

Hyperion Focus 16

My Oracle Support Portal

Tips & Tricks

Debbie Coomber
AMOSCA

Agenda

- Basics
- Knowledge Base
- Patches & Updates
- Certifications
- Useful Links & Documents

Basics – What is it?

- My Oracle Support Portal (MOS) support.oracle.com
- Knowledge Articles, Certifications, Patches, Service Requests & more
- Maintained by Oracle Support and Product Experts
- Available for Mobile: [support.oracle.mobi](https://support.oracle.com/mobi)

Basics - Tabs

- Each area has it's own tab
- We will cover:
 - Dashboard
 - Knowledge
 - Patches & Updates
 - Certifications

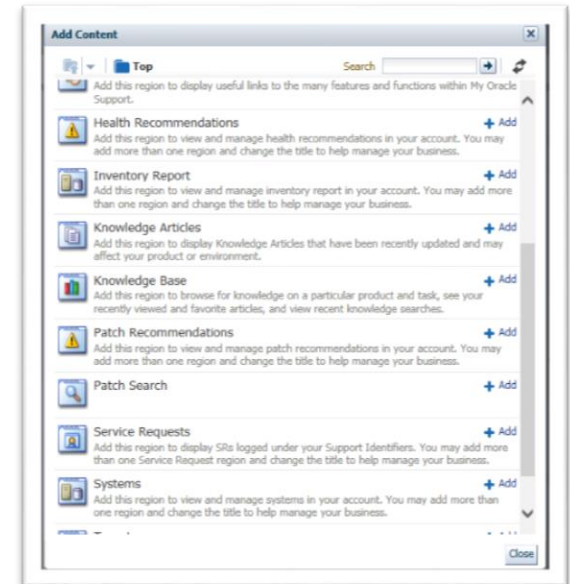
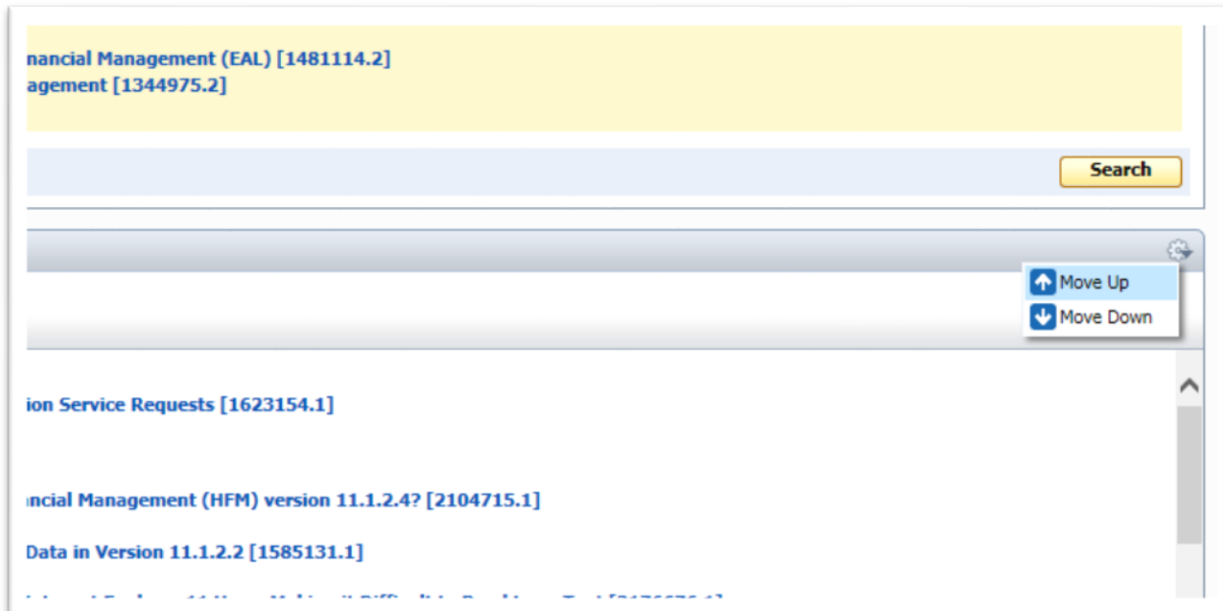
The screenshot displays the Oracle My Oracle Support interface. At the top, the header includes the Oracle logo, 'MY ORACLE SUPPORT', and navigation options like 'PowerView is On' and 'Product: Hyperion Financial Management'. Below the header is a horizontal tab bar with the following tabs: Dashboard (selected), Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, Collector, Advanced Customer Services, and Settings.

