



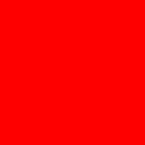
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E-Business Upgrade Resources in My Oracle Support

Lynn Pionkowski

Sr. Regional Support Advocate



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.



Agenda

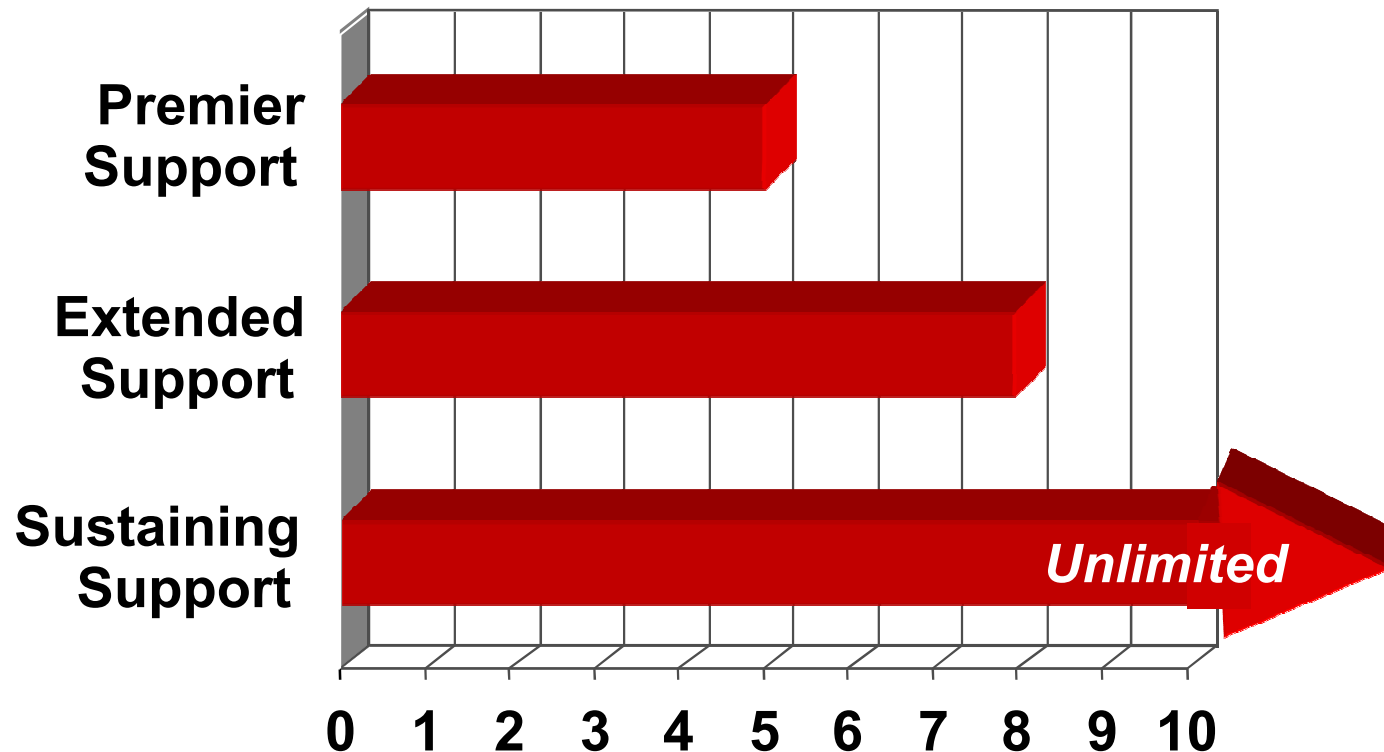
- Preparing for Upgrade – helpful resources
 - Lifetime Support
 - Product Welcome Centers
 - Product Roadmaps and Maintenance Schedules
 - Product Information Centers
 - Upgrade Advisors
 - Transfer of Information (TOI's)
 - Advisor Webcasts
- My Oracle Support Configuration Manager
- My Oracle Support Community



Preparing for Upgrade

Oracle's Lifetime Support Policy

Your Investment Protected For Life



FROM 5 YEARS TO FOREVER

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<http://www.oracle.com/support/lifetime-support-policy.html> > Oracle Applications

Lifetime Support Policy Deliverables

Feature	Premier Support	Extended Support	Sustaining Support
Major Product and Technology Releases	✓	✓	✓
Technical Support	✓	✓	✓
Access to Knowledge Base	✓	✓	✓
Updates, Fixes, Security Alerts and Critical Patch Updates	✓	✓	Pre-existing Only
Tax, Legal and Regulatory Updates	✓	✓	No
Upgrade Scripts	✓	✓	No
Certification with existing Third Party Products/Versions	✓	✓	No
Certification with New Third Party Products/Versions	✓	No	No
Certification with new Oracle Products	✓	✓	No

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<http://www.oracle.com/support/lifetime-support-policy.html> > Oracle Applications



Lifetime Support Website

Information regarding Oracle's Lifetime Support Policy is available on the Expect Lifetime Support portal

<http://www.oracle.com/support/lifetime-support-policy.html>

Review:

- Lifetime Support Brochures
 - Reference tables with Lifetime Support lifecycle timeline for various Oracle products (by release)
- Lifetime Support phases and benefits



Product Welcome Centers

Product Welcome Centers

The screenshot displays the Oracle My Oracle Support Knowledge Home interface. The top navigation bar includes the Oracle logo, 'MY ORACLE SUPPORT', and a search bar. The main content area is divided into a left sidebar and a right pane. The sidebar lists various product categories, with 'Tools and Training' selected. The right pane displays the 'Welcome Center' content, which includes a section titled 'Retropay - an Introduction' and a 'Session Details' section for a 22-Jul-2010 session.

Oracle My Oracle Support Knowledge Home

PowerView is ON [Peoplesoft] Support Identifier: 15367094 (Oracle Support Services Demonstration - Oracle Support ServicesGB D... Welcome, Joan | Contact Us | Sign Out | ? Help

Dashboard Knowledge Service Requests Patches & Updates Community Certifications Systems On Demand More...

Knowledge Home Last refreshed 1 minute ago Customize Page...

Tools and Training

- JD Edwards World
- Middleware
- More Applications
- Oracle Database Products
- Oracle E-Business Suite
- Oracle Fusion Applications
- PeopleSoft Enterprise
- Services
- Siebel
- Sun Hardware
- Sun Software
- Support Tools
- Unbreakable Linux and Virtualization
- Upgrade Advisors
- Japanese Knowledge Bases
- Online Documentation
- Tools and Training**

Welcome Center

Retropay - an Introduction

In payroll module, recording of each and every transaction is one of the major functionality. This recording is used by many processes like Retro-pay, Pro-ration, Continuous calculation. It can also be used by customer owned processes. This training will shed some light on logging mechanism and how retro-pay will use those events.

Session Details : 22-Jul-2010, 11:00 am EST [Click here to register](#)

Tips and Tricks for My Oracle Support Search and Browse

This one-hour session is recommended for technical and functional users who use My Oracle Support to search for product specific information and to log Service Requests. In this session, we'll cover information to help improve your search/browse results so that only the most relevant content is returned for your review.

Session Details : 22-June-2010, 10:00 am, EST (New York, GMT-04:00) [Click here to register](#)

Release of Remote Diagnostic Agent (RDA) version 4.20

RDA is a set of command line diagnostic scripts used to gather detailed diagnostic and trace information about various Oracle products and their environments. The gathered data is used to assist in problem diagnosis.

