

# ORACLE DIAGNOSTICS FOR DEVELOPERS, DBAS AND SUPERUSERS

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The latest version of Oracle Diagnostics provides tests accessible within the E-Business suite to analyze application setup, configuration and data issues. In many cases, these tools allow functional users to proactively avoid problems or reactively resolve problems in a shorter timeframe without involvement from technical resources or Oracle Support. This document will cover the types of tests available, where to find tests for specific applications, guidelines for determining which test to run and instructions for some of the most frequently used tests.

## Assumptions and Environment

Details in this document are based on Diagnostics 2.5 in the E-Business Suite environment version 11.5.10.2 with Applications Technology Patch (11i.ATG\_PF.H RUP4).

## Access to Diagnostics

Diagnostics are accessed via the following Navigation Paths

- Oracle Applications Manager (OAM) → Diagnostics
- Oracle Diagnostics Tool Responsibility
- CRM HTML Administration Responsibility → Setup → Diagnostics
- [http://<domain\\_name>/OA\\_HTML/jtfflogin.jsp](http://<domain_name>/OA_HTML/jtfflogin.jsp)

Some standalone tests still exist that must be run in Unix or SQL\*Plus. These are denoted by an \* in the diagnostic report library. Oracle is in the process of migrating all diagnostic reports to Oracle Diagnostics.

## Grouping of Diagnostic Tests

Diagnostic tests are grouped by application then grouped by type of test. Diagnostic reports that are grouped correctly make it easier for users to find reports. For most applications, tests are grouped as follows:

- Setup– required setups, validity of existing setups, mutual exclusion issues
- Activity – details related to a specific activity (e.g. Period Closing Tests)
- Data Collection – application and system data. Use to validate conversions and upgrades. (e.g. Invoices, Workflow Item Errors, Active Users)

Other groupings are created as appropriate for applications such as Application Object Library (FND) Some examples include:

- Workflow Tests/Mailer Tests – check technology, versions, patching and other settings
- Security – validates security settings follow best practices
- Database Tests – check for table locks
- XML Gateway Test – checks setups

Oracle has also included functionality to create custom reports which can be grouped as needed. Instructions to create custom diagnostic reports are located in the Oracle Applications Supportability Guide available on MetaLink.

## Diagnostics Home Page

### Home → Summary

The Home→Summary page provides access to all tests and a summary of failures. The number of tests is a hyperlink to the tests for the application specified. For example, choose the Application Object Library Application by clicking on the [92](#) next to the General Ledger Application or using the drop down list of values. The home page also displays failures for the past week. Clicking on the date hyperlink will display the failed report.

**Home** Basic Advanced Configuration

Summary LogViewer Search Batch Process Test Sets

Application: Application Object Library

**Diagnostics Summary**

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

Test Summary		Failures in Past Week			
Application	Registered Tests	Application	Group	Test	Date
HTML Platform	9	Application Object Library	EBusinessSecurity	Access Control Check	2007-04-25 23:02:58.0
Advanced Pricing	3	Application Object Library	EBusinessSecurity	Application Profile Options values related to ICX	2007-04-25 23:02:54.0
Advanced Supply Chain Planning	1	Application Object Library	EBusinessSecurity	Basic Database Check	2007-04-25 23:03:00.0
Alert	1	Application Object Library	EBusinessSecurity	Best Practices : Database Security Tests.	2007-04-25 23:02:55.0
Application Object Library	92	Application Object Library	EBusinessSecurity	Best Practices : E-Business Suite Security Tests	2007-04-25 23:02:55.0
Applications DBA	12	Application Object Library	EBusinessSecurity	Password Check - Profile Settings	2007-04-25 23:02:59.0
Assets	5	Application Object Library	EBusinessSecurity	Profile Option Tests for Framework Validation Modes	2007-04-25 23:02:56.0
Bills of Material	10	Application Object Library	EBusinessSecurity	Role Based Check	2007-04-25 23:02:59.0
CPM Foundation	41	Application Object Library	EBusinessSecurity	User Account Based Check	2007-04-25 23:03:01.0

### Home → LogViewer

The LogViewer page allows the user to search logs of diagnostic report executions as well as view prior reports that have not been purged. Reports can be uploaded to support from this page for an existing service request.

**Diagnostics LogViewer**

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

**LogViewer Filter Criteria**

\* From: 2007-04-25 \* To: 2007-05-03

Application Name: Application Object Library Group Name: Data Collection

Status: Failures Test Class Name: oracle.apps.izu.fnd.diag.FNDWFInformation

Current Session Test Runs Only

Search Log Records Reset

\* From date should be prior to the To date

**Execution Details** Save All Reports Upload to Support

Application Name: Application Object Library Install Version: Base: none Upgrade: none

Group Name: Data Collection Tool Version: 115.130

Class Name: oracle.apps.izu.fnd.diag.FNDWFInformation Status: Failures

Execution	Date	Time Consumed	Status	Details
Execution 1	2007-05-02 08:56:49.0	55243	Failed	

### Home → Search

Use the search page to find tests that could meet a specific need. Search by name or by keywords for a single application or all applications. Tests can be executed from this page as well. For example, search for *Generator* for all applications to find all the Account Generator tests. Search for *Workflow* for all applications to find the Workflow tests.

