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432.1



E-Business Suite

Workflow Analyzer Overview

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E-Business Suite Support

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WORLD

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San Francisco

Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

432.1->E-Business Suite-> Analyzers

GET PROACTIVE

Let us help you solve problems without having to log on, maximize up-time, and lower your organizations costs by Getting Proactive!

Choose Product Area

- Agile and AutoVue
- Application Integration Architecture
- Business Analytics
- E-Business Suite**
- Enterprise Manager
- Exadata
- Industry Solutions
- JD Edwards
- MySQL
- Oracle Communication
- Oracle Database
- Oracle Fusion Applications
- Oracle Fusion Middleware
- Oracle Linux
- Oracle Retail
- Oracle Solaris
- Oracle Systems
- Oracle Utilities
- Oracle Virtualization

Prevent

Prevent known problems, help keep your Oracle software and systems healthy.

Re

Discover capabilities and tools to help you through the upgrade process.

Upgrade

Select a product to get started: Choose Product Area

432.1

1

2

~35 Product Analyzers

Index of E-Business Product Specific Preventative Analyzers — ACT | DISCOVER

Analyzers are Query/Read only tools delivered by E-Business Suite Support. The result set is an easy to read html output that provides recommendations, solutions and early warnings to of items that should be reviewed and correct.

New for Sysadmin's/DBA's! Check out the EBS Analyze Bundle Menu Tool (Note 1939637.1).

- Proactively utilize to prevent, or resolve issues
- Use in SR Troubleshooting
- Scripts on some top E-Business Suite problem areas

▶ Scripts are Query based no change to data

▶ Standalone or Concurrent Request Execution setup

▶ HTML Output

▶ Empower your functional users

▶ Utilize when Solving SR's

▶ Bundle Menu Tool *now Avail!*

432.1 → E-Business Suite > Analyzers Index Doc ID 1545562.1

➤ EBS

- Workflow analyzer script
- Concurrent Processing – CP Analyzer
- EBS Reports and Printing
- EBS Cloning Log Parser
- Database Parameter Settings Analyzer Script for Optimal Performance

➤ CRM

- IB Analyzer

➤ Human Capital Management

- RetroPay Analyzer
- HCM Technical Analyzer
- R11i / R12 OTL Analyzer
- EBS HCM Person Analyzer
- Payroll Analyzer
- HCM Benefits Analyzer

➤ Financials

- R12: Master GDF Diagnostic to validate Data related to invoices, Payments, Accounting, Suppliers and EB Tax
- R12: Payables Create Accounting
- R12: Payables Period Close Analyzer
- Receivables Period Close Analyzer
- R12: EBTax Setup and Data Integrity Analyzer
- R12: Payables Trial Balance Helper
- R12: Oracle Payments (IBY) Funds Disbursement Analyzer
- R12: Internet Expense Setup Helper
- AutoInvoice Post Process Validation Report
- AutoAccounting Analyzer

➤ Manufacturing

- 11i/12: Inventory Health Check
- R12 Order Management Sales Order
- R12 Shipping Execution
- V6.2 OTM Analyzer
- R12 PO Approval Analyzer
- R12 IP Item Analyzer
- R12 Procurement Encumbrance
- R12 Procurement Accrual Reconciliation
- R12 IP Change Request
- 11i/12 ASCP Performance
- 11i/12 ASCP Data Collections
- 7.3.1 Demantra Performance
- R12 Discrete LCM Integration
- 12.1 OPM LCM Integration Key Setup
- 12.1 OPM Actual Costing
- R12 SLA Unprocessed/Invalid Records

Check for additions
periodically
Use Bundle Menu Tool

Each Analyzer

- Available from My Oracle Support Doc Id
- Benefits of Analyzer for Product Area- End user Aware
- Sample Html Output
 - End User can review output and review
 - Html for easy consumption
 - Executive Summary
 - Errors & Warnings
- Download feature to get Analyzer
- Concurrent Request set up option
- Proactive & Reactive benefit
- Bundle Menu Tool for Sysadmins to provision, execute & maintain
- Feedback Mechanism

☆ EBS Workflow (WF) Analyzer (Doc ID 1369938.1)

Benefits

- Immediate analysis and output of Workflow data from a particular environment
- Identifies Workflow system setup and configurations
- Provides recommended actions and best practices
- Run standalone from sqlplus or as a Concurrent Request

Click the button below to view a sample output of the Workflow Analyzer:

Sample Output



Workflow Analyzer Report

Compiled using version 200.9 / Latest version: 200.9



Report Information

Legend: ❌ Error ⚠ Warning ✅ Passed Check

▶ Execution Details

▶ Parameters

▶ Execution Summary (2 ❌ 28 ⚠)

▼ Execution Summary (2 ❌ 28 ⚠)

Section	Errors	Warnings
Workflow Analyzer Overview ⚠	0	1
Workflow Administration ❌	1	6
Workflow Footprint ⚠	0	2
Workflow Concurrent Programs ❌	1	2
Workflow Notification Mailer ⚠	0	2
Workflow Patch Levels ⚠	0	1
Order Management Specific Workflows ⚠	0	4
Human Resources Specific Workflows ✅	0	0
Purchasing Specific Workflows ⚠	0	10
References	0	0

QUESTIONS, COMMENTS & FEEDBACK

Have questions or suggestions?

