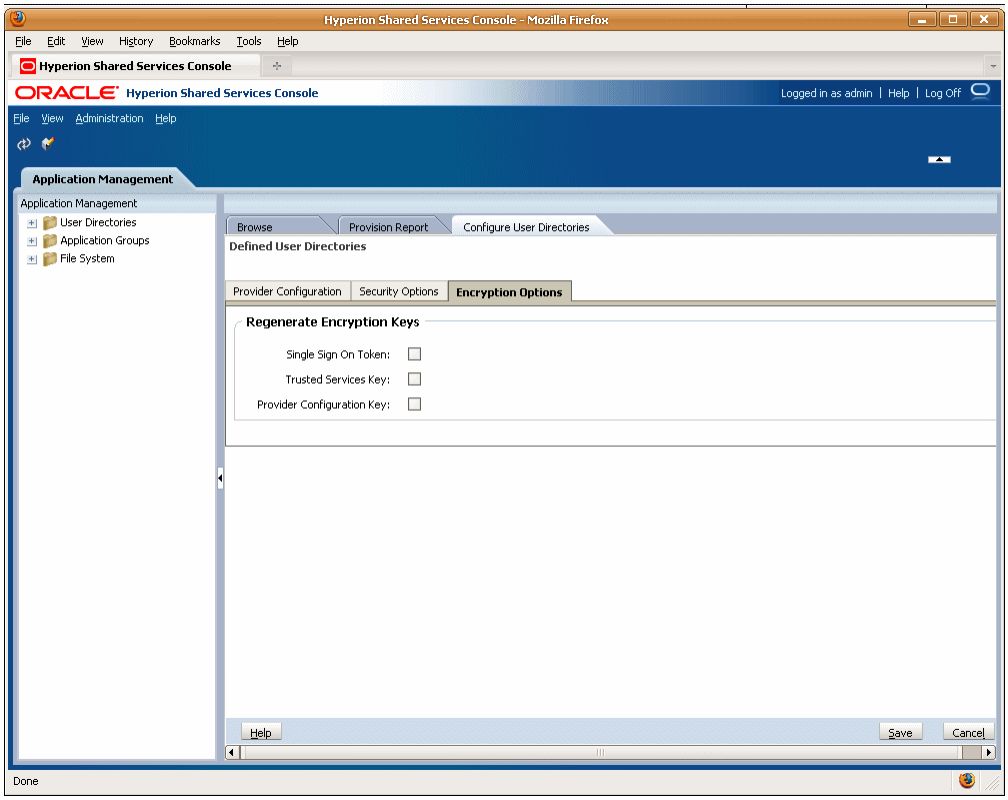
This document is updated regularly with additional details. Make sure to use the latest version from the Whitepaper Library.

In EPM System Release 11.1.2.1, how can I change the security encryption keys to make the system more secure?

In Release 11.1.2.1, the encryption keys for EPM System security are externalized and stored in secure fields in the Shared Services Registry. The encryption keys are AES-based, and the strength is 128 bits. For each EPM System deployment, the encryption key is randomly generated and stored in the EPM System Registry during the configuration process. This means that the keys for each EPM System deployment are different. To make EPM System more secure, the encryption keys can be regenerated after deployment.

➤ To regenerate the encryption keys after deployment:

1. Log in to Shared Services Console as a user with the administrator role.
2. Select **Administration**, and then **Configure User Directories**.
3. On the **Encryption Options** tab, choose the keys to regenerate.



- **Single Sign On Token**: Used to encrypt the SSO token passed between EPM System products during log in.
- **Trusted Services Key**: Used by EPM System products for server-to-server identity propagations.
- **Provider Configuration Key**: Used to encrypt the bind user passwords stored in the EPM System security configuration file.

4 Shutdown and restart all EPM System product services.

In Release 11.1.1.3, for failover purposes, I have configured MSAD in Shared Services to point to a domain and not to any specific domain controller. When a particular domain controller is down for maintenance, I cannot log in to EPM Workspace, Financial Management, or Financial Data Quality Management; however, I can successfully log in to Shared Services. How can I resolve this issue?

Follow these steps for Financial Management and Financial Data Quality Management:

1. On the Financial Management application server, append `"-Dsun.net.inetaddr.ttl=0"` to the value in the `HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Server\Authentication\LibPath` Windows registry key. Use a space to separate this value from existing registry key values, and ensure that the property value is in enclosed quotation marks.
2. Shut down all Financial Management services and ensure that the `CASSecurity.exe` process is not running in the Task Manager window.
3. Restart all Financial Management services.

Follow these steps for EPM Workspace and Reporting and Analysis Agent:

1. In the Workspace Agent server, go to `Hyperion_Home/common/workspacert/9.5.0.0/bin`.
2. Start the CMC console by executing `startUI.bat`.
3. Log in to Workspace as a native admin user.
4. Select **Navigate**, then **Administer**, and then **Configuration Console**.
5. Select **Service Configuration** in the drop-down and select the agent entry with the service type of Workspace.
6. In the icon bar, click **Properties**.
7. Select **JAVA_OPTS**, enter a value of **-Dsun.net.inetaddr.ttl=0**, and click the right arrow.
8. Click **OK** and log off from Workspace.
9. Restart Workspace and the Agent services.

Why is it that I can still login to EPM for one hour even when I change the password in MSAD?

For example, I created an MSAD user “Testuser1” with the password “pass123” and provisioned this user to access a Financial Management application. “Testuser1” can log in to EPM Workspace and open the Financial Management application successfully. I then changed this user's password to “pass234”. “Testuser1” can log in to EPM Workspace with either of these passwords and can open the Financial Management application successfully. However, after 1 hour, “Testuser1” can only log in with the latest password, i.e., “pass234”, but not with the old password (“pass123”). Why did the old one work at all after the change?

The user's password is not cached in EPM System. It is cached at the MSAD level, and by default, the old password works for 1 hour. But this value can be changed as per your needs. Refer to the Microsoft article at http://support.microsoft.com/kb/906305/en-us for more details.

This issue applies to all EPM System releases.

For EPM System Release 11.1.1.3, using Internet Explorer 8 on a Windows 7 client, a user has to log out of Shared Services twice to properly log out. Is there any workaround for this issue?

Yes, the following steps solve this problem:

1. Locate the configuration file `CasReleaseConfig.xml` under *`HYPERION_HOME`*`/.../SharedServices9/webapps/interop/conf/cas`.
2. Edit the file and remove the following line:

   ```
   postLogoffURL="jsp/cas/redirectToIndex.jsp"
   ```

   Within the following context:

   ```
   <module id="cas.containers.tadpole"
           …
           postLogoffURL="jsp/cas/redirectToIndex.jsp"
           …
       </module>
   ```

3. Restart the Shared Services Web application.

Is Oracle Access Manager (OAM) 11g supported by EPM System Release 11.1.2.x?

Yes, EPM System Release 11.1.2.x supports OAM release 11.1.1.3+. The EPM System Certification Matrix has been updated to reflect this change.

In EPM System Releases 11.1.1.4 and 11.1.2.x, the Essbase agent either hangs or takes a long time to respond, and I see the message "LDAP response read time out ....." in the `SharedServices_Security_Client.log` file. How can I make the Essbase agent respond quicker?

When Essbase makes a call to the LDAP or MSAD provider, if the call takes a longer time to respond or doesn't respond at all, Essbase server could potentially hang or the Essbase agent could become sluggish. In EPM System Releases 11.1.1.4 and 11.1.2.x, you can fine tune the timeout setting. By default, the value of the LDAP read timeout is 2 minutes. If the LDAP response doesn't come back in 120 seconds, that particular request would fail, instead of waiting indefinitely. To fine tune this value, set the "dirContextReadTimeOut" element in the

CSS.xml file to the desired value in the LDAP or MSAD provider section. For example, if you want to set it to 30 seconds, then add <dirContextReadTimeOut>30</dirContextReadTimeOut> to the CSS.xml file and import it into the Shared Services Registry.

If you are using releases prior to 11.1.1.4, the call will wait indefinitely for a response.

In EPM System Release 11.1.2.1, I see an error that EPM System security is not initialized properly, followed by many invalid object name errors for SMA tables in the Shared Services log. What could be the issue?

If you see errors such as java.sql.SQLSyntaxErrorException: [FMWGEN][SQLServer JDBC Driver][SQLServer] Invalid object name 'sma_audit_area_dim', and you are using SQL Server, the problem is likely the SQL Server Database Collation attribute. EPM System supports only SQL_Latin1_General_CP1_CI_AS collation. For details, see "Microsoft SQL Server Database Creation Requirements" in the EPM System Installation and Configuration Guide.

Does EPM System Release 11.1.2.1 support a Kerberos deployment with Microsoft Active Directory version 2008 as the identity store provider?

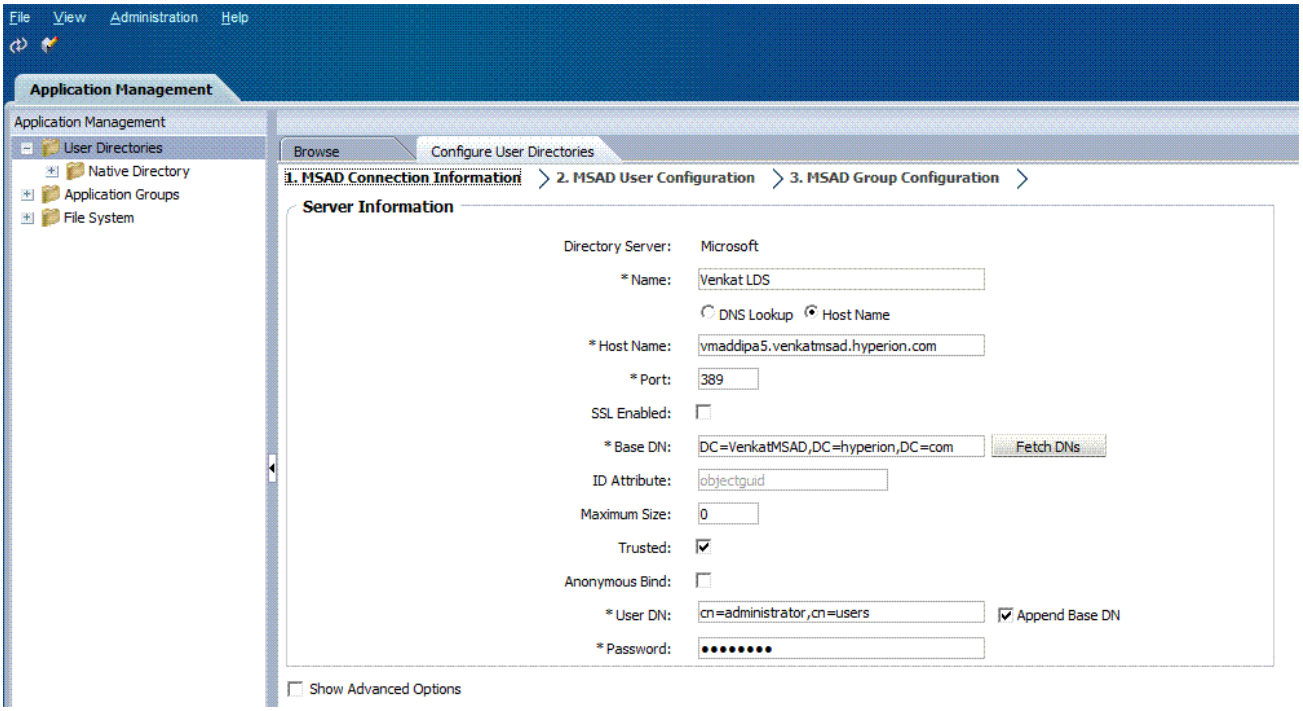
No. By default, EPM System Release 11.1.2.1 does *not* support using Microsoft Active Directory 2008 as the identity store provider for Kerberos deployment. The reason for this is that EPM System Release 11.1.2.1 ships WebLogic version 10.3.4, which supports only DES encryption, and MSAD 2008 requires AES encryption by default.

Does EPM System Release 11.1.2.1 support Microsoft Active Directory LDS as the identity store provider?

Yes. EPM System Release 11.1.2.1 provides support for Microsoft LDS as the identity store provider. This can be added to the Shared Services User Directory list as an MSAD provider with the identity attribute set to ObjectGUID. Active Directory LDS runs with the full feature set on the Microsoft Windows Server 2008 operating system. AD LDS replaces ADAM, which is supported in MS Windows 2003.

Note: The Financial Close Management product does not support Active Directory LDS.

Here is a sample configuration of Active Directory LDS using Shared Services.



I am using EPM System Release 11.1.2.1. Whenever the first LDAP user logs in to Workspace or Shared Services after prolonged inactivity on the system, the following error message is displayed: “You must supply a valid User Name and Password to log onto the system”. This happens even though valid credentials were entered. If I click OK without re-entering the credentials, the login goes through anyway. How can I avoid this?

