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Oracle e-Business Suite Support Diagnostics

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Agenda

- Defined
- Reasons For Usage and Basic Characteristics
- R12 Impact & Changes
- Demonstration: Usage
- Benefit Recap
- Technical Aspects
- Reference Documentation
- Demonstration: *MetaLink*
- Demonstration: Selecting the Right Test
- Support Procedure
- Q&A



Support Diagnostics Defined

Support Diagnostics are a **set of tests that gather information** about the technical environment, configuration, and application data.

Additionally, some of these tests **examine** the collected information, **provide feedback** on this information and **suggest resolution** steps to solve identified issues.

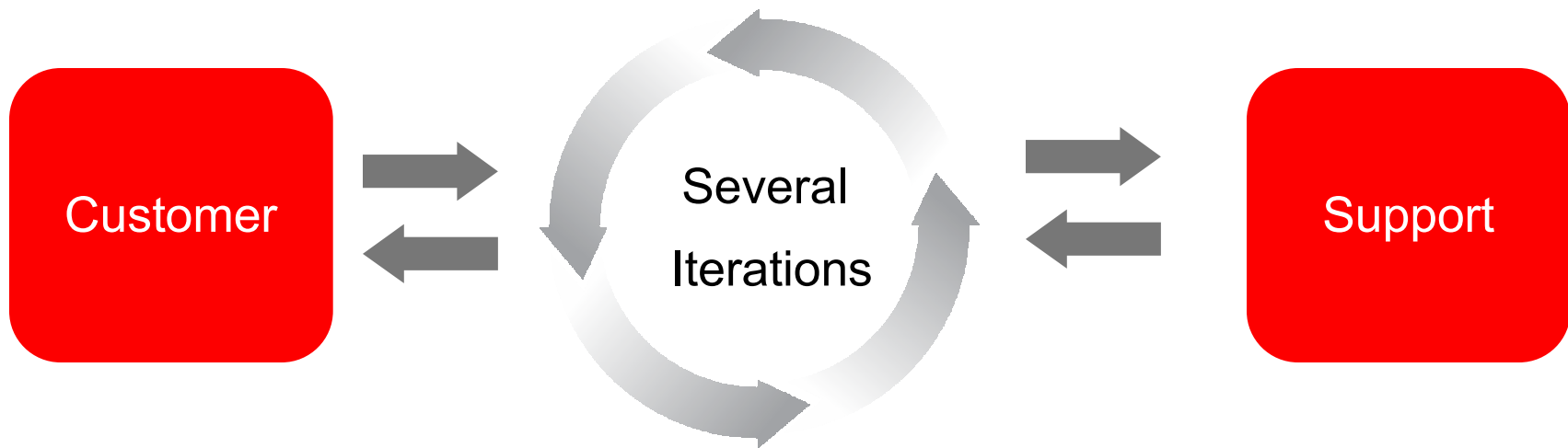


Support Diagnostics Reasons For Usage

- **Support Diagnostics aid in**
 - **Problem Avoidance**
 - resolving configuration and data issues that would cause processes to fail
 - **Self Service Resolution**
 - resolving problems without the need to contact Oracle Support
 - **Reduction in Resolution Time**
 - minimizing the time spent to resolve an issue

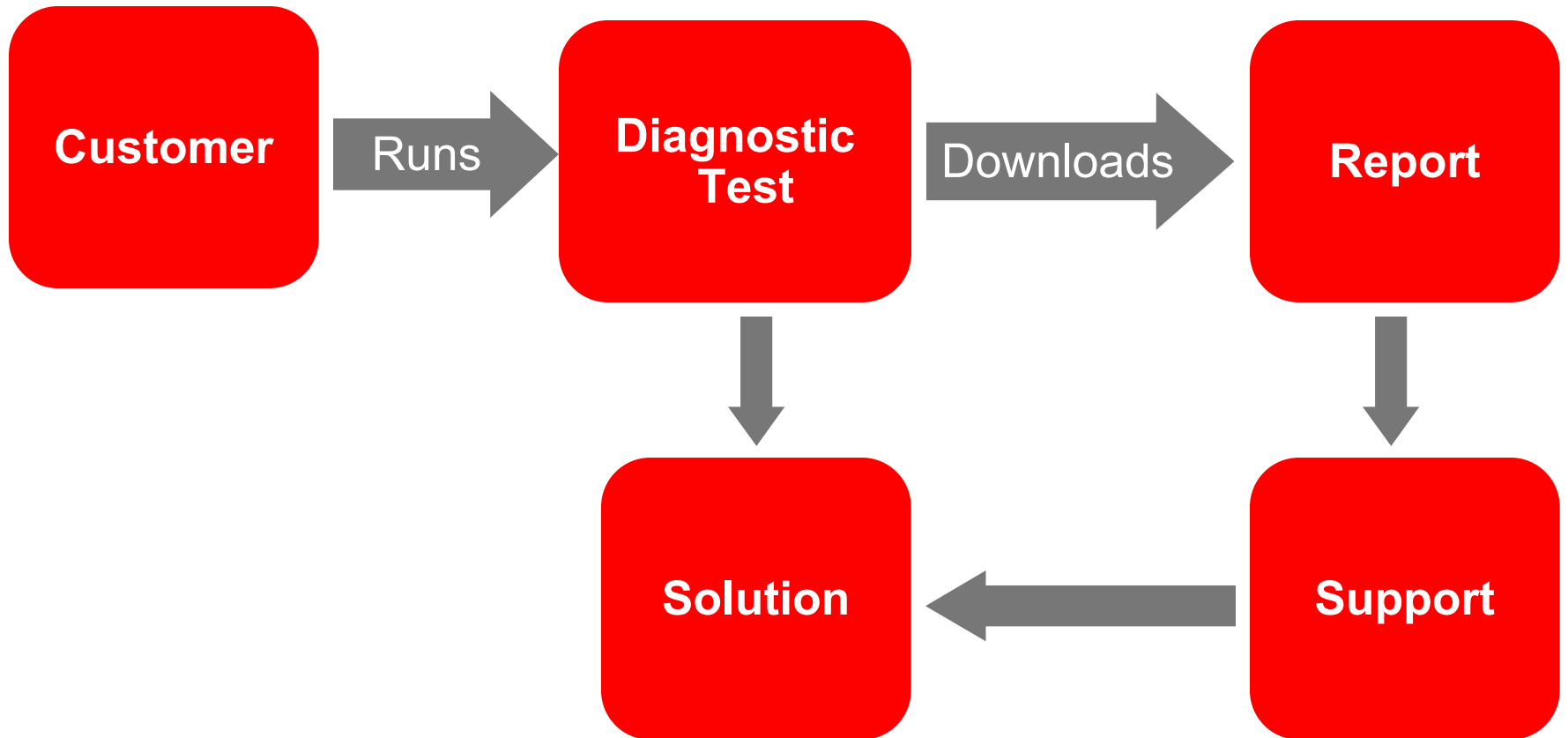
Overview

How Things Were



Overview

How Things Are With Diagnostics





Support Diagnostics Basic Characteristics

- No updates, inserts, or deletes
- Sensitive customer information is not collected or displayed
- Security model restricts access to information based on the FND security model (Role-based)
- All published tests have successfully passed Oracle security review



