

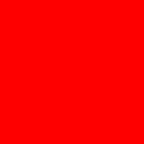
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Planning Your Oracle E-Business Suite Upgrade from Release 11i to Release 12.1

Anne Carlson

Senior Director, Oracle E-Business Suite Product Strategy



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.

Planning Your Upgrade **Agenda**

- Business value of the upgrade
- Starting your upgrade project
- Planning your upgrade approach
- Preparing for your upgrade execution
- Completing your upgrade project

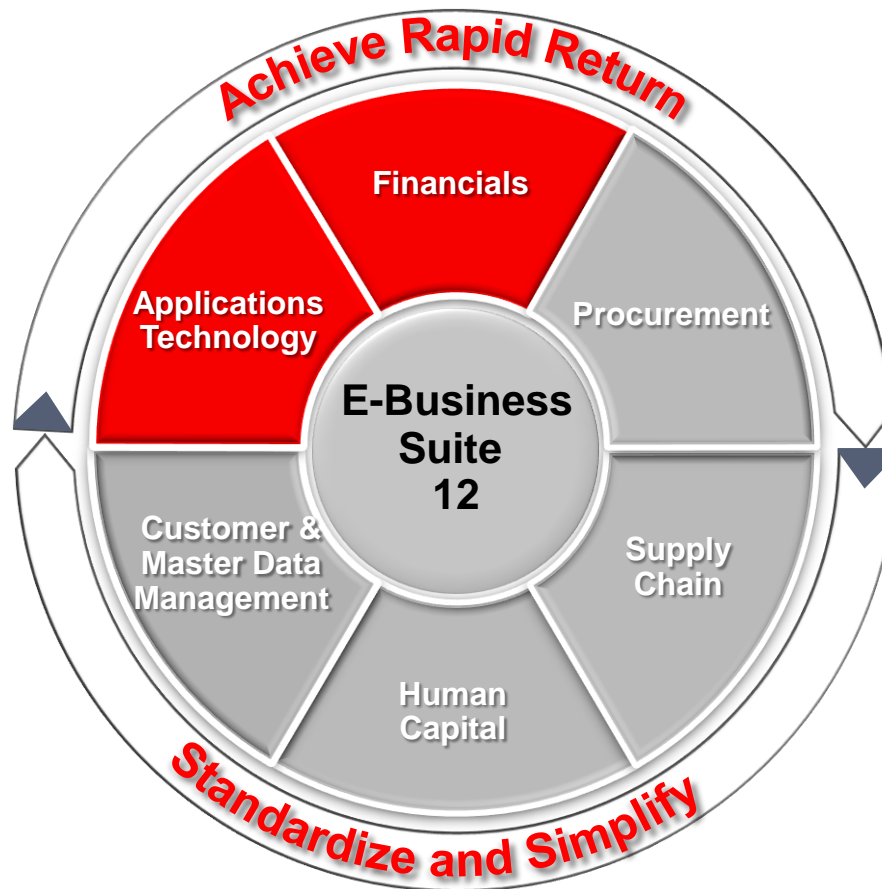


Business Value of Upgrading from E-Business Suite 11i to 12.1



Oracle E-Business Suite

Focused on Financials and Technology

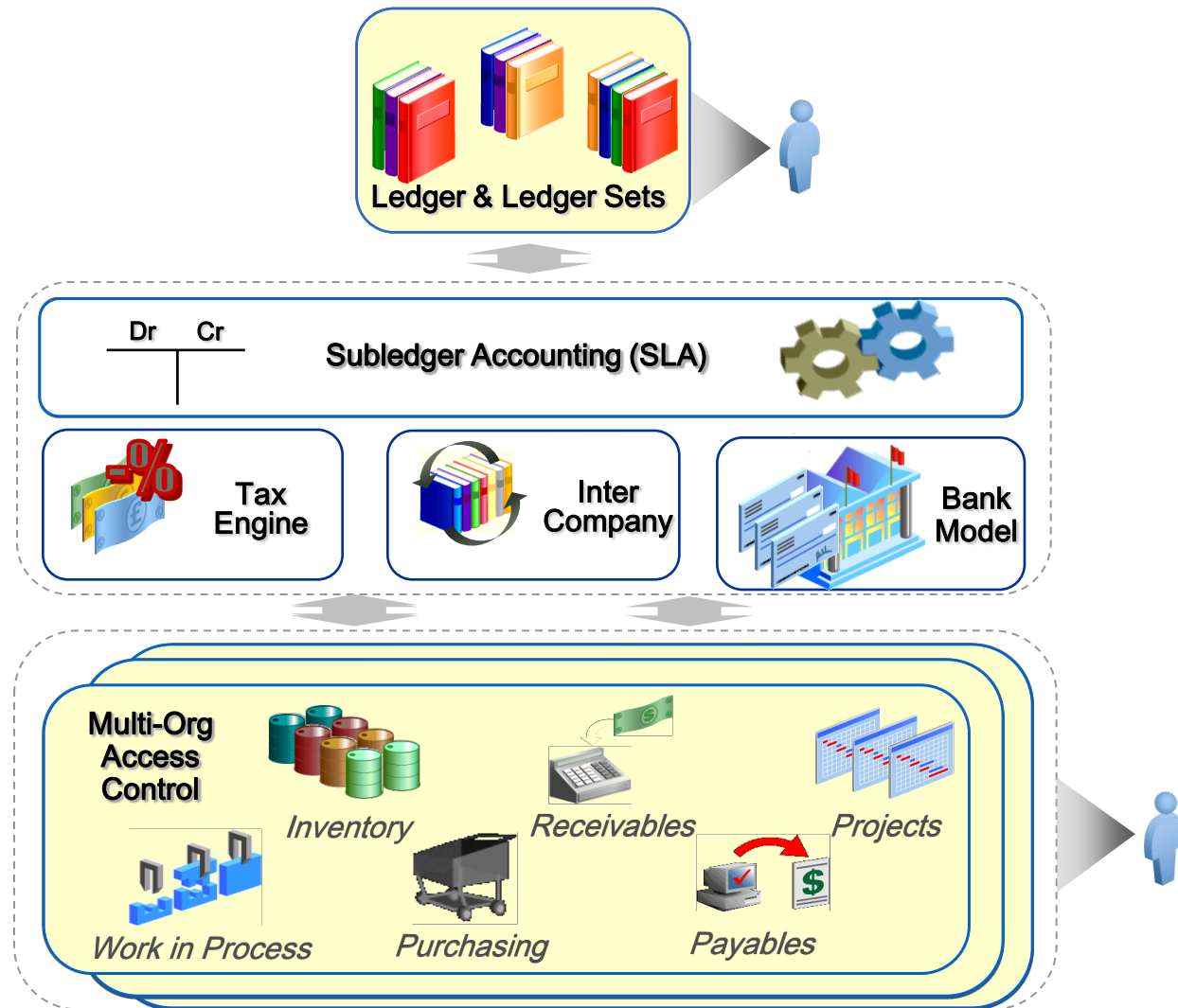


Oracle E-Business Suite – R12

Global Financial Architecture

Major Initiatives:

1. Ledger and Ledger Sets
2. Multi-Org Access Control
3. Subledger Accounting
4. Tax Engine
5. Intercompany
6. Bank Model



Oracle E-Business Suite

Substantial Value in Every Area



Oracle E-Business Suite – R12.1

Enhanced Product Areas

New Products in 12/12.1

Procurement	<ul style="list-style-type: none"> Buyers Workbench, Sourcing, Contracts, Electronic Invoicing, iSupplier Portal 	<ul style="list-style-type: none"> Spend Analysis, Classification & Supplier Lifecycle Management
HCM	<ul style="list-style-type: none"> Learning Management, Recruiting, Performance Management, Talent Profile, Incentive Compensation 	<ul style="list-style-type: none"> Succession Planning, Incentive Comp Analytics/ HR Analytics
Financials	<ul style="list-style-type: none"> Shared Service Centers, Advanced Collections, Internet Expenses, Channel Revenue Mgmt 	<ul style="list-style-type: none"> Financials Accounting Hub, Federal Financial Analytics
SCM	<ul style="list-style-type: none"> Enterprise Asset Management, Warehouse Management 	<ul style="list-style-type: none"> Value Chain Planning, Landed Cost Management, Manufacturing Execution
Projects	<ul style="list-style-type: none"> Project Management for Asset Based Industries (Util, E&C, O&G etc.) 	<ul style="list-style-type: none"> Projects Analytics, Primavera Integration
CRM	<ul style="list-style-type: none"> Service & Field Service 	<ul style="list-style-type: none"> Price Protection, Supplier Ship & Debit
MDM	<ul style="list-style-type: none"> Core Product Hub 	<ul style="list-style-type: none"> PIM for Telco, PIM for Retail, Site Hub, Supplier Hub
Industries	<ul style="list-style-type: none"> Wholesale Distribution, Public Sector, High Technology , Engineering & Construction, Life Sciences, Retail, Professional Services, Communications, Consumer Goods, Utilities 	

