Oracle's® Hyperion® Shared Services

Release 11.1.1.4.00

Readme

Purpose

This document includes important, late-breaking information about this release of Oracle's Hyperion® Shared Services. Review this information thoroughly before installing Shared Services.

New Features

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*.

Shared Services release 11.1.1.4 includes the following new features:

- Support for new browsers versions and platforms. Information about supported browsers and platforms for EPM System products is available in a spreadsheet format in the Oracle Hyperion Enterprise Performance Management System Certification Matrix posted at http://www.oracle.com/technology/products/bi/hyperion-supported-platforms.html.

Shared Services release 11.1.1.3 includes the following new features:

- 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.

Shared Services release 11.1.1.2 included the following new features:

- Lifecycle Management Utility supports a runtime independent migration definition file. This feature is described in the Documentation Addendum section at the end of this Readme.

- New diagnostic logs enable Lifecycle Management users to analyze Lifecycle Management activity during a problematic migration. This feature is described in the Documentation Addendum section at the end of this Readme.

- New migration properties were added to fix a known JDK issue and to assist with migration troubleshooting. These new properties impact Financial Management migrations only. For descriptions of the new properties, see the Documentation Addendum section at the end of this Readme.

- Support for Shared Services Web application load balancing. In this load balanced configuration, it is recommended to use Oracle Internet Directory as a replacement of OpenLDAP for high availability. OpenLDAP cannot be load balanced. Information about enabling the Shared Services Web application for load balancing is included in *Oracle Hyperion Enterprise Performance Management System Hyperion Shared Services Active – Active Clusters* white paper. The Oracle EPM white paper library is located at http://www.oracle.com/technology/products/bi/resource-library.html.

Shared Services release 11.1.1.1 included the following new features:

- EPM System Installer and EPM System Configurator 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.

- Support custom Java based authentication through the new Custom Authentication Module. This is transparent to thick or thin clients.

- EPM System Diagnostics confirms that product components were successfully installed, configured, and 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:

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

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

  - *Oracle Hyperion Enterprise Performance Management System Security Administration Guide*

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

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

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

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

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

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

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

- Shared Services provides a Security Administration platform to secure and administer Oracle Enterprise Performance Management System components. Security Administration new features:

  - Support for Oracle Identity Management Suite and Oracle Access Management Suite

  - Kerberos authentication for web applications accessed through browsers

  - Single Sign-on enhancements, with support for custom HTTP login module and additional security agents

  - Use of Oracle Internet Directory as an optional replacement of OpenLDAP as the Native Directory, providing password policy management capabilities

  - Enhancements to external user directory configuration, such as support for DNS lookup for Domain Controller failover

  - Security audit functionality to centralize security related events such as authentication and provisioning across applications

  - Shared Services High Availability through Oracle Clusterware support

- Updating EPM System security when migrating users across user directories; for example, from NTLM to MSAD

- Support for the Unicode version of SAP

- Usability enhancements, such as the following:

  - Search for users by first name or last name

  - Easily delete applications and application groups

  - Provisioning of applications that are not assigned to application groups

- Shared Service provides a Lifecycle Management platform that enables EPM System products to migrate an application, a repository, or individual artifacts across product environments and operating systems. Lifecycle Management new features:

  - Viewing applications and directories

  - Searching for artifacts

  - Migrating directly from one application to another

  - Migrating to and from the file system

  - Saving and loading migration definition files

  - Viewing selected artifacts

  - Auditing migrations

  - Viewing the status of migrations

  - Importing and exporting individual artifacts for quick changes on the file system

  - In addition to providing the Lifecycle Management interface in Shared Services Console, there is a command-line utility called Lifecycle Management Utility that provides an alternate way to migrate artifacts from source to destination. The Lifecycle Management Utility can be used with a third-party scheduling service such as Windows Task Scheduler or Oracle Enterprise Manager.

  - Lastly, there is a Lifecycle Management *Application Programming Interface (API) that enables users to customize and extend the Lifecycle Management functionality.*

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 installation 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 Updates

The section includes important information about installing this release of Shared Services.

