

## In This Issue

Important Changes to Release 11 <i>i</i> and Release 12	1
Linux Oracle10g (10.2.0.3) Shared Memory Problem	1
Master Data Management (MDM)	3
Business Intelligence News	5
Options for Generating XML for BI Publisher	6
Fusion Corner: What's In It For Me?	7
Oracle Announces Support Diagnostic Patch for E-Business Suite Release 12	9
Apps DBA 101: oralInventory	9
Congratulations to our Recent Winner!	11
Login Page Issue After Release 12 Upgrade	11
Critical Patch Update – July 2007	14
Vendor Corner: RingMaster	18
OAUG News	18
Ask the Solution Beacon Experts	19
Installing, Upgrading and Maintaining Oracle E-Business Suite Applications Release 11.5.10+	21
Release 12 Primer Coming in October!	21
Solution Beacon Foundation Update	22
Webinars, Workshops and User Group Meetings	23
But Look – There's More!	24
Upcoming Solution Beacon Events	24

*The contents of this newsletter were contributed by Solution Beacon consultants who have accumulated extensive experience during the numerous installations, implementations, and upgrades of the various releases of the Oracle E-Business Suite of Applications that we have performed for our clients. We welcome your participation in this newsletter. To contribute on any E-Business Suite of Applications topic, please send your contact information, topic, and a short abstract to [SBNewsletter@solutionbeacon.com](mailto:SBNewsletter@solutionbeacon.com).*

*We also appreciate 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 them via email to [SBNewsletter@solutionbeacon.com](mailto:SBNewsletter@solutionbeacon.com).*

*Prior editions of the Solution Beacon Newsletters are available for review at: [http://www.solutionbeacon.com/tool\\_news.htm](http://www.solutionbeacon.com/tool_news.htm)*

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

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## Important Changes to Release 11*i* and Release 12

From Steven Chan's blog at:

<http://blogs.oracle.com/schan>

we see these hot topics:

- Apps 12.0.2 Release Update Pack Now Available
- Critical Patch Update for July 2007 Now Available
- Firefox 2 Now Certified with E-Business Suite
- 10gR2 10.2.0.3 Certified for Windows Server 2003 (Itanium) and Apps 11*i*

We at Solution Beacon think very highly of Steven Chan, who is the Director of Applications Technology Integration at Oracle. His blog is a company and industry favorite. His information is timely, accurate and peerless in the Oracle Applications world.



Solution Beacon recommends that if you aren't already subscribed to Steven's blog, you take a moment and get subscribed!

## Linux Oracle10g (10.2.0.3) Shared Memory Problem

RDBMS Version 10.2.0.3 under Linux (32-Bit OS) and Windows (32-Bit OS) has a problem with Shared Memory. The E-Business Suite allocates cursors and the Oracle10g Shared Memory is not getting any relief when the cursors are closed and are no longer needed. To confirm that you have this problem, see MetaLink Doc. ID: 403616.1.

On one of our environments, we watched our free memory diminish throughout the day, and



## Master Data Management (MDM)

### What Is It and Why Do You Need to Manage It? The Seven Key Entities Defined

Master Data within the Oracle E-Business Suite includes seven key entities: Customers, Suppliers, Products, Locations, Assets, Employees, and Chart of Accounts. These entities are the foundation of nearly every business process or transaction from Sales, Procurement, Financial Reporting, Service and Supply Chain. Now that the key entities are defined, we can review what makes them so important, what the goals are to manage these entities, and what it means to manage them within the E-Business Suite of Applications

### Why is Managing Master Data Important?

Poor or nonexistent Master Data management can lead to:

1. Compromised business decisions
2. Inaccurate financial reporting
3. Decreased overall system integrity and decreased user adoption
4. Loss of revenue or increase in cost and expenses due to issues in shipments, billing, payments or accounting
5. User loss of effectiveness and time wasted that could be better spent.
6. Increased overhead costs to support the E-Business Suite Environment

A typical example of Master Data issues would be having duplicate Suppliers or Customers. This consistent client scenario causes confusion during the sales or procurement process, along with issues with collections, payments and reporting. Prevention and remediation are the two methods for dealing with Master Data issues. For both issues in this scenario, remediation can be done by running standard concurrent programs to merge records – the Vendor Merge or Customer Merge concurrent programs. These programs should be run periodically to keep these master files 'clean'.

To make ongoing remediation quick, simple, and more easily managed, a good prevention policy and process should be introduced. Some of the applications have standard controls or checks to help manage duplicates. For instance, both of these entities have simple checks for duplicates during record creation. This is not foolproof, as normal spelling errors, differences in capitalization, spacing or punctuation will create unique entries. Additional controls can and should be created to look for patterns or force additional lookups, making it harder to create duplicates. Simply creating easily defined and implemented rules, like using forms personalization to enforce uppercase (after making all records uppercase, of course), will eliminate one way of duplicate creation.

### What is the Goal of Effectively Managing Master Data?

Simply put, the goal of effectively managing Master Data is to mitigate the risks of encountering any of the six points previously outlined by preventing or remediating issues with Master Data. With good controls in place the Master Data can be managed more easily and can be relied upon as a company's single source of truth. To accomplish this, well defined processes and controls should be in place for

the three main activities required for Master Data: creating records, managing changes to records, and terminating of records.

## How Can You Implement Good Master Data Management Controls?

A good starting point is to review the business processes and separate them according to the seven key entities and the three main activities. Prioritize the data by the impact on the business, reporting, cost or other reasons having an impact. Once data and activities have been separated and prioritized, focus on a bottom up and top down approach.

1. Access Control – Access control is imperative. Separation or Segregation of Duties is not only required but also is a good control to apply regardless. The traditional security best practice guiding principle usually works best – "If a user has access, there is risk". To begin, review which forms and functions are used for each of the three activities and identify which responsibilities have access to them. Don't focus on the users until the last step. While the user access may seem like the root of the problem, removing unrequired or inappropriate functions will have a greater overall impact and thus cause less overall work. Remove any functions by excluding them from responsibilities if they are not required or appropriate for those responsibilities.
2. Once responsibilities have been defined and cleansed, review those users assigned to be sure they have the correct responsibilities and do not have excessive responsibilities based upon their job role. This is a remediation exercise and it will take some time. A prevention mechanism is to have a thorough manual or automated review of each user's assignments prior to actually assigning roles. Implementing user provisioning, UMX and Role Based Access Control (RBAC), or other software packages offering these features can be very helpful if they are certified for use with the E-Business Suite of Applications.
3. Data Creation/Change – The next focus is on creating data and managing the data changes. If a user or group of users has access based on job roles, what is the best way to create or manage Master Data? To first address creating data we need to take a look at any situation where users are only allowed to create data conditionally, such as within a group of users where only a handful are allowed to create suppliers of type employee. Once any user is granted access to the functions allowing new supplier creation, he can create any type of supplier. More advanced application controls or rules are required to limit user security. These rules, called business rules, need to provide conditional security or control based on specific business requirements. To implement such rules there are options like forms personalization and workflow, data security, custom.pll modifications, third-party applications, customization (not preferred), and utilizing manual controls. The last option, using manual controls, is always available but not preferred for obvious overhead and maintenance reasons. To control or manage the change of data, the focus is the same. The options, however, increase to include adding approval processes and auditing.

As an example, let's say that a group of receivables clerks has access as part of their job function to increase credit limits, but has mistakenly changed the credit limit from \$10,000 to \$100,000. To remediate the problem, there could be audit controls setup so that any changes are recorded. With audit controls, it is imperative that review processes are in place to review reports often enough to address issues. A more proactive and preventative approach is to force users to enter reasons for the change so that there is a recorded reason for the change. Another option would be to implement an approval process to prevent the change prior to a

secondary approval, thus making this a two step or two touch process. Approval controls do add another step or additional oversight to a process but could be well worth the cost given the risk of some changes. Another control that should be considered is continuous control monitoring to alert or notify when certain changes occur. It is wise and not unheard of to implement redundant controls of different data types. Whether to do so is a question of the level of risk acceptable to the business for the given data.