RDA 4.20 includes:

- 5 New modules
- 34 Improved modules
- 8 New profiles
- 10 Improved profiles
- 1 Improved tools
- 5 Core RDA Engine Changes

Complete details are available in [Knowledge Article 414970.1](#).

My Oracle Support Search Improvements

Product Roadmaps

ORACLE MY ORACLE SUPPORT PowerView is ON [Peoplesoft] Support Identifier: 15367094 (Oracle Support Services Demonstration - Oracle Support ServicesGB De... Welcome, Joan Contact Us Sign Out Help

[Dashboard](#) [Knowledge](#) [Service Requests](#) [Patches & Updates](#) [Community](#) [Certifications](#) [Systems](#) [On Demand](#) [More...](#) Favorites Search Knowledge Base Advanced

Certifications Last refreshed 54 minutes ago Customize Page...

Find Certifications

Browse

Select Product

Type Product or Select

- Application Integration Architecture
- Enterprise Management
- JD Edwards EnterpriseOne
- JD Edwards World
- Middleware
- More Applications
- Oracle Database Products
- Oracle E-Business Suite
- PeopleSoft Enterprise
- Siebel
- Sun Hardware
- Sun Software
- Support Tools
- Unbreakable Linux and Virtualization

Note: Disabled items have no certifications

Recent Activity

Quick Links

- Tips for Finding Certifications
- Product Availability
- Lifetime Support
- Enterprise Manager Certification Checker
- E-Business Suite Technology Stack Blog

Product Roadmap

View	Calendar Year	Calendar Quarter	Product Line
<input checked="" type="radio"/> Product Roadmap	All Years	All Quarters	JD Edwards World
<input type="radio"/> Retirement Roadmap	2010	Q1	Oracle Fusion
	2009	Q2	Oracle Fusion Edge
	2008	Q3	Oracle GRC
	2007	Q4	PeopleSoft Enterprise

100

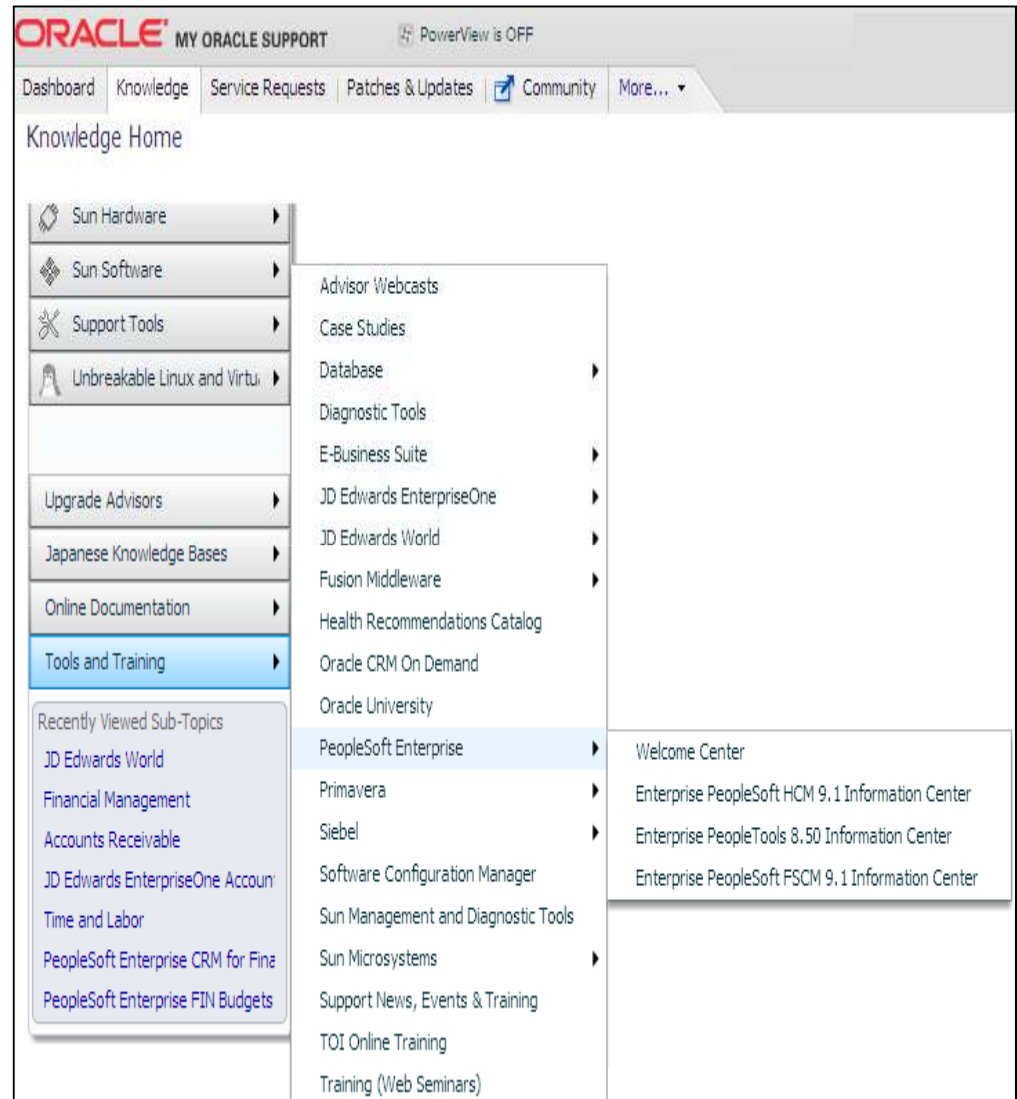
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Product Information Centers

Product Information Centers

- One Stop Shop for specific Release information
 - Upgrade Tools and Tips
 - Critical Patch Updates
 - Announcements
 - Localizations
- PeopleSoft
- JD Edwards World
- JD Edwards Enterprise One
- Primavera
- Siebel
- Fusion Middleware
- Database



Product Information Centers

FAQ : E-Business Suite Product Information Center Index

☆ FAQ : E-Business Suite Product Information Center Index

E-Business Suite Product Information Center Index [ID 444.1]

Modified 19-NOV-2010 Type FAQ Status PUBLISHED

Reference Information

Product Info Centers

R11i Info Center

R12.0 Info Center


R12.1 Info Center


[+] Feedback


For more online training webcasts visit us [here](#) and also visit [Oracle Universtiv](#).


E-Business Suite Product Information Center Index


ENTERPRISE RESOURCE PLANNING

 E- Business Tax (EBTax)


 Oracle Receivables (AR): AutoInvoice


 Human Capital Management (HCM/HRMS)


 Oracle Payables


 Financial Control


SUPPLY CHAIN MANAGEMENT


 Oracle Advanced Pricing (QP)


 Oracle Configurator (CZ) **NEW**


 Oracle Cost Management


 Oracle Demand Management (Demantra)

 Oracle Enterprise Asset Management (EAM) **NEW**

 Oracle Manufacturing Period Close **NEW**

 Oracle Process Manufacturing (OPM) **NEW**

 Oracle Release Management (RLM)

 Oracle Shipping Execution (WSH)

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Product Information Centers

Bulletin : Oracle E-Business Suite R12.0 Information Center

☆ Bulletin : Oracle E-Business Suite R12.0 Information Center

Modified 21-OCT-2010

Type BULLETIN

Status PUBLISHED



Home

Reference Information

Announcements

Documentation

Globalization Center

Additional Resources

Product Info Centers

R11i Info Center

R12.0 Info Center

R12.1 Info Center

Lifecycle Management

Install

Implement

Manage

Upgrade

Legislative Updates Center

E-Business Suite Release 12.0 Highlights



Now Available: Oracle HRMS Release Update Pack 12.0.8 (RUP 8)

Oracle E-Business Suite is announcing the availability of Oracle HRMS Release Update Pack 12.0.8 (RUP8). This product family RUP combines error corrections, statutory/regulatory updates, and functionality enhancements that were made available after the initial release of Oracle E-Business Suite 12.0. [Read full details](#)



Oracle Support Upgrade Advisors

Since the 1st of July 2010 we have released a new free of charge Upgrade advisor Program for customer upgrading from 11.5.10 CU2 to 12.1.x. For more information please review landing page note [250.1](#) on My Oracle Support. Upgrade advisors are specially crafted dynamic documents that are intended to guide you through an upgrade lifecycle using step by step instructions.

