Oracle® Hyperion Enterprise Performance Management System Installation and Configuration

Release 11.1.1.4.00

Readme

Updated August 2013

Purpose

This document includes important, late-breaking installation and configuration information about this release of Oracle Hyperion Enterprise Performance Management System products.

Note: See the individual product Readmes for other late-breaking product information.

Review this information thoroughly before installing.

New Features

New Features in EPM System Release 11.1.1.4

- Essbase Excel Add-in is now installed through a Windows Installer (MSI)

- Smart View Excel Add-in is now installed through a Windows Installer (MSI)

- Updates to supported system configurations

  The following new platform components are supported in EPM System Release 11.1.1.4:

  o Oracle Linux 5 with Unbreakable Enterprise Kernel

  o Oracle Linux 6 with Unbreakable Enterprise Kernel

  o Windows 2008 and Windows 2008 R2

See "Upgrading the Operating System to Windows Server 2008 or Windows Server 2008 R2" in the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide* for more information.

- o AIX 5.3
- o Oracle Directory Services (64-bit)

  - Oracle Internet Directory 11.1.1.4+

  - Oracle Virtual Directory 11.1.1.4+

- o Access Management (64-bit)

  - Oracle Access Manager 11.1.1.3+

  - Oracle Application Server Single Sign-On

- o Identity Management (64-bit)

  - Oracle Identity Manager 11.1.1.3+

  - Oracle SOA Suite 11.1.1.4+

The following are not supported in EPM System Release 11.1.1.4:

- o IBM AIX 5.2
- o Oracle Database 9.2.0.5
- o Mozilla Firefox 2.x
- o Office 2002 (XP)
- o IBM DB2 Universal Database 8.1 and 8.2 FP4
- o Microsoft Active Directory 2000

For details on all supported platforms, refer to the *Oracle Hyperion Enterprise Performance Management System Certification Matrix*, posted at http://www.oracle.com/technology/products/bi/hyperion-supported-platforms.html

New Features in EPM System Release 11.1.1.3

- Information about system requirements for EPM System products is now available in a spreadsheet format in the *Oracle Hyperion Enterprise Performance Management System Certification Matrix*. This matrix is posted at http://www.oracle.com/technology/products/bi/hyperion-supported-platforms.html. System requirements are no longer part of the *Oracle Hyperion Enterprise Performance Management System Installation Start Here*.

- If you already installed EPM System Release 11.1.1.0, 11.1.1.1, or 11.1.1.2 and want to move to EPM System Release 11.1.1.3, select the "Apply Maintenance Release" option during installation with Oracle Hyperion Enterprise Performance Management System Installer, Fusion Edition. See the Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide for instructions.

New Features in EPM System Release 11.1.1.2

- This release supports non-English languages. The list of supported languages for all EPM System products is also included in the *Oracle Hyperion Enterprise Performance Management System Certification Matrix.*

New Features in EPM System Release 11.1.1.1

- Release 11.1.1.1 supports the UNIX platform.

- Release 11.1.1.1 supports Windows 2003 SP1, Server Enterprise Edition for Itanium-based systems.

- Some products now support various 64-bit platforms.

- FDM now provides support for 32-bit binaries in a 64-bit environment.

New Features in EPM System Release 11.1.1.0

- Oracle's Hyperion Enterprise Performance Management System Configurator and EPM System Installer, provide a streamlined and simplified approach to product installation, upgrade, and configuration. EPM System Configurator uses the new Oracle's Hyperion Shared Services Registry, which simplifies product configuration by storing and reusing configuration information.

- Oracle's Hyperion Enterprise Performance Management System Diagnostics confirms that product components were successfully installed and configured are up and running.

- The reorganized installation and configuration documentation set reduces the number of installation guides and makes it easier to find the information you need. Individual product installation guides are replaced by the following guides:

  o *Oracle Hyperion Enterprise Performance Management System Installation Start Here*

  o *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide*

  o *Oracle Hyperion Enterprise Performance Management System Security Administration Guid*e

  You might also need to use one or more of the following guides:

  o *Oracle Hyperion Enterprise Performance Management System Manual Deployment Guide*

  o *Oracle Hyperion Enterprise Performance Management System High Availability Guide*

  o *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Troubleshooting Guide*

  o *Oracle Hyperion Enterprise Performance Management System Backup and Recovery Guide*

  o *Oracle Hyperion Enterprise Performance Management System Lifecycle Management Guide*

  o *Oracle Hyperion Enterprise Performance Management System SSL Configuration Guide*

- EPM System Installer installs all products in a centralized folder structure.

- EPM System Configurator provides a streamlined and simplified approach to product configuration. Because information is stored in the Shared Services Registry and reused, you can use default values, so less data entry is required.

- A record of all configurations performed is stored in `configtool-summary.log.`

- When you first configure Shared Services, you configure the Shared Services database. This database includes the Shared Services Registry. When you configure in a distributed environment, you must configure the Shared Services database on every machine. On the first

machine, you set up the Shared Services Registry. For configurations on subsequent machines, you let those machines know the location of the Shared Services Registry.

- Oracle Application Server is now supported with automatic deployment.

- EPM System Diagnostics tests connectivity between components. Run EPM System Diagnostics after installing, configuring, and starting EPM System products. EPM System Diagnostics creates a ZIP file of the logs in `HYPERION_HOME`/`logszips` for your convenience. Provide this ZIP file to Support with any problems that you report.

Supported Paths to this Release

Release 11.1.1.4 is a maintenance release for Release 11.1.1.0, 11.1.1.1, 11.1.1.2, or 11.1.1.3. If you are starting from an earlier release, you must first upgrade to an 11.1.1.x release. This may require upgrading to an interim release first, and then upgrading to 11.1.1.x. Once at 11.1.1.x, in EPM System Installer, select the "Apply Maintenance Release" option.

Release 11.1.1.4 also provides a complete install if you are not already starting from Release 11.1.1.x.

If you are starting from EPM System Release 9.3.3, your recommended upgrade path is to Release 11.1.2.1+.

Security Synchronization between Essbase and Shared Services was removed in Essbase Release 9.3, starting with release 9.3.1.4.1. Essbase and Shared Services Release 11.1.1.3, however, still synchronize security information. For this reason, if you are using Essbase Release 9.3.1.4.1, 9.3.1.5, 9.3.1.6, or 9.3.1.7, you cannot upgrade to release 11.1.1.3. Instead, your recommended upgrade path is to first upgrade all products to Release 9.3.3, and then upgrade all products to release 11.1.2.1+.