This can happen for LDAP or MSAD users due to a bug in the software. Apply Shared Services Patch 13327628.

I am using EPM System Release 11.1.2.1 with Shared Services Patch 13327628. Whenever the first LDAP user logs in to Workspace or Shared Services after prolonged inactivity on the system, the login takes more than two minutes. How can I make this login faster?

By default, EPM System waits two minutes for any idle connections to time out. Hence the first login of LDAP or MSAD users after inactivity in the system is taking more than two minutes. You can tune this value by setting the `<dirContextReadTimeOut>` element within the LDAP or MSAD provider section in the `css.xml` file. Export `css.xml` from Shared Services Registry and add the desired value for `<dirContextReadTimeOut>` in seconds within the LDAP or MSAD provider.

For example, if you set the read timeout to 10 seconds, after the change, your LDAP or MSAD section in the `css.xml` looks as follows:

```
<ldap name="MyLDAP">
     <vendor>Oracle Internet Directory</vendor>
     <trusted>true</trusted>
     <url>ldap://LDAPHost.mycompany.com:389/dc=mycompany,dc=com</url>
     <dirContextReadTimeOut>10</dirContextReadTimeOut>
     ...
     ...
</ldap>
```

Save the changes and import `css.xml` into Shared Services Registry; then restart Foundation Services followed by all EPM System products.

In Release 11.1.2.2, you can change this value directly in Shared Services Console.

5 Lifecycle Management

In This Chapter

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? 142

In Release 11.1.2.0, does Lifecycle Management require a shared disk location when the Shared Services Web application is clustered, and if so, how do I configure the location? 143

I am trying to use the Lifecycle Management Command-Line Utility in Release 11.1.2.1, but I get the error `303030 - Invalid Option '-server'`. What does this mean? 144

In 11.1.2.0, when browsing the Essbase global application from Shared Services Console in order to view Lifecycle Management artifacts, this error is returned: `Error: Unable to connect to <AppName>, ensure that the application is up and running`. Other Essbase applications are fine and I am able to browse artifacts. Why do I get this error? 144

In EPM System Release 11.1.1.3, when attempting to export the Workspace repository security objects, such as user preferences, via Lifecycle Management, we encounter extremely poor performance. How can we improve performance? 145

Can EPM's Lifecycle Management functionality be used to consolidate artifacts from multiple source systems into one target destination? 145

When I use Lifecycle Management to export Native Directory provisioning data from a deployment on a French locale and import it to a deployment in an English locale, why does the migration fail? 146

I tried selecting a Financial Management application in Shared Services to browse artifacts, but I received a `"can't connect"` error. How do I correct this? 146

In EPM System Release 11.1.x, why don't some of the artifact names in Lifecycle Management match the names on the file system for Business Rules artifacts? 147

I upgraded from Release 9.3.3 to Release 11.1.2.1, and I am having problems exporting native groups using Lifecycle Management. These native groups have MSAD users. What is the problem? 147

In EPM System Release 11.1.2.1, in a clustered Financial Management deployment, I intermittently get the error `"There was some communication error while loading the tree"` when browsing Financial Management artifacts within Lifecycle Management. What is the cause of this issue? 148

In EPM System Release 11.1.2.1, why do I get an error when I try to import Essbase global substitution variables using Lifecycle Management? 148

In EPM System Release 11.1.x, I have exported Reporting and Analysis artifacts into the file system using Lifecycle Management, but the artifact names on the file system are in an ID format. Why don't I just see the artifact names as in other products? 148

In Release 11.1.2.1, a Lifecycle Management (LCM) import doesn't assign roles properly to a group or user if a user and group have an identical name in the destination. How can I resolve this issue? 149

I cannot export my Profitability and Cost Management application to the file system using Lifecycle Management in Release 11.1.2.1. The error message is shown below. What could be the issue? 149

In EPM System Release 11.1.1.4, I see "Migration Status - Completed with failures" whenever I do a Lifecycle Management migration from Shared Services Console. I see the error message "ERROR - SQL Exception when trying to create a new connection [Hyperion][Oracle JDBC Driver]null" in the LCM log file. Is there any workaround for this issue? 149

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.

In Release 11.1.2.0, does Lifecycle Management require a shared disk location when the Shared Services Web application is clustered, and if so, how do I configure the location?

Yes. If you are on release 11.1.2.0, you need to apply the patch set exception (PSE) 11696634 for Shared Services. After applying the patch, follow the steps below for your platform to configure the shared disk location.

➤ For Windows:

1 **Using a text editor, open the** `migration.properties` **file. This file is located in:**

`MIDDLEWARE_HOME/user_projects/epmsystem1/config/FoundationServices`

2 **Set the value of** `filesystem.artifact.path` **as follows:**

`filesystem.artifact.path=//HOST_NAME/share`

In this example, `//HOST_NAME/share` indicates the UNC path of the shared disk that the nodes use.

3 **Save and close the** `migration.properties` **file.**

4 **Repeat the preceding steps on each node in the cluster.**

The Lifecycle Management functionality supports UNC paths to Windows network shared locations or folders.

Note: Before executing a migration, start Foundation Services using a domain user account that has access rights to the shared disk.

➤ For UNIX:

1 **Using a text editor, open the** `migration.properties` **file. This file is located in:**

`MIDDLEWARE_HOME/user_projects/epmsystem1/config/FoundationServices`

2 **Set the value of** `filesystem.artifact.path` **as follows:**

`filesystem.artifact.path=MOUNTED_FILE_SYSTEM_PATH`

In this example, replace `MOUNTED_FILE_SYSTEM_PATH` with the actual path of the mounted shared disk; for example, `/net/myServer`

3 **Save and close the** `migration.properties` **file.**

4 **Repeat the preceding steps on each node in the cluster.**

Note: Release 11.1.2.1 has this fix in the base release, and there is no need to apply a patch. For that release, see "Configuring Lifecycle Management for Shared Services High Availability" in the High Availability and Disaster Recovery Guide.

I am trying to use the Lifecycle Management Command-Line Utility in Release 11.1.2.1, but I get the error `303030 - Invalid Option '-server'.` What does this mean?

The `-server` option, used to export or import artifacts on the Shared Services file system and not on the server where the Lifecycle Management command-line utility is running, is deprecated in Release 11.1.2.1. In order to import or export to the Shared Services file system from the command line, mount the drive that is used by the Shared Services server from the system where you are running the command-line utility, and then directly export to the desired directory structure.

For example, if the Shared Services server is on machine ServerA, and `EPM ORACLE INSTANCE` is `c:\oracle\middleware\user_projects\epmsystem1`, rather than executing the command with the `-server` option:

```
utility.sh PlanExportMDF.xml -server
```

Use a UNC path (`//host/share/path`) to the import_export folder and use the `-b` base path option:

```
utility.sh PlanExportMDF.xml -b //ServerA/c$/$EPM_ORACLE_INSTANCE$/
import_export
```

In 11.1.2.0, when browsing the Essbase global application from Shared Services Console in order to view Lifecycle Management artifacts, this error is returned: `Error: Unable to connect to <AppName>, ensure that the application is up and running.` Other Essbase applications are fine and I am able to browse artifacts. Why do I get this error?

This error may occur if the hostname is missing in the Essbase node under Deployment Metadata.

➤ To resolve this issue:

1. Log in to Shared Services Console, select the **Deployment Metadata** node, and expand **Shared Services Registry** artifacts.
2. Expand the **Essbase** node to view the instance file associated with the Essbase global application. For example, `Analytic Servers:<hostname>:1.instance`

3. Right-click the file, select **Export for Edit**, and save the instance file to the local file system.
4. Open the instance file and search for "lcm" tags. Under the "lcm" tag for the property "application", edit the property value from:

   ```
   <property name="application"  value="EssbaseCluster-1" />
   ```

   to:

   ```
   property name="application"  value="Essbase:<hostname>:1" /
   ```

   Note that the application name changes based on your environment.
5. In Shared Services Console, right-click the instance file and select **Import after Edit** to import the edited instance file.
6. Restart Shared Services and explore the Essbase global application. You should be able to explore the Essbase global application and its artifacts.

Note: This issue is fixed in the 11.1.2.1 release.

In EPM System Release 11.1.1.3, when attempting to export the Workspace repository security objects, such as user preferences, via Lifecycle Management, we encounter extremely poor performance. How can we improve performance?

Performance degradation may occur if there is a large number of users in Shared Services. LCM processes groups of information according to the "export.group.count" setting in the `migration.properties` file. By default, this value is set to 30; for every group of 30, the engine parses through all the users available in the system. Changing this setting to a value that reduces the number of iterations should help performance. For example, if you have 9000 users in Shared Services, this value could be set to 1000. The location of `migration.properties` file is:

```
%HYPERION_HOME%/common/utilities/LCM/9.5.0.0/conf/migration.properties
```

Can EPM's Lifecycle Management functionality be used to consolidate artifacts from multiple source systems into one target destination?

Yes, this is supported in all current releases. There is often more than one development environment but only one test environment. For example, if multiple users develop reports for different departments in different instances of EPM, they can be put together into the same instance of the test environment. Note that if the two systems are working on the same artifact, the content of the artifact will generally be replaced by the last import unless the product supports

an import option for merge. See the product appendixes in the Lifecycle Management Guide for a listing of product artifacts that support merge options.

When I use Lifecycle Management to export Native Directory provisioning data from a deployment on a French locale and import it to a deployment in an English locale, why does the migration fail?

The Lifecycle Management (LCM) export of provisioning data in 11.1.1.x outputs the localized role name. For example, exporting from LCM using a French browser locale exports the role "Administrator" as "Administrateur". During the import using an English locale browser, LCM is not able to match the role name "Administrateur" to any role in an English locale. To successfully export and import, perform the LCM export and import in the same locale.

This limitation exists in Release 11.1.1.x as well as 11.1.2.0. The limitation is removed in Release 11.1.2.1.

I tried selecting a Financial Management application in Shared Services to browse artifacts, but I received a "can't connect" error. How do I correct this?

➤ Follow these steps to troubleshoot this issue:

1 **Check that the user logged in is provisioned and has the necessary roles for the application to perform LCM tasks. There may be errors in the** `<HYPERION_HOME>\logs\hfm\interopjava.log` **file if they do not have the correct rights. For example:**

```
04-17 10:26:18 ERROR Authentication Logged on user is not provisioned for this
application
```

2 **Verify that the Financial Management LCM Web service is running by going to this URL:**

```
<protocol>://<host>:<port>/hfmlcmservice/LCMWS.asmx
```

Where the `<protocol>` value will be either "http" or "https" based on whether EPM is configured in SSL or non-SSL mode, and `<host>` and `<port>` values are derived on the `LCM_PROVIDER_WEBAPP` host and port values from Shared Services Registry.

The list of Web service methods should be displayed.

3 **Check if debugging is enabled in the** `web.config` **file:**

```
<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>
```

4 If `detailedErrors enable=` is 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.

5 Check the LCM log on the Shared Services machine for errors:

`<HYPERION_HOME>\logs\SharedServices9\SharedServices_LCM.log`

In EPM System Release 11.1.x, why don't some of the artifact names in Lifecycle Management match the names on the file system for Business Rules artifacts?

File systems do not support all the special characters that are allowed in Lifecycle Management artifact names. To support exporting these artifacts to the file system, Lifecycle Management encodes the following characters (" % ( ) * / : < > ? \ |) when saving them to the file system. For example, an artifact named `BR1<test=:>` will be saved as `BR1%3Ctest=%3A%3E.xml`, since Windows does not allow files that have characters like ":" in the name.

I upgraded from Release 9.3.3 to Release 11.1.2.1, and I am having problems exporting native groups using Lifecycle Management. These native groups have MSAD users. What is the problem?

In Release 11.1.2.1, make sure that only the "user" object class is configured for the user objects on the User Configuration tab for MSAD providers (unlike the "person", "inetOrgPerson", and "user" object classes in Release 9.3.3). This ensures that only real user objects are seen by MSAD, but not the contact objects whenever users are searched in MSAD.

This will not be a problem if you are configuring new MSAD providers in Release 11.1.2.1. This is because in Release 11.1.2.1, by default, only the "user" object class is populated in the User Configuration tab.

In EPM System Release 11.1.2.1, in a clustered Financial Management deployment, I intermittently get the error "There was some communication error while loading the tree" when browsing Financial Management artifacts within Lifecycle Management. What is the cause of this issue?

This error occurs because the HTTP sticky session is not maintained when Shared Services calls the Financial Management server. This issue can also manifest itself as Lifecycle Management error "EPMLCM-37020: AN ERROR/EXCEPTION OCCURRED" when exporting or importing artifacts. To fix this issue, apply Shared Services 11.1.2.1.000 patch 13240594.

