



Agile PLM Integration Pack for Oracle E-Business Suite

Design to Release 2.2 - User Guide

v1.0

Part No. **E13094-01**

July 2008

Copyright and Trademarks

Copyright © 1995, 2008, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

This software and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

CONTENTS

Copyright and Trademarks	ii
Oracle AIA for Agile PLM.....	1
Oracle Process Integration for Agile PLM and Oracle E-Business Suite	1
Additional Resources	1
Oracle Application Integration Architecture Concepts and Technologies	1
Oracle Application Integration Architecture Core Components	2
Oracle Application Integration Architecture Developer's Guide	2
Oracle Application Integration Architecture Process Integration Packs.....	3
Managing the Process Queues	5
Introduction	5
Queuing	5
Change Order Process Flow	6
The Process Queue Manager	8
The User Interface	9
Fields and Attributes	10
Filters	12
Troubleshooting	21
Installation Issues	22
Queue Issues	23
EBS Issues	26

Oracle AIA for Agile PLM

Oracle Process Integration for Agile PLM and Oracle E-Business Suite

This preface discusses:

- Additional resources
- Oracle Application Integration Architecture Concepts and Technologies
- Oracle Application Integration Architecture Core Components
- Oracle Application Integration Architecture Developer's Guide
- Oracle Application Integration Architecture Process Integration Packs

Additional Resources

The following resources are available:

Resource	Location
Installation Guide	Metalink https://metalink.oracle.com/
Documentation updates	Metalink https://metalink.oracle.com/
Release Notes	Oracle Technology Network http://www.oracle.com/technology/
Known issues, workarounds, and most current list of patches	Metalink https://metalink.oracle.com/

Oracle Application Integration Architecture Concepts and Technologies

Oracle Application Integration Architecture Concepts and Technologies is a companion volume to Oracle Application Integration Architecture Core Components and Oracle Application Integration Architecture Developer's Guide.

Oracle Application Integration Architecture Concepts and Technologies discusses:

- Enterprise business objects and enterprise business messages.

- Enterprise business services.
- Application business connector services.
- Interaction patterns.
- Extensibility.
- Versioning.
- Business processes.
- Batch processing.
- Infrastructure services.
- Security

Oracle Application Integration Architecture Concepts and Technologies contains a glossary of terms relevant to Oracle AIA.

Oracle Application Integration Architecture Core Components

Oracle Application Integration Architecture Core Components is a companion volume to Oracle Application Integration Architecture Concepts and Technologies and Oracle Application Integration Architecture Developer's Guide.

Oracle Application Integration Architecture Core Components discusses how to:

- Work with the Composite Application Validation System (CAVS).
- Work with the Business Service Repository (BSR).
- Set up and use error handling and logging.
- Work with the diagnostics framework.

Oracle Application Integration Architecture Developer's Guide

Oracle Application Integration Architecture Developer's Guide is a companion volume to Oracle Application Integration Architecture Concepts and Technologies and Oracle Application Integration Architecture Core Components.

The Oracle Application Integration Architecture Developer's Guide discusses how to:

- Create an integration scenario.
- Define business service patterns.
- Design and develop enterprise business flows.
- Design and construct application business connector services.

- Work with message transformation, enrichment, and configuration.
- Develop custom xpath functions.
- Design and construct JMS Adapter services.
- Work with enterprise message headers.
- Work with message routing.
- Work with transactions.
- Develop Oracle AIA services to work with the Composite Application Validation System (CAVS).
- Configure Oracle AIA processes to be eligible for error handling and logging.
- Extend enterprise business objects.

In addition, this book provides:

- Application Integration Architecture naming standards.
- Sample and template WSDLs for use with Oracle AIA

Oracle Application Integration Architecture Process Integration Packs

A process integration pack (PIP) is a pre-built set of integrated orchestration flows, application integration logic, and extensible enterprise business objects and services required to manage the state and execution of a defined set of activities or tasks between specific Oracle applications associated with a given process. A PIP provides everything you need to deploy a selected integrated business process area. The PIP product offering is suited to those customers seeking to rapidly implement a discreet business process.

Managing the Process Queues

This chapter includes the following:

▪ Introduction	5
▪ Queuing	5
▪ The Process Queue Manager	8

Introduction

The integration of Change Order Release process between Agile PLM and Oracle Enterprise Business Services system is driven by Process Queue Controller. In order to maintain integrity of data in the ERP system, it is essential that Change Orders be transferred to that system in the *order* in which they were released by the source system. In the absence of such *sequencing*, BOM data can go out of sync between the two systems.

Since ERP systems, like Oracle, make it mandatory for successive item revisions to follow an ASCII progression of characters, it is essential for this sequence to be maintained.

For example, if for the same revised item, two successive Change Orders are released, and the second one is created first in the ERP system, the revision number of the first one (if smaller in ASCII value than that of the latter, which is mostly the case in Agile) will subsequently be prohibited from being created in the ERP system. Worse problems can occur if the two ECOs make successive changes to the same BOM line, or if the subsequent ECO is dependent on the first one.

Queuing

When an aXML file containing Change Order information is received by the integration for processing through the Change Order Release process, the first step that needs to be carried out is to *queue* it for processing. aXML files are queued in the order in which they are received (FIFO). Agile application ensures that aXML files are pushed in the order that Change Orders are released.

The chronological order of receiving aXML files, (or, alternately, the ASCII sequence of aXML file names), is used to determine the sequence in which incoming XML will be processed by the integration. In some cases, aXML for multiple processes (such as NPR process, any other legacy process, etc) may be published to the same location, in which case the integration performs an extra step of determining what the contents of the aXML are, in order to determine what flow does it trigger – only the aXML files belonging to the Change Order Release flow are to be queued.