Supported Platforms

Applies to all supported platforms.

Supported Languages

This release supports non-English languages. The list of supported languages for all EPM System products is included in the *Oracle Hyperion Enterprise Performance Management System Certification Matrix*, posted at http://www.oracle.com/technology/products/bi/hyperion-supported-platforms.html.

Installation Information

Users installing Essbase on Windows x64-bit and Windows AMD 64-bit using the "Typical" installation option will not be offered an option of installing either the 32-bit or 64-bit version. By default, the 32-bit version will be installed. To install the 64-bit version, select the "Component" installation option.

References in the documentation to Data Relationship Management, Production Reporting, and Essbase Integration Services apply when those products are released.

Known Issues

This release has the following noteworthy known issues.

General

Defect Number	Known Issue
No Defect Number	If you attempt to install an EPM System product on the same computer on which PC Anywhere is installed, Java Virtual Machine (JVM) is not installed. Workaround: Uninstall PC Anywhere before beginning installation of any EPM System product. The JVM is installed along with the product. After you complete installation of the EPM System product, reinstall PC Anywhere.
6640727	Solaris (64-bit): Silent configuration may return an error if the `DISPLAY` variable is set incorrectly. Workaround: Set the `DISPLAY` variable correctly and try the silent configuration again.
6689418	Linux: When configuring products in console mode, all products are not selected by default. Workaround: Manually select all products needed for configuration.
6889688, 8291337	If there is not enough free disk space for an installation, EPM System Installer displays `Installation successful` at the Summary step. However, the Status column displays `Failed` for the products/components that were to be installed, and the products/components are not installed. Workaround: Ensure that there is twice as much space as the amount shown in *Oracle Hyperion Enterprise Performance Management System Installation Start Here*.
7007007	The release number may appear as 9.5 instead of 11.1.1.*x* in the user interface, documentation, error messages, file paths, and filenames.
7127257, 7188590	You must use native authentication with Microsoft SQL Server instead of Windows authentication. Both the *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Troubleshooting Guide* and the *Oracle Hyperion Enterprise Performance Management System Installation Start Here* state to use Windows authentication.
7204985	For all supported databases, EPM System Configurator does not correctly process the `DatabaseName` parameter on the Advanced Options page. Workaround: Enter the name (case sensitive) as `DatabaseName`.
7359011, 7377763, 7653696	If applications are deployed on WebLogic and started by EPM System Configurator, the computer freezes and needs a hardware reboot. Workaround: Add more memory or start the applications one at a time.
7459916	If a system is not completely cleaned up, performing an over install causes EPM System Configurator to not show database configuration panels for all products. Workaround: Uninstall and select the option to delete files and directories. Then, remove the `reg.properties` file (*HYPERION_HOME*/common/config/9.5.0.0/reg.properties) and install again.
7485611, 8399934	When installing in console mode, when Typical mode is selected, the summary screen has both 32-bit and 64-bit versions of the components selected. Workaround: Select only one type (32-bit or 64-bit).

7493987	If you apply the 11.1.1.*x* maintenance release when Hyperion Home is on a hard drive with space limited to less than a full installation, a pop-up message appears that there is not enough space to continue, even though there is enough space to over-install the maintenance release on top of the previous version. Workaround: Install on an environment that has sufficient space for a full installation, or free up existing space.
7590214, 8537384	Apache's WebLogic plug-in configuration fails for EPM Workspace. Workaround: In EPM System Configurator, go to Application Server Deployment dialog box and for the EPM Workspace component click Set up. The Set up Logical address is displayed. Change the port value. The two ports, on the Application Server Deployment dialog box and on Set up Logical address, must be the same. In this case, the Web server configuration for WebLogic will be updated.
7606829	SUN Solaris (64-bit): EPM System Configurator assumes that the SSL configuration is located in `conf/ssl.conf`. For Apache 2.2, the default is `conf/extra/httpd-ssl.conf`, so the SSL communication will not work. Workaround: Edit `http.conf` and change the SSL configuration reference to `conf/ssl.conf`.
7628157	AIX (64-bit): When an IBM HTTP server is used as the Web server, SSL requests through `mod_proxy` fail with error 500 from the IBM HTTP server. Workaround: Add `SSLProxyEngine` to `/opt/IBM/HTTPServer/ssl.conf` and restart the HTTP server using `sudo apachectl stop` and `sudo apachectl startssl`.
7698703	If EPM System Configurator is running and you click Cancel, an error message is displayed, "This action cannot be canceled…." Workaround: Either shut down the command line window or open the Windows Task Manager and end the Java process.
7704793	Console Mode: When you use EPM System Configurator to configure WebSphere, after you select NO for the SMTP Server requires authentication option on the Common Settings panel, EPM System Configurator prompts you for the username and password for the SMTP server. Workaround: Deselect SMTP authentication.
7709447	EPM System Installer does not determine the state of the Smart View for Office installation correctly. If you have trouble starting Smart View, look at `Svcexe-Install.log` for more information.
8219145	On non-Windows systems, when installing in console mode, you can select to install Windows-only components and proceed, but the components are not installed because they are not supported on non-Windows platforms.
8226337	Windows (64-bit): The following error message is displayed during installation and configuration: "The value for the attribute is not valid: progid." You can ignore this error message, click OK, and continue.
8284282	EPM System Configurator does not prompt for database information if the database is not running. Workaround: Verify that your database is running before you start EPM System Configurator.
8294704	Repeating full installations on a system without proper cleanup between them can cause the system PATH to overflow, overriding the earliest entries in the variable. Workaround: After any uninstallation, remove unused entries from SYSTEM PATH before the next installation. Otherwise, you may have to manually remove some unused entries from SYSTEM PATH and restore other entries; for example: `c:\windows` and `c:\windows\system32`