Support Diagnostics Delivery Methods

- Primary Delivery Method is through java tests included in the **Support Diagnostics patch** that runs in the Oracle Diagnostics (OD) framework
 - Downloadable from *MetaLink*
 - **Patches & Updates – Patch 6497339**
 - **Knowledge Browser**
 - **Note 421245.1**
 - Installation / execution instructions
 - **Note 167000.1**
- Standalone tests have been phased out for R12



Support Diagnostics

Test Types

- **Setup**
 - **gather** information about setup relevant to a particular product / functionality / issue, **examine** that information, **provide feedback**, and **suggest** appropriate actions
- **Activity**
 - **gather** information about data and configuration relevant to a particular functionality / issue, **examine** that information, **provide feedback**, and **suggest** appropriate actions
- **Collection**
 - **gather** information relevant to a particular product / functionality / issue
- **Functional**
 - align with the product menu structure
 - include both activity and data collection tests



Changes for R12

- **Tests are now functional in nature, not lumped into different groups**
- **Tests & test types are specific to the different products**
- **Tests are now developed by the product development teams, rather than Oracle Support**
- **New diagnostic tests are released with product family packs**



R12 Upgrade Impact

- **Use with the Maintenance Wizard tool**
- **Setup tests verify successful upgrades**
- **Diagnostic output can speed SR resolution**

Support Diagnostics

USAGE DEMONSTRATION



USAGE DEMONSTRATION

The screenshot displays the Oracle Enterprise Manager interface. On the left, a file tree lists various system components, with 'Operations Intelligence' circled in red. On the right, a login dialog is open, featuring a header with five small images of people. The dialog includes fields for '*User Name' (containing 'operations') and '*Password' (masked with dots). Below these fields are 'Login' and 'Cancel' buttons, and a 'Login Assistance' link. At the bottom, there is an 'Accessibility' dropdown menu set to 'None' and a 'Select a Language: English' section.

- Global Intercompany System, Vision Enterprises
- Human Resources, Vision Enterprises
- iExpenses
- Install Base Administrator
- Install Base User
- Interaction History JSP Admin
- Inventory, Vision Operations (USA)
- iProcurement
- iProcurement Catalog Administration
- iReceivables Internal, Vision Operations (USA)
- iRecruitment Employee Candidate
- iSupplier Portal Internal View
- Loan Administration, Vision Operations (USA)
- Loan Agent, Vision Operations (USA)
- Maintenance Super User, Facilities
- Maintenance Super User, Vision Operations
- Manager Self Service
- Operations Intelligence**
- Oracle Diagnostics Tool
- Order Management Super User, Vision Operations (USA)
- OTL, Operations
- Payables, Vision Operations (USA)
- Performance Management Designer
- Performance Management User
- Preferences SSWA
- Profitability Manager with Activity-Based Management - Administrator
- Project Contracts, Vision Operations (USA)
- Project Intelligence SU, Vision Operations (USA)
- Project Manager, Vision Operations (USA)
- Projects CRI, Vision Operations (USA)

*User Name: operations
(example: michael.james.smith)

*Password: [Masked]
(example: 4u99v23)

Login Assistance

Accessibility: None

Select a Language: English

USAGE DEMONSTRATION

The screenshot displays the Oracle Diagnostics web interface. At the top, the Oracle logo and 'Diagnostics' text are visible, along with 'Logout' and 'Help' links. Below the header, there are navigation tabs for 'Home', 'Basic', 'Advanced', and 'Configuration'. A secondary row of links includes 'Summary', 'LogViewer', 'Search', 'Batch Process', and 'Test Sets'. The 'Application' dropdown menu is set to 'HTML Platform'. The main content area is titled 'Diagnostics Summary' and contains two tip icons and text: 'TIP This is a summary of all the registered tests for each application.' and 'TIP Tests in the basic mode run with default input values, and in advanced mode prompt the user for input values.'

Test Summary

Application	Registered Tests
HTML Platform	9
Advanced Benefits	4
Advanced Outbound Telephony	2
Advanced Planning Foundation(obsolete)	2
Advanced Pricing	5
Advanced Product Catalog	4
Application Implementation	2
Application Object Library	78
Application Report Generator	2
Applications BIS	6
Applications DBA	3
Applications Shared Technology	2
Approvals Management	2
Asset Tracking	2
Assets	3
Automotive	2
Automotive Integration Kit (Obsolete)	2

Failures in Past Week

Application	Group	Test	Date
Applications DBA	System Snapshot	oracle.apps.izu.general.diag.RDAACT	20
General Ledger	Period	oracle.apps.gl.diag.GLClosingWrapper	20
Receivables	Posting and Closing	oracle.apps.ar.diag.ARClosing	20
Receivables	Setup	oracle.apps.ar.diag.ARCheckSetup	20

USAGE DEMONSTRATION

ORACLE Diagnostics Logout Help

Home **Basic** Advanced Configuration

Summary | LogViewer | Search | Batch Process | Test Sets

Application: HTML Platform

Diagnostics Summary

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

Test Summary		Failures in Past Week			
Application	Registered Tests	Application	Group	Test	Date
HTML Platform	<u>9</u>	Applications DBA	System Snapshot	oracle.apps.izu.general.diag.RDAACT	20
Advanced Benefits	<u>4</u>	General Ledger	Period	oracle.apps.gl.diag.GLClosingWrapper	20
Advanced Outbound Telephony	<u>2</u>	Receivables	Posting and Closing	oracle.apps.ar.diag.ARClosing	20
Advanced Planning Foundation(obsolete)	<u>2</u>	Receivables	Setup	oracle.apps.ar.diag.ARCheckSetup	20
Advanced Pricing	<u>5</u>				
Advanced Product Catalog	<u>4</u>				
Application Implementation	<u>2</u>				
Application Object Library	<u>78</u>				
Application Report Generator	<u>2</u>				
Applications BIS	<u>6</u>				
Applications DBA	<u>3</u>				
Applications Shared Technology	<u>2</u>				
Approvals Management	<u>2</u>				
Asset Tracking	<u>2</u>				
Assets	<u>3</u>				
Automotive	<u>2</u>				
Automotive Integration Kit (Obsolete)	<u>2</u>				

USAGE DEMONSTRATION

The screenshot displays the Oracle Diagnostics web interface. At the top, the Oracle logo and 'Diagnostics' text are visible, along with 'Logout' and 'Help' links. Below the header, there are navigation tabs for 'Home', 'Basic', 'Advanced', and 'Configuration'. The 'Application' dropdown menu is set to 'Receivables'. The main content area is titled 'System Snapshot - RDA' and contains a 'Description' section explaining the data collection test. Below this is a 'Parameters' section with five input fields: 'Responsibility ID', 'Application Shortname', 'Mask sensitive data', 'APPS Schema Username', and 'APPS Schema Password'. A 'Run Test' button is located at the bottom of the form. A left-hand navigation menu includes links for 'System Snapshot', 'Setup', 'Collections', 'Customers', 'Posting and Closing', 'Receipts', 'Trading Community Architecture', and 'Transactions'. A note at the bottom of the parameters section states that APPS Schema Username and APPS Schema Password must be entered if RDA is required for a Metalink Service Request.