- Install Shared Services on only one computer in the deployment.

  Note: If you are installing in multiple environments (for example, Development, Test, and Production), install Foundation Services products in each environment.

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.

Security Administration

Defect Number	Defect Fixed
• 9027956	Shared Services Console stopped responding while configuring LDAP-enabled external user directories, including Microsoft Active Directory.
• 9051473	Shared Services backup script threw UNMATCHED SYNTAX ERROR.
• 9151497	If the user filter specified in the user directory configuration contained more than 1372 characters, a Java Script error was thrown when a user selected the **Execute Filter** or **Finish** button in the User Directory Configuration

	screen.
• 9316698 • 9235068 • 12762169	If a userid contains the @ character, the Reporting and Analysis jobs associated with the user fails to run.
• 9447876	The JDBC driver shipped with Shared Services Release 11.1.1.3 did not support Oracle database version 11.2.
• 9444981	Attempt to expand the Application Group node in Shared Services Console failed intermittently with the message `"Error occurred at server side while processing your request"`.
• 8981399	Reporting and Analysis became unresponsive during operations that required a search of user directories containing a large number of users who are provisioned by assigning Reporting and Analysis roles to the WORLD group.
• 7192956	The process for migrating native Essbase and Reporting and Analysis users to Shared Services encounters performance issues.
• 9679697	Enhancements to Shared Services user interface.
• 9771456	After Shared Services Release 11.1.1.3.14 Patch 9444981 was applied, Shared Services did not display the Assign Access Control menu option, which is used to assign access control to application artifacts.
• 9942371	Performance degradation was observed while accessing provisioning screens in Shared Services.
• 10179528	While attempting to assign Essbase Server roles to users from Shared Services Console, EPM System threw a 404 error indicating that `/interop/jsp/cas/dummy.html` was missing.
• 10148722	The process of importing and exporting of users was slow even when the operation involved one user only.
• 9922167	Session time out value that users specified in Shared Services web application was not honored by EPM System products deployed on WebLogic Server Version 9.2.
• 10239862	In SSL offloaded deployments, Shared Services Administrators could not delete groups from Native Directory.
• 10623181	In SSL offloaded deployments, Shared Services administrators could not delete, activate, or deactivate Native Directory users.
• 11672250	The Navigate menu of Oracle Hyperion Workspace lists Planning and Financial Management applications for which the current user is not provisioned. On selecting such an application from the Navigate menu, users get the error "User is not provisioned for this application."
• 11940213	Essbase stops responding to user requests because request for authenticating users was being timed out.
• 10066433	When selecting Active Directory groups that use settings that contain unescaped special characters (for example, `cn=test\, ou=test`) in Shared

	Services Console, EPM System throws the error `"unable to process request"`.
• 9699755	If you used the IP address of the Shared Services host name in place of its DNS name, host directory entry in the `css.xml` became corrupt and showed the value `http://port:port`.
• 10306900	Shared Services does not provision copied Essbase applications that have names that start with the # character (for example, `#Sample`).
• 11831898	The `User.addGroup()` method, which is used to add users to a group, adds users to the WORLD group in OpenLDAP making it impossible to assign users to other groups using the Shared Services Console.
• 12545560	Users can migrate ID Attribute from DN to the recommended attribute for the user directory only; for example, `DN` to `ObjectGUID` for Active Directory. Migration from other user directory attributes to the recommended attribute; for example, `sAMAccountName` to `ObjectGUID` (Active Directory), is not possible.
• 9721946	Downloaded Audit Reports that are exported from Shared Services in CSV format display garbled characters in place of Japanese characters.
• 9866342	Shared Services service started through Oracle Process Manager and Notification Server (OPMN) takes almost 12 minutes to complete the startup process.
• 10226781	Shared Services Console fails to connect to Essbase applications that are renamed using Essbase Administration Services.
• 12554831	After upgrading from System 9 Release 9.3.1 to EPM System Release 11.1.1.3, Essbase security refresh takes over 20 minutes.
• 12588175	After deploying EPM System components in an SSL-enabled environment, Financial Management Lifecycle Management artifact tree cannot be accessed from the Shared Services Console.

