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From The Editors Desk

Welcome to readers/subscribers of AppsGITA (Q2 of 2014 issue).

We are happy to bring this issue Q2 issue of Apps GITA 2014 with good knowledge sharing articles with new set of contributing editors. Some more exciting articles from contributing editors have been included in this issue. We have put all of our efforts in making this issue more interesting and knowledge sharing.

As usual Even though this magazine has been started keeping view of Oracle E Business Suite Customers, we do not want to limit to Oracle EBS only. We welcome articles on other applications such as PeopleSoft, JDE, Siebel etc.

We request all end users of Applications sign up for the subscription of this magazine to enjoy the benefits of articles from Industry Experts/Gurus. We welcome feedback on this magazine so that we can improve further in forthcoming releases of AppsGITA.

We thank all who have contributed their experiences/articles to help Applications Community.

Please send your subscription request to editors@appsgita.com. Please note that the subscription is free at this point of time and the magazine will be circulated to only subscribed members.

Editors: Mr. Manish, Mr. Sai Janaki Ram, Mr. Chitti

Contributing Editors:

Rachna Mittal has 12+ years of Supply Chain experience working in Oracle Applications, primarily in High Tech Manufacturing industry. For the last 10 years, she has been architecting business transformation projects based on Oracle technologies. Rachna is Oracle R12 and APICS certified supply chain specialist and anchored various process definition and redesign assignments involving global supply chain integration, procurement and distribution in multiple geographies.

Joga Rao has 20+ years plus experience, mostly in Oracle ERP Consulting and Program Delivery. He has implemented multiple end-to-end cycles across Europe, US and APAC. His area of expertise is in Oracle Financials though he is equally interested and learning in Distribution and CRM space. Joga is bachelors in Electrical Engineering and an MBA in Finance and IT. He is a certified Oracle OCP, PMI PMP and APICS Supply chain certified.

Srinivasulu Bandi, Post Graduate in Business Administration (Finance) with 8+ years of experience in Oracle applications Finance modules, currently working as a Functional consultant with KPIT Info systems Inc. Possess experience in Process Analysis, solution design, integration, implementation, testing and documentation. Experienced in End To End implementation, roll-out, Support and up-gradation Projects.

Vijay Bhaskar Reddy has around 9.8 years of experience and was involved in implementations and Support of Oracle EBS 11i/R12. He is working with Oracle EBS since 11.5.3.

Prasanna Lal with 15+ years plus experience IT professional on Oracle Databases and Oracle Applications DBA, has comprehensive knowledge on designing and maintaining and upgrades of APPS databases and Applications. Worked on all the versions of Databases from 7.x to 11gR2 and Applications from Version 10.7 to R12.2.3. Good knowledge on all the third party integrations with Oracle Apps Such as Vertex, Sabrix, AppWorx, Markview, Discoverer and OBIEE. Expert in suggesting and implementing backup and recovery policies along with suggesting Business Continuity Plans, Pre-Sales and Solutions Design for Oracle Applications implementations & Upgrades.
Special Contributing Editor Aidan Duffy 20+ Years of experience. Navigated through the world of Oracle Business Computing. Mastering Oracle technologies and applications like a maestro of the algorithmic world, orchestrating business processes for Pfizer, General Electric, Canon, Alcatel-Lucent, Diageo and other global companies with aplomb and finesse. Aidan Duffy is a veteran consultant specializing in Oracle E-Business implementation project across Europe for much of his career.

India OAUG, an affiliate of Oracle Applications Users Group

India OAUG, affiliate of OAUG, is active since 2004 and conducting various webinars in every year. As of now membership to India OAUG is free and new members are signing up to the forum every year. India OAUG is also co-hosting events SANGAM with All India Oracle User Group and Java User Group since last year. India OAUG is conducting several educational series Webinars from Oracle.

Starting February 2014, Oracle India localizations Team is organizing webcast every month to educate customers, individual user champions, consultants on the features and process flows. Special Thanks to Nagaraj Paduvare, User Group Relationship Manager from Oracle who has coordinated with Oracle India Localizations Team and made this possible.

Please find upcoming OFI webcasts schedule and joining details on: https://community.oracle.com/thread/3516735

All registered members can use the facility of List Server to share their knowledge or post their queries on Oracle Applications. Any member may answer the related query in List Server which should definitely help not only the originator but also the entire community.

Under Resource section, several webinar presentations have been uploaded in the resources section of India OAUG website. These are available for free download.

Please register to India OAUG from membership section of http://india.oaug.org

India OAUG has also launched Projects Special Interest Group (SIG) this year with Manish Shheth as Projects SIG coordinator. All users of Oracle Projects/Property Manager users can enjoy the knowledge sharing, networking with similar industry peers.

India OAUG is also participating in several Customer Events that are planned by Oracle Customer Care.

This year SANGAM-14 I, cohosted event by AIOUG and India OAUD is scheduled in November 7-9, in Bengaluru. Call for papers concluded and overwhelming response from various contributors have enforced us to keep Sangam-14 to three day event.

India OAUG is adding PSFT (PeopleSoft) Track this SANGAM-14 and PSFT SIG is scheduled to be launched during the SANGAM-14
SANGAM-14 Update

SANGAM-14, the largest independent Oracle Event in India, 6th Annual Oracle users conference is scheduled on 7-9 November, 2014 in Bangalore. This event is cohosted by AIOUG and India OAUG.