The main content area is divided into several sections:


- Dashboard:** This section is currently active and contains:
 - News:** A list of recent news items, including 'Welcome MICROS Customers and Dealers', 'Join the Oracle Customer Advisory Panel', 'ORAchik Release 12.2.0.1.1 is Now Available to Download', 'Welcome Maxymiser Customers and Partners', 'Critical Updates for Oracle FLEXCUBE Suite of Products', 'Action Required for Customers with Oracle Cloud Instances Containing European Personal Information', 'Oracle Critical Patch Update for July 2016', and 'My Oracle Support Release 16.3 is Now Live'.
 - Getting Started:** A section with a hand pointing at a laptop, containing links for 'New Users: How to get Started with MOS', 'Existing Users: What's New', 'Customer User Administrators (CUA) Start Here', 'CUA Group your Users and Assets', 'All Users: Discover the Get Proactive Portfolio', 'All Users: Test your My Oracle Support Knowledge - Get Accredited', 'Follow Us', and 'Stay Informed: My Oracle Support Blog'.
 - Quick Video Training:** Links to 'Learn My Oracle Support: How-To Series' and 'Register and Attend - Live Advisor Webcasts'.
- Knowledge Base:** A section for searching and browsing knowledge articles, featuring a search bar, filters for 'Powerview (Product)', and a dropdown menu for 'Select a product or product line' (currently set to 'Hyperion Financial Management'). It also includes a search results section with a highlighted result: 'Information Center: Essbase Application Link for Financial Management (EAL) [1481114.2]' and 'Information Center: Oracle Hyperion Financial Management [1344975.2]'.
- Service Requests:** A section for creating and managing service requests, with a search bar, filters for 'Powerview (Product)', and a 'Create SR' button. Below this is a table with columns for 'Problem Summary', 'SR Number', and 'Product', currently showing 'No Information Returned'.

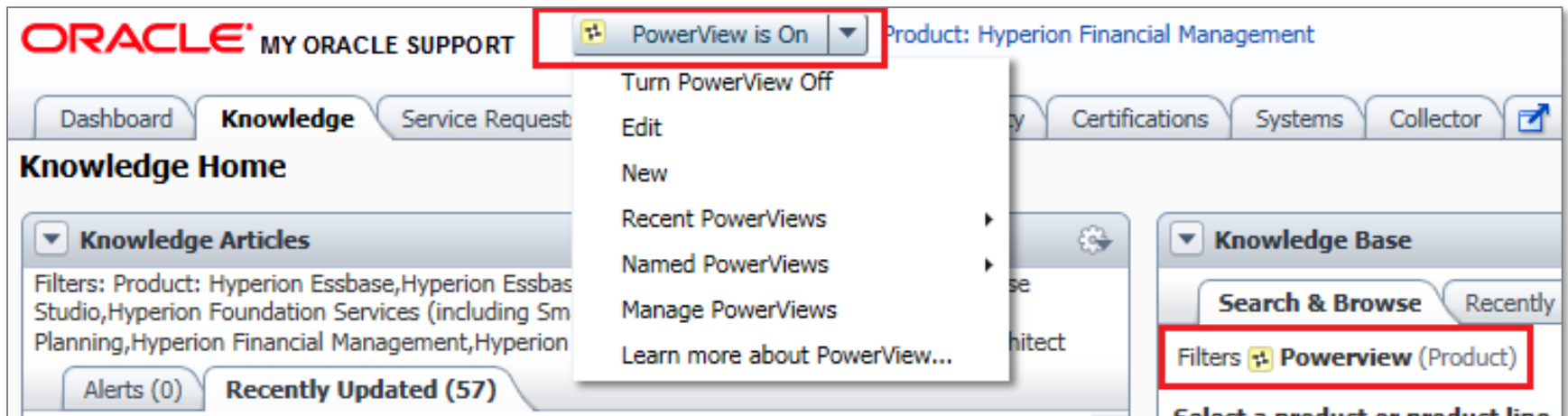
Basics - Customization


- Move, Delete, Add sections in each tab



Basics - PowerView

- PowerView is an automatic filter
- Create multiple filters
- Check for PowerView icon in tab sections  **Powerview**