Lifecycle Management Functionality

Defect Number	Defect Fixed
• 9138999	Lifecycle Management functionality failed to export applications that had Task List folders and subfolders with identical names. Export operation displayed the message `"Resource and its container folder have the same alias path and artifact id - /Global Artifacts/Task Lists/Administration/Administration"`.
• 9464052	Exporting of data using the Lifecycle Management functionality failed with a parse error if the name of Essbase filter artifacts being exported contained an ampersand (&) or single quotation mark (') character.
• 10421618	Journal group names containing parenthesis; for example, `OPEN(1)`, cannot be migrated from the file system to Financial Management application.

• 10423311 • 9943560	Lifecycle Management functionality operations fail because the functionality does not support all special characters.
• 9305769	Exporting of data using the Lifecycle Management functionality failed with a `JDOMParseException` if the name of Financial Management Web form being imported contained an ampersand.
• 9686625	Migration of Planning applications caused export operation using the Lifecycle Management functionality to become unresponsive.
• 9959279	Lifecycle Management functionality threw a `FileNotFoundException` while importing artifacts on IBM AIX servers.
• 10219321	Import operations using the Lifecycle Management functionality truncated some Essbase filters.
• 10134544	Import operations using Lifecycle Management functionality threw an error. The exception is - `MESSAGE - java.util.zip.ZipException: duplicate entry: /Dimensions (Shared)/Accounts.910`.
• 10236446	Lifecycle Management functionality did not export the Workspace folder hierarchy if customers used the Cut and Paste operation to move folders within Oracle Hyperion Workspace.
• 9969948	Unencrypted password of the user account that was used to launch taskflow was recorded in the taskflow artifact export file created by the Lifecycle Management functionality.

Import/Export Utility

Defect Number	Defect Fixed
• 9340055	Problems are encountered when importing and exporting provisioning data if Essbase is registered to Shared Services with IP address instead of the machine name.
• 10148722	The process of importing and exporting of users was slow even when the operation involved one user only.
• 11070777	If a value is not set for `importexport.trace.events.file` property, export summary is not printed to the console even if `importexport.enable.console.traces` value is set to `true`.
• 10247305	Exporting of provisioning information for multiple applications and a large number of provisioned user/groups takes some time.
• 12552179	Poor Import/Export Utility performance was observed, especially when importing provisioning information when a large number of applications are registered.

Shared Services Taskflow

Defect Number	Defect Fixed
• 9047965	Users could not save taskflows that contained command execution as one of the tasks to a directory other than *HYPERION_HOME*/common/utility. Also, users could run taskflow scripts from *HYPERION_HOME*/common/utility only.
• 9266125	Users were unable to open POV parameters in Taskflow Processing screen of Financial Management.
• 10238129	Application name on the Manage Taskflows screen does not change to reflect the new name using which the taskflow is saved.
• 10192300	Users could delete only one completed taskflow at a time. EPM System did not allow users to select more than one taskflow for deletion.
• 10385449	Users could edit only one taskflow definition at a time. EPM System did not allow users to select more than one taskflow definition for deletion.
• 12574130	Shared Services crashes after recording out of memory errors in application server log files when many users check taskflow status repeatedly.
• 11793484	If browser language is set to Italian, taskflow does not display values that were set using the Execute Data Sync option of Enterprise Performance Management Architect.

Known Issues

The following issues are the noteworthy known issues of this release.

General

Defect Number	Known Issues
• 12334784	Shared Services does not display Login screen when accessed using Firefox Version 5.x.
	Workaround: Perform these steps on each Firefox version 5.x browser instance that is used to accesses Shared Services:
	1. Install Remote XUL Manager add-on. See https://addons.mozilla.org/en-us/firefox/addon/remote-xul-manager/.
	2. In Firefox, select Tools, and then Remote XUL Manager.
	3. Add your company's domain name; for example, myCompany.com, to the whitelist.
	4. Restart Firefox.