Sangam Venue
Crowne Plaza Bengaluru Electronics City
#43 Electronics City, Phase I,
Hosur Road, Bangalore - 560100. INDIA.

Sangam14 Highlights
- 124 Plus Sessions + 100 Plus Speakers + 10 Plus Tracks
- Key Speakers - Tom Kyte, Maria Colgan, Kuasi Mensah
- Demo stations
  - Exadata Station
  - Oracle University
  - Oracle Support
  - Oracle Exadata
  - Oracle Super Cluster
- Sponsor’s Demo Stations
- Expert Panel (New)
- Conference fess includes
  - Conference Bag
  - Registration Kit
  - OTN T-Shirt (Have to like us on Facebook to receive this)
  - Lunch and Refreshments
  - Lots of giveaways at the end of conference.
- 25% discount on Oracle Press books at the venue.
- Free copy of Oracle Magazine.
- Refer your friend/colleague, you will get Rs. 500 worth of book coupon and redeem @ venue. There is no limit on number of referrals.
- Networking opportunity with inside and outside of Oracle.

Registrations are open
Early Bird Offer closes 30th September, 2014.

Please register to this event and get more knowledge sharing information, networking and of course we can even influence Oracle.
At Oracle Value Chain Customer Forum – Update from Chitti (India OAUG)

Oracle Customer Care Team headed by Srikumar Mukherjee, Customer Care Regional Senior Director, Oracle India, had organized Value Chain Customer Forum involving Oracle Applications Customers in India on 31-Jul-2014 and 01-Aug-2014 at Oracle India Development Center, Hyderabad. About 70 participants from various organizations have participated in this event.

On day1 (31-Jul-2014) event started at 09:30hrs with registrations followed by welcome and introduction by Srikumar Mukherjee. Similar event in the previous year was a day event and based on the feedback provided by participants, two day event was planned along with Demo-labs on various developments that are happening in Oracle EBS and Fusion Applications.

Murali Subraminan, Group VP, Fusion development, Oracle India, had delivered speech on Oracle Applications Strategy which has given more high level insight about Oracle’s development strategy of EBS and Fusion.

Ramchand Raman, Vice President, EBS Development, Oracle US had explained about in-memory applications strategy and roadmap which has given more insight about in-memory applications addressing performance and availability of these in various releases.

Several sessions on various topics such as Endeca Extensions and mobile applications for Oracle EBS Manufacturing by Pradeep Keelanur, EAM and OM Strategy and Roadmap by Nitin Hase, Logistics Strategy and Roadmap by Vidyesh Misra have provided more insight in to the available functionalities in forthcoming releases. This helped the participants/User Organizations to decide on the customizations/Gaps in the product.

Anand Krishnan, Director, EBS Development, Oracle India had provided excellent information on India Localizations update and participants have got more information on India Localizations Update. This year update on India Localizations was very good and informative and useful for Indian Customers.

Finally on day1, Oracle EBS Testing practices session was given by Prasanthi, Oracle India which has provided more information about Flow Builder.

Subsequently Oracle Customer had planned Networking and Dinner session with all participants to have more interaction with User Organizations Representatives/Participants.

On Day2, break-out sessions were planned based on the functional stream and I was in Process Manufacturing Session during the breakout Sessions. Oracle’s Strategy on Process Manufacturing functional enhancements, Outsourced Manufacturing, In-Memory Cost Management, Endeca Extensions, Mobile applications were discussed and some of them were demonstrated. Participants have had interesting discussions with Oracle during all these sessions.

During Demo sessions, participants had provided feedback on expectation to Oracle Development Team. This event was very good and interesting and had provided lot of insight into strategy and roadmap of EBS.

Excellent effort by Oracle Customer Team had made this forum successful and I am sure Oracle Customer Care team would plan such forums in future which help User Organizations as well as Oracle.

I sincerely thank Oracle Customer Care Team along with Oracle Applications Development Team for inviting me such a wonderful forum and I think I have provided some good feedback on various development activities.
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Effective management of Fragmented order fulfillment:
Oracle Fusion Distributed Order Orchestration

Disparate systems due to organic growth, merger and acquisitions are inflections to complicate the value chain ecosystem. In Today's highly networked supply chain spanning across the globe, optimizing value chain operations has become a competitive differentiator for higher revenue and margin growth. With an introduction to Oracle Fusion Distributed Order Orchestration, let’s understand how its unified solution build scalable de-coupled architecture and robust order orchestration policies model complex business processes.

Oracle Fusion application is the next-gem suite of enterprise resource planning from Oracle, leveraging the features and functionalities of Oracle E-Business Suite, JD Edwards, PeopleSoft and Siebel product lines. It is built on top of the Oracle Fusion Middleware. Below snapshot depicts Core modules encompassed in Fusion Supply chain

Oracle Fusion Distributed order orchestration is a standalone application designed to improve the order orchestration across diverse order capture and fulfillment environments. It collects orders from diverse order capture systems, converts and stores them in a standard format, distributes them to multiple fulfillment systems, receives fulfillment status updates, and coordinates status updates back to the capture systems. It performs the Centralized Decomposition to break complex orders into separate, interrelated fulfillment plans to multi-Channel, division and partner fulfillment networks.