By default, the aXML is queued at the back of the queue with an initial status of “Pre-Processing”. At this time, the initial pre-processing is carried out, as described in #1 above, after which the integration changes the status of that aXML to “Pending Processing”.

At a given time, only one Change Order, i.e., the first one in the queue, undergoes ERP processing.

At this stage, the status of that aXML file changes to “Processing”. When a Change Order errors out during ERP processing, it remains ahead of the queue in an errored status. All further change orders are not processed until the errored change is manually moved out of the queue by the Integration Administrator. When a Change Order completes ERP processing successfully, it automatically moves out of the queue by the integration (for example, by changing the status to “Post Processing”), and the next Change Order in the queue begins ERP processing.

Note that the change that has completed ERP processing still needs to carry out postprocessing.

However, any errors encountered during post-processing cause the Change Order to complete with a “Warning” status, and not with an “Error”.

Manually moving the errored change out of the queue can be done in one of two ways:

1. The integration administrator can “De-queue” the Change Order. This operation moves the Change Order out of the queue and saves it in the repository of “Unprocessed Change Orders”. The next Change Order in queue is then picked up for processing through the Change Order process flow.
2. The integration administrator can “Reprocess” the Change Order. This operation immediately re-starts the integration process flow for that change order. Prior logs are wiped out, but the original aXML input provided by Agile is used. The pre-processing need not be repeated for such a change – the integration process resumes from the “Processing” stage.

Change Order Process Flow

The Change Order Release process flow can be broken down into two major stages:

1. Process ECO
 - ABM to EBM transformations
 - Invoke Provider
 - Receive Response
 - Send Response to the Queue
2. Post-Process ECO
 - Update transfer status in Agile

The total flow of Change Order Process, between ESB and BPEL, can be described as follows:

ESB	BPEL
1. ACS AXML JMS Consumer polls on JMS Queue and invokes CreateQueueServiceABCS by sending the binary compressed aXML file.	CreateQueueService passes the aXML to create the XML of Agile Data and inserts into Queue DB.
2. DB trigger is used for ECO Queue creation and giving them a sequence number	ECO Queue Control

3. Queue Processing Service polls on Queue Control table for pending rows and invokes QueueProcessorServiceImpl
 - QueueProcessorServiceImpl
 - updates the status of ECO (processing)
 - carries out aXML to ABM transformations
 - invokes RequesterABCS (Process ECO) using ABM
 - receives the response from RequesterABCS
 - updates the status of ECO (Completed or Errored)
4. CreateQueueService
 - polls completed ECO on Queue Control Table
 - deletes the completed ECO from Queue Control Table
 - copies the highest priority pending ECO from Queue to the Queue Control Table

It must be noted that a conflict can occur only when data is actually being transferred to the ERP system, and not when parsing aXML or after the processing in ERP has finished.

The Process Queue Manager

Note	In case the pending ECOs are not getting picked up for processing, there could be a possibility that some other user may have Suspended the Queue. To check this out, Log-out and relogin. If the Suspend button is disabled, then you may Resume the queue.
Note	By default, the Queue remains in Suspended state after PIP installation. You are required to 'initialize' it for the first time by clicking Resume button.

Functions

The Queue Monitor facilitates an administrator to perform the following on a Change Order:

1. View the Automated Transfer Objects (ATO)
2. View the Process States. These states are
 - Processing
 - Pending
 - Completed
 - Errored (failed)
3. View the Release Time and Processed Time of processed COs.
4. View the unprocessed COs.
5. View the deleted processes.
6. View the errored processes and their error details.
7. Suspend and resume the queuing operation.
8. Change the processeing sequence in the queue, i.e., move the position of an object up and down the queue.
9. Remove the COs, selectively, from the processing queue.
10. Resubmit the removed COs for processing.
11. Filter the view on various criterion, such as, all COs that are pending.
12. Purge data from the list of change orders that have been processed successfully.

The User Interface

Accessing the Process Queue Monitor

The Process Queue Monitor (User Interface) is deployed at your Integration Server and can be accessed through web browser. The Integration Administrator is provided with its URL, together with Log-in ID and Password. Upon log-in, you will see a screen similar to the one below.

ORACLE[®] Application Integration Architecture [Logout](#)

Filter

Filters:

Criteria:

Change Order Queue

	Reference	Change Number	Release Time	Processed Time	Process Status
<input type="checkbox"/>	ATO02555	EC002499	26-Jun-2008 05:57:39 PDT	26-Jun-2008 05:58:13 PDT	Pending
<input checked="" type="checkbox"/>	ATO02552	EC002498	26-Jun-2008 05:13:43 PDT	26-Jun-2008 05:14:22 PDT	Completed
<input checked="" type="checkbox"/>	ATO02551	EC002496	26-Jun-2008 05:10:19 PDT	26-Jun-2008 05:11:00 PDT	Completed
<input checked="" type="checkbox"/>	ATO02550	EC002495	26-Jun-2008 04:56:40 PDT	26-Jun-2008 05:08:02 PDT	Completed
<input checked="" type="checkbox"/>	ATO02547	EC002492	26-Jun-2008 04:23:26 PDT	26-Jun-2008 04:24:07 PDT	Completed
<input checked="" type="checkbox"/>	ATO02542	EC002487	26-Jun-2008 03:52:13 PDT	26-Jun-2008 03:57:18 PDT	Completed
<input checked="" type="checkbox"/>	ATO02531	EC2478	26-Jun-2008 01:59:30 PDT	26-Jun-2008 02:06:47 PDT	Completed
<input checked="" type="checkbox"/>	ATO02529	EC002475	26-Jun-2008 01:40:12 PDT	26-Jun-2008 01:40:54 PDT	Completed
<input checked="" type="checkbox"/>	ATO02528	EC002473	26-Jun-2008 01:21:00 PDT	26-Jun-2008 01:23:27 PDT	Completed
<input checked="" type="checkbox"/>	ATO02526	EC002471	26-Jun-2008 01:06:11 PDT	26-Jun-2008 01:10:26 PDT	Completed
<input checked="" type="checkbox"/>	ATO02524	EC002468	26-Jun-2008 00:53:40 PDT	26-Jun-2008 01:01:57 PDT	Completed
<input checked="" type="checkbox"/>	ATO02523	EC2446	25-Jun-2008 23:35:18 PDT	26-Jun-2008 01:36:35 PDT	Completed
<input checked="" type="checkbox"/>	ATO02521	EC2450	25-Jun-2008 23:12:54 PDT	26-Jun-2008 01:36:35 PDT	Completed