[Read full details](#)



E-Business Suite Upgrade Factory

Learn why Oracle E-Business Suite 12.1 is right for your enterprise.

[Read full details](#)



Now Available: Oracle HRMS Release Update Pack 12.0.7 (RUP7)

Oracle E-Business Suite is announcing the availability of Oracle HRMS Release Update Pack 12.0.7 (RUP7). This product family RUP combines error corrections, statutory/regulatory updates, and functionality enhancements that were made available after the initial release of Oracle E-Business Suite 12.0. [Read full details](#)



Release 12 Financials Critical Patch Collections (CPC) July 2009

R12 Financials Critical Patch Collections are consolidated critical patches that all R12 Financials customers must apply to ensure proper operation of their systems. These CPCs also include dependent fixes in Subledger Accounting, Tax, and Payments. [Read full details](#)



Oracle Financials Release 12.0.6 Software Updates

This document highlights the important issues that were addressed in Oracle Financials Release 12.0.6. [Read full details](#)

Communities



EBS Communities Home

To learn about all of EBS Communities visit the Communities home page.

Newsletters



EBS Newsletters Home

To view a list of all EBS Newsletters please go to the newsletter

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Oracle E-Business Suite R12.0 Information Center ID 401740.1

Product Information Centers

Product Information Center Home

Lifetime Management

Install

Implement

Upgrade

Manage

Reference and Planning

Planning

Documentation

Software Downloads

Supported Platforms

Maintenance Info

Lifetime Support Policy

Additional Resources


Support Process Training

Live Webcasts


Recorded Training

[+] Feedback


ENTERPRISE PEOPLESOFT FSCM 9.1 Highlights

 **PeopleSoft Financials and Supply Chain Management (FSCM) 9.1 Multi-Language media is now available!**
The PeopleSoft Financials and Supply Chain Management (FSCM) 9.1 Multi-Language media is now available and can be immediately downloaded from the [Oracle Electronic Product Delivery \(EPD\)](#) site. The media will be available for physical shipment by May 19, 2010.

More Info <<[Document 1109446.1](#)>>

 **Tools 8.50 Upgrade Issue Identified for Oracle Platform when performing a "Tools Only Upgrade"**

Please read this entire document <<[Document 1094003.1](#)>> for the complete information.


 **9.1 Installation/Upgrade Information Update MP1 Now Available**
We would like to announce two new postings for the FSCM 9.1 Release.

- The Upgrade Scripts to 9.1
- FSCM 9.1 MP1 (and FSCM 9.1 R1 to include MP1)

Important to Note for FSCM 9.1 MP1:


- Includes key updates created since the FSCM 9.1 GA
- Requires the latest PeopleTools 8.50.07 maintenance level


Refer to these 9.1 Upgrade document links for more detailed info:
8.6 <<[Document 965756.1](#)>>; 8.9 <<[Document 965832.1](#)>>; 9.0 <<[Document 966042.1](#)>>

 **PeopleSoft Entity Relationship Diagrams (ERD) and Business Process Maps (BPM) Now Available on My Oracle Support**
In an effort to streamline the process for obtaining PeopleSoft Entity Relationship Diagrams (ERD) and Business Process Maps (BPM), this information is now available on My Oracle Support. Please review the following Knowledge documents to access this information:
PeopleSoft Entity Relationship Diagrams <<[Document 1051533.1](#)>>
PeopleSoft Business Process Maps Release 9.0 <<[Document 989289.1](#)>>
PeopleSoft Business Process Maps Release 9.1 <<[Document 1061003.1](#)>>

Communities


Come and share your ideas, best practices, and experiences with industry peers and experts, join the communities


 [Install/Upgrade Community](#)


 [Credit to Cash Community](#)


News

Read all the news from Development, Strategy and more on FSCM 9.1.

 [Upgrade Resources Report Tool](#)


 [9.1 User Productivity Kit \(UPK\) now Available!](#)


 [PeopleSoft Portal Solutions 9.1 upgrade paths are now available!](#)

 [Where to find all the ERDS?](#)

Education

ORACLE UNIVERSITY
Oracle University is the premier provider of training for Oracle technologies and products. Oracle University offers thousands of courses for learners around the world. Achieve your career goals today! See what Oracle University has to offer. [Let's Go! >>](#)

 **Available FSCM 9.1 Training**
Course: [PS / nVision for General Ledger Rel 9.1 \(PeopleSoft Enterprise\)](#)

 **Oracle Advisor Webcast Program**
The Oracle Advisor Webcast Program brings interactive expertise straight to your desktop using Oracle Web Conferencing technology, at no cost. This technology brings you and Oracle experts together to access information about support services, products, technologies, best practices and more. Oracle support customers can find these Oracle Webcasts via the various Oracle Support applications like My Oracle Support.

[Welcome to the Oracle Advisor Webcast Program](#) provides an overview of the global program and links to further Oracle Webcasts.