Finding Additional Information

Accelerate Your Evaluation and Planning

The screenshot shows the Oracle E-Business Suite 12.1 Upgrade page. The browser window title is "http://isdportal.oracle.com/portal/page?_pageid=33,986&_dad=portal&_schema=PORTAL&p_k=NSxTETpKG - Windows Internet Explorer". The page has a navigation bar with tabs: Home, Procurement, Supply Chain Management, Human Capital Management, Channel Revenue Management, Financials / Projects, Applications Technology, Additional Upgrade Values, and Next Steps. The main content area includes a "Welcome to the Oracle E-Business Suite Release 12.1 SolutionSpace" section, a "Value" section, and a "Customer Success" section. There are also sections for "Webcast Replays" and a "White Paper" link.

ORACLE Upgrade to E-Business Suite 12.1

Home Procurement Supply Chain Management Human Capital Management Channel Revenue Management Financials / Projects Applications Technology Additional Upgrade Values Next Steps

Home

Welcome to the Oracle E-Business Suite Release 12.1 SolutionSpace

With this latest release, Oracle delivers on its Applications Unlimited commitment to continue enhancing our customers' existing investments in Oracle applications. Release 12.1 delivers 575 significant functional enhancements across human resources, supply chain management, procurement, projects, master data management, customer relationship management, and financials. It also delivers significant industry-specific advancements for wholesale distribution, public sector, high technology, engineering & construction, life sciences, retail, professional services, communications, consumer goods, and utilities. Release 12.1 also introduces 15 new products that deliver value in many areas, including HR, procurement, supply chain planning, master data management, and business intelligence.

If you are trying to decide if moving to Oracle E-Business Suite 12.1 is right for your enterprise, review the Release Value Propositions and White Papers, all located under the **Value** Tab or [HERE](#)

Customer adoption has been high, the best proof is through the success stories of our customers. Check out the **Customer Success** Tab on the left or [HERE](#)

View Replays of our Webcast Series:

NEW Webcast Replay : Make Your Move: Evaluating and Executing Your Upgrade to Oracle E-Business Suite Financials 12.1. Hear Prasad Nettem, Director of Enterprise Financial Systems, Information & Technology Service Chicago Public Schools discuss his experiences. [Watch Here](#)

NEW Webcast Replay : Make Your Move: Evaluating and Executing Your Upgrade to Oracle E-Business Suite HRMS 12.1. Hear Monica McClain CPP, Payroll Supervisor, Lake County Government & Ramesh Pappannan Project Leader, HCM & Financial Systems discuss their upgrade experiences. [Watch Here](#)

NEW Webcast Replay : Make Your Move: Evaluating and Executing Your Upgrade to Oracle E-Business Suite Supply Chain 12.1. Hear Carole Landgrebe, Senior Oracle Analyst, Integrated Conveyor & Jeff Hand, Director of IT, Zebra Technologies, discuss their upgrade experiences. [Watch Here](#)

Webcast Replay : Make Your Move: Evaluating and Executing Your Upgrade to Oracle E-Business Suite 12.1. Hear Gary Carter CIO, USANA Health Services, Inc and Matt Matthews CIO, C3 Business Systems discuss their experiences. [Watch Here](#)

White Paper : [Planning your Upgrade from 11i to R12.1](#)

[http://launch.oracle.com/?EBSUpgrade](#)

Contains

- Presentations
- RCDs
- RVPs
- Videos
- Customer Stories
- White Papers
- etc

Oracle Applications Virtual Tradeshow

Overview



- Date: February 3, 2011
- Time: 8:00 am to 1:00 pm PST
- Keynotes from Fusion and Apps Unlimited leaders
- 36 “real-time” sessions, 30 minutes each
- Flipbook for Registration
 - <http://event.on24.com/event/26/79/15/rt/opFb.html?partnerref=misc5>

Oracle Applications Virtual Tradeshow

Elements

Auditorium

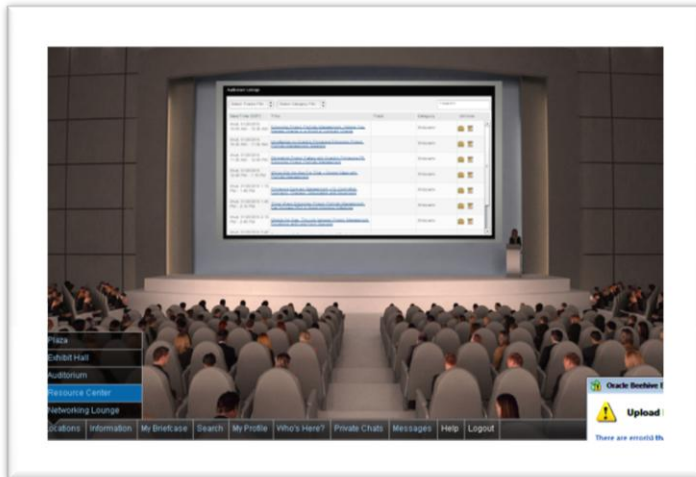
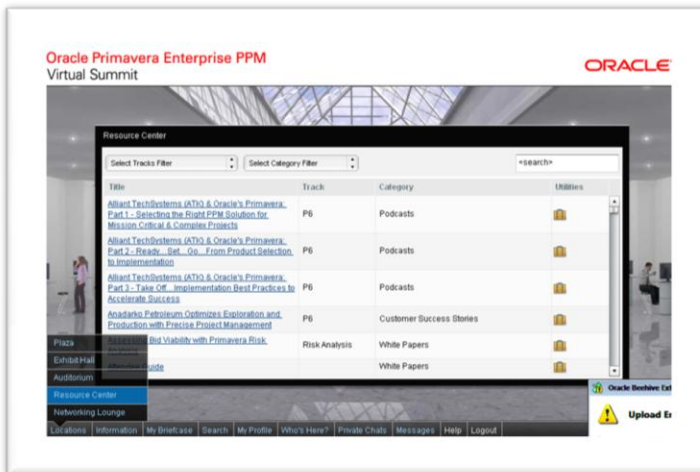


