

# Hyperion Focus 17

# EPM Logs 101



Claremont.



keyteach™

ORACLE®

TPH

UK OUG  
UK ORACLE USER GROUP

cubus



APPLIEDOLAP



# Presenter



## **Chuck Czajkowski**, Solutions Architect

- ⤴ Over 20 years IT and Networking experience
- ⤴ On the support team at Hyperion Solutions in the early 2000's working as an Environmental Support Lead handling complex issues
- ⤴ Become the Product Issues Manager for the Common Technology Group at Oracle after acquisition
- ⤴ Worked closely with many dev teams (HFM, Planning, Essbase, FDM, Workspace, Shared Services, Weblogic) to facilitate worldwide support training for new releases, patches (PSEs/PSUs), and ensure overall stability and functionality.
- ⤴ Joined the Accelatis team at the beginning of 2014 supporting all customers currently running the platform.
- ⤴ At Datavail, works with the Sales and Marketing team to identify and create solutions for new and existing customers

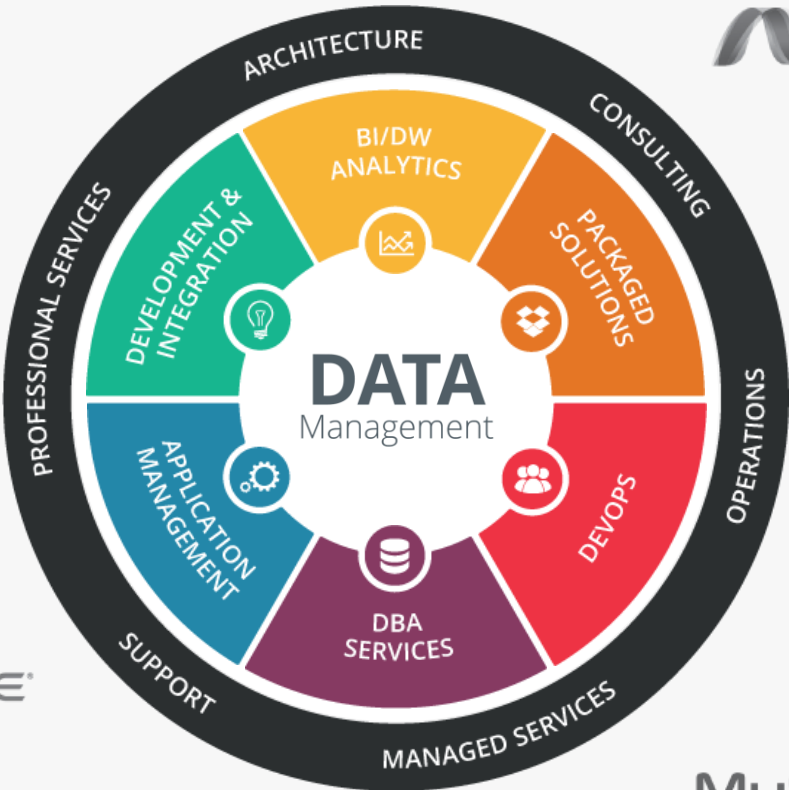
# About Datavail



## Talent



## ISO 27001



## Investment



## IP-Enabled

# Datavail Overview

## We are data specialists

Databases, Analytics, and  
Application Data Integration



13+ years delivering  
data services



300+ customers with  
average client  
retention of 7 years



Managed services,  
projects, and staffing



## Database Operations

- ⬆ All major platforms: SQL, Oracle, DB2, MySQL, Mongo
- ⬆ Comprehensive development & operational services
- ⬆ US & Global models
- ⬆ Reactive and proactive services



## Application Management


















- ⬆ EBS
- ⬆ Hyperion/Essbase
- ⬆ Microsoft Dynamics
- ⬆ SharePoint
- ⬆ Custom development
  - Microsoft .NET
  - Oracle APEX



## Analytics, Visualization & Integration

- ⬆ Microsoft SSRS, SSIS, SSAS
- ⬆ PowerBI
- ⬆ Oracle OBIEE, BICS, Golden Gate
- ⬆ Informatica
- ⬆ Oracle Data Integrator
- ⬆ ETL development and operational run