• 12529387	With Firefox version 3.x, users who signed off from EPM System may be able to login again without providing credentials. **Workaround:** After logging off, wait for a few seconds before attempting to log into EPM System again.

• 12638451	If you are using Internet Explorer version 8, Essbase Administration Services filter assignment plug-in becomes unresponsive when accessed from the Shared Services Console.
	
	Workaround: Perform these steps on each Internet Explorer version 8.x browser that is used to accesses Shared Services.
	
	1. Add the Essbase Administration Services and Shared Services URLs; for example, http://myServer, to the list of trusted sites in Internet Explorer.
	
	2. Update the Internet Explorer settings to enable pop-ups from trusted sites.
	
	    a. In internet Explorer, click **Tools**, and then **Internet Options**.
	
	    b. On **Security** tab of Internet Options, click **trusted Sites**.
	
	    c. Click **Custom Level**.
	
	    d. In Security Settings – Trusted Sites Zone, check **Enable** under **Websites in less privileged web content zone can navigate into this zone**.

• 12766132	The `Show Inactive` View menu option of Swedish localized version of Shared Services appears in English.
• 12750904	Some text strings and user interface labels in Brazilian/Portuguese localized version of Shared Services appear in English. Also, you cannot delete file system from the Shared Services console because the `Delete` pop-up menu option is disabled in Brazilian/Portuguese localized version of Shared Services.
• 8202635	Double-byte characters are displaying incorrectly on the Command Prompt for Shared Services Registry.
• 7432068, • 7432074	Import operations fail in SSL-enabled environments where the default Oracle HTTP Server (version 1.3) used by Oracle Application Server (OC4J instance) is fronted by another Oracle HTTP Server. **Workaround:** Excepting the default Oracle HTTP Server used by the OC4J instance, upgrade Oracle HTTP Server to version 10.1.3.4 and apply interim `Oracle patch p7159417`.

Security Administration

Defect Number	Known Issues
• 12693781	After users view Provisioning Report or attempt to provision themselves, the `Provision` and `Deprovision` right-click menu options become unavailable (grayed out). **Workaround:** Use one of the following workarounds:

	• Right click another user name and then right-click your own user name. • Close the browser. Start a new Shared Services session in a new browser.
• 12346020	Search results may not be identical when you access Shared Services from different time zones and perform searches using the default date range criteria. This is because the search results are based on the default time in the time zone in which the search is performed.
• 12332962	Audit configuration does not work in Shared Services. **Workaround:** Ask your Oracle Database Administrator to set open_cursors to 1000 in the Oracle database by executing the following command. `ALTER SYSTEM SET OPEN_CURSORS=1000 SCOPE=spfile;`
• 12812759	Shared Services users belonging to Active Directory Application Mode (ADAM) groups do not inherit the roles that are assigned to their ADAM groups. **Workaround:** Do not use ADAM groups for provisioning. Use one of the following workarounds: • Create Native Directory groups and add ADAM users to them. Provision these Native Directory groups. • Provision each ADAM user individually.
• 12534283	In deployments where Shared Services is hosted on Tomcat, taskflow emails fail because of known Tomcat bug 18830. **Workaround:** Rename *HYPERION_HOME*/deployments/Tomcat5/SharedServices9/webapps/interop/WEB-INF/lib/mail.jar; for example, to mail.jar.unused and then run the taskflow.
• 12652211	A `page cannot be displayed` error is displayed when indirect provisioning report is generated in the following scenario: • Report is generated for all applications. • Microsoft Active Directory from which users are provisioned is located remotely. • The `Resolve Custom Primary Groups` option is enabled for the Active Directory configuration.
• 7121792	If you are using 11.1.1.*x* products with 9.3.0.*x* or 9.2.0.*x* products, do not change the identity attribute for security configurations to anything other than Distinguished Name (DN).
• 7576176	SSL-enabling Shared Services does not SSL-enable Workflow. To SSL-enable Workflow, add `sslEnabled=true` in `Hub.properties` used by Shared Services. Generally, the location of `Hub.properties` is *HYPERION_HOME*/deployments/*APPLICATION_SERVER*/SharedServices9/config. For example, if Shared Services is deployed on Embedded Java Container, the location of `Hub.properties` is