The screenshot displays the Oracle My Oracle Support interface. At the top, the Oracle logo and "MY ORACLE SUPPORT" are visible. A red box highlights a "PowerView is On" button with a dropdown arrow. A context menu is open below it, listing options: "Turn PowerView Off", "Edit", "New", "Recent PowerViews", "Named PowerViews", "Manage PowerViews", and "Learn more about PowerView...". In the background, the "Knowledge Home" section is visible, including "Knowledge Articles" and "Knowledge Base". A red box highlights a filter in the "Knowledge Base" section labeled "Filters  **Powerview** (Product)".

Dashboard

- Home page
- Quick access to Knowledge Base and Service Requests

The screenshot shows the Oracle My Oracle Support dashboard for Hyperion Financial Management. The page features a navigation bar with tabs for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, Collector, Advanced Customer Services, and Settings. The main content area is divided into several sections:

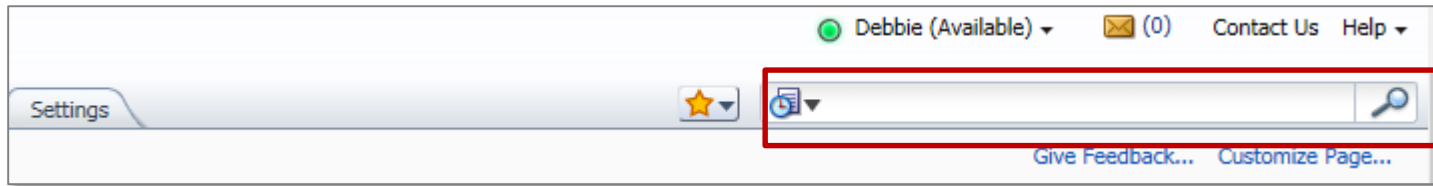
- News:** A list of recent news items, including "Welcome MICROS Customers and Dealers", "Join the Oracle Customer Advisory Panel", "ORAchk Release 12.2.0.1.1 is Now Available to Download", "Welcome Maxymiser Customers and Partners", "Critical Updates for Oracle FLEXCUBE Suite of Products", "Action Required for Customers with Oracle Cloud Instances Containing European Personal Information", "Oracle Critical Patch Update for July 2016", and "My Oracle Support Release 16.3 is Now Live".
- Getting Started:** A section with a video thumbnail and links for "New Users: How to get Started with MOS", "Existing Users: What's New", "Customer User Administrators (CUA) Start Here", "CUA Group your Users and Assets", "All Users: Discover the Get Proactive Portfolio", "All Users: Test your My Oracle Support Knowledge - Get Accredited", "Follow Us", and "Stay Informed: My Oracle Support Blog".
- Quick Video Training:** Links to "Learn My Oracle Support: How-To Series" and "Register and Attend - Live Advisor Webcasts".
- Knowledge Base:** A section with a "Search & Browse" tab, "Recently Viewed", "Recent Searches", and "Favorite Articles" sub-tabs. It includes a filter for "Powerview (Product)", a dropdown menu for "Select a product or product line" (currently set to "Hyperion Financial Management"), a search input field, and a list of "Go directly to the best match" results: "Information Center: Essbase Application Link for Financial Management (EAL) [1481114.2]" and "Information Center: Oracle Hyperion Financial Management [1344975.2]".
- Service Requests:** A section with a filter for "Powerview (Product)", "Ask in Community..." or "Create SR" buttons, and a table with columns for "Problem Summary", "SR Number", and "Product". The table currently shows "No Information Returned".