# Experts in Oracle & Hyperion

- |  |  |  |   |
|--|--|--|---|
| 1<br><b>Specialized</b><br>Oracle Hyperion<br>Data Relationship<br>Management 11.1.2<br>    | 2<br><b>Specialized</b><br>Oracle Hyperion<br>Financial<br>Management<br> | 3<br><b>Specialized</b><br>Oracle Hyperion Planning<br>           | 4<br><b>Specialized</b><br>Oracle Essbase<br>                        |
| 5<br><b>Specialized</b><br>Enterprise Performance<br>Reporting Cloud Service<br>(EPRCS)<br> | 6<br><b>Specialized</b><br>Planning Budgeting<br>Cloud Service (PBCS)<br> | 7<br><b>Specialized</b><br>Wholesale Distribution<br>Industry<br> | 8<br><b>Specialized</b><br>Oracle Financial Services<br>Industry<br> |
| 9<br><b>Specialized</b><br>Oil and Gas<br>  | 10<br><b>Specialized</b><br>Industrial Manufacturing<br>Industry<br>      | 11<br><b>Specialized</b><br>Travel & Transportation<br>           | 12<br><b>Specialized</b><br>Professional Services<br>                |
| 13<br><b>Specialized</b><br>Natural Resources<br>   | 14<br><b>Specialized</b><br>Aerospace and Defense<br>                   | 15<br><b>Specialized</b><br>Chemicals<br>                       | 16<br><b>Specialized</b><br>Financial Services<br>                 |
| 17<br><b>Specialized</b><br>Life Science Industry<br>                                   |  |  |   |

# EPM Logs 101

Become more knowledgeable, efficient and harvest useful information from your system's logs



# EPM Logs 101

The goal of today's presentation is to give you insight into the logging facilities found within EPM programs and processes. I hope to leave you with some useful information, some new concepts and some realistic goals when it comes to looking through the long list of logs that are produced from a typical EPM system.

- ^ Different Log File Formats
- ^ Levels Of Detail
- ^ Rolling Logs
- ^ Strategies For Retention
- ^ How To Read Logs With Text Editors
- ^ The Oracle Tool
- ^ Accelatis Center of Excellence For Reading Logs

# EPM Log File Formats

## Common Logging Formats Found in EPM Systems

- ^ Oracle Diagnostic Logging (ODL)
- ^ W3C Extended Logging (IIS)
- ^ Log4j (Java)
- ^ Weblogic Logging Services
- ^ Common Log Format/NCSA (OHS)
- ^ Windows Event Logs
- ^ Application (Essbase, HFM)

# Logging Levels

# How Detailed Should My Logs Be?

By Default, logging levels are set to what the company (Oracle, Microsoft) thinks you need. The balance between not enough and too much data is sometimes hard to find..

Rule of thumb: ONLY turn up logging when you are troubleshooting an issue and DO NOT HAVE enough information.

- ⬆ TRACE - Most Intensive Logging
- ⬆ ERROR – Should Be Looked Into
- ⬆ WARNING – Might Be an Issue
- ⬆ NOTIFICATION - Routine Messages
- ⬆ OFF – ONLY for Sandbox Use

# Log Behavior:

To Roll, or not to Roll?

Be Proactive!!

# Why Does A Log Roll?

ORACLE WebLogic Server® Administration Console

Home > Summary of Servers > CalcMgr0

Settings for CalcMgr0

Configuration Protocols **Logging** Debug Monitoring Control Deployments Services Security Notes

General HTTP Data Source

Save

Use this page to define the general logging settings for this server.