Feedback

Oracle Workflow Analyzer Doc id: 1369938.1

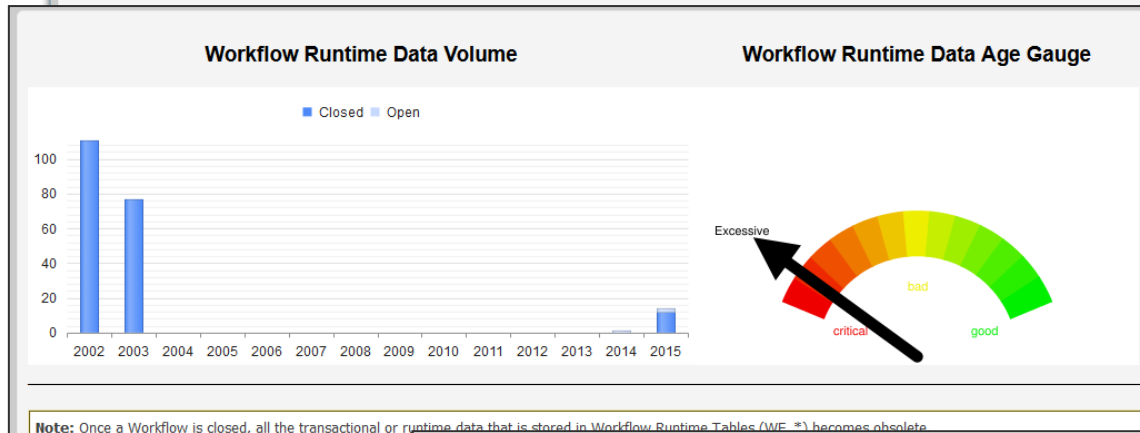
Workflow Analyzer Report
Compiled using version 200.9 / Latest version: **200.9**

Report Information
Legend: ✘ Error ⚠ Warning ✔ Passed Check
▶ Execution Details ▶ Parameters ▶ Execution Summary (2 ✘ 28 ⚠)

Sections In This Report

- Workflow Analyzer Overview ⚠
- Workflow Administration ✘
- Workflow Footprint ⚠
- Workflow Concurrent Programs ✘
- Workflow Notification Mailer ⚠
- Workflow Patch Levels ⚠
- Order Management Specific Workflows ⚠
- Human Resources Specific Workflows ✔
- Purchasing Specific Workflows ⚠
- References

- Proactive script that reviews the current Workflow Footprint
- Analyzes the configurations and your environment
- Immediate Analysis and Output of Workflow Environment



- Identifies Aged Records
- Identifies Workflow Errors & Volumes
- Identifies looping Workflow items and stuck activities
- Identifies Workflow System Setup and configurations
- Identifies and recommends Workflow Best Practices

Note: Once a Workflow is closed, all the transactional or runtime data that is stored in Workflow Runtime Tables (WF *) becomes obsolete. All the pertinent data is stored in the functional tables (FND_ITEMES) that each row in WF_ITEMES is associated to 10.

▶ [Verify Workflow Concurrent Programs Scheduled to Run \(show SQL\)](#)

✘ Error: There are No Workflow Background Processes (FNDWFPBG) scheduled to run for ALL Item_Types.

Findings and Recommendations:
Please schedule the concurrent request "Workflow Background Process" to process deferred, timed-out, and identify stuck activities for ALL item. At a minimum, there needs to be at least one background process that can handle both deferred and timed-out activities in order to progress work. For more information refer to [Doc ID 466535.1](#) - How to run the Workflow Background Engine per developments recommendations.

The Workflow Administrators Guide requires that there is at least one background engine that can process deferred activities, check. At a minimum, there needs to be at least one background process that can handle both deferred and timed-out activities in order to progress work. However, for performance reasons Oracle recommends running three (3) separate background engines at different intervals.

1. Run a Background Process to handle only DEFERRED activities every 5 to 60 minutes.
2. Run a Background Process to handle only TIMED-OUT activities every 1 to 24 hours as needed.

- Timed-out and stuck activities are not processed from the queue but from the table directly, so Timed-out and stuck activities do not have

Sample Output: New Look Released

Workflow Analyzer Report

Compiled using version 200.9 / Latest version: **200.9**

Report Information

Legend: ✘ Error ⚠ Warning ✔ Passed Check

▶ Execution Details ▶ Parameters ▶ Execution Summary (2 ✘ 28 ⚠)

Sections In This Report

Workflow Analyzer Overview ⚠	Workflow Administration ✘	Workflow Footprint ⚠	Workflow Concurrent Programs ✘	Workflow Notification Mailer ⚠
Workflow Patch Levels ⚠	Order Management Specific Workflows ⚠	Human Resources Specific Workflows ✔	Purchasing Specific Workflows ⚠	References

- New Summary screen
- New Legend
 - Error, Warning, Pass
- Same graphs
- Same corrective action

Workflow Runtime Data Volume

Year	Closed	Open
2002	100	0
2003	75	0
2004	0	0
2005	0	0
2006	0	0
2007	0	0
2008	0	0
2009	0	0
2010	0	0
2011	0	0
2012	0	0
2013	0	0
2014	0	0
2015	0	10

Workflow Runtime Data Age Gauge

Excessive

bad

critical

Verify Workflow Concurrent Programs Scheduled to Run (Show SQL)

✘ **Error:** There are No Workflow Background Processes (FNDWFPBG) scheduled to run for ALL Item_Types.