DOO works as a workflow for the order fulfillment all the way from manufacturing to customer that goes through the complex network of manufacturing, warehouse, distributor and to customer. It acts as a central hub to link all the other systems who needs to interact to feed or get or perform actions on fulfillment.
Lets take a look at Scenario where Multiple order Entry and Fulfillment systems are implemented to serve multi-tier customer.

The existence of multiple, poorly-integrated order capture and fulfillment systems causes many problems:

**High Costs**: Maintaining multiple, disparate systems results in high IT costs to keep each one running, conduct upgrades when needed, and integrate heterogeneous applications to try to create a single order orchestration architecture.

**Barriers to growth**: When there are already multiple, disparate systems for order capture and fulfillment, adding new channels or partners is a slow and frustrating process.

**Poor customer service**: With no overall view or control of orders, the company is powerless to identify potential delays and problems, and can't intervene to resolve or prevent them. As a result, customers often receive orders later than promised, or receive only part of an order on the promise date.

**With Introduction of Oracle Fusion Distributed Order Orchestration**: Oracle Fusion DOO sits as a management layer over existing order capture and fulfillment systems, so there’s no need to rip and replace what you have today. It’s a simple, fast, and efficient remedy for the order management headaches that are holding so many businesses back today.
How it Works

Oracle Fusion Distributed Order Orchestration (DOO) is an ERP-agnostic, browser-based application that works with existing order capture and fulfillment systems to integrate order data, normalize order management processes, and provide a single, actionable view of the global order book. By integrating data from different source systems – both Oracle and non-Oracle – and creating a single set of order orchestration rules and processes that can be applied across the whole enterprise.

Fusion Distributed Order Orchestration Features :-

- Multiple order capture systems
- Take your order feed in to DOO
- Orchestrate out where these orders should be fulfilled
- DOO talks to multiple fulfillment systems
- Extensive configuration options with 0 impacts on upgrades
- Based on Job Roles- Role Based User experience
- On- Premise, On- Cloud, Private Cloud, remote management - Deployment Options
- Co-existence strategy with existing systems.

Fusion Distributed Order Orchestration Capabilities :-

- Proactive identification and resolution of order related problems
- Centralized Decomposition rule to break complex orders into separate, interrelated fulfillment plans to multi- Channel, division and partner fulfillment networks
- Central Monitoring of order status across disparate systems
• Pre-defined set of actions to resolve exceptions
• Pre-integration with Oracle capture and fulfillment systems
• Single view of supply and demand across heterogeneous systems
• Extensible SOA enabled framework for flexible integration
• Embedded intelligence to measure effect to supply decisions on cost and on time delivery metrics

**Oracle Fusion Distributed Order Orchestration Solution:**

**Distributed Order Orchestration Process In details:**

DOO orchestration process is to provide a structure and categorization to initiate the fulfillment operations such as Shipping, Reservations, or Invoicing, which results in the completion of the sales order flow.

The definition of the business processes triggers the fulfillment of an orchestration order and its order lines. The invocation of these fulfillment services is done through an interface called Task Layer (TL) services. In addition to the Task Layer services, the process definition also includes planning details, change management parameters, and statuses that are visible on the DOO Workbench.

A typical Orchestration Process insight is provided in the diagram.
Business Benefits:

- **Multiple order Entry and Fulfillment System**
  - Sits between demand capture and fulfillment suite providing central single point of commanding control of order fulfillment.
  - Fulfillment process visibility across multiple fulfillment systems

- **Growing Acquisitions and Outsourcing** increasing multiple parties results in delayed business process operability or inoperability.
  - Provides a configurable fulfillment and supply chain solution
  - Adaptable redesign of the business process and application based on business needs.
  - Optimizes the correct supply chain solution for a customer and align businesses in support of those customer objectives

- **Varied Middleware and integration options**
  - Next gen technology stack Fusion Middleware provides configurability of user interfaces or extensibility of backend tools.
  - Flexible integration with extensible SOA Framework
  - Pre-Integration with Oracle order capture and fulfillment system.
• Customer connector establishment for non fusion middleware integration options.

About the Author:

Rachna Mittal has 12+ years of Supply Chain experience working in Oracle Applications, primarily in High Tech Manufacturing industry. For the last 10 years, she has been architecting business transformation projects based on Oracle technologies. Rachna is Oracle R12 and APICS certified supply chain specialist and anchored various process definition and redesign assignments involving global supply chain integration, procurement and distribution in multiple geographies.

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R12.2 Web logic Administration

In this article author explains on the new R12.2 architecture, evolution of middle tier from EBS R12.1 to R12.2 and tech stack components of R12.2. Web Logic server admin console features and benefits of Web Logic over OC4J will be discussed subsequently.

E-Business Suite Release 12.2 will replace Apache and Oracle Containers for Java (OC4J) used in earlier versions with Oracle HTTP server and Web logic Server 11g. This middleware technology in R12.2 is enhanced to manage EBS environment better. 10.2 Oracle Home will remain the same.

Oracle E-Business Suite 12.2 Architecture

Comparison of 12.1 and 12.2 Architecture.