In EPM System Release 11.1.2.1, why do I get an error when I try to import Essbase global substitution variables using Lifecycle Management?

If you are getting the following error when importing Essbase global substitution variables:

```
Importing Artifact: Server=<server>:1423, Source=EssbaseCluster-1/
Substitution Variables/test ,Target=EssbaseCluster-1,Size=331
bytes ...Failure , Application EssbaseCluster-1 does not exist
```

then you have hit a defect and you should apply the Shared Services 11.1.2.1 patch 13387745 on your target environment before importing.

In EPM System Release 11.1.x, I have exported Reporting and Analysis artifacts into the file system using Lifecycle Management, but the artifact names on the file system are in an ID format. Why don't I just see the artifact names as in other products?

Reporting and Analysis artifact names are not unique within a folder within the Reporting and Analysis repository. To guarantee their uniqueness on the file system, their name is prepended with an internal ID. For example, an Interactive Reporting report named "sc to lcm_bqyjob-1" will be displayed as it is in the user interface, but will be stored as "0000011b0830936a-0000-e96e-ac1b1d6b (sc to lcm_bqyjob-1).xml" in the file system.

In Release 11.1.2.1, a Lifecycle Management (LCM) import doesn't assign roles properly to a group or user if a user and group have an identical name in the destination. How can I resolve this issue?

In Release 11.1.2.1, LCM does not support users and groups with the same name, for example, if you have a user named "admin" and a group named "admin". Ensure that user names are not the same as group names. This can be native or external users or groups. This issue is fixed in 11.1.2.2.

I cannot export my Profitability and Cost Management application to the file system using Lifecycle Management in Release 11.1.2.1. The error message is shown below. What could be the issue?

The error is:

```
EPMLCM-30053 to http://demodrive:19000/profitability/lcm while performing explore/
listing for application Bikes72. Received status code -"500" with error message
"Internal Server Error". Possible cause of error Server Down or Not reachable
```

This is a known issue and occurs only in compact deployment scenarios. You must switch to a standard deployment environment in order for Lifecycle Management to work for Profitability and Cost Management. This issue is fixed in 11.1.2.2.

In EPM System Release 11.1.1.4, I see "Migration Status - Completed with failures" whenever I do a Lifecycle Management migration from Shared Services Console. I see the error message "ERROR - SQL Exception when trying to create a new connection [Hyperion][Oracle JDBC Driver]null" in the LCM log file. Is there any workaround for this issue?

This can happens if your Shared Services database is Oracle 11.2.0.1 64-bit version on Solaris. All other 11.2.x Oracle databases are fine. When this happens, copy the `hyjdbc.jar` file from:

```
HYPERION_HOME/common/JDBC/DataDirect/4.0/lib
```

to:

```
HYPERION_HOME/common/utilities/LCM/9.5.0.0/lib
```

Then try the LCM operations again.

6 High Availability and Disaster Recovery

In This Chapter

We are planning to use EPM System's recommended Disaster Recovery strategy as documented in the 11.1.2.1 High Availability and Disaster Recovery Guide. However, we want to use our DR site as a secondary test environment. Is that possible, and if so, what is the best practice? 151

Is an active-active high availability configuration supported for the Administration Services Web application, as well as the Business Rules plug-in for Administration Services in Release 11.1.2.1? 152

When configuring EPM System Release 11.1.2.1 for high availability where multiple instances of services are running, are there specific location references in EPM System Configurator that need to point to the same location on a shared disk? 152

In Release 11.1.1.x, while exploring SharedServices and Deployment Metadata in a clustered environment, why do I get the error: `"Error: Unable to Connect to "Shared Services", ensure that the application is up and running and the user has the appropriate rights to access this feature."`? 154

Is Essbase failover functionality supported in EPM System Release 11.1.2.0? 155

In EPM System Release 11.1.1.x, can I configure Shared Services for a manual active-passive failover using shared storage such as NAS? 155

In Release 11.1.1.x, do I need to have Oracle Internet Directory (OID) installed in order to set up an active-active cluster for Shared Services? 159

Does EPM System Release 11.1.2.x support True Application Failover (TAF) as part of Oracle RAC? 160

Is it possible to rename the Essbase instance and cluster names? 160

We are planning to use EPM System's recommended Disaster Recovery strategy as documented in the 11.1.2.1 High Availability and Disaster Recovery Guide. However, we want to use our DR site as a secondary test environment. Is that possible, and if so, what is the best practice?

Yes, this is possible. The recommended EPM System DR approach does not require any of the EPM System services to be running on a normal basis. Only the relational database needs to be running and replicated via Data Guard. The file system is replicated, and the entire system is shut down during normal operation.

It is not possible to use the same physical system used for DR or for another EPM System deployment. The reason for this is that EPM System's Windows-based products like Financial Management only support one instance of the software installed on the machine.

It is possible, however, to run your test environment in a VM on these machines. That is, once DR is configured, all EPM System services are shut down and the hardware is dedicated to VMs that run the test environment. This approach allows the hardware allocated for the DR to be used as a secondary test environment.

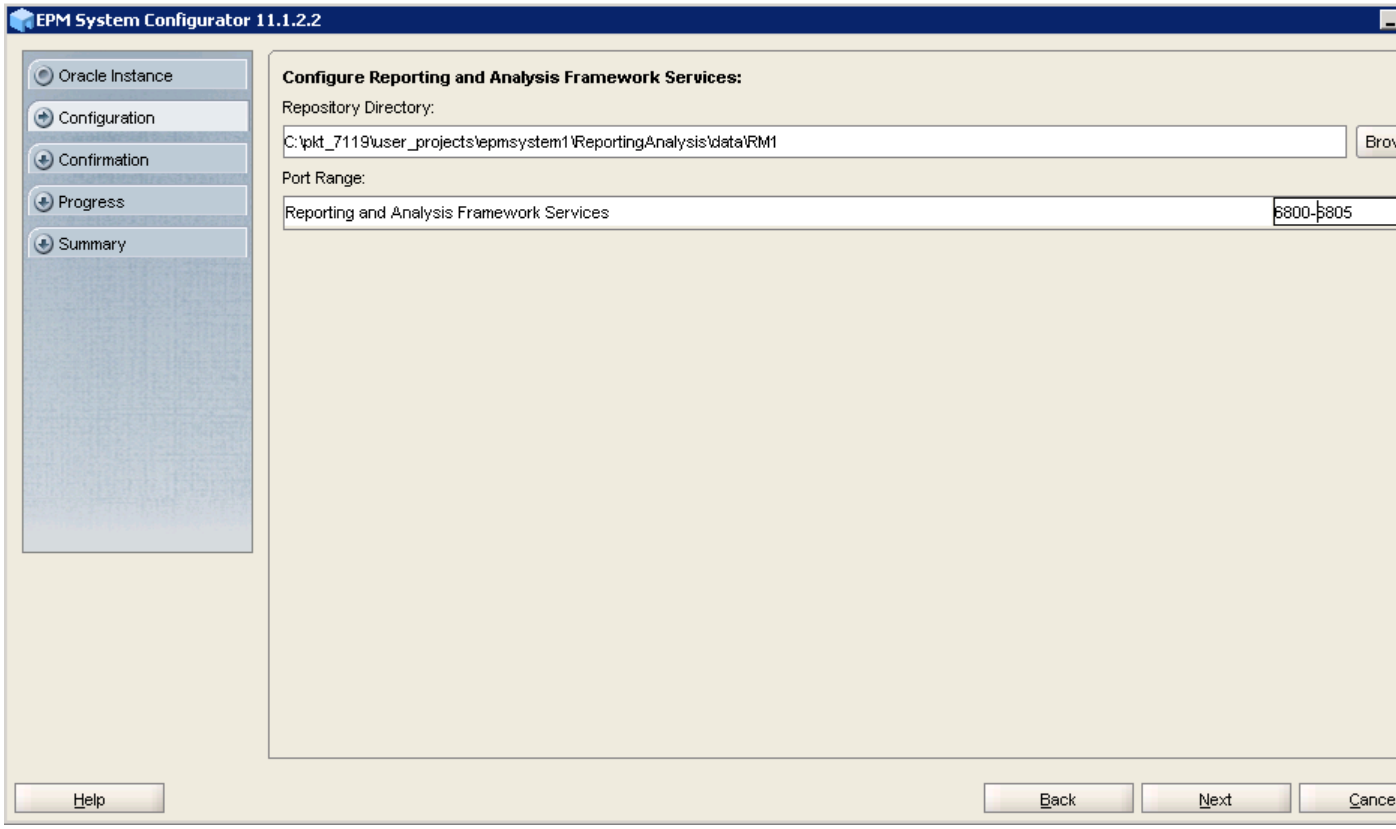
Is an active-active high availability configuration supported for the Administration Services Web application, as well as the Business Rules plug-in for Administration Services in Release 11.1.2.1?

Yes, the Administration Services Web application is fully supported in active-active mode in this release, including all Business Rules functionality.

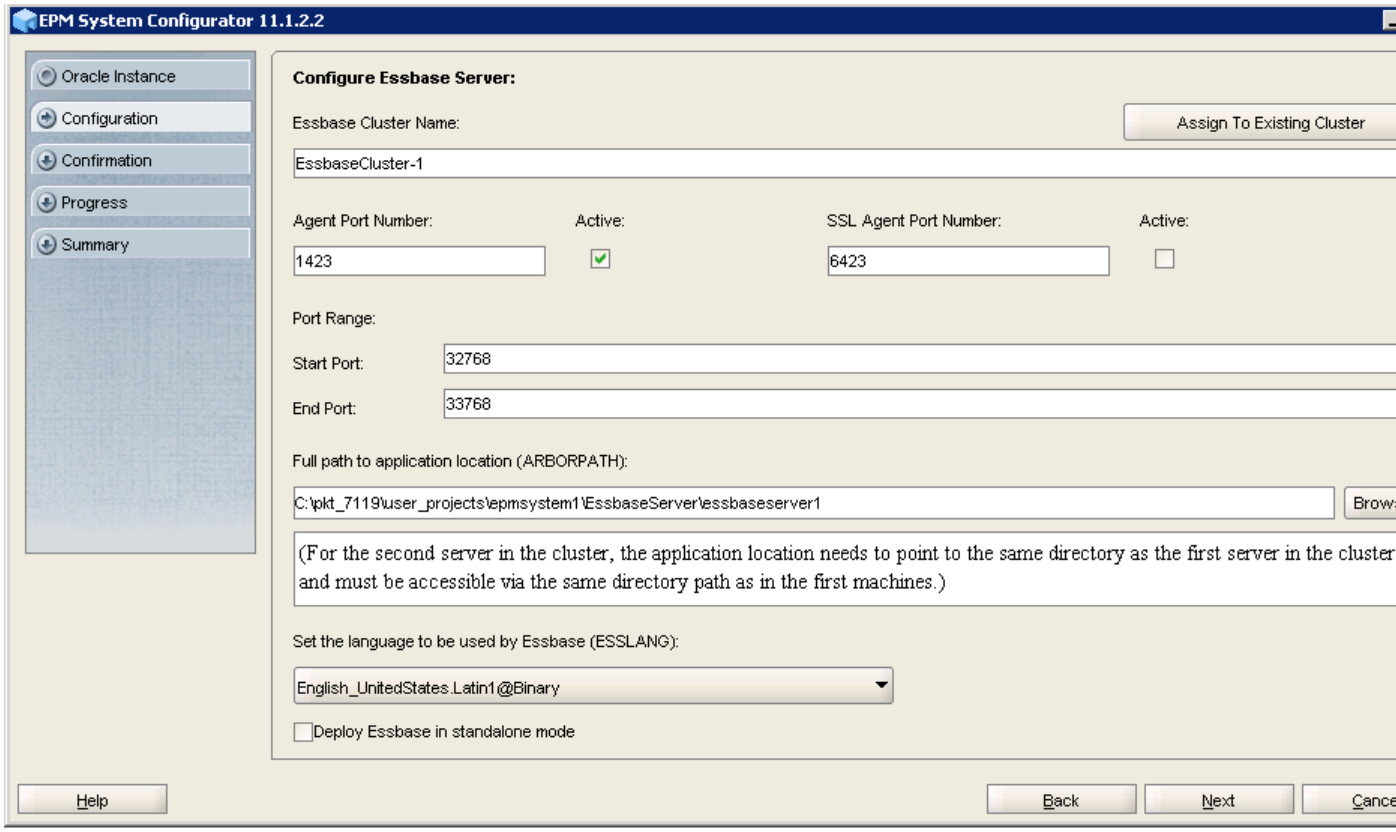
When configuring EPM System Release 11.1.2.1 for high availability where multiple instances of services are running, are there specific location references in EPM System Configurator that need to point to the same location on a shared disk?