	HYPERION_HOME/deployments/Tomcat5/SharedServices9/config.
• 8254131	If you are configuring Microsoft Active Directory (MSAD) as an external user directory, ensure that the User RDN and Group RDN values you use are exact matches to the values available on the MSAD server (including the use of upper/lower case letters in the value). Provisioning may fail if the User RDN and Group RDN in the configuration do not exactly match the values on the server.
• 7208709]	Search for users and groups fail in a Novell eDirectory that is configured using DN as the identity attribute and alias as User URL or Group URL. **Workarounds:** Use one of the following to solve this issue: • Use GUID as the Identity Attribute. • If you need to retain DN as the identity attribute, ensure that the group aliases and group accounts are available within the group URL. Similarly, if you use user aliases, ensure that the user aliases and accounts are available within the user URL.
• 7451207	Shared Services must be restarted more than once to synchronize manual changes made to Shared Services Registry entries. Oracle recommends that all Shared Services configuration changes be made using the Shared Services Console.
• 7460434	Deployment Metadata application (HREG) is not added to Oracle Internet Directory (OID) that is configured as the native directory. **Workaround:** Synchronize native directory with Shared Services repository.
• 7115927	The custom login implementation of EPM System security does not support usernames containing * (asterisk). If you are using a custom authentication module for authenticating users to EPM System, ensure that the custom module does not return a user name containing an asterisk.

Lifecycle Management

Shared Services

Defect Number	Known Issues
• 13489145	On performing artifact migration from Shared Services, the Lifecycle Management functionality reports the status `Completed with failures`, and records the message `ERROR - SQL Exception when trying to create a new connection [Hyperion][Oracle JDBC Driver]null` in the Lifecycle Management log file. This error is reported only if you are using Oracle database version 11.2.0.1 (64-bit) on Solaris as the Foundation Services database. **Workaround:** Copy *HYPERION_HOME*/common/JDBC/DataDirect/4.0/lib/hyjdbc.jar into *HYPERION_HOME*/common/utilities/LCM/9.5.0.0/lib directory, and then

	perform the Lifecycle Management operations again.
• 7435111	Cannot edit taskflows after using Lifecycle Management to migrate from one system to another. The problem occurs due to different application names in the source server and the destination server. Source and destination applications must have the same name.
• 12355039	The `Expand All` option in Application: Deployment Metadata screen of Shared Services Console throws `There was some communication error while loading the tree` error if a large number of Essbase applications (500 or more) are registered with Shared Services.
• 8616017	A `java.lang.IllegalStateException` error occurs in Shared Services Console when Lifecycle Management Utility is run from a remote machine. However, the migration is successful.
• 8346737	The less-than sign (<) is not supported in Registration application names.
• 8553264	Some Lifecycle Management error messages require better explanations.
• 8442349	You cannot expand an application group containing an application with 60 or more characters. The following error displays instead, `Error occurred at server side while processing your request. Error Code: 500.`
• 8568382	If a container folder for Registry artifacts includes the host name and you are importing all artifacts within that folder at once, not all of the Registry artifacts within the folder are updating. **Workaround:** Import the Registry artifacts individually.
• 8579961	A Java Server Page (JSP) processing error occurs on WebSphere when editing or executing a migration definition file that contains an `invalid` value for the `application`, `project`, or `product` attributes.
• 8568369	When importing Shared Services artifacts, the Create import option creates any components that do not exist in the database. It will not modify an existing component. The Update import option modifies existing components but will not create a new component.
• 8587896	You cannot explore Lifecycle Management artifacts in Shared Services Console if Shared Services is deployed to a Turkish operating system on WebLogic. This is due to a JDK 1.5 issue in the JRockit JDK. **Workaround:** Install Shared Services to an English operating system and then set the browser locale to Turkish.
• 8331345	Error messages in the Migration Status Report are not always displaying in the selected locale.
• 7645468	If using WebLogic 9.2.*x* with Performance Management Architect enabled applications, users may not be able to perform migrations due to a missing WebLogic `temp` folder. **Workaround:** Create the missing temp folder (for example, `C:\Documents and Settings\`*<username>*`\Local Settings\Temp\1\`*<username>*`\servers\EPMAWebServer\tmp\_WL_user\awb`