### Home → Batch Process

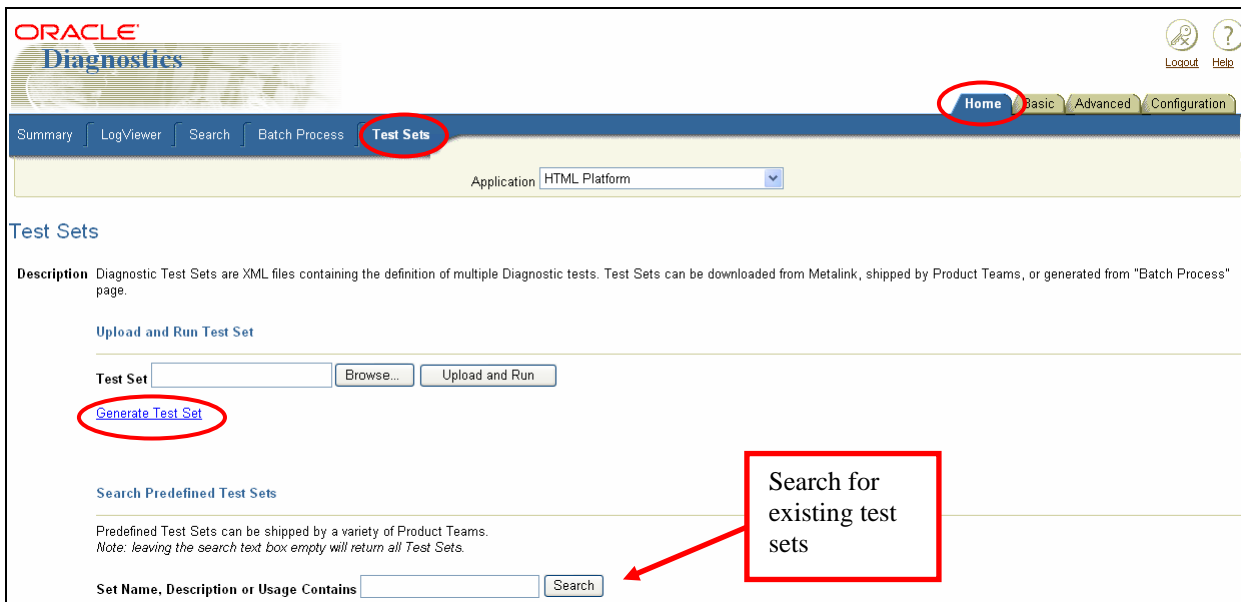
Use batch processing to run several tests at one time as a one time batch. The functionality is similar to creating test sets without the extra functionality available to save the test set to be run repeatedly.

### Home → Test Sets

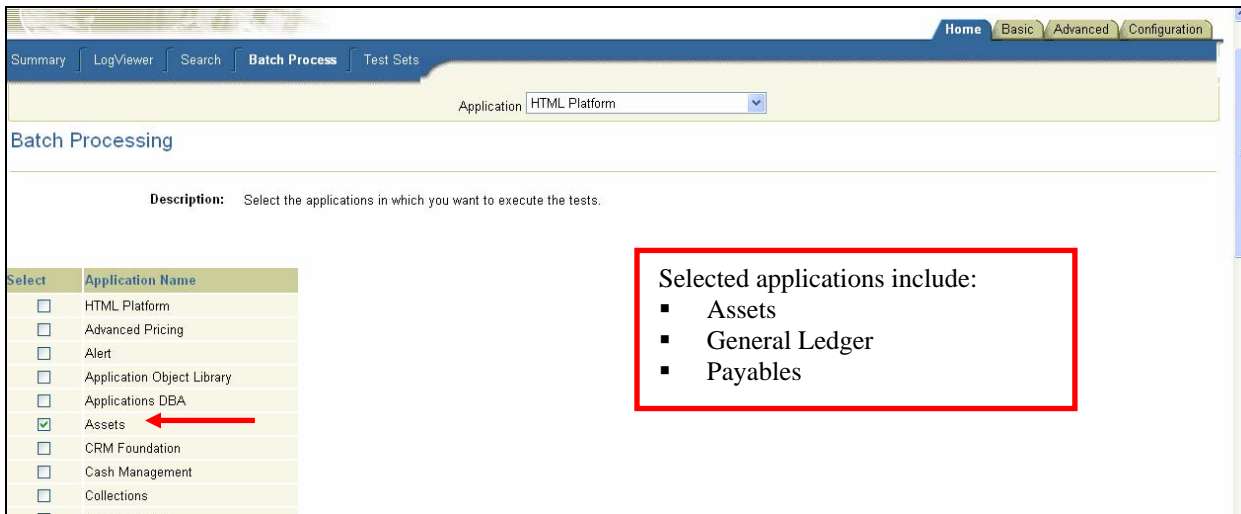
A test set is an XML file with test definitions and input parameters. Create or execute test sets for tests to be run on a periodic basis. Oracle Diagnostics is delivered with many predefined test sets. Search for test sets on this page using the search

functionality at the bottom of the page. In the following example, a test set is created to analyze the ability to close the period for all subledgers.