Yes, for high availability configurations in Release 11.1.2.1, the following fields need to point to the same location on the disk:

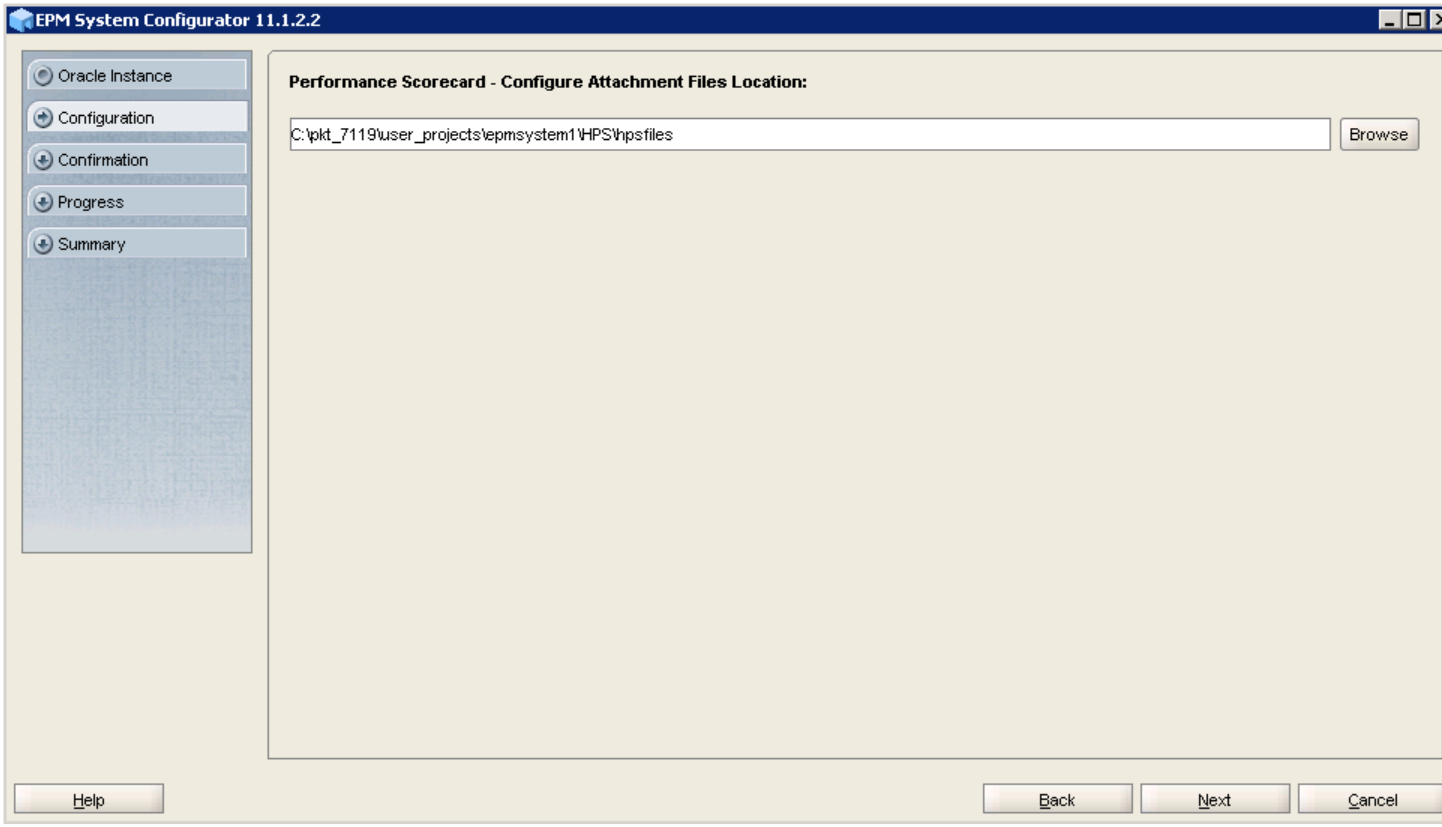
- Repository Directory for Reporting and Analysis Framework Services:



- File Path to Application Location (ARBORPATH) for Essbase Server:



- Attachment File Location for Performance Scorecard:



In Release 11.1.1.x, while exploring SharedServices and Deployment Metadata in a clustered environment, why do I get the error: "Error: Unable to Connect to "Shared Services", ensure that the application is up and running and the user has the appropriate rights to access this feature."?

In a clustered setup, the Shared Services Logical Web Application host and port could be different from the actual installation. After Shared Services installation and configuration have completed successfully, try to access the Shared Services Console. If the Shared Services Console launches successfully, and if an error is returned while trying to explore Foundation -> Deployment Metadata or Foundation ->Shared Services, there may be a mismatch in the port configuration of Shared Services Logical Web Application.

➤ To verify that the host and port information is in sync:

1 **Retrieve `HUB.Product` and `HUB.Instance` files from a browser at:**

`http://<host>:<port>/interop/content`

a. Provide these credentials – admin and password of the admin user.

b. Navigate to: `Files-Products-HUB-9.5.0-Published-HSS.Instance` and `Files-Products-HUB-9.5.0-Published-HSS.Product`

c. Verify that the value of the `<lcmCallBack>` tag in the `HSS.Instance` file is correct.

2 **Retrieve `registry.html` from the file system in:**

HYPERION_HOME`/common/config/9.5.0.0`

a. Run `epmsys_registry.bat`, which will generate a `registry.html` report under the same directory.

b. Check the LOGICAL_WEB_APP node in `registry.html` for the correct host name and port information.

3 **Ensure that the host and port information in step 1(c) and 2(b) are correct. If there is a mismatch, update the value in Shared Services Registry and restart Shared Services.**

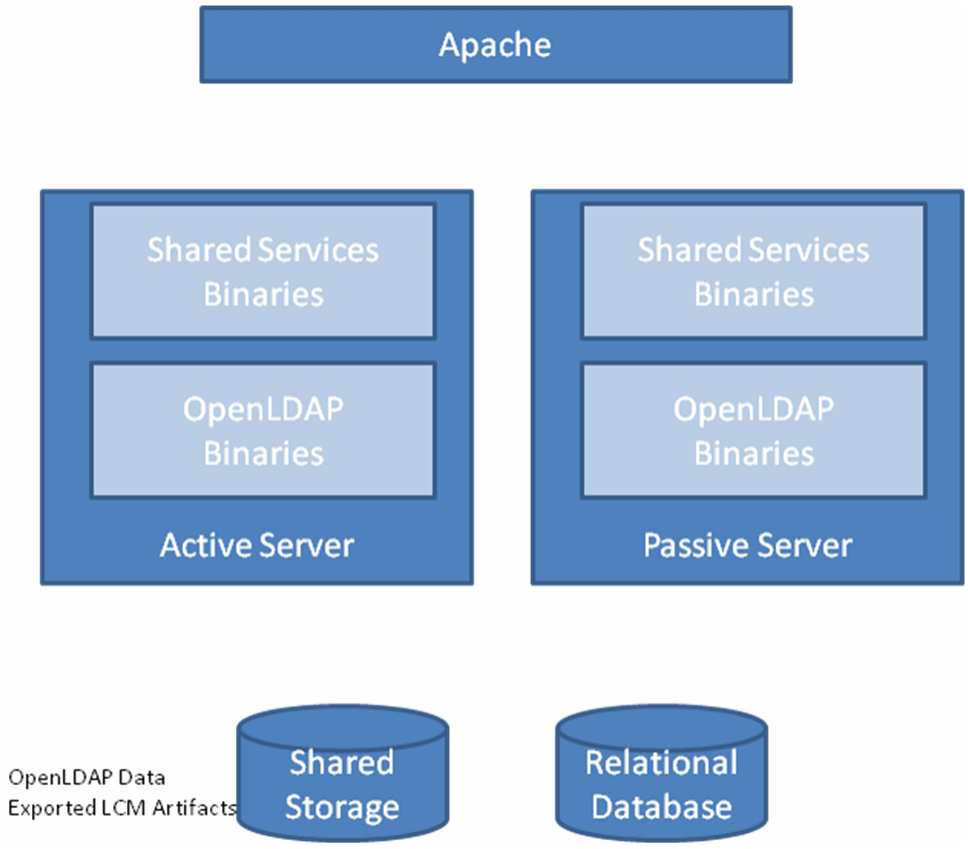
Is Essbase failover functionality supported in EPM System Release 11.1.2.0?

Yes, but Development strongly recommends that customers needing to deploy Essbase in active-passive mode should use EPM System release 11.1.2.1 and not release 11.1.2.0.

In EPM System Release 11.1.1.x, can I configure Shared Services for a manual active-passive failover using shared storage such as NAS?

Yes. It is possible to configure Shared Services 11.1.1.x to be in active-passive failover mode by using a shared storage system such as NAS.

Figure 1 Deployment Diagram

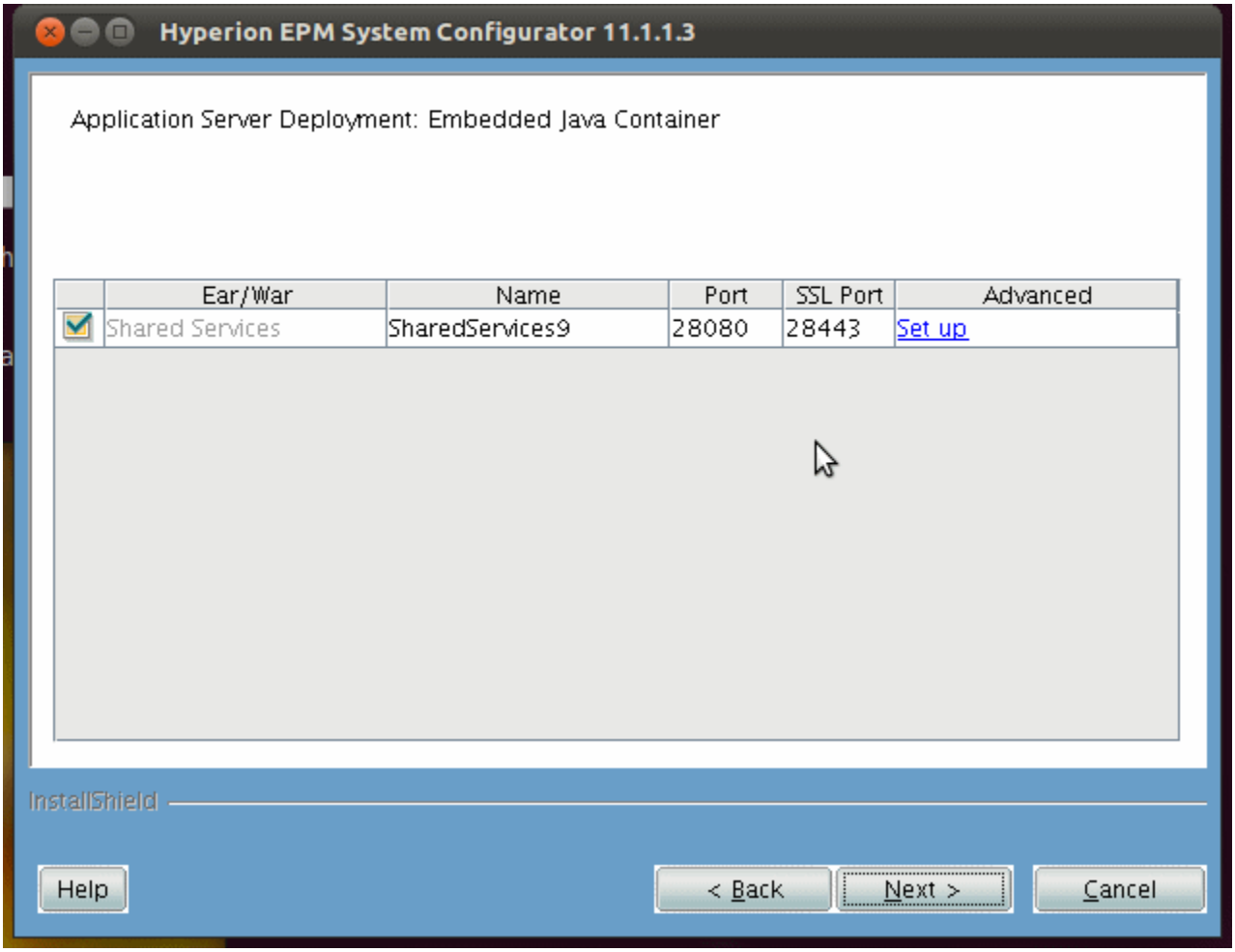


To set up Shared Services in active-passive failover mode, perform these steps:

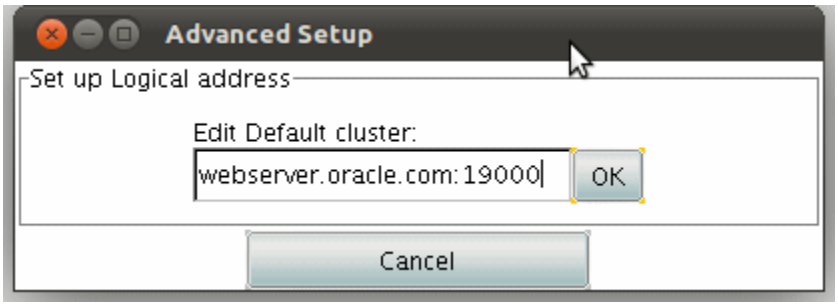
Step 1: Install and configure Shared Services on both the active and passive nodes.