Findings and Recommendations:
Please schedule the concurrent request "Workflow Background Process" to process deferred, timed-out, and identify stuck activities for ALL item. At a minimum, there needs to be at least one background process that can handle both deferred and timed-out activities in order to progress work.

For more information refer to [Doc ID 466535.1](#) - How to run the Workflow Background Engine per developments recommendations.

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1. Run a Background Process to handle only DEFERRED activities every 5 to 60 minutes.
2. Run a Background Process to handle only TIMED-OUT activities every 1 to 24 hours as needed.
 - Timed-out and stuck activities are not processed from the queue but from the table directly, so Timed-out and stuck activities do not have

Note: Once a Workflow is closed, all the transactional or runtime data that is stored in Workflow Runtime Tables (WF_*) becomes obsolete. All the pertinent data is stored in the functional tables (FND_*, PO_*, AP_*, HR_*, OE_*, etc), like who approved what, for how much, for who. Remember that each row in WF_ITEMS is associated to 100s or 1,000s of rows in the other WF runtime tables, so it is important to purge this obsolete runtime data regularly.

Sample Output: Legend & Executive Summary

Workflow Analyzer Report

Compiled using version 200.9 / Latest version: **200.9**

Report Information

Legend: ✘ Error ⚠ Warning ✔ Passed Check

▶ Execution Details

▼ Execution Summary (2 ✘ 28 ⚠)

Section	Errors	Warnings
Workflow Analyzer Overview ⚠	0	1
Workflow Administration ✘	1	6
Workflow Footprint ⚠	0	2
Workflow Concurrent Programs ✘	1	2
Workflow Notification Mailer ⚠	0	2
Workflow Patch Levels ⚠	0	1
Order Management Specific Workflows ⚠	0	4

▶ Workflow #STUCK Activities (show SQL & Info)

✘ **Error:** There are 1,169 #STUCK activities that are still open and CAN NOT progress on their own.

Findings and Recommendations:
 These stuck activities need to be investigated, and either corrected in order to continue, or aborted and closed, so the workflows will not progress or complete on their own. It is recommended that these are looked into....
 Look for patterns in the same item_type, looking for the same wf_process_activities, date ranges, and check the root_activity. Run the following query for more details about these ERROR #STUCK processes

```
select p.PROCESS_ITEM_TYPE, wi.ITEM_KEY, p.ACTIVITY_NAME, s.ACTIVITY_STATUS,
s.ACTIVITY_RESULT_CODE, wi.root_activity, wi.root_activity_version, wi.begin_date
```

⚠ **Warning:** There are 34,378 OPEN item_types in WF_ITEMS table that were started over 90 days ago.

Findings and Recommendations:
 Remember that once a Workflow is closed, its runtime data which is stored in Workflow Runtime Tables (WF_*) becomes obsolete. All pertinent information is stored in the functional tables (FND_*, PO_*, AP_*, HR_*, OE_*, etc), like who approved what, for how much, for how long in the subsequent Workflow Runtime tables, so it is important to close these open workflows once completed so they can be purged.

Ask this Question: How long should these workflows take to complete?
 30 Days?... 60 Days?... 6 months?... 1 Year?
 There may be valid business reasons why these OPEN items still exist after 90 days so that should be taken into consideration. However, if this is not the case, then once a workflow item is closed then all the runtime data associated to completing this workflow is now purged. Please review [Doc ID 144806.1 - A Detailed Approach To Purging Oracle Workflow Runtime Data](#) for details on how to drill down to discover purged.

▶ Check for excessive Workflow Looping Activities

✔ **All checks passed.**

Well Done !!
 There are NO ROWS found in the HISTORY table (w...)
 This is a good result, which means there is no major...

Show SQL & SQL execution time

Workflow Database Parameter Settings [show SQL & info](#)

Workflow Database Parameter Settings (Hide SQL)

Item Name	Item Value
SQL	<pre>select name, value from v\$parameter where upper(name) in ('AQ_TM_PROCESSES', 'JOB_QUEUE_PROCESSES', 'JOB_QUEUE_INTERVAL', 'UTL_FILE_DIR', 'NLS_LANGUAGE', 'NLS_TERRITORY', 'CPU_COUNT', 'PARALLEL_THREADS_PER_CPU')</pre>

✔ All checks passed.