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Technology Stack Components

Rapid Install automatically installs and configures the required technology stack components for both the database tier and the application tier.
On the application tier, the technology stack includes:

- Oracle Fusion Middleware 11g PS3 (11.1.1.6.0)
- Oracle Web Logic Server 11g PS3
- Oracle Web Logic JSP compiler
- Oracle FMW 11g Java Required Files (JRF) libraries (except the use of ADF and
  MDS 11g)
- Oracle Web Logic Portlet 11g PS3 Container
- JRockit or JDK 6.0
- Apache version 2.2
- Oracle 10g (10.1.2) Applications Server for Oracle EBS Forms based Applications

Web Logic Server Admin console.

Admin console Features.

- Centralized service administration
- WLS-Specific configuration setups
- Proactive Management via Server & Performance Monitoring
- Easier Problem Solving & Performance Tuning
- Better resource planning via historical reporting
Web Logic benefits over OC4J.

- End users will experience always on applications.
- Comprehensive application monitoring and deep diagnostics.
- Integrates with RAC to provide highest levels of application availability.
- Web Logic will enable rapid development of applications without loss of time with system restarts.

About Author

Amjed Ali An Experienced and passionate Oracle expert with over 11 years of experience on various Oracle platforms as an Oracle DBA/Apps DBA. Skilled mentor and educator who enjoys sharing knowledge and collaborating with other team members. Extensive expertise in managing teams as well as a proven track record of establishing strong relationships with teams, customers and vendors. Active member of the Oracle community written papers at conferences in US including Oracle Open world. Employed with Hitachi Consulting from last 9 years . working extensively on latest technologies focused on exploring new methods and best practices to design a cost-effective approach to minimize the downtime and efforts

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Oracle shall have no responsibility for any damage to your computer system or loss of data that results from the download of any content, materials, information or software.
SSL Configuration in Oracle EBS R12

1. CPU Patch 12837860
   Apply CPU Patch 12837860 to the 10.1.2.3 Oracle Home
   1. Bring down all application services.
   2. Now login to application tier node and apply patch as below
   3. Go to the directory where the patch is located and then run the OPatch utility by entering the following commands:
      
      ```
      unzip p12837860_10123_<platform>.zip
      cd 12837860
      opatch napply
      ```
   4. Run the 7414161.sh script to remove vulnerable Oracle HTTP Server and JAZN demos, only if CPUApr2011 or later has not been previously applied. It is recommended to complete the manual backup steps that are indicated when you run the script. To run 7414161.sh, change to the directory where you downloaded the patch and enter the following commands:
      
      ```
      cd 12837860
      sh 7414161.sh
      ```
   5. Run the 10435524.sh script to remove vulnerable OC4J demos, only if CPUOct2011 or later has not been previously applied. It is recommended to complete the manual backup steps that are indicated when you run the script. To run 10435524.sh, change to the directory where you downloaded the patch and enter the following commands:
      
      ```
      cd 12837860
      sh 10435524.sh
      ```

2. Configure SSL on R12

2.1 Set 10.1.3 Environment
   1. Logon to the application middle tier as the OS user who owns the middle tier files.
   2. Source your middle tier environment file (APPS<sid_machine>.env) located in the APPL_TOP directory.
   3. Navigate to the $INST_TOP/ora/10.1.3 and source the <sid_machine>.env file to set your 10.1.3 ORACLE_HOME variables.

2.2 Create a wallet
   1. Navigate to the $INST_TOP/certs/Apache directory.
   2. Move the existing wallet files to a backup directory in case you wish to use them again in the future.

$ ls
cwallet.sso ewallet.p12 opmn
$ mkdir backup
$ cp -pr cwallet.sso ewallet.p12 backup/
3. Open the Wallet manager as a background process: owm &

Answer NO to: “Your default wallet directory doesn’t exist. Do you wish to create it now?”

The new wallet screen will now prompt you to enter a password for your wallet.
Password: <password for wallet>

Click YES when prompted: “A new empty wallet has been created. Do you wish to create a certificate request at this time?”
2.3 Create a Certificate Request.

**Common Name:**
**Organizational Unit:**
  - **Organization:** <Org Name>
  - **Locality/City:**
  - **State/Province:** is the full name of your State or Province - do not abbreviate.

Click ok

Key Size: minimum of 2048
2.4 Submit the Certificate Request to a Certifying Authority

1. Click on Certificate [Requested] to Highlight it.

2. From the menu click Operations -> Export Certificate Request.
3. Save the file as server.csr.
4. From the menu click Wallet and then click Save.
5. On the Select Directory screen change the Directory to your fully qualified wallet directory.
6. Click Yes to overwrite existing wallet.

7. From the menu click Wallet and check the Auto Login box.

8. Exit the Wallet Manager.

The wallet directory will now contain the following files:
- `cwallet.sso`
- `ewallet.p12`
- `server.csr`

You may now submit `server.csr` to your Certifying Authority to request a Server Certificate.

2.5 Import your Server Certificate to the Wallet.

After you receive your Server Certificate from your Certifying Authority you will need to import it into your wallet.

If you get the certificate from verisign we will require below 3 certificates for importing back to wallet.
In the case of the Verisign Certificate, there is a special "Root CA Certificate" and a "SSL Intermediate Certificate" that is different from the production certificates. For the server certificate (aka "user certificate") to be imported, you must first import these lower certificates into the wallet as "trusted certificates". This is illustrated below with an orapki example and a graphical own example.