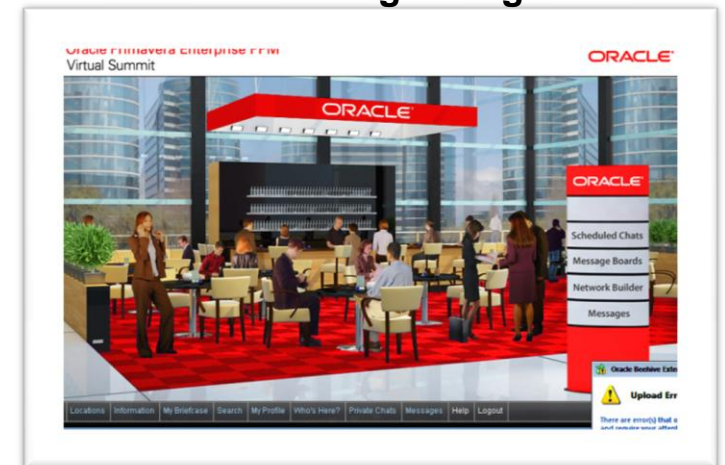
Exhibit Hall



Resource Center



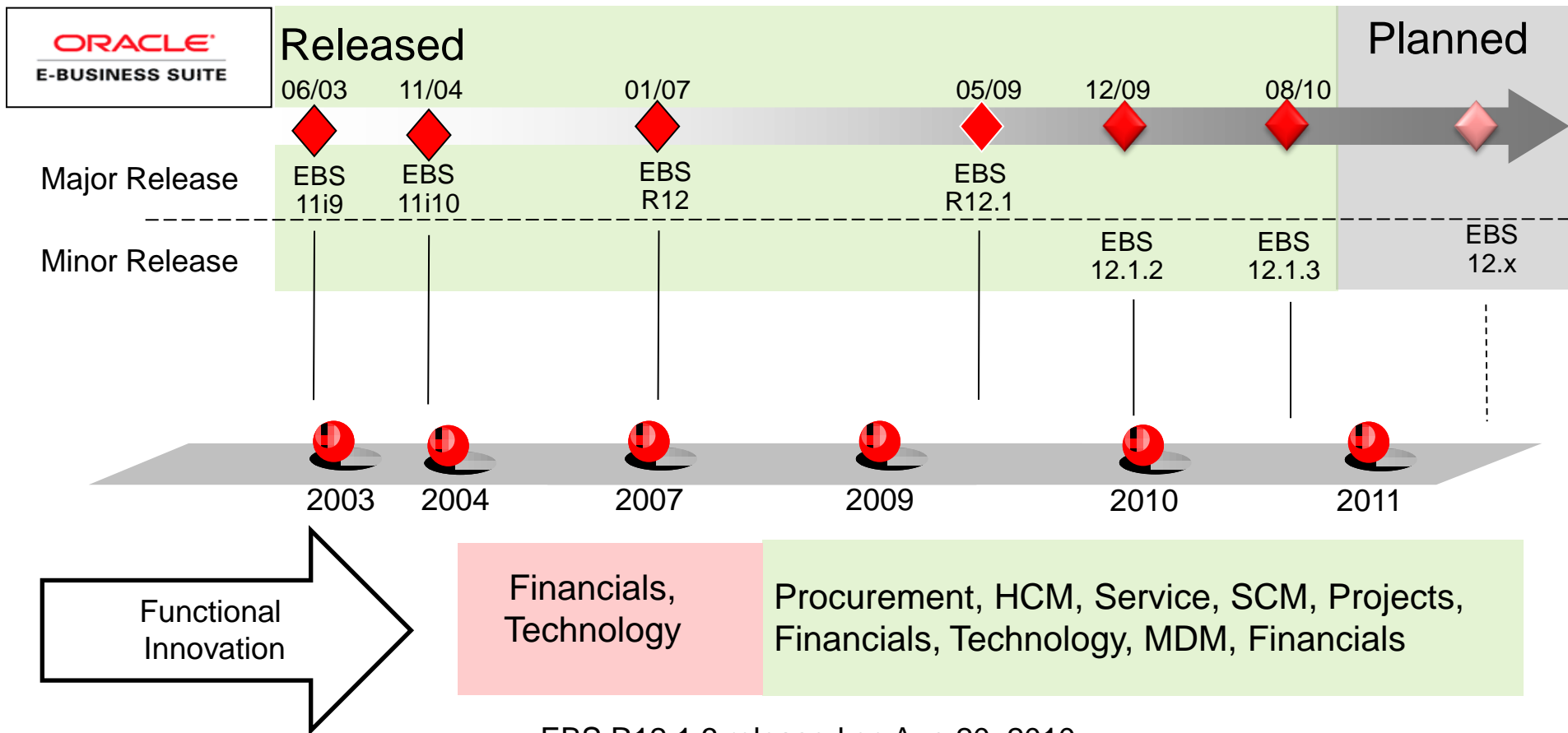
Networking Lounge



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EBS Product Update: Continued Releases And Innovation

Ongoing Consumable Low Upgrade Cost Point Releases



EBS R12.1.3 released on Aug 20, 2010

- Key functional enhancements in SCM, Service, Contracts, Procurement etc.
- Global statutory/regulatory updates and error corrections

Starting Your Upgrade Project

Best Practices

1. Assemble the right project team
2. Allocate enough time and resources
3. Establish the target release



1. Assemble the Right Project Team



1. Assemble the Right Project Team

Include All of the Relevant Stakeholders



Dedicated Project Manager



Executive Steering Committee



Technical Team

DBA

Apps (mid-tier) Specialist

Performance Specialist

Customization Developer



Business Process Owners



Functional Specialists



Tax Specialist

2. Allocate Enough Time and Resources



2. Allocate Enough Time and Resources

- 11i to 12.1 upgrade is bigger than 11i Maintenance Pack upgrades (e.g., 11i9 to 11i10)
 - Significant changes in Financials functionality and data model
 - More flexible implementation options
- Time and resource estimates from 11i Maintenance Pack upgrades may not apply



2. Allocate Enough Time and Resources

- Required time and resources will depend on your circumstances
 - Number of EBS modules you've implemented
 - Scope and complexity of your customizations
 - Number and extent of your integrations
 - Exhaustive testing methodology vs. more rapid testing
 - Other systems changes you're combining with the upgrade
- Many SIs and Consultants with 12.1 upgrade experience to help you estimate



3. Establish the Target Release



3. Establish the Target Release

12.1.3 Became Available in August 2010



- Do Rapid Install to get 12.1 tech stack & product files
- Apply latest Release Update Pack (12.1.3)
 - Legislative and regulatory updates
 - Minor enhancements
 - Error corrections
- Apply critical patches identified on My Oracle Support
 - Recommended Patch List
 - Oracle Applications Release Notes, Doc 798258.1
- Track patches you've applied to your 11i system post-12.1.3
 - Ask Support which patches also apply to 12.1.3

Planning Your Upgrade Approach

Best Practices

1. Decide: upgrade vs. reimplement
2. Upgrade before expanding your footprint
3. Plan for some Financials setup
4. Plan the upgrade of customizations
5. Plan for related systems changes



1. **Decide:** Upgrade vs. Reimplement



Upgrade

Current 11i Instance



- **Run Oracle tools on your current instance to**
 - **Install 12.1 file system**
 - **Upgrade all data to 12.1**
- **Go live on your upgraded instance**

Upgraded 12.1 Instance

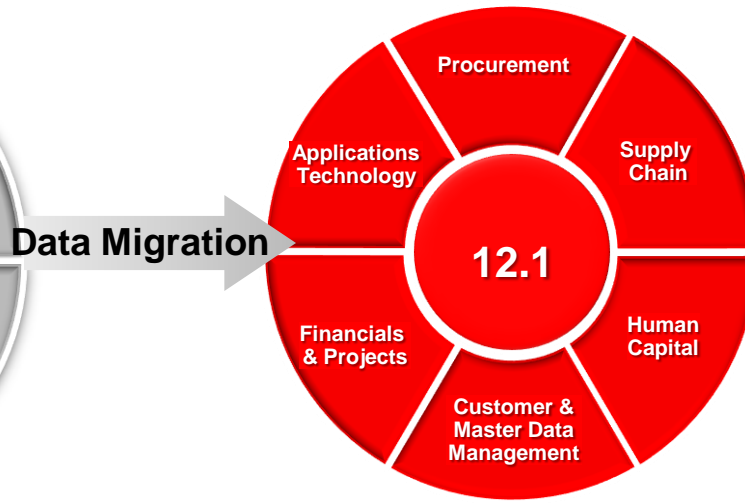
Reimplement

Current 11i Instance



Legacy Instance

New 12.1 Instance

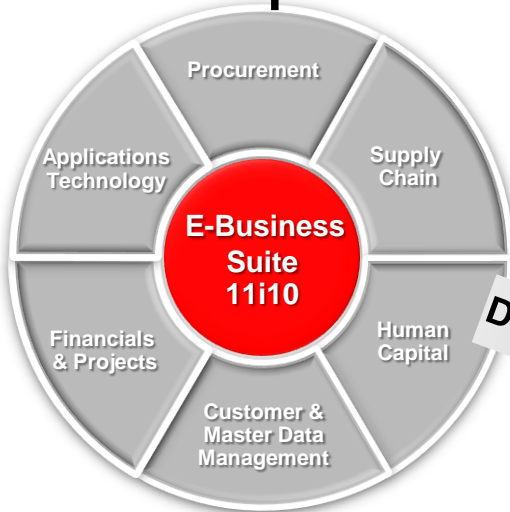


Reimplemented Instance

- Use Oracle tools to install a new 12.1 instance
- Do setups on the new instance
- Migrate data from your legacy instance using Oracle's:
 - Interface tables
 - APIs
- Go live on your reimplemented instance