JOB_QUEUE_PROCESSES for VISION on 11gR1+ (11.2.0.3.0) databases is 10 or more!
Oracle Workflow requires job queue processes to handle propagation of Business Event System event messages by AQs.
Significance of the JOB_QUEUE_PROCESSES for 11gR1+ (11.2.0.3.0) databases:

Performance Data

Started at:	08:14:56.040
Complete at:	08:16:48.604
Total time:	1 Min, 52.564 Sec

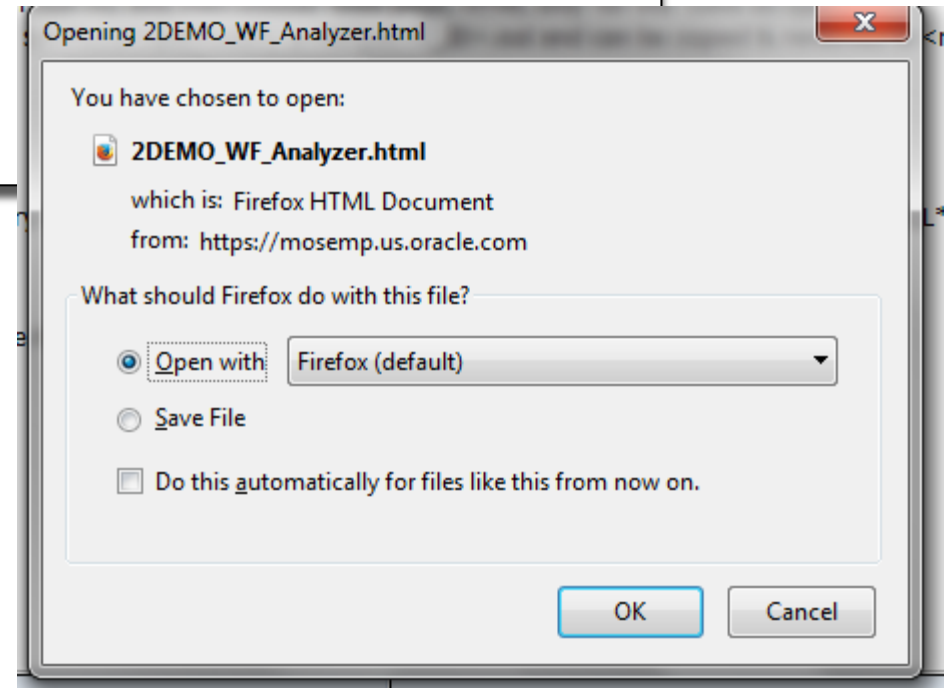


Workflow Analyzer –Sample Output Review

☆ EBS Workflow (WF) Analyzer (Doc ID 1369938.1)

Click the button below to view a sample output of the Workflow Analyzer:

Sample Output



Main Menu

Workflow Analyzer Report

Compiled using version 200.9 / Latest version: **200.9**



Report Information

Legend: Error Warning Passed Check

▶ Execution Details

▶ Parameters

▶ Execution Summary (2 28)

Sections In This Report

Workflow Analyzer
Overview

Workflow
Administration

Workflow Footprint

Workflow Concurrent
Programs

Workflow Notification
Mailer

Workflow Patch Levels

Order Management
Specific Workflows

Human Resources
Specific Workflows

Purchasing Specific
Workflows

References

[Show All Sections](#) / [Hide All Sections](#)

Sample Output: Workflow – Overview -Runtime

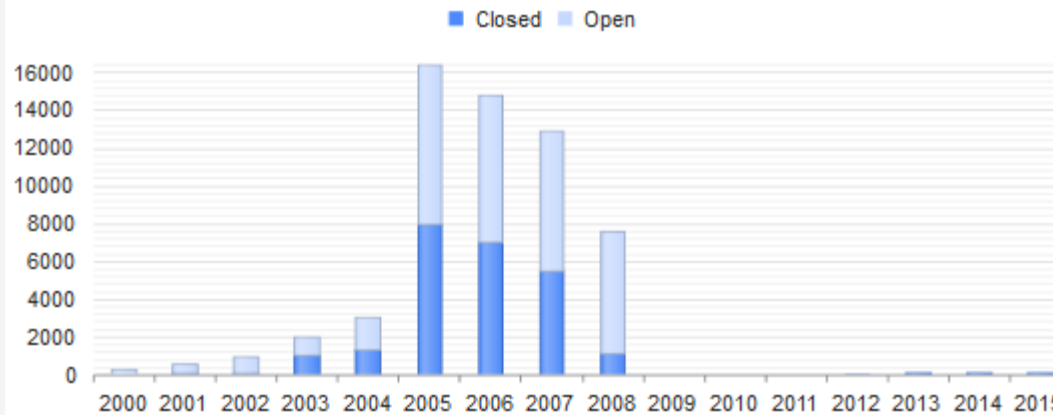
Compiled using version 200.9 / Latest version: **200.9**

Sections In This Report

Workflow Analyzer Overview ⚠️

Workflow Patch Levels ⚠️

Workflow Runtime Data Volume



Workflow Runtime Data Age Gauge



Note: Once a Workflow is closed, all the transactional or runtime data that is stored in Workflow Runtime Tables (WF_*) becomes obsolete. All the pertinent data is stored in the functional tables (FND_*, PO_*, AP_*, HR_*, OE_*, etc), like who approved what, for how much, for who, etc...) Remember that each row in WF_ITEMS is associated to 100s or 1,000s of rows in the other WF runtime tables, so it is important to purge this obsolete runtime data. Once a workflow item is closed then all the runtime data associated to completing this workflow process is now obsolete and should be purged to make room for new data.

