

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.



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## **Oracle E-Business Suite R12 Best Practices**

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[blogs.oracle.com](http://blogs.oracle.com)



# Agenda & Objectives

- Did you know?
  - Lifetime Support Announcement and Changes
- EBS Release 12.1
- R12 E-Business Suite Resources in MetaLink
  - E-Business Suite R12 Information Center
    - R12 Payables – Proactive Intelligence Center
    - R12 Best Practices White Paper
    - R12 EBusiness Suite Upgrade Resources
    - R12 Advisor Webcast Recordings Available
  - Maintenance Wizard for Upgrades
  - EBusiness Diagnostics Support Pack
  - Applications Upgrade & Applications Install Forums
  - Knowledge Browser Pages

# Lifetime Support Policy E-Business Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11/9	Jun 2003	Jun 2008	Not Offered	Indefinite
11/10	Nov 2004	Nov 2010	Nov 2013	Indefinite
12	Jan 2007	Jan 2012	Jan 2015	Indefinite

Support retirement dates have already been announced for Releases 11.0.3 and 11/1 through 11/6.

Oracle E-Business Suite Releases 11/10 and 12 will each have a direct path to the applications built on Oracle Fusion Middleware.

For the first year of Sustaining Support for release 11/9, Oracle will provide fixes for Severity 1 production bugs. The only legislative update that will be provided is for U.S. Tax Form 1099 for the 2008 tax year.

- [Press Release / Announcement](#)
- Premier Support extended 1 additional year for the Oracle E-Business Suite Release 11.5.10 through November 2010
- First year of Sustaining Support for the Oracle E-Business Suite 11.5.9 will include resolution of severity one service requests.
- 11.5.9 users in the U.S. will also receive 1099 support for the first year of Sustaining Support



# **R12 E-Business Suite Support Resources**

# E-Business Suite R12 & 11i

Last updated 5 minutes ago

Customize Page...

Knowledge Home

The screenshot displays the Oracle Metalink Knowledge Home interface. On the left, a navigation menu is visible with categories: Oracle Applications, Oracle eBusiness Suite, Oracle Technology, Other, Online Documentation, and Tools and Training. The 'Tools and Training' category is expanded, showing a list of resources: Database Upgrade Companion, Case Studies, R11i Info Center, R12 Info Center, EBS Upgrade Guide, Software Configuration Manager, Diagnostic Tools, Maintenance Wizard, and Training (Web Seminars). The 'R11i Info Center' and 'R12 Info Center' items are circled in red. The main content area is titled 'Knowledge Articles' and includes a search bar and tabs for 'Alerts (85)' and 'Recently Added (200)'. Under the 'Alerts' tab, several articles are listed, including 'EBS: R12 Oracle Financials Critical Patches' and 'ALERT: Oracle 10g Release 2 (10.2) Support Status and Alerts'. On the right, a 'Knowledge Community' section displays 'Recent Article Submissions' with a list of articles such as 'How I used Depreciation Override Feature to meet client specific depreciation needs' and 'How I handled Jinitiator 1.3 Fatal Error'. A green button at the bottom of this section reads 'Publish your own articles on MetaLink'.

# E-Business Suite R12 Information Center

- Note: 401740.1

ORACLE METALINK PowerView is OFF Welcome, Chris | Setup | Feedback | Sign Out

Dashboard Knowledge Service Requests Patches & Updates Reports Collectors Forums Certify Favorites

Knowledge Home > Last updated 18 minutes ago

Knowledge Browser

R12 Info Center

☆ null: R12 Info Center Comments (0)

### Browse Product

- Alerts
- Announcements
- Documentation
- Globalizations/Consulting Localization
- Maintenance Updates (RUPs)
- New Installation
- On-Line Training
- Proactive Intelligence Center
- R12 Upgrade Guide
- Release Content Document

## E-Business Suite R12 Information Center

Last Updated **September 08, 2008** [Knowledge Browser Help](#)

### Announcements

✱ Indicates new document.

Hide Folder / Topic | Filter | Clear Filter Showing (8/8) Documents

Doc Id	Subject (Folder/Topic)	Modified Date	Type	Min. Version	Usage
<a href="#">580299.1</a>	Best Practices for Adopting Oracle E-Business Suite, Release 12 <b>Folder:</b> Support.EBS.R12InfoCenter <b>Topic:</b> Announcements for R12	12-JUN-2008	WHITE PAPER		21
<a href="#">577406.1</a>	Now Available: Oracle Financials and Oracle HRMS Release Update Packs 12.0.5 (RUP5) <b>Folder:</b> Support.EBS.R12InfoCenter <b>Topic:</b> Announcements for R12	19-MAY-2008	ANNOUNCEMENT	12.0.5	7.9

### Knowledge Exchange

Interested in Sharing Your Story? Click [here](#) to find out



# R12 Payables – Proactive Intelligence Center

- Note: 578232.1

## Applies to:

Oracle Payables - Version: 12.0.0 to 12.0.5  
Information in this document applies to any platform.