When a Change Order is released, it is picked up by the Queue Controller, which assigns it an Automated Transfer Object (ATO) Number before passing it on for processing. The Queue Monitor displays this ATO number as Reference Number.

Fields and Attributes










Change Order Queue Table

The Changer Order Queue is a tabular display of the released Orders that are lined up by Queue Manager for processing.

Each row in this display table is a Change Order. The first row denotes the 'first-in-sequence' Change Order, when it is in Pending state of processing.

Columns	Description
Row Select	This column appears only when a (set of) Queue(s) can be selected for (a) re-ordering, (b) removal, (c) resubmission. In such cases, this column gets visible and contains a Checkbox. This column remains invisible for 'Completed' Process States.
Process Denoter	This column displays the following Icon(s) for quick identification of a process state
	Completed
	Pending
	Processing
	Errored
	Completed and Deleted
	Pending and Deleted
	Processing and Deleted
	Errored and Deleted
Reference	The Automated Transfer Object Number (hence the prefix 'ATO') assigned to a Change Order by Agile Content Server (ACS). It is unique and corresponds to a unique Change Order. The Number of the corresponding Changer Order is displayed under the 'Change Number' column.
Change Number	This is a unique number assigned to a Changer Order in Agile system at the time of its creation. Its prefix denotes the type of Change, such as, ECO for Engineering Change Order.
Release Time	The Date and Time when an Order is released by ACS to the Process Queue Manager. Internally, its the Date and Time when the Process Queue Controller picks up an Order and puts it in the Queue.
Processed Time	The Date and Time when an Order attains a particular Process Status (last column).
Process Status	The State of a process - Processing, Pending, Completed, Errored.

Queue Operators

Buttons/Links	Operations
	This button is used for resubmitting the Pending Processes that were removed from the Queue.
	This button is used for removing the Pending Processing from the Queue. The removed processes still exist in the database, and can be resubmitted for processing.
	<p>This button is used for 'suspending' the Queue, temporarily, for removing, resubmitting or reordering the Pending Processes.</p> <p>It remains disabled when the Queue is inactive, i.e., when the Queue is in Suspended mode and has not been resumed.</p> <p>Note By default, the Queue remains in Suspended state after PIP installation. You are required to 'initialize' it for the first time by clicking Resume button.</p>
	<p>This button is used for 'resuming' the suspended Queue.</p> <p>It remains disabled when the Queue is active, i.e., its not in suspended mode.</p>
	<p>This button is used for refreshing the Queue to get a list of freshly added processes and to see the change in process status.</p> <p>The process status is not automatically refreshed. Also, the new processes do not automatically appear in the Queue.</p>
Select All	This appears when a (set of) Processes(s) is selectable, i.e., the row has a Checkbox. Click it to select all the Queues when you wish to operate on all of them.
Select None	This appears together with Select All, when a (set of) Processes(s) is selectable, i.e., the row has a Checkbox. Click it to deselect the selected (checked) Processe(s).
Queue Reordering	These buttons are used for reordering a process in the Queue by moving it up or down the processing sequence. By default, it remains disabled/invisible. It appears when the Queue is in 'suspended' mode.
	This button is used for moving a process to the first position in the Queue.
	This button is used for moving a process up by one stage.
	This button is used for moving a process down by one stage.
	This button is used for moving a process to the bottom position in the Queue.

Filters

At any given time, a Queue may have hundreds of COs under processing, depending on the size of the organization. Although, the Queue Monitor displays all of them, it gets difficult to 'find' the specific ones that you may require to see quickly.

Queue Filters facilitate display of the COs on the basis of their 'processing state' and further criterion. The tables following the image below are the list of criterion and the corresponding applicable operators and values, for each Filter.

ORACLE Application Integration Architecture [Logout](#)

Filter

Filters:

Criteria:

Select attribute and condition.

	Reference	Change Number	Release Time	Processed Time	Process Status
Select All Select None					
<input type="checkbox"/>	ATO00809	C00825	25-Jun-2008 02:12:28 PDT	25-Jun-2008 02:13:29 PDT	Errored

Important A set of criteria form a particular Filter. Once you chose a Filter, the corresponding set of criterion open up. You may use a combination of other criterion to filter the Queues, which is given right before the table. However, for certain filters, some of these combinations may not be applicable and hence, will result into an error or wrong listing.

Important The Criteria drop-down list shows all possible filtering criterias. However, not all of them may be applicable to the corresponding Filter. The table below lists all the 'non-operational' criterion in Light-Gray filled.