Knowledge

- Advanced search capability (Archive, Community, Documentation, Bug and Patch)
- Holds over 1 million documents
- Quick access to official documentation and Get Proactive notes
- Customize to include Alerts and Recently Updated Articles

Knowledge

- Global Search vs Search & Browse
 - Global Search for quick access (uses PowerView)
 - Search & Browse to set Product (overwrites PowerView)



Searching Tips

- Be specific
 - Error in SmartView - too general
 - Error “<error msg>” in SmartView – returns exact results
- Use double quotes for error messages
- Use PowerView or Product to narrow results
- Use dropdown for recent searches

Results Pane

- Different Sources available
- Ability to change Product
- Ability to narrow by Product Version / Updated time

The screenshot displays the 'KM Search Results' interface. At the top, there is a navigation bar with tabs for 'Dashboard', 'Knowledge', 'Service Requests', 'Patches & Updates', 'Community', 'Certifications', 'Systems', 'Collector', 'Advanced Customer Services', and 'Settings'. Below this, the 'Knowledge Base' is selected, and filters for 'Archive', 'Community', 'Documentation', 'Bug', 'Patch', and 'System Handbook' are visible. The search query is '"Error 404 not found"'. Below the search bar, there are filters for 'Enterprise Performance Management and Business Intelligen...', 'Any Product Version', 'Any Platform', and 'Last updated - Any time'. The results section is titled 'Knowledge Base Search Results' and shows a list of search results with filters: 'Enterprise Performance Management and Business Intelligence'. The results list includes:

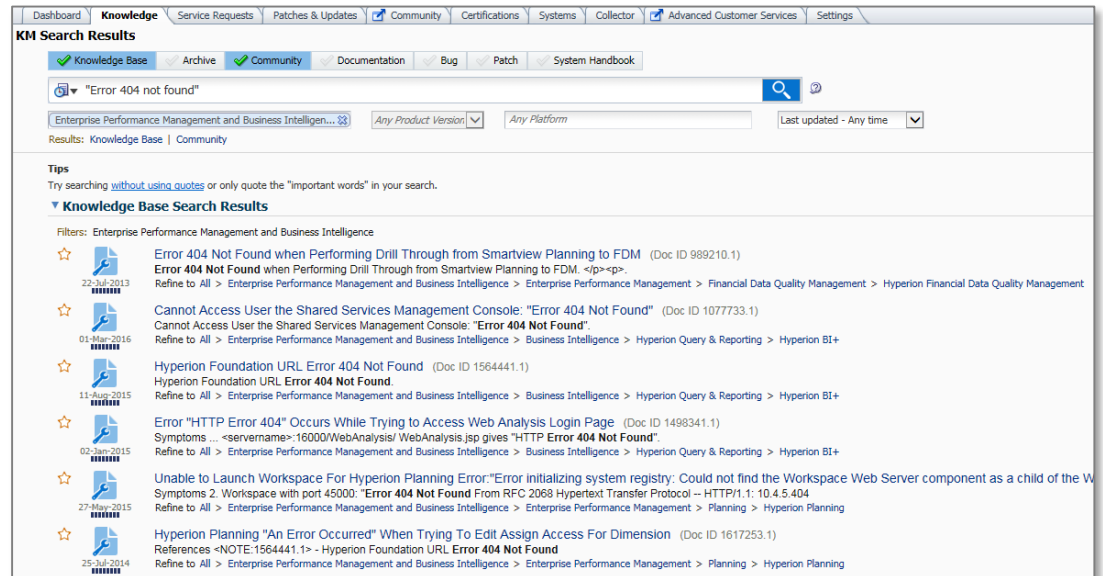
- 22-Jul-2013**: Error 404 Not Found when Performing Drill Through from Smartview Planning to FDM (Doc ID 989210.1). Error 404 Not Found when Performing Drill Through from Smartview Planning to FDM. Refine to All > Enterprise Performance Management and Business Intelligence > Enterprise Performance Management > Financial Data Quality Management > Hyperion Financial Data Quality Management
- 01-Mar-2016**: Cannot Access User the Shared Services Management Console: "Error 404 Not Found" (Doc ID 1077733.1). Cannot Access User the Shared Services Management Console: "Error 404 Not Found". Refine to All > Enterprise Performance Management and Business Intelligence > Hyperion Query & Reporting > Hyperion BI+
- 11-Aug-2015**: Hyperion Foundation URL Error 404 Not Found (Doc ID 1564441.1). Hyperion Foundation URL Error 404 Not Found. Refine to All > Enterprise Performance Management and Business Intelligence > Business Intelligence > Hyperion Query & Reporting > Hyperion BI+
- 02-Jan-2015**: Error "HTTP Error 404" Occurs While Trying to Access Web Analysis Login Page (Doc ID 1498341.1). Symptoms ... <servername>:16000/WebAnalysis/ WebAnalysis.jsp gives "HTTP Error 404 Not Found". Refine to All > Enterprise Performance Management and Business Intelligence > Business Intelligence > Hyperion Query & Reporting > Hyperion BI+
- 27-May-2015**: Unable to Launch Workspace For Hyperion Planning Error:"Error initializing system registry: Could not find the Workspace Web Server component as a child of the W Workspace 2. Workspace with port 45000: "Error 404 Not Found From RFC 2068 Hypertext Transfer Protocol -- HTTP/1.1: 10.4.5.404 Refine to All > Enterprise Performance Management and Business Intelligence > Enterprise Performance Management > Planning > Hyperion Planning
- 25-Jul-2014**: Hyperion Planning "An Error Occurred" When Trying To Edit Assign Access For Dimension (Doc ID 1617253.1). References <NOTE:1564441.1> - Hyperion Foundation URL Error 404 Not Found Refine to All > Enterprise Performance Management and Business Intelligence > Enterprise Performance Management > Planning > Hyperion Planning