## Why is Obsolescing, End-dating or Terminating Data Important?

There are regulations that impact the period of time required to keep data. The amount of 'old' data will contribute to decreasing reports and forms performance, increasing overall user dissatisfaction, and increasing space requirements as the amount of data stored increases dramatically over time and Application releases. This data may show up on reports or system forms and also mistakenly may end up being used in transactions. Take proactive and continuous steps to end-date records where appropriate. Create methods to identify obsolete and inactive data. Institute purge or archive programs where appropriate that adhere to corporate and industry data retention standards or regulations. There are applications to assist in archiving data while still providing seamless end user access so that the user will not even know that the data has been "archived". It is worthwhile to research the value of these applications for your environment. Most of these applications also maintain controls on who can manage the data that is inactivated, archived or removed and who can run programs to remove data.

In summary, control and management of Master Data is important to the business in many ways. Master Data should be secure, controlled, and accurately maintained. Controls may be automated or manual. Access to data should be limited as necessary for viewing or managing the Master Data. Establishing Master Data groups to manage the data is also a good idea. The control or process for end dating or inactivating Master Data should be tightly controlled and reviewed on a regular basis. These minor steps can significantly improve the quality and accuracy of reports and users' effectiveness, as well as reduce costs in many areas, while providing for a healthier E-Business Suite environment for the enterprise.

*Daryl Geryol, Solution Beacon*

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## Business Intelligence News

### General Availability of Oracle Business Intelligence Standard Edition One (OBISE-1)

Oracle announced general availability of OBISE-1 in June, 2007. OBISE-1 is a scaled-down version of Oracle Business Intelligence Enterprise Edition Suite (OBIEE). OBISE-1 contains everything from OBIEE except for Business Intelligence Applications (pre-packaged Star-Schema Data Warehouse Adaptors for Oracle E-Business, PeopleSoft, Siebel, Retek, SAP, etc.)

Pre-Packaged Data Warehouse Adaptors and Extraction-Transformation-Load (ETL) logic is developed using Informatica OEM PowerCenter Software. This is particularly helpful for Customers looking to implement an Enterprise-wide Data Warehouse, sourcing from Oracle E-Business or any of the afore-mentioned ERP systems, and consolidating with information obtained from other ancillary

systems. This is a good buy versus build solution and is priced along with OBIEE as a complete solution.

OBISE-1 provides for a less expensive solution for customers that already have an existing data warehouse or are not quite ready for a data warehouse or data archiving solution yet. This is a particularly good offering for customers who can start with OBISE-1 as a first step and then scale up to OBIEE as their future needs, growth, and acquisitions continue. This approach by Oracle is more along the lines of 'Start Small but Think Big'. OBISE-1 is fully expandable to OBIEE; the only additional requirement for a full-blown OBIEE suite is the need to purchase the Business Intelligence Applications.

Visit the following link for more information

<http://www.oracle.com/appserver/business-intelligence/standard-edition-one.html>

*Naren Thota, Solution Beacon*

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## Options for Generating XML for BI Publisher

Oracle's BI Publisher is a powerful tool for producing richly formatted documents. It takes any well-formed XML data and refines it into custom invoices, checks, bar coded labels, web pages – the possibilities are limitless. The source for the XML data can be any process that can generate well-formed XML data ("well-formed" simply means that it complies with XML standards). In the Oracle E-Business Applications world, this typically means creating a duplicate of an existing report and then modifying its output to generate XML rather than text. However, there are many occasions where the report requirements don't correspond with an existing report and you'll have to look at other options to generate the XML data.

BI Publisher Data Templates provide the overall best method for producing XML output that is to be used in conjunction with BI Publisher. Data Templates are specially formatted XML documents that contain SQL code along with other processing instructions. They are relatively simple to construct, requiring only a text editor and a working knowledge of the template elements and layout. Once complete, the Data Template is loaded into the Template Manager as part of the data definition. Everything is managed thru BI Publisher utility, thus eliminating the need to create a separate concurrent process. At runtime, execution is handled via the BI Publisher Java APIs and the entire process has been tuned to optimize performance over any other available methods for producing XML output. Keep in mind, however, that all the appropriate BI Publisher patches must be in place for Data Templates to be used and this is usually not the case with most environments.

The PL/SQL XDK (XML Developer's Kit) packages offer a powerful option for generating XML data. The XDK provides methods for creating and manipulating XML documents through the DOM or Document Object Model. The DOM methods provide a maximum amount of control when generating new documents or modifying existing ones. Unfortunately, the learning curve is somewhat intense and it takes a substantial amount of coding to perform even the simplest of tasks. The XDK probably is best suited for experienced developers who need an advanced level of control over XML data generation.

You may also choose to generate your XML data using your favorite scripting language. Since XML data is really just specially formatted text, any process that can write text output can produce XML documents for use with BI Publisher. Perl, PHP and even shell scripting can be designed to generate XML as long as you follow the guidelines set forth by the XML standards. Perl, PHP and other common scripting languages also offer add-on libraries specifically designed to simplify the process of generating well-formed XML documents. Plus, if you're already familiar with any of these languages the implementation using these utilities should be reasonably straightforward.

There is a downside to this method. In most cases, you'll need to access data stored in the Applications database and this can get a little tricky when the script is called from a concurrent process. You'll also need to install the appropriate libraries to access the Oracle database or make system calls to SQL\*Plus.

Another little known method that can be used to produce XML data in many situations is SQLX or SQL/XML. SQLX has different meanings depending on the context. Typically, SQLX refers to a set of technologies used to query information from an XML database or document. SQLX also refers to a set of functions used within a SQL query to produce XML output. SQLX functionality is available in Oracle RDMBS 9i or RDBMS 10g databases, but the latter database versions provide much more usability. SQLX scripts can be setup as SQL concurrent requests and immediately processed with BI Publisher. They can also be embedded into PL/SQL procedures so that the output is written to a file and then processed with BI Publisher or further manipulated as needed. The SQLX functions are intuitive and, with a little ingenuity and experimentation, you should be able to quickly produce XML documents to meet most BI Publisher requirements.

*Tim Sharpe, Solution Beacon*

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## Fusion Corner: What's In It For Me?

In my role as a Co-Chair of the OAUG Fusion Council, I have the opportunity of listening to Oracle Applications users from around the globe. In listening, I consistently hear the same types of questions about Fusion Middleware and Fusion Applications: "What will all this spiffy new technology do for my enterprise? Will it lower my costs? Increase my sales? Will it allow me to improve the quality of the products or services I deliver? Can I run my business smarter or more efficiently? How about shortening my delivery or product development lead times?" To summarize, customers are asking "what's in it for me?"

Any C-level executive will tell you that the days of buying and implementing technology for technology's sake are long gone. Technology has to be justified in business process terms: better quality, faster deliveries, lower costs, or increased sales.

### The Challenge

I've recently had the opportunity to work with Oracle's Markus Zirn, a co-author of the [BPEL Cookbook](#). Markus is now a Sr. Director of Product Management for Fusion Middleware and is very focused on getting the value proposition message of Fusion Middleware out to Oracle Applications users. Markus

recently pointed me to an Oracle whitepaper, [Bringing SOA Value Patterns To Life](#). It's a pretty good paper, well worth the read, which summarizes three value propositions that served as a foundation for the BPEL Cookbook:

1. SOA-based integration
2. Modern, composite application development
3. Modernizing legacy and mainframe applications

To an IT professional, these three points sound good and make sense. However, explaining their value to a CFO who neither knows nor cares about the difference between BPEL and butter, these value propositions by themselves offer no traction.