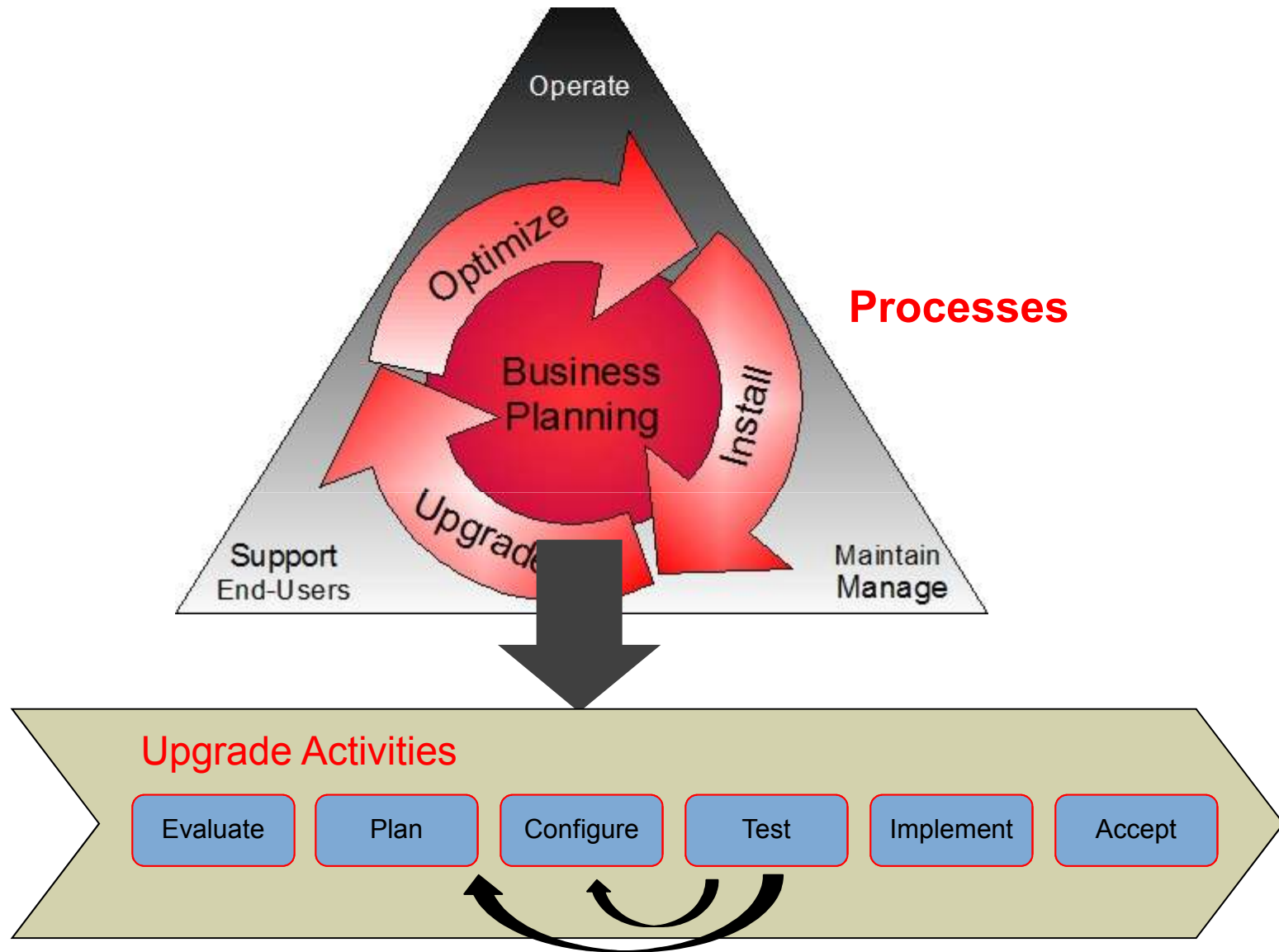
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Enterprise PeopleSoft FSCM 9.1 Information Center, Doc ID 1095404.1



Upgrade Advisors

Lifecycle Processes & Activities





What is an Upgrade Advisor?

- Specially created dynamic documents intended to guide you through an upgrade lifecycle using step-by-step instructions
- Incorporates information from various sources and best practices collected over numerous upgrades
- Each upgrade advisor is specific to a particular upgrade path of a product or suite between specific versions.
- In depth of information available presented in multimedia formats
- Organized to take maximum advantage of *what you need when you need it*
- Supported via Collaborative Support through a focused community (https://communities.oracle.com/portal/server.pt/community/upgrade_advisor/441)
- Updated regularly

Specific Guided Pathways

DB

- 10.2.0.4 to 11.2.0.1
- 9.2.0.8 to 11.2.0.1 (*Pending)

EBS

- 11.5.10 CU2 to 12.1.2
- Technical Upgrade path (Techstack)
- Financials
- HRMS HCM

FMW

- FMW: OAS 10.1.2 Forms/Reports Services to FMW 11g Forms/Reports Services
- FMW: OAS 10.1.2 Portal to FMW 11g Portal

PeopleSoft

- HCM 8.9 to 9.1
- FSCM 8.9 – 9.1
- PeopleTools 8.48/49 to 8.50

JDE

- OneWorld Xe to EnterpriseOne 9.0
- EnterpriseOne 8.11 to 9.0

Siebel

- Siebel CRM 7.8/8.0 to 8.1.1

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Upgrade Advisors

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Joan | Contact Us | Sign Out | Help

Dashboard | **Knowledge** | Service Requests | Patches & Updates | Community | Certifications | Systems | On Demand | More...

Knowledge Home

Knowledge Articles Region Edited | Hide Message | Customize Page...

Browse Knowledge

Find a Product by Name

Type Product or Select

- Application Integration Architecture
- Enterprise Management
- JD Edwards EnterpriseOne
- JD Edwards World
- Middleware
- More Applications
- Oracle Database Products
- Oracle E-Business Suite
- Oracle Fusion Applications
- PeopleSoft Enterprise
- Services
- Siebel
- Sun Microsystems
- Support Tools
- Unbreakable Linux and Virtualization
- Upgrade Advisors**
- Japanese Knowledge Bases
- Online Documentation
- Tools and Training

Knowledge Articles

Alerts (22) | Recently Updated (35)

Oct 25, 2010 A Security Vulnerability in Sun Java System Application Server May Expose an Application's WEB-INF and META-INF Content [1019765.1] [Oracle GlassFish Server]

2 Weeks Ago

Oct 15, 2010 ### r52uat4 p1 pub/ext alert created 15-Oct-2010 ### [1121653.1] [Enterprise Manager for RDBMS, Enterprise Manager Grid Control]

3 Weeks Ago

Oct 8, 2010 Test document for Zhong [1121504.1] [Primavera Contract Management]

Oct 7, 2010 A Security Vulnerability in Sun Java System Web and Application Server May Allow Unprivileged Users the Ability to Access Session IDs [1001244.1] [Oracle GlassFish Server]

Oct 7, 2010 Sun Java System Application Server Upgrade May Result In Unexpected Uninstall of Product and Data Files From Existing Base Installation [1000522.1] [Oracle GlassFish Server]

Oracle Support Upgrade Advisors

- Database Upgrade from 10.2 to 11.2
- Fusion Middleware Portal Upgrade to 11g
- JD Edwards EnterpriseOne Upgrade from OneWorld Xe to 9.0
- JD Edwards EnterpriseOne Upgrade from 8.11SP1 to 9.0
- Oracle E-Business Suite Financials Upgrade 11.5.10 to 12.1.2
- Oracle E-Business Suite HCM Upgrade from 11.5.10.2 to 12.1.2
- Oracle E-Business Suite Manufacturing Upgrade Advisor from 11.5.10.2 to 12.1.2
- Oracle E-Business Suite Technical Upgrade from 11.5.10 to 12.1.2
- OracleAS 10g Forms/Reports Upgrade to FMW 11g
- Peoplesoft Enterprise FSCM Upgrade from 8.9 to 9.1
- Peoplesoft Enterprise HCM Upgrade from 8.9 to 9.1
- PeopleSoft People Tools Upgrade from 8.48/8.49 to 8.50
- Siebel CRM Upgrade from 7.8.x/8.0.x to 8.1.1.x
- Weblogic Server 9.2.3 to 10.3.3

In the Knowledge

Release of Remote Diagnostic Agent (RDA) version 4.20

RDA is a set of command line diagnostic scripts used to gather detailed diagnostic and trace information about various Oracle products and their environments. The gathered data is used to assist in problem diagnosis.

RDA 4.20 includes:

- 5 New modules
- 34 Improved modules
- 8 New profiles
- 10 Improved profiles
- 1 Improved tools
- 5 Core RDA Engine Changes

Complete details are available in [Knowledge Article 414970.1](#).

My Oracle Support Search Improvements

The latest release of My Oracle Support, included these additional features:

- Community content as part of the knowledge tab "All Sources".
- Community content is also its own source. This enables you to search within results supplied from only the community.

For ease of use we:

- Extended the size of the search box
- Labeled Advanced Search and removed the Advanced search icon
- Moved Search Refinements to the left. Search Refinements are search result filters which enable you to narrow your search results

Existing feature PowerView

This is a Global MOS wide feature you can use to filter your search query... [Learn More](#)

If You Need To Setup Or Troubleshoot Autoinvoice, Look Here First!!