## Purpose

Global Customer Support introduces the **R12 Proactive Intelligence Center**.

## Scope and Application

The Proactive Intelligence Center is an index of Oracle Payables documents that was designed by Support for customers who are using or upgrading to Release 12. It includes 'How To' documents, as well as 'FAQs' for the Oracle Payables application.

## R12 Proactive Intelligence Center: Oracle Payables

<a href="#"><u>R12 Documentation Resource Guides</u></a>	<a href="#"><u>R12 RCDs</u></a>	<a href="#"><u>Diagnostics</u></a>	<a href="#"><u>Patches</u></a>	<a href="#"><u>Training</u></a>	<a href="#"><u>User Manuals</u></a>
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## Oracle Payables Global Customer Support R12 Documentation Index

<b>Accounting</b>	
Setup & Usage	<a href="#"><u>Note 579373.1</u></a>
Accounting FAQs	<a href="#"><u>Note 579836.1</u></a>
Accounting Reports FAQs	<a href="#"><u>Note 579623.1</u></a>
Transfer FAQs	<a href="#"><u>Note 579612.1</u></a>
Trial Balance FAQs	<a href="#"><u>Note 579631.1</u></a>
<b>Subledger Accounting</b>	
Setup & Usage	<a href="#"><u>Note 601318.1</u></a>



# Best Practices White Paper

- Note: 580299.1
- Practical advice from professionals in Oracle's Support, Consulting, IT, and Development organizations on how to do a Release 12 implementation or upgrade.
- This paper tells you “things you wish you knew” before embarking upon your Release 12 project.
- 17 Project Best Practices
- 5 Pre- and Post- Upgrade Best Practices
- 3 Testing Best Practices
- 11 Product Specific Considerations and Tips

This white paper is intended to be a living document. As we gather additional Release 12 best practice advice, we will revise and re-publish this paper

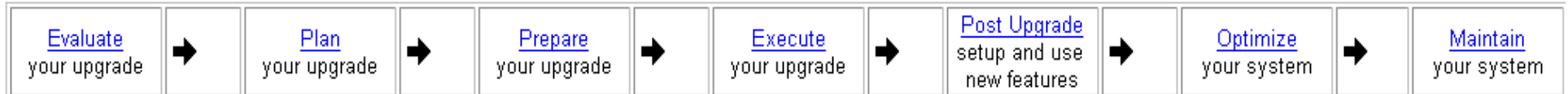
# E-Business Suite Upgrade Resources

- Note: 461705.1

Implement, Upgrade and Optimize » Upgrade Guide » Oracle E-Business Suite Upgrade Resources

## Oracle E-Business Suite Upgrade Resources

These pages provide a consolidated view of information you may need for an upgrade project. Click the links to see a detailed list of resources available for each stage.



[Evaluate](#) - This section covers resources available to help you research the value available in a new release. Included are Release Notes, details on functional and technical enhancements, and related benefits.

[Plan](#) - This section contains resources to help you plan your upgrade. Key assets include Roadmaps to help you plan your Oracle Upgrade, and technical information for planning your sizing and platform strategy.

[Prepare](#) - This section includes resources available to help you prepare your system for the upgrade. Key assets detail pre-upgrade tasks and steps.

[Execute](#) - This section includes resources for successfully executing your upgrade. Documentation includes the Upgrade process, collateral at the Technology Stack, Database and EBS levels, as well as critical and recommended patches for R12.

[Post Upgrade](#) - This section provides resources to help you setup and work with new features. The Release Content Documents (RCDs) communicate information about new or changed functionality. Setup and Known Issues documents assist you with new features.

[Optimize](#) - This section contains resources for optimizing your upgrade. Tips and recommendations for Performance Tuning and Optimizing your system are provided.

[Maintain](#) - This section includes resources available to help you maintain your system. Key assets include maintenance and month-end recommendations.