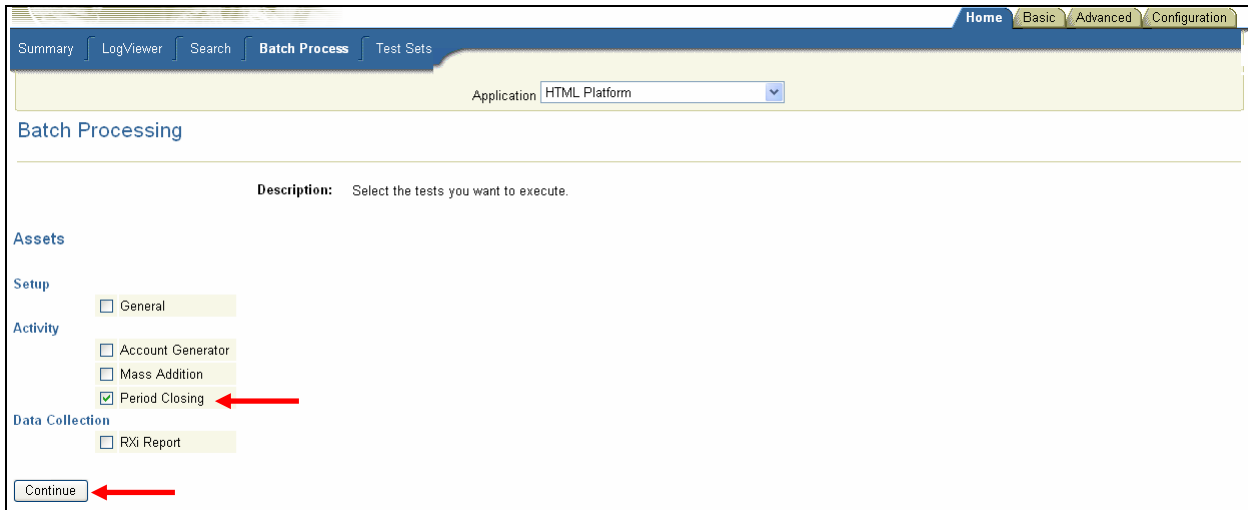
Navigate to Home → Test Sets, and choose the *Generate Test Sets* hyperlink.



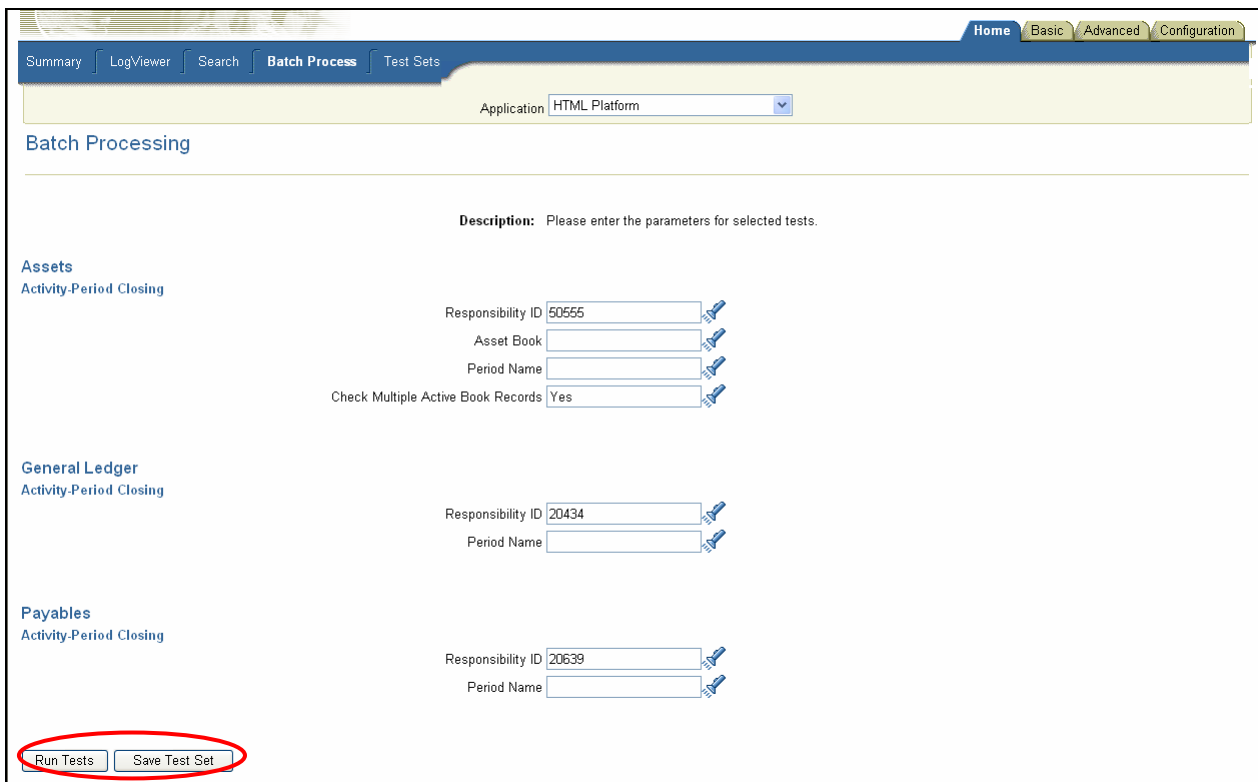
Check the applications for the tests to be executed in the test set.