	`\vj1hri\public`).
• 7700199	Categories and sub-categories are displayed in English only for all products. Non-English import and export option names and values are supported.
• 7758682	You cannot import assigned roles if the import is performed in a different locale from that which the export was done. **Workaround:** Use the same locale for both the export and the import.
• 7437768	Cannot save a migration definition on Oracle Application Server if it is SSL and Oracle Access Manager-enabled. This occurs because Internet Explorer file downloads over SSL does not work with the cache control headers. **Workaround:** Users must modify a registry setting. See the MSDN article: http://support.microsoft.com/kb/323308
• 7230134	If an underscore (_) is used in a server name, you cannot explore artifacts in Shared Services Console.
• 7440436	Individual artifacts containing a slash symbol in the name (/) are not exporting. **Workaround:** Export the entire directory containing the artifacts with the slash. For example, `/Admin Options/'sqr1/Production Reporting Version 11.1.1.1.0'` will not export. But `/Admin Options` will.

Performance Management Architect

Defect Number	Known Issue
• 8530811	Importing an `ads` file that defines new associations with attribute dimensions and values for the associated property will not create the associations and load the property values. Subsequent imports of the same file will succeed.

Financial Management

Defect Number	Known Issues
• 8692909	An `OutOfMemory` error is occurring in IIS process (`w3wp.exe`) when running multiple Lifecycle Management Financial Management migrations on large applications. This is because IIS does not release memory immediately after a migration completes. For performance reasons, it waits until a memory threshold is reached before it performs garbage collection. However, with large migrations we need to allocate a large block of memory and it is possible that we run into this exception. **Workaround:** Make the following changes in the IIS configuration for the Financial Management Lifecycle Management application pool on the Financial Management Web server: 1. Enable Memory recycling with virtual memory set to 1000MB and physical memory set to 800MB. (Depending on the hardware resource, these values can be increased; however, these recommended values should be safe for most environments. This is under the application pool's properties page.) 2. On the "Health" tab of the properties page, change the Shutdown time

	limit to 10800 (3 hours). This high value is set to prevent failure on long migrations in which an IIS safe reset is required (due to reaching the memory limit) while the migration is still running by providing sufficient time for the migration to complete (3 hours).
• 8243396	If an application to file system migration for Financial Management causes "out of memory" errors, set the `export.group.count` to `30` for the Lifecycle Management Utility that is used to run the application to file system migrations.
• 429842	You cannot update security classes for Custom Documents if the document is marked as private. Also when editing the artifact xml, do not modify the header. Only the content of the artifact should be modified.
• 490619	Users are unable to connect to a Financial Management application that has timed out. This occurs when a user views the Artifact Listing in Shared Services Console, waits until the session is timed out (the Financial Management timeout setting determines the length of time), and then attempts to open or expand a node in the artifact listing. **Workaround:** Close the browser and open a new browser session.
	Importing large artifacts in the range of 25MB (such as custom documents, which include presentations, spreadsheets, and Word documents) into a Financial Management application may cause a migration to fail. **Workaround:** Import custom documents separately.

