

## Oracle Applications Release 11i Newsletter

The contents of this newsletter were contributed by **Solution Beacon** consultants who have accumulated extensive experience during the numerous installations, implementations, and upgrades of Release 11i that we have performed for our clients. We also welcome your participation in this newsletter. If you would like to contribute on any Release 11i topic, please send your contact information, topic, and a short abstract to [mweiss@solutionbeacon.com](mailto:mweiss@solutionbeacon.com). We would also appreciate any feedback from our readers if you have successfully or unsuccessfully implemented one of the suggestions from any of the newsletters. Comments or suggestions are always appreciated. Please send to [mweiss@solutionbeacon.com](mailto:mweiss@solutionbeacon.com).

*Mary Lou Weiss, Alicia Hoekstra, and Randy Giefer, Editors, Solution Beacon*

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## Oracle Applications Desupport Notices

### Oracle Applications/Oracle E-Business Suite Desupport Announcements:

**Oracle Applications release 11.0.3:** Oracle is announcing desupport plans for Oracle Applications version 11.0.3. Full error correction support of this applications version ends 12/31/06. Extended Support (ES) is available through 12/31/08. We are communicating this information to our customers via the MetaLink monthly email blasts sent to customers with current contact information in MetaLink. For more information, please review the desupport notice posted on MetaLink (note 329685.1).

**E-Business Suite releases 11.5.1-11.5.6:** Oracle is announcing desupport plans for the versions 11.5.1-11.5.6 of the E-Business Suite. Support for these versions only will end on July 31, 2006. Extended Support (ES) is available through July 31, 2007. We are communicating this information to our customers via the MetaLink monthly email blasts sent to all customers with current contact information in MetaLink. For more information, please review the desupport notice posted on MetaLink (note 329689.1).

**DB 8.1.7:** The Database version 8.1.7 desupport notice is being updated to reflect the continuation of full error correction support (ECS) for 8.1.7 customers using applications release 11.0.3 or E-Business Suite 11.5.1-11.5.6 through the end of life for these applications releases only. This information is being communicated to our customers via the MetaLink monthly email blasts sent to all customers with current contact information in MetaLink. For more information, please review the 8.1.7 desupport notices posted on MetaLink (notes 250629.1 and 148054.1).

*Oracle Support*



## Ask the SB Experts

**Question:** I have a 11.5.10 Mobile Web Application question. We have just upgraded from 10.7 to 11.5.10 in a multi-node environment. We're running the database and concurrent managers Admin node on an AIX 5.2 server and forms/mobile web across seven Linux RH 4 servers. The problem we're having is that, occasionally, users will get locked in their mobile web forms and are then locked up and must be unlocked. We know how to unlock them either with the MWA Server Manager or via the command line on a specific server, but our issue is that we do not have a global view of all users using the mobile web application. Our view is via a single server and we have to log into all seven servers (less if we're lucky) to find one locked user. Is there a tool or is there a configuration change to the MWA Server Manager that lets you see all mobile application users on all servers?

**Answer:** Definitely the right move to go to 11.5.10 with all of the major technology changes (workflow, java, xml) not in 11.5.9. We're assuming that you applied the 11.5.10 Consolidated Update #1 and ATG\_PF.H Consolidated Update #1.

We're starting to see this configuration more and more with the Linux front-ends although not usually on RH 4. You do know that Oracle is now recommending that the database tier be separated from the concurrent manager tier? We at SB don't agree with that recommendation except in very extreme cases but thought you should know. MetaLink 285267.1. We just went live with a huge MWA base and have this same fun, fun, fun situation.

A couple of more questions here to help prevent this from occurring. Are you using the recommended multi-dispatcher MWA configuration? Have you implemented MetaLink doc 198543.1 recommendations for round robin Apache bounces and dispatcher management? In the current OAM or MWA Server manager, there is not (currently) a way to see all apps users. My contacts at Oracle have promised that that feature will be in the next version of OAM. Until then, you're doing it the way we would. We can send you our config settings and you can review if you'd like. We did have to make several configuration changes on the applications server, dispatcher and mobile device to prevent these locks but seem to be fairly stable at this point in time. Not 100% but relatively stable.

**Question:** Currently we have 3 standalone databases still on 8.1.7.4 (32-bit), one, we need to upgrade to 9.2.0.6 (preferably 64-bit). Could we install the software 9.2.0.6 then perform export (8.1.7.4) and import (into 9.2.0.6)? Will the 32-bit to 64-bit word size conversion be taken care of using the export/import method? Or do we still have to convert 32-bit to 64-bit word size step separately?

Another database we need to upgrade to 10g. Could we also perform the export/import method? And will we be okay with the 64-bit word size problem?

Normally we would install new software, point the upgraded DB (8.1.7.4) to the new binary, perform the upgrade using the new binary then we would convert the 32-bit to 64-bit word size.