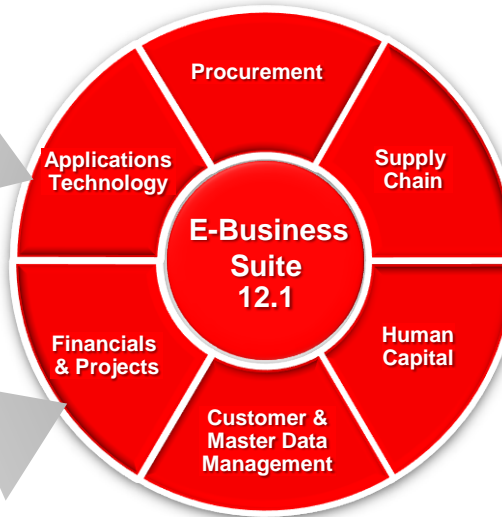
Hybrid: Upgrade & Consolidate

Europe



Data Migration

US-HQ



Data Migration

Asia Pacific



- Upgrade your US-HQ instance to 12.1
- Do international setups on the upgraded instance
- Migrate data from your international instances
- Go live on your global single instance

Global Single Instance

Legacy Instances

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1. Decide: Upgrade vs. Reimplement

- Do an upgrade if you:
 - Are satisfied with core Financials configurations such as:
 - Chart of Accounts definition
 - Costing Method
 - Calendar
 - Run a single instance of EBS
 - Use standard business processes with minimal customization
 - Want to carry forward historical transaction data

1. Decide: Upgrade vs. Reimplement

- Consider a reimplementation if you:
 - Are dissatisfied with core Financials configurations such as:
 - Chart of Accounts definition
 - Costing Method
 - Calendar
 - Want to combine instances into a new “gold” instance
 - Want to standardize business processes and eliminate numerous customizations
- In practice, we see many more upgrades than reimplementations

AT&T Inc. Upgraded to Oracle E-Business Suite Release 12 to Centralize Accounting Processes

COMPANY OVERVIEW

- One of the world's largest Telecommunications companies
- Industry: Communications
- Employees: 294,600
- Revenue: US\$124 billion

CHALLENGES/OPPORTUNITIES

- Upgrade the company's existing Oracle enterprise resource planning (ERP) system to accommodate recent communications industry acquisitions and more easily incorporate international operating companies
- Support centralization of business operations to achieve greater consistency, data reliability, and global visibility

SOLUTIONS

- Oracle Financials
- Oracle Fixed Assets
- Oracle Financial Accounting Hub
- Oracle Project Costing

CUSTOMER PERSPECTIVE

"We upgraded to Oracle E-Business Suite Release 12 and Oracle Financial Accounting Hub to achieve greater efficiency and effectiveness globally in the wake of our recent acquisitions and our plan to centralize accounting for all of our worldwide operating companies. Oracle helped us to achieve that goal on time and on budget"

*Roxanne Shelton, Executive Director,
Financial Applications, AT&T Inc.*

RESULTS

- **Enabled users to get financial results more quickly and get up-to-date data in the hands of decision makers, ultimately accelerating monthly financial close by nearly 25%**
- **Standardized accounting rules, reducing the chart of accounts by 1/3**
- **Streamlined processing of more than 1.2 million invoices per month**

2. Upgrade Before Expanding Your Footprint



2. Upgrade Before Expanding Your Footprint

- You want to add more EBS products to your footprint. Should you:
 - ☐ Implement new products at 11i level, then upgrade later?
 - ☐ Implement new products in a separate 12.1 instance?
 - ☐ Upgrade to 12.1 first, then implement new products?

2. Upgrade Before Expanding Your Footprint

- Upgrade to 12.1 first, then implement new products
- Balance long-term goals against desire for rapid return
 - Many products are much stronger at the 12.1 level
 - Don't split to a separate 12.1 instance unless that's your long term strategy
 - Don't slow progress towards 12.1 with numerous 11i projects
 - Implement and stabilize new business processes once, not twice

Chicago Public Schools Upgraded to Oracle E-Business Suite Release 12.1 on Time

COMPANY OVERVIEW

- The nation's third largest school district that serves approximately 407,000 students in 666 schools
- Industry: Public Sector
- Employees: 55,000
- Revenue: US\$6 billion

CHALLENGES/OPPORTUNITIES

- Upgrade the school district's existing Oracle enterprise resource planning (ERP) system to gain new functionality and to enable the system to scale for future growth under extreme budgetary and staffing constraints due to the current economy
- Review and reduce the system's more than 100 customizations for better management efficiency
- Implement additional modules on the latest version of Oracle E-Business Suite to save time and money

SOLUTIONS

- Oracle Financials
- Oracle Procurement
- Oracle Projects
- Oracle Enterprise Asset Management
- Oracle User Productivity Kit

CUSTOMER PERSPECTIVE

"We went live with Oracle E-Business Suite Release 12.1 on time and on budget. The new features in the latest version will enable us to operate more efficiently and effectively, such as managing our US\$6 billion capital and grant monies."

Prasad Nettum, Director for Enterprise Financial Systems

RESULTS

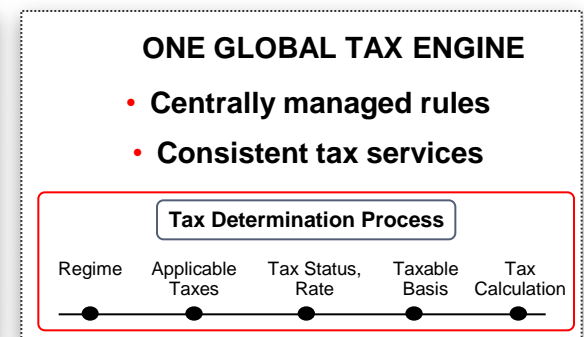
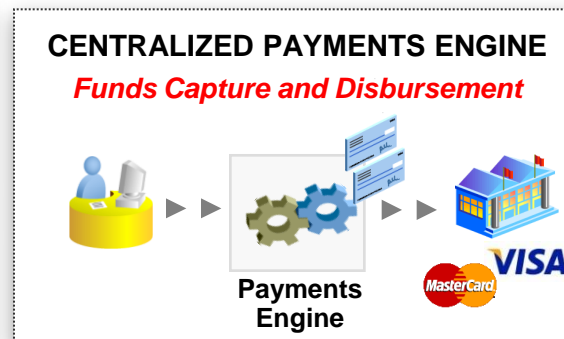
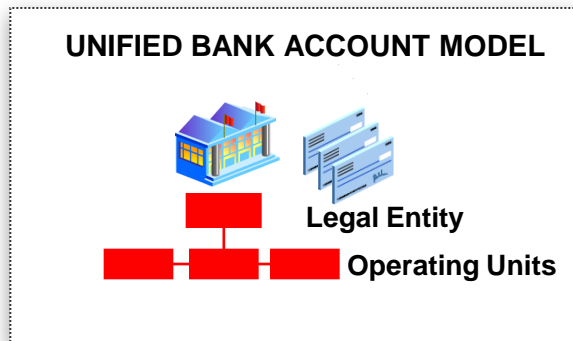
- **Completed the aggressive upgrade within the original project timeline and budget despite changes half way through**
- **Solved problems quickly and met aggressive goals with a small IT staff**
- **Managed and monitored work orders more efficiently**

3. Plan for Some Financials Setup



3. Plan for Some Financials Setup

- Even in the upgrade case, plan on reviewing your Financials setups
 - Some setups done separately in 11i modules are centralized in 12.1
- Validate that new centralized setups reflect consistent tax and accounting treatments that you expect



3. Plan for Some Financials Setup

- Understand upgrade impacts
 - *Oracle Financials & Procurement Functional Upgrade Guide*
 - What happens to my Tax Codes?
 - How are Suppliers and Sites moved into TCA?
 - “*R12 Upgrade Considerations by Product*”, Doc 889733.1
 - Process and configuration changes
 - Accounting Setup Manager Pre-Update Diagnosis Report
 - Setup inconsistencies you should resolve before upgrade
- Understand new 12.1 options
 - *Oracle Financials Concepts Guide*
 - *Oracle Financials Implementation Guide*

4. Plan the Upgrade of Customizations



4. Plan the Upgrade of Customizations

- Inventory all customizations
- Review 12.1 functionality to see what is now available in the product
 - Save money by retiring customizations
- Research country-specific localizations
 - See “*Introduction to Add-On Localizations*”, Doc 429042.1
- Consider engaging Oracle Consulting for a CEMLI review
 - Customization, Extension, Modification, Localization, and Integration

4. Plan the Upgrade of Customizations

Understand Data Model Changes

- Review the impact of data model changes
 - Lots of materials to help you
 - Release notes
 - TOI training
 - eTRM (Technical Reference Manual)
 - Example: Switch from distribution lines stored in separate applications to new Subledger Accounting (XLA) tables