# Advisor Webcasts: New R12 Financials Product Features

- Note: 744894.1
  - Recorded Training available for download
- Topics:
  - R12 Financials Upgrade
    - What to expect when upgrading to Release 12, new upgrade architecture, best practices and how to manage a successful upgrade
  - R12 Payables
    - New features in Oracle Payables and things you should be aware of when planning your payables upgrade or implementation.
  - R12 Close Process and Reconciliation
    - Changes to the financials period close process as well as how Oracle Subledger Accounting and new Release 12 reports help improve the reconciliation process between subledgers and general ledger.
  - R12 Payments
    - New features in Oracle Payments and upgrade considerations to help you streamline your inbound and outbound payment process.



# Maintenance Wizard for Upgrades

- Note: 215527.1
  - Included with your Premier Support!
  - Guides you through the upgrade of Oracle Applications technology stack and products from Release 11*i* versions to Release 12.
  - Draws on instructions from numerous manuals and other documentation to provide you with a complete picture of the activities required for an upgrade.
  - Reduces upgrade tasks by dynamically filtering the necessary steps based on criteria it obtains from your Applications environment.
  - Reports a set of step-by-step instructions of exactly what you need to do to complete your specific upgrade, including any critical patches that your system may require.
  - Automatically executes many of the tasks for you, so as to reduce the possibility of errors or accidental omission of vital tasks.
- For training on the Maintenance Wizard tool,
  - Advisor Webcasts: Support Tools and Processes - Note:405149.1
  - [support-training\\_us@oracle.com](mailto:support-training_us@oracle.com)

# Maintenance Wizard

demo User Process Customize Roles

Process Steps Utilities Reports

Upg to Rel 12.0.4

- Select Category
- Configuration
- 11i Pre-Upgrade
- Prep for the Upgrade
- Reducing Downtime
- Upg to Rel 12.0.4**
- Verification Tasks
- Post-upgrade Tasks
- Upgrade by Request
- Fin Upg Impact
- CRM Upg Impact
- Projects Upg Impact
- Supp Chn Upg Impact
- Diagnostics
- Notes

[R12 Maintenance Procedures](#)

[R12 Maintenance Utilities](#)

[Provide feedback to Oracle](#)

[Visit MWV forum](#)

## Product Family: Perform the Upgrade

**TASK: Apply Preinstall Patches**

Comments	Step	Audit	Setup	Execute	Validate
	1-Apply patch 6832389 (Required)		<input type="checkbox"/>	<input type="checkbox"/>	
	2-Apply patch 6625757 (Required)		<input type="checkbox"/>	<input type="checkbox"/>	
	3-Apply patch 6648785 (Required)		<input type="checkbox"/>	<input type="checkbox"/>	
	5-Apply patch 6146757 (Required)		<input type="checkbox"/>	<input type="checkbox"/>	

**TASK: Perform the Upgrade**

Comments	Step	Audit	Setup	Execute	Validate
	1-Disable AOL Audit Trail (Conditionally Required)		<input type="checkbox"/>	<input type="checkbox"/>	
	2-Shut down application tier listeners and concurrent managers (Required)			<input type="checkbox"/>	
	3-Migrate database to Oracle 10g Release 2 (Conditionally Required)			<input type="checkbox"/>	<input type="checkbox"/>
	4-Update init.ora with upgrade parameters (Required)			<input type="checkbox"/>	
	5-Disable custom triggers, constraints, and indexes (Conditionally Required)			<input type="checkbox"/>	
	6-Drop MRC schema (Conditionally Required)			<input type="checkbox"/>	
	7-Back up the database (Recommended)			<input type="checkbox"/>	<input type="checkbox"/>
	8-Ensure that tablespace APPS_TS_TOOLS exists (Required)			<input type="checkbox"/>	
	9-Apply AD 12.0.4 upgrade driver (Required)		<input type="checkbox"/>	<input type="checkbox"/>	
	10-Run the American English upgrade patch driver (Required)			<input type="checkbox"/>	



# EBusiness Suite Diagnostics Support Pack

- Note: 421245.1
  - Included with your Premier Support!
  - Provided to ease the gathering and analyzing of information from your eBusiness Suite specific to an existing issue or setup
  - Diagnostic tools are organized into one of the following groups:
    - Setup Diagnostic Tests are designed to assist in resolving product setup issues
    - Activity Diagnostic tests gather information about data and configuration relevant to a particular functionality / issue, examine that information, provide feedback, and suggest appropriate actions
    - Data Collection tests gather information relevant to a particular product / functionality / issue
  - For training of EBusiness Diagnostics Support Pack
    - Advisor Webcasts: Support Tools and Processes - Note:405149.1
    - support-training\_us@oracle.com