Copy all the three certificates to the wallet directory on your server by one of the following methods:

1. ftp the certificate (in binary mode)
2. copy and paste the contents into server.crt

We need to have three files server.cer, Root.cer, Intermediate.cer to 

$INST_TOP/certs/Apache

$ vi server.crt
$ ls
Apache backup cwallet.sso ewallet.p12 opmn server.crt server.csr
$ ls Intermediate.cer
$ ls Root.cer
$ ls
Apache Root.cer cwallet.sso opmn server.crt Intermediate.cer backup
ewallet.p12 server.crt
$ mv server.crt server.cer

Follow these steps to import server.crt into your wallet:

1. Open the Wallet Manager as a background process: (from 10.1.3 home)
   owm &
2. From the menu click Wallet then Open.
3. Answer Yes when prompted:
   Your default wallet directory does not exist.
   Do you want to continue?
4. On the Select Directory screen change the Directory to your fully qualified wallet directory and click OK
5. Enter your wallet password and click OK.

6. On the Oracle Wallet Manager Menu navigate to Operations - Import User Certificate. (Select the Server certificates are a type of user certificate. Since the Certifying Authority issued a certificate for the server, placing its distinguished name (DN) in the Subject field, the server is the certificate owner, thus the "user" for this user certificate.
7. Then choose option “Select a file contains the certificate”

8. Select Intermediate.cer file from “$INST_TOP/certs/Apache”

9. Select server.cer file from “$INST_TOP/certs/Apache”

10. Double Click on server.crt to import it.

11. Then it will prompt to import CA Certificate. Please provide Intermediate.cer file as below.
12. **Save the wallet:**
   On the Oracle Wallet Manager Menu click Wallet.

13. **Verify the Auto Login box is checked.**
    Click Save

### 2.6 Modify the OPMN wallet

1. Navigate to the `$INST_TOP/certs/opmn` directory.
2. Create a new directory named BAK
3. Move the ewallet.p12 and cwallet.sso files to the BAK directory just created.
4. Copy the ewallet.p12 and cwallet.sso files from the `$INST_TOP/certs/Apache` directory to the `$INST_TOP/certs/opmn` directory.

   ```bash
cp $INST_TOP/certs/Apache/*wallet* $INST_TOP/certs/opmn
   ```

### 2.7 Update Context file

1. Modify context_file with below values and run autoconfig
2. The original and edited context file (`$CONTEXT_FILE`) parameters, in detail, were:

   ```
   ORIGINAL: <url_protocol oa_var="s_url_protocol">http</url_protocol>
   CHANGED: <url_protocol oa_var="s_url_protocol">https</url_protocol>
   ORIGINAL: <local_url_protocol oa_var="s_local_url_protocol">http</local_url_protocol>
   CHANGED: <local_url_protocol oa_var="s_local_url_protocol">https</local_url_protocol>
   ORIGINAL: <webentryurlprotocol oa_var="s_webentryurlprotocol">http</webentryurlprotocol>
   CHANGED: <webentryurlprotocol oa_var="s_webentryurlprotocol">https</webentryurlprotocol>
   ORIGINAL: <activewebport oa_var="s_active_webport" oa_type="DUP_PORT" base="8000" step="1" range="-1" label="Active Web Port">8005</activewebport>
   ```
3) There are other noteworthy context entries that are NOT changed because the defaults are generally assumed. These assumed values are why the web tier wallet was created in the directory that it was:

```
<websrvwallet oa_var="s_websrv_wallet_file"> <INST_TOP>location>/certs</websrvwallet>
<ssl_truststore oa_var="s_ssl_truststore"> <INST_TOP>/certs /Apache/cwallet.sso</ssl_truststore>
<ssl_keystore oa_var="s_ssl_keystore"> <INST_TOP>/certs /Apache/cwallet.sso</ssl_keystore>
```

4) The following is used when the reverse proxy is SSL, but the underlying web tier is HTTP. The example for this document was without a reverse proxy and with the web tier as SSL so therefore the sslterminator must remain as '#':

```
<sslterminator oa_var="s_enable_sslterminator">#</sslterminator>
```

5) Stop application services
6) Run autoconfig
7) Start application services.

2.8 Update the JDK Cacerts File(CM & Web)

The default certificate store for the JDK on each EBS applications tier is $AF_JRE_TOP/lib/security/cacerts and the default password for cacerts is "changeit". The key and certificate management utility for managing public/private key pairs and certificates is the keytool command ($AF_JRE_TOP/bin/keytool). To import each of the three certificates in this example, the keytool command is run three times:

1. Navigate to the $OA_JRE_TOP/lib/security directory
2. Backup the existing cacerts file.
3. Copy your cert files to this directory and issue the following command to insure that cacerts has write permissions:

```
$ chmod u+w cacerts
```

4. Add your Apache ca.crt and server.crt to cacerts:
5. If you were also provided an Intermediate Certificate (intca.crt) then you will also need to add that to the cacerts before adding the server.crt:

```
$ keytool -import -alias Root -file /stage/misc/cert/Root.cer -trustcacerts -v -keystore $AF_JRE_TOP/lib/security/cacerts
$ keytool -import -alias Servername -file /stage/misc/cert/server.cer -trustcacerts -v -keystore $AF_JRE_TOP/lib/security/cacerts
```

When prompted enter the keystore password (default password is "changeit"). Repeat the above steps on the concurrent node where OPP is running.