Check out the new AutoInvoice [Note 1067402.1](#), AutoInvoice Setup for Release 12: A Case Study Using a Simple Script. It is intended to provide you with a complete case study on importing transactions via AutoInvoice using a script. You'll find screenshots, reference notes, and video vignettes. For troubleshooting, see [Note 1075757.1](#), Troubleshooting AutoInvoice for Oracle Receivables Release 12.

Please, let us know what you think of the format of these new notes (any ideas, gaps and suggestions) so we can further enhance the notes. Email your Feedback to

Oracle Support Upgrade Advisors

The screenshot displays the Oracle My Oracle Support Knowledge Home interface. The top navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, and More... The user is logged in as Gertrudes Jasmin. The left navigation pane lists various product categories, with 'Upgrade Advisors' highlighted in blue. A yellow tooltip also points to 'Upgrade Advisors'. The main content area shows a list of upgrade advisors, with 'Oracle E-Business Suite Manufacturing Upgrade Advisor from 11.5.10.2 to 12.1.2' circled in red. Other advisors listed include Database, Fusion Middleware, JD Edwards, and various E-Business Suite modules. The right side of the page features a detailed article about RDA (Remote Diagnostic Agent) 4.21, including a list of new and improved modules and profiles.

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Gertrudes Jasmin | Contact Us | Sign Out

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

Knowledge Home Last refreshed 1 hour, 5 minutes

Upgrade Advisors

- Critical Patch Released For Release 12 Project Customers Using PA/PO Integration [1209243.1] [Oracle Project Costing]
- HIPER - After installing Oracle StorageTek ELS 7.0 software, customers using the DFSMS interface to select a POLICY statement may find that the subpool selected is not the one specified by the SUBPOOL [1207058.1] [Sun Storage Enterprise Library Software (ELS)]
- "An Unsupported Operation was Attempted" Error When Trying to Create DSN With ODBC 10.2.0.3.0 [403021.1] [Oracle ODBC Driver]
- Oracle Support Upgrade Advisors
 - Database Upgrade from 10.2 to 11.2
 - Fusion Middleware Portal Upgrade to 11g
 - JD Edwards EnterpriseOne Upgrade from OneWorld Xe to 9.0
 - JD Edwards EnterpriseOne Upgrade from 8.11SP1 to 9.0
 - Oracle E-Business Suite Financials Upgrade 11.5.10 to 12.1.2
 - Oracle E-Business Suite HCM Upgrade from 11.5.10.2 to 12.1.2
 - Oracle E-Business Suite Manufacturing Upgrade Advisor from 11.5.10.2 to 12.1.2**
 - Oracle E-Business Suite Technical Upgrade from 11.5.10 to 12.1.2
 - OracleAS 10g Forms/Reports Upgrade to FMW 11g
 - Peoplesoft Enterprise FSCM Upgrade from 8.9 to 9.1
 - Peoplesoft Enterprise HCM Upgrade from 8.9 to 9.1
 - Peoplesoft People Tools Upgrade from 8.48/8.49 to 8.50
 - Siebel CRM Upgrade from 7.8.x/8.0.x to 8.1.1.x

RDA is a set of command line diagnostic scripts used to gather data diagnostic and trace information about various Oracle products and environments. The gathered data is used to assist in problem diagnosis.

RDA 4.21 includes:

- 7 New modules
- 45 Improved modules
- 6 New profiles
- 26 Improved profiles
- 7 Improved tools
- 9 Core RDA Engine Changes

Complete details are available in [Knowledge Article 414970.1](#).

You Are an E-Business Suite Customer on Release 11.5.10, Please Read This Important Announcement

The purpose of this alert is to notify customers on E-Business Suite versions 11.5.10 or prior of an important announcement as published in [ID 1116887.1](#) - Critical E-Business Suite 11i (11.5.10) Extended Support Information on Minimum Baseline Patch Requirements

Please review the above note in its entirety and the associated content on [Oracle Support Search Improvements](#)

The latest release of My Oracle Support, included these additional features:

- Community content as part of the knowledge tab "All Sources". Community content is also its own source. This enables you to see search results supplied from only the community.

Upgrade Advisors

Oracle Support Upgrade Advisors [ID 250.1]

Modified 09-AUG-2010 Type REFERENCE Status PUBLISHED

Oracle Support is delighted to announce the availability of Oracle Upgrade Advisors within MyOracle Support.

What is an Upgrade Advisor?

Upgrade advisors are specially crafted dynamic documents that are intended to guide you through an upgrade lifecycle using step by step instructions. These are created by incorporating information from various sources, as well as best practices we have collected over numerous upgrades we have done ourselves.

Each upgrade advisor is specific to a particular upgrade path of a product or suite between specific versions.

Benefits of Using Upgrade Advisors

- The richness and depth of information available presented in multimedia formats
- Organized in a way that you can take maximum advantage of; per your lifecycle - what you need when you need it
- Supported via Collaborative Support through a focused community - enabling shared experience with peers and Oracle experts
- Regularly updated

Upgrade Advisors

The following upgrade advisors are currently available. Please note that for each advisor there is a specific scope defined. If your environment does not match the listed conditions, please let us know so we can work on expanding our content.

Upgrade Advisor	Description	Document
E-Business Suite Upgrade from 11.5.10.2 to 12.1.2	The first E-Business Suite Upgrade Advisors are now available with detailed information for the Tech Stack, the Financials modules, the HRMS HCM, and the Manufacturing modules. Additional EBS Upgrade Advisors will be made available shortly. These documents serve as a guide while you plan and execute an Oracle E-Business Suite upgrade from 11.5.10.2 to 12.1.2. It is highly recommended that you utilize all E-Business Suite Upgrade Advisors together when upgrading to ensure you have all the necessary information required to be successful.	Tech Stack (253.1) Financials (256.1) HRMS HCM (257.1) Manufacturing (258.1)

EBS 11.5.10.2 to 12.1.2 Upgrade Advisor

E-Business Suite Technical Guided Upgrade Path from 11.5.10.2 to 12.1.2 > Evaluate

1. Evaluate	2. Plan	3. Configure	4. Test	5. Implement	6. Accept
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Phase Overview

Step by Step Guide

- Learn About the Value of Upgrading
- Review Product Enhancements
- Consider Configuration Efficiencies
- Review Performance and Scalability Improvements
- Review Product Quality Improvements
- Review Lifetime Support Policy
- Review Potential Environmental Impact
- Review Product Certifications

Overview:

The goal of the **UPGRADE - EVALUATE** phase is to evaluate future and core business requirements and explore new possibilities for the enterprise to improve efficiency, effectiveness or competitive advantage. Emphasis on improving business through upgrading existing hardware/software in the current system.