# EBusiness Suite Diagnostics Support Pack

Release 12.0 RUP 4 Diagnostics

<b>Applications Core Technology</b> <ul style="list-style-type: none"> <li><a href="#">Applications DBA</a></li> <li><a href="#">Oracle Application Object Library</a></li> </ul>	<b>Business Intelligence</b> <ul style="list-style-type: none"> <li><a href="#">Business Intelligence System</a></li> <li><a href="#">Oracle Balanced Scorecard</a></li> </ul>	<b>CRM Applications Foundation</b> <ul style="list-style-type: none"> <li><a href="#">CRM Technical Foundation</a></li> <li><a href="#">Oracle CRM Foundation</a></li> </ul>
<b>Distribution/Supply Chain</b> <ul style="list-style-type: none"> <li><a href="#">Inventory Management</a></li> <li><a href="#">Oracle Order Management</a></li> <li><a href="#">Procurement (Purchasing and iProcurement)</a></li> <li><a href="#">Oracle Release Management</a></li> <li><a href="#">Oracle Shipping</a></li> </ul>	<b>Document Management and Collaboration</b> <ul style="list-style-type: none"> <li><a href="#">Document Management and Collaboration</a></li> </ul>	<b>E-Commerce</b> <ul style="list-style-type: none"> <li><a href="#">Oracle Quoting</a></li> </ul>
<b>Financials</b> <ul style="list-style-type: none"> <li><a href="#">E-Business Tax</a></li> <li><a href="#">Financials Common Modules</a></li> <li><a href="#">Oracle Assets</a></li> <li><a href="#">Oracle Cash Management</a></li> <li><a href="#">Oracle Collections</a></li> <li><a href="#">Oracle General Ledger</a></li> <li><a href="#">Oracle Payables</a></li> <li><a href="#">Oracle Public Sector Financials (International)</a></li> <li><a href="#">Oracle Receivables</a></li> </ul>	<b>Human Resource Management Systems</b> <ul style="list-style-type: none"> <li><a href="#">Oracle Advanced Benefits</a></li> <li><a href="#">Oracle Human Resources</a></li> <li><a href="#">Oracle Payroll</a></li> <li><a href="#">Oracle Time and Labor</a></li> </ul>	<b>Manufacturing</b> <ul style="list-style-type: none"> <li><a href="#">Item Master</a></li> <li><a href="#">Oracle Bills of Material</a></li> <li><a href="#">Oracle Engineering</a></li> <li><a href="#">Oracle Enterprise Asset Management</a></li> <li><a href="#">Oracle Work in Process</a></li> </ul>
<b>Marketing</b> <ul style="list-style-type: none"> <li><a href="#">Oracle Marketing</a></li> <li><a href="#">Trade Management</a></li> </ul>	<b>Oracle Customer Care</b> <ul style="list-style-type: none"> <li><a href="#">Oracle Customer Care</a></li> </ul>	<b>Oracle Partner Management</b> <ul style="list-style-type: none"> <li><a href="#">Oracle Partner Management</a></li> </ul>
<b>Product Lifecycle Management</b> <ul style="list-style-type: none"> <li><a href="#">Advanced Product Catalog</a></li> </ul>	<b>Projects Suite</b> <ul style="list-style-type: none"> <li><a href="#">Oracle Grants Accounting</a></li> <li><a href="#">Oracle Projects</a></li> </ul>	<b>Sales</b> <ul style="list-style-type: none"> <li><a href="#">Oracle Sales</a></li> <li><a href="#">Oracle TeleSales</a></li> </ul>
<b>Service</b> <ul style="list-style-type: none"> <li><a href="#">Oracle Field Service</a></li> <li><a href="#">Oracle Install Base</a></li> <li><a href="#">Oracle Service</a></li> <li><a href="#">Oracle Spares Management</a></li> </ul>		

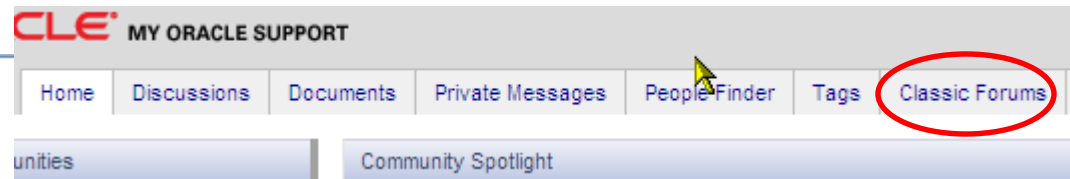
# EBusiness Suite Diagnostics Support Pack