Log file name: logs/CalcMgr0.log

Rotation type: By Size

Rotation file size: 50001

```
<?xml version='1.0' encoding='UTF-8'?>
<logging_configuration>
  <log_handlers>
    <log_handler name='adf-handler' class='oracle.core.ojdl.logging.ODLHandlerFactory'>
      <property name='path' value='${domain.home}/servers/${weblogic.Name}/logs/oracle-adf.log' />
      <property name='maxFileSize' value='1000000' />
      <property name='maxLogSize' value='5000000' />
      <property name='useSourceClassAndMethod' value='true' />
    </log_handler>
    <log_handler name='bpmui-handler' class='oracle.core.ojdl.logging.ODLHandlerFactory'>
      <property name='path' value='${domain.home}/servers/${weblogic.Name}/logs/Framework.log' />
      <property name='maxFileSize' value='10485760' />
      <property name='maxLogSize' value='52428800' />
      <property name='useSourceClassAndMethod' value='true' />
    </log_handler>
    <log_handler name='epm-fm-webservices-handler' class='oracle.core.ojdl.logging.ODLHandlerFactory'>
      <property name='path' value='${domain.home}/servers/${weblogic.Name}/logs/hfm/epm-fm-web' />
      <property name='maxFileSize' value='1000000' />
      <property name='maxLogSize' value='5000000' />
      <property name='useSourceClassAndMethod' value='true' />
    </log_handler>
    <log_handler name='epmcss-handler' class='oracle.core.ojdl.logging.ODLHandlerFactory'>
```

Internet Information Services (IIS) Manager

EPM11123

File View Help

Connections

Start Page

EPM11123 (EPM11123\Administrator)

Application Pools

Sites

AccSaaS

Default Web Site

aspnet\_client

hfm

hfmapplianceservice

hfmlcmeservice

hfmoofficeprovider

hyperion-bpma-server

HyperionFDM

### Logging

Use this feature to configure how IIS logs requests on the Web server.

One log file per:

Site

Log File

Format: W3C Select Fields

Directory: %SystemDrive%\inetpub\logs\LogFiles

Encoding: UTF-8

Log File Rollover

Select the method that IIS uses to create a new log file.

Schedule: Daily

Maximum file size (in bytes):

Do not create new log files

Use local time for file naming and rollover

## Questions You Need To Ask Your Teams:

- ⬆ How long should logs be retained for?
- ⬆ Should logs roll on size or date?
- ⬆ Are the current log configurations documented?
- ⬆ Is there enough data in a single log to make it useful?
- ⬆ How much space should we keep on the drive?

# Creating A Plan To Manage Log Footprints

## Not everything has to be kept in it's original format

- ⬆ Text based logs can be reduced over 90% when zipped
- ⬆ Logs that are locked by the process need to be modified when the app is down
- ⬆ Logs will grow so plan on enough room to keep live data live in the case of RCA

# Reading Log Files

# Not all text readers are alike...

## Windows Notepad

- ⬆ Available on ALL Windows Versions
- ⬆ Will LOCK file when opened
- ⬆ Does a poor job of formatting

## Windows Wordpad

- ⬆ Available on ALL Windows Versions
- ⬆ Does NOT lock file when opened
- ⬆ Better job of formatting

## Notepad++

- ⬆ Freeware for Windows
- ⬆ Can display multiple windows at the same time
- ⬆ Compare functionality

## Unix – WinSCP

- ⬆ Requires telnet access to server
- ⬆ Can be configured to use any text reader to open files
- ⬆ Large files take time

WHERE ARE MY LOGS???

# Oracle EPM Support Site

Each Version of EPM has been released with the Oracle EPM Installation and Configuration Troubleshooting Guide include in the Deployment and Installation Section. This document highlights the location of EPM specific logs.

11.1.2.4

[http://docs.oracle.com/cd/E57185\\_01/EPMT/EPMT.pdf](http://docs.oracle.com/cd/E57185_01/EPMT/EPMT.pdf)

11.1.2.3

[http://docs.oracle.com/cd/E40248\\_01/epm.1112/epm\\_troubleshooting.pdf](http://docs.oracle.com/cd/E40248_01/epm.1112/epm_troubleshooting.pdf)

ORACLE Help Center

Applications Search products Sign In

< Applications

Overview

**Deployment and Installation**

Readmes

Foundation Services

Essbase

Reporting and Analysis

Mobile

Financial PM Applications

Data Management

Accessibility Guides

Related

## Oracle Enterprise Performance Management System Documentation Release 11.1.2.3

### Deployment and Installation

#### Getting Started

For the Oracle Enterprise Performance Management System Supported Platform Matrix, click here.