4. Plan the Upgrade of Customizations

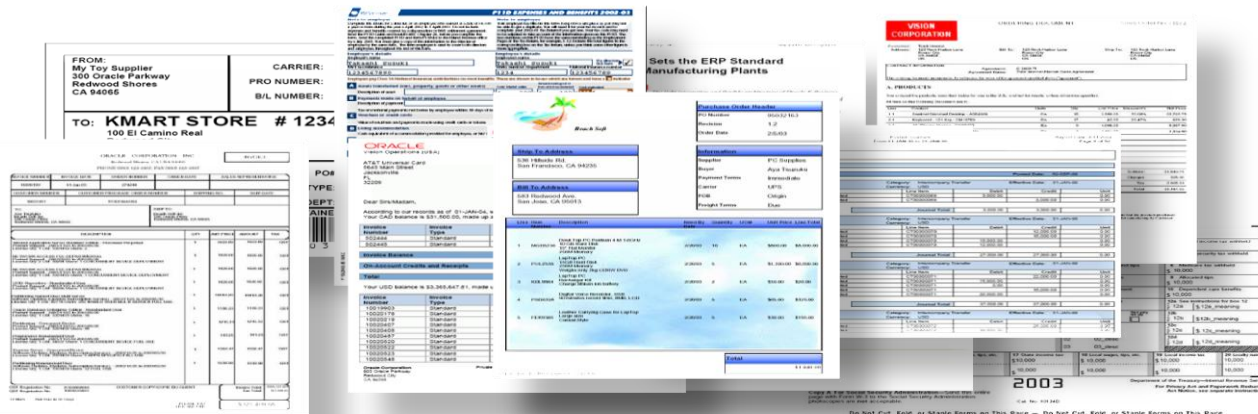
Understand Technology Changes

- Custom code in standard 11i development technologies is generally compatible
 - OA Framework
 - Oracle Forms
- Certain technologies have been replaced
 - Mod_plsql
 - Oracle Reports Server Reports
 - Oracle Graphics integrations with Oracle Forms
 - AK mode of Oracle Application Framework
- See “*Preparing Custom Development for the Next Oracle Applications E-Business Suite Release*”, Doc 374398.1

4. Plan the Upgrade of Customizations

Plan for Report Customizations

- Complete BI Publisher template coverage for 12.1 reports, plus flexibility to create your own
- You can migrate custom reports to BI Publisher before you upgrade
 - May need to adjust queries, but formatting remains valid
 - Migration utility for Oracle Reports is available



4. Plan the Upgrade of Customizations

Plan For Screen Customizations



Customization

- Use personalization functionality where possible
 - OA Personalization Framework
 - Flexfields
 - Folders
- Extend incrementally using standard E-Business Suite technologies
 - OA Framework
 - Oracle Forms
- Consider new Fusion Middleware tools such as ADF and SOA Suite for separate custom applications

5. Plan for Related Systems Changes



5. Plan for Related Systems Changes

Database and Operating System Levels

- Before upgrading, you must be on a 12.1-certified database level: **10gR2, 11gR1, or 11gR2**
- Consider getting to latest DB level certified for your current EBS level
 - Both 11i10 and 12.1 are certified on 10gR2, 11gR1, 11gR2
 - See *Database Preparation Guidelines for an Oracle E-Business Suite Release 12.1.1 Upgrade*, Doc 761570.1
- Similar considerations apply to operating system level
 - See *Oracle Applications Installation and Upgrade Notes Release 12 (12.1.1)* for your platform

5. Plan for Related Systems Changes

Architecture Conversions

- Some architecture conversions are required and can be accomplished while on 11i
 - Oracle Applications Tablespace Model
 - Reduces number of tablespaces to 12 from 2 per product
 - Compacts database, optimizes storage settings and reduces I/O
 - See Doc 248857.1
 - Multiple Organization Architecture
 - Convert from single-organization architecture to enable Multi Org Access Control
 - See Doc 210193.1

5. Plan for Related Systems Changes

- Should you combine related systems changes with your 12.1 project and downtime?

- ☐ **Single Project & Downtime**

- Less total downtime & testing
 - More complex troubleshooting
 - More business risk

- ☐ **Multiple Projects & Downtimes**

- Likely more total downtime & testing
 - Simplified troubleshooting
 - Less business risk



5. Plan for Related Systems Changes

- Different enterprises will make different scope and phasing decisions based on:
 - How frequently they can take a downtime
 - How long any single downtime can be
 - How much testing their business requires
- In practice, most enterprises complete related system changes ahead of the 12.1 project and downtime



Preparing for Your Upgrade Execution

Best Practices

1. Develop a robust testing strategy
2. Take steps to minimize downtime
3. Prepare business users for change



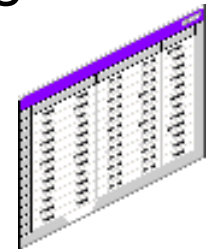
1. Develop a Robust Testing Strategy



1. Develop a Robust Testing Strategy

Do Full Functional Testing at Full Data Volumes

- Test end to end with complete production data set
 - Find latent data conditions that will fail 12.1's tighter validation
- Test all business scenarios with upgraded & new data
 - Enter an invoice in 11i, issue a credit memo against it in 12.1
- Compare key reports before and after upgrade
 - AP Trial Balance
 - AR Reconciliation reports
- Do data verification tasks described in the upgrade guide (Appendix F)



1. Develop a Robust Testing Strategy

Test Your Period-End Close

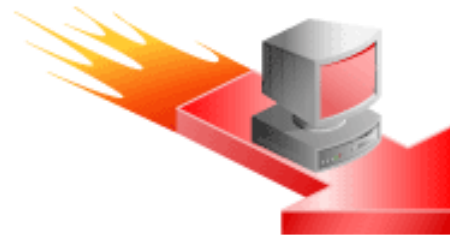
- During UAT, test month-end close at full data volumes
 - Resolve any exceptions
- After go-live, simulate month-end close a few days before actual close
 - Keep project team within reach through your first close
- See: “*R12: Period-End Procedures for Oracle Financials E-Business Suite*” (Doc 961285.1)



1. Develop a Robust Testing Strategy

Do Load and Volume Testing

- Batch load tests
 - Run production concurrent requests on your test system
- User Participation Tests
 - Let users go unscripted at full production processing capacity
- Automated load testing



1. Develop a Robust Testing Strategy

Consider Oracle's Automated Testing Solution

Oracle Application Testing Suite (OATS)

1. **Oracle Load Testing** – scalability, performance & load testing
2. **Oracle Functional Testing** – functional and regression testing
3. **Oracle Test Manager** – test process management, test execution & defect tracking

12.1.1 Test Starter Kit

- Instruction guide
- Sample QA test scripts
- See [Oracle Application Testing Suite Downloads](#) > Application Testing Suite

2. Take Steps to Minimize Downtime



2. Take Steps to Minimize Downtime

- Do several complete practice upgrades
 - Establish that the upgrade will fit into your downtime window
- Optimize your timing
 - Tune performance of the core upgrade driver
 - See *Oracle E-Business Suite Upgrade Guide, Release 11i to 12.1.1*
 - Minimize duration of tasks performed before & after core upgrade driver runs
 - Interim backups
 - Final acceptance testing



2. Take Steps to Minimize Downtime



- Lots of techniques for minimizing downtime
 - Run “The Upgrade Manual Script” (TUMS) to identify tasks you can omit
 - Use SLA “Upgrade by Request” to limit historical accounting data upgraded during downtime
 - Apply Cumulative Upgrade Patch for fixes to upgrade code
 - Use a shared APPL_TOP and Distributed AD
 - Use a staged APPL_TOP
 - Complete functional pre-upgrade tasks in Upgrade Guide
 - Parallelize pre- and post-upgrade technical activities
 - Isolate post-upgrade concurrent programs in a special queue
 - See: *Oracle E-Business Suite Upgrade Guide, Release 11i to 12.1.1* ; Docs 384248.1, 236469.1, 399362.1, 734025.1

Subledger Accounting

Upgrade by Request

- Option to omit historical accounting data from initial upgrade process (critical downtime)
 - Set range of accounting data to upgrade using a pre-upgrade concurrent program
 - Run a post-upgrade concurrent program, as needed, for additional historical data
- By default, current fiscal year's accounting data is upgraded
 - In first half of fiscal year, upgrade goes back to prior fiscal year to upgrade a minimum of 6 periods

3. Prepare Business Users for Changes



3. Prepare Business Users for Changes

Consider Oracle's End User Productivity Solutions

- Oracle Tutor
 - Capture and maintain business process documentation
- Oracle UPK
 - Capture and maintain interactive UI simulations
 - Adapt pre-built E-Business Suite content
 - Deploy as online help