ORACLE Diagnostics Logout Help

Home Basic Advanced Configuration

Application: Receivables

System Snapshot - RDA

Description: This data collection test will collect file system and database information to support bug/service request resolution. This test should be used to capture a snapshot of system information whenever desired, or upon the request of support.

Parameters:
Responsibility Id - **Required**. Use the list of values to select a valid responsibility.
Application Shortname - **Required**. Use the list of values to select a valid application short name.
Mask sensitive data - **Optional**. Masking of sensitive data is by default disabled. Set this parameter to 'Yes' to enable masking.
APPS Schema Username and APPS Schema Password - **Optional**. Required to gather database specific information.

Note: APPS Schema Username and APPS Schema Password must be entered if RDA is required for a Metalink Service Request (System Administrator's or DBA's can normally provide these parameter values)

To resolve any issues with the execution of this test, please refer to the [Diagnostics FAQ](#).

Responsibility ID

Application Shortname

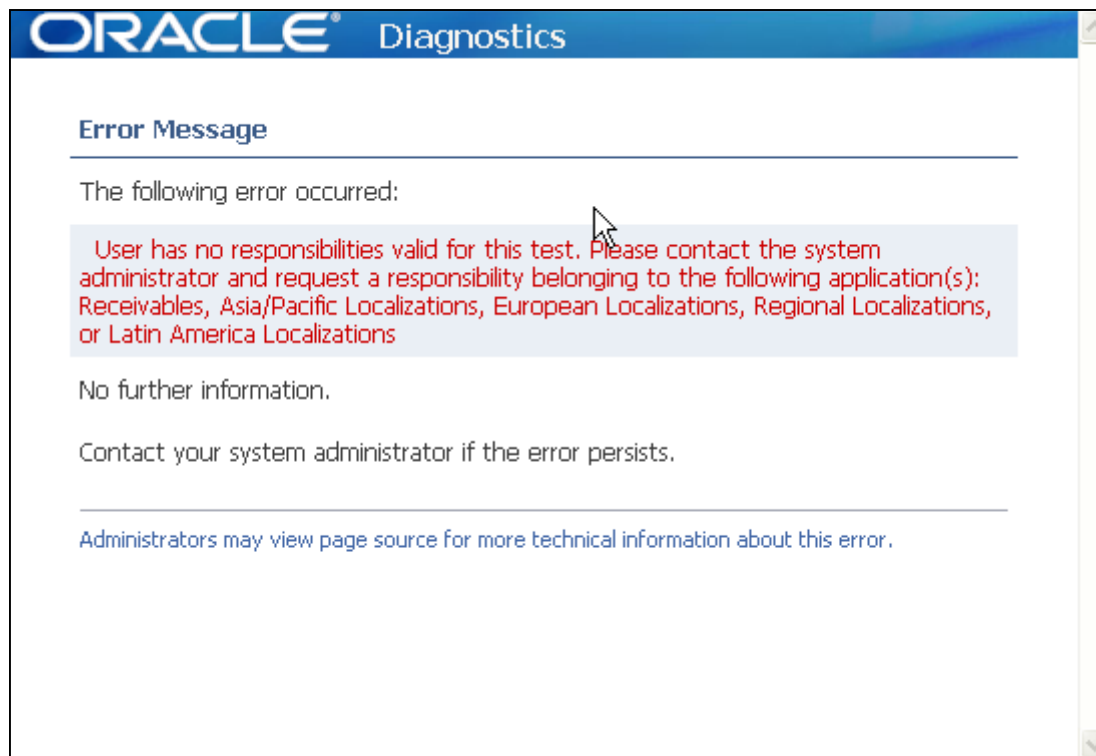
Mask sensitive data

APPS Schema Username

APPS Schema Password

- System Snapshot
 - RDA
 - Diagnostic Pack
- Setup
- Collections
- Customers
- Posting and Closing
- Receipts
- Trading Community Architecture
- Transactions

USAGE DEMONSTRATION



USAGE DEMONSTRATION

The screenshot displays the Oracle Diagnostics web interface. At the top, the Oracle logo and 'Diagnostics' text are visible, along with 'Logout' and 'Help' links. Below this is a navigation bar with tabs for 'Home', 'Basic', 'Advanced', and 'Configuration'. The 'Application' dropdown menu is set to 'Receivables'. On the left side, a sidebar menu is expanded to show 'Setup', with sub-items: 'General', 'BPA Setup', 'EDI Setup', 'Document Sequence Data', and 'Chargeback Setup'. The main content area is titled 'Setup - General' and contains the following information:

- Description:** This test validates and documents the setup of Receivables for a given operating unit as outlined in the Receivables Implementation Guide. Run this test to verify setup is correct and complete when implementing or upgrading Oracle Receivables. The test can also be used to document the setup, to compare setup between 2 environments (test versus production), to inspect values assigned to profile options, to see definition of system options, autoAccounting ... and more.
- Parameters:** Responsibility id is required. Use the list of values to select a valid responsibility. Operating unit is required. Use the list of values to select a valid operating unit. Valid values are restricted to the operating units the responsibility selected earlier has access to.

Below the parameters section, there is a link to the [Diagnostics FAQ](#). At the bottom of the page, there are two input fields: 'Responsibility ID' and 'Operating Unit Id', each with a search icon. A 'Run Test' button is located below these fields.

USAGE DEMONSTRATION

ORACLE Diagnostics

Home | Basic | **Advanced** | Configuration

Application: Receivables

Setup - General

Description: This test validates and documents the setup outlined in the Receivables Implementation Guide. To document the setup, to compare setup between environments, to inspect values assigned to profile options, autoAccounting ... and more.

Parameters: Responsibility id is required. Use the list of Operating unit is required. Use the list of restricted to the operating units the responsibility is assigned to.

To resolve any issues with the execution of this test, please refer to the Oracle Support page.

Responsibility ID:

Operating Unit Id:

Run Test

24124	Daily Supply Chain Intelligence	Standard
59725	Daily eCommerce Intelligence	Standard
57854	Desktop Integration	Standard
60074	EAM Custom Workbooks	Standard
54534	Employee Self-Service	Standard
23118	Enterprise Asset Management, Vision Operations	Standard
23109	Enterprise Install Base, Vision Operations	Standard
24104	Enterprise Planning and Budgeting Analyst	Standard
59395	Facility Operations, Vision Operations (USA)	Standard
21656	Financial Information System	Standard
60487	General Ledger, IFRS Reporting Vision Ops	Standard
58553	General Ledger, Vision Operations (USA)	Standard
21533	Global Intercompany System, Vision Enterprises	Standard
50532	Human Resources, Vision Enterprises	Standard
22935	Install Base Administrator	Standard
22971	Install Base User	Standard
23216	Interaction History JSR Admin	Standard

USAGE DEMONSTRATION

Transactions

APPS Schema Username

APPS Schema Username

APPS Schema Password

Run Test

Results

× Severe Error occurred in test

Test Name	Run#	Status	Time (mil sec)	Values	Report
RDA	1	SEVERE ERROR	1	Responsibility ID = ; Application Shortname = ; Mask sensitive data = ; APPS Schema Username = ; APPS Schema Password = ;	
RDA	1	WARNINGS	38274	Responsibility ID = 50553; Application Shortname = SQLGL; Mask sensitive data = No; APPS Schema Username = ; APPS Schema Password = ;	

Results

× Test failed

Test Name	Run#	Status	Time (mil sec)	Values	Report
General	1	FAIL	4347	Responsibility ID = 50559; Operating Unit Id = 204;	

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Group Name:Setup
Component Name:Support
Class Name:oracle.apps.ar.diag.ARCheckSetup
Version:120.0.12000000.2

This test validates and documents the setup of Receivables for a given operating unit as outlined in the Receivables Implementation Guide. Run this test to verify setup is correct and complete when implementing or upgrading Oracle Receivables. The test can also be used to document the setup, to compare setup between 2 environments (test versus production), to inspect values assigned to profile options, to see definition of system options, autoAccounting ... and more.