The screenshot displays the Oracle EBusiness Suite Diagnostics interface. At the top, the Oracle logo and 'Diagnostics' text are visible, along with 'Logout Help' links. Below this is a navigation bar with tabs for 'Home', 'Basic', 'Advanced', and 'Configuration'. The 'Application' dropdown menu is set to 'Payables'. The left sidebar contains a tree view with categories: System Snapshot, Setup (with 'General' selected), Accounting (with 'Accounting Health Check'), Internet Expense (with 'User Setup', 'Internet Expense Report Status'), Invoice (with 'Invoice Data'), and Payment (with 'Payment Document Setup', 'Payment Process Request (data Collector)'). The main content area is titled 'Setup - General' and contains a 'Description' section with the following text: 'This diagnostic test will verify and display basic setup details as outlined in the 'Setting Up' chapter of the Payables User Guide. When implementing Payables for the first time, or performing an upgrade, this test can be helpful with finding problems with general setup data. To resolve any issues with the execution of this test, please refer to the [Diagnostics FAQ](#).' Below the description are two input fields: 'Responsibility ID' and 'Operating Unit Id', each with a magnifying glass icon. A 'Run Test' button is positioned below the input fields.

# My Oracle Support Community & Forums – Applications Upgrades & Installs



## Technical Forums



Access specific Forums using the drop down list below. To search for a thread or message on a specific topic, use Advanced Search and select the Technical Forums option. Forum postings must be entered in English.

**Forum**

**Threads**  All  New  Changed

- ▶ [Upgradation of 11.5.9 to R12](#)
- ▶ [12.0.4 Fresh install using virtual name](#)
- ▶ [Rel 12.0.4 JRE Version](#)
- ▶ [Upgrading 9.2.0.1.0 DB to 9.2.0.6.0](#)
- ▶ [RW-50015 on Rapidwiz Configure Upgraded Release 12 Instance](#)
- ▶ [Rel 12.0.4 which to choose: JRE 5 or 6?](#)

# MetaLink Knowledge Browser Pages

## Knowledge Home

Articles and Document...

- Oracle Applications
- Oracle eBusiness Suite**
  - All of Oracle eBusiness Suite
  - Applications Technology
    - All of Applications Technology
  - Customer Relationship Management
    - Installation and Config Management
  - Financials
    - Technology Components
- Oracle Technology
- Other

Online Documentation

Tools and Training

Recently Viewed Sub-Topics

- Oracle eBusiness Suite
- Applications Technology
- Oracle Technology
- Database
- Oracle Server - Enterprise Edition
- Oracle Diagnostics Pack
- Oracle Replication Manager

Applications Technology

Search within Applications Technic

Sort: **By Relevance**

Recommended Links

- Known Issues With Multi-Lingual Support for Mobile Applications Framework
- Apache Single Listener Configuration for Applications 11.5.1
- Enabling SSL in Release 12

- 09/04/2008 App-Fnd-01564: Oracle Error-01116 In Submit (Ora-01110 / Ora-27041)  
Keywords: APP-FND-1564 ORA-1110 ORA-1116 ORA-27041 [ID 397119.1]
- 08/30/2008 Case History: Implementing a Reverse Proxy Alone in a DMZ Configuration - R12  
Keywords: RC-50204 [ID 726953.1]
- 08/28/2008 Installing and Configuring Web Cache 10.1.2 and Oracle E-Business Suite 11i  
Keywords: 11I APPLICATIONS CACHE E-BUSINESS SUITE WEB [ID 306653.1]
- 08/28/2008 Unable to authenticate session in 12.0.4, When trying go to login. could not get login page display  
Keywords: ORA-1654 [ID 734692.1]

Clear All

- Source
- Product Category
  - All Products > Oracle eBusiness Suite > **Applications Technology**
    - Installation and Config Management (32)
    - Technology Components (385)
- Task/Intent
- Document Type
  - All DocTypes
  - AlertNotice (5)
  - LearnMore (168)



## For more information

[support-training\\_us@oracle.com](mailto:support-training_us@oracle.com) (N. America/Europe/Asia)

[support-training\\_br@oracle.com](mailto:support-training_br@oracle.com) (S. America)

[Support-training-EMEA\\_WW@oracle.com](mailto:Support-training-EMEA_WW@oracle.com) (EMEA)



ORA



*Thank You !*