3. Creating a Database Wallet and Importing Trusted SSL Certificates

1) Get the database waller location by issuing the below command

```
SQL> select fnd_profile.value('FND_DB_WALLET_DIR') from dual;
FND_PROFILE.VALUE('FND_DB_WALLET_DIR')
--------------------------------------------------------------------------------
/u01/oracle/db/11.2.0/appsutil/wallet
```

2) If the wallet directory from above does not exist, create it.

```
> mkdir $ORACLE_HOME/appsutil/wallet
```

3) Create your new wallet:

```
orapki wallet create -wallet $ORACLE_HOME/appsutil/wallet -auto_login -pwd home@123
```

4) Import the certificates into the new wallet as trusted:

```
/oracle/db/11.2.0/appsutil/wallet
orapki wallet add -wallet $ORACLE_HOME/appsutil/wallet -trusted_cert -cert Root.cer -pwd home@123
orapki wallet add -wallet $ORACLE_HOME/appsutil/wallet -trusted_cert -cert Intermediate.cer -pwd home@123
orapki wallet add -wallet $ORACLE_HOME/appsutil/wallet -trusted_cert -cert server.cer -pwd home@123
```

5) Test the wallet created from above steps as below and it should return page content.

```
select UTL_HTTP.REQUEST ( url => fnd_profile.value('APPS_FRAMEWORK_AGENT')||'/OA_HTML/IRCRESUMEUK1.xsl', proxy => hr_util_web.proxyForURL(fnd_profile.value('APPS_FRAMEWORK_AGENT')), wallet_path=>'file:'||fnd_profile.value('FND_DB_WALLET_DIR'), wallet_password=>fnd_preference.eget('#INTERNAL','WF_WEB SERVICES','EWALLETPWD','WFWS_PWD'))
```
4. Reference
Enabling SSL in Oracle E-Business Suite Release 12 [ID 376700.1]

About Author:
Venkataramana Muthadi is working in Hitachi Consulting since last two years. He has total 7 years in Oracle Application Database administration. He has great knowledge on upgrade of database and applications. He did several EBS R12 Upgrades with single node to multi-tier and RAC Configuration, DMZ, SSL for EBS, etc., He is Oracle RAC 11g Certified specialist. Previously Worked for Mahindra Satyam and was part of DBA Support team.

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Multi Org Access Control (MOAC)

This article provides understanding of R12 functionality “Multiple Organizations Access Control “and its business benefits to the customers and also explains about setup and use.

Introduction
A single application responsibility can access, process and report on multiple operating units without switching responsibility, in the 11i you need to define different responsibilities for each operating unit, in R12 you can define one security profile and assign as much as operating units you want to that security profile and access from that responsibility.

Example
You have one user whose responsibility is to enter payable invoices for Hyderabad and Mumbai operating units, then you would need to assign two responsibilities to that user and that user need to switch the responsibilities to process Payable invoices. In R12 you can create a security profile and assign two operating units to security profile and tie that security profile to profile option “MO : Security Profile”

Business Benefits
- Increase the productivity of shared services
- Reduce cost
- Obtain a global consolidated view of information
- Speed data entry
- Reduce setup and maintenance of many responsibilities

Setup steps and Use

1. Create security profile  (Navigation: HRMS→Security→Profile)

2. Submit request: Security list maintenance (N: HRMS→View→Request→Submit request→Single Request)
3. Define Super user responsibility (To whom you want to provide Multi operating unit’s access)  
(N: Sysadmin→security→Responsibility→Define)

4. Define User (To whom you want to provide Multi operating unit’s access)  
(N: Sysadmin→Security→user→Define)
5. Set Profile MO: Security against defined responsibility at responsibility level
N: Sysadmin ➔ system ➔ Profile

6. Login to the User defined in step 4 and selects the responsibility

7. Open Invoice Entry Window
Here you will find 2 operating unit names in the List of values, then you can enter invoice against any operating unit  (N: AP: Invoices ➔ Enter ➔ Invoices)
Srinivasulu Bandi, Post Graduate in Business Administration (Finance) with 8 + years of experience in Oracle applications Finance modules, currently working as a Functional consultant with KPIT Info systems Inc, Possess experience in Process Analysis, solution design, integration, implementation, testing and documentation, Experienced in End To End implementation, roll-out, Support and up-gradation Projects.

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Managing Risks in Oracle ERP Global Transformation Programs (Part 2)

Recent Oracle ERP Implementation projects are using latest in Technology offered by Oracle EBS version 12.x, leveraging the learnings/best practices of past projects both in devising solution and Project management. However the rate of success of these projects has not improved much than what it was 15 to 20 years back. In all practical situations, many ERP projects are similar at strategic level but they are unique in terms of people, scope, schedule, client’s requirements, geographic coverage, localization needs etc.