Description: **Parameters**
 Responsibility id is required. Use the list of values to select a valid responsibility. Operating unit is required. Use the list of values to select a valid operating unit. Valid values are restricted to the operating units the responsibility selected earlier has access to.

To resolve any issues with the execution of this test, please refer to the [Diagnostics FAQ](#).

[Print](#) [Save](#) [Upload To Support](#)

General Report

Current Execution
Date:2008-03-31 17:32:34.0 **Time Consumed:** 4347 milliseconds **Status:** Failed

Version Info:
 oracle.apps.ar.diag.ARUtility 120.0.12000000.1
 oracle.apps.fun.diag.moac.MOACOrgLov Version Unknown.
 oracle.apps.fun.diag.moac.MOACUtility 120.0.12000000.1
 oracle.apps.gl.diag.GLUtility 120.0.12000000.7
 oracle.apps.jtf.regress.qatool.base.DiagBase 120.0.12000000.1
 oracle.apps.jtf.regress.qatool.base.HRInfo 120.0.12000000.1
 oracle.apps.jtf.regress.qatool.base.SessionHelper 120.0.12000000.1
 oracle.apps.jtf.regress.qatool.fnd.FNDUtility 120.0.12000000.9

Inputs:
 Responsibility ID= 50559
 Operating Unit Id= 204
 Diagnostic Test Executed By= OPERATIONS

Error:
 1 error and 13 warnings were found.

Help:
 Please review the test summary for more information.

Summary:

Oracle Diagnostics Information	Product Installation Status and Patchset Level	Parameters
System Options ⚠	Ledger Definition	Conversion Rates
Open Calendar Periods - Oracle Receivables ⚠	Open Calendar Periods - General Ledger ⚠	Accounting Flexfield
Territory Flexfield	System Item Flexfield	Line Transaction Flexfield
Application Setup ❌	AutoAccounting Setup ⚠	QuickCodes ⚠
HZ Profile Options	AR Profile Options ⚠	AR related Profile Options in GL, OM, AOL
Invalid Objects	Disabled Triggers ⚠	References

USAGE DEMONSTRATION

Summary:

Oracle Diagnostics Information	Product Installation Status and Patchset Level	Parameters
System Options ⚠	Ledger Definition	Conversion Rates
Open Calendar Periods - Oracle Receivables ⚠	Open Calendar Periods - General Ledger ⚠	Accounting Flexfield
Territory Flexfield	System Item Flexfield	Line Transaction Flexfield
Application Setup ❌	AutoAccounting Setup ⚠	QuickCodes ⚠
HZ Profile Options	AR Profile Options ⚠	AR related Profile Options in GL, OM, AOL
Invalid Objects	Disabled Triggers ⚠	References

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- Purge Interface Table = Y
- Max Memory (in bytes) = 131070

WARNING - Max memory setting is less than 3MB. This decreases AutoInvoice performance when processing a large volume of data.

ACTION - Suggested max memory setting for AutoInvoice is 3MB or higher if the machine has enough memory

- Log File Message Level = 3

WARNING - Log file message level is set to greater than 1. This decreases AutoInvoice performance

ACTION - Suggested log file message level for day to day business is 1. Change the log file message level to 3 or above only when troubleshooting AutoInvoice issues.

- Accounting Flex Tuning Segment = Account
- System Item Tuning Segment = Item
- Territory Tuning Segment = Country

- 1 active receivables activities of type 'Short Term Debt' have been set up

ERROR - Active receivables activities of type 'Receipt Write-off' have not been set up

ACTION - Define receivables activities of type 'Receipt Write-off' with an active status

Seeded Receivables Activities :

- 'Loan Conversion', Status = Active
- 'Payment Netting', Status = Active
- 'Non-Accounting Adjustment', Status = Active
- 'Adjustment', Status = Active
- 'Chargeback Reversal', Status = Active
- 'Chargeback Adjustment', Status = Active
- 'COMMITMENT ADJUSTMENT', Status = Active

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[-] Posting and Closing

Period Closing

[+] Receipts

[+] Trading

Community Architecture

To resolve any issues with the execution of the test, please refer to the test summary for more information.

Responsibility ID

Operating Unit Id

Period Name

Run Test

Please refer to the test summary for more information.

Summary:

Oracle Diagnostics Information	Product Installation Status and Patchset Level	Parameters
Key Profile Options	Ledger Definition	Secondary Ledgers
Period	Calendar Periods Status - Receivables	Calendar Periods Status - General Ledger
Unposted Items Analysis ✘	Unposted Items in AR_CASH_RECEIPT_HISTORY_ALL ✘	Unposted Items in RA_CUST_TRX_LINE_GL_DIST_ALL ✘
Unposted Items in AR_TRANSACTION_HISTORY_ALL	Unposted Items in AR_RECEIVABLE_APPLICATIONS_ALL ✘	Unposted Items in AR_ADJUSTMENTS_ALL
Unposted Items in AR_INTERIM_CASH_RECEIPTS_ALL	References	



USAGE DEMONSTRATION

References [\[Top\]](#)

- Note [431367.1](#) : Receivables(AR) - Receipt Data Collection Test
- Note [431370.1](#) : Receivables(AR) - Transaction Data Collection Test
- Note [431371.1](#) : Receivables(AR) - Adjustment Data Collection Test

If you are experiencing any issues regarding this diagnostic test, please use [Metalink](#) to log an iTAR (Service Request) for product "Support Diagnostics Project" (ID=1332). If you have any question related to support diagnostic tools (installation, execution, usage or availability), you can ask us using the Support Diagnostics Project [forum](#) on Metalink. We would also appreciate your [feedback](#) regarding the usefulness of this test, however, there will be no replies to feedback emails.

USAGE DEMONSTRATION

The screenshot displays the Oracle Diagnostics web interface. The left sidebar contains a navigation menu with categories like System Snapshot, Setup, Collections, Customers, Posting and Closing, Receipts, Trading Community Architecture, and Transactions. Under Transactions, 'Transaction Data' is selected. The main content area shows the configuration for 'Transactions - Transaction Data'. It includes a description, parameters (Responsibility ID, Customer Trx Id, Include GL Tables), and a 'Run Test' button. A right-hand pane titled 'Summary' displays a table of transaction details.