Planning

Defect Number	Known Issues
• 8440293	When migrating forms from a source environment to a destination environment, if the form contains a member that is not in the destination environment, the form is deleted at the destination.
• 8440251	Forms with the "Enable Dynamic User Variables" option selected must have any associated user variables. If user variables are not associated, forms will not migrate correctly.
• 8251129	When migrating Forms, the associated business rules are not migrating to the destination environment.
• 8493469	If two form folders have the same name but reside under different parents, the contents of the folders are combined into one folder in the destination application when using LCM migration.
• 7659432	Migration of Dynamic Time Series (DTS) members for Performance Management Architect enabled Planning applications through Lifecycle Management is not supported in this release.
• 395692	OutOfMemory errors may occur and the Lifecycle Management import may fail if a dimension for a given application has too many members (for example, 75,000). **Workaround:** Increase the heap size to 1024MB.

Defect Number	Known Issue
• 7454182	If an application has only Workforce- and/or Capex-enabled plan types, the Consolidation property for dimension members is not getting set during a Lifecycle Management import.
• 7454306	Occasionally, the MRU setting gets reset to the last screen or page the user visited before they logged off the application.
• 7457939	Migration of Business Rules Cluster artifacts through Lifecycle Management is not supported in this release.
• 6800362	By default, imported Planning artifacts replace existing artifacts in the destination application. Users do not have the option to merge and replace artifacts.
• 7017978	When migrating Planning Performance Management Architect artifacts, on the destination options screen of the Migration Wizard, you must manually enter some of the deployment information like Instance Name, Application Server, Shared Service Project, and available Data Sources.

Calculation Manager

Defect Number	Known Issue
• 8472376	Ensure Performance Management Architect application views are migrated before migrating Calculation Manager artifacts.

Essbase

Defect Number	Known Issue
• 7355018	There is a JAVA limitation whereby zip files that are larger than 4GB cannot be opened. Hence, artifacts that are 4GB or larger cannot be migrated and some files will be truncated.

Profitability and Cost Management

Defect Number	Known Issue
• 7166332 • 7147674	If you are using Lifecycle Management to import large models, the import may take longer to process than the time specified in the default timeout settings on WebLogic or the Oracle Application Server. **Workaround:** Reset the default to 3000 seconds, as described in the following procedures for WebLogic and Oracle Application Server: To modify default timeout for WebLogic: 1. Locate `HYPERION_HOME/common/httpServers/Apache/2.0.59/conf/HYSL-WebLogic.conf`. 2. To `<LocationMatch /profitability>` and `<LocationMatch`

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/profitability/*>, add the line '`WLIOTimeoutSecs 3000`' as shown below:

```
<LocationMatch /profitability>
    Handler weblogic-handler
    PathTrim /
    KeepAliveEnabled ON
    KeepAliveSecs 20
    WLIOTimeoutSecs 3000
    WeblogicCluster servername:6756
</LocationMatch>
```

3. Find *HYPERION_HOME*/common/httpServers/Apache/2.0.59/conf/htppd.conf and set `Timeout` to `3000`, as shown in the following example:

```
# Timeout: The number of seconds before receives and sends
time out.
Timeout 3000
```

To modify default timeout for Oracle Application Server:

1. Locate *ORACLE_HOME*/10.1.3.1/OracleAS_1/Apache/Apache/conf/httpd.conf.

2. Set `Timeout` to `3000`, as shown below:

```
# Timeout: The number of seconds before receives and sends
time out.
Timeout 3000
```

</td>
</tr>
</table>

Shared Services Taskflows

Defect Number	Known Issue
• 7432490	If Shared Services is running in SSL mode and a user uses taskflows in Performance Management Architect, Financial Management, or Profitability and Cost Management then *HYPERION_HOME*/deployments/SharedServices9/config/Hub.properties must be manually updated to set the value of `sslEnabled` property to `true` as shown below: `sslEnabled=true`
• 7013889	When creating a taskflow with an Execute action, you must specify a script to run in the *HYPERION_HOME*/common/utilities folder. The script is specified in the Command field. If a script does not exist, then the task flow cannot be saved.
• 12882963	Execution status of deleted taskflow definition is not deleted from the View Taskflow Status screen. Shared Services server console displays the following error: `'weblogic.kernel.Default (self-tuning)'] ERROR com.hyperion.workflow.engine.server.services.modelrepository.WfCmsProxies.updateProcessDefinitions(WfCmsProxies.java:195) -`