Not getting results?

- Typos (obvious but happens a lot!!)
 - EPM support matix vs EPM support matrix
- Switch off PowerView
- Expand search to Product Family (EPM)
- Use other Sources (Archive)
- Remove version (if used)


















Navigating Results

- String match located in document
- Relevancy bar
- Article Creation Date
- Type of article
- Product tree



The screenshot displays a web interface for a Knowledge Base search. At the top, there is a navigation bar with tabs for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications, Systems, Collector, Advanced Customer Services, and Settings. Below this, the 'KM Search Results' section is active, showing a search for "Error 404 not found". The search filters are set to 'Enterprise Performance Management and Business Intelligence', 'Any Product Version', and 'Any Platform', with results sorted by 'Last updated - Any time'. A 'Tips' section suggests searching without quotes. The main results area, titled 'Knowledge Base Search Results', lists several articles with their creation dates, relevance bars, and titles. The first article is 'Error 404 Not Found when Performing Drill Through from Smartview Planning to FDM' (Doc ID 989210.1), dated 22-Jul-2013. Other articles include 'Cannot Access User the Shared Services Management Console: "Error 404 Not Found"' (Doc ID 1077733.1), 'Hyperion Foundation URL Error 404 Not Found' (Doc ID 1564441.1), 'Error "HTTP Error 404" Occurs While Trying to Access Web Analysis Login Page' (Doc ID 1498341.1), 'Unable to Launch Workspace For Hyperion Planning Error:"Error initializing system registry: Could not find the Workspace Web Server component as a child of the W' (Doc ID 1617253.1), and 'Hyperion Planning "An Error Occurred" When Trying To Edit Assign Access For Dimension' (Doc ID 1617253.1).

Document Icons

Document	Patch	Community
 Troubleshooting document	 Patch	 Community discussion
 Alert document	 General patch	 Answered community discussion
 Bug document	 Critical patch	
 PDF attachment	 Legislative patch	
 Document (information center)	 Recommended general patch	
 Learn More document (master note)	 Recommended critical patch	
 Reference document	 Recommended security patch	
 Document		

Knowledge Articles

- Take note of Applies To version
- Look at Document References
- Leave feedback

In this Document

[Symptoms](#)
[Cause](#)
[Solution](#)
[References](#)

APPLIES TO:

Hyperion Financial Management - Version 9.3.0.0.00 to 11.1.1.3.00 [Release 9.3 to 11.1]
Information in this document applies to any platform.

SYMPTOMS

HFM Extract Data Taskflows complete with status "Done", but the Result Variable is "Failure".