Purging Workflow regularly is recommended to maintain good system performance.

All workflow child processes must be completed in order for the whole workflow to be eligible for purging. A common problem for workflows not getting purged are workflows that are never acknowledged or closed. Not responding to SYSADMIN error notifications (WFERROR) can cause many workflow process and all of the child processes to not complete. It is important to review and manage any workflow items that remain open or closed for a long period of time, especially if your functional team considers them to be critical workflows, or workflows closed incorrectly, or errors that do not get addressed, and repeat over and over. There are many scripts and notes provided in this WF Analyzer to provide solutions to help you **take control of workflow**.

Please review [Doc ID 144806.1](#) - A Detailed Approach To Purging Oracle Workflow Runtime Data for details on how to drill down and identify any OLD items are still present.

Sample Output: Workflow Admin-Stuck

Workflow Administration: 1 ✖ 6 ⚠

In This Section

Verify the Workflow Administrator Role ⚠	SYSADMIN User Setup for Error Notifications ⚠
Workflow Error Notification by Type ⚠	Workflow Error Notification Messages Summary Status ⚠
SYSADMIN Worklist Access ⚠	SYSADMIN Notification Routing Rules ⚠
E-Business Suite Profile Settings	Concurrent:GSM Enabled
Workflow Profile Settings	Workflow #STUCK Activities ✖
Check for DISABLED Notification Preferences	Check the Status of Workflow Services

▶ Workflow #STUCK Activities (Show SQL & info)

✖ **Error:** There are 1,169 #STUCK activities that are still open and CAN NOT progress on their own

Findings and Recommendations:

These stuck activities need to be investigated, and either corrected in order to continue, or aborted and closed.

These workflows will not progress or complete on their own. It is recommended that these are looked into...

Look for patterns in the same item_type, looking for the same wf_process_activities, date ranges, and check for errors.

Run the following query for more details about these ERROR #STUCK processes

```
select p.PROCESS_ITEM_TYPE, wi.ITEM_KEY, p.ACTIVITY_NAME, s.ACTIVITY_STATUS,
s.ACTIVITY_RESULT_CODE, wi.root_activity, wi.root_activity_version, wi.begin_date
FROM wf_item_activity_statuses s, wf_process_activities p, wf_items wi
WHERE p.instance_id = s.process_activity
and wi.item_type = s.item_type
and wi.item_key = s.item_key
and activity_status = 'ERROR'
and activity_result_code = '#STUCK'
```