	error.resourceNotFound **Workaround:** Delete the stale entries from View Status screen.
• 12636755	New taskflows and changes to the taskflow status are not listed immediately. **Workaround:** Update taskflow cache refresh interval by using the following steps. 1. Using a text editor, open *HYPERION_HOME*`\deployments\AppServerName\SharedServices9\config\WokflowEngine.properties`. 2. Specify the new cache refresh interval, for example, 3 minutes: `workflowEngine.ces.refreshInterval=3` 3. Save and close `WokflowEngine.properties`. 4. Restart Shared Services and other EPM System products and processes.

Tips and Troubleshooting

- When migrating Planning Cell text artifacts, Lifecycle Management migrates all cell texts (comments) and cell attachments (a reference link URL to the document) for the given application. The cell attachments (document reference links) are not transformed for the destination environment, they are moved as-is.

- For Lifecycle Management, when migrating from the file system, if the files were copied (rather than migrated) to the file system location, ensure they were copied to the user directory on the destination file system for the user who will be performing the migration from the file system. If the files are copied to a directory for a different user, the user performing the migration will not see the files under the File System application group in Shared Services Console.

- OutOfMemory errors may occur when using the Lifecycle Management Utility to export large amounts of content from the application to the file system. To avoid these errors, perform these steps before migrating artifacts:

    3. Increase the maximum Java heap size for Shared Services.
       In `startSharedServices9.bat` or `startSharedServices9.sh`, change "`set BP_MAXHEAP=-Xmx250m`" to "`set BP_MAXHEAP=-Xmx1000m`".

    4. Restart Shared Services.

    5. Increase the maximum Java heap size for the Lifecycle Management Utility.
       In `utility.bat` or `utility.sh`, add "`-Xmx1000m`" as a Java option.

- If using Oracle 10G application server, you might see "Permission Denied" JavaScript errors while trying to access the Lifecycle Management Migration Wizard in Shared Services Console.

    Workaround: Access Shared Services Console using `hostname.domainName` instead of just `hostname`. If the issue persists, add the following URL to the Local Intranet zone (in Internet Explorer's Tools menu, select Internet Options, Security tab, and under Local Intranet, click Sites.

    `http://hostname (hostname.domainname)`

- If using WebLogic 9.2.*x*, users are unable to perform Lifecycle Management artifact migrations from the Shared Services Console or Lifecycle Management Utility

  Workaround: Check if `<enforce-valid-basic-auth-credentials>false</enforce-valid-basic-auth-credentials>` is available under tag `<security-configuration>` in `config.xml`. If it is not available, include the tag in `<security-configuration>`.

- If using WebLogic 9.2.*x*, Lifecycle Management Utility freezes if you perform a continuous large number of artifact migrations.

  Workaround: Increase the Shared Services server's Accept Backlog to a larger value. The default value is 50. This parameter is available under Shared Services Server's settings in the Configuration and Tuning tab.

- When performing a Performance Management Architect import for Planning, for the "Data Source" Lifecycle Management import option, you must follow these steps:
    1. Create the Oracle, SQL, or DB2 database.
    2. In Planning, then create the data source connecting with the Oracle, SQL, or DB2 database.

- Before performing a Performance Management Architect import and selecting the "Shared Services Project" Lifecycle Management import option, the application group must already exist in the Shared Service Console.

- If using Lifecycle Management to import artifacts from the file system into the destination application, the artifact time stamps will reflect the time and date that the artifact was imported. The original source environment artifact timestamp is not maintained.

Documentation Updates

Accessing EPM System 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.

Individual product guides are available for download on the Oracle Technology Network 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.

This release of Shared Services does not support editing Shared Services Registry data to configure EPM System products in a mixed-release environment. However, you can still use Lifecycle Management to view deployment metadata.

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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