## **Selling Fusion to the Business People**

I recently presented a five-year technology roadmap to an executive team in my own company. Many of the folks in the audience were business people, most of whom care passionately about the outcome or net benefit, but don't care much about the details of the technology or the tools to be utilized. A crucial component in the technology roadmap is a migration from the Oracle E-Business Suite (Release 11.5.10.2) to Fusion Applications, with a move to Release 12 on Fusion Middleware as a backup plan. The move will cost us in terms of capital, equipment and labor. Selling the benefits of the technology in terms that mattered to them was one of the toughest challenges in developing the roadmap. So, for this audience, the value propositions consisted of the following points:

- We have an important need to improve the quality of business intelligence available to our managers, so that they can make better strategic and tactical decisions about operating our enterprise. The significant obstacle to be addressed is the fact that we have independent silos of data throughout the institution. Moving to a Fusion architecture will allow us to consolidate those data silos and deliver integrated, tailored business intelligence on a real-time basis to the people making the decisions.
- We also have an important need to automate critical business processes across different technology stacks. For example, consider our employee termination process. When an employee leaves, we have a complex business process that cuts across our HR department (using Oracle E-Business Suite), our office property group (using an Oracle database but not E-Business Suite), our security office (using MySQL and PHP), and our projects business systems (built on both Cold Fusion and .NET technology). Most of this integration is currently done via "sneaker net" – somebody walking to physical locations with papers in hand. Moving to a Fusion architecture will allow us to maximize the automation of integration between the various technology stacks, freeing up our "sneaker net" people to do other, higher-value tasks.
- Quite a bit of our component manufacturing is performed by our supplier community. Fusion architecture will allow us to automate the flow of communication, products, services, invoices, payments, etc. up and down the supply chain, regardless of the technology utilized by our various suppliers, which is never consistent
- Many of our users could perform their jobs more efficiently if we changed the application forms. Although we have made some inroads here lately, Fusion Applications will allow us to modify the user interface in ways that make most sense for our specific users.

- We manage our enterprise according to horizontal business processes. Fusion Applications will be organized around horizontal business processes rather than vertical application modules. With Fusion Applications, Oracle is finally coming around to our way of thinking. Our ERP software will now be a much more accurate model of the way we do business.

These are just a few examples from the presentation I made. In a nutshell, rather than attempting to explain the technology to the business people, I focused on end-state use cases tailored for my specific company. You'll also note that, without too much stress on the brain, you can relate all these use cases back to one of the three basic value propositions from the BPEL Cookbook I mentioned earlier. My approach worked – my audience understood and I “closed the deal”.

## Summing Up

In considering whether a move to Fusion Applications and/or Fusion Middleware makes sense for your enterprise, keep in mind that the technology is not an end unto itself but is a means to an end. So start by figuring out what end or ends you're attempting to achieve. Build the use cases and attempt to make the arguments in terms of higher quality, increased throughput or lower costs...things that matter to business people. That's how you'll know whether it makes sense for you. That's also how you'll sell it to your business people if you decide that moving does make sense for you...and without their buy-in, you don't have a project. In short, the first step in moving to a Fusion architecture is figuring out what's in it for you!

*Floyd Teter, Jet Propulsion Laboratory*

## Oracle Announces Support Diagnostic Patch for E-Business Suite Release 12

Oracle Diagnostics 2.5 RUP 2 includes the latest role-based security features. See MetaLink Doc. ID: 409141.1.

## Apps DBA 101: oraInventory

We recently ran into a situation where we needed to upgrade a database on a widely used server. We encountered a problem because numerous database binaries had been laid down and removed and then re-laid down and, in some cases, removed yet again. In several cases the installer was not used to de-install the binaries; they were simply removed through the command line, most likely by using the “rm” command (bad, bad DBA ☺).

When you don't properly de-install the binaries as you remove a database instance, the next time you try to install a database using the same ORACLE\_HOME, you won't be able to, because oraInventory thinks the database software is still installed. Most of us that have worked in large shops have seen this happen many times and it can be tough to get through. Many more of us have hit similar problems while doing practice installs. So, what can we do to fix this situation after the fact?

In this case we chose to implement a “glocal” inventory and rebuild all of the inventories for the existing systems on the server at that time. We say “glocal” because, although each \$ORACLE\_HOME

must be registered in the global / central inventory, we have the ability to set them up as if they were local inventories (global + local = glocal). We set this up by making multiple versions of the `oraInst.loc` file, located in the `/etc` directory, which was tied to each viable database environment on the server. In the end we had `OAPTCH_oraInst.loc.mastr`, `OATEST_oraInst.loc.mastr`, `OADEVL_oraInst.loc.mastr` and `oraInst.loc` files. Each file pointed to a corresponding global inventory in the `/etc` directory, i.e. `oraInventory_OAPTCH`, `oraInventory_OATEST`, etc. For those of you wondering about the connection here, the `oraInst.loc` file is the file commonly used by Oracle install / upgrade tools that points to the `oraInventory` directory.

Next we rebuilt each global inventory by unzipping patch 5035661 (the patch number you use may be different depending on which version of Oracle software you're using) into the `iAS $ORACLE_HOME` and then running Oracle's `OUIsetup.pl` script via `perl`. We also did this for the database of each system so that in the end each system had a complete "glocal" `oraInventory` that mapped to the applications tier binaries as well as the database tier binaries. A mock script is detailed below for illustration purposes.

1. Source the appropriate environment file (apps environment when building the iAS inventory and the database environment when building the database inventory) – You can test that the right `env` is sourced by checking the output of ``echo $ORACLE_HOME`` – Verify `FIRST` – is it the right Oracle Home?
2. `cp -rp /etc/oraInventory /etc/oraInventory.old`
3. `mv /etc/oraInventory /etc/oraInventory_OAPTCH`
4. `unzip -od /oraappl/oaptch/oaptchora/iAS p5035661_11i_LINUX.zip`
5. `cp /etc/oraInst.loc /etc/OAPTCH_oraInst.loc.mastr`
6. Modify `/etc/OAPTCH_oraInst.loc.mastr` to point to the `/etc/oraInventory_OAPTCH` directory
7. `cp -p /etc/OAPTCH_oraInst.loc.mastr /etc/oraInst.loc`
8. `cd /oraappl/oaptch/oaptchora/iAS/appsoui/setup`
9. `perl OUIsetup.pl`
10. `chmod -R 777 /etc/oraInventory_OAPTCH`
11. `chmod 777 /etc/oraInst.loc`

After working through these steps for each of the systems we ended up with clean inventories and were able to complete our multiple installs and upgrades. This setup also significantly helped our cloning capabilities. Also, understanding the relationship between the `oraInst.loc` file and the `oraInventory` will allow you to lay down additional research / development installs without impacting your actual running systems.

*Lon White, Solution Beacon*

## Congratulations to our Recent Winner!

Naren Thota presented “Oracle Business Intelligence Enterprise Edition – An Implementer’s Insight” at the July 13<sup>th</sup> SROAUG meeting.

Randy Fouts, Finance Systems Manager at Kyocera Wireless, won a \$50 American Express Gift Card.

## Login Page Issue After Release 12 Upgrade

E-Business Suite Release 12 availability was announced in February 2007. Since that time, Oracle has continued to add support notes, install guides and related documents on its MetaLink support site. For those considering an upgrade from previous releases, this article describes a technical issue with the Release 12 login page not displaying after an upgrade.