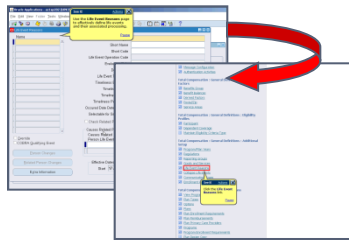


Drive Greater End User Productivity

UPK Pre-Built End-User Documentation

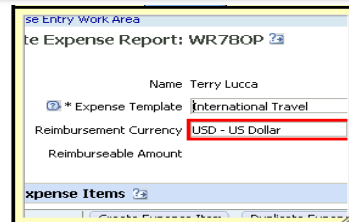
User Modes

SEE IT



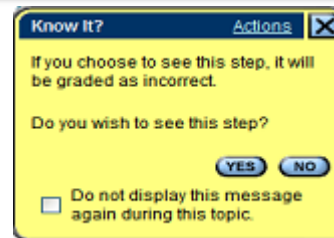
Self-Running Demo

TRY IT



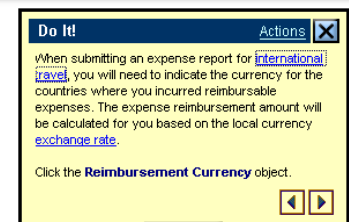
Interactive Simulation

KNOW IT



Testing for Competence

DO IT



Context-Sensitive Help

2,300+ Pre-delivered Topics for Release 12.1

Financials

- Payables
- Receivables
- General Ledger
- Assets
- Internet Expenses
- Advanced Global Intercompany System
- E-Business Tax
- Subledger Accounting
- Bank Account Setup/Maintenance

HRMS

- Human Resources
- Payroll
- Self-Service HR
- Performance Mgmt
- Time and Labor
- iRecruitment
- Learning Mgmt

Applications Technology

- Applications Mgmt
- Forms Personalization

Manufacturing

- Shop Floor Management
- Work In Process
- Discrete MES
- OPM Product Development
- OPM Process Execution
- OPM MES

Distribution

- Inventory
- Order Mgmt
- Shipping Execution

Procurement

- Purchasing
- iSupplier Portal
- iProcurement

Projects

- Project Costing
- Project Mgmt
- Project Resource Mgmt

Completing Your Upgrade Project

Best Practices

1. Leverage Oracle's information resources
2. Leverage Oracle's support services
3. Upgrade within the support window



1. Leverage Oracle's Information Resources



1. Leverage Oracle's Information Resources

A Wealth of Information is Available

My Oracle Support: E-Business Suite Release 12.1 Info Center

Knowledge > Tools and Training > E-Business Suite > Release 12.1 Info Center
(Doc ID: 806593.1)

Browse Knowledge

Browse any Product, By Name

Type Product or Select

Internal Applications

Oracle Applications

Oracle E-Business Suite

Oracle Fusion

Oracle Technology

Services

Advanced Customer Services

Online Documentation

Tools and Training

Release 12.1 Info Center

Bulletin: Release 12.1 Info Center

Subject: Oracle E-Business Suite Release 12.1 Info Center

Doc ID: 806593.1

Modified Date: 15-JUN-2009

Type: BULLETIN

Status: PUBLISHED

Info Center Home

Reference Information

Announcements

Documentation

Additional Resources

Lifecycle Management

Install

Implement

Manage

Upgrade

Advanced Customer Services (ACS)

Many customers have benefited from working with ACS on upgrades to and implementations of E-Business Suite Release 12.

[Learn More >](#)

E-Business Suite Release 12.1 Highlights

Now Available: Oracle E-Business Suite Release 12.1

Oracle is pleased to announce the availability of Oracle E-Business Suite Release 12.1. This document provides links to the downloads and release documentation. [Read full details](#)

Live Webcast: Oracle E-Business Suite Release 12.1 Overview

Join Cliff Godwin, SVP Oracle Applications Development, for this 1-hour session on Oracle E-Business Suite Release 12.1: Delivering Value in Uncertain Times. This is the first presentation in a series of E-Business Suite Release 12.1 presentations. [Read full details](#)

Oracle E-Business Suite Release 12.1: Release Value Propositions

The Release Value Propositions describe the value associated with the new features and enhancements in Oracle E-Business Suite Release 12.1. They are intended to help you assess the business benefits of Release 12.1 and plan your information technology (IT) projects and investments. [Read full details](#)

Oracle E-Business Suite Release 12.1.1: Release Content Documents

The Release Content Documents provide descriptions for each new or changed feature in Release 12.1.1. [Read full details](#)

Now Available: Oracle Manufacturing Operations Center 12.1.1.01 (Including Integration to Oracle Process Manufacturing)

Oracle E-Business Suite is announcing the availability of Oracle Manufacturing Operations Center Release 12.1.1.01. With this latest release, Oracle Manufacturing Operations Center provides integration to Oracle Process Manufacturing 11.5.10 to collect master and reference data such as items, resources, and batches. This release also includes additional KPIs in the area of Production Performance, as well as usability and performance related enhancements. [Read full details](#)

Trainings & Events

Oracle E-Business Suite Release 12.1.1: Transfer of Information Online Training

Oracle E-Business Suite Transfer of Information (TOI) online courses contain information about the functional changes in Release 12.1.1. These recorded online courses are available free of charge for Oracle E-Business Suite customers via My Oracle Support.

ID: [807319.1](#)

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1. Leverage Oracle's Information Resources

Accelerate Your Evaluation and Planning



My Oracle Support: Release Value Propositions (RVPs)

Knowledge > Tools and Training > E-Business Suite > Release 12.1 Info Center
(Doc ID: 804373.1)

Browse Knowledge

Browse any Product, By Name

Type Product or Select

- Internal Applications
- Oracle Applications
- Oracle E-Business Suite
- Oracle Fusion
- Oracle Technology
- Services
- Advanced Customer Services
- Online Documentation
- Tools and Training**

Oracle E-Business Suite Release 12.1: Release Value Propositions

Product Family/Industry	Release Value Proposition
Applications Technology	Applications Technology RVP (v1.0) ⓘ
Asset Lifecycle Management	Asset Lifecycle Management RVP (v1.0) ⓘ
Customer Relationship Management	Customer Relationship Management RVP (v1.1) ⓘ
Financial Management	Financial Management RVP (v1.0) ⓘ
Human Capital Management	Human Capital Management RVP (v2.1) ⓘ
Lease and Finance Management (formerly Lease Management)	Lease and Finance Management RVP (v1.0) ⓘ
Logistics	Logistics RVP (v1.4) ⓘ
Manufacturing	Manufacturing RVP (v1.0) ⓘ
Order Management	Order Management RVP (v1.3) ⓘ
Projects	Projects RVP (v1.5) ⓘ
Supply Chain Planning	Supply Chain Planning RVP (v1.0) ⓘ

1. Leverage Oracle's Information Resources

Accelerate Your Evaluation and Planning

My Oracle Support: Release Content Documents (RCDs)

Knowledge > Tools and Training > E-Business Suite > Release 12.1 Info Center
(Doc ID: [561580.1](#))

Browse Knowledge

Browse any Product, By Name

Type Product or Select

Internal Applications

Oracle Applications

Oracle E-Business Suite

Oracle Fusion

Oracle Technology

Services

Advanced Customer Services

Online Documentation

Tools and Training

Oracle E-Business Suite Release 12.1 Release Content Documents

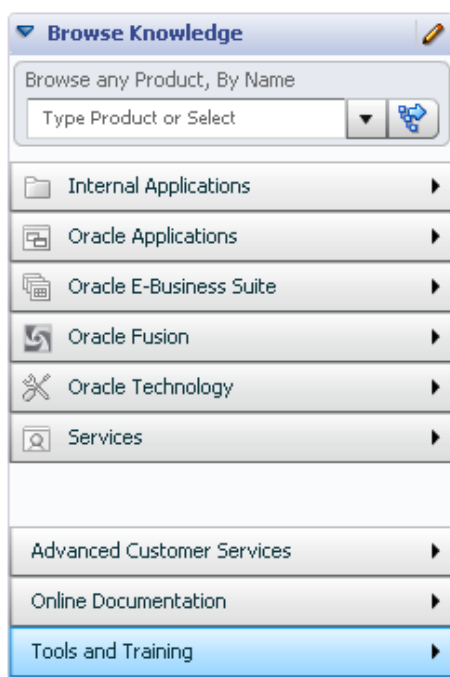
RCD	Products Covered
Applications Technology ® (last updated 18-Dec-2009)	<ul style="list-style-type: none">• Oracle Application Object Library• Oracle Applications Framework• Oracle Diagnostics Framework• Oracle E-Business Suite Integrated SOA Gateway• Oracle E-Business Suite Secure Enterprise Search• Oracle iSetup• Oracle Report Manager• Oracle User Management• Oracle Workflow• Technology Components• Technology Configuration
Asset Lifecycle Management ® (last updated 18-Dec-2009)	<ul style="list-style-type: none">• Oracle Asset Tracking• Oracle Enterprise Asset Management

1. Leverage Oracle's Information Resources

Accelerate Your Evaluation and Planning

My Oracle Support: Transfer of Information (TOI) Online Training

Knowledge > Tools and Training > E-Business Suite > Release 12.1 Info Center
(Doc ID: 807319.1)



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

Oracle E-Business Suite Transfer of Information (TOI) online courses contain information about the functional changes in Release 12.1 and Release 12.1.x Release Update Packs (RUPs). These recorded online courses are available free of charge for Oracle E-Business Suite customers via My Oracle Support.