Note The **Dark-Gray** cells denote the Operators and/or Value Fields that are Not Available corresponding to a particular Filter or Criteria.

Filter 1: All Change Orders

Filter

Filters: All Change Orders

Criteria: Deleted Equal To No + X

Apply

Clear

Criteria	Operator	Value Field 1	Value Field 2
Process Status	Not Equal to	Processing	
	Equal to	Errored	
		Completed	
		Pending	
Processed Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	
Deleted		Any	
		Yes	
		No	
Object Reference	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Change Number	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	

Criteria	Operator	Value Field 1	Value Field 2
Release Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	

Filter 2: Errored Changes only

Filter

Filters: Errored Changes Only

Criteria:

Process Status

Equal To

Errored

+

×

Deleted

Equal To

No

+

×

Apply

Clear

Criteria	Operator	Value Field 1	Value Field 2
Process Status	Not Equal to	Processing	
	Equal to	Errored	
		Completed	
		Pending	
Processed Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	
Deleted		Any	
		Yes	
		No	
Object Reference	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Change Number	Not Null		

Criteria	Operator	Value Field 1	Value Field 2
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Release Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	

Filter 3: Pending Changes only

Filter

Filters:

Pending Changes Only

Criteria:

Process Status

Equal To

Pending

Deleted

Equal To

No

+

×

+

×

Apply

Clear

Criteria	Operator	Value Field 1	Value Field 2
Process Status	Not Equal to	Processing	
	Equal to	Errored	
		Completed	
		Pending	
Processed Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	
Deleted		Any	
		Yes	
		No	
Object Reference	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	

Criteria	Operator	Value Field 1	Value Field 2
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Change Number	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Release Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	

Filter 4: Completed Changes only

Filter

Filters: Completed Changes Only

Criteria:

Process Status

Equal To

Completed

+

X

Deleted

Equal To

No

+

X


Apply

Clear

Criteria	Operator	Value Field 1	Value Field 2
Process Status	Not Equal to	Processing	
	Equal to	Errored	
		Completed	
		Pending	
Processed Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	
Deleted		Any	









Criteria	Operator	Value Field 1	Value Field 2
		Yes	
		No	
Object Reference	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Change Number	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Release Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	

Filter 5: Changes Errored within Last Week

 **Filter**

Filters: Changes Errored Within LastWeek

Criteria:

Process Status	Equal To	Errored		
Processed Time	Within Range	08/04/2008  08/11/2008 		
Deleted	Equal To	No		

Apply Clear

Criteria	Operator	Value Field 1	Value Field 2
Process Status	Not Equal to	Processing	

Criteria	Operator	Value Field 1	Value Field 2
	Equal to	Errored Completed Pending	
Processed Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	
Deleted		Any	
		Yes	
		No	
Object Reference	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Change Number	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Release Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	

Filter 6: Unprocessed Change Orders

Filter

Filters: Unprocessed Change OrdersCriteria: Process Status Not Equal To Completed + ×

Apply

Clear

Criteria	Operator	Value Field 1	Value Field 2
Process Status	Not Equal to	Processing	
	Equal to	Errored	
		Completed	
		Pending	
Processed Time	Within Range	<Pick Date>	<Pick Date>
	Before	<Pick Date>	
	After	<Pick Date>	
Deleted		Any	
		Yes	
		No	
Object Reference	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Change Number	Not Null		
	Not Equal to	<enter value>	
	Equal to	<enter value>	
	Starts With	<enter value>	
	Contains	<enter value>	
	Null		
	Ends With	<enter value>	
Release Time	Within Range	<Pick Date>	<Pick Date>

Criteria	Operator	Value Field 1	Value Field 2
	Before	<Pick Date>	
	After	<Pick Date>	

Troubleshooting

This chapter includes the following:

- Installation Issues 22
- Queue Issues..... 22
- EBS Issues 26

- Issue: Creating an ECO fails with the error “The SQL Exception is: "javax.resource.ResourceException: RollbackException: Transaction has been marked for rollback: Timed out".

Solution: Increase the timeout values.

For example, for 100 Affected Items [without any BOM data] being created in Ebiz through a Change Order released from Agile.

Location	Property to modify	Sample Value
<SOA_ORACLE_HOME>/bpel/domains/<domain_name>/config/domain.xml	syncMaxWaitTime	120
<SOA_ORACLE_HOME>/integration/esb/config/esb_config.ini	xa_timeout	120
	jms_receive_timeout	120
<SOA_ORACLE_HOME>/j2ee/<domain_name>/application-deployments/orabpel/ejb_ob_engine/orion-ejb-jar.xml	transaction-timeout	120
<SOA_ORACLE_HOME>/j2ee/<domain_name>/config/transaction-manager.xml	transaction-timeout	120

- Issue: In ECO forward flow, after the ECO is processed successfully but the transfer status attribute (flex) in the ECO in Agile is not getting updated.

Solution: Check which flexfield attribute has been enabled corresponding to the change. Then, ensure that the same attribute has been configured in the AIAConfigurationProperties.xml for that property.

- Issue: For the Item Cost update and Item Balance update flows, the attributes in Agile are not getting updated.

Solution: First check whether Multisite_Enabled property is set to True or False. Based on this given value, it should be ensured that the Cost and Quantity attributes in AIAConfigurationProperties.xml is correctly set. Refer Chapter 7 of *Agile PLM Integration Pack for Oracle E-Business Suite: Design to Release - Implementation Guide*.