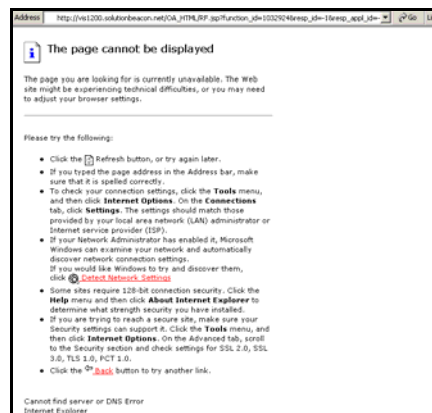
### Background

Oracle continues to refine the upgrade process with new releases, and many improvements have been made for upgrades to Release 12. One change is the departure from the traditional “Category 1 - 6 Upgrade” steps. The Release 12 upgrade manual, located at [http://download-east.oracle.com/docs/cd/B40089\\_03/current/html/docset.html](http://download-east.oracle.com/docs/cd/B40089_03/current/html/docset.html), now breaks the upgrade process down into four areas: Planning, Preparing, Upgrading, and Post-upgrade steps. In addition, an Appendix, separated by product groups lists tasks required by the functional specialist.

Another change to the upgrade process is the elimination of the AutoUpgrade task required in previous releases. A single consolidated patch driver (4440000.drv) is now applied via AutoPatch that combines the AutoUpgrade (adaimgr) task when applying the patch driver file.

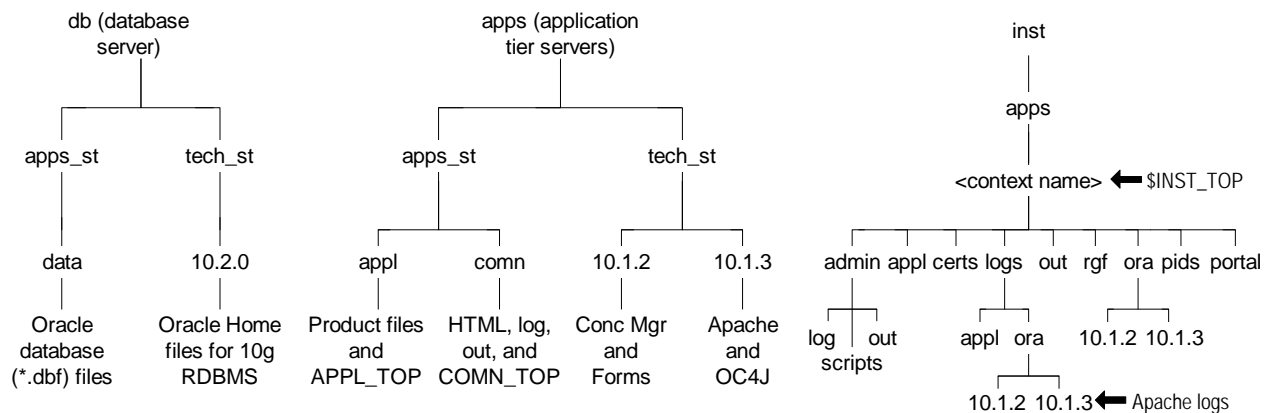
### Login Page Issue

After AutoPatch completes and all required Post-upgrade tasks are performed, the next step is to “Log On to Oracle Applications” (page 4-21 in the upgrade manual). In our upgrade, the login page ([http://server.domain.com/OA\\_HTML/AppsLogin](http://server.domain.com/OA_HTML/AppsLogin)) did not display. Instead, Internet Explorer returned the familiar “Page cannot be displayed” error as shown below:



## Troubleshooting

The first task for those of us new to the Release 12 file system layout is to determine where the various log files reside. With this release, Oracle has completely redesigned the directory structure that was used in Release 11*i*. In Release 12, an “Instance Top” directory has been introduced. This directory contains most instance specific log files, configuration files, admin scripts, etc. In addition to the familiar environment variables \$APPL\_TOP, \$COMMON\_TOP, that we are used to seeing, we now have \$INST\_TOP. Following is a diagram of the Release 12 directory structure:



The directory where Oracle Application Server 10.1.3 logs are located for the Apache web server (aka the Oracle HTTP server) is located at \$INST\_TOP/logs/ora/10.1.3/Apache. Here you'll find the familiar access\_log and error\_log files for Apache. The startup and shutdown scripts for the application tier are now located at \$INST\_TOP/admin/scripts. In Release 12, Oracle has created a specific environment variable for the admin scripts: \$ADMIN\_SCRIPTS\_HOME.

When inspecting the Apache logs while attempting to bring up the login page, we saw the following entries:

```
123.45.67.89 - - [27/Jun/2007:18:48:35 -0700] "GET /OA_HTML/AppsLogin HTTP/1.1" 302 282
123.45.67.89 - - [27/Jun/2007:18:48:36 -0700] "GET /OA_HTML/AppsLocalLogin.jsp HTTP/1.1" 302 663
123.45.67.89 - - [27/Jun/2007:18:48:36 -0700] "GET /OA_HTML/RF.jsp?function_id=1026110&resp_id=-1&resp_appl_id=-1&security_group_id=0&lang_code=US&params= HTTP/1.1" 302 1248
123.45.67.89 - - [27/Jun/2007:18:48:37 -0700] "GET /OA_HTML/pplsLogin?requestUrl=https%3A%2F%2Fvis1200.solutionbeacon.net%3A4451%2FOA_HTML%2FRF.jsp%3Ffunction_id%3D1026110%26resp_id%3D-1%26resp_appl_id%3D-1%26security_group_id%3D0%26lang_code%3DUS%26params%3D&cancelUrl=https%3A%2F%2Fvis1200.solutionbeacon.net%3A4451%2FOA_HTML%2FAppLogin&langCode=US HTTP/1.1" 302 1275
```

As indicated by the 302 status codes, the request to /OA\_HTML/AppsLogin was redirected to /OA\_HTML/AppLocalLogin.jsp which was redirected to the /OA\_HTML/RF.jsp page, which was then redirected back to /OA\_HTML/AppsLogin! This is an example of a redirect loop. Something was definitely wrong here!

A MetaLink search using keywords “redirect appslogin release 12” brought up a short list of matches. In particular, note 380487.1 “Oracle Application Server 10g with Oracle E-Business Suite Release 12

Troubleshooting Guide” seemed promising. In section 2.5 “Cannot Login via Local Login, the item “Can you see the Login Page? [http://host:port/OA\\_HTML/AppsLocalLogin.jsp](http://host:port/OA_HTML/AppsLocalLogin.jsp)” has a checklist:

- How To 2.22 JServ is not running
- How To 6.14 Verify “Application Login Function”
- How To 6.15 Clear Framework Cache

Since the Apache log did not indicate an issue with Jserv (which is a typographical error since Jserv functionality in Release 12 is replaced by OC4J), we concentrated on verifying the Application Login Function.

In the section How to 6.14 Verify “Application Login Function”, the note mentions two things: check the APPS\_LOGIN\_DEFAULT profile, and verify grants from FND\_MENUS. We ran these queries:

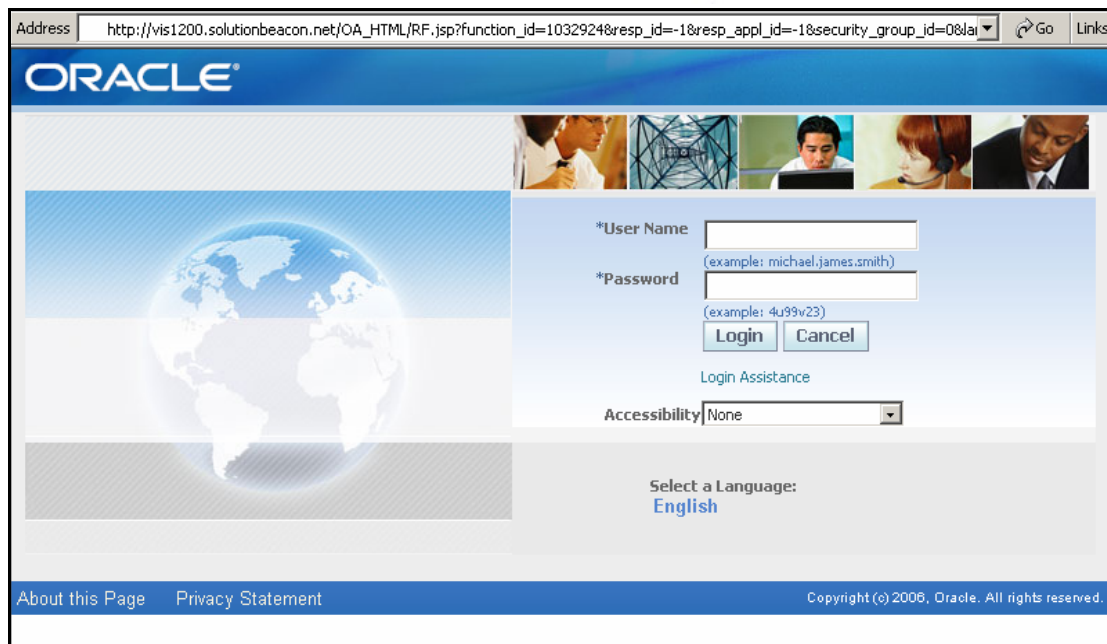
```
select fnd_profile.value('APPS_LOGIN_FUNCTION') from dual;
      FND_PROFILE.VALUE('APPS_LOGIN_FUNCTION')
-----
APPS_LOGIN_DEFAULT

select grantee_key from fnd_grants where menu_id = (select menu_id from
fnd_menus where menu_name like 'APPS_LOGIN_DEFAULT');
      GRANTEE_KEY
-----
GLOBAL
GUEST
```

In this case, the rows returned the expected results; these checks were okay. Although not specifically mentioned in the MetaLink troubleshooting note, we decided to check the FND\_COMPILED\_MENU\_FUNCTIONS table for the proper function:

```
select grantee_key from fnd_grants where menu_id in
(select menu_id from fnd_compiled_menu_functions where function_id =
(select function_id from fnd_form_functions where function_name =
'APPS_LOGIN_DEFAULT'));
      GRANTEE_KEY
-----
no rows selected
```

No rows returned? Something must be missing from FND\_COMPILED\_MENU\_FUNCTIONS. In previous releases, it was necessary to perform the `adadmin` task “Compile Menu Information” after changes to menu data. This job should run after upgrades, so we ran it manually. After running the menu compile, the query above returned the expected rows (“GLOBAL” and “GUEST”). This fixed the Release 12 login page!



## Conclusion

With this simple troubleshooting example, we were able to identify a checklist that helped resolve a login page issue. Some of the basic checks used in Release 11*i* apply to Release 12 as well, such as GUEST user verification, Profile options, and, as we saw here, some new verification checks with menu and function security.

*Jeff Holt, Solution Beacon*

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## Critical Patch Update – July 2007

This is a brief summary of Steven Kost's presentation "Oracle Critical Patch Update – July 2007 – E-Business Suite Impact" along with additional research about CVSS (Common Vulnerability Scoring System), the latest Critical Patch Update, and the new CPU policy (napply).

### Oracle's Bug Process

Oracle's bug process from reporting to resolution depends on the severity and CVSS score of the bug and can take anywhere from 3 months to 3 years to resolve. Steps in the process are:

- Bug is reported
- Bug is researched, prioritized, and eventually fixed
- Bug is included in future releases and/or quarterly critical patch updates

So what does the CVSS score mean to Oracle and why should we be concerned with the rating?

CVSS (Common Vulnerability Scoring System) is a way to prioritize the risk of various vulnerabilities using a common scoring system. This way, IT resources can best determine which patches, fixes or issues need to be addressed immediately and what can wait for a more convenient time to address.

CVSS is composed of several metrics groups that in turn consist of a group of additional underlying metrics that in turn are used to assign values to calculate a score from 0 to 10. 10 is the highest vulnerability, threat and risk. To understand the CVSS in detail, review the full description at <http://www.first.org/cvss/cvss-guide.html>.

The down side to this form of scoring for Oracle is that an Oracle Database/Application only makes up a portion of what the score card takes into consideration as a whole. So although your database/application may be at a high risk, the threat to your enterprise, server, or network may all be minimal. It is therefore possible for your metric scores for a database or application to have a score of 4 – 5, even though the real risk to your database may be much higher.

Here is a quick break down of the CVSS Version Risk sections and what they mean and what you should be concerned with when looking at each of the Risk Matrixes in the CPU:

- **Base Score:** This is the CVSS score. For Oracle databases a realistic maximum will be around 4.2, while Oracle E-Business Suite Applications will typically have a maximum value of around 4.7. If the base scores are in those ranges, the database or applications are at a higher risk for that vulnerability.
- **Access Vector:** Shows how the vulnerability can be exploited. Typical vectors are remote, local, or adjacent network. Remote is the highest risk, as the potential attacker does not require local network access.
- **Access Complexity:** Complexity assesses how difficult it is to exploit the vulnerability once the attacker has obtained access to the system. Values are High, Medium and Low. Low typically means that it is very easy to execute the threat
- **Authentication:** The number of times an attacker must be authenticated. Values are Multiple, Single (Required), and None (not required). Authentication of Not Required is the worst value.
- **Confidentiality:** Refers to restricting information to authorized users while preventing similar access to those users that should not be privy to that information. Values are None, Partial and Complete. Partial will allow limited control over the information that is obtained but Complete allows open access to read all system information.
- **Integrity:** Integrity ensures the validity, accuracy and trustworthiness of the data. Values are none, partial and complete, with partial allowing limited control over the information that can be modified or skewed while complete allows full access to completely compromise the information or system.
- **Availability:** Tracks the ability to restrict or manipulate the accessibility of a system. Availability values can be none, partial or complete, with complete causing a full stoppage of the system.

## General CPU Notes

- Oracle currently has 100-200 open security bugs.

- Release 12 Release Update Packs (RUPs) are released quarterly on the same schedule as the CPU releases and will include the cumulative Applications CPU patches for that quarter.
- Companies should apply all E-Business Suite CPU patches even if the module or functionality are not currently used, as a vulnerability may still be exploited even if the functionality isn't used. If a company decides to license or use the functionality in the future, it may need to go back through previous CPUs to analyze and install the patches. Staying current with the CPUs now can prevent more work down the road.
- During upgrades, re-evaluate the CPUs to determine if they need to be reapplied. Many CPU patches are point release specific and may need to be applied to the upgraded version. For example, if you stayed current on CPUs for Release 11.5.8 and you upgrade to Release 11.5.10.2, you may have to reapply some of the patches. A well-planned rapid migration strategy will minimize the risk and effort if companies keep track of their starting point for CPUs on the 11.5.10.2 release
- If for some reason you are unable to apply all the CPU patches, apply the database patches immediately and then follow up with the remaining patches as soon as possible.
- For the October 2007 CPU release, all E-Business Suite Release 11*i* Applications must be running RUP4 or RUP5.
- Enable the "Managed SQL\*Net Access" feature to control user access. According to MetaLink Doc. ID: 291897.1, Managed SQL\*NET Access "is a security feature delivered with Release 11.5.10 that restricts remote connectivity to the database for unregistered clients."
- E-Business Suite customers must stay on terminal releases and purchase extended support to ensure CPU delivery. Customers must be on RDBMS Version 9.2.0.8 as of July 2007. E-Business Suite Release 11.5.8 will have *no CPU support after Nov. 2007*. Support for E-Business Suite Release 11.5.9 ends after June 2008. A good point of reference is Oracle's MetaLink Doc. ID: 360470.1, which makes the following statement:

As a general rule, Critical Patch Updates (CPUs) are created for the last two patch sets of Server Technologies releases during the period when a release is in Premier Support (under the Lifetime Support Policy) or Error Correction Support (ECS). However, in the case where the latest patch set of a release has been available for more than one year, CPUs will be provided only for the most recent patch set for that release. Once a release enters its Extended Support (under the Lifetime Support Policy) or Extended Maintenance Support (EMS) period, CPUs are created only for the last patch set of that release.