Column	Row 1
Customer Trx Id	373241
Transaction Number	2895
Customer Reference	
Source	OKL_CONTRACTS
Type	Invoice-OKL
Class	INV
Trx Date	01-AUG-2004
Complete	Y
Currency	USD
Exchange Rate	
Payment Terms	IMMEDIATE
Due Date	
Invoicing Rule	
Status	OP
Original Customer Trx Id	
Credited Customer Trx Id	

1 row retrieved

See SQL

USAGE DEMONSTRATION

The screenshot shows the Oracle EBS Configuration interface. The top navigation bar includes tabs for Home, Basic, Advanced, and Configuration. The left sidebar lists various application categories such as System Snapshot, Setup, Collect, Custom, Postin Closing, Receipt, Trading Communi Architect, and Transa. The main content area displays a list of applications, with 'Applications DBA' highlighted in blue. Below the list, the 'Inputs:' section shows 'Responsibility ID= 50559'. The right side of the screen contains a text area with instructions and a table of data.

Milliseconds	Status
000000.1	Succeeded
12000000.1	
Unknown.	
0.0.12000000.2	
0.0.12000000.1	
0.12000000.1	
er 120.0.12000000.1	
0.0.12000000.9	

USAGE DEMONSTRATION

System Snapshot

RDA

[Diagnostic Pack](#)

Setup

Description: This data collection test will collect file system and database information to support bug/service request resolution. This test should be used to capture a snapshot of system information whenever desired, or upon the request of support.

Parameters:
Responsibility Id - **Required**. Use the list of values to select a valid responsibility.
Application Shortname - **Required**. Use the list of values to select a valid application short name.
Mask sensitive data - **Optional**. Masking of sensitive data is by default disabled. Set this parameter to 'Yes' to enable masking.
APPS Schema Username and APPS Schema Password - **Optional**. Required to gather database specific information.

Note: APPS Schema Username and APPS Schema Password must be entered if RDA is required for a Metalink Service Request (System Administrator's or DBA's can normally provide these parameter values)

To resolve any issues with the execution of this test, please refer to the [Diagnostics FAQ](#).

Responsibility ID

Application Shortname

Mask sensitive data

APPS Schema Username

APPS Schema Password

Run Test

USAGE DEMONSTRATION

ACT Report [\[Top\]](#)

WARNING - APPS Schema Username and/or APPS Schema Password have not been entered
ACTION - Content that relies on database information will not be gathered

- **Application Collection Tool (ACT) Report**

Report File	RDA_ACT_report.htm
Date	31-Mar-2008 18:24:50
Machine	drilnx1
Domain	oraclecorp.com
OS	linux
OS/Version	2.6.9
Oracle Home	/apps/Mis12/apps/tech_st/10.1.2
APPL_TOP	/apps/Mis12/apps/apps_st/appl
Tiers	Admin, Web, Forms, Concurrent
Products	AR

USAGE DEMONSTRATION

The screenshot displays the Oracle LogViewer interface. At the top, there are navigation tabs: Home, Basic, Advanced, and Configuration. Below these are sub-tabs: Summary, LogViewer, Search, Batch Process, and Test Sets. The 'Application' dropdown is set to 'Applications DBA'. The main heading is 'Diagnostics LogViewer', followed by a tip: 'TIP This is a summary of the history of log records generated during diagnostics. The data can be filtered by different options.'

The 'LogViewer Filter Criteria' section contains the following fields:

- * From: 2008-03-31 (with a calendar icon)
- * To: 2008-04-01 (with a calendar icon)
- Application Name: Receivables (dropdown menu)
- Status: Failures (dropdown menu)
- Group Name: All Groups (dropdown menu)
- Test Class Name: All Tests (dropdown menu)
- Current Session Test Runs Only

Buttons for 'Search Log Records' and 'Reset' are located below the filter criteria. A note at the bottom states: '* From date should be prior to the To date'.

USAGE DEMONSTRATION

Diagnostics LogViewer

TIP This is a summary of the history of log records generated during diagnostics. The data can be filtered by different options.

LogViewer Filter Criteria

* From: 2008-03-31

* To: 2008-04-01

Application Name: Receivables

Status: Failures

Current Session Test Runs Only

Group Name: All Groups

Test Class Name: All Tests

Search Log Records **Reset**

* From date should be prior to the To date

Summary of Logs

Select	Application Name	Group Name	Test Class Name	Total Runs	Successes	Warnings	Failures
<input type="checkbox"/>	Receivables	Posting and Closing	oracle.apps.ar.diag.ARClosing	5	0	0	5
<input type="checkbox"/>	Receivables	Setup	oracle.apps.ar.diag.ARCheckSetup	2	0	0	2
<input type="checkbox"/>	Receivables	Transactions	oracle.apps.ar.diag.ARAutoInvoice	2	0	0	2






Details **Delete**

USAGE DEMONSTRATION

Execution Details Save Upload to Support

Application Name: Receivables
Group Name: Posting and Closing
Class Name: oracle.apps.ar.diag.ARClosing

Install Version: Base: none Upgrade: none
Tool Version: 120.25.12000000.5
Status: All Executions

Execution	Date	Time Consumed	Status	Details
Execution 5	2008-03-31 18:12:50.0	103	Failed	
Execution 4	2008-03-31 17:54:04.0	97	Failed	
Execution 3	2008-03-31 17:28:22.0	79	Failed	
Execution 2	2008-03-31 17:27:45.0	199	Failed	
Execution 1	2008-03-31 17:11:12.0	36	Failed	