Installation Issues

1. Issue: After an un-successful install or uninstall, it is sometimes re-install the FP in the same directory location as the directory used for the earlier FP installation gets recreated after the server restart. You may see a directory like, D:\product\10.1.3.1\AIAFP_201, which contains just the logs as its sub-directory.

Solution:

1. Stop SOA suite.
2. Go to <SOA_HOME>\j2ee\home\config
3. Open j2ee-logging.xml to edit.
4. Remove the logger and log handler configurations for AIA loggers
5. Restart SOA.

2. Issue: After an unsuccessful uninstallation\installation sometimes we can't re-install the FP in the same directory location as the FP installed complains there is already installed FP in the home given.

Solution:

1. Stop SOA suite.
2. Go to <SOA_HOME>\opmn\conf\opmn.xml
3. Go to process-type (defines the JVM) under /opmn/process-manager/ias-instance/ias-component corresponding to the SOA JVM in use
4. Remove aia home start-up parameter from the start-up parameter list
5. Restart the SOA.

You should be able to install the FP now.

After resetting the Destination, test the Destination to ensure the Test is Successful for the Destination. In case it fails, this has to be resolved, mainly by ensuring all the ECO Queue settings are correct and OPMN Port specified in the URL is correct.

If the status of the ATO transfer is Success, it implies that the ACS publishing of data to JMS queue was successful. Then we need to troubleshoot in the BPEL console.

- c. Navigate to the BPEL Console: <http://<server name>:<port number>/BPELConsole>
- d. Click on the Instances tab. Check for the instance of the *CreateQueueService* for which the error has occurred.

ORACLE Enterprise Manager 10g
BPEL Control

Manage BPEL Domain | Logout | Sup
Logged to domain: def

Dashboard BPEL Processes Instances Activities

Locate Instances

Instance Id#
Title
Priority
BPEL Process
Creation Date
State
Test Filter
Show All