[Applications Technology](#)
[Asset Lifecycle Management](#)
[Channel Revenue Management](#)
[Financials](#)
[Human Capital Management](#)
[Logistics](#)
[Manufacturing](#)
[Master Data Management](#)
[Order Management](#)
[Procurement](#)
[Projects](#)
[Sales, Marketing, and eCommerce](#)
[Service Management](#)
[Value Chain Planning](#)

2. Leverage Oracle's Support Services



2. Leverage Oracle's Support Services

Consider Installing Configuration Manager

The screenshot shows the Oracle My Oracle Support Collector page. The header includes the Oracle logo, navigation links (Dashboard, Knowledge, Service Requests, Patches & Updates, Community, More...), and user information (Welcome, J. Anne, Contact Us, Sign Out, Help). The main content area is titled "Collector" and "Get the Most Out of My Oracle Support". It features a "Watch a video tutorial" link and a "Get Started Now. Download the Configuration Manager." section. This section includes a "Select Platform" dropdown menu with "Linux x86" selected, a "Download" button, and a list of "What types of information are collected?" (Installed patches, Deployment dates, versions, and type, Deployed components and applications, Configuration files, Network configurations). Below this, there are links for "Security Overview" and "Collections". A note states "Configuration manager does NOT collect application data, such as user passwords." At the bottom, there is a section for "Oracle Support Hub & Mass Deployment Tools" with a "Download Tools" button and a "View the Companion Guide" link.

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](#)

Faster Problem Resolution

Collects Config. info:

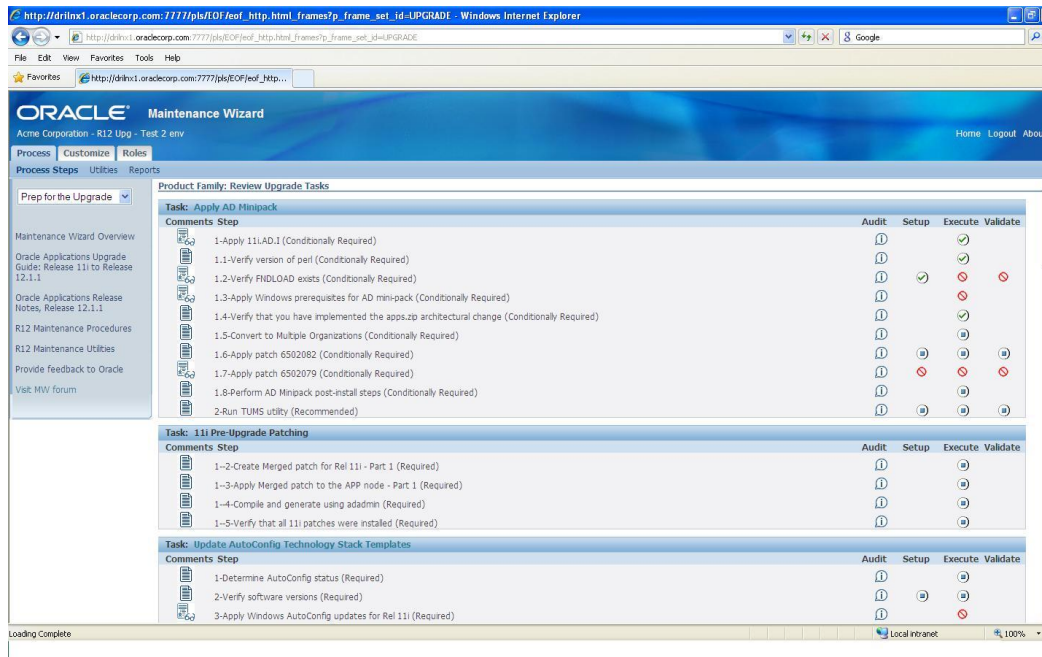
- Installed patches
- Deployed components & apps
- Config files

Provides info:

- System health checks
- Patch advice
- Info about your Oracle products

2. Leverage Oracle's Support Services

Consider Using Maintenance Wizard



My Oracle Support > Doc ID 215527.1

Maintenance Wizard:

- Steps you thru 11i to 12.1 upgrade
- Filters out steps that don't apply
- Indicates critical patches
- Keeps log & status

2. Leverage Oracle's Support Services

Join My Oracle Support Communities

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Foundation Pack
Industry Specific Pre-Built Inte...
Patch Reviews - AIA
▼ **Communications Industry**
Billing and Revenue Managem...
Inventory Management - CMI
Network Connectivity
Order Management - CMI
Service Delivery Platform
▼ **CRM On Demand**
Administration - CRMOD
Reports and Dashboards - CR...
Web Services Integration, InR...

Rank
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(409 points)

Popular Tags
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database hrms install lobs lun
mount ninodes partitioning
rac receipt rman
standalone super symon
user41565

Top Participants
 Guru
(5599 points)
RnhR

Spotlight

Learn Best Practices from a My Oracle Support Community Guru
If you are active in the Oracle Database Category, you've seen Bob Beattie on many discussion threads, but don't be surprised if you see him prowling other categories too. Bob, an early adopter of My Oracle Support Community, is an independent consultant with over 19 years of Oracle Database Administration experience. He doesn't take online access to other Oracle professionals for granted, when he became a DBA "state of the art" meant sending floppy disks through snail mail to get questions answered; he was on his own with no one to ask for help. Now, as he helps other DBAs solve problems, he finds himself wishing My Oracle Support Community had been available for him when he started out as a DBA.
Bob recently sat down with Kevin Remus, My Oracle Support Community's Product Strategy Manager, to talk about the collaborative experience and leveraging resources. Learn Bob's approach to finding solutions and the value he gains from his participation that keeps him active. Bob shares his advice from how to frame your question to get an answer quickly to how he gets the most out of My Oracle Support Community and why it is such an effective tool for his business.
Over the last five years, I've seen tremendous growth in the demand for tools and resources that help businesses extract maximum value from their support investments. Today, some of the most successful organizations rely heavily upon online collaborative resources for access to the latest knowledge, to share ideas and best practices across industries, and to collaborate with industry peers and Oracle experts worldwide. I am confident that My Oracle Support will fast become your single integrated portal for all your support needs.
Take a few minutes to see My Oracle Support Community through the lens of its Top Participant and see how you can benefit from collaboration. [Best Practices by My Oracle Support Community Guru Bob Beattie](#) (MP3, 12:10 min)
[Checkout our Rewards & Recognition Hall Of Fame](#) [Also read the Administrator Corner's message](#)

Communities Content
Displaying items 1 - 10 (page 1)
Applied Filters: none
Sort By: [Updated Date: Desc](#)
Items per page: < Prev Next >

Subject	Updated By
Digital Signature Posted on June 16, 2010 1:41 PM in BI Publisher by User18918 , Last updated on June 16, 2010 3:08 PM , 1 Replies, 6 Views	Kevin - Moderator
Dynamic images Posted on June 16, 2010 10:54 AM in BI Publisher by User127105 , Last updated on June 16, 2010 3:07 PM , 1 Replies, 3 Views	Kevin - Moderator
HOMEPATH problem Posted on June 9, 2010 4:15 PM in DB Diagnostic Repository (ADR) & Packaging by User984 , Last updated on June 16, 2010 3:06 PM , 13 Replies, 59 Views	JensV - Moderator
Converting table spaces into OATM model - pre or post R12 Upgrade	Mikella