Back

USAGE DEMONSTRATION

Application: Receivables

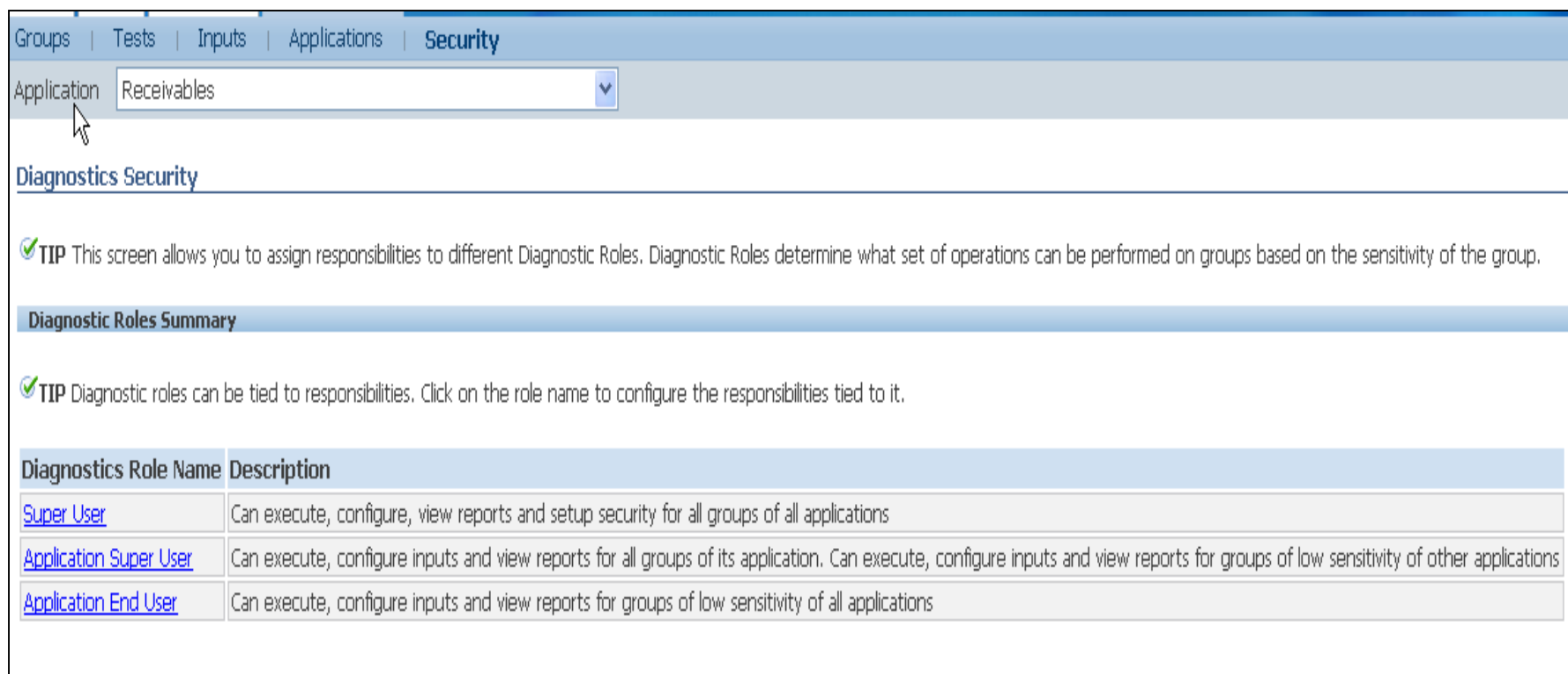
Groups Administration Create

Remove	Sequence	Group Name	Number of Tests	Sensitivity*
<input type="checkbox"/>	1	System Snapshot	2	Low
<input type="checkbox"/>	2	Setup	5	Low
<input type="checkbox"/>	3	Collections	2	Low
<input type="checkbox"/>	4	Customers	1	Low
<input type="checkbox"/>	5	Posting and Closing	1	Low
<input type="checkbox"/>	6	Receipts	2	Low
<input type="checkbox"/>	7	Trading Community Architecture	2	Low
<input type="checkbox"/>	8	Transactions	4	Low

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

Update Restore

USAGE DEMONSTRATION



The screenshot shows the Oracle Receivables Security configuration page. At the top, there are navigation tabs for Groups, Tests, Inputs, Applications, and Security. Below the tabs, the 'Application' dropdown menu is set to 'Receivables'. The page title is 'Diagnostics Security'. A tip indicates that this screen allows assigning responsibilities to different Diagnostic Roles. Below this is a 'Diagnostic Roles Summary' section with another tip explaining that diagnostic roles can be tied to responsibilities. A table lists three diagnostic roles: Super User, Application Super User, and Application End User, each with a description of their permissions.

Groups | Tests | Inputs | Applications | Security

Application Receivables

Diagnostics Security

TIP This screen allows you to assign responsibilities to different Diagnostic Roles. Diagnostic Roles determine what set of operations can be performed on groups based on the sensitivity of the group.

Diagnostic Roles Summary

TIP Diagnostic roles can be tied to responsibilities. Click on the role name to configure the responsibilities tied to it.

Diagnostics Role Name	Description
Super User	Can execute, configure, view reports and setup security for all groups of all applications
Application Super User	Can execute, configure inputs and view reports for all groups of its application. Can execute, configure inputs and view reports for groups of low sensitivity of other applications
Application End User	Can execute, configure inputs and view reports for groups of low sensitivity of all applications

USAGE DEMONSTRATION

The screenshot displays a software interface for user management. At the top left, the user is identified as "Super User for Application". A dropdown menu is set to "Receivables". Below this, a list titled "Available Responsibilities" contains several options, with "Receivables Manager" selected. To the right, a "Selected Responsibilities" box contains "Receivables Manager". Navigation buttons (>>, >, <, <<) are positioned between the two lists. A "Back" button is on the left, and "Save" and "Restore" buttons are at the bottom right.

Super User for Application Receivables

Available Responsibilities

- Receivables Archive Purge Vision Germany
- Receivables Archive Purge Vision Italy
- Receivables Archive Purge Vision Netherlands
- Receivables Archive Purge Vision Sweden
- Receivables Archive and Purge
- Receivables Inquiry
- Receivables Manager**
- Receivables Manager, Progress S&L
- Receivables Progress BE
- Receivables Progress UK Central Government

Back

Selected Responsibilities

- Receivables Manager

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Save Restore

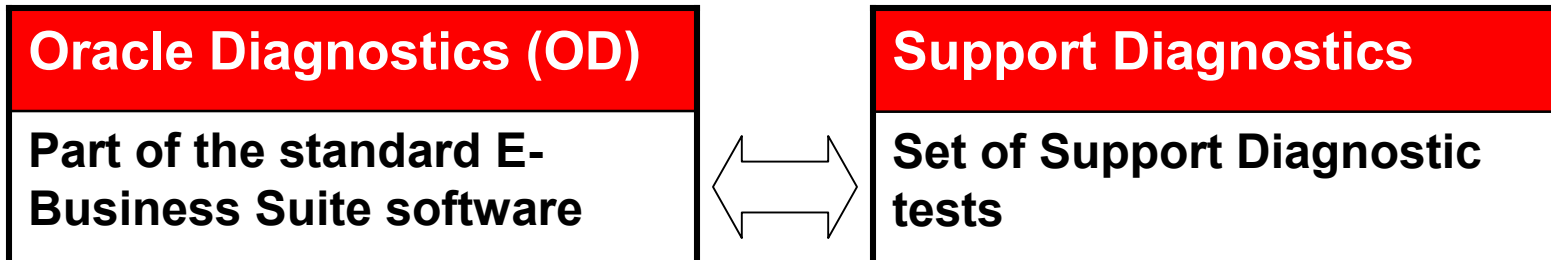


Support Diagnostics Benefit Recap

- Information in a test output helps to
 - **Identify and solve potential issues** before suffering their symptoms
 - **Identify and solve existing issues** without external assistance
 - **Increase self-service efficiency** by verifying / eliminating possible cause / solution of an existing issue
 - **Reduce time to resolution** when a service request is required
- Execution of Support Diagnostics is easy because
 - **Central location** of all tests
 - **No special technical knowledge required**
 - **No special SQL*Plus/operating system access required**