Install and configure Shared Services in the active and passive nodes to the same directory. If Shared Services is installed in `/vol1/hyperion` or `C:\Hyperion` on the active server, then Shared Services should be installed in the same directory on the standby server.

When configuring Shared Services, go to the Application Server Deployment panel in EPM System Configurator, and type the Hyperion Apache server name and port as shown below.



If your environment has a load balancer in front of the Hyperion Apache Web server, select the **Set up** link under **Advanced**, then provide the load balancer URL



Step 2: Reconfigure OpenLDAP to store data files in shared storage such as NAS.

Perform the following steps on both the active and standby Shared Services servers:

1. Shut down Shared Services and the Hyperion OpenLDAP process or Windows service.
2. Set up a folder in a shared storage server such as a NAS or SAN with read-write privileges to a domain user account.

3. For Windows, mount the NAS or SAN folder on the active Shared Services server as a local drive.

   This cannot be mounted as a mapped network drive since the Hyperion Native OpenLDAP Windows service cannot mount a mapped drive.

4. Edit the Hyperion OpenLDAP Windows service in Windows Service Manager to start up using the domain user account instead of a local system account.

5. Edit the `slapd.conf` file.

   On UNIX, this file is in:

   HYPERION_HOME`/products/Foundation/openLDAP/usr/local/etc/openldap`

   On Windows, this file is in:

   HYPERION_HOME`/products/Foundation/openLDAP`

   In this file, search for the directive called `directory`.

   The entry will look as below:

   ```
   directory
   /home/hyperion/products/Foundation/openLDAP/usr/local/var/openldap-data
   ```

6. Change the location of the directory to the NAS mounted folder in the directory directive line.

7. Copy the contents of the existing `openldap-var` folder from the active server to NAS folder created in Step 2.

   UNIX:

   HYERION_HOME`/products/Foundation/openLDAP/usr/local/var/openldap-data`

   Windows:

   HYPERION_HOME`/products/Foundation/openLDAP/var/openldap-data`

8. Create another folder on the shared storage server for Lifecycle Management operations.

9. Edit the `migration.properties` file in the following locations:

   HYPERION_HOME`/common/utilities/LCM/9.5.0.0/conf`

   HYPERION_HOME`/deployments/`*APP_Server*`/SharedServices9/config`

   Add a new property to the file as follows:

   `filesystem.artifact.path=`*SHARED_STORAGE_LCM_LOCATION*

10. On the server(s) running the Hyperion Apache Web Server, start EPM System Configurator and select the Configure Web Server option under Workspace.

11. Start Shared Services and the OpenLDAP process/service on the active Shared Server only.

    Do not start the Shared Services process or the OpenLDAP process on the standby server at this time

Step 3: Copy any changes to the Shared Services properties files to the standby server.

On a periodic basis, copy the folder contents from the active node of Shared Services to the standby server. The following files should be copied to the standby server:

- All `*.properties` files from *`HYPERION_HOME`*`/deployments/`*`APP_SERVER`*`/SharedServices9/config`.
- The `reg.properties` file from *`HYPERION_HOME`*`/common/config/9.5.0.0/`.

Step 4: If necessary, perform recovery.

If the active Shared Services server fails, then perform the following steps on the standby Shared Services server.

1. On the active server, check if the shared storage disk is mounted. If the shared storage disk is mounted, unmount it. Shut down the `Hyperion Foundation/Shared Services` process or service and the `Hyperion OpenLDAP` service if still running. Kill the process if necessary.
2. Mount the shared storage on the standby server.

   On a Windows server, mount the NAS or SAN folder in the standby Shared Services server as a local drive. This cannot be mounted as a mapped network drive since the Hyperion Native Openldap Windows service cannot mount a mapped drive.
3. Change the Hyperion openLDAP server name to the standby server in the Shared Services Registry.
   a. Log in to the standby Shared Services server and open a command line window.
   b. Change directory to *`HYPERION_HOME`*`/common/config/9.5.0.0`.
   c. Execute the following command:

      ```
      ./epmsys_registry.sh updateproperty shared_services_product/
      native_provider/@HOST Standby Server Name
      ```

      where *`Standby Server Name`* is the actual name of the standby Shared Services server. Do not specify this as `localhost`.
4. Start Shared Services and openLDAP on the standby server.

In Release 11.1.1.x, do I need to have Oracle Internet Directory (OID) installed in order to set up an active-active cluster for Shared Services?

Yes, in EPM System Release 11.1.1.x, OID is a required component for setting up Shared Services in active-active mode. OID is the Shared Services native directory in this setup. This is because

the native directory needs to be highly available for servicing login calls from all EPM System products, and OID provides full support for high availability.

In release 11.1.2.x, OID is not required for active-active support for Shared Services. It relies on the relational database to store native users, groups, and provisioning information.

Does EPM System Release 11.1.2.x support True Application Failover (TAF) as part of Oracle RAC?

TAF (True Application Failover) or FCF (Fast Connection Failover) are Oracle technologies that can be used to make the application failover-aware so that applications can react to a database failing not only while establishing a connection to the database but also during transactions.

EPM System does not support TAF or FCF. Instead, Oracle RAC database load balancing and failover of connections are supported, and client connections can be configured to provide failover of connections. (The clients in this case are EPM System products that connect to the Oracle database.) So, if a database fails over to another instance during a transaction, the transaction fails, and the end user sees an error and must repeat the transaction.

Is it possible to rename the Essbase instance and cluster names?

No, it is not possible to safely rename the Essbase cluster or instance names. If you have to change the instance and cluster names, create a new instance and cluster, export the applications out of the old cluster, and import them into the new cluster.

7 Miscellaneous and Product-Specific Tips

In This Chapter

When using FDM, I receive the error “ActiveX component can't create object”. What can cause this issue? 162

In Release 11.1.2.x, on Windows 2008, creating an FDM application via the Workbench Client results in a `Path/File Access Error`. What could be the issue? 162

Can I use Adobe Distiller as the Financial Reporting PDF generator on Windows 2008? 163

In Release 11.1.2.0, Smart View is unable to connect to the Financial Management provider and gets stuck at a Smart View login prompt. The login prompt refreshes and does not disappear, similar to the behavior you might see if you enter a password that is not correct. What could be the problem? 164

While creating a Planning application in Release 11.1.2.x, I get "An error occurred while processing this page. Check the log for details." What is the cause of this issue? 165

In Release 11.1.2.1, after installing Financial Management and running Server Manager, I receive errors about objects that cannot be loaded. What is wrong? 165

In Release 11.1.2.1, `essmsh.exe` cannot be used directly to run batch commands; it requires environment setup that is no longer supported at the system level. What does Oracle recommend for running these `essmsh.exe` commands? 167

In Release 11.1.2.1, all of the Russian symbols printed in Planning reports are replaced with “???????????”. What could be wrong? 168

I am experiencing log-on failures in Financial Management in Release 11.1.1.x. How do I troubleshoot this issue? 168

Which Reporting and Analysis service acts as the load-balancing function, and how does it work? 169

In EPM System Release 11.1.2.1, when I connect to Reporting and Analysis through Smart View, I am getting a blank screen. What could be the issue? 169

When trying to run Financial Management reports from Financial Reporting Studio or Web application, I see errors about the database connection. What does this mean? 169

In Release 11.1.2 and 11.1.2.1, Web Analysis fails when trying to save User Preferences. What is wrong? 170

While attempting to load data into a Financial Management application using Load Data Task in the Financial Management Web application, I get the error message shown below. How do I resolve this problem? 170

In EPM System Release 9.3.3, Shared Services starts, but when I go into Manage Taskflows from Financial Management, I get this message: `An error was encountered while performing this operation.` How can I resolve this? 171

In EPM System Release 11.1.1.3, I am installing Financial Reporting Studio on a 64-bit Windows 7 machine. The Financial Reporting Studio client does not start, and no error is shown. What could be the issue? 171

Does Smart View Release 11.1.1.3 support Office 2010? 172

Can Essbase Analytics Link Release 11.1.1.4 be deployed to the WebLogic Server that is installed with EPM System Release 11.1.2.1? 172

What versions of Essbase Analytics Link are compatible with different versions of EPM System? 173

What are the supported versions of Oracle Data Integrator for the different ERP Integrator releases? 173

How does Financial Reporting Studio interact with EPM System server components, and can it go through a load balancer? 173

In EPM System Release 11.1.2.1, I am opening `.xls` files with Smart View functions in Excel 2010, but it's very slow or seems to freeze Excel. How can I fix this? 174

In EPM System Release 11.1.2, why do Reporting and Analysis database connections sometimes disappear from the Database Connection Manager? 175

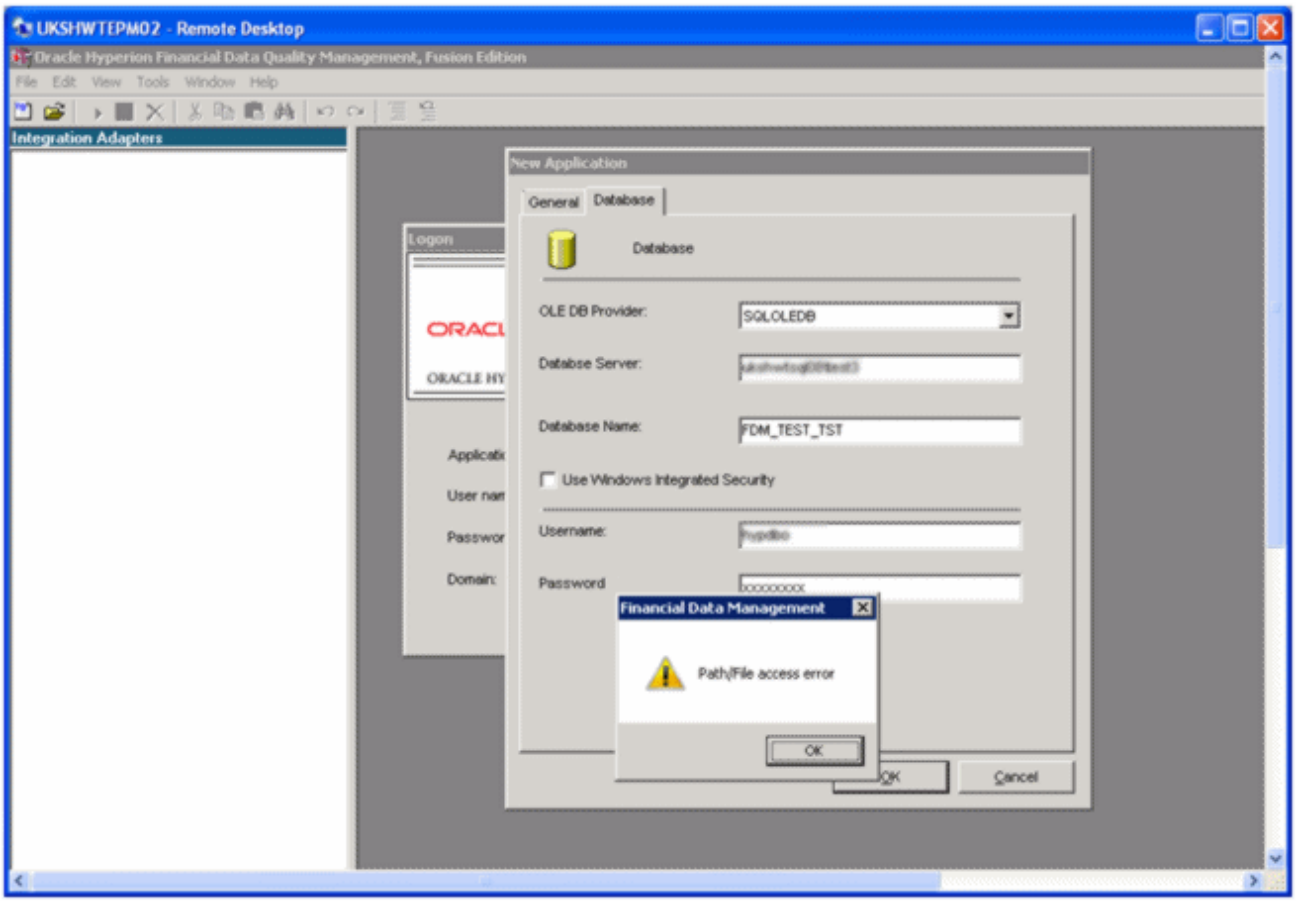
In Planning Release 11.1.2.1, how can I find out if the forms are designed properly and won't lead to performance issues down the line? 175

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.