Areas of Focus:

- Potential business improvements which can be achieved by upgrade
- Upgrade strategies
- Upgrade impact

Expected Outcome / Deliverables:

- Documented GO/NO-GO decision for upgrading to a new and specified version
- Documented understanding of the impact for the business
 - Expected benefits for the business
 - Expected costs (people, other resources, time, impact on other systems)
- Documented Risk Assessment





Knowledge:

Description	Doc ID
Planning Your Oracle E-Business Suite Upgrade from Release 11i to Release 12.1	987516.1

News and Announcements

- Lifetime Support Policy: Oracle Applications
- Critical Patch Updates and Security Alerts
- Technology Stack Blog by Steve Chan

Multimedia Training

-  Getting Ready for Oracle E Upgrades to Release 12.1 (MP3)
-  Oracle E-Business Suite Release 12.1 - Delivering Value in Uncertain Times (MP3)
-  Evaluate and Execute Your Oracle EBS 12.1 Upgrade
-  Oracle E-Business Suite Release 12.1 Transfer of Information (TOI) Online Training (Doc ID 807319.1)

EBS 11.5.10.2 to 12.1.2 Upgrade Advisor

○ Documented Risk Assessment

Knowledge:

Description	Doc ID
Planning Your Oracle E-Business Suite Upgrade from Release 11i to Release 12.1	987516.1
Oracle Applications Release 12 Upgrade Sizing and Best Practices	399362.1
Oracle E-Business Suite Readme, Release 12.1.2	949406.1
Oracle E-Business Suite Release 12.1 Release Value Propositions	804373.1
Oracle Applications Upgrade Guide Release 11i to 12.1.1	

Communities:

Join the [Upgrade Advisor Community](#) to take advantage of an extensive resource network including Oracle's Upgrade Subject Matter Experts (SMEs) to get answers to your questions, share best practices with others and give us your suggestions to improve the Upgrade Advisors.

For all other types of "technical questions" related to your products, please keep on using the existing product specific communities !

- [All EBS Communities](#)
- [Upgrade Community](#)
- [OTN Install/Upgrade Discussion Forum](#)



Evaluate and Execute Your Oracle EBS 12.1 Upgrade



Oracle E-Business Suite Release 12.1 Transfer of Information (TOI) Online Training (Doc ID 807319.1)

Related Resources

- [Oracle E-Business Suite Release 12.1 Information Center \(Doc ID 806593.1\)](#)
- [Oracle eBusiness Suite Electronic Technical Reference Manual - eTRM \(Doc ID 150230.1\)](#)
- [Maintenance Wizard Overview \(Doc ID 215527.1\)](#)
- [Oracle E-Business Suite Online Documentation Library](#)

E-Business Upgrade Advisor

Reference : Upgrade Advisor: Oracle E-Business Suite Financials Upgrade from 11.5.10.2 to 12.1.2

☆ Reference : Upgrade Advisor: Oracle E-Business Suite Financials Upgrade from 11.5.10.2 to 12.1.2



Upgrade Advisor: Oracle E-Business Suite Financials Upgrade from 11.5.10.2 to 12.1.2 [ID 256.1]

Modified 13-OCT-2010 Type REFERENCE Status PUBLISHED

E-Business Suite Financials Guided Upgrade Path from 11.5.10.2 to 12.1.2 > Evaluate

1. Evaluate 2. Plan 3. Configure 4. Test 5. Implement 6. Accept

Phase Overview

Step by Step Guide



- ☐ Learn about the value of upgrading
- ☐ Review Product Enhancements
- ☐ Consider Configuration Efficiencies
- ☐ Review Performance and Scalability Improvements
- ☐ Review Product Quality Improvements
- ☐ Review Lifetime Support Policy
- ☐ Review Potential Environmental Impact
- ☐ Review Product Certifications

Overview:

The goal of the **UPGRADE - EVALUATE** phase is to evaluate future and core business requirements and explore new possibilities for the enterprise to improve efficiency, effectiveness, and competitive advantage. Look toward the future and learn from lessons past. Explore software, hardware, or operations enhancements.

Areas of Focus:

- Upgrade Strategy -- i.e., Release 11i to Release 12.1.x
- Reduce Customization to Standard functionality
- Highlight Process Changes and Improvements

Expected Outcome / Deliverables:

- Documented GO/NO-GO decision for upgrading to a new and specified version
- Documented understanding of the impact for the business
 - Expected benefits for the business
 - Expected costs (people, other resources, time, impact on other systems)
- Documented Risk Assessment

Knowledge:

News and Announcements

- 📄 Lifetime Support Policy: Oracle Applications
- 📄 Financials Critical Patches

Multimedia Training



Getting Ready for Oracle Upgrades to Release 12.1 (MP3)



Oracle E-Business Suite Release 12.1 Transfer of Information (TOI) Online Training (Doc ID 807319.

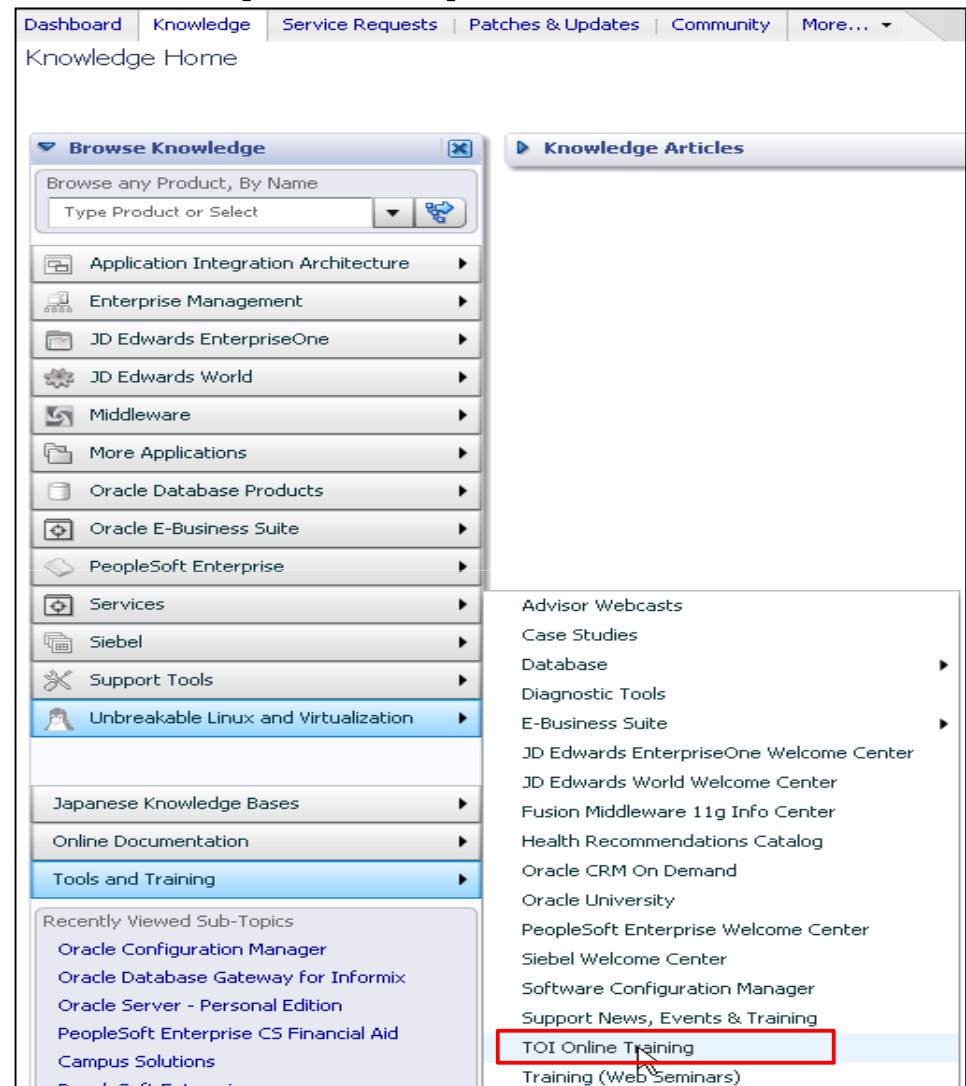


Advisor Webcasts: New R Financials Product Featur

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Transfer of Information (TOIs)