For each application selected, choose the tests to be executed and click the *Continue* button.





For each test selected, provide the static parameters (e.g. Responsibility).



Saving the test set using *the Save Test Set* button allows the test set to be executed again via the batch process. The test set is saved in a local directory.

Enter the remaining runtime parameters, and execute the test using the Run Tests button. When the execution of the test is complete, the results are returned. The following actions can be performed:

- View All Reports
- Save All Reports
- Upload to Support (Requires support request number)
- Click the  (detail) icon to review an individual report
- Click the  (save) icon to save an individual report

Application: HTML Platform

**Batch Processing**

**Description:** Please review the test results.

**Log Files Summary**

Application Name	Group Name	Test Name	Status	Execution Date	Time(mil sec)	Details	Save
Assets	Activity	Period Closing	Failed	Wed Feb 28 20:40:54 CST 2007	4176		
General Ledger	Activity	Period Closing	Failed	Wed Feb 28 20:40:55 CST 2007	4290		
Payables	Activity	Period Closing	Failed	Wed Feb 28 20:40:53 CST 2007	3498		

View All Reports | Save All Reports | Upload to Support

## Diagnostics Basic Tab

Basic tests require no user interaction. They do not accept parameters since they are either not required or pre-defined. Run all groups for a specific application or choose a specific group from the column on the left. For example, choose the application → *Application Object Library* and group, *E-Business Security* and run the tests.

Application: Application Object Library

**EBusinessSecurity Tests**

Prerequisites: None

Num	Test Name	Tested Component	Test Description
1	<a href="#">PLS Custom Authentication Check</a>	Security	This test validates that the mod_plsql custom authentication setting is set to 'CUSTOM' by validating certain URLs are FORBIDDEN
2	<a href="#">Application Profile Options values related to ICX</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
3	<a href="#">Best Practices : Database Security Tests</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
4	<a href="#">Best Practices : E-Business Suite Security Tests</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
5	<a href="#">Profile Option Tests for Framework Validation Modes</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
6	<a href="#">TO ENSURE THAT QUEST USER HAS USERID=6</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
7	<a href="#">Verification of Security Alert Patches</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
8	<a href="#">Access Control Check</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
9	<a href="#">Password Check - Profile Settings</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
10	<a href="#">Remote Authentication - Validation</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
11	<a href="#">Role Based Check</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
12	<a href="#">Basic Database Check</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
13	<a href="#">User Account Based Check</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups

Run With Prerequisite | Run Without Prerequisite

When the test completes, results will be returned to this page. Click on the report icon to view the report.

### Results

Errors occurred in test!

**EBusinessSecurity**

Test Name	Run#	Status	Time (mil sec)	Values	Report
PLS Custom Authentication Check	1	FAIL	2044		
Application Profile Options values related to ICX	1	FAIL	932		
Best Practices : Database Security Tests.	1	FAIL	438		
Best Practices : E-Business Suite Security Tests	1	FAIL	449		
Profile Option Tests for Framework Validation Modes	1	FAIL	219		
TO ENSURE THAT GUEST USER HAS USERID=6	1	SUCCEED	15		
Verification of Security Alert Patches	1	FAIL	364		
Access Control Check	1	FAIL	15098		
Password Check - Profile Settings	1	FAIL	141		
Remote Authentication - Validation	1	SUCCEED	50		

Choose to Print, Save or Upload to Support. Save prior to choosing the Upload to Support option. Upload to Support prompts the user for a Service Request number.

Application

### Best Practices : E-Business Suite Security Tests Details

**Group Name:**EBusinessSecurity  
**Component Name:**Declarative Diagnostic Test  
**Class Name:**Best Practices : E-Business Suite Security Tests  
**Version:**115.9  
**Description:**This is a declaratively constructed diagnostic test for DB setups

**Best Practices : E-Business Suite Security Tests Report**

Reports with errors or warnings contain detailed information regarding fixes. Specific MetaLink notes are often referenced. Below is an excerpt from the failed *Best Practices: E-Business Suite Security Tests* report.

**STEP NAME:**

2: DISABLE SEEDED APPLICATION USER ACCOUNT - APPSMGR

**STEP DESCRIPTION:**  
 Oracle ships seeded user account APPSMGR with default passwords. Change the default passwords immediately. Depending on product usage, some seeded accounts may be disabled. Do not disable SYSADMIN or GUEST user accounts.

**SQL QUERY EXECUTED:**  
 select count(\*) from fnd\_user where UPPER(user\_name) = 'APPSMGR' and end\_date < sysdate and end\_date is not null