8447818	In a HP-UX PA-RISC (64-bit) environment, when using WebSphere Application Server, EPM System Configurator freezes.
	Workaround: Edit `configtool.sh` to increase the max parameters until it doesn't freeze.
	For example:
	`# # Set JVM arguments # if [ "${VENDOR}" = "HP" ]; then HPARCH=`uname -m` if [ "${HPARCH}" = "ia64" ]; then JAVA_ARGS="-Xms256m -Xmx768m - XX:PermSize=64m -XX:MaxPermSize=256m -d64" else JAVA_ARGS="-Xms512m - Xmx1024m -XX:PermSize=64m -XX:MaxPermSize=256m" fi else JAVA_ARGS="-Xms256m -Xmx768m" fi`
	The computer must have 2 GB of memory or more.
8481513	When EPM System Installer installs the files, the progress bar stalls at 99% for over a half hour.
	Workaround: EPM System Installer appears to freeze while copying over large amounts of help files. It will complete the task, but on some slow systems, it might take an hour. If you cancel the installation, help files for EPM System uninstaller many not be available.
8516033	When you deploy to Oracle Application Server, EPM System Configurator displays the path to Apache instead of Oracle Application Server.
	Workaround: Click Browse and navigate to the correct Oracle Application Server folder.
8599271	After the IIS listen port is changed, the Web server configuration task displays the default port.
	Workaround: Disregard the port displayed in the Web server configuration task. The listen port is changed correctly.
8687779	When you use EPM System Configurator to configure EPM Workspace, then drop and re-create a database, the task fails.
	Workaround: Delete "drop index PARAM_ID" in
	`HYPERION_HOME/products/Foundation/workspace/database/portalsql/DB2/Drop.sql`
12653967	When applying the maintenance release from a prior release to Release 11.1.1.4 and configuring Release 11.1.1.4 with WebSphere, WebSphere is not automatically selected as the default application server.
	Workaround: In EPM System Configurator, manually select WebSphere as the default application server.
12757389	Apache does not start while `Group #-1` is in `httpd.conf`.
	Workaround: Change User and Group to the user who installed `system, user001 (group sp)`.
12751712	When applying the maintenance release from Release 11.1.1.3 to Release 11.1.1.4, and at the same time moving from WebLogic 9.2MP2 to WebLogic 9.2MP4, complete the following steps:
	1. Update `HYPERION_HOME/deployments/WebLogic9/bin/setDomainEnv.cmd[sh]` with the new location of WebLogic, JDK, and JRockit.

	2. Clean WebLogic temp and precompiled JPS's:
	
	`HYPERION_HOME/deployments/temp`
	
	`HYPERION_HOME/deployments/WebLogic9/precompiled`

	Note: Complete these steps *before* redeployment to the new version of WebLogic.

12760285	For Win2008 x64 with IIS7.0 and WebSphere Application Server 6.1, the following additional steps are required to make IIS WebServer workable:

	1. Switch DefaultAppPool into 32bit mode:
	   a. Activate Application Pools, DefaultAppPool.
	   b. Select Advanced Settings, and then Enable 32-Bit Applications, and set the value to True.
	   c. Click **OK**.
	
	2. Remove iisWASPlugin from Default Web Site, ISAPI Filters.
	   a. Activate Default Web Site, ISAPI Filters.
	   b. Click iisWASPlugin and remove or Revert to Parent.
	
	3. Add the iisWASPlugin isapi filter for IIS.
	   a. Activate IIS Home panel, ISAPI Filters.
	   b. Click Add and specify `iisWASPlugin` as the name and `HYPERION_HOME\deployments\WebSphere6\WAS6_IIS6_connector \iisWASPlugin_http.d ll` as the executable.
	
	4. Restart IIS.

Redeploying

8520049	When you customize the port to change from one Web application to WebSphere Web Application, EPM System Configurator fails to resolve the WebSphere Web Application port.
	Workaround: When you customize a port to change from one Web application (for example, if you have Oracle and want to use WebSphere) to WebSphere, run EPM System Configurator for the Web server configuration two times to pick up the customizations.

Uninstalling

7048103	Folders, services, and shortcuts remain on the Start menu after uninstallation.
	Workaround: Delete them manually.
7376954	EPM System Configurator does not show the database configuration panel if the Shared Services Registry database is dropped.
	Workaround: Delete the `reg.properties` file, in `HYPERION_HOME`/common/config/9.5.0.0.
7390426	Windows 2003 (64-bit AMD64 and Intel EM64T): EPM System Uninstaller does not delete the `HYPERION_HOME`/products folder. This folder contains an empty /bin folder only.
	Workaround: Manually delete `HYPERION_HOME`/products.
7390473	On Windows, EPM System Uninstaller stops services but does not delete them.
	Workaround: Stop all services manually.
7419957	AIX (64-bit): EPM System Uninstaller may freeze while trying to stop WebLogic Web applications that have already been stopped.
	Workaround: 1. Stop `stopWebLogic.sh`. `stopSmartSpace.sh` appears instead of `stopHyperionPlanning.sh`. 2. Stop `stopWebLogic.sh` again. `stopeas.sh` appears instead of `stopSmartSpace.sh`. Repeat for all other Web applications.

Translation Support

7335453	German: After all EPM System products are installed, only Financial Data Quality Management is added to the Start menu. Workaround: Use the start scripts in `HYPERION_HOME/products/bin`.
7678519, 8286979	UNIX: On Turkish systems, WebLogic must use SUN JDK. To make SUN JVM the default JVM, change the `JAVA_HOME` and `JAVA_VENDOR` environment variables in `$WL_HOME/common/bin/commEnv.sh` as follows: `JAVA_HOME=<BEA_HOME>/jdk150_10 JAVA_VENDOR=Sun`
7812803	Linux-WebLogic-Turkish: When manually adding the LANG environment variable to `setCustomParamsPRODUCT.sh` with the WebLogic-Turkish combination, you must also add "`JAVA_VENDOR=Sun; export JAVA_VENDOR`" in `setCustomParamsPRODUCT.sh` where *Product* is the name of the application and the `LANG=tr_TR.XXX; export LANG` setting to start EPM System products. You might also install a generic installation on a WebLogic server, using Sun JDK in case the Turkish locale is used on Linux (Oracle or RedHat).
7867119	All products except Planning support Latin COLLATION for the SQL Server database. In non-English language environments, Oracle recommends that the Planning system database be kept separate since it must be created using the non-Latin COLLATION setting to support Planning data source, application, and cluster names containing native characters. For Shared Services database, use Latin1_General_CI_AS for handling extended characters data for Latin languages.
8590232	With a Turkish locale, when configuring Shared Services against a DB2 database as a user directory, the letter 'i' is not allowed for the DB2 username.
8612008	Japanese: When you run Essbase Client in Japanese, the icons in the Start menu are not displayed.
8612622	Russian: When EPM System Installer encounters `KOI8-R` as a translation character set, EPM System Installer reverts to English messages. Workaround: Select UTF-8 coding when configuring.
8666155	Japanese: After you configure Essbase, you may get an Essbase Agent task processor error message in `configtool_err.log`. Workaround: Use the MAXL command to externalize Essbase native users. For example: `login admin password on 'localhost:AgentPort'; alter system set eas_loc 'easHost:easPort'; (if Administration Services is present) alter system set sss_mode enforce password 'password';` Then run the start script.