Oracle Enterprise Performance Management System Installation Start Here

Oracle Enterprise Performance Management System Installation and Configuration Readme

Oracle Hyperion Shared Services Readme

#### Security

Oracle Enterprise Performance Management System User Security Administration Guide

Oracle Enterprise Performance Management System Security Configuration Guide

#### Supporting Documentation

Oracle Enterprise Performance Management System Installation and Configuration Troubleshooting Guide

Oracle Enterprise Performance Management System Backup and Recovery Guide

Oracle Enterprise Performance Management System Relational Data Models

#### Best Practices

Oracle Enterprise Performance Management System Standard Deployment Guide

Rapid Deployment of Oracle Hyperion Planning in Development Environments

# Log Analyzer

How DOES This Thing  
Work?

## Oracle says you can use this tool for the following:

- ▲ List EPM System errors that occurred within a time period. System issues are related to services, intercomponent communication errors, and user directory communication errors.
- ▲ List functional issues that occurred within a time period. Functional issues are related to EPM System component functionalities; for example, failure during an Oracle Essbase calculation run or the forms load process in Oracle Hyperion Planning or Oracle Hyperion Financial Management.
- ▲ Trace an Execution Context ID (ECID) through log files to trace user sessions across EPM System components. ECID is a unique identifier that is used to correlate events that are part of the same request execution flow. ECID is an Oracle standard unique ID.

# Sample Report Output

## Log Analysis Report

- Generated Date: 2017-10-12:10:54:02
- Log Files Scanned: 10062 in 3064 Sec
- Total Errors: 210052
- Total Incidents: 838
- Excluded Messages: 2
- Message Type: ERROR, INCIDENT\_ERROR

## Log Messages

Date	Component	Message Type	Message Details
2014-04-09 13:01:38	opmn	ERROR	Create pm state directory: D:\Oracle\Middleware\user_projects\epmsystem1\httpConfig\ohs\config\OPMN\opmn\states  Message Level: 1 Message ID: 520 Module ID: pm-internal LOG_FILE: WEPM11123.accelatis.dev\ID\$\Oracle\Middleware\user_projects\epmsystem1\httpConfig\ohs\diagnostics\logs\OPMN\opmn\opmn.log
2014-04-09 13:01:38	opmn	ERROR	Create pm state directory: D:\Oracle\Middleware\user_projects\epmsystem1\httpConfig\ohs\config\OPMN\opmn\states  Message Level: 1 Message ID: 520 Module ID: pm-internal LOG_FILE: D:\Oracle\Middleware\user_projects\epmsystem1\httpConfig\ohs\diagnostics\logs\OPMN\opmn\opmn.log
2014-04-09 13:04:52	EPMPRAF	ERROR	com/hyperion/interactivereporting/widget/Generator  Message Level: 1 Module ID: oracle.EPMPRAF.com.brio.one.services.analyticbridge.impl.AnalyticBridgeServiceImpl User ID: EPM11123\$ Thread ID: 10 Host ID: EPM11123 Host Address: 192.168.192.190 LOG_FILE: WEPM11123.accelatis.dev\ID\$\Oracle\Middleware\user_projects\epmsystem1\diagnostics\logs\ReportingAnalysis\server_messages_AnalyticBridgeService.log SRC_CLASS: com.brio.one.services.analyticbridge.impl.AnalyticBridgeServiceImpl SRC_METHOD: doGet

```
loganalysis [-all | -system | -  
functional | -m [ERROR | INCIDENT_ERROR  
WARNING | NOTIFICATION | TRACE]] [-t  
[<TIME FROM> <TIME TO>] -tday <days> -  
thour <hours>  
-tmin <minutes>] -ecid <ecid> -s  
<SEARCH STRING> -d <Offline log files  
directory> -f  
<file with message ids to filter from  
the report> -maxsize <max report size  
in MB>
```