Sample Output: Workflow Foot Print

Workflow Footprint: 2 ⚠

▶ Expand All

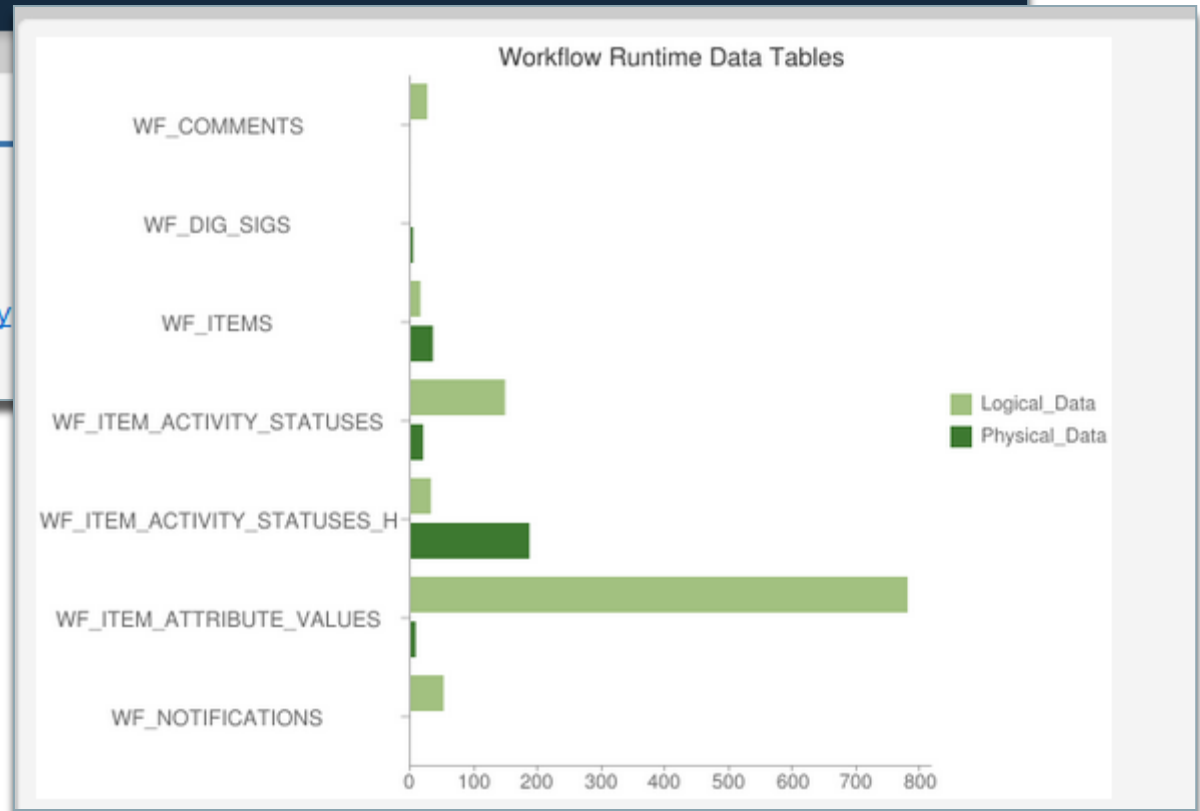
In This Section

[Volume of Workflow Runtime Data Tables \(in MegaBytes\)](#)

[Summary of Workflow Processes By Item Type](#)

[Average Volume of Opened Items in the past 6 Months, Monthly, and Daily](#)

[Workflow Looping Activities](#) ⚠



Sample Output: Workflow Notification Mailer

Workflow Notification Mailer: 2 ⚠

In This Section

[Recommended Workflow Java Mailer Patches for 12.2.4 ⚠](#)

[Concurrent Tier Environment Settings for the Java Mailer](#)

[Check Status of WF_NOTIFICATIONS Table](#)

[Check for Open Orphaned Notifications ⚠](#)

[Check the Status of Workflow Services](#)

[Verify AutoClose_FYI Setting](#)

[Check Status of WF_NOTIFICATION_OUT Table](#)

⚠ **Warning:** There are recommended 12.2.4 Workflow Java Mailer patches that are not a

Findings and Recommendations:

- Please review list above and schedule to apply any unapplied recommended Work
- Refer to the note indicated for more information about each patch.

▶ Check for Open Orphaned Notifications (Show SQL & Info)

⚠ **Warning:** There are Open Orphaned or Unreferenced Notifications found!

Findings and Recommendations:

Please run `$FND_TOP/sql/wfntfprg.sql` to remove unreferenced notifications by following the instructions on the script header. For purging FND_CMMMSG, XDPWFSTD, etc (which are PERMANENT) type of notifications, please uncomment the line (Wf_Purge.Persi persistence. This should do the trick.

▶ Concurrent Tier Environment Settings for the Java Mailer (Show SQL & Info)

✔ **All checks passed.**

Displaying Concurrent Tier Environment settings for review.

▶ Verify AutoClose_FYI Setting (Show SQL & Info)

✔ **All checks passed.**

Indicate whether this notification mailer automatically closes notifications that default. If Autoclose FYI is deselected, all FYI notifications will remain open in the Work

Sample Output: Deep Dive Solving – Order Management

Order Management Specific Workflows: 4 ⚠

▶ Expand All Checks / ▼ Colla

In This Section

[SUMMARY of All Order Management Workflow Processes By Item Type & Parent](#)

[Deferred Order Management Activities in Workflow Background Engine Table \(WF_DEFERRED_TABLE_M\)](#)

[SUMMARY of OM Workflow Processes By Item Type and Status](#)

[Order Headers Eligible to be Closed but remains in Open Status](#)

[Order Management Workflow Error processes to cancel \(that are no longer needed\)](#)

[OEOL pending workflows for closed order lines](#)

[Cancelled or Closed Headers with Open Lines](#)

[Order Management Orphaned OEOL Workflows ⚠](#)

[Verify Order Management Workflow Concurrent Programs Scheduled to Run ⚠](#)

[Deferred Order Management Events in Workflow Deferred Queue Table \(WF_DEFERRED\)](#)

[Workflow Looping Activities ⚠](#)

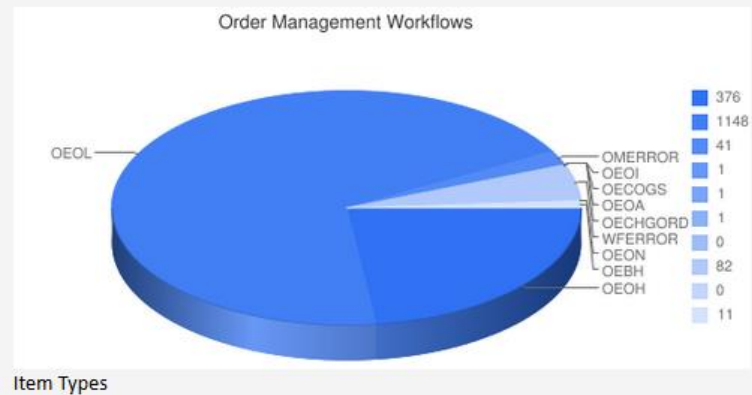
[Order Management Workflow Errors by Item Type, Result and Activities](#)

[Line Open and Workflow Initiated but not Started](#)

[Top 30 Pending Header Flows with no open lines and no children workflows](#)

[Order Management Orphaned OEOL Workflows ⚠](#)

Show the status of the Order Management Workflows for this instance



Attention:

There are 1,661 Order Management Workflows found on this instance.