Foundation Services

Shared Services

7138268	You cannot change the Shared Services database directly in EPM System Configurator. Workaround: Delete `HYPERION_HOME/common/config/9.5.0.0/reg.properties` and then reconfigure the Shared Services database in EPM System Configurator, selecting the option to connect to a previously configured database.
7151093	For Oracle databases, you cannot define an index tablespace for the Shared Services Registry database in this release. If this is required for your deployment, manually edit the Oracle database scripts for Shared Services supplied with the Shared Services installation in `HYPERION_HOME/products/Foundation/Server/conf`.

7230134	The *Oracle Hyperion Enterprise Performance Management System Installation and Configuration Guide* states that you can use an underscore during configuration. However, do not use an underscore (_) in Shared Services Web application server names.
7447720	On UNIX, `epmsys_registry.sh` shows `Generating Report` in the console and launches Mozilla with `./registry.html` in its address. Workaround: Manually enter the value with the complete path.
7462096	If Shared Services deployment to WebLogic fails, modify `HYPERION_HOME/deployments/WebLogic9/bin/setCustomParamsSharedServices9.sh` and append `JAVA_OPTIONS` variable with `-XX:MaxPermSize=256M` option. This is a WebLogic issue. Read the WebLogic documentation: "WebLogic Server Performance and Tuning" under `http://edocs.beasys.com/wls/docs92/perform/index.html`.
7490615	After Shared Services is installed, two applications and two Essbase Studio servers are displayed on the same system. Workaround: Provision existing users to the second instance of Essbase Studio.
8205578	If you uninstall Shared Services, not all configuration tasks appear in EPM System Configurator. Workaround: Install another EPM System product and restart EPM System Configurator.
8487105	Linux x86-64: Running the `stopsharedservices9.sh` script does not stop the OpenLDAP process. Workaround: Use the `grep` command to search for the OpenLDAP process (`slapd`) and forcibly stop the process by using the kill command. For example: `$ kill -9 3216.`
12332962	Audit configuration does not work in Shared Services. Workaround: Set `open_cursors` to 1000 in the Oracle database.
12346020	When you access Shared Services from a local onsite machine and perform a search using the default date range criteria, an incorrect search result is displayed.

EPM Workspace

7276716	If you choose manual deployment when configuring the EPM Workspace Web server with the EPM System Configurator, the Web server configuration is incorrectly modified with added aliases and virtual directory definitions. WebSphere modifies the Web server configuration by directing it to an invalid copy of `plugin-cfg.xml`. Workaround: Manually correct the Web server configuration. Refer to the *Oracle Hyperion Enterprise Performance Management System Manual Deployment Guide* for information on configuring Web servers for use with EPM System products.
7362447	When you apply the maintenance release to move from EPM System Release 11.1.1.x to 11.1.1.*x*, the services start without the agent starting. Workaround: Start the Agent and Annotation services before EPM Workspace deployment. Or start the services after EPM Workspace deployment and then restart EPM Workspace services.
8595460	When you overinstall and re-use the old database tables, you are unable to start the Service Agents because there are an invalid number of Service Agents named `ES2`. Workaround: Delete the records in the `v8_serviceagents` table where `RM2, SB2, JF2` equals `ES2`.

Performance Management Architect

12808067	Performance Management Architect requires that you install Microsoft Excel with "Visual Basic for Applications" to use Performance Management Architect File Generator from the Excel File menu.
6571231	When an existing interface table data source is edited, and the administrator selects `Yes` to `Existing tables will be deleted`, the dialog box should indicate which tables will be deleted.
6935993	EPM System Configurator does not start Performance Management Architect services. Workaround: Check the state of Performance Management Architect services after configuration. If the services were not started, start them manually or reboot the host.
7359973	Performance Management Architect requires .NET, specifically 2.0.50727. EPM System Installer checks to see if .NET version 2.0.x is on the system. If .NET 2.0.x is found, where x = any maintenance release, then EPM System Installer leaves .NET as is and Performance Management Architect installation fails. If .NET is not detected then EPM System Installer adds version 2.0.50727. Workaround: Prior to running EPM System Installer, confirm one of the following conditions: • NET is not yet installed on the system. • The installed .NET is release 2.0.50727. If a .NET release other than 2.0.50727 is installed, uninstall .NET.
8606253	The log file `HYPERION_HOME/logs/services/hys9epmawebtier-sysout.log` reaches its size limit and then locks the Performance Management Architect Web server from servicing requests. Workaround: Stop the EPMA Web service, move the log file to another location, and restart the service.
10193544	When accessing Performance Management Architect from EPM Workspace, you may receive an error. Workaround: Remove the OHS entries fronting the Data Synchronization Web application from the OHS `mod_wl_ohs.conf` file located in `EPM_ORACLE_INSTANCE/httpConfig/ohs/config/ohs_component`.

Smart View

8225209, 8304976	If you install or upgrade Smart View on a machine without any EPM System products installed, the Smart View installation fails to install properly. Workaround: Install Smart View again.
8229882	When you apply an 11.1.1.x maintenance release, the Add/Remove program lists the earlier release as well as the maintenance release. Workaround: Remove the earlier release.
10130966	When the Smart View, Essbase, or Hyperion Enterprise Retrieve add-ins are installed or registered on the Financial Data Quality Management application server, Excel functionality (for example, Export to Excel, Multiload, Journal) does not work and causes Financial Data Quality Management to hang. Workaround: Do not install or register the Smart View, Essbase, or Hyperion Enterprise Retrieve add-ins on the FDM application server.
12825529	Running a Financial Data Management schema update may launch the Smart View installer. Workaround: Do not install Smart View on the same machine as the Financial Data

	Management Server.