In Release 11.1.2.x, on Windows 2008, creating an FDM application via the Workbench Client results in a `Path/File Access Error`. What could be the issue?

The error returned is:



When a new FDM application is created, the application creates the FDM database and a folder structure beneath the application path. To create this folder structure, the FDM service account must have "Write" permissions on the share.

To fix this issue, update the `FDMData` folder and assign "Full Control" to the FDM Service account-id.

Can I use Adobe Distiller as the Financial Reporting PDF generator on Windows 2008?

No, per Adobe's web site, Adobe Distiller server 8 is not supported on Windows 2008. It is supported on: Windows 2000 with Service Pack 4, Windows Server 2003 (32-bit or 64-bit editions) with Service Pack 1, Windows XP Professional with Service Pack 2, or Windows Vista Business or Enterprise (32-bit or 64-bit editions).

For customers on Windows 2008, we recommend using GhostScript as the PDF generator. If Technical Support is required for this component, we recommend Artifex Software which offers a GhostScript version with Technical Support. The strategic direction for Financial Reporting is to not require an external PDF generator

In Release 11.1.2.0, Smart View is unable to connect to the Financial Management provider and gets stuck at a Smart View login prompt. The login prompt refreshes and does not disappear, similar to the behavior you might see if you enter a password that is not correct. What could be the problem?

There are two possible problems:

- There could an issue in the Shared Services Registry.

  Generate a `registry.html` report by executing `epmsys_registry.bat` and check the `InstallURL` property of the Smart View provider component. If this value is empty or is not formatted with content like the following, an issue exists:

  `http://FOUNDATION_SERVER_DOMAIN_NAME:19000/epmstatic/wspace/SmartView`

  To correct this issue, execute the following two commands:

  ```
  epmsys_registry.bat updateproperty SMARTVIEW_PROVIDER_WEBAPP/@InstallURL http://FOUNDATION_SERVER_DOMAIN_NAME:19000/epmstatic/wspace/SmartView
  ```

  ```
  epmsys_registry.bat updateproperty SMARTVIEW_PROVIDER_WEBAPP/@Path http://FOUNDATION_SERVER_DOMAIN_NAME:19000/epmstatic/wspace/SmartView
  ```

- If the system is in full SSL, you need to use `https` instead of `http`.

  Go to the IIS Console and check the `hfmAppPool` parameter. If it has any recycle parameters, remove them. In some cases, recycling may prevent users from logging in. Removing recycle parameters in IIS resolves the issue. See the detailed steps bellow for IIS 6 and IIS 7.

  IIS 6

  1. Select **Start**, then **Settings**, and then **Control Panel**.
  2. Select **Administrative Tools**, and then **Internet Information Services (IIS) Manager**.
  3. Click the server name, and then **Application Pools**; then, right click **hfmAppPool**, and select **Properties**.
  4. In **Recycling**, set **Recycle Worker Processes (in minutes):** to **0**.
  5. Click **OK** to save the settings.

  IIS 7

  1. Select **Start**, then **Settings**, and then **Control Panel**.
  2. Select **Administrative Tools**, and then **Internet Information Services (IIS) Manager**.

3. Click the server name, and then **Application Pools**; then, right click **hfmAppPool**, and select **Advanced Settings**.
4. In **Recycling**, set **Regular Time Interval (minutes):** to **0**.
5. Click **OK** to save the settings.

While creating a Planning application in Release 11.1.2.x, I get "An error occurred while processing this page. Check the log for details." What is the cause of this issue?

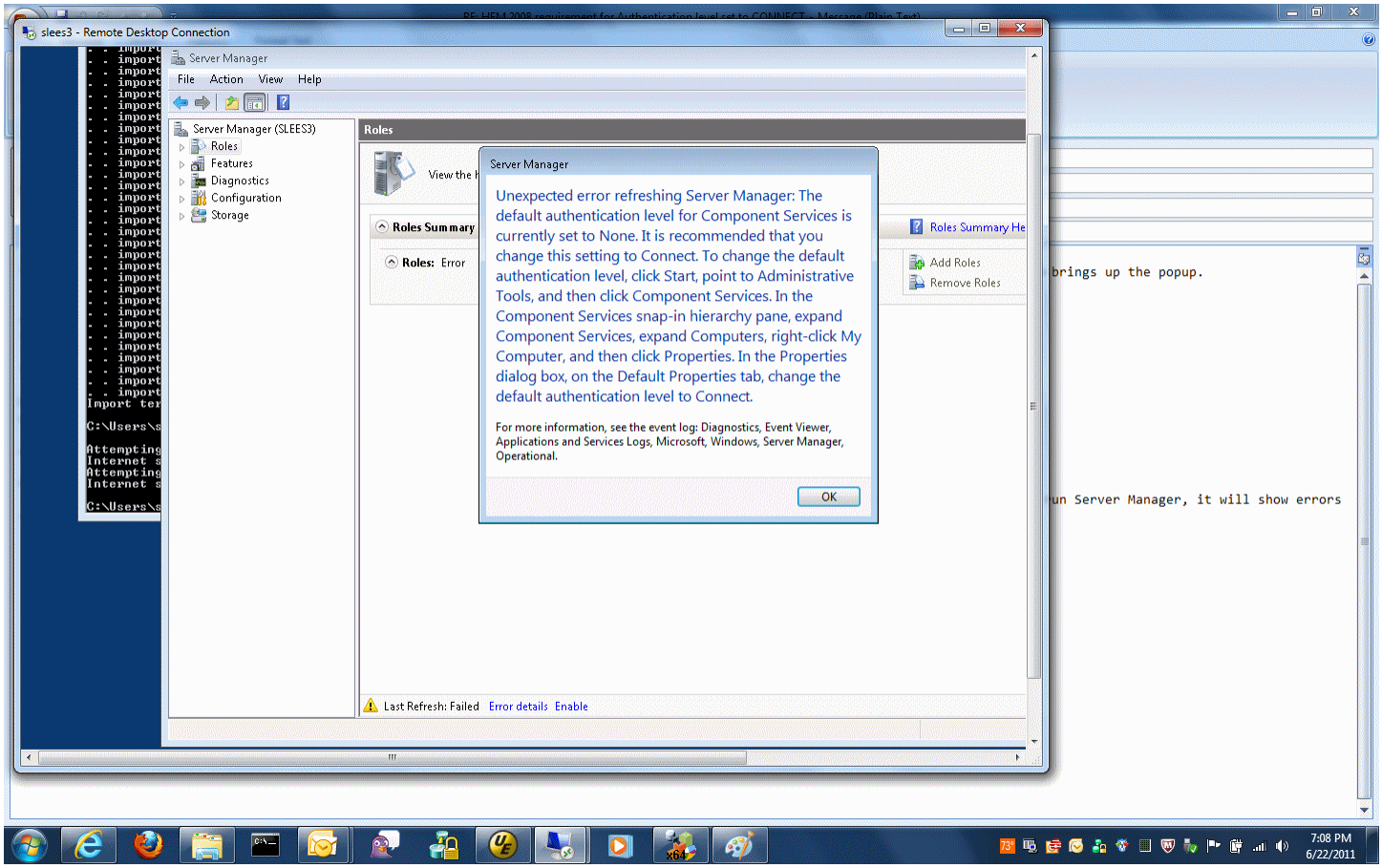
The Planning log files include the following:

```
createSchema weblogic.jdbc.db2base.ddc: [FMWGEN][DB2 JDBC Driver]
[DB2]PRIMARY KEY TOO LONG OR HAS TOO MANY COLUMNS
```

The problem is likely incorrect configuration of the DB2 database. EPM System requires a minimum of 32K page sizes for the `bufferpool` and the `tablespace` settings. See the Installation Start Here for more information.

In Release 11.1.2.1, after installing Financial Management and running Server Manager, I receive errors about objects that cannot be loaded. What is wrong?

If you receive the following error, you don't have the Authentication Level for DCOM set to `CONNECT` on your 2008 system:

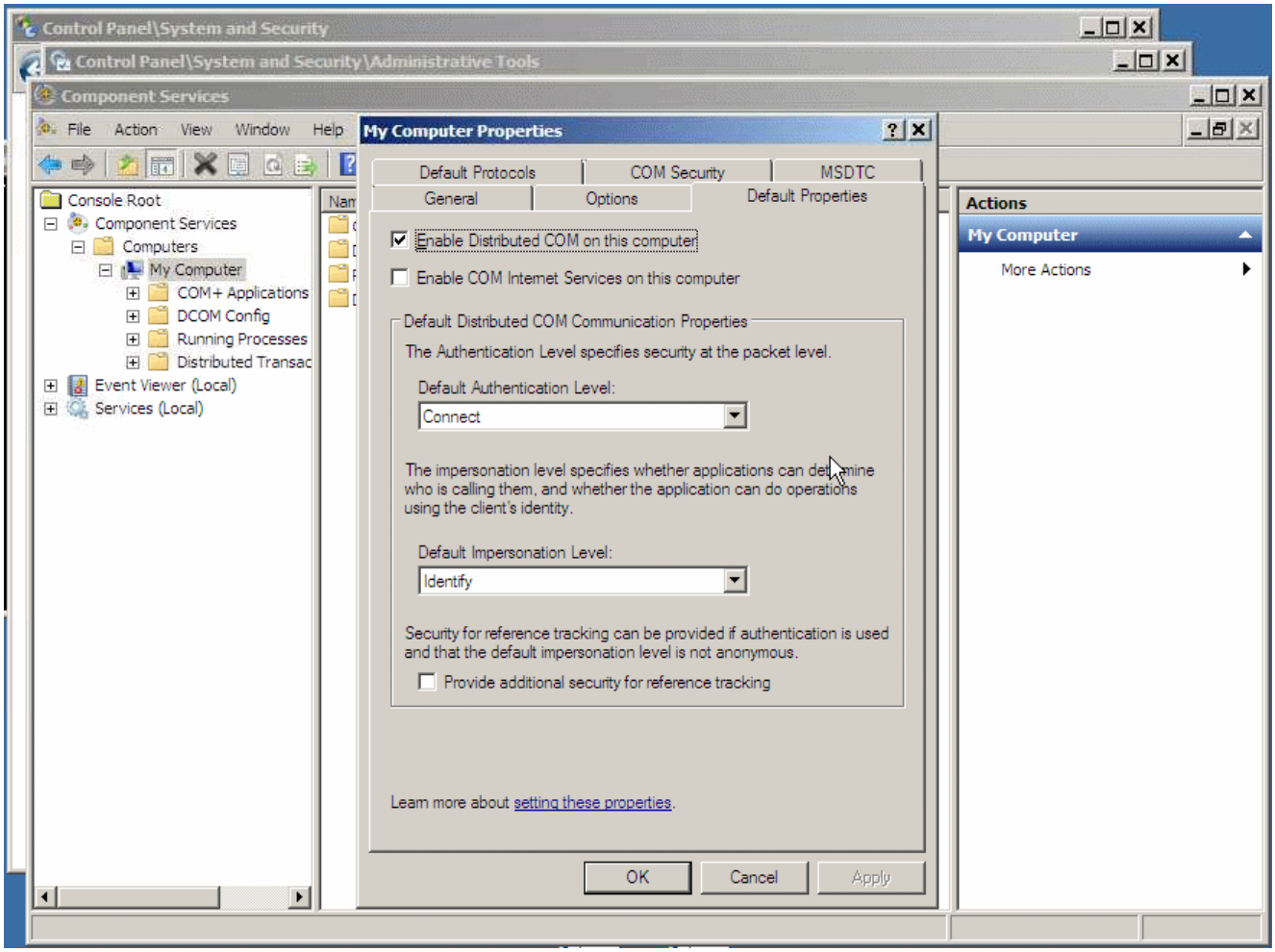


➤ To set the Authentication Level for DCOM to CONNECT:

1. In the Control Panel, select **Administrative Tools** and then **Component Services.**
2. Navigate to **Component Services**, then **Computers**, and then **My Computer.**
3. Right-click **My Computer** and select **Properties.**
4. Select the **Default Properties** tab.
5. Select the **Default Authentication Level.**

   The Default Authentication Level is the first dropdown in the section titled Default Distributed COM Communication Properties.

   For Windows 2008, set the value to **Connect**. For earlier Windows versions, set the value to **None**.



In Release 11.1.2.1, `essmsh.exe` cannot be used directly to run batch commands; it requires environment setup that is no longer supported at the system level. What does Oracle recommend for running these `essmsh.exe` commands?

Oracle recommends that you use the `startMaxl.bat` script as a template for creating your own script to run one or more `essmsh.exe` calls. The `startMaxl.bat` script sets up the proper environment for running commands including `EPM_ORACLE_HOME`, `ARBORPATH`, and `ESSBASEPATH`.