**RETURNED VALUE:**  
 0


**EXPECTED RESULT:**  
 Returned value must equal 1

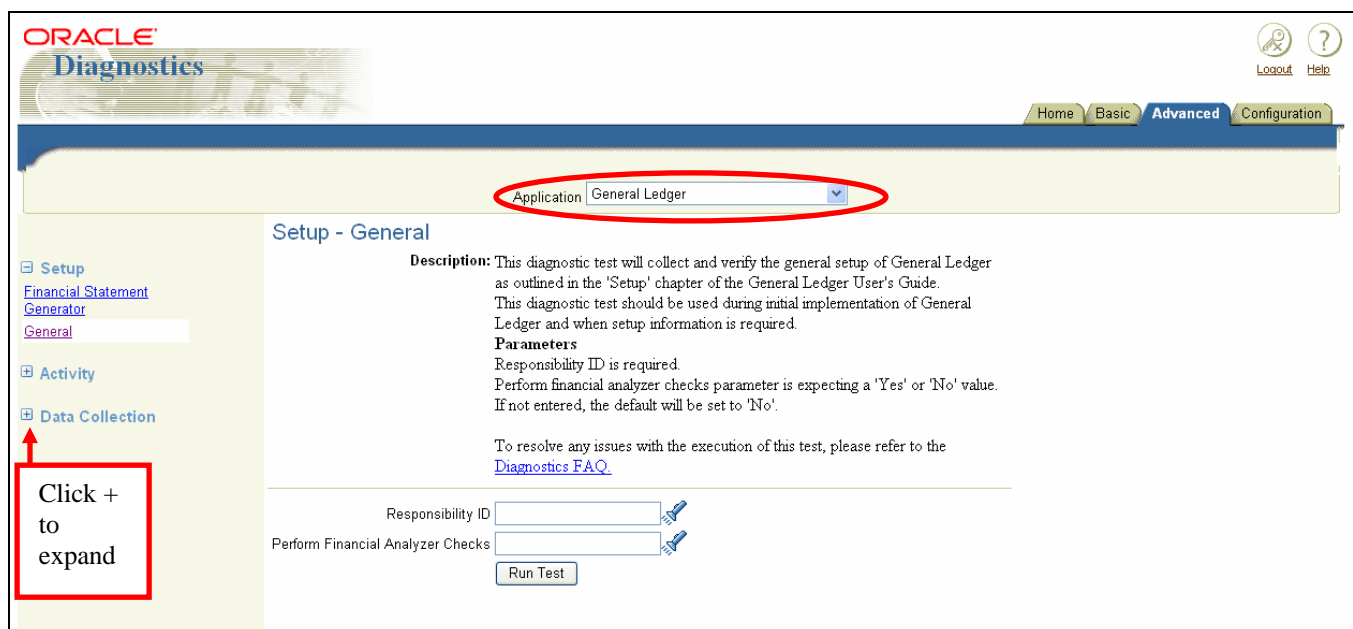
**ERROR MESSAGE:**  
 Please disable or change the default password for user account - APPSMGR

**FIX INFO:**  
 Please change the password for APPSMGR user account by using the following command: FNDCPASS apps[*pwd1*] 0 Y system[*pwd2*] APPSMGR [*newpwd*]

**STATUS:** Failed

## Diagnostics Advanced Tab

Advanced reports required input of parameters from users. Choose the application and click the + sign to expand a group and choose a report. The description at the top of the page defines the purpose of the report. Following the description, the parameter section will describe parameters and indicate which parameters are required. Enter the parameters required and click the *Run Test* button. When the test completes, results will be returned to this page. Click on the report icon  to view the report.



The screenshot shows the Oracle Diagnostics interface. At the top, there are navigation tabs: Home, Basic, **Advanced**, and Configuration. Below the tabs, there is a dropdown menu for 'Application' currently set to 'General Ledger'. The main content area displays the 'Setup - General' diagnostic test. The description states: 'This diagnostic test will collect and verify the general setup of General Ledger as outlined in the 'Setup' chapter of the General Ledger User's Guide. This diagnostic test should be used during initial implementation of General Ledger and when setup information is required.' Under 'Parameters', it lists 'Responsibility ID' and 'Perform financial analyzer checks'. At the bottom, there are input fields for these parameters and a 'Run Test' button. On the left sidebar, under 'Data Collection', a red box highlights a '+' icon with the text 'Click + to expand'.

**Results**

▶ **Test failed**

Test Name	Run#	Status	Time (mil sec)	Values	Report
▶ General	1	FAIL	35135	Responsibility ID = 20434; Perform Financial Analyzer Checks = Yes;	

Click to view report

Note the sign for warnings and for errors. Drill down to these sections as well as the References section.

**General Report**

**Current Execution**  
 Date:2007-02-27 23:37:22.0 Time Consumed: 35135 milliseconds Status: Failed

**Version Info:**  
 oracle.apps.izu.base.diag.DBUtility 115.14  
 oracle.apps.izu.base.diag.DiagBase 115.18  
 oracle.apps.izu.base.diag.SessionHelper 115.6  
 oracle.apps.izu.base.diag.TextUtility 115.14  
 oracle.apps.izu.base.diag.YesNoLov 115.2  
 oracle.apps.izu.fnd.diag.FINDUtility 115.25  
 oracle.apps.izu.general.diag.DiagnosticPackInfo 115.8  
 oracle.apps.izu.gl.diag.GLUtility 115.15  
 oracle.apps.izu.per.diag.PERUtility 115.12

**Inputs:**  
 Responsibility ID= 20434  
 Perform Financial Analyzer Checks= Yes  
 Diagnostic Test Executed By= SBEHN

**Error:**  
 1 error and 7 warnings were found.

**Help:**  
 Please review the test summary for more information.

**Summary:**

<a href="#">Oracle Diagnostics Information</a>	<a href="#">Product Installation Status and Patchset Level</a>	<a href="#">Parameters</a>
<a href="#">Key Profile Options</a>	<a href="#">Set of Books </a>	<a href="#">Chart of Accounts = Operations Accounting Flex (Id = 101) </a>
<a href="#">Accounting Calendar</a>	<a href="#">Functional Currency</a>	<a href="#">Budgetary Control Details</a>
<a href="#">Budgets</a>	<a href="#">Oracle Financial Analyzer Setup</a>	<a href="#">Global Intercompany System (GIS) Details </a>
<a href="#">Miscellaneous General Ledger Details </a>	<a href="#">General Ledger Profile Options</a>	<a href="#">FSG Profile Options</a>
<a href="#">ADI Profile Options </a>	<a href="#">References</a>	

Indicates warning. Drill down.  
 Indicates error. Drill down.