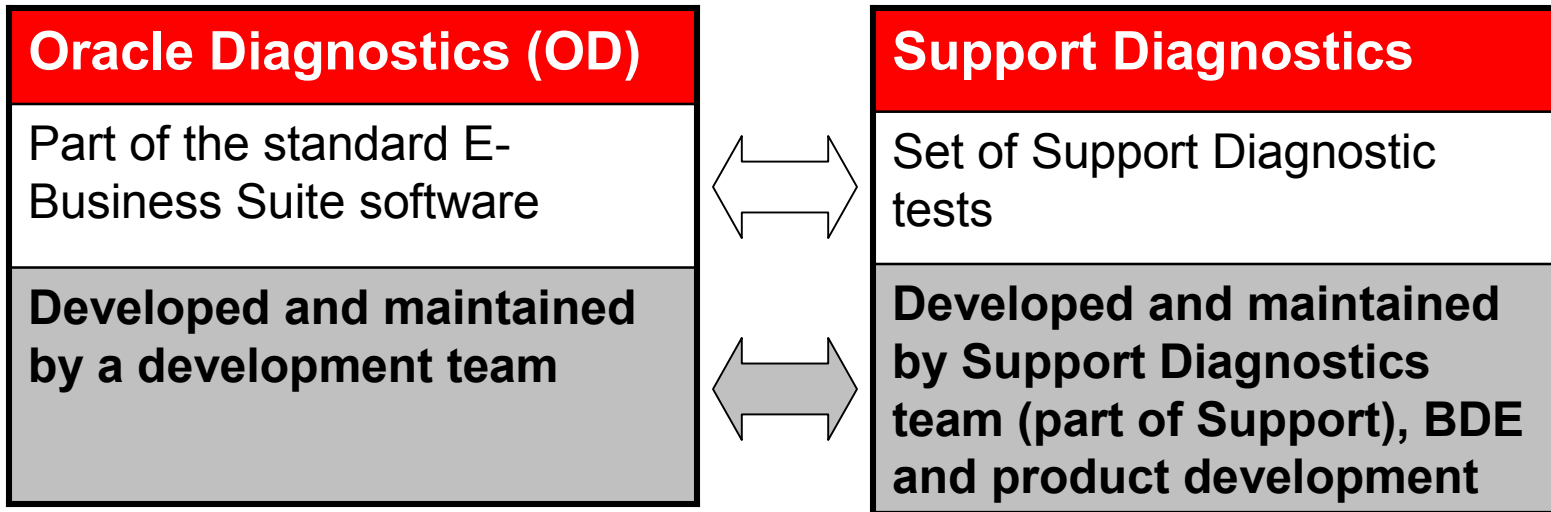
Support Diagnostics

OD versus Support Diagnostics



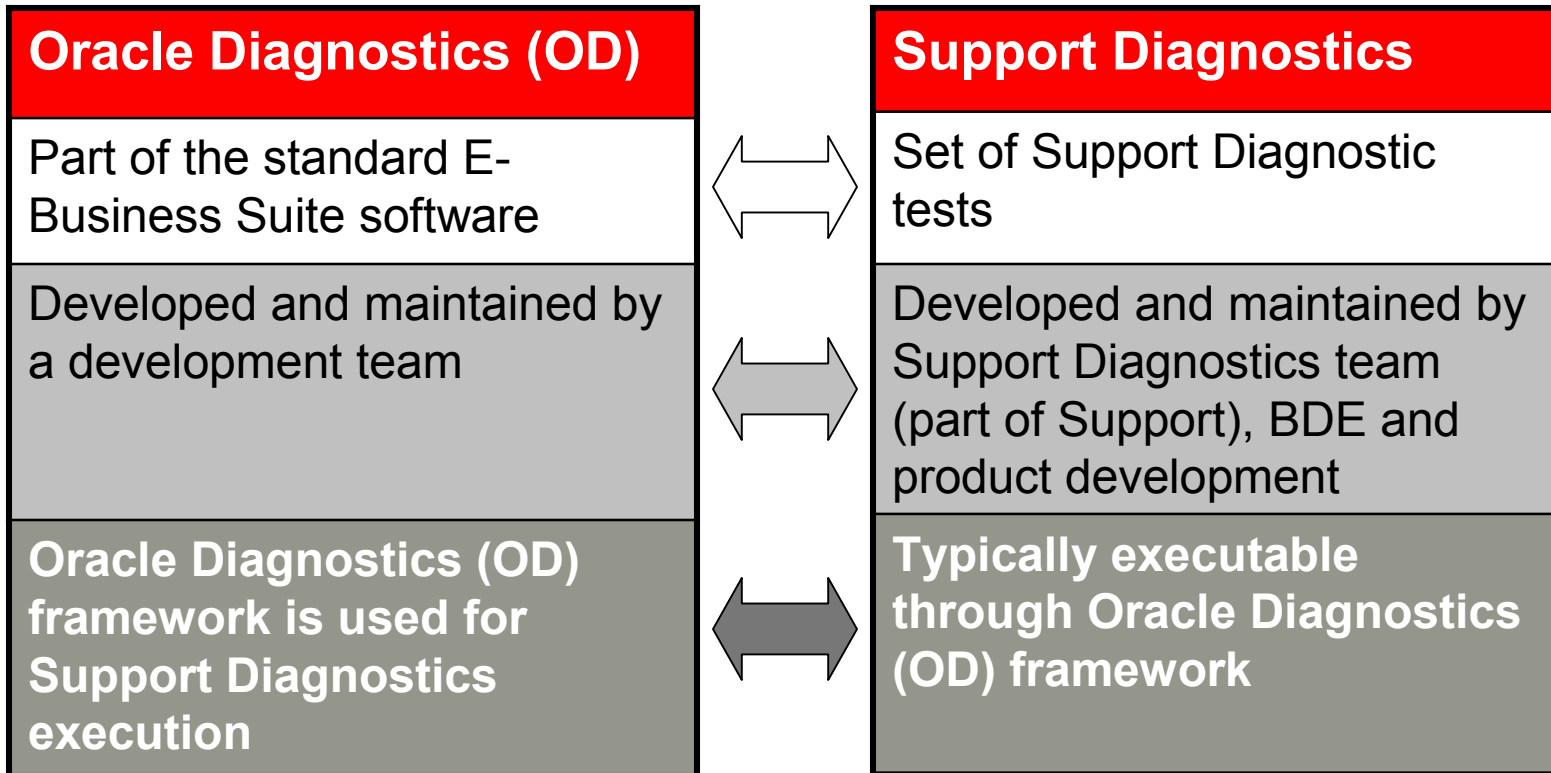
Support Diagnostics

OD versus Support Diagnostics



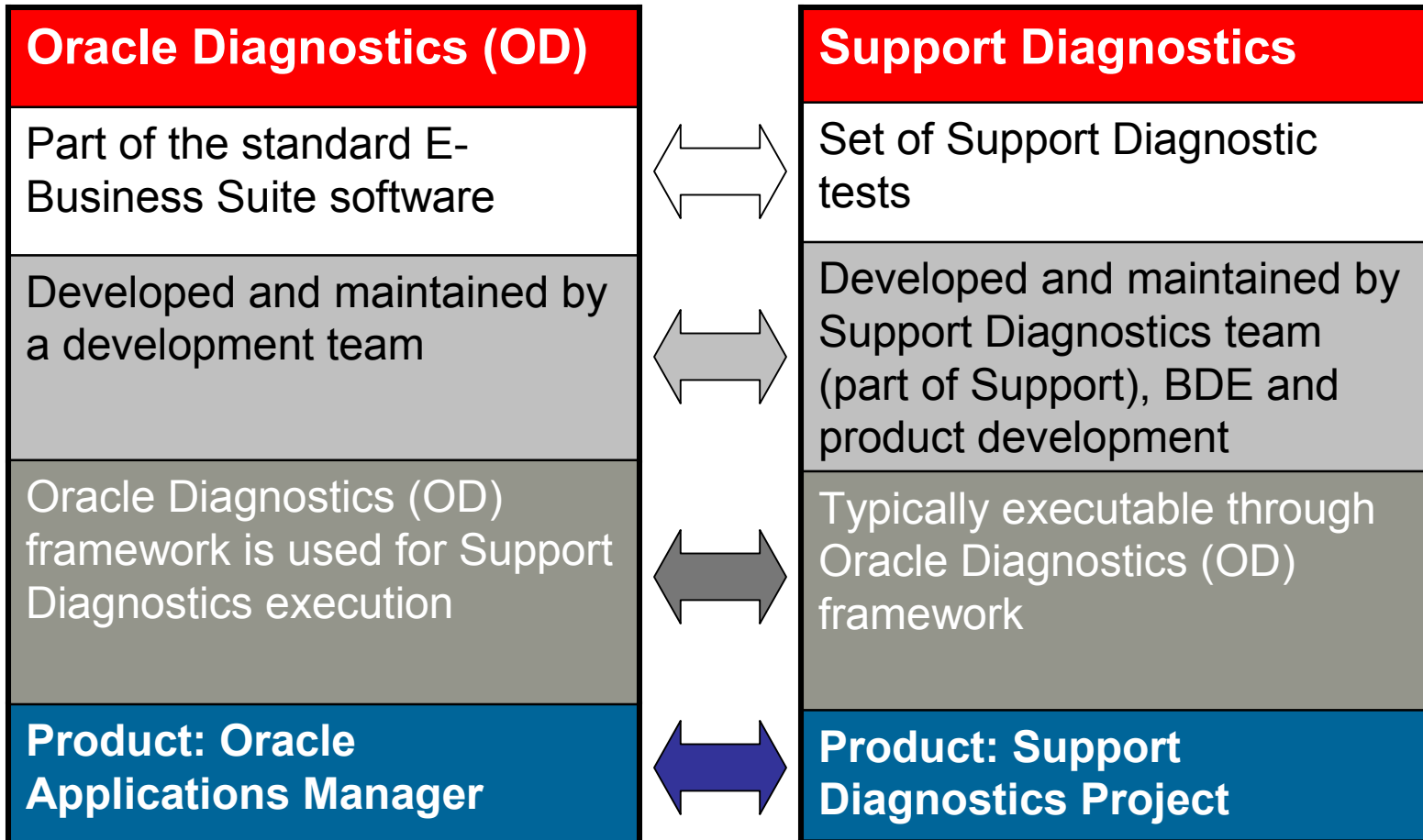
Support Diagnostics

OD versus Support Diagnostics



Support Diagnostics

OD versus Support Diagnostics





Support Diagnostics Installation

- Oracle Diagnostics framework (OD) is part of the standard product so it is automatically installed **BUT** you need to install the *latest* Support Diagnostics patch to get all available and current Support Diagnostic tests
- **Before first** Support Diagnostics patch **installation**, patch **3636980 (AdSplice Patch) MUST** be installed to **register** the new Support Diagnostics (IZU) **application**
- Complete details are described in note **167000.1**

Support Diagnostics - Installation

AdSplice Patch		
Release 2.4 Diagnostics	Release 2.5 Diagnostics	Release 12 Diagnostics
eBusiness Suite 11.5.4 or above (ATG_PF.H RUP 4 not required)	eBusiness Suite 11.5.9 or above and patched with ATG_PF.H RUP 4	eBusiness Suite Release 12
All Diagnostic Tests (minus Standalone tests)	Additional Security Model All Diagnostic Tests (minus Standalone tests)	Additional Security Model R12 Specific Diagnostic Tests



Support Diagnostics Updates

- Support Diagnostics patch is **released every other month**
- Contains **ALL** new and previously published Support Diagnostic tests
- Current patch number available in the note **167000.1**
- The Support Diagnostics patch always contains OD
 - If previously installed, OD installation steps will be automatically skipped



Support Diagnostics Setup/Security

- Diagnostics now have **role-based security**
- 'Test group' is a group of related tests
Test groups have a '**sensitivity**' assigned as:
 - Low
 - Medium
 - High
- '**Roles**' should be granted to responsibilities as:
 - End user
 - Application super user
 - Super user



Support Diagnostics Setup/Security

- A particular user's access to diagnostic tests is determined by
 - What responsibilities are assigned to that user
 - Which roles are granted to those responsibilities
- OD provides some seeded grants
 - 'Super user' role to 'System Administrator' and 'CRM HTML Administration' responsibilities
 - 'End user' role to 'Oracle Diagnostics Tool' responsibility

Support Diagnostics

Setup/Security:Roles-Sensitivity-Access