- ⤴ `loganalysis -system`  
Create report with ERROR and INCIDENT\_ERROR
- ⤴ `loganalysis -ecid <ecid>`  
Create report with a single user transaction spanning logs
- ⤴ `loganalysis -system -s "ORA-0001"`  
Create report where "ORA-0001" appears in the log entry
- ⤴ `loganalysis -m ERROR -thour -2`  
Create report of ERROR types in the last 2 hours
- ⤴ **Just type "loganalysis" with no arguments to get the full help**



## Few Notes on this tool ...

- ⤴ It takes a really really really really really long time.....really.
- ⤴ The tool will traverse all servers in the environment
- ⤴ There is no way to specify which log you want to search
- ⤴ Many times it's hard to know what you are looking for
- ⤴ HTML Report your `..diagnostics\reports` directory



# Accelatis

Managing Logs With The  
Center of Excellence

# Accelatis Center of Excellence

Accelatis Center of Excellence - ACME : admin : 4-0-16 (EPM11123)

File Tools Options PlugIns Help Analysis Env Mgmt Automation Auditing Log Mgmt Health KPIs SLAs Performance Testing Help Desk

Home Errors Log Alerts KPIs Activity Analysis

Home Errors Log Alerts KPIs Activity Analysis

Event View Grid View

10/12/2017 11:07 AM

October 12 11:06 AM 11:07 AM 11:08 AM 11:09 AM

User Activity  
 Planning.Forms.clearAdhocSess  
 Workspace.Core.Logoff  
 HFM.Smartview.Logoff  
 Workspace.Core.Logon  
 Essbase.Smartview.Logoff  
 Workspace.Smartview.Logon  
 HFM.Smartview.Open Form  
 Essbase.Smartview.Open Application  
 Essbase.Smartview.GetVals Ad-Hoc  
 HFM.Smartview.Open Application  
 EPM11123:8080:E558A5E.LOG on EPM11123  
 (1042059)Connected from [192.168.192.191]  
 EPM11123:8080:Demo.log on EPM11123  
 System Messages for Group Core1  
 Consolidation started.  
 SYSINFO: Application=COMMA; NumUsers=1; UsedPhysicalMem=9956171776; Use  
 Comma ChartLogic Finished id:1037869532;Actual;2005;UnitedStates.WestRegion;J  
 Star Schema is using the NEW query engine  
 Comma Pager Stats PagedNodes=0 SingleRefNodes=4959 PageOutOps=0 CleanPa  
 Comma Consolidation Started id:1037869532;Actual;2005;UnitedStates.WestRegion  
 Comma ChartLogic Finished id:-1943010624;Actual;2005;Europe.Italy;June-June; C  
 Comma Pager Stats PagedNodes=0 SingleRefNodes=4959 PageOutOps=0 CleanPa  
 Comma Pager Stats PagedNodes=0 SingleRefNodes=4959 PageOutOps=0 CleanPa  
 Comma Consolidation Started id:-1943010624;Actual;2005;Europe.Italy;June-June;  
 Comma Pager Stats PagedNodes=0 SingleRefNodes=4959 PageOutOps=0 CleanPa  
 Comma Consolidation Finished id:-1943010624;Actual;2005;Europe.Italy;June-June;  
 Comma Consolidation Finished id:1037869532;Actual;2005;UnitedStates.WestRegion  
 SYSINFO: Application=SIMPLE; NumUsers=1; UsedPhysicalMem=9956175872; Use

**Event Group:** System Messages for Group Core1  
**User:** EPM11123  
**Server:** EPM11123  
**Application:** COMMA  
**Date Time:** 10/12/2017 11:07:12 AM  
**Duration:** 0s

**Event:** Comma Consolidation Started id:1037869532;Actual;2005;UnitedStates.WestRegion; June-June; Consolidation type:ALL

Saved Queries  
 Retrieval Options  
 Range: 10/12/2017 10:46:44 AM - 10/12/2017 11:16:44 AM  
 Last 30 Minutes  
 Max Message Length: 256  
 Max Recrd Count: 5000

