keyteach™

ORACLE EPM: SYSTEM SUPPORT AND MAINTENANCE

Provide better support and maintain more efficient systems with this two day course for administrators, systems support staff and IT professionals that maintain Oracle EPM environments.

Learning Objectives:

Explore the underlying concepts and functionality related to EPM systems that enable you to diagnose problems and resolve issues effectively. This two-day course is a must for system administrators and support professionals that help to maintain Oracle EPM environments.

Course Description:

Learn the techniques to apply, test and potentially roll-back patched releases of your EPM products. Get to grips with Shared Services and find out how to manage users and groups including configuring external directories and managing provisioning.

Find out how to troubleshoot effectively, fine tune EPM products and examine log and audit files to diagnose and resolve issues. You'll learn how to perform backups and how to migrate application artifacts between development, test and production environments.

This course also introduces both WebLogic and Enterprise Manager and explores how they underpin all aspects of EPM. Attendees will also get an opportunity to focus on system settings and fine tuning related to the products that they support including FDMEE, HFM, Hyperion Planning and Essbase.

Explore:
• Configuration, settings and fault diagnostics
• Analysis of logs
• Understanding Enterprise Manager
• Working with OPatch
• Backups
• Life Cycle Management
• Error handling and resolution

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Course Information:

Audience:	EPM Administrators and System Support and IT Professionals
Pre-requisites:	None
Delivery Method:	Classroom (Group-Live)
Advanced Preparation:	None
Recommended CPE Credits:	14 Credits - Specialized Knowledge and Applications
Programme Level:	Intermediate

Summary by Day:

Day 1:

Browser and workspace configuration, EPM configuration & diagnostics, EPM Oracle home and instances, workspace server settings, EPM stop and start services, working with OPatch, introducing Weblogic, analysing user logs, introduction to Enterprise Manager, fault diagnosis and accessing Oracle support, configure user directories, working with Active Directory.

Day 2:

Provisioning security and shared services, Smart View installation, working with extensions, using life cycle management, backups, FDMEE system settings and log levels. Attendees will get an opportunity to focus on system settings and fine tuning related to the products that they support including HFM, Essbase and Hyperion Planning. The analysis of logs and error messages and common error handling and resolution.

Detailed Agenda

Browser & Workspace Setup
• Workspace URL & Supported Browser
• IE Trusted Sites & ActiveX Controls
• Pop-up blockers & Cookies
• Working with Firefox
• Workspace Server Settings
• Message Polling
• Workspace Enabled Products
• User Preferences

EPM Configuration & Services
• EPM System Configurator
• Running System Diagnostics
• Stop & Start EPM Services
• Command File Services Script
• Task Manager & Memory settings
• Oracle Home & Oracle Instance

Working with OPatch
• Versions & Patch types
• Download and Review contents
• Applying a Patch
• Running the Inventory
• Rolling Back
• Creating an OPatch batch file

Weblogic Introduction
• Weblogic Server & Node Manager
• Domain Structures
• Shutdown and Start Services
• Reviewing Logs & Fixing Errors
• Security Realms

Enterprise Manager Introduction
• Reviewing the Enterprise Topology
• WebLogic Domains
• Port Usage
• JDBC Data Sources
• Viewing Log Messages
• Fixing Errors

Shared Services
• Creating User Directories
• Active Directory & Object Naming
• Testing Active Directory
• User & Group Provisioning
• Assign Access Control
• Using Native Directory

Smart View
• Smart View Installation
• Shared Connection URL
• Smart View Versions
• Working with Extensions
• Update List Properties

Backups & Life Cycle Management
• Backup Strategy
• Backup policy for EPM
• Using Life Cycle Management
• Third Party Backups
• Backup Recommendations
• LCM & File System Artifacts

Oracle Support
• Using My Oracle Support
• Creating a Service Request
• Severity Levels
• Attaching Logs
• Tips to Resolve an SR

Supporting FDMEE
• System Settings
• Log Levels
• Interrogating ODI
• Common Errors & Resolution

Supporting HFM
• Consolidation Administration
• System Settings & Fine Tuning
• Analysing Logs & Error messages
• Using Insights
• EPMA Audit & Logs
• Common Errors & Resolution

Supporting Essbase/Planning
• Hyperion Planning settings and logs
• Plan Types & Artefacts
• Essbase Analytic Services
• Essbase database properties and logs
• Common Errors & Resolution