Though project managers put their best efforts in terms of scoping, estimation, strategy, schedule and staff with talented resources yet projects tend to fail and one of the primary reason being glaring gaps in fully comprehending and handling project risks. Given the complexity and challenges associated with transformation on global scale, it is imperative to identify risks early enough and manage them efficiently through a well-defined governance mechanism and the success of a program largely depends on how effectively the risks are identified and managed during the course of program.

This is part 2 (final) of paper focusing on the assessing risk impact, forming mitigation strategies and developing a contingency plan to mitigate the impact of those risks identified during global business transformation programs.

Risk assessment

Individual risks identified are entered in Risk Register (Part I of the paper published in AppsGITA 2014 Q1 issue). The cumulative impact of these risks will reflect the project health status.

**Measures of risk**: Risk refers to probability and variability. Risk assessment is a scientific process though at times, risk prediction is intuitive based. A variety of measures can be used to put the risk assessment in a control chart with UTL (upper threshold limit) and LTL (lower threshold limit).

Refer to table below, depicting an example of typical risks encountered during Oracle ERP project. each of these risks should be thought through for a proper mitigation plan to reduce the impact of the project. Risks can be one time occurred or can be periodical and/or occur continuously. So, the risk should be observed throughout the project tenure.

<table>
<thead>
<tr>
<th>Risk ID</th>
<th>Risk Description</th>
<th>Probability</th>
<th>Impact</th>
<th>Initial score</th>
<th>Mitigation plan</th>
<th>Revised Impact</th>
<th>Revised score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk1</td>
<td>New extensions identified during SIT</td>
<td>0.3</td>
<td>4</td>
<td>1.2</td>
<td>deprioritize to post go-live</td>
<td>3</td>
<td>0.9</td>
</tr>
<tr>
<td>Risk2</td>
<td>Instance instability, crash</td>
<td>0.4</td>
<td>5</td>
<td>2</td>
<td>alternate day back up, cloud backup, tape backups</td>
<td>3</td>
<td>1.2</td>
</tr>
<tr>
<td>Risk</td>
<td>Description</td>
<td>UTL</td>
<td>LTL</td>
<td>Category</td>
<td>Score (UTL)</td>
<td>Score (LTL)</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------------</td>
<td>-----</td>
<td>-----</td>
<td>-----------------------------------</td>
<td>-------------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>Risk3</td>
<td>Business Team vacations during SIT/UAT</td>
<td>0.2</td>
<td>3</td>
<td>Suitable backups identified to minimize the impact</td>
<td>2</td>
<td>0.4</td>
<td></td>
</tr>
<tr>
<td>Risk4</td>
<td>Delay in Test Result sign off</td>
<td>0.2</td>
<td>4</td>
<td>Deemed sign off in 5 business days of submitting the test results</td>
<td>2</td>
<td>0.4</td>
<td></td>
</tr>
<tr>
<td>Risk5</td>
<td>End User Readiness</td>
<td>0.2</td>
<td>5</td>
<td>Kick off TTT by SIT and EUT by UAT</td>
<td>3</td>
<td>0.6</td>
<td></td>
</tr>
</tbody>
</table>

UTL is Upper Threshold Limit and LTL is lower Threshold limit. As the definition indicates, risks above UTL are immediate threat to project and needs to be contained. UTL and LTL are defined as agreed by PMO team. Risks cross UTL are immediate threats to project and should be mitigated on priority.

One more important aspect is monitoring these risks throughout the project duration.

Techniques to manage a risk fall into one or a combination of following categories

1. Risk Avoidance
2. Risk Mitigation
3. Risk Transfer
4. Risk Acceptance
Often, there would be trade-offs involved to apply ideal usage of these techniques. For ex. Resource Attrition is a risk however one cannot have 100% backup of the resources. There should be a calculated risk and measures taken in place if risk occurs.

**Risk Assessment Process**

Risk Register should be monitored periodically (at least once a week) and plotted on a graph. These risks should be discussed in PMO status calls and high impacting risks should be notified in executive steering meetings.

<table>
<thead>
<tr>
<th>Risk related Task</th>
<th>Frequency</th>
<th>Participants</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk monitoring and assessment</td>
<td>Weekly</td>
<td>Project Manager</td>
<td>Project Manager</td>
</tr>
<tr>
<td>Review of risks, Identify Mitigations</td>
<td>Weekly</td>
<td>PMO Team</td>
<td>Project Manager</td>
</tr>
<tr>
<td>Project Health Check WRT Risks re-assessed</td>
<td>Monthly</td>
<td>Operational Steering Committee</td>
<td>Project Manager</td>
</tr>
<tr>
<td>Release updated risk register</td>
<td>Monthly</td>
<td>PMO Team</td>
<td>Project Manager</td>
</tr>
</tbody>
</table>
Risks typically occur in Oracle ERP Engagements (exhaustive list can be prepared depending on project nature / schedule / Oracle version / geography scope etc). These are just indicative only.