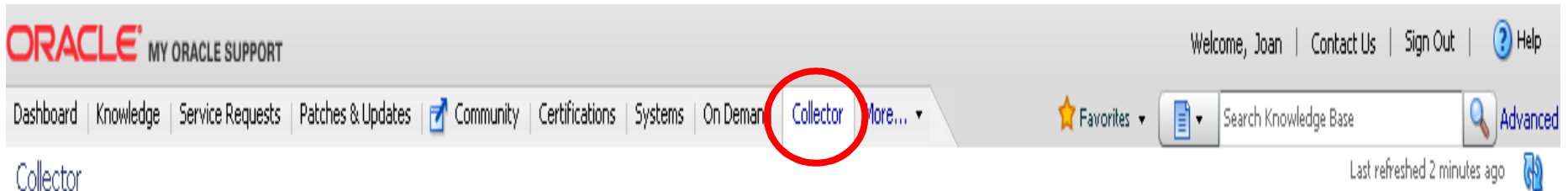
- TOI New Features online Training
- Available to Oracle Supported customers at product release.
- These online courses provide release-specific product knowledge that enables your functional and technical teams to plan, implement/upgrade and support Oracle Applications and Technology products effectively and efficiently.
- Available for:
 - PeopleSoft Enterprise
- Document id 605155.1





My Oracle Support **Configuration Manager**

My Oracle Support Configuration Manager



A Support capability that automates configuration information exchange between Oracle and our customers enabling faster resolution and proactive detection of issues that our customers might encounter. My Oracle Support utilizes core configuration management capabilities available from Oracle Enterprise Manager and provides:

- The ability to define configurations and organize projects
- A view of System details and changes
- Create, track, and status Service Requests
- Advanced Knowledge Management capabilities
- Proactive problem avoidance with HealthChecks
- Proactive Product and Security Alerts
- Service Request Priority Handling*

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**Available to Oracle Database, PeopleSoft, Siebel, Fusion Middleware, and E-Business Suite customers.*

Getting the Most Out of My Oracle Support

ORACLE MY ORACLE SUPPORT

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | Systems | On Demand | **Collector** | More...

Collector

Get the Most Out of My Oracle Support

Install Configuration Manager

What The configuration manager centralizes configuration information based on your Oracle technology stack. Oracle uses secure access to your configuration information to help you achieve problem avoidance, faster problem resolution, better system stability, and easier management of your Oracle systems.

Why

- Faster problem resolution** from integrating your configuration information into the service request flow providing Oracle Support the information they need real-time to resolve your problem quickly and efficiently.
- Improved systems stability** delivered through proactive advice & health checks driven by Oracle best practices and personalized to your system configuration.
- Simplified configuration management** from a single, comprehensive and personalized dashboard of configurations, projects and inventory.
- Get Results.** Other customers have reported 40% faster issue resolution, a 30% reduction in the time it takes to log a Service Request, and 25% problem avoidance with Alerts and Health Checks.

How Installed on your host, the configuration manager continuously tracks key Oracle and system details, providing essential data to help you manage and service your configurations. Collected data is sent via HTTPS to Oracle Support, which maintains a secure view of each configuration. My Oracle Support then provides system health checks, patch advice, and other valuable information about your Oracle products.

[Read the Quick Start Guide](#)

[Recorded Training for Installing the Collector](#)

[Installation and Administration Guide](#)

[Prerequisites](#)

[Testing Network Connectivity](#)

[Frequently Asked Questions](#)

[Watch a video tutorial](#)

Get Started Now. Download the Configuration Manager.

Select Platform

Microsoft Windows (32-bit) [Download](#)

What types of information are collected?

Oracle collects only configuration information, including:

- Installed patches
- Deployment dates, versions, and type
- Deployed components and applications
- Configuration files
- Network configurations

[Security Overview](#) [Collections](#)

Configuration manager does NOT collect application data, such as user passwords.

Oracle Support Hub & Mass Deployment Tools

Download this set of tools to assist in collector management and deployment (includes collectors for all supported platforms)

- **Oracle Support Hub** - allows systems without an Internet connection to pass uploads through a single point of connection to the Internet
- **Mass Deployment Tool** - offers a scalable solution for enterprise-wide deployment or reconfiguration of collectors

[View the Companion Guide](#) [Download Tools](#)

Additional Resources

- [British Telecom reduces IT risk and improves problem resolution](#)
- [Johns Hopkins University Lowers TCO across the entire Oracle stack](#)
- [Grupo Carvajal increase DBA productivity by 25%](#)

Configuration Manager Prerequisites

ORACLE MY ORACLE SUPPORT PowerView is ON [Peoplesoft] Support Identifier: 15367094 (Oracle Support Services Demonstration - Oracle Support ServicesGB De... Welcome, Joan | Contact Us | Sign Out | Help

Dashboard | Knowledge | Service Requests | Patches & Updates | Community | Certifications | Systems | On Demand | Collector | More... | Favorites | Search Knowledge Base | Advanced | Last refreshed 57 minutes ago

Collector > Knowledge Browser

Reference : Oracle Configuration Manager Prerequisites

☆ Reference : Oracle Configuration Manager Prerequisites Comments (0)

Oracle Configuration Manager Prerequisites [ID 728473.1]

Modified 04-SEP-2009 Type REFERENCE Status PUBLISHED

In this Document

[Purpose](#)
[Oracle Configuration Manager Prerequisites](#)

Applies to:

Oracle Configuration Manager - Version: 10.2.5 to 10.3.0
Information in this document applies to any platform.

Purpose

This document is intended to identify the prerequisites required to be in p deployed.

Oracle Configuration Manager Prerequisites

[Download the Oracle Configuration Manager Prerequisites document](#)

Attachments

[Oracle Configuration Manager Prerequisites](#) (52.08 KB)

Rate this document

Oracle software	
	<ul style="list-style-type: none">• Oracle Database releases 8.1.7.* and higher• Oracle Application Server releases 9.0.3 and higher (note that 1.0.2.2 is only supported in an E-Business Suite configuration)• Oracle E-Business Suite 11.5.4 and higher• Oracle Enterprise Manager Grid Control versions 9i and 10g• Oracle Collaboration Suite version 10.1.0.2 and higher• PeopleSoft PeopleTools version 8.48 and higher• JD Edwards Enterprise One 8.97 and higher• Oracle Business Intelligence Enterprise Edition/Siebel Analytics versions 7.8.4 / 10.1.3.2• Siebel CRM versions 7.7, 7.8, 8.0• Oracle Retail version 13.0• Hyperion Enterprise Performance Management 11.1.2• Oracle Beehive 1.6• Primavera P6 7.0• Primavera CM 13.0• Oracle Exadata 11.2.0.1

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Health Checks

The screenshot shows the Oracle My Oracle Support interface. At the top, the Oracle logo is followed by "MY ORACLE SUPPORT". Navigation tabs include Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, On Demand, Collector, and More... A search bar for the Knowledge Base is on the right. The main content area is titled "DIAGNOSTIC TOOLS : My Oracle Support Health Checks Catalog" with a star icon and a "Comments (0)" link. Below this, the article title "My Oracle Support Health Checks Catalog [ID 868955.1]" is displayed, along with metadata: "Modified 01-JUN-2010", "Type DIAGNOSTIC TOOLS", and "Status PUBLISHED". The section "Health Recommendations Catalog" is followed by an "Overview" box stating: "This catalog contains a complete list of all health recommendations available in My Oracle Support." Below the overview is a "Table of Contents" section with a descriptive paragraph. The table itself is organized into four columns: Oracle Database, Middleware, Enterprise Manager, and Oracle E-Business Suite. Each column lists specific health check categories with links.