Responsibility's Role	Tests In The Application To Which The Responsibility Belongs	Tests In Other Applications	Others
Super user	All tests (high, medium, low sensitivity)	All tests (high, medium, low sensitivity)	Access to configuration tab to assign roles to responsibilities and other admin options
Application super user	All tests (high, medium, low sensitivity)	Medium, low sensitivity tests	
End user	Low sensitivity tests	Low sensitivity tests	



Support Diagnostics Setup/Security:Roles-Sensitivity-Access

- **Example:**
 - ‘GL Manager’ responsibility is assigned to ‘User1’
 - ‘Application Super User’ role is granted to ‘GL Manager’ responsibility
 - ‘User1’ can execute below tests in diagnostics
 - High, Medium, Low sensitivity tests in ‘General Ledger’ application
 - Medium, Low sensitivity tests in other applications like AR, AP etc
 - High sensitivity tests in other applications are not available for this user (they are locked)



Support Diagnostics Setup/Security

- **Additional References on OD2.5 and security can be found at in:**
 - Note [409141.1](#)
 - overview of the changes to OD 2.5 security
 - Note [405425.1](#)
 - complete details on OD2.5, including detailed explanation of the security changes



Support Diagnostics Reference Documentation

- Reference Tabs
 - Available at the top of all diagnostic notes

Diagnostic Overview	Diagnostic Catalog	Installation Instructions	FAQ	Test Sets	Training
General information about Support Diagnostics including releases OD 2.4, 2.5, and R12	List and description of all currently available Support Diagnostics	Detailed instructions how to install Support Diagnostics Patch	Solutions to known issues and answers to frequently asked questions	List of pre-defined groups of tests delivered with the Support Patch	'How To' demonstrations, presentations and RDA training

Support Diagnostics

METALINK DEMONSTRATION



Support Diagnostics

SELECTING THE RIGHT TEST DEMONSTRATION





Support Diagnostics Support Procedure

- Support Diagnostics are **supported the same** way as any other Oracle product
- In case of any installation / execution issue, log a Service Request:
 - Product = **Support Diagnostics Project**
- In case of any Support Diagnostics related question, post your question on the **Support Diagnostics Project** *MetaLink* forum



For More Information

<http://search.oracle.com>

Support Diagnostics



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