Essbase

Essbase Server

7449083	AIX and HP-UX Itanium: Essbase Server does not autostart after configuration. Workaround: Manually run *HYPERION_HOME*`/products/Essbase/EssbaseServer/bin/startEssbase.sh.`
8540402	Linux x86: When you want to run Essbase in background mode, the script `startessbase.sh` needs a manual edit. Workaround: Edit *HYPERION_HOME*`/products/Essbase/EssbaseServer/bin/startEssbase.sh` and change `/bin/rm` to `/rm`.
8595246	After you overinstall Essbase, the Essbase global application does not exist in Shared Services. Workaround: Use Administration Services to externalize native users in Essbase.
12624509	Essbase does not support Direct I/O on Linux machines.

Essbase Studio

7325986	UNIX and Linux: There is a port conflict with EL5's or RHL5 LDAP client (EPM System Configurator configures all UNIX and Linux for LDAP authorization). Workaround: Change the application start port; for example, increment by 1.
7420003	EPM System Uninstaller does not stop the Essbase Studio server. Workaround: Stop the Essbase Studio server manually before uninstalling.
8704007	When you overinstall all products except Shared Services, in Shared Services, registration for Essbase Studio fails. Workaround: From the Shared Services console, delete the Essbase Studio Server entry under Application Groups and then re-register.

Administration Services

7461473	After you modify the Essbase Administration Services port, the menu command Assign Access Control is no longer displayed in Shared Services. Workaround: Log on to Essbase Administration Services Console, and use the Register `All` command on the appropriate Enterprise View - Essbase Servers - HOSTNAME - Applications item.
7526890	When you apply the maintenance release from 11.1.1.0 to 11.1.1.*x*, the Administration Services client does not save connection information. Workaround: Save the connection information before you apply the maintenance release so that you can restore the information afterward.
8336899	Administration Services fails to deploy on Oracle Application Server. Workaround: 1. Navigate to *ORACLE_HOME*`/J2EE`. Remove the `hr` subfolder. 2. Navigate to *ORACLE_HOME*`/opmn/conf`. Edit `opmn.xml` and remove the lines for the Financial Reporting application.

8599023	After you overinstall Shared Services, Administration Services and Essbase Studio are listed twice in the Shared Services Console.
	Workaround: You may disregard the extra instances in the Shared Services Console.
8677219	WebLogic: When you run EPM System Configurator and configure all the products at the same time, Provider Services fails to deploy.
	Workaround: Do one of the following:
	• Skip Provider Services during the first configuration.
	• Configure Provider Services first, then configure the other products.
8705287	When you install Administration Services on 64 bit, EPM System supports deployment only on Tomcat. When you deploy all EPM System web applications on Oracle Application Server but deploy Administration Services on Tomcat, the EPM System Diagnostics report lists a failure for Administration Services.
	Workaround: If you have changed the Administration Services port to point to Tomcat, ignore the EPM System Diagnostics report listing a failure for Administration Services.

Integration Services

7253757	On Windows 2003 sp1, after installation, EPM System Installer uses Windows services to start and stop the services for Integration Services. Sometimes after the services are stopped with the Windows services console, `olapisvr.exe` still runs.
	Workaround: Manually stop the `olapisvr.exe` and `olapisvc.exe` processes.
7485443	After the 11.1.1.2 or 11.1.1.3 maintenance release is applied, Integration Services does not start.
	Workaround: Process and start the service manually.

Business Rules

No Defect Number	If you are deploying to Apache Tomcat as a Windows service on a supported 64-bit platform, the computer hosting Tomcat must have a 32-bit JDK installation.

Reporting and Analysis

General

7489828	On UNIX, EPM System Uninstaller leaves all the files under the product installation location.
	Workaround: Manually delete the files.
8529830	When you apply the maintenance release from release 11.1.1.1 to 11.1.1.3, EPM Workspace starts with an error message " `.. Failed to load webapp: Failed to load webapp: Context root /biplus_webservices/* is already bound. Cannot start application Apache-Axis`".
	Workaround: Stop Reporting and Analysis Web applications and restart them.
12830681	When Reporting and Analysis is installed in a NAT or IPv6 environment, you must do the following:
	• Set the following Java property for Reporting and Analysis Framework Services:
	`-DuseHostname=true`
	For details on how to do this, see the "Administration Tasks" chapter in the *Hyperion Reporting and Analysis Framework Administration Guide.*

	• Append all instances of `default-domain.cfg` with the following line: `policies:iiop:server_address_mode_policy:publish_hostname="true";`

Dashboard Development Services

7117352	After Dashboard Development Services is installed on Windows Vista, the folders under the Hyperion home directory are read-only. Workaround: Add the domain user or group to the Hyperion home folder security, and assign the user Write permissions.

Financial Reporting

7320974	Windows: During Financial Reporting configuration, this message may be displayed: "`FRAMEDYN.DLL not found during install. Reinstalling the application may fix this problem.`" Workaround: You may safely accept the message and continue without affecting the configuration.
8719571	After you run EPM System Configurator, you cannot log into Financial Reporting Studio using the administrator username and password. Workaround: Re-deploy Financial Reporting Web application and re-run Financial Reporting custom configuration.

Interactive Reporting

7492265	Uninstalling Interactive Reporting removes Financial Reporting and Web Analysis deployments in application server and Financial Reporting services.

12668647	In Workspace with Firefox, after selecting Tools, Install, Interactive Reporting Web Client, an "Unsafe File Type" error is displayed.
	
	Workaround: Add string `application/x-jar jar` at the end of the `mime.types` file under the `IHS_ROOT`/conf directory.
	
	For example:
	
	`application/activemessage`
	`application/andrew-inset ez`
	`application/applefile`
	`application/atom+xml atom`
	`application/x-jar jar`
	
	Note: You select `IHS_ROOT` in EPM System Configurator on the Web Server Configuration panel during configuration.

8892549	If you are copying the Interactive Reporting Service on the Configuration and Monitoring Console, and have two servers in a distributed environment, you cannot use the same port number on both servers.

Production Reporting

7165746	Instead of using the Shared Services Registry to store URLs, the Production Reporting portlet uses portlet.xml when the Web application is manually deployed.
	Workaround: Update the following portlet values in the EPM Workspace Web application `portlet.xml`:
	• `FOUNDATION_HOST`-The EPM Workspace Web server machine hostname.
	• `FOUNDATION_PORT`-The EPM Workspace Web server machine listen port. The default value is 19000.