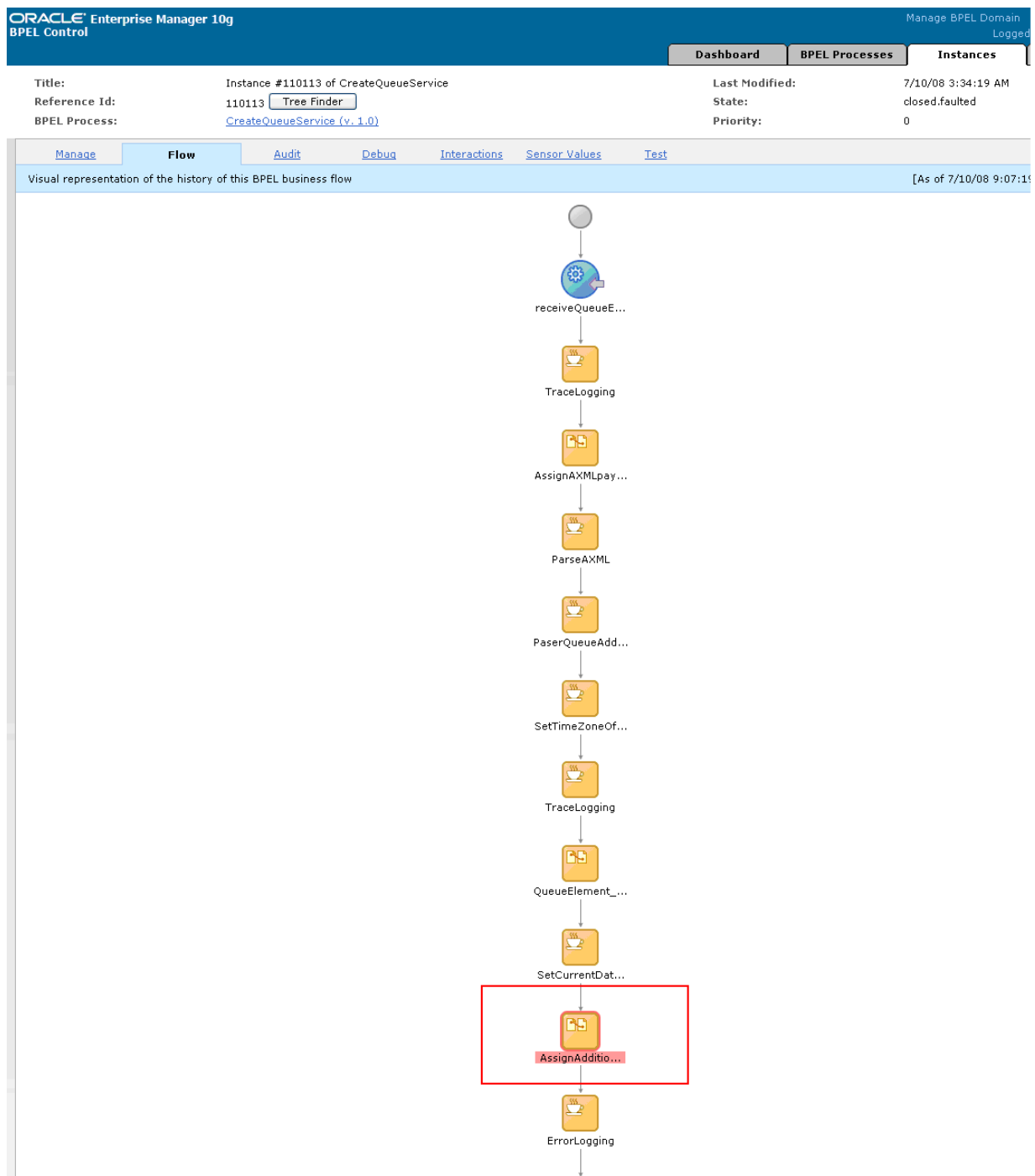
Go

Purge All Instances

List of BPEL Process Instances 1 - 20

Instance	BPEL Process	Last Modified
110128 : Instance #110128 of QueueProcessorServiceImpl	QueueProcessorServiceImpl (v. 1.0)	7/10/08 9:06 PM
110129 : Instance #110129 of ProcessEngineeringChangeOr ...	ProcessEngineeringChangeOrderAgileReqABCS (v. 1.0)	7/10/08 9:06 PM
110130 : Instance #110130 of CreateEngineeringChangeOrd ...	CreateEngineeringChangeOrderListEbizProvABCSImpl (v. 1.0)	7/10/08 9:06 PM
110127 : Instance #110127 of CreateQueueService	CreateQueueService (v. 1.0)	7/10/08 9:05 PM
110124 : Instance #110124 of QueueProcessorServiceImpl	QueueProcessorServiceImpl (v. 1.0)	7/10/08 8:55 PM
110125 : Instance #110125 of ProcessEngineeringChangeOr ...	ProcessEngineeringChangeOrderAgileReqABCS (v. 1.0)	7/10/08 8:55 PM
110126 : Instance #110126 of CreateEngineeringChangeOrd ...	CreateEngineeringChangeOrderListEbizProvABCSImpl (v. 1.0)	7/10/08 8:55 PM
110123 : Instance #110123 of CreateQueueService	CreateQueueService (v. 1.0)	7/10/08 8:55 PM
110120 : Instance #110120 of QueueProcessorServiceImpl	QueueProcessorServiceImpl (v. 1.0)	7/10/08 8:19 AM
110114 : Instance #110114 of CreateQueueService	CreateQueueService (v. 1.0)	7/10/08 3:52 AM
110113 : Instance #110113 of CreateQueueService	CreateQueueService (v. 1.0)	7/10/08 3:34 AM

- e. Click on the Instance Name and go to the *Flow* link. In the BPEL flow shown, find the element at which the error has occurred.



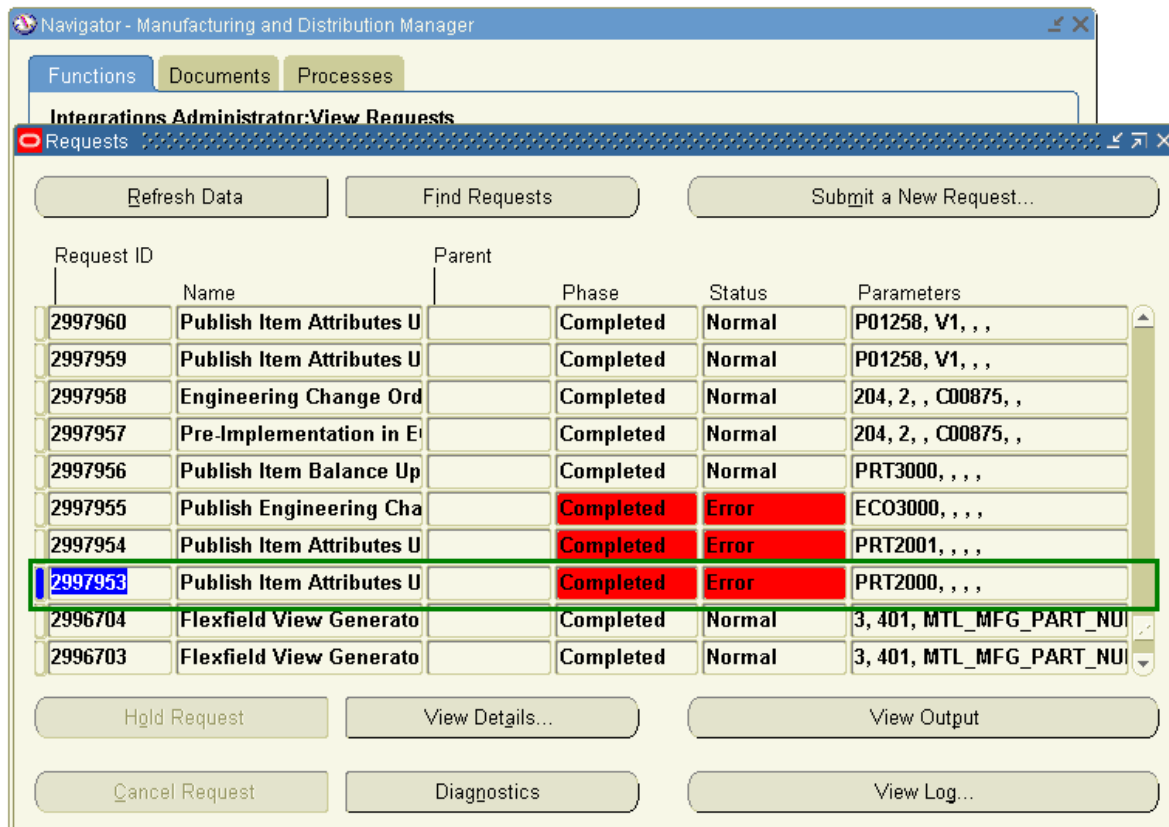
- f. Click on the element to view the Activity Audit trail which will have details of the error.