Which would be the right way to perform the upgrade?

**Answer:** The good news is that you are on SUN, otherwise you would have a mess on your hands. Let's take this one at a time...

The major question is do the environments have the JVM or Oracle Apps installed? If you do, it is not supported to upgrade and convert at the same time. See MetaLink document 183649.1.

If not, then the export, import from Oracle8i to Oracle9i is very standard assuming the source database is under 500GB and you can perform the 64 bit conversion at the same time. You should also perform some analysis of the largest fragmented objects to determine the proper next extent sizing for those objects.

As to the 10g, it's the same process if you are on Oracle9i. You can and should do this all at once. I do not think, however, that you can go from Oracle8i 32 bit to 10g 64 bit. You might want to open an iTAR on this one to save you some time.

MetaLink Doc 62290.1 is the document to review on the 32 to 64 bit conversion.

*The Senior Consultants at Solution Beacon, LLC*

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## Upgrading to Release 11.5.10 and HRMS Family Pack K

During our recent upgrade to Release 11.5.10 and HRMS Family Pack K we encountered several noteworthy issues. Listed below, in no specific order) are the short synopses (P.) followed by the resolutions (R.).

Our environment is as follows: HP 9000 series server running HP-UX 11.11 with 4 800MHz CPUs; 10GB RAM and an EMC CLARiiON SAN connected by Fibre Channel.

**Problem:** OATM failed to remove original tablespaces after successful conversion to the new Oracle Applications Tablespace Model.

**Resolution:** There are several notes in MetaLink regarding potential issues during the OATM conversion. According to Note: 271866.1 the remaining tablespaces can be manually removed. To ensure that we were not dropping populated tablespaces we queried the dba\_segments view (as advised in the MetaLink Note above) which showed the tablespaces only housed space headers. We used the drop tablespace commands to remove the remaining tablespaces that contained space\_header objects only.

**Problem:** After upgrading the database to 9.2.0.6, we encountered numerous ORA-07445s, ORA-00600s, ORA-01041s, ORA-24323s and other interesting errors during the application of HRMS Family Pack K (which we merged with BNE mini-pack D). My favorite error was the ORA-01460 errors dealing with unimplemented or unreasonable conversion requests.

**Resolution:** According to MetaLink Note: 3949307.8, the database version 9.2.0.6, on all platforms, can be vulnerable to SGA Memory Corruption during periods of high concurrency due

to "...internal mis-use of a latch cleanup structure". Applying Patch # 3949307 via opatch corrects the issue.

\*\* Don't forget to check your pathing... the "AR" program used in relinking the Oracle executables needs to come from the /usr/ccs/bin directory. There is often more than one distribution of "AR" (AT&T and BSD); Oracle needs the AT&T "AR" which is located in /usr/ccs/bin. Relinking the Oracle executables without using this distribution can result in the inability to startup the database.

*Lon White, City Of Chandler, AZ*

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## How to Apply a Patch When Already Patching

Occasionally, adpatch will fail on one of the workers and patch installation cannot continue until a different patch is applied. Currently adpatch only supports applying one patch at a time. So, how do you stop a patch, apply another patch, and resume the original patch? The following steps provide a solution for that scenario.

1. Using the adctrl utility, shutdown the workers.

- a. adctrl
- b. Select option 3 "Tell worker to shutdown/quit"

2. Backup the FND\_INSTALL\_PROCESSES/AD\_DEFERRED\_JOBS tables which is owned by the APPLSYS schema

```
sqlplus applsys/apps
create table fnd_install_processes_back as select * from
fnd_install_processes;
select count(*) from fnd_install_processes_back;
select count(*) from fnd_install_processes;
create table AD_DEFERRED_JOBS_back as select * from AD_DEFERRED_JOBS;
select count(*) from AD_DEFERRED_JOBS_back;
select count(*) from AD_DEFERRED_JOBS;
```

3. Backup the .rf9 files located in \$APPL\_TOP/admin/<SID>/restart directory. At this point, the adpatch session should have ended and the cursor should be back at the UNIX prompt.

```
cd $APPL_TOP/admin/DEVL
mv restart restart_back
mkdir restart
```

4. Drop the FND\_INSTALL\_PROCESSES table and the AD\_DEFERRED\_JOBS table.

```
sqlplus applsys/apps
drop table FND_INSTALL_PROCESSES;
drop table AD_DEFERRED_JOBS;
```

5. Apply the new patch.

6. Restore the .rf9 files located in \$APPL\_TOP/admin/<SID>/restart\_back



```
cd $APPL_TOP/admin/DEVL
mv restart restart_3263588
mv restart_back restart
```