Oracle Database	Middleware	Enterprise Manager	Oracle E-Business Suite
<ul style="list-style-type: none">AvailabilityConfigurePerformanceScalabilitySecurity	<ul style="list-style-type: none">AvailabilityPerformance	<ul style="list-style-type: none">ConfigurePerformance	<ul style="list-style-type: none">Patching

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My Oracle Support Health Checks Catalog, Article ID 868955.1



My Oracle Support **Community**

My Oracle Support Community

ORACLE MY ORACLE SUPPORT PowerView is OFF Welcome, Joan | Contact Us | Sign Out | ? Help

Dashboard | Knowledge | Service Requests | Patches & Updates | **Community** | Certifications | Systems | On Demand | More...

Dashboard

Community

Getting Started

- Welcome to My Oracle Support!
- My Oracle Support Training Central
- My Oracle Support Community
- Start using Configuration Management
- My Oracle Support FAQ
- Tips and Tricks using My Oracle Support

Service Requests

Filters: Including Hard Closed, Favorites, 15367094, Technical SRs Only Include Hard Closed

Create SR Actions Contact

Problem Summary	SR Number	Severity	Contact	Status	Last Upd...	Legacy SR
SR for Demo Purposes - Database	2-5846317	2	Charles Freem...	Work in Prog...	6 days ago	7270484.993
test SR	3-1398045021	3	Thomas Wright	No fault found	15+ weeks ago	
Test SR	3-997349751	4	Charles Freem...	No fault found	31+ weeks ago	
What versions of PeopleSoft are supported by the Configur...	3-999988591	3	Joergen Holm...	Resolved with...	36+ weeks ago	

Health Recommendations

Filters: 15367094 Total Issues: 34

Category	Count
Critical	5
Warning	15
Informational	14

Bug Summary

Actions Search Bug Problem Summary

Problem Summary	Bug...	SR Number	Last Updated	Product	Severity	Status
-----------------	--------	-----------	--------------	---------	----------	--------

News

- Welcome Sur...
- Premier Supp...
- Critical Patch Update - April 2010
- My Oracle Support - Release Notes Update
- Welcome Primavera Customers - Start Here

Engage Best Practices via collaborative support environment

Using Advanced Search is Favorite

Actions Search System Name

Name	Last Collected	Type	Oracle Home	Organization
------	----------------	------	-------------	--------------

No information returned

My Oracle Support Community

The screenshot displays the My Oracle Support Community website. At the top, the Oracle logo and "MY ORACLE SUPPORT COMMUNITY" are visible. A navigation bar includes links for Home, Discussions, Documents, Private Messages, People Finder, Tags, and Profile. A search bar is located in the top right corner. The main content area is divided into several sections:

- My Communities:** A sidebar on the left with a "Quick find" search bar and a list of community categories, including Application Integration, Communications Industry, and Enterprise Manager. A red box highlights this sidebar.
- Spotlight:** A central section featuring a profile of Patrick Housholder, a community member and winner of the 2009 Oracle OpenWorld Pass. It includes a photo and a brief biography.
- Getting Started:** A sidebar on the right with links for New Member Orientation, Rules of Conduct, and other community resources.
- News and Announcements:** A sidebar on the right with links for various news items, including a winner announcement and updates on the Oracle Streamlines Delivery of Critical Fixes.
- Recent Discussions:** A list of recent forum posts with details such as the subject, author, and last update time.

The interface is designed to facilitate user interaction, providing a central hub for Oracle support and community engagement.

**For additional
information...**





Advisor Webcasts – Technical Topics

- Live presentations delivered by subject matter experts who share knowledge and information about Oracle services, products, and technologies.
- All sessions are recorded and available for download.
- Instructions for registering and viewing both live and archived Webcasts can be accessed through the above Document ID.
- New sessions constantly being added so check back often!
- Refer to Document ID 875942.1

Advisor Webcasts – Technical Topics

- Go to My Oracle Support Document Id 875942.1 – *Oracle Support Training Central*
 - Includes links to the Advisor Webcast pages
 - Links to all previously recorded sessions

The screenshot displays the Oracle My Oracle Support interface. On the left, a sidebar titled 'Product Related Live Webcasts' lists various Oracle products, including JD Edwards EnterpriseOne, JD Edwards World, Oracle E-Business Suite, Oracle App. Technologies, Oracle CGBU, Oracle CRM & Industries, Oracle Database, Oracle Enterprise Manager, Oracle Financials, Oracle Fusion Middleware, Oracle GRC, **Oracle Manufacturing**, Oracle Server Technology, PeopleSoft Enterprise, Primavera, and Recorded Training. The main content area shows the 'Training Central [ID 875942.1]' announcement, modified on 29-JUL-2010. It includes a section for 'What is being announced?' and a detailed overview of the 'Oracle Advisor Webcast Program'. The program overview states that recorded training is available for My Oracle Support, covering topics like Customizing the Dashboard, Customer User Administration, PowerView, Quick Search, and Service Request Management. It also mentions the 'TOI (Transfer of Information) Program: Oracle Applications' Release Training' and provides a link to 'TOI / New Features online training'. The Oracle Advisor Webcast Program is described as bringing interactive expertise straight to the desktop using Oracle Web Conferencing technology, at no cost.



Oracle Configuration Manager

- [Video Tutorial](#) on the Configuration Manager and the Collector (*requires sign in to iLearning via Oracle University*)
- [Document 728989.5](#) - Oracle Configuration Manager Installation and Administration Guide
- Oracle Configuration Manager: [Security Overview](#)
- [Collector Home Page](#) on My Oracle Support
- [Document 1087336.1](#) - Video detailing the benefits of Oracle Configuration Manager and Health Checks, specifically for EBS customers. For additional info see the Health Check Catalog ([Document 868955.1](#))

Oracle Advisor Webcast Program!

ORACLE MY ORACLE SUPPORT

Welcome, Gertrudes Jasmin | [Contact Us](#) | [Sign Out](#)

[Dashboard](#) | [Knowledge](#) | [Service Requests](#) | [Patches & Updates](#) | [Community](#) | [More...](#)

★ Favorites | [Search Knowledge Base](#)

[Dashboard](#) >

Last refreshed 2 hours, 57 minutes

Knowledge Browser

Announcement : Training Central

☆ Announcement : Training Central

Productivity Tools and Support Processes

[Live Webcasts](#)

[Recorded Training](#)

Product Related Live Webcasts

[JD Edwards EnterpriseOne](#)

[JD Edwards World](#)

[Oracle E-Business Suite](#)

[Oracle App. Technologies](#)


[Oracle CGBU](#)

[Oracle CRM & Industries](#)

[Oracle Database](#)


Oracle Advisor Webcast Program

Welcome To My Oracle Support

 **My Oracle Support Recorded Training**


Recorded training is available for My Oracle Support. Recorded training ranges from short viewlets on discrete topics as Customizing the Dashboard, Customer User Administration, PowerView, Quick Search and Service Request Management to longer topics such as the My Oracle Support overview. Access the complete list of recordings [here](#).

TOI (Transfer of Information) Program: Oracle Applications' Release Training

 **TOI (Transfer of Information) Program: Oracle Applications' Release Training**

[TOI / New Features online training](#) for Oracle Applications is available at product release to Oracle supported customers. These online courses provide release-specific product knowledge that enables your functional and technical teams to plan, implement/upgrade and support Oracle Applications products effectively and efficiently.

Oracle Advisor Webcast Overview

 **Oracle Advisor Webcast Program**

The Oracle Advisor Webcast Program brings interactive expertise straight to your desktop using Oracle Web Conferencing technology, at no cost. This

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