This includes OEOL, OEON, OEOI, OEOGGS, OEOA, OECHGORD, OEBH, plus OMERROR and WFERROR belonging to these workflow

Workflow Looping Activities (Show SQL & Info)

Warning: There are Order Management Workflows with large Activity History, indicating that there is excessive looping happening. It is normal for Workflow to use WAITS and other looping activities to process delayed responses and other criteria. Each revisit of a node replaces the previous data with the current activities status and stores the old activity information into a activity history table (WF_ITEM_ACTIVITY_STATUSES_H) can help to identify possible long running Order Management Workflows looping excessively and can cause performance issues.

Findings and Recommendations:

Currently, the largest single activity found in the history table is for

item_type : OEOL

item_key : 383239

This workflow process is still open, so this may be a problem.

It was started back on May 16, 2008, and has most recently looped thru its process on Sep 25, 2008. So far this one activity for item 11/16/2006-13-01-49 has looped 21,151 times since it started in Nov 16, 2006.

This is a good place to start, as this single activity has been looping for 2,713 days, which is about 0 times a day.

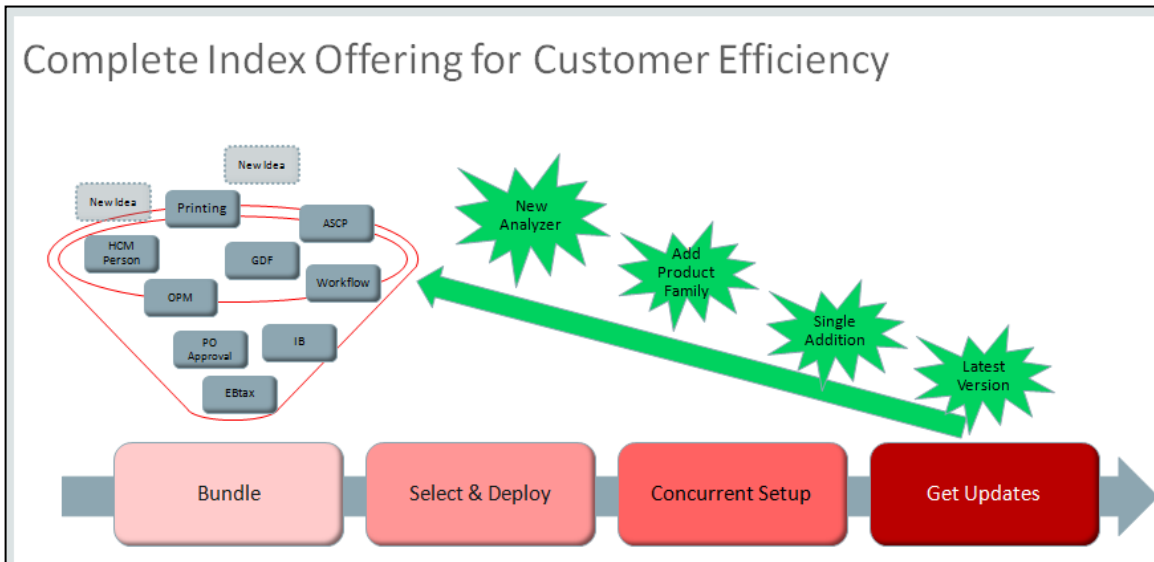
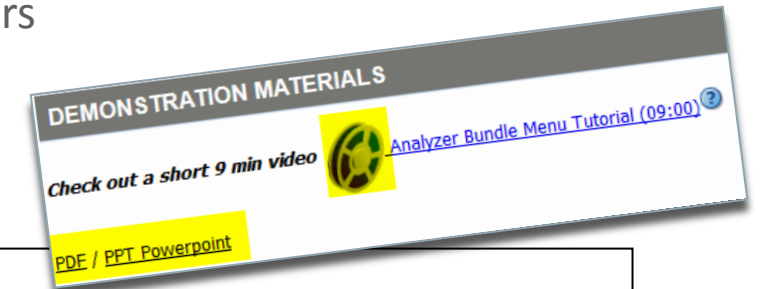
Please review [Doc ID 144806.1](#) - A Detailed Approach To Purging Oracle Workflow Runtime Data on how to drill down and discover

E-Business Suite Support Analyzer Bundle Menu Tool (Doc ID 1939637.1)

Take provisioning and maintenance of EBS Support Analyzers to the next level!

Bundle Benefits:

- Easy to install and obtain all available EBS Support Analyzers in Index [Doc ID 1545562.1]
- Convenient method for DBA/SYSADMIN to execute analyzers from a single menu
- Provides a Maintenance methodology for obtaining new and updated analyzers
- Quickly load and register Analyzers as Concurrent Programs
- Menu option shows Analyzers installed as concurrent programs and versions
- Ability to remove and uninstall from the menu