In HsvEventlog.log file we find following error:
Unable to create file

CAUSE




Incorrect NTFS permissions on the File Transfer folder cause this issue. To check NTFS permissions on the File Transfer folder:

1. On the HFM web server, check the data value of FileTransferFolderPath value in the Windows Registry located: HKEY_LOCAL_MACHINE\SOFTWARE\Hyperion Solutions\Hyperion Financial Management\Web
2. Right-click on the folder found in the above registry in Windows Explorer and select the Security tab.
3. The following permissions should be applied:

Was this document helpful?

Yes
 No

Document Details

Type: PROBLEM
Status: PUBLISHED
Last Major Update: 07-Jan-2014
Last Update: 01-Aug-2016

Related Products

Hyperion Financial Management

Information Centers

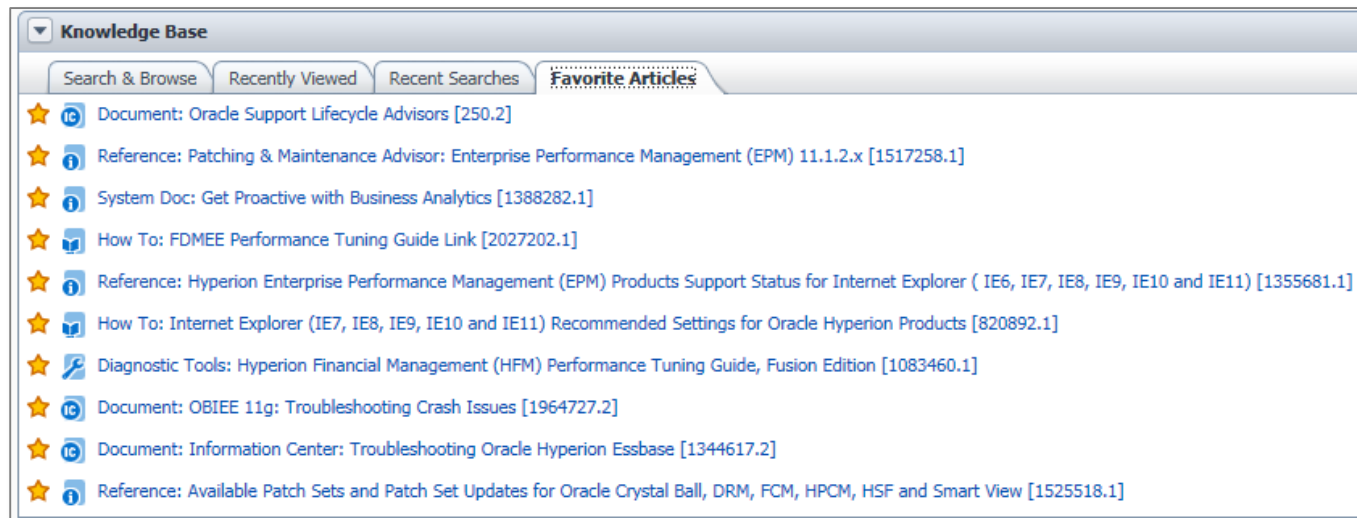
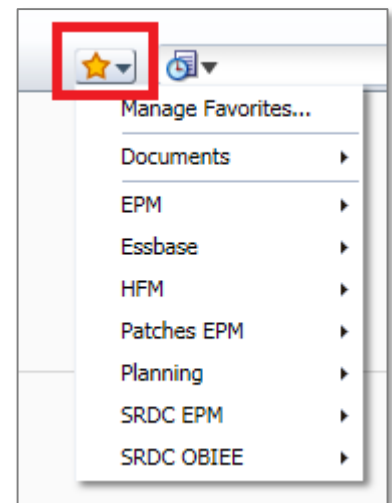
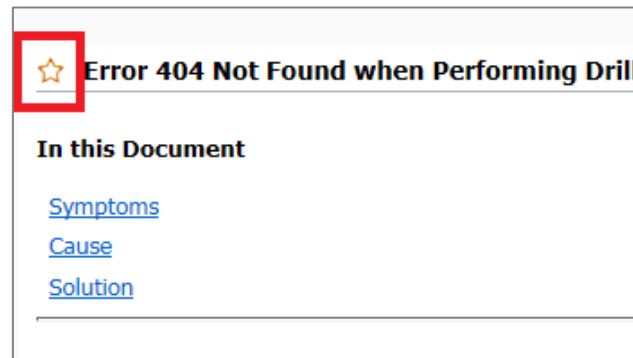
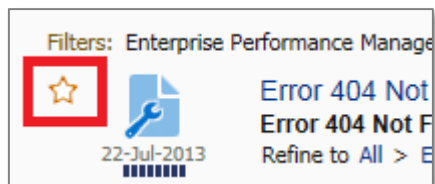
Information Center: Essbase Application Link for Financial Management (EAL) [1481114.2]
Information Center: Oracle Hyperion Financial Management [1344975.2]