## The July 2007 CPU

MetaLink Doc. ID: 432865.1, "Oracle Critical Patch Update – July 2007" describes the latest CPU. The July 2007 CPU has 45 security fixes across all products:

- 19 Database Product fixes
- 4 Oracle Application Server fixes
- 1 Oracle Collaboration Suite fix
- 14 E-Business Suite fixes
- 7 Oracle PeopleSoft Enterprise fixes

There are several key vulnerabilities that should be reviewed:

- For the database, there are several key vulnerabilities that can be taken advantage of from accounts like APPLSYSPUB. It is very important to apply these database patches as soon as possible.
- Integrity's ([www.integrigy.com](http://www.integrigy.com)) APPS04, APPS05 and APPS06 issues describe SQL injection vulnerabilities in the Oracle On-line help that are usually accessible through external internet facing Oracle Applications including iSupport, iSupplier and OTL. One option to prevent these vulnerabilities would be to disable on-line help
- APPS07 describes another SQL Injection into the Customer Intelligence module
- APPS09 describes another SQL Injection into the AOL that can be exploited by the APPLSYSPUB account.

## Database napply CPU Patches

Effective with the July CPU, Oracle is introducing a new patch format, Database napply CPU Patches, for the RDBMS Version 10.2.0.3 database on UNIX platforms that will enhance the install effort and reduce patching conflicts. All future CPUs for RDBMS Version 10gR2 will use this format, but there are no plans to backport it for releases prior to Version 10.2.0.3. Take a look at MetaLink Doc. ID: 438314.1 for all the details and Note 444376.1 for Advisor Webcasts.

Highlights for napply:

- napply will be packaged as a single zip file encompassing a group of independent patches. Each of these patches (Oracle called them molecules) consists of a group of security fixes.
- napply CPU Patches will still be cumulative
- napply still uses OPatch
- napply has a new option to partial napply, which allows customers that encounter conflicts to install some of the patches while waiting for resolution for conflicting molecules
- Oracle has added new OPatch parameters, `-skip_subset` and `-skip_duplicate`, that allow skipping patch installs that have already been installed via a previous merge patch or CPU
- Various napply installation/rollback scenarios demonstrate the flexibility and options available to meet specific needs and policies of customers



As always, Solution Beacon recommends that E-Business Suite users research and then apply the July CPU 2007 patch as soon as possible. We also highly recommend reviewing Steven Kost's presentation at:

[http://www.integrigy.com/security-resources/analysis/Integrigy\\_Oracle\\_CPU\\_July\\_2007\\_Analysis.pdf/view](http://www.integrigy.com/security-resources/analysis/Integrigy_Oracle_CPU_July_2007_Analysis.pdf/view)

*Geordie Coates, Solution Beacon*

## Vendor Corner: RingMaster

### 11.5.10.2 Upgrade—There Must Be A Better Way!

In May's Safe Harbor News there was a terrific Apps DBA 101 article presenting a post-install checklist for Release 11.5.10.2. In my days of maintaining the Oracle E-Business Suite, I too would have composed such a list. But, I would have looked for such a list, first. You guys are so lucky to have Solution Beacon and the Internet. Then I would think, "How can I make this easier? This is too much work!" Thoughts like these caused me to see value in offering software products that provide much needed help in managing the maintenance of Oracle E-Business Suite. That is why I started RingMaster® Software.

The *RingMaster Framework for Oracle Applications* which includes *RingMaster APM*, *RingMaster Clone* and *RingMaster Backup* can complete 50% of this list of upgrade steps. The other 50% of our products' value could have made my boss, my boss' boss and the CIO happy, back in the days when I acted as an Apps DBA. Our products not only remove the repetitive, error prone robotic tasks from the DBAs' hands, allowing them to work on projects that really demand their skills, it provides a management layer. It is this layer that allows you to see the forest through the trees during an upgrade. This management layer not only will make Management happy, but will include Business Analysts into the process and let the Compliance personnel sleep better. It attests to the fact that upgrades and patching involve more than the Apps DBA. Developers, business analysts, compliance personnel, and managers usually have a stake in the planning, the authorization, the testing, the documentation, the outcome and the control. The RingMaster Framework insures that these roles and their concerns are considered and incorporated into the process.

If you too think that "there must be a better way," as I did then, visit our website to see how RingMaster Software products can help your next upgrade or other maintenance task. [www.ringmastersw.com](http://www.ringmastersw.com)

*Susan Dorn*  
*CEO*  
*RingMaster Software*



## OAUG News

### Join the OAUG Community Forum

Are you connecting with fellow Oracle Applications users via the OAUG Community Forum — the Web-based discussion forum on the OAUG Web site? The forum contains two discussion areas, User Topics and Technical Topics, and is available to any interested user, but you must have an OAUG profile in order to view posts or add your own posts. [Join the OAUG Community Forum today!](#)

## **Demystifying Fusion: OAUG eLearning Series**

Now through September, OAUG's [Community Thursdays](#) eLearning program will include a number of presentations from the *Demystifying Fusion* training series. The sessions will cover the following topics: WebCenter; Oracle Design Patterns; Business Process Analysis (BPA); and JDeveloper for Oracle Applications. Space is limited and registration is required. So, [check the full OAUG eLearning calendar](#) and make your reservation today.

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## **Ask the Solution Beacon Experts**

**Question:** Are there restrictions available in ADI to prevent users from uploading Journal Entries (JEs)? In Oracle there are rules that prevent certain JEs from being processed, but my client has found that an employee is unrestricted using ADI.

**Answer:** Yes, it's a profile option – GLDI: Journal Wizard Privileges – you set it to Entry, Upload, Submit or Entry, Upload or just Entry. You're looking for one of the two last ones. They can either enter it in ADI and someone else has to do the upload, or it will upload, but not post.

**Question:** What's this I hear about Oracle replacing opatch?

**Answer:** Oracle has replaced opatch with a new way of packaging and applying CPUs called napply. You can read more about it in Note 438314.1, "Critical Patch Update – Introduction to Database N-apply CPU Patches". This new software takes affect with RDBMS Version 10.2.0.3, and Oracle does not plan to backport it, so you shouldn't need to worry about it (yet) unless you're already running RDBMS Version 10.2.0.3.

**Question:** The MetaLink note for CPU JUL2007 lists some Localization and Federal Financials patches. Do I need to apply them?

**Answer:** The answer to your question is: "That's a really good question!"

In the Oracle Release 11i E-Business Suite, all of the applications code (e.g. APPL\_TOP binaries and files, as well as the database objects like packages, triggers, etc.) for all of the application modules (e.g., GL, AP, AR) is installed on your system, whether you "use" the Oracle application module or not. When reviewing the CPU patches for the E-Business Suite, all CPU patches for your version (e.g., Release 11.5.10 CU2) need to be reviewed for applicability to your system (even if you don't use those modules) because vulnerabilities may exist in your system because the code with the exploitable vulnerability may exist in your system. Therefore, thinking that "We don't use module XYZ, therefore we don't need to apply this patch" can be a flawed perspective. This makes it always sound like the decision to apply a CPU patch is easy – just apply it. Unfortunately, the E-Business Suite doesn't make anything easy, clear, or black and white.

Our suggestion is that you take the "default" position and apply all of the CPU patches. Then, while building your patch plan, researching the patches (and prerequisites), and conceivably even test applying the patch, you may determine that a specific CPU patch fixes a vulnerability that does not

exist in your system or is just plainly not applicable. At that point, you can make the statement (now with factual supporting details) that a particular patch is not deemed applicable. Unfortunately, this process of determining applicability is as much art as it is science, because:

1. Oracle does not provide exact information on what the vulnerabilities are and what modules are affected.
2. Sometimes the patched components are so numerous it is difficult to discern what is really affected.
3. In addition to fixes for security bugs/vulnerabilities, Oracle now sometimes includes in the CPUs important security “enhancements”, and the lines are becoming more grey and confusing between what is a security bug, and what is a security enhancement.