7. Restore the FND\_INSTALL\_PROCESSES/AD\_DEFERRED\_JOBS tables which is owned by the APPLSYS schema.

```
sqlplus applsys/apps
create table fnd_install_processes as select * from
fnd_install_processes_back;
select count(*) from fnd_install_processes;
select count(*) from fnd_install_processes_back;

create table AD_DEFERRED_JOBS as select * from AD_DEFERRED_JOBS_back;
select count(*) from AD_DEFERRED_JOBS_back;
select count(*) from AD_DEFERRED_JOBS;
```

8. Re-create synonyms

```
sqlplus apps/apps
create synonym AD_DEFERRED_JOBS for APPLSYS.AD_DEFERRED_JOBS;
create synonym FND_INSTALL_PROCESSES FOR APPLSYS.FND_INSTALL_PROCESSES;
```

9. Start adpatch, it will resume where it stopped previously.

*Kevin Dahl, Solution Beacon*

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## AutoUpgrade Bug in R11.5.10

For those of you doing upgrades to 11.5.10, we recently encountered a bug wherein AutoUpgrade doesn't spawn the various "forked" workers to perform certain tasks. This problem manifested itself when apxevt1.sql went to run and was failing. This would be bugs 4380032 and 4507874.

Part of the problem that we were noticing was that apxaidxx.sql and ar115rtx.sql were showing up as "Assigned" and "Completed" in the adaimgr.log but didn't appear at all in the adwork???.log files.

At the moment, we've been asked by support to apply AD.I.2 (preinstall=y) prior to running AutoUpgrade.

So, check your log files. You should see "apxaidxx.sql" and "ar115rtx.sql" in them (as well as one thread per worker for them as well, noted as "AD1apxaidxx.sql").

Also, please see MetaLink Note 316365.1 for Oracle Applications Release 11.5.10.2 Maintenance Pack Installation Instructions and MetaLink Note 316366.1 for 11.5.10 Oracle E-Business Suite Consolidated Update 2 (CU2).

*James Morrow, Solution Beacon*

## R11.5.10 Upgrade Issues

Please see the following MetaLink notes for 11.5.10 upgrade issues:

Note 316365.1 for Oracle Applications Release 11.5.10.2 Maintenance Pack Installation Instructions

Note 316366.1 for 11.5.10 Oracle E-Business Suite Consolidated Update 2 (CU2)

Note 312572.1 for Oracle Applications Technology Updates for Release 11.5.10 CU2

Note 233044.1 for Oracle Applications DBA Minipack 11i.AD.1

*John Stouffer, Solution Beacon*

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## Book Offer: "Installing, Upgrading and Maintaining Oracle Applications 11i" is Available!

To order your copy of "Installing, Upgrading and Maintaining Oracle Applications 11i (or, When Old Dogs Learn New Tricks)" visit our website or order your book at

<http://www.oncalldb.com/docs/Books/?&L=sb>

Coming Soon: "ABCs of Workflow for Oracle Applications" ... by Karen Brownfield ... Be on the lookout for the new book on Oracle Applications Workflow.

*Barbara Matthews, OnCallDBA, Karen Brownfield, John Stouffer and Randy Giefer, Solution Beacon*

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## OAUG: Events in the News

### OAUG Connection Point 2005 Papers and Presentations Now Available

Papers and PowerPoint presentations given at the OAUG Connection Point 2005 conference are now offered through the OAUG Web site. The documents are available to all members. For more information on the OAUG Connection Point 2005 conference or the OAUG, visit [www.oaug.org](http://www.oaug.org).

### Oracle Customer Reference and Customer Appreciation Programs

The OAUG is partnering with Oracle to recognize Oracle customers' business and technology successes through the Customer Reference and Customer Appreciation Programs. Oracle celebrates customer successes with a variety of marketing and networking activities, including:



sales reference forums and site visits; success snapshots and videos; participation in live and online events; advertising, press, and analyst activities; and ROI studies.

If you or your company is interested in participating in reference and appreciation activities, please visit the OAUG Web site at [www.oaug.org](http://www.oaug.org) for details and access to Oracle's online nomination form.

*Robin Dahlen for Meeting Expectations*

## Upcoming Solution Beacon Events

EVENT	DATE	LOCATION
Oracle OpenWorld	September 17-22, 2005	San Francisco, CA
Fusion Council, John Stouffer	September 17, 2005	San Francisco, CA
Oracle OpenWorld, Customizations & Extensions SIG Meeting, Susan Behn	September 17, 2005	San Francisco, CA
Oracle OpenWorld, Upgrade SIG Meeting, Chair John Stouffer	September 17, 2005	San Francisco, CA
Oracle OpenWorld, SysAdmin SIG Meeting, Chair Randy Giefer	September 17, 2005	San Francisco, CA
Oracle OpenWorld, <i>ABCs of Workflow – It's All in the Setup</i> , Karen Brownfield	September 19-22, 2005	San Francisco, CA
OATS Conference	October 27, 2005	Chicago, IL
NCOAUG Conference	November 7, 2005	Chicago, IL

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