Web Analysis

7624268	If you attempt to start Web Analysis with other products, Web Analysis does not start.
	Workaround: Restart the Web Analysis services after EPM Workspace services are running.
13034124	After applying the maintenance release from Release 11.1.1.3 to Release 11.1.1.4, opening a Web Analysis report containing a Relational OLAP data source can result in a "Relational Query will exceed the maximum row/column size" error.
	Workaround: Manually increase the value of "MaxJdbcCellCount" by completing the following steps:
	1. Start the Configuration Management Console on the server running Workspace Agent service, using this command:
	`<HYPERION_HOME>/common/workspacert/9.5.0.0/bin/startUI.bat(sh)`
	2. Log in as an admin user using this URL: `http://<host>:55000/cmc`
	where `<host>` is the actual name or IP address of the server where Reporting and Analysis is installed.
	3. Select the Web-application Configuration view.
	4. Right-click the Web Analysis Web application and select Properties.
	5. Browse to "The Result Set Configuration" and set MaxJdbcCellCount Wen Analysis property value to 100000 (or more), then click OK.
	6. Restart the Web Analysis server.

Financial Performance Management Applications

Planning

No Defect Number	To avoid performance issues during installation, turn off any screen savers that are running on your Planning servers.
7321842	Selecting Migrate Identities or running the `UpdateUsers.cmd` utility sometimes erroneously deletes records from the `hsp_usersingroup` table. To restore the records, either run the `ProvisionUsers` utility or select Administration, then Manage Database, and then Security Filters.

7366501	On a Solaris platform, application migration may fail and the error message "File `9_3__0Migration_Oracle.sql` not found" is displayed in the Planning logs. Workaround: To avoid this issue, manually add `/usr/bin` in the PATH of the Oracle Application Server environment variables.
8446743	In a clustering mode environment, some Planning applications that are not associated with the active cluster may be displayed in Calculation Manager.
12687676	After adding additional Planning Web Application servers to an existing 11.1.1.4 environment, you cannot Configure IIS Web Server. In addition, in Workspace, you cannot see the Administer, Classic Application Administration, Planning Administration menu. Workaround: Use manual deployment and then add the Planning servers.

Calculation Manager

7496837	When you apply the 11.1.1.2 or 11.1.1.3 maintenance release, Calculation Manager is unavailable from EPM Workspace. Workaround: Reboot and start the components one at a time.
11690432	Lifecycle Management can only migrate Calculation Manager rules in Classic Applications if these rules have already been deployed.

Financial Management

No Defect Number	Microsoft Windows 2003 SP1: You may receive an "Access Denied" message while connecting from Financial Management Win32 or Financial Management Web. The client machine event log shows: "DCOM got error 'General access denied error' from the computer `SERVER_NAME.DOMAIN_NAME`, when attempting to activate the server." Microsoft has provided the following workaround to resolve a code issue with its RPC layer by disabling bind time negotiation for security context multiplexing. To disable bind time negotiation for security context multiplexing, install Hotfix Q899148 from http://support.microsoft.com/kb/899148. Contact Microsoft Support directly for the hotfix. After obtaining the hotfix: 1. Select Start and then Run, type regedit, and click OK. 2. Locate the following registry subkey: `HKEY_LOCAL_MACHINE/SOFTWARE/Policies/Microsoft/Windows NT/Rpc` 3. Select Edit and then New, and select DWORD Value. 4. Enter Server2003NegotiateDisable for the new DWORD Value. 5. Right-click Server2003NegotiateDisable and click Modify. 6. In the Value Data dialog box, type **1**, and click OK. Note: This setting disables the bind time negotiation and multiple transfer syntax negotiation. 7. Exit the Registry Editor, and restart the Windows Server 2003-based computer. Note**:** The hotfix must be applied to all machines using Windows 2003 SP1 (Application server, Web server, reports servers, etc.). If Win32 client is not being used, applying the hotfix to the client machine is not necessary.

7528605	With Microsoft Windows Server 2003 (64-bit AMD64 and Intel EM64T), to create a connection to the Financial Management server from Web Analysis you must do the following tasks:
	1. Change the PATH and LibraryPath entries for the Web Analysis Web application in the Web Analysis `config` file:
	HYPERION_HOME/products/biplus/InstallableApps/config/WebAnalysis.env :
	`LoadLibrarypath` entries referring to the 64-bit Financial Management:
	(*HYPERION_HOME*\\products\\FinancialManagement)
	must be substituted with the references to the 32 bit Financial Mangement:
	(*HYPERION_HOME*\\products\\FinancialManagement\\32bit\\):

	`LoadLibrarypath=`*HYPERION_HOME*`\products\FinancialManagement\32bit\`
	`CommonLoadLibrarypath=`*HYPERION_HOME*`\products\FinancialManagement\`
	`32bit\Client`

	Two references to the 32-bit Financial Management `Client` and `Common` directories should be added to the `PATH`:
	`PATH=`*HYPERION_HOME*`\products\FinancialManagement\32bit\Common;` *HYPERION_HOME*`\products\FinancialManagement\32bit\Client;`
	2. Perform Application Server Specific Actions.
7528605 (con't)	**WebLogic 9:**
	Put two references to the 32-bit Financial Management `Client` and `Common` directories in the beginning of the `PRE_PATH` for the Web Analysis OC4J instance; for example:
	HYPERION_HOME\deployments\WebLogic9\bin\setCustomParamsWebAnalysis.bat.
	If you have created Windows Services for the deployed Web applications, then put two references to the 32-bit Financial Management Client and Common directory in the beginning of the PATH for Web Analysis in the registry key:
	`HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion` `Solutions\WebAnalysis\HyS9WebAnalysis\Env1:`
	`PATH=HYPERION_HOME\\products\\FinancialManagement\\32bit\\Common;` `HYPERION_HOME\\products\\FinancialManagement\\32bit\\Client;%PATH%`
7528605 (con't)	**WebSphere 6**
	Put two references to the 32-bit Financial Management `Client` and `Common` directories in the beginning of the `WAS_PATH` for the Web Analysis OC4J instance; for example:
	HYPERION_HOME\deployments\WebSphere6\bin\setCustomParamsWebAnalysis.bat.