EBS Issues

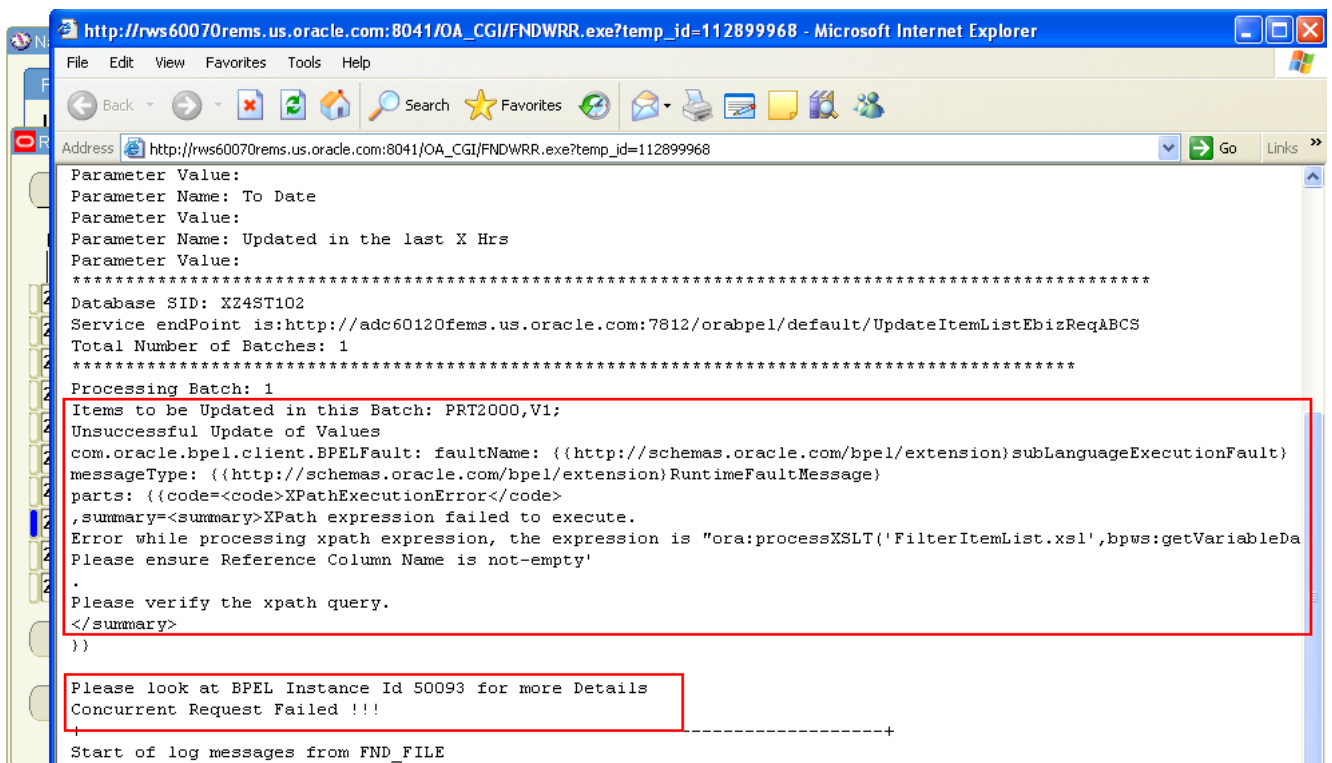
1. Issue: The status of the concurrent program request for one of the reverse flows is 'Error'

Solution:

1. If the concurrent program request shows an error status, in the View Requests tab, select the row with the error and click on the View Log button.



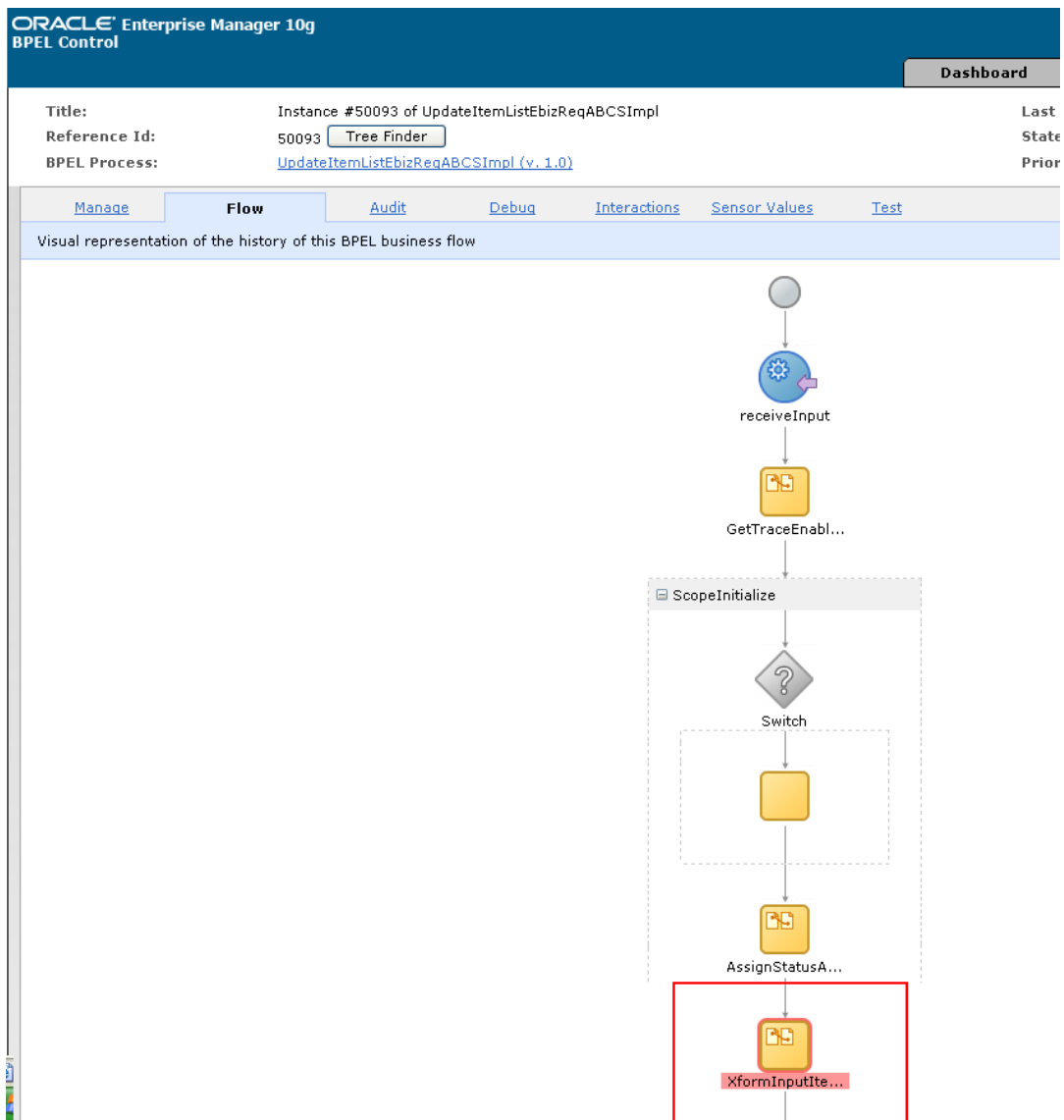
2. The error message is displayed there. If further details are required on the process instance that caused the error, note the BPEL process instance that appears in the log file.