Document References

Taskflows Initiate Successfully, but Fail to Perform the Actual Task in Hyperion Financial Management Application. [1318618.1]
"Error occurred while creating HFMFileTransferServer object" When Running Hyperion Financial Management Taskflows [1392205.1]

Favourites

- Bookmark useful documents



Patches & Updates

- Search & Download
- View ReadMe and Related Knowledge
- Simple or Advanced searches

The screenshot displays the Oracle Patches & Updates web interface. The top navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates (active), Community, Certifications, Systems, Collector, Advanced Customer Services, and Settings. The main content area is divided into three sections:

- Patching Quick Links:** A sidebar on the left containing links for Software and Patch Search Sites (Oracle Software Delivery Cloud, Sun Products, Critical Patch Updates and Security Alerts, JD Edwards), Oracle E-Business Suite (How to Find E-Business Suite & Technology Patches), and Oracle Server and Tools (Latest Patchsets). A note at the bottom states "All Quick Links open in a new window".
- Patch Search:** The central search area with tabs for Search, Saved Searches, and Recent Searches. It features a search form with dropdowns for "Patch Name or Number" and "Platform", each followed by "is" and a search input field. A "Product or Family" dropdown is also present. A checkbox for "Exclude superseded patches" is located below the search fields. Buttons for "Clear" and "Save" are at the bottom left, and a "Search" button is at the bottom right.
- Plans and Patch Requests:** A section at the bottom with tabs for Plans and Patch Requests. It includes a "View" dropdown, a "Detach" icon, a "All Plan Types" dropdown, and a search input field. Below this is a table header with columns: Name, Status, Type, Planned Deployment, and Created By.

Patches & Updates

Dashboard Knowledge Service Requests **Patches & Updates** Community Certifications Systems Collector Advanced Customer Services Settings

Patches & Updates >

Patch Search

Patch Simple Search Results

Filters: Patch Name or Number is 23251341;

Table View Detach Share Link

Patch Name	Description	Release	Platform (Language)	Recommended	Classification	Product	Updated
23251341	Patch Set Update: 11.1.2.4.202 for Oracle Hyperion Financial Management (Patch)	11.1.2.4.0	Linux x86-64 (American English)		General	Hyperion Financial Management	3+ months ago
23251341	Patch Set Update: 11.1.2.4.202 for Oracle Hyperion Financial Management (Patch)	11.1.2.4.0	Oracle Solaris on SPARC (64-bit) (American English)		General	Hyperion Financial Management	3+ months ago
23251341	Patch Set Update: 11.1.2.4.202 for Oracle Hyperion Financial Management (Patch)	11.1.2.4.0	Microsoft Windows x64 (64-bit) (American English)		General	Hyperion Financial Management	3+ months ago

Patch 23251341: Patch Set Update: 11.1.2.4.202 for Oracle Hyperion Financial Management

Last Updated 07-Jul-2016 18:19 (3+ months ago)

Product Hyperion Financial Management Size 192.6 MB
 Release Oracle Hyperion Financial Management 11.1.2.4.0 Download Access Software
 Platform Microsoft Windows x64 (64-bit) Classification General
 Patch Tag