<table>
<thead>
<tr>
<th>Project Phase</th>
<th>Risk Description</th>
<th>Probability*</th>
<th>Impact*</th>
<th>Initial score</th>
<th>Mitigation plan*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiation</td>
<td>Module / Solution Scope Creep</td>
<td>0.3</td>
<td>4</td>
<td>1.2</td>
<td>Cross check with SOW, establish TO-BE Solution landscape and obtain sign off.</td>
</tr>
<tr>
<td>Initiation</td>
<td>Delay in providing Access to client’s system</td>
<td>0.6</td>
<td>4</td>
<td>2.4</td>
<td>Proactively start network access, VPN access (S2S / C2S), Tunnel connectivity etc once tentative SOW is signed off. Establish Offshore DC depending on project scope.</td>
</tr>
<tr>
<td>Initiation</td>
<td>Oracle EBS Version freeze</td>
<td>0.2</td>
<td>5</td>
<td>1</td>
<td>Raise Oracle SR to get the latest stable patch set and build a vanilla instance.</td>
</tr>
<tr>
<td>Initiation</td>
<td>Incomplete list of Legacy systems</td>
<td>0.3</td>
<td>4</td>
<td>1.2</td>
<td>SOW scope to be verified, establish TO-BE system landscape and obtain sign off.</td>
</tr>
<tr>
<td>Requirements Gathering</td>
<td>Reluctance from Business Group/User group for TO-BE system in Oracle</td>
<td>0.3</td>
<td>5</td>
<td>1.5</td>
<td>Proper Change management sessions to be exercised prior to Requirements gathering. Strong Top Down communication from Client CXO often would help.</td>
</tr>
<tr>
<td>Requirements Gathering</td>
<td>Improper validation of the requirements</td>
<td>0.2</td>
<td>3</td>
<td>0.6</td>
<td>Oracle Boot Camp sessions would help Business team to appreciate Oracle std functionalities.</td>
</tr>
<tr>
<td>Requirements Gathering</td>
<td>Replicating AS-IS Legacy functionality into TO-BE Oracle</td>
<td>0.8</td>
<td>5</td>
<td>4</td>
<td>validate each requirement as must to have/nice to have, global/regional, statutory/optional etc and do a proper Fit-Gap.</td>
</tr>
<tr>
<td>Requirements Gathering</td>
<td>scope creep</td>
<td>0.3</td>
<td>4</td>
<td>1.2</td>
<td>cross check with agreed scope.</td>
</tr>
<tr>
<td>Build</td>
<td>3rd party dependencies</td>
<td>0.4</td>
<td>5</td>
<td>2</td>
<td>All 3rd parties like Banks / Suppliers / Customers to be informed in advance for changes in any process/documentation etc.</td>
</tr>
<tr>
<td>Build</td>
<td>Instance issues</td>
<td>0.3</td>
<td>4</td>
<td>1.2</td>
<td>Timely backups, Tape backups, proper cloning mechanisms.</td>
</tr>
<tr>
<td>Build</td>
<td>Oracle Patches</td>
<td>0.8</td>
<td>5</td>
<td>4</td>
<td>Proper Oracle SR escalations to be done to duty manager.</td>
</tr>
<tr>
<td>Build</td>
<td>Data issues</td>
<td>0.7</td>
<td>5</td>
<td>3.5</td>
<td>Data cleansing to be done upfront Data extracts, Data simulation before SIT.</td>
</tr>
<tr>
<td>Testing</td>
<td>Delay in Test Result sign off</td>
<td>0.4</td>
<td>5</td>
<td>2</td>
<td>Deemed sign off to be exercised.</td>
</tr>
<tr>
<td>Testing</td>
<td>Test cases not adequate</td>
<td>0.8</td>
<td>5</td>
<td>4</td>
<td>Capture all possible test cases including Day in Life, Oracle Std Core, Flow through, End to end test cases.</td>
</tr>
<tr>
<td>UAT</td>
<td>End User Readiness</td>
<td>0.2</td>
<td>5</td>
<td>1</td>
<td>Train the trainer on SIT, and End user in UAT clone instances.</td>
</tr>
<tr>
<td>All</td>
<td>Client resource bandwidth</td>
<td>0.6</td>
<td>3</td>
<td>1</td>
<td>spread out and overlap if required, upfront communicate the resource bandwidth.</td>
</tr>
<tr>
<td>All</td>
<td>Business Team vacations</td>
<td>0.2</td>
<td>3</td>
<td>0.6</td>
<td>suitable backups identified to minimize the impact.</td>
</tr>
</tbody>
</table>
Conclusion
In the whole process of managing risks, it is imperative that Project Manager is primary responsible for identifying risks, assess the impact, propose mitigation plan and communicate to next level. Any risks unidentified / unattended / could not be controlled become Issues, which should be immediately brought to the attention of CXO.

About the Author:
V Jogarao Vallabhajosyula is having 20 plus years experience in Oracle ERP projects consulting, delivery and program management. He worked in multiple end to end global implementation projects in US, Europe and APAC geo.

Joga has bachelors in Electrical Engineering and an MBA in Finance and IT from IIT Kharagpur. He is a certified Oracle OCP, PMI PMP and APICS Supply Chain management.

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PROFIT MAGAZINE: Oracle Applications User Experience Vice President Jeremy Ashley talks with Profit magazine about one of the driving forces behind the evolving Oracle user experience – simplicity. http://bit.ly/1oC4kBn

MAKER MOVEMENT: Want to know what people were talking about at the Bay Area MakerCon and Maker Faire in May? Watch this video, which features a prominent appearance by Jeremy Ashley, Vice President of the Oracle Applications User Experience team. http://bit.ly/1mspdis