Errors and corrective actions are shown as well as a MetaLink note reference supporting the action.

**ERROR - ACTION** There are overlapping child ranges and/or children with multiple parents. Review the following table to identify the overlapping child ranges. For further information refer to note [118130.1](#)

Overlapping child ranges							
Value Set Name	Rollup Group Parent	Immediate Parent Low	High	Immediate Parent Low	High		
Progress_Object	40000	41210	41211 41299	41200	41220 41299		
Progress_Object	41200	41210	41211 41299	41200	41220 41299		
Progress_UK_Account	00002	44199	41000 42400	41999	42000 42002		
Progress_UK_Account	00002	44400	44421 44422	44420	44421 44422		
Progress_UK_Account	00200	44199	41000 42400	41999	42000 42002		
Progress_UK_Account	00200	44400	44421 44422	44420	44421 44422		

6 rows retrieved

Drill down to the references section for additional relevant MetaLink notes.

**References** [\[Top\]](#)

- Note [131471.1](#) Self Service Tool Kit for General Ledger
- Note [116495.1](#) FSG PRT Financial Statement Generator Printing
- Note [136633.1](#) General Ledger Budgets FAQ
- Note [136685.1](#) General Ledger Document Sequencing FAQ
- Note [149019.1](#) How can I define my first MRC Period?
- Note [108236.1](#) FSG Financial Statement Generator FAQ

## Diagnostics Configuration Tab

### Security for Diagnostics

Security for diagnostics allows users to run tests only for applications where they have an active responsibility. For example, running the General Ledger General Setup test is only allowed for users who have a General Ledger responsibility. Additionally, tests are secured by diagnostic roles based on the sensitivity of the test group. The sensitivity of the test group (high, medium or low) is determined by the developer of the test. To identify/update the sensitivity of a test group, navigate to Configuration → Groups. To identify/update the role assigned to a responsibility, navigate to Configuration → Security. Choose the diagnostic role, and then choose the application. Select responsibilities to grant permission to the role as shown below.

**Application Super User Role Responsibility Assignment**

**Description** In this page the administrator can manage the assignment of responsibilities to the Application Super User Diagnostic Role. The Application Super User Diagnostic Role can execute, configure inputs and view reports for all groups of its application. It can also execute, configure inputs and view reports for groups of low sensitivity of other applications.

Super User for Application: General Ledger

Available Responsibilities	Selected Responsibilities
AU General Ledger Super User	General Ledger Super User
Czech, General Ledger, Operations	
Financial Management	
Financial Management Vision Germany	
Financial Management Vision Netherlands	
Financials France All	
GASB34 Reporting	
GCS, Vision Corporate - UK	
GCS, Vision Distribution - SNG	
GCS, Vision Operations - USA	

Buttons: Back, Save, Restore

A summary of the permissions granted to the diagnostic roles are shown below.

- *Super User* – User SYSADMIN and responsibility CRM HTML Administration
- Has permission to execute tests, perform configuration, view reports and set up security for all test groups for all registered applications
- *Application Super User*
- Has permission to execute tests, configure results and view reports for Medium/Low Sensitivity test groups for all applications

- Has permission to execute all tests, perform configuration, view reports, and set up security for authorized applications
- *End User*
- Has permission to execute tests and configure results only for Low Sensitivity tests

For additional details related to Diagnostic Security, refer to MetaLink note 405425.1.

## Modifying/Adding Test Groups

Users with appropriate permissions can modify the test groups available in an application or group and the test group sensitivity.

- Navigate to Configuration > Groups and select the application from the drop down list
- Click the Create button to add a new group
- Check the remove check box; then the update button to remove a group
- Click on the specific group hyperlink to administer tests within the group
- Click the Sensitivity drop down box to change the sensitivity for the test group

Groups Administration

Application: General Ledger

Remove	Sequence	Group Name	Number of Tests	Sensitivity*
<input type="checkbox"/>	1	<a href="#">Setup</a>	2	Low
<input type="checkbox"/>	2	<a href="#">Activity</a>	5	Low
<input type="checkbox"/>	3	<a href="#">Data Collection</a>	2	Low

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

Buttons: Update, Restore

## Modifying/Adding Tests

Users with appropriate permissions can modify the tests available in an application or group.

