



# ORACLE®

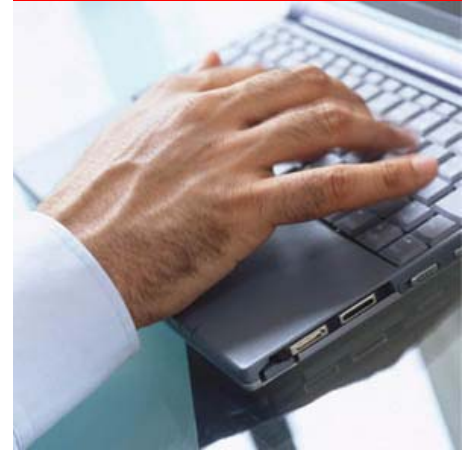
## Operational excellence for Oracle applications

Sebastian Vingerhoed, specialist region EE&CIS

October 20th, 2010

# HROUG Agenda

- Welcome & Introduction
- Application Life Cycle
- Automate manual daily tasks
- ***Monitoring, Testing & Management*** for Oracle apps
- Summary



# Siebel & E-Business Suite Operation management

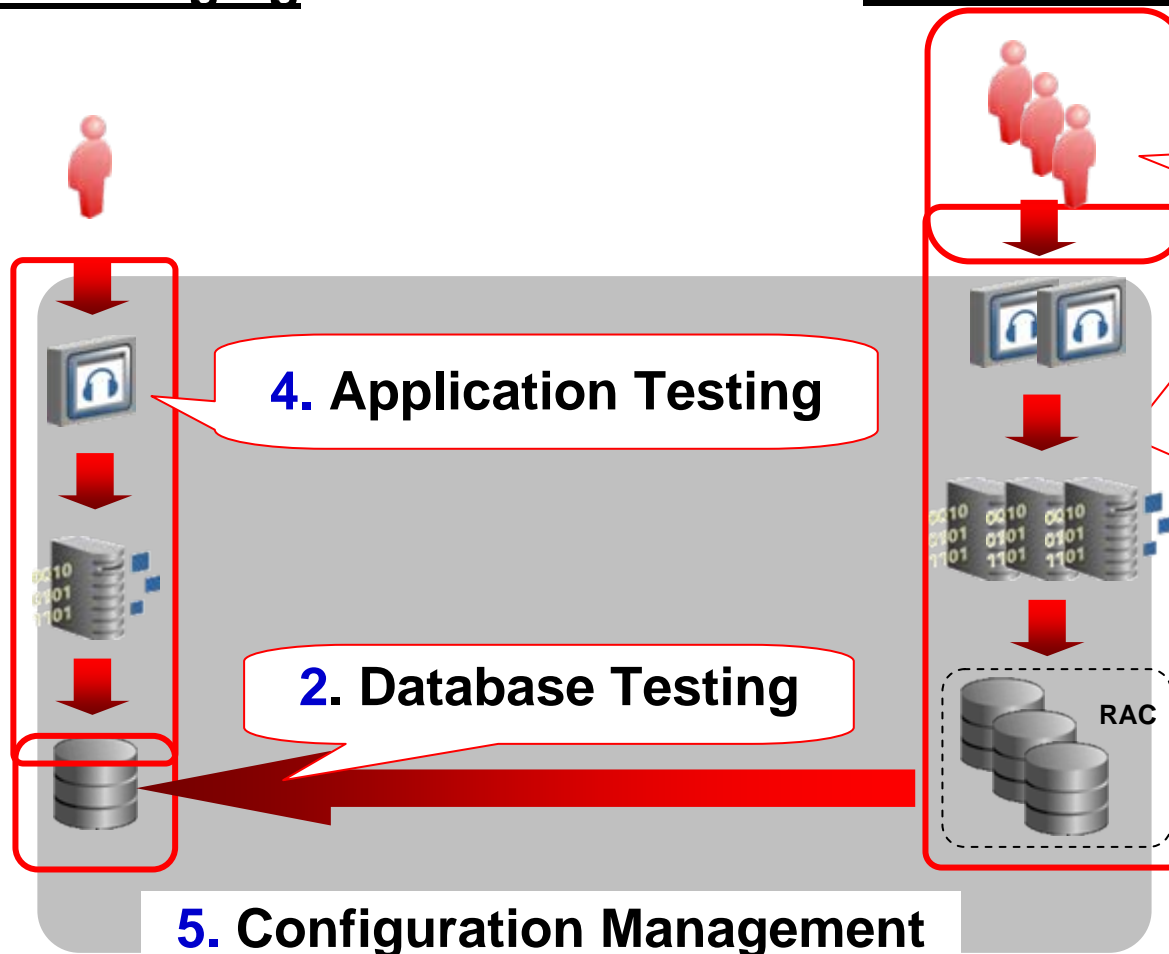


## Test / Staging

## Production / DR

ORACLE®  
SIEBEL  
CUSTOMER RELATIONSHIP  
MANAGEMENT

ORACLE®  
E-BUSINESS SUITE

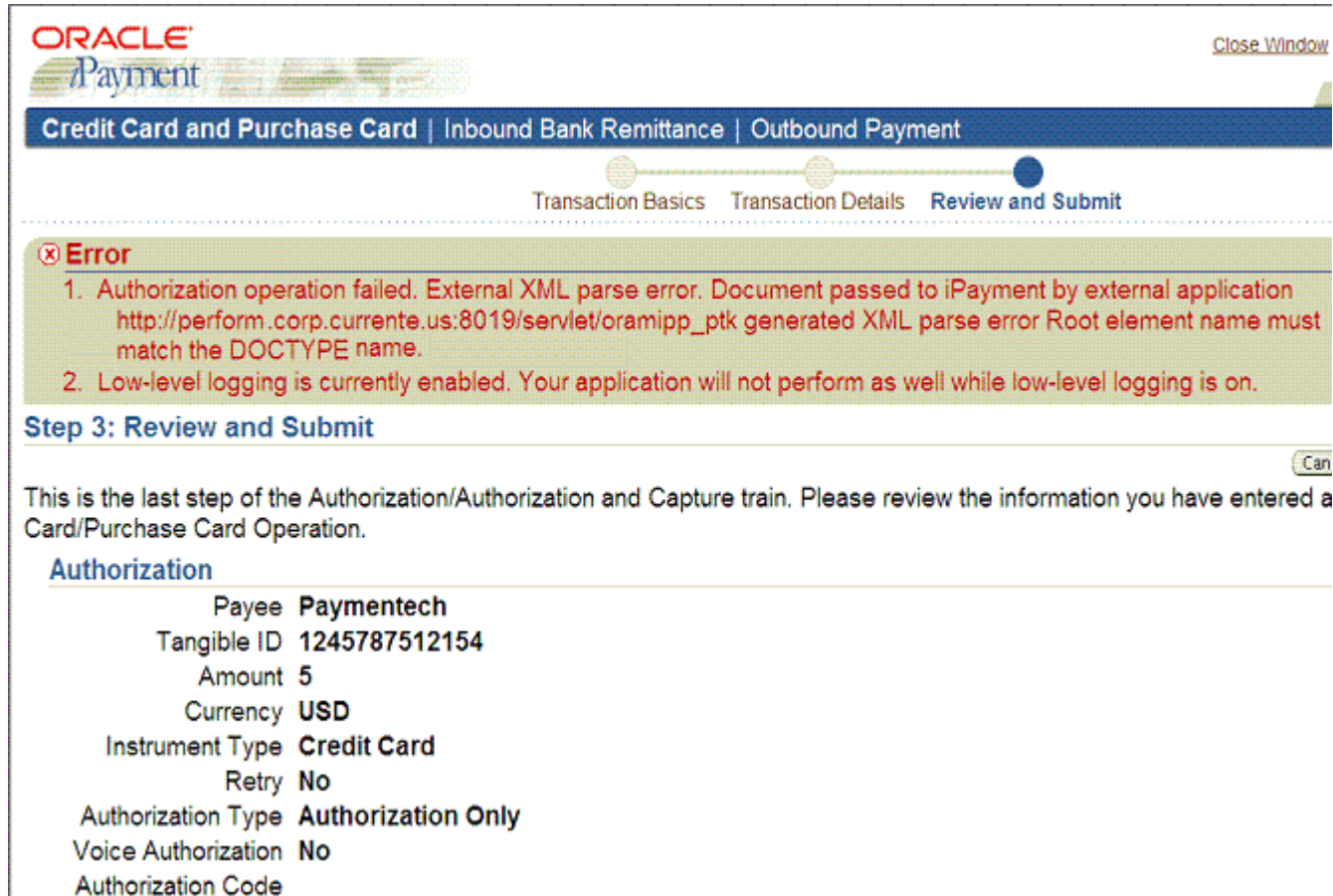


1. Real User Experience

3. Application Monitoring & Management

- Applications
- Middleware
- Database
- O/S

# What you do not want happening...



**ORACLE**  
iPayment

[Close Window](#)

Credit Card and Purchase Card | Inbound Bank Remittance | Outbound Payment

Transaction Basics | Transaction Details | **Review and Submit**

**✘ Error**

1. Authorization operation failed. External XML parse error. Document passed to iPayment by external application [http://perform.corp.currente.us:8019/servlet/oramipp\\_ptk](http://perform.corp.currente.us:8019/servlet/oramipp_ptk) generated XML parse error Root element name must match the DOCTYPE name.
2. Low-level logging is currently enabled. Your application will not perform as well while low-level logging is on.

**Step 3: Review and Submit** [Can](#)

This is the last step of the Authorization/Authorization and Capture train. Please review the information you have entered a Card/Purchase Card Operation.

**Authorization**

Payee	Paymentech
Tangible ID	1245787512154
Amount	5
Currency	USD
Instrument Type	Credit Card
Retry	No
Authorization Type	Authorization Only
Voice Authorization	No
Authorization Code	