3. Navigate to the BPEL Console: <http://<server name>:<port number>/BPELConsole>. Click on the Instances tab and search for the specific instance ID.

ORACLE Enterprise Manager 10g BPEL Control			
		Manage BPEL Domain	Logout
		Logged to domain: def	
		Dashboard	BPEL Processes
		Instances	Activities
Locate Instances		List of BPEL Process Instances 1 - 1	
Instance Id#		Instance	Last Modified
50093		50093 : Instance #50093 of UpdateItemListEbizReqABCSImpl	7/2/08 11:37:11

4. Click on the Instance Name and go to the Flow link. In the BPEL flow shown, find the element at which the error has occurred.



5. Click on the element to view the Activity Audit trail which will have details of the error.

BPEL Process: [UpdateItemListEbizReqABCSImpl \(v. 1.0\)](#) Priority:

Manage Flow Audit Debug Interactions Sensor Values Test

Visual representation of the history of this BPEL business flow

The screenshot shows a web page titled "Activity Audit Trail -- Web Page Dialog". Inside the dialog, there is a section for "XformInputItemListToFilteredItemList" with a timestamp of [2008/07/02 23:37:11]. The message states: "{http://schemas.oracle.com/bpel/extension}subLanguageExecutionFault" has been thrown. Below this, an XML snippet is shown:

```

- <subLanguageExecutionFault xmlns="http://schemas.oracle.com/bpel/extension">
  - <part name="code">
    <code>XPathExecutionError</code>
  </part>
  - <part name="summary">
    <summary>
      XPath expression failed to execute.
      Error while processing xpath expression, the expression is "ora:processXSLT('F
      Please ensure Reference Column Name is not-empty'
      .
      Please verify the xpath query.
    </summary>
  </part>
</subLanguageExecutionFault>

```

At the bottom of the dialog, there is a link that says "Copy details to clipboard".

2. Issue: Create ECO flow gives the error message - "following user does not have the PersonId not attached to it".

Solution:

1. Check whether the Ebiz Integration user specified in the AIAConfigurationProperties.xml is correct user or not.
2. If the user is correct then check whether the integration user has a person name assigned in system Administrator responsibility.

3. If the user is not assigned please assign the valid user.

Person ID Should be given

Responsibility	Application	Description	Security Group	Effective Dates From	Effective Dates To
Application Developer	Application Object L		Standard	15-MAY-2000	
Workflow Administrator W	Application Object L		Standard	06-MAY-2002	
Workflow User Web Applic	Application Object L		Standard	06-NOV-2001	
Functional Developer	Application Object L		Standard	16-DEC-2003	
Functional Administrator	Application Object L		Standard	16-DEC-2003	

3. Issue: Unable to establish connection to "EbizConnectionPool".

Solution:

If the Database password is changed then the same should be changed in the Connection pool in the Application server console. Try establishing connection.

1. Login to http://<hostname>:<port>/em/oc4j_soa/Administration
2. Under Go to Task tab click on JDBC Resources/Under Connection pools "EbizConnectionPool"
3. Click on Test Connection to see that the connection is successful or not with the given user/pwd.

4. Issue: Concurrent Program Failed

Solution:

1. Check whether the Profile values for EBS Integration Proxy Server Host, EBS Integration Proxy Server Port are configured correctly in the profiles screen.
2. If not, then fill the following fields:
 "EBS Integration Proxy Server Host" - set it to the <soa server /host name/>
 "EBS Integration Proxy Server Port " - set it to the <soa server http /port number/ >

“EBS Integration Server Domain” - set it to <default>

“EBS Integration Server Host: Port” - set it as </http://host:port/> for the soa server

System Profile Values				
Profile Option Name	Site	Application	Responsibility	User
EBS Integration Batch Count	3			
EBS Integration Debug Directory				
EBS Integration Debug Option				
EBS Integration Proxy Server Host	152.68.240.93			
EBS Integration Proxy Server Port	7857			
EBS Integration Server Domain	default			
EBS Integration Server Host:Port	http://152.68.240.93:7857			