Tests Administration


Application: General Ledger

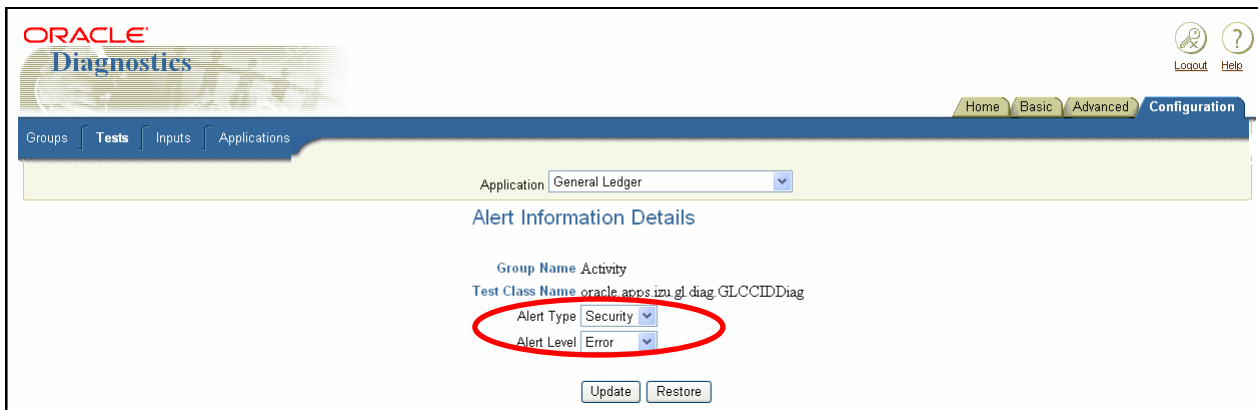
Group: Activity

Remove	Sequence	Name	Class Name	Alert Information
<input type="checkbox"/>	1	Code Combination	oracle.apps.izu.gl.diag.GLCCIDDiag	
<input type="checkbox"/>	2	Duplicate Rows	oracle.apps.izu.gl.diag.GLDuplicatesDiag	
<input type="checkbox"/>	3	Journal	oracle.apps.izu.gl.diag.GLJournalDiag	
<input type="checkbox"/>	4	Misclassified Accounts	oracle.apps.izu.gl.diag.GLMisclassAccountsDiag	
<input type="checkbox"/>	5	Period Closing	oracle.apps.izu.gl.diag.GLClosing	

TIP Hyperlinked tests are declarative tests and contain sub tests  
 TIP A colored 'Alert Information' icon indicates that the test has alert information defined.  
 TIP Click on the 'Alert Information' icon to configure the alert information for the test

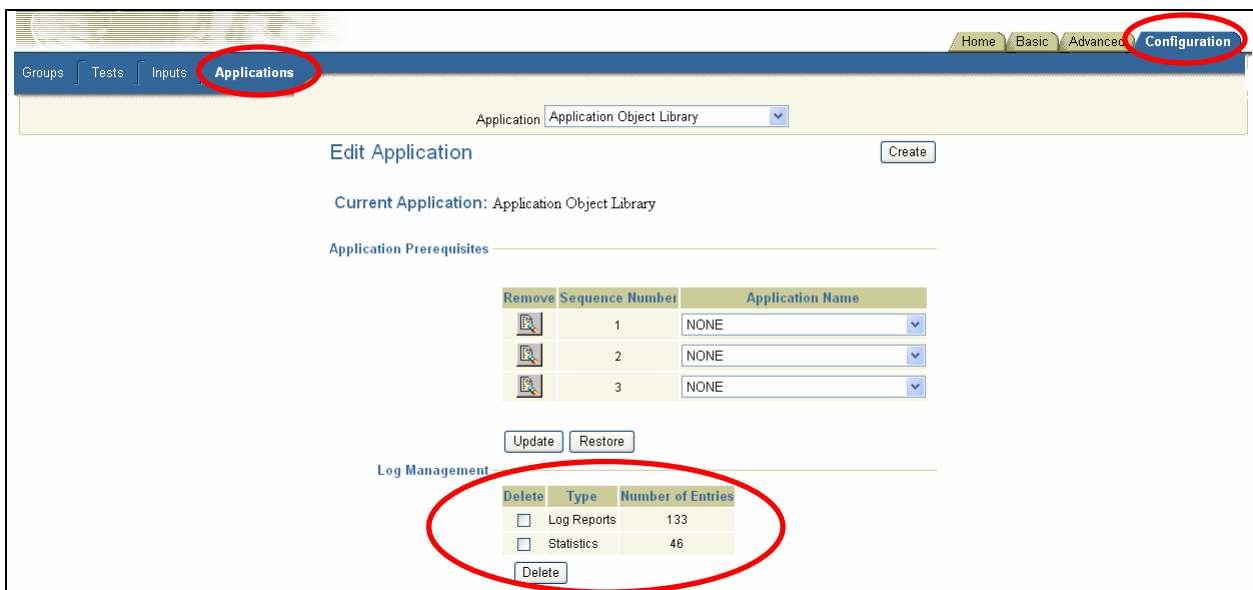
Buttons: Update, Restore

- Click the Create button to add a new test
- Check the remove check box, then the Update button to remove a test
- Click on the  hyperlink to add alerts for critical, warning or error conditions.



## Purge Diagnostic Logs and Statistics

When a diagnostic test runs, test result logs and statistical information are stored in the database. This data should be purged periodically to maintain meaningful statistics over a period of time. Remove log and statistical data by navigating to Configuration → Applications. Check the box, then the *Delete* button to remove logs, statistics or both.