Getting Started

- [Training Available for My Oracle Support Community](#)
- [New Member Orientation](#)
- [Rules of Conduct](#)
- [You're The Expert](#)

Frequently Asked Questions

- [Community General FAQ](#)
- [Community New Features FAQ](#)
- [Rewards & Recognition Program FAQ](#)

News and Announcements

- [New Communities Added in April & Planned for May](#)
- [New Features include Added Navigation, Sorting, New Filters, and Streamlined Thread Display.](#)
- [Live Webcast Training!](#)
- [Did Your Question Get Answered?](#)
- [Prior News & Announcements](#)

Events
[Live Webcast - Oracle Database 11g & Advanced Compression](#)
Advisor Webcast Program
Webcasts are a convenient way for you to interact with professional, technical, and application experts regarding topics to help you get the most from Oracle's Global Support Services. Our support experts will present information such as troubleshooting tips, best practices, new release information and more. [Learn more and register](#)

Forum – Install/Upgrade


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[Forum Home](#) » [E-Business Suite](#) » [Technology - LCM: R12 Install/Upgrade](#)

Forum: Technology - LCM: R12 Install/Upgrade

[Post New Thread](#) [Back to Category](#)

Messages: 5,777 - Threads: 761 - Filter: [All Threads](#) Pages: 51 [[1](#) [2](#) [3](#) [4](#) [5](#) | [Next](#)]

Thread		Author	Views	Replies	Last Post
	New Forms and Reports 10.1.2.3 Bundle Patch Certified with EBS 12 Posted By: Steven Chan (Or... -- Aug 31, 2010 11:40 AM				
	E-Business Suite Release 12.1.3 Now Available Posted By: Steven Chan (Or... -- Aug 20, 2010 9:15 PM				
	New Whitepaper: Planning Your E-Business Suite Upgrade from Release 11i to 12.1 Posted By: Steven Chan (Or... -- Mar 23, 2010 1:46 PM				
	11qR2 Database Certified with E-Business Suite Release 12 Posted By: Steven Chan (Or... -- Dec 28, 2009 10:32 AM				
	Microsoft Windows 7 Certified with Oracle E-Business Suite Posted By: Steven Chan (Or... -- Dec 19, 2009 10:36 AM				
	E-Business Suite 12.1.1 Templates for Oracle VM Now Available Posted By: Steven Chan (Or... -- Dec 19, 2009 10:35 AM				
	RW-50004 while installing EBS 12.1.1	paul_k	1,447	13	Sep 9, 2010 8:29 PM Last Post By: user1114790 »
	ERROR: InDbCtxFile.uploadCtx() : Exception While Running Autoconfig	HumanDBA	1,434	9	Sep 9, 2010 6:43 PM Last Post By: sonyseban »
	Install 10g discoverer with EBS R12	kavi	90	1	Sep 8, 2010 7:40 AM Last Post By: schavali »
	Error while executing FSG under R12.0.4	user7361289012	125	4	Sep 7, 2010 6:10 AM Last Post By: Helios- Gunes E... »

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-  [Bobcatalog](#) (15)
-  [Fadi Hasweh](#) (10)
-  [Jennifer Chen](#) (10)
-  [Marc.De.Weerd](#) (10)

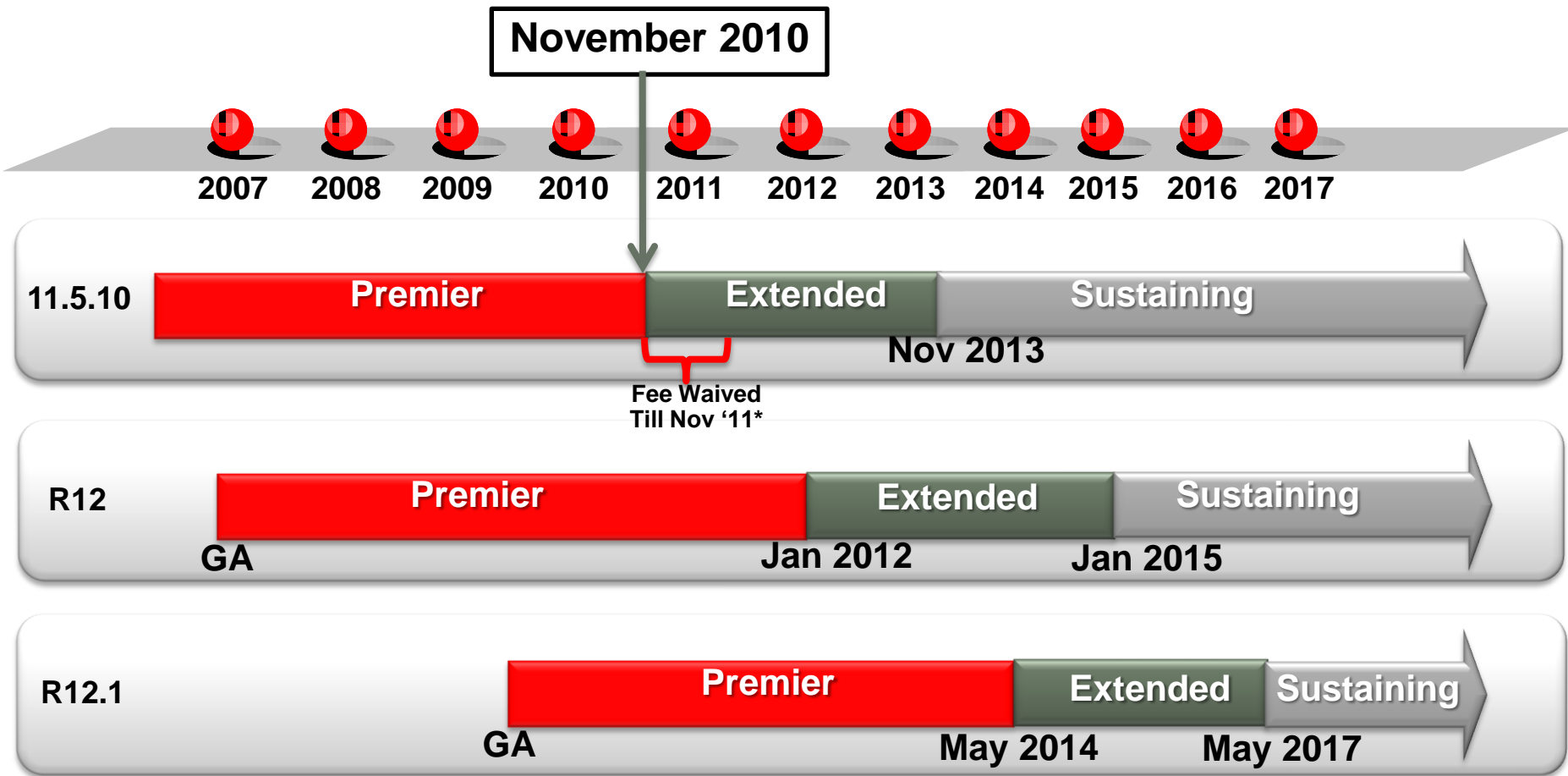
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3. Upgrade Within the Support Window



E-Business Suite Support Timelines

5 Years of Premier and 3 Years of Extended Support



**11i Premier Support Ends in November 2010....
Extended Support follows for 3 add'l yrs to bridge upgrade gap.**

Planning Your Upgrade **Recap**

- Business value of the upgrade
- Starting your upgrade project
- Planning your upgrade approach
- Preparing for your upgrade execution
- Completing your upgrade project



Questions and Answers



Minimum Extended Support Baseline for EBS 11i

Note 883202.1

1

- EBS 11.5.10 with Consolidated Update 2
- ATG Rollup Patchset 6 (Patch 5903765)
- Database 10.2.0.4 or 11.1.0.7
- Forms6i Patchset 19 (Version 6.0.8.28, Patch 6194129)
- Oracle HTTP Server MLR Patchset 4393827
- Sun Java Runtime Engine (JRE) 1.6.0_03 or higher

and

2

- EBS patches listed for all licensed products

What 11i Baseline Patches Do You Need?

Use EBS Patch Wizard to generate a report (Patch **9803629**)

Licensed Product Families

Product Family	Recommended Patches	New Code Level	Minimum Baseline Support
Applications Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Applications Updates	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E-Business Intelligence	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interaction Center	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Discrete Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E-Business Suite	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financials	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Payables Suite	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Receivables Suite	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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