Main Menu Page :

```
E-Business Suite Support Analyzers Main Menu (bundle ver: 200.4)

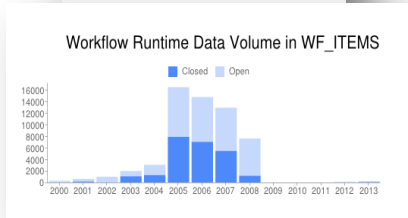
Choose a Product:

[1] E-Business Suite Core Analyzers
[2] Financials Analyzers
[3] Manufacturing Analyzers
[4] Human Capital Management Analyzers
[5] Customer Relationship Management Analyzers
...
[L] Bulk FNDLOAD ALL Analyzers
[C] Check For An Updated Analyzer Bundle
[S] Show Installed Analyzers
[U] Uninstall Analyzers

[H]elp | E[x]it

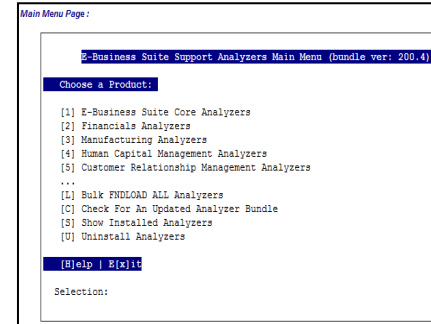
Selection:
```

EBS Analyzer & Guided Resolution Solution



EBS Support Analyzers

- 35+ EBS Analyzers
- Diagnose and Assist
- Read Only
- Organized HTML Output
- Enable Functional Users



Analyzer Bundle Menu Tool

- Provisioning & Updates
- Concurrent Set up
- Maintenance
- All, Family, Individual
- Execution Menu

Report Information

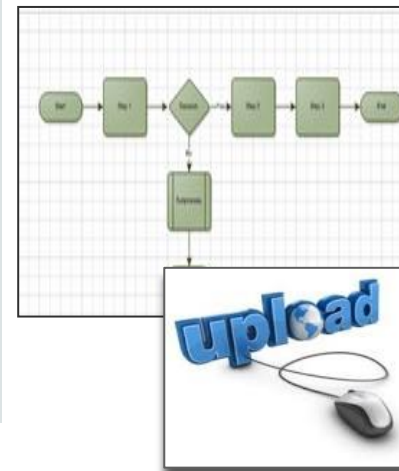
Legend: ✘ Error ⚠ Warning ✔ Passed Check

Execution Summary (9 ✘ 1 ⚠)

Section	Errors	Warnings
Proactive Recommendations ✘	1	1
File Versions	0	0
Ledger Information	0	0
MFAR Setup	0	0
Orphan ✘	1	0
Rejected Adjustments ✘	1	0
Missing Events ✔	0	0
Transactions In Final Status ✘	1	0
Unprocessed Events ✘	1	0
Unposted Items ✘	4	0
Unposted Items In Other Organizations ✔	0	0

Standardizing

- Note Ids: Consistent Look, Feel
- Output: Consistent Look, Feel
 - All new & 80% existing new format
- Executive Summary Screen
- Quick table for Warning & Error Corrections
- Concurrent set up information



SR Guided Resolutions

- SR create decision tree
- Targeted solutions
- Expedite resolution
- Analyzer output asks
- Automated File Handling & Validation
- Match Signature to Solution

While you are at OOW 2015:

Support Stars Bars:

- Moscone West Exhibition Hall, Booth 3361
- Monday, Tuesday, Wednesday
- **Find Answers:** Ask the stars of Oracle Support your toughest questions.
- **Get Proactive:** Discover powerful new proactive support tools.
- **Power Up:** Maximize availability and performance with Advanced Customer Support.



ORACLE®

PREMIER SUPPORT



ENTER TO WIN **ONE** OF **THREE** FITBITS
BY ANSWERING THREE QUESTIONS!!



DRAWING @ 2:00PM ON WEDNESDAY!!
YOU DO NOT NEED TO BE PRESENT TO WIN!!

While you are at OOW 2015:



Mini Brief Sessions:

- **Moscone West Exhibition Hall, Booth 3361**
- Mon, Tues, Wed: 10-Minute Mini Briefings
- Tips and Best Practices for maintaining, supporting, and upgrading Oracle products.
- Drawing for External Battery Pack at the end of every Mini Briefing



Featured Sessions:

- Monday @ 10:30AM:
E-Business Suite Support Maintenance: Proactive Support Best Practices for **Patch Wizard** (Bob Aders)
- Monday @ 4:30PM:
E-Business Suite Support Period Close: **NEW Receivables Period Close Analyzer** (Michele Casey)
- Tuesday @ 11:30AM:
E-Business Suite Support Tooling: **NEW Analyzer Bundle Menu Tool** (Dave Heisler)
- Wednesday @ 11:00AM:
E-Business Suite Support Procure-To-Pay: **NEW Procure-to-pay Analyzer** (Alison Christenson)



Drinks. Food. Fun. My Oracle Support Monday Mix

Monday, October 26
6:00 to 8:00 p.m.
Fang Restaurant

(only ½ block from Moscone Center)



Join us for a relaxing Happy Hour after a busy day at Oracle OpenWorld!

- Take a break and **unwind with your peers**
- **Get to know the Oracle support engineers** you depend on
- Meet **My Oracle Support executives and developers**
- **Happy hour** w/hors d'oeuvres, beer, wine, cocktails
- Admission is free for Premier Support Customers with your Oracle OpenWorld badge



Full Event Details at: www.oracle.com/goto/mondaymix

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