In the case of the July 2007 CPU, the patches for AP, Localizations, and Federal Financials are related to security enhancements for the handling of taxpayer IDs (TINs). This is one case where if you are not running the affected module(s), then the patches do not [technically] need to be applied. In fact, Oracle documented in the README for these patches a statement similar to the following that indicates some of the conditions under which the patch should be applied:

Patch applicable only when a particular application installed:

Oracle Payables, Financials for Asia/Pacific

To be safe, it probably causes no harm to apply them, but some of these do appear to be somewhat substantial patches (especially with their pre-requisites). The good news is that the brief review we did of the patches for Localizations and Federal Financials didn't show a dependency with other modules.

As your system matures (from the Oracle E-Business Suite Release 11.5.10 perspective) through the software life cycle, so do the products in other Oracle Product Family lines that you might not be using (e.g., Manufacturing). Oracle will continue to fix vulnerabilities, as well as address the afore-mentioned “functional” enhancements related to security. As this life cycle continues, we will all likely see more and more “exceptions” to the “apply all CPU patches” rule, but the exceptions need to come from analysis, and not from a basis of whether or not the application module is “used”.

Below is some additional information on the July CPU:

- [Critical Patch Updates and Security Alerts](#) – Alert/Advisory History and Security Policy
- [MetaLink Doc. ID: 432865.1](#): Oracle Critical Patch Update July 2007 Advisory
- [MetaLink Doc. ID: 360470.1](#): Oracle Critical Patch Updates and Security Alerts – Frequently Asked Questions
- [MetaLink Doc. ID: 432868.1](#): Oracle Critical Patch Update July 2007 Documentation Map
- [MetaLink Doc. ID: 315713.1](#): Prior Oracle E-Business Suite Security Alerts and CPUs
- [July CPU Analysis](#): Integriqy Corporation July 2007 CPU Analysis

*Randy Giefer, Solution Beacon, LLC  
Stephen Kost, Integriqy Corporation  
John Stouffer, Solution Beacon, LLC*

## Release 12.0.2 is Available!

The Oracle E-Business Suite Release 12.0.2 Update Pack (RUP) is available via Patch 5484000. See MetaLink Doc. ID: 430114.1. Release 12.0.2 is cumulative and contains July's CPU Application patches. It requires R12.AD.A.Delta2 (Patch 6014659) and you also need to update the Rapid Installer to Version 12.0.0.22 (Patch 5885627). Product Families with updates are: Applications DBA, Applications Technology, Business Intelligence, Customer Relationship Management, Financials, Human Resources, Procurement, Projects, Supply Chain Management, and Supply Chain Planning.

**Note that Steven Chan reports that if you downloaded the patch on July 17<sup>th</sup> or 18<sup>th</sup>, you should re-download it.**

For more details, review Steven's note at: <http://blogs.oracle.com/schan/2007/07/31#a1842>



**GOT ORACLE? GET THE BOOK!**

## Installing, Upgrading and Maintaining Oracle E-Business Suite Applications Release 11.5.10+

If you've been looking for a thorough technical book about Release 11.5.10+, then check out Solution Beacon's latest book, "Installing, Upgrading and Maintaining Oracle E-Business Suite Applications Release 11.5.10+".

You can preview the Table of Contents and Index at: <http://www.solutionbeacon.com/BookPreview.pdf>. The book is available as a soft cover, hard copy, or downloadable pdf.

**We LOVE the hard cover edition of the book! This month, we've lowered the price on the hardcover edition to the same price as the soft cover! That's right, instead of \$84.99, it's \$69.99! And our downloadable pdf edition is still \$64.99!**

Get the Book! Purchase your copy NOW at [www.solutionbeacon.com](http://www.solutionbeacon.com)

## Release 12 Primer Coming in October!

Yes, it's true, we just can't stop writing! Solution Beacon's top consultants are writing another book in collaboration with OAUG! This one will be a Release 12 Primer. Topics we're considering include: Introduction, Concepts, Features and Functionality, Technology, Security, Resources, and Fusion Applications.

If you'd like to be notified when the Release 12 Primer is available, send a note to [Release12Primer@solutionbeacon.com](mailto:Release12Primer@solutionbeacon.com)



*Remember, all Solution Beacon profits from our books are donated to The Solution Beacon Foundation! See the following article for more about what happens with these donations!*



SOLUTION BEACON  
FOUNDATION

## Solution Beacon Foundation Update

### Ten Computer Centers and 10,000 Children Fed Daily – Celebrating the Big 10 Mile Markers for the Your Pal, Steve Program

As July draws to a close, the dog days of summer seem to sweep across the country, but the heat hasn't slowed Steve Peifer down...he's used to it by now.

Steve visited the United States in June for several speaking engagements in both Canada and California. While in California, he met with many Christian Colleges to discuss how they can increase assistance to missionary kids. He also lunched with a movie star, James Haven, (Angelina Jolie's brother), and then he had to hitch-hike a ride to the airport to return home – yes, hitch-hike. Steve's shuttle bus broke down on the way to LAX and after a long period of unsuccessful "thumbing" he was joined by a young lady who almost immediately flagged down a ride for them. Isn't it funny how a 21 year old woman can get cars to stop much faster than a 52 year old man?

Steve returned to Kenya briefly before coming back to the United States with his family for their mandatory six month hiatus. His programs are running full force; the tenth solar power completely self-contained computer center opened and his lunch program hits the 10,000 mark for feeding children each day. "We have only begun; I truly believe we can change the world of Kenya by giving these children the food and tools they need to make a difference in their surroundings," said Steve Peifer about his lunch and computer center programs.

While here, Steve will tour the country visiting colleges, universities, churches and several private organizations, delivering his message about his activities and the needs for the children of Africa. If you would like Steve to speak in your community, please contact Hope Malone at [hmalone@solutionbeacon.com](mailto:hmalone@solutionbeacon.com)

Steve had a visitor to Rift Valley Academy, Scott A. Thompson, Director of Communications at Warren Pacific College. Scott created a short video about Steve's lunch and computer programs. Please follow the link to the video; we feel certain it will be of enormous value to you: [www.sixfourfilms.vox.com/library/post/a-trip-to-kenya.html](http://www.sixfourfilms.vox.com/library/post/a-trip-to-kenya.html)

Thank you in advance for your generous donations to Steve's Programs and to the Solution Beacon Foundation.

Visit [www.solutionbeaconfoundation.org](http://www.solutionbeaconfoundation.org) to make your contribution today. Helping...it just feels good!

*Hope Malone, Solution Beacon*

## Webinars, Workshops and User Group Meetings

Here at Solution Beacon, we're all about sharing what we know. So take a look at our upcoming schedule of webinars, workshops, user group presentations and conference presentations. We've got a lot to say this month – even more than usual!

This month we'll be finishing up our first six week Release 12 Live Summer Webinar Series covering the hottest functional and technical topics on Release 12. We'll also offer Release 12 Workshops, where we present a collection of topics in one day, beginning in August. After that, we'll be doing a second webinar series with more Release 12 topics!

### The First Solution Beacon Release 12 Summer Webinar Series – Have You Missed Any?

If you've missed any of our July webinars, you can either play a recorded session, or come to one of our workshops for another chance to hear it live.