	If you have created Windows Services for the deployed Web applications, then put two references to the 32-bit Financial Management Client and Common directories in the beginning of the PATH for Web Analysis in the registry key:
	`HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion`
	`Solutions\WebAnalysis\HyS9WebAnalysis\Env1:`

	`PATH=HYPERION_HOME\\products\\FinancialManagement\\32bit\\Common;` `HYPERION_HOME\\products\\FinancialManagement\\32bit\\Client;%PATH%`
8215018	When EPM System Configurator configures Financial Management, the application cluster fails.
	Workaround: Restart EPM System Configurator and repeat the configuration task.

8226957	If EPM System Configurator configures one database type, you cannot use EPM System Configurator to configure a different database type. The Shared Services Registry still points to the first database.
	Workaround: Manually edit: *HYPERION_HOME*/common/config/9.5.0.0/hfm/9.5.0.0/hfm_1_config.xml. Change the Configure Database task from Configured to Pending, then use EPM System Configurator to reconfigure.
8397507	You are unable to register a server or cluster when using the encrypted udl.
	Workaround: Do one of the following tasks:
	• Log on and log off the server using the DCOM user specified.
	• Use the RUN AS command to run any program as the DCOM user.
	This creates the Registry entries under HKEY_Users.
8560293	Microsoft Windows 2003 SP2: In some Windows 2003 SP2 installations, clients may experience "Access Denied" issues while connecting from Financial Management or Financial Reporting. The client machine event log displays a "General access denied" error message.
	Workaround: Add the following DWORD value if it does not already exist:
	1. In the Registry Editor, under HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\Rpc, add a new DWORD value with the name Server2003NegotiateDisable.
	2. Right-click Server2003NegotiateDisable and click Modify.
	3. For the Value Data, type 1, and click OK.
	Note: This setting disables the bind time negotiation and multiple transfer syntax negotiation.
	4. Exit the Registry Editor and restart the computer.
8618318	The Web server configuration does not recognize a lowercase hfm name in the Financial Management Web server WebDirectory registry.
	Workaround: When you configure Financial Management with EPM System Configurator, on the Configure Web Server page, for the Virtual Directory Name, you should use only the default name hfm even though EPM System Configurator lets you change the value. If you enter a different name, EPM Workspace will not recognize it.
13998040	After upgrading from Financial Management Release 11.1.1.3 (64-bit) to 11.1.1.4 using the Maintenance upgrade option, you may experience an error that you cannot open the Financial Management client.
	Workaround: To resolve this issue, complete the following steps:
	1. Navigate to:
	`[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Hyperion Solutions\Hyperion Financial Management] "ClientResourceDir"="D:\\Hyperion\\products\\FinancialManagement\\Client\\32bit"`
	and
	`"WebServerResourceDir"="D:\\Hyperion\\products\\FinancialManagement\\Client\\32bit"`
	2. Edit the paths to put \\32bit before \\Client as follows:
	`[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Hyperion Solutions\Hyperion`

	Financial Management]
	
	`"ClientResourceDir"="D:\\Hyperion\\products\\FinancialManagement\\32bit\\Client"`
	
	and
	
	`"WebServerResourceDir"="D:\\Hyperion\\products\\FinancialManagement\\32bit\\Client"`

Strategic Finance

8640772, 8560023	On the Product Options configuration panel in EPM System Configurator, the Configure Product Options status and Configuration status remain as Pending instead of changing to Configured, even after successful configuration. Workaround: You may ignore these Strategic Finance statuses.

Profitability and Cost Management

7489267	The Profitability and Cost Management Database configuration panel in EPM System Configurator lists IBM DB2 connections, but Profitability and Cost Management does not support DB2. Workaround: Ignore the EPM System Configurator listing of IBM DB2.

Data Management

ERP Integrator

No Defect Number	ERP Integrator Release 11.1.1.4 requires Oracle Data Integrator 10.1.3.6. Since Oracle Data Integrator 10.1.3.6 is not supported in Windows Server 2008, you must install Oracle Data Integrator 10.1.3.6 on a separate server running one of the supported versions of the operating system. See the Oracle Data Integrator Platform Certification document for full details of the supported platforms.
8629354, 8637320	For ERP Integrator's Start menu, folders, and error messages, `AIF` is listed instead of `ERP Integrator`. Workaround: Note that any references to AIF should be ERP Integrator; for example, select Start, Programs, Oracle EPM System, Performance Management Integrator, and then Start ERP Integrator.

9106843	When running ERP Integrator in an Oracle RAC environment, the data load process from ERP Integrator to Planning will fail.
	
	Workaround:
	
	1. Modify the rules file using Essbase Administration Services:
	
	   a. Navigate to your application. Select **Plan** and then **Rules Files**.
	
	   b. Right-click on **AIFData** and select **Edit**.
	
	   c. Navigate to **File** then click **Open SQL**.
	
	   d. Change the SQL connection string to:
	      `ORACLESERVICE:oracle://<HOST>:<PORT>/<SERVICE_NAME>`
	
	   e. Save the rules file.
	
	2. Execute the rules file using Essbase Administration Services:
	
	   a. Navigate to your application: **Plan**.
	
	   b. Right-click and select **Load Data**.
	
	   c. Find the rules file named **AIFData**, change the data source to **SQL**, and

	enter the SQL
	d. Execute the rules. File.
12756318	EPM System Configurator allows you to select DB2 9.7 even though ERP Integrator is not supported on DB2 9.7. Workaround: Do not select DB2 9.7 in EPM System Configurator.