Bugs Resolved by This Patch

21112270	UNABLE TO PROMOTE THE ENTITY TO NEXT LEVEL IF USING A SYSTEM DEFINED MEMBERLIST
22359187	APPLICATION CRASHED IF WE SET "MAXDATACACHESIZEINMB" TO A VALUE ABOVE 225000
22447358	ODBC ERROR WHEN NUMBER OF JOURNALS BY JOURNALOM.ENUMJOURNALS EXCEED 1001
22682291	MISSING A CLEAR MESSAGE WHEN LOADING A RULEFILE WITH ERRORS
22824762	'SERVER UNAVAILABLE,CONNECTION COULD NOT BE ESTABLISHED ERROR' FOR LARGER ADHOC
23070500	RUNNING TASKS FOR "ALL USERS AND SESSIONS" ONLY AVAILABLE FOR ADMIN
23175416	SMART VIEW FUNCITON BUILDER NOT WORKING UNDER SHARED CONNECTIONS W/ SSO ENABLED
23218586	DB CONNECTIONS ARE NOT BEING RELEASED PROPERLY
23235084	"THE POV SELECTED FOR THIS FUNCTION IS INVALID" ERROR IN CONS. ADMIN USING SV
23261598	HFM GRID FORM IN MIGRATED APPLICATION WILL NOT OPEN IN NEW 11.1.2.4 ENVIRONMENT.

Open Readme to View all Bugs

Hide Related Knowledge to this Patch

1321453.1	Available Patch Sets and Patch Set Updates for Oracle Hyperion Financial Management (HFM) and Hyperion Tax Provision (HTP)	Modified 08/26/2016
2113384.1	Hyperion Financial Management (HFM) Non Admin Users Unable To Set Filter To See All Users Running Tasks	Modified 07/27/2016
2160336.1	Custom API application to handle over 1001 journal records fails Error:"ORA-01795: maximum number of expressions in a list is 1000"	Modified 09/13/2016

Release Oracle Hyperion Financial Managem

Platform Microsoft Windows x64 (64-bit)

Language American English

Read Me Download Add to Plan

Analyze with OPatch...

All-time Downloads **672** [View Trends](#)

Discussion in community.oracle.com [Reply to Discussion](#)

DShay

Re: Patch 23251341: Hyperion Financial Management 11.1.2.4.0 for Microsoft Windows x64 (64-bit) - Patch Set Update: 11.1.2.4.202 for Oracle Hyperion Financial Management

2+ months ago

Posted by system on behalf of DShay

Tip: If you are doing a first-time Application Import into a target environment that does not yet have any HFM applications, you will get "EPMHFM-65570 The logged on user is not provisioned to any application." Use the HFM application creation wizard to create a dummy application with a different name and provision yourself to it if necessary. Now you can use Import Application without

Certifications

- Check for Oracle certified versions
- EPM Support Matrix
- Certification Community
- Lifetime Support Policy

The screenshot displays the Oracle Certifications web interface. The top navigation bar includes links for Dashboard, Knowledge, Service Requests, Patches & Updates, Community, Certifications (active), Systems, Collector, Advanced Customer Services, and Settings. The main content area is titled "Certifications" and features a "Give Feedback..." link in the top right corner.

On the left side, there are two sections:

- Certification Quick Links:** Contains links for "What's New for Certifications", "Tips for Using Certifications", "Professional Certification Exams", "Watch a Video Tutorial", "Software eDelivery Cloud", and "Lifetime Support".
- Getting Started with Certifications:** Includes a "Certification Search" section with a search bar and a "Check certifications with another product" link.

The main "Certification Search" section on the right has tabs for "Search", "Saved", and "Recent". It includes a checkbox for "Compare Releases and Platforms" and a "Check certifications with another product" link. The search criteria are:

- * Product:** A text input field with the placeholder "Type name or select from list".
- * Release:** A text input field with the placeholder "Type name or select from list".
- Platform:** A dropdown menu currently set to "Any".

At the bottom of the search section, there are "Clear", "Save", and "Search" buttons.

Useful Links

- [My Oracle Support Portal](#)
- [Communities](#)
- [Portal Help Guide](#)

Useful Documents

- [Information Center: Business Analytics Index \(EPM/BI\) \(Doc ID 1378677.2\)](#)
- [Get Proactive with Business Analytics \(Doc ID 1388282.1\)](#)
- [Available Patch Sets and Patch Set Updates for Oracle Hyperion Enterprise Performance Management Products \(Doc ID 1400559.1\)](#)
- [SRDC Assistant: Business Intelligence and Enterprise Performance Management \(Doc ID 1982834.2\)](#)



Hyperion Focus 16

Thank you



FDMEEtoolbox