In Release 11.1.2.1, all of the Russian symbols printed in Planning reports are replaced with "???????????". What could be wrong?

The core issue is that the Unicode Albany fonts are not provided with the `JDK/jRockit` installed in the Middleware Home folder. We do not customize these for EPM System usage, as they are shared across many Oracle products.

The fonts are available at *`MIDDLEWARE_HOME`*`\oracle_common\jdk\jre\lib\fonts`, and they can be copied manually to *`MIDDLEWARE_HOME`*`\jrockit_160_20\jre\lib\fonts`.

With the fonts in this location, the Planning server can generate PDF reports without issues.

On some platforms (like the Solaris platform), the Web application is deployed using the JDK, and the fonts should be copied to the `jdk160_21` folder.

I am experiencing log-on failures in Financial Management in Release 11.1.1.x. How do I troubleshoot this issue?

`InteropJava.jar` is the Java component used by Financial Management to make calls to CSS. If an error occurs during the open application process, the first thing to check `InteropJava.log` for errors. The `InteropJava.log` file is located in:

`HYPERION_HOME``\logs\hfm\interopjava.log`

The default log level is set to `ERROR`. You can change this to `DEBUG` to generate more data, which may help the debugging process. Changing the log level requires modifying the `interopJava.properties` file found in:

`HYPERION_HOME``\products\FinancialManagement\Server`
`\interopJava.properties`

Open the `interopJava.properties` file and modify the following line:

`log4j.category.com.hyperion.hfm.security.Authentication=DEBUG,dest1`

Then stop HFM services (DME listener, Management services) and IIS. If any of the processes CASSecurity, HsvDataSource and HsxServer, are running, stop them, and then restart IIS and the HFM services.

If you need to contact support, be sure to include the following files:

- Log files from Financial Management Application Server
- InteropJava.log
- HsvEventlog.log

Which Reporting and Analysis service acts as the load-balancing function, and how does it work?

The GSM service acts as the load balancer. When any service starts up, it registers itself with GSM. After that, GSM polls the services on a regular interval to ensure that they are up. GSM uses a round-robin algorithm to decide the next service to route the request to. Service configuration information is stored in the Shared Services Registry database; therefore, the system can run with multiple GSM servers. This load balancing is independent of the Web applications load balancing that is done by the Web server and the load balancer.

In EPM System Release 11.1.2.1, when I connect to Reporting and Analysis through Smart View, I am getting a blank screen. What could be the issue?

If this is an SSL-offloading deployment, follow these steps:

1. Log in to the WebLogic Administration Console, and put WebLogic into lock/edit mode.
2. On the left side of the screen , select the top-level branch named **epm_system**.
3. On the right side of the screen, select **Web Applications**.
4. Scroll down and enable **WebLogic Plugin Enabled**; then save and activate changes.
5. On all HTTP servers, edit the `httpd.conf` file, and add **WLProxySSL ON** to the bottom.
6. Restart all EPM System services and processes.

For more information, see http://fusionsecurity.blogspot.com/2011/04/ssl-offloading-and-weblogic-server.html#more.

When trying to run Financial Management reports from Financial Reporting Studio or Web application, I see errors about the database connection. What does this mean?

The core issue is that the start parameters for the Financial Reporting script and Windows service do not reference ADM correctly, which generates an error message similar to this:

```
FINANCIALREPORTING#11.1.2.0] [SRC_METHOD: openConnection] [[
com.hyperion.reporting.util.HyperionReportException: Error connecting to
database connection HFMTEST: com/hyperion/ap/adm/HssConn
```

➤ To resolve this issue:

1 **Edit the `setCustom*` script for Financial Reporting, e.g., in `user_projects/epmsystem1/bin/deploymentScripts`.**

2 Change the `-DPATH` entry for ADM as follows:

`common/ADM-64/11.1.2.0/bin`

To:

`common/ADM/11.1.2.0/bin-64`

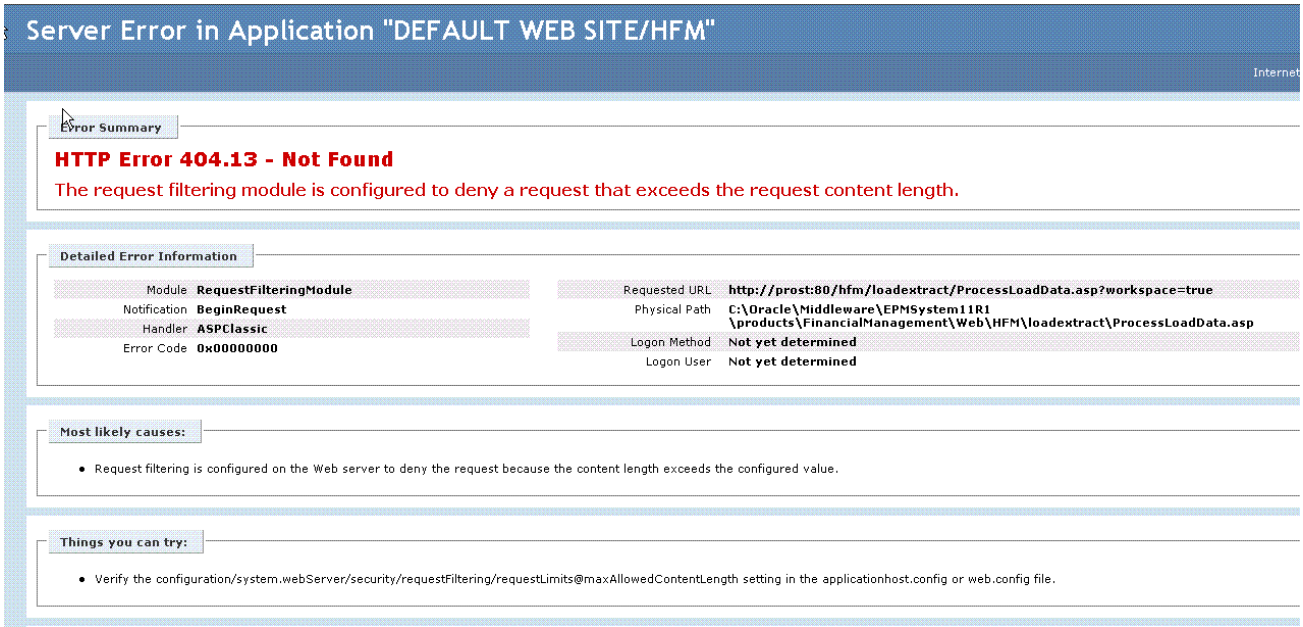
3 For the Windows service, edit the Windows registry entry "HKLM/Software/Hyperion Solutions/FinancialReporting0/HyS9FRReports". Make the same edits as shown above for the `setCustom` script for Financial Reporting (the `-DPATH JVMOption`).

4 Check in Add/Remove Programs to see if VC++ 2008 is installed; if not, install it.

In Release 11.1.2 and 11.1.2.1, Web Analysis fails when trying to save User Preferences. What is wrong?

This issue happens because static content files are not present in `common/epmstatic`. To fix this issue, copy `common/epmstatic/webanalysis` from Oracle HTTP Server (OHS) to the same location on the server where Web Analysis is installed.

While attempting to load data into a Financial Management application using Load Data Task in the Financial Management Web application, I get the error message shown below. How do I resolve this problem?



Your data exceeds the content length that IIS allows you to upload. You need to increase the "max content length" in IIS.

➤ To increase the "max content length":

1 **At a command prompt, go to** `c:\windows\system32\inetsrv`.

2 **Run this command:**

```
appcmd set config -section:requestFiltering -requestLimits.maxAllowedContentLength:
100000000
```

3 **Restart IIS.**

In EPM System Release 9.3.3, Shared Services starts, but when I go into Manage Taskflows from Financial Management, I get this message: `An error was encountered while performing this operation.` How can I resolve this?

This error may occur if the Shared Services is deployed to the Tomcat application server. Replacing the default `web.xml` file with the Tomcat-specific `web.xml` file is a manual step that must be performed before Shared Services startup. This is documented in the Shared Services Release 9.3.3 Readme as the point: "Optional: For Tomcat deployments only."

In EPM System Release 11.1.1.3, I am installing Financial Reporting Studio on a 64-bit Windows 7 machine. The Financial Reporting Studio client does not start, and no error is shown. What could be the issue?

If *HYPERION_HOME*`/common/JRE` is missing, you are running into a software defect. To avoid this issue, edit `installTool.cmd` and change the following lines:

```
if "%arg%" == "" (
     start "EPM System Installer" "%POSTED_JAVA%\bin\java" -Xmx768M
-Djava.library.path="%TMP%" -jar "%dirname%\installTool.jar %*"
) else (
     title EPM System Installer
     "%POSTED_JAVA%"\bin\java -Xmx768M -Djava.library.path="%TMP%" -jar "%POSTED_JAVA
%"\..\..\..\installTool.jar %*
```

to read as follows:

```
if "%arg%" == "" (
     start "EPM System Installer" "%POSTED_JAVA%\bin\java" -Xmx768M
-Djava.library.path="%TMP%" -Dos.version=5.2 -Dos.arch=amd64 -Dos.name="Windows Server
2003" -jar "%dirname%\installTool.jar %*
%*"
```

```
) else (
     title EPM System Installer
     "%POSTED_JAVA%"\bin\java -Xmx768M -Djava.library.path="%TMP%" -Dos.version=5.2
-Dos.arch=amd64 -Dos.name="Windows Server 2003" -jar "%POSTED_JAVA%"\..\..\..
\installTool.jar %*
%*
```

This issue is resolved in Release 11.1.1.4, and does not apply to Releases 11.1.2.0 and later.

Does Smart View Release 11.1.1.3 support Office 2010?

Yes, it is supported with the Smart View 11.1.1.3.500 Patch Set Update. This is reflected in the updated version of the Certification Matrix. Note that support for Office 2010 is limited to the 32-bit version of Office, but it is supported on both the 32-bit and 64-bit versions of the operating system.

Table 1 Excerpt from the Certification Matrix

Version	Exceptions and Additional Information
Office 2002 (XP), 2003, 2007, 2010	1. MICROSOFT OFFICE IS REQUIRED FOR: Smart View, the Oracle Essbase Spreadsheet Add-in, and Offline Planning with: Reporting and Analysis; Financial Management; Planning; and Essbase. Microsoft Office also required for FDM, Performance Management Architect File Generator, and Strategic Finance. 2. In Release 11.1.1.3, Office 2010 only supported for Smart View 11.1.1.3.500 and Essbase Spreadsheet Add-In 11.1.1.3.500. 3. Office 2010 is 32-bit only (on 32 or 64-bit operating systems.) 4. Offline Planning and Excel must be installed on the same machine. 5. FDM requires Excel on FDM Application Server.

EPM System Release certifications can be found here:

http://www.oracle.com/technetwork/middleware/bi-foundation/hyperion-supported-platforms-085957.html

Can Essbase Analytics Link Release 11.1.1.4 be deployed to the WebLogic Server that is installed with EPM System Release 11.1.2.1?

Yes, you can deploy Essbase Analytics Link Release 11.1.1.4 to the WebLogic Server that is installed with EPM System Release 11.1.2.1

The installation documentation for Essbase Analytics Link (located at http://download.oracle.com/docs/cd/E17236_01/epm.1112/eal_install.pdf) currently claims support for WebLogic version 10.3.2 only, and EPM System Release 11.1.2.1 is shipped with Weblogic Server version 10.3.4. This is a documentation error. Essbase Analytics Link does support WebLogic Server 10.3.4 as well. This will be corrected in a subsequent documentation update.

What versions of Essbase Analytics Link are compatible with different versions of EPM System?

Table 2

Essbase Analytics Link Versions	EPM System Versions
11.1.1.3.501	• 9.3.1.x • 11.1.1.3 • 11.1.2.0 • 11.1.2.1
11.1.1.4.001	• 9.3.1.x • 11.1.1.3 • 11.1.2.0 • 11.1.2.1

What are the supported versions of Oracle Data Integrator for the different ERP Integrator releases?