Dashboard Builder

Defect Number	Known Issues

13580236	Dashboard Builder does not start for users who did not also install Interactive Reporting Studio. Workaround: Make the following changes to `HKEY_LOCAL_MACHINE\Software\Classes`: 1. Using an admin user, open `regedit` and export the following:
	`HKEY_CLASSES_ROOT\CLSID\{9F046D61-3017-11D2-B19C-00104B67DFD5}`
	`HKEY_CLASSES_ROOT\Typelib\{9F046D60-3017-11D2-B19C-00104B67DFD5}`
	`HKEY_CLASSES_ROOT\BrioQuery.Application`
	`HKEY_CLASSES_ROOT\BrioQuery.Application.6`
	
	1. Check if the same key already exists under `HKEY_CURRENT_USER\Software\Classes`. If it does, delete those keys.
	2. Import the registry keys.
	3. Open `HKEY_LOCAL_MACHINE\Software\Classes` and make sure that the following keys are there:
	`HKEY_LOCAL _MACHINE\Software\Classes\CLSID\{9F046D61-3017-11D2-B19C-00104B67DFD5}`
	
	`HKEY_LOCAL_MACHINE\Software\Classes\Typelib\{9F046D60-3017-11D2-B19C-00104B6.7DFD5}`
	
	`HKEY_LOCAL_MACHINE\Software\Classes \BrioQuery.Application`
	
	`HKEY_LOCAL_MACHINE\Software\Classes \BrioQuery.Application.6`

Dashboard Builder

Defect Number	Known Issues

13580236	Dashboard Builder does not start for users who did not also install Interactive Reporting Studio.
	
	Workaround: Make the following changes to `HKEY_LOCAL_MACHINE\Software\Classes`:
	
	1. Using an admin user, open `regedit` and export the following:
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	`HKEY_CLASSES_ROOT\Typelib\{9F046D60-3017-11D2-B19C-00104B67DFD5}`
	`HKEY_CLASSES_ROOT\BrioQuery.Application`
	`HKEY_CLASSES_ROOT\BrioQuery.Application.6`
	
	2. Check if the same key already exists under `HKEY_CURRENT_USER\Software\Classes`. If it does, delete those keys.
	
	3. Import the registry keys.
	
	4. Open `HKEY_LOCAL_MACHINE\Software\Classes` and make sure that the following keys are there:
	`HKEY_LOCAL _MACHINE\Software\Classes\CLSID\{9F046D61-3017-11D2-B19C-00104B67DFD5}`
	
	`HKEY_LOCAL_MACHINE\Software\Classes\Typelib\{9F046D60-3017-11D2-B19C-00104B6.7DFD5}`
	
	`HKEY_LOCAL_MACHINE\Software\Classes \BrioQuery.Application`
	
	`HKEY_LOCAL_MACHINE\Software\Classes \BrioQuery.Application.6`

Defects Fixed in this Release

If you are coming from Release 11.1.1.0, 11.1.1.1, or 11.1.1.2, use the Defects Fixed Finder tool to review the list of defects fixed between those releases and Release 11.1.1.3. This tool is available here:

https://support.oracle.com/oip/faces/secure/km/DocumentDisplay.jspx?id=1292603.1

Defect Number	Description
• 8436228 and 8618351	Essbase JAPI checker fails if Essbase server runs at the nondefault port. Workaround: You may ignore this error. If you have not customized the port, JAPI works and reports correctly.
• 8418877	EPM System Installer freezes during Oracle inventory creation. Workaround: If EPM System Installer freezes for more than 10 minutes: 1. Quit EPM System Installer. 2. Navigate to `HYPERION_HOME` and if necessary, delete the `inventory` folder. 3. Go to `HYPERION_HOME`/`OPatch` and run the `createInventory.bat|sh (UNIX)` script. This creates the `HYPERION_HOME`/`inventory` folder properly.
• 8487819	When you use EPM System Configurator to reconfigure a database, the advanced options panel does not display. Workaround: Use the Shared Services Registry editor to

	edit the database connection properties.
	To edit the database connection properties:
	1. On a machine hosting the 11.1.*x* EPM System software, go to *HYPERION_HOME*/common/config/9.5.0.0 and run the following command: epmsys_registry view DATABASE_CONN.
	2. Note the Component ID for the database connection you want to edit, and the component property names and values you want to update.
	3. To update the component property, go to *HYPERION_HOME*/common/config/9.5.0.0 and run the following command: epmsys_registry updateproperty #*componentID*/@*componentProperty value* where *componentID* is the component's ID you found when you viewed the component hierarchy, *componentProperty* is the component property name you want to update, and *value* is the new value for the component property.
• 8613322	Extended ASCII characters and multibyte characters are not supported in the Database user name for Oracle database.
• 9539797	Japanese. When installing EPM System and Financial Management on Windows 32-bit and 64-bit, the stop.bat file has an incorrect command.
• 9703408	Creating an Essbase data source on an AIX 64-bit machine results in an error.
• 9891843	In EPM System Registry, there is only a single Financial Management Web application regardless of how many Financial Management Web applications are configured.
• 9958266	EPM System Configurator ignores the Windows Hosts file for the Financial Management Application Server component.
• 9959651	No support for Oracle 11gR2.
• 10052411	DB2 9.5 is not supported as a repository or a data source in EPM System products. (Release 11.1.1.4 supports up to 9.7.)
• 11059463	Essbase client installation does not work on a Windows 7 operating system.
• 11710941	In Financial Management, removing or adding a server to a second cluster results in an error.
• 11716757	When launching Essbase Administration Services with Web applications on multiple servers and letting the main Web server redirect to the correct server and port, the Move, Copy, and Paste commands do not work.
• 11805736	Excel Patch 11.1.1.3.11 has incorrect information in the Add/Remove programs section.
• 11854513	Financial Management artifacts are not displayed in Lifecycle Management.
• 11893660	Financial Reporting Studio does not install correctly on 64-bit Windows 7.
• 11895775	Some Scripts in AIX environment contain CR LF at the end of the line. These scripts do not work unless the CR LF is deleted.
• 12601950	When applying Financial Management on a Shared Services Financial Reporting server where only the Financial Management ADM driver is installed, errors are displayed.
• 12622242	Re-installing the Financial Management Smart view Provider by itself removes all the patches that were already applied in the system.
• 12662517	Merant Data Direct 5.2 drivers are not installed when Interactive Reporting Studio is installed on a Windows 7 (64-bit) system.

Documentation Updates

Accessing Hyperion Product Documentation

The most recent version of each Hyperion product guide is available for download from the Documentation area of the Oracle Technology Network (OTN) Web site (http://www.oracle.com/technetwork/index.html). Deployment-related documentation is also available from the Oracle E-Delivery Web site (https://edelivery.oracle.com/). Individual product guides are available for download on the Oracle Technology Network (OTN) Web site only.

Note: Not all of the documentation for this product has been updated from Release 11.1.1.1, 11.1.1.2, or 11.1.1.3. Similarly, the product UI may not have been updated since these releases.

Copying and Pasting Code Snippets from PDFs

When you cut and paste code snippets from a PDF file, some characters can be lost during the paste operation, making the code snippet invalid. Workaround: Cut and paste from the HTML version of the document.

Accessibility Considerations

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

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