Available Logs  
 GenericLogReader  
 EPM11123  
 OHS\_Browser\_Detection  
 SmartView Client Reader  
 Dodeca Timed Log  
 Dodeca Essbase Timed Log  
 Workspace Login Results  
 HFM  
 Core1  
 Task Audit  
 Data Audit  
 System Messages  
 Consolidations  
 Planning  
 EPM11123  
 HBRLaunch.log  
 HBR Combined  
 access.log  
 Framework.log  
 listener.log  
 Planning0.log

Field	Directive	Target

Stakeholder  
 Cookbook  
 Reporting  
 Dashboards  
 Alerting 46  
 Messages 14  
 Job History 621  
 Reports 0

# Archive / Purge

- ⬆️ Tightly Integrated
- ⬆️ Easy To Configure
- ⬆️ Controlled From a Single Interface
- ⬆️ Can Be Scheduled
- ⬆️ Can Be Run on Demand If Thresholds Are Met

**Task Properties**

Archive/Purge Logs | Task Logic | Variable Management

Available Logs

Product	Log Name	Purge Support
<input type="checkbox"/>	Standard IIS	All
<input checked="" type="checkbox"/>	Essbase EPM11123:8080.ESSBASE.LOG	None
<input type="checkbox"/>	Essbase EPM11123:8080.AccAgentJWS.LOG	None
<input checked="" type="checkbox"/>	Essbase EPM11123:8080.Demo.log	None
<input checked="" type="checkbox"/>	Essbase EPM11123:8080.Sample.log	None
<input checked="" type="checkbox"/>	Essbase EPM11123:8080.ASOsamp.log	None
<input checked="" type="checkbox"/>	Essbase EPM11123:8080.SampApp.log	None
<input checked="" type="checkbox"/>	Essbase EPM11123:8080.Inst1App.log	None
<input type="checkbox"/>	Essbase EPM11123:8080.DemoCopy.log	None
<input type="checkbox"/>	GenericLogR... OHS_Browser_Detection	None
<input type="checkbox"/>	GenericLogR... SmartView Client Reader	None
<input type="checkbox"/>	GenericLogR... Dodeca Timed Log	None
<input type="checkbox"/>	GenericLogR... Dodeca Essbase Timed Log	None
<input type="checkbox"/>	GenericLogR... Workspace Login Results	None
<input type="checkbox"/>	HFM Task Audit	All_Prior
<input type="checkbox"/>	HFM Data Audit	All_Prior
<input type="checkbox"/>	HFM System Messages	All_Prior
<input type="checkbox"/>	HFM Consolidations	None
<input type="checkbox"/>	Planning HBRLaunch.log	None
<input type="checkbox"/>	Planning HBR Combined	None
<input type="checkbox"/>	Planning access.log	None
<input type="checkbox"/>	Planning Framework.log	None
<input type="checkbox"/>	Planning listener.log	None
<input type="checkbox"/>	Planning Planning0.log	None
<input type="checkbox"/>	Planning Planning_Adf.log	None
<input type="checkbox"/>	Planning Planning_CalcDeploy.log	None
<input type="checkbox"/>	Planning Planning_CalcExecution.log	None
<input type="checkbox"/>	Planning Planning_CalcLaunch.log	None
<input type="checkbox"/>	Planning Planning_WebApp.log	None
<input type="checkbox"/>	Planning SharedServices_LCM.log	None
<input type="checkbox"/>	Planning SharedServices_Registry.log	None
<input type="checkbox"/>	Planning SharedServices_Security.log	None

Archive Records

Archive records older than: 30 days

Only archive newer than last recorded archive date

Field	Directive	Target

Use AND Logic

Purge Records

Purge records older than: 10 days

Field	Directive	Target

Use AND Logic

OK Cancel



## Few Notes on Accelatis ...

- ▲ Best In Class Solution
- ▲ Fast
- ▲ Shows Clear Information
- ▲ Consolidated View
- ▲ Platform Can Also:
  - Take Actions on Log Events or Patterns
  - Automate Log Maintenance
  - Alert When Logs Are Getting Large
  - Archive Log Data

# Hyperion Focus 17



Claremont.



ORACLE®

cubus

TPH



# Thank You

Ed DeLise  
866-600-2995  
ed.delise@datavail.com  
www.datavail.com