The supported versions of Oracle Data Integrator for ERP Integrator are as follows:

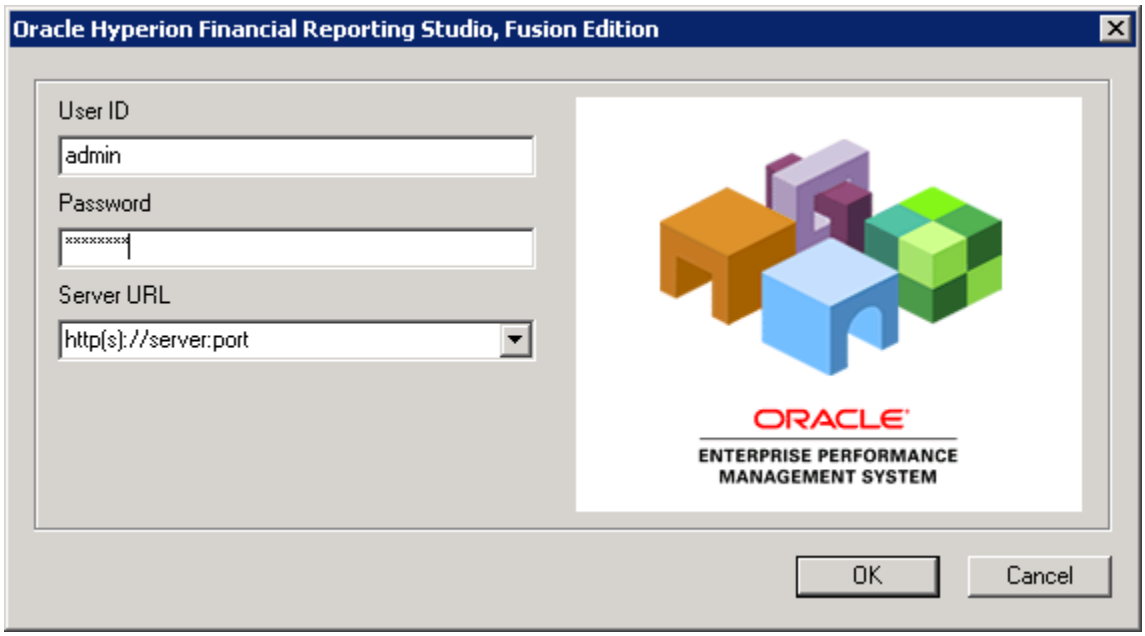
Table 3 Supported Versions

ERP Integrator Version	Oracle Data Integrator Version
11.1.1.3	10.1.3.6
11.1.1.4	10.1.3.6
11.1.2.0	10.1.3.6
11.1.2.1	10.1.3.6
11.1.2.1.500	11.1.1.5

How does Financial Reporting Studio interact with EPM System server components, and can it go through a load balancer?

In Release 11.1.2.x, when Financial Reporting Studio is connected to the Financial Reporting server (as shown in the screen shot below), Financial Reporting Studio makes an HTTP/HTTPS request to the specified URL. This URL can be the load balancer in front of the Web server or it can be the EPM System Web server. The request is then served by the Financial Reporting Web application, which returns the address of the physical server where the Web application that

served the request resides. The client then uses this information to connect to the Web application using RMI. From this point on, all communication is via RMI from the client directly to the Financial Reporting Web application. The RMI calls are not routed through the load balancer or the Web server. Since there are RMI connections directly to the Financial Reporting server, the Financial Reporting client does not support SSL offloading through the load balancer, and it does not support failover.



In EPM System Release 11.1.2.1, I am opening `.xls` files with Smart View functions in Excel 2010, but it's very slow or seems to freeze Excel. How can I fix this?

This is most likely due to an issue with uncompressed metadata stored in the workbook. In most cases, the issue can be found in the first sheet in hidden shapes. Note that the file will open but it may take a very long time, and in some cases the file will open fine with Smart View disabled. In other cases it will not matter.

To solve this problem, save a copy of the file and follow the steps below for the version of Smart View you have.

➤ If you are using Smart View 11.1.2.1.103 or above, follow these steps:

1. Open the file (this may take awhile) with Smart View enabled.
2. From the Smart View Ribbon, select **Sheet Info**.
3. Select **Delete Smart View Info**.
4. Select **Workbook and all Sheet Info**.

5 Click **OK**.

6 Save the modified workbook.

7 Reopen the workbook.

➤ If you are not using Smart View 11.1.2.1.103 or above, follow these steps:

1 Open the file (this may take awhile).

2 Right-click on the tab of the first worksheet and select **Select All Sheets**.

3 Right-click on the tab of the first worksheet and select **Move or Copy**.

4 In the drop-down box, select **(new book)** and check **Create a Copy**.

5 Save the workbook.

6 Open the new workbook.

7 Refresh the data.

In EPM System Release 11.1.2, why do Reporting and Analysis database connections sometimes disappear from the Database Connection Manager?

We have seen this issue in some customer deployments that are on Windows 2008 and have a clustered environment for Reporting and Analysis Foundation services. The root cause of the problem has been traced to usage of SMB 2.0 on these servers. Under certain conditions, there is a significant delay in replication of changes made from one server to another. Therefore, when changes made by one server add a connection, which are ultimately stored on the file system, the changes are not replicated to other servers in time for the next update. This creates a collision of changes and loss of information. This manifests itself to the user as "disappearing connections." For these customers, disabling SMB 2.0 has resolved this issue.

If you run into this issue, follow these instructions to disable SMB 2.0: http://blogs.technet.com/b/askperf/archive/2008/05/30/two-minute-drill-overview-of-smb-2-0.aspx

If disabling SMB 2.0 does not resolve the issue, work with your network administrator to find the root cause of the issue.

In Planning Release 11.1.2.1, how can I find out if the forms are designed properly and won't lead to performance issues down the line?

A utility is provided to determine the Web form load times. This utility, `MassGridStatistics`, opens all Web forms within the Planning application. After the forms are opened, an HTML page is displayed that shows the form options, suppression, number of

row column and page members, and load times. Any form having a load time longer than one second could potentially have scalability issues in a multiuser environment and should be considered for redesign. Adding suppression (especially block suppression) and reducing the number of rows and columns are potential fixes that will reduce load times.

➤ To run the utility:

1 **Log in to Hyperion Planning using the Planning URL:**

For example, `http://<hostname:8300>/HyperionPlanning`

2 **After log in, the browser URL should redirect to the following:**

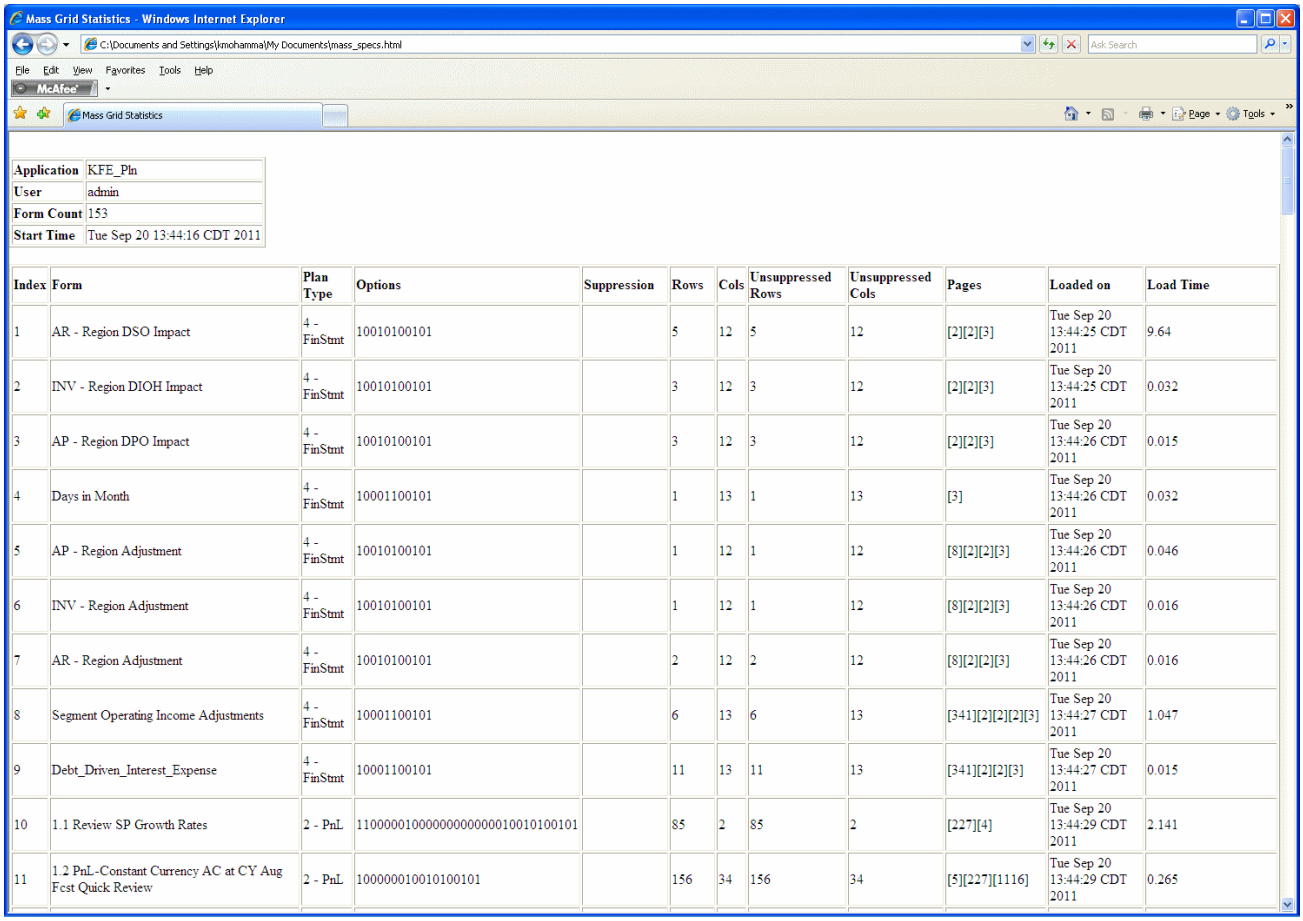
`http://<hostname>:8300/HyperionPlanning/LaunchPlanningCentral.jsp?Application=HPAPPL`

3 **From a different browser, log in to Planning and open a few forms that are used frequently. Make sure they load and there are no problems.**

4 **In the browser URL from step 2, replace "`LaunchPlanningCentral.jsp`" with "`MassGridStatistics.jsp`" and select Return or Go.**

For example, `http://<hostname>:8300/HyperionPlanning/MassGridStatistics.jsp?Application=HPAPPL`

The browser displays a table with statistics for each form name as it loads.



Application	KFE_Pln
User	admin
Form Count	153
Start Time	Tue Sep 20 13:44:16 CDT 2011

Index	Form	Plan Type	Options	Suppression	Rows	Cols	Unsuppressed Rows	Unsuppressed Cols	Pages	Loaded on	Load Time
1	AR - Region DSO Impact	4 - FinStmt	10010100101		5	12	5	12	[2][2][3]	Tue Sep 20 13:44:25 CDT 2011	9.64
2	INV - Region DIOH Impact	4 - FinStmt	10010100101		3	12	3	12	[2][2][3]	Tue Sep 20 13:44:25 CDT 2011	0.032
3	AP - Region DPO Impact	4 - FinStmt	10010100101		3	12	3	12	[2][2][3]	Tue Sep 20 13:44:26 CDT 2011	0.015
4	Days in Month	4 - FinStmt	10001100101		1	13	1	13	[3]	Tue Sep 20 13:44:26 CDT 2011	0.032
5	AP - Region Adjustment	4 - FinStmt	10010100101		1	12	1	12	[8][2][2][3]	Tue Sep 20 13:44:26 CDT 2011	0.046
6	INV - Region Adjustment	4 - FinStmt	10010100101		1	12	1	12	[8][2][2][3]	Tue Sep 20 13:44:26 CDT 2011	0.016
7	AR - Region Adjustment	4 - FinStmt	10010100101		2	12	2	12	[8][2][2][3]	Tue Sep 20 13:44:26 CDT 2011	0.016
8	Segment Operating Income Adjustments	4 - FinStmt	10001100101		6	13	6	13	[341][2][2][2][3]	Tue Sep 20 13:44:27 CDT 2011	1.047
9	Debt_Driven_Interest_Expense	4 - FinStmt	10001100101		11	13	11	13	[341][2][2][3]	Tue Sep 20 13:44:27 CDT 2011	0.015
10	1.1 Review SP Growth Rates	2 - PnL	11000001000000000000010010100101		85	2	85	2	[227][4]	Tue Sep 20 13:44:29 CDT 2011	2.141
11	1.2 PnL-Constant Currency AC at CY Aug Fcst Quick Review	2 - PnL	100000010010100101		156	34	156	34	[5][227][1116]	Tue Sep 20 13:44:29 CDT 2011	0.265

In the report, the Options column indicates the various options enabled on the form (Edit Form->Other Options); for example, whether to display missing values as blank, whether multi currency per entity is allowed, and whether the form hidden or read-only. The value is computed using bitwise & and | operators. This column is only meaningful to development.

Load time measures the total time spent opening a form on the Planning server. It does not include time taken for rendering the form on the browser. This includes the time it takes to execute Business Rules (before and after form load), the time it takes to create the Planning objects needed to load the form into Planning, the time it takes for Essbase to load form data, and the time it takes to suppress missing blocks and data.