Optionally, use the following concurrent programs to delete logs and statistics:

- Delete Diagnostic Logs - deletes all test reports that are older than a given number of days for one or more applications
- Delete Diagnostic Stats - deletes all statistics

## Diagnostic Catalog

The next page shows the first page diagnostic catalog at the application level for the current release of Oracle Diagnostics. See MetaLink note 170666.1 for the full catalog.

**ORACLE** METALINK

Bookmarks Admin Profile Feedback Sign Out Help

Headlines **Knowledge** Service Request Configuration Support Manager Patches & Updates Forums Certify

Knowledge Browser **Advanced Search** Bug Search Secure Enterprise Search

Quick Find Knowledge Base   Secure Enterprise Search Advanced Saved Searches

**TIP:** Click [help](#) for a detailed explanation of this page. [Bookmark](#) [Go to End](#)

Subject: **Applications Support Diagnostic Tools**  
 Doc ID: [Note:179661.1](#) Type: **DIAGNOSTIC TOOLS**  
 Last Revision Date: **04-APR-2007** Status: **PUBLISHED**

### eBusiness Suite Support - Diagnostic Tools

**Support Diagnostics Reference Documentation Menu**

<a href="#">Diagnostic Overview</a>	<a href="#">Diagnostic Catalog</a>	<a href="#">Installation Guide</a>	<a href="#">FAQ</a>	<a href="#">Test Sets</a>	<a href="#">Training</a>
	<b>You Are Here!</b>				

Click on the category hyperlinks to drill down to specific reports.

**Release 11.5 Diagnostics**

Applications Core Technology	Distribution/Supply Chain	Financials
<ul style="list-style-type: none"> <li><a href="#">Alert</a></li> <li><a href="#">Application Object Library</a></li> <li><a href="#">Applications DBA</a></li> <li><a href="#">XML Gateway</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Configurator</a></li> <li><a href="#">Inventory</a></li> <li><a href="#">Warehouse Management</a></li> <li><a href="#">OM Suite (Order Management)</a></li> <li><a href="#">Procurement (Purchasing)</a></li> <li><a href="#">Release Management</a></li> <li><a href="#">Shipping</a></li> <li><a href="#">Advanced Pricing</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Assets</a></li> <li><a href="#">Cash Management</a></li> <li><a href="#">Collections</a></li> <li><a href="#">General Ledger</a></li> <li><a href="#">Global Accounting Engine</a></li> <li><a href="#">Internal Controls Manager</a></li> <li><a href="#">Payables</a></li> <li><a href="#">Receivables</a></li> </ul>
Human Resource Management Systems	Manufacturing	Projects Suite
<ul style="list-style-type: none"> <li><a href="#">Advanced Benefits</a></li> <li><a href="#">Time and Labor</a></li> <li><a href="#">Human Resources</a></li> <li><a href="#">iRecruitment</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Advanced Supply Chain Planning</a></li> <li><a href="#">Bill Of Materials</a></li> <li><a href="#">Cost Management</a></li> <li><a href="#">e-Commerce Gateway</a></li> <li><a href="#">Enterprise Asset Management</a></li> <li><a href="#">Process Manufacturing</a></li> <li><a href="#">Work in Process</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Project Foundation</a></li> <li><a href="#">Project Billing</a></li> <li><a href="#">Project Costing</a></li> <li><a href="#">Project Intelligence</a></li> <li><a href="#">Project Management</a></li> </ul>

Click on the  to drill down to detailed instructions and other information about a specific report.

Oracle Workflow Cartridge				
Title	Current Release	November 2006 Release	Command Line Diagnostic	Last Updated
<b>Setup</b>				
Workflow C Mailer	✓	⊕	✓	14-Feb-06
Workflow Java Mailer	✓	⊕	✓	19-Sep-06
Workflow Queues	✓	⊕		30-Nov-05
Workflow Business Event	✓	⊕		15-Jul-05
<b>Data Collection</b>				
Workflow Status and Purgeable Items	✓	⊕		19-Sep-06
Workflow Definition	✓	⊕		30-Nov-05
Workflow Item Details	✓	⊕		30-Jun-06
Workflow Item Error	✓	⊕		16-Sep-05
Workflow Directory Services	✓	⊕		19-Sep-06
Performance	✓	⊕		31-Jul-06
Workflow Information	✓	⊕		30-Nov-05

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## Summary

Diagnostic testing is not only the first step in troubleshooting, but also a good tool to proactively check and maintain the health of the E-Business applications. Many of these tests and tools were previously only available to the support team to run using SQL or as a shell script in Unix. The examples provided are only a very small fraction of what is available now within the applications. I encourage all users to take the time to run all the available reports. Diagnostic reporting does not update any data. It is only a reporting tool. With the security described in this paper, there is no reason to restrict access to this valuable tool.

## References

### How to download support diagnostic tools

The latest version of currently available support diagnostic tools can be downloaded from the MetaLink Doc ID: 167000.1

### How to install support diagnostic tools

Installation instructions are available in the MetaLink Doc ID: 167000.1 and in step-by-step demos and on-line training available in the MetaLink Doc ID: 232116.1

### How to execute support diagnostic tools

Execution instructions are available in the MetaLink Doc ID: 167000.1 and in step-by-step demos and on-line training available in the MetaLink Doc ID: 232116.1