#### Solution Beacon Release 12 Summer Recorded Webinars

The Topic	The Link
Release 12 The Global Business Release	Recorded Session: <a href="https://www.gotomeeting.com/register/394051421">https://www.gotomeeting.com/register/394051421</a>
Release 12 Security Recommendations	Recorded Session: <a href="https://www.gotomeeting.com/register/863791845">https://www.gotomeeting.com/register/863791845</a>
Release 12 Technical Introduction – For Newcomers and Functional Folks	Recorded Session: <a href="https://www.gotomeeting.com/register/436971520">https://www.gotomeeting.com/register/436971520</a>
Release 12 Focus on Financials	Recorded Session: <a href="https://www.gotomeeting.com/register/782437967">https://www.gotomeeting.com/register/782437967</a>
Release 12 Procurement Part I – The Professional Buyer's Work Center	Recorded Session: <a href="https://www.gotomeeting.com/register/944008774">https://www.gotomeeting.com/register/944008774</a>
Release 12 Multi-Org Access Control (MOAC): An Inside Look	Recorded Session: <a href="https://www.gotomeeting.com/register/336334337">https://www.gotomeeting.com/register/336334337</a>

### Solution Beacon's Release 12 Fall Webinar Series – What We're Planning

We're planning our second series now. Presentations for our Fall Webinar Series will include:

#### The Solution Beacon Release 12 Fall Webinar Series

Release 12 CRM – Service Execution	Release 12 Technical Introduction – Intermediate
Release 12 CRM – Content Management	Release 12 Oracle Projects new Features
Release 12 CRM – eCommerce Orders	Release 12 Accounting Setup Manager 101
Release 12 Oracle Payments – The Centralization of Payment Processing	Release 12 BPEL – The Future is Now

If you miss a webinar, you can listen to a recorded version a few days after the live webinar. If there are additional topics that you think we should cover, send the Release 12 Team a note with suggestions to: [Release12Team@solutionbeacon.com](mailto:Release12Team@solutionbeacon.com). Also, we're posting questions and answers from the webinars on our blog at <http://solutionbeacon.blogspot.com>.

## Don't Miss Our First Release 12 Workshop!

Our first regional Release 12 Workshop will be presented in conjunction with the New Jersey OAUG on August 24<sup>th</sup>. Check out our exciting lineup:

NJOAUG / Release 12 Workshop		
<b>Welcome and Introductions</b> <i>Manish Khadepau, NJOAUG</i>		
<b>Release 12: Are you Ready for Fusion?</b> <b>A Practical Guide to What You Should Know</b> <i>Rob McMillen, Solution Beacon</i>		
<b>Release 12 Java Infrastructure</b> <i>Lance Reedy, Solution Beacon</i>	<b>Release 12 Focus on Financials</b> <i>Alyssa Johnson, Solution Beacon</i>	<b>Release 12 Oracle Projects New Features</b> <i>Alfredo Pantaleon</i>
<b>Release 12 Technical Introduction – For Newcomers</b> <i>Lon White, Solution Beacon</i>	<b>Release 12 Focus on Supply Chain Management</b> <i>Chuck Kennedy, Solution Beacon</i>	<b>Release 12 Multi-Org Access Control (MOAC) – An Inside Look</b> <i>Daryl Geryol, Solution Beacon</i>
<b>Release 12 Technical Introduction – Intermediate</b> <i>Lon White, Solution Beacon</i>	<b>Release 12 E-Business Tax Engine</b> <i>Alfredo Pantaleon, Solution Beacon</i>	<b>Release 12 Accounting Setup Manager 101</b> <i>Alyssa Johnson, Solution Beacon</i>
<b>Release 12 Security Recommendations</b> <i>Chuck Kennedy, Solution Beacon</i>	<b>Release 12 Procurement – Buyer's Work Center</b> <i>Paul Cyphers, Solution Beacon</i>	<b>Release 12 Sub-Ledger Accounting Engine: What It Is, What It Does, and How to Use It</b> <i>Alyssa Johnson, Solution Beacon</i>
<b>BPEL – The Future is Now</b> <i>Paul Cyphers, Solution Beacon</i>	<b>Release 12 CRM – Content Management</b> <i>Tony Della-Croce, Solution Beacon</i>	<b>Release 12 Oracle Payments – The Centralization of Payment Processing</b> <i>Alfredo Pantaleon, Solution Beacon</i>

## But Look – There's More!

Check out our Upcoming Solution Beacon Events calendar, because we have six more live webinars scheduled for August and eight of our presentations were accepted for the NCOAUG User Group Meeting!

## Upcoming Solution Beacon Events

EVENT	DATE	LOCATION
<b>Release 12 Focus on Supply Chain Management – Chuck Kennedy</b>	08/01/2007 10:30am – 11:30am CDT	Reserve your LIVE Webinar seat now at: <a href="https://www.gotomeeting.com/register/336752585">https://www.gotomeeting.com/register/336752585</a>
<b>Release 12 E-Business Tax Engine – Alfredo Pantaleon</b>	08/01/2007 1:30pm – 2:30pm CDT	Reserve your LIVE Webinar seat now at: <a href="https://www.gotomeeting.com/register/611356840">https://www.gotomeeting.com/register/611356840</a>

# Safe Harbor News

July Edition

2007



EVENT	DATE	LOCATION
<b>Release 12 Java Infrastructure – Lance Reedy</b>	08/08/2007 10:30am – 11:30am CDT	Reserve your LIVE Webinar seat now at: <a href="https://www.gotomeeting.com/register/575094809">https://www.gotomeeting.com/register/575094809</a>
<b>Release 12 Accounting Setup Manager 101 – Alyssa Johnson</b>	08/08/2007 1:30pm – 2:30pm CDT	Reserve your LIVE Webinar seat now at: <a href="https://www.gotomeeting.com/register/139100441">https://www.gotomeeting.com/register/139100441</a>
<b>Release 12 Are you Ready for Fusion? A Practical Guide to What You Should Know – Lance Reedy</b>	08/15/2007 10:30am – 11:30am CDT	Reserve your LIVE Webinar seat now at: <a href="https://www.gotomeeting.com/register/499290506">https://www.gotomeeting.com/register/499290506</a>
<b>Release 12 Subledger Accounting Engine: What it is, What it does and How to use it – Alyssa Johnson</b>	08/15/2007 1:30pm – 2:30pm CDT	Reserve your LIVE Webinar seat now at: <a href="https://www.gotomeeting.com/register/759324825">https://www.gotomeeting.com/register/759324825</a>
<b>NCOAUG</b> Lunch Sponsor Exhibiting <ul style="list-style-type: none"> <li>• Release 12 – Procurement Buyer’s Work Center – <i>Paul Cyphers</i></li> <li>• Implementing, Personalizing and Customizing Oracle Approvals Management – <i>Susan Behn</i></li> <li>• Release 12 – Technical Introduction – Intermediate – <i>Lon White</i></li> <li>• Release 12 – Subledger Accounting Engine: What it is, What it does, and How to use it – <i>Alyssa Johnson</i></li> <li>• Release 12 – Java Infrastructure – <i>Lance Reedy</i></li> <li>• Release 12 – Oracle Projects New Features – <i>Alfredo Pantaleon</i></li> <li>• Release 12 – CRM eCommerce Orders – <i>Tony Della-Croce</i></li> <li>• Release 12 – Focus on Supply Chain – <i>Chuck Kennedy</i></li> </ul>	08/17/2007	Oak Brook, IL  Visit <a href="http://www.solutionbeacon.com">www.solutionbeacon.com</a> for more information!  Reserve your seat at <a href="http://www.ncoaug.org">www.ncoaug.org</a>
<b>NJOAUG Release 12 Workshop</b>	08/24/2007	Somerset, NJ  Visit <a href="http://www.solutionbeacon.com">www.solutionbeacon.com</a> for more information!  Reserve your seat at <a href="http://www.njoaug.org">www.njoaug.org</a>
<b>South Central OAUG / Release 12 Workshop</b> Exhibiting Conference Bag Sponsor	09/17/2007	Dallas, TX  Visit <a href="http://www.solutionbeacon.com">www.solutionbeacon.com</a> for more information!  Reserve your seat at <a href="http://www.scoaug.org">www.scoaug.org</a>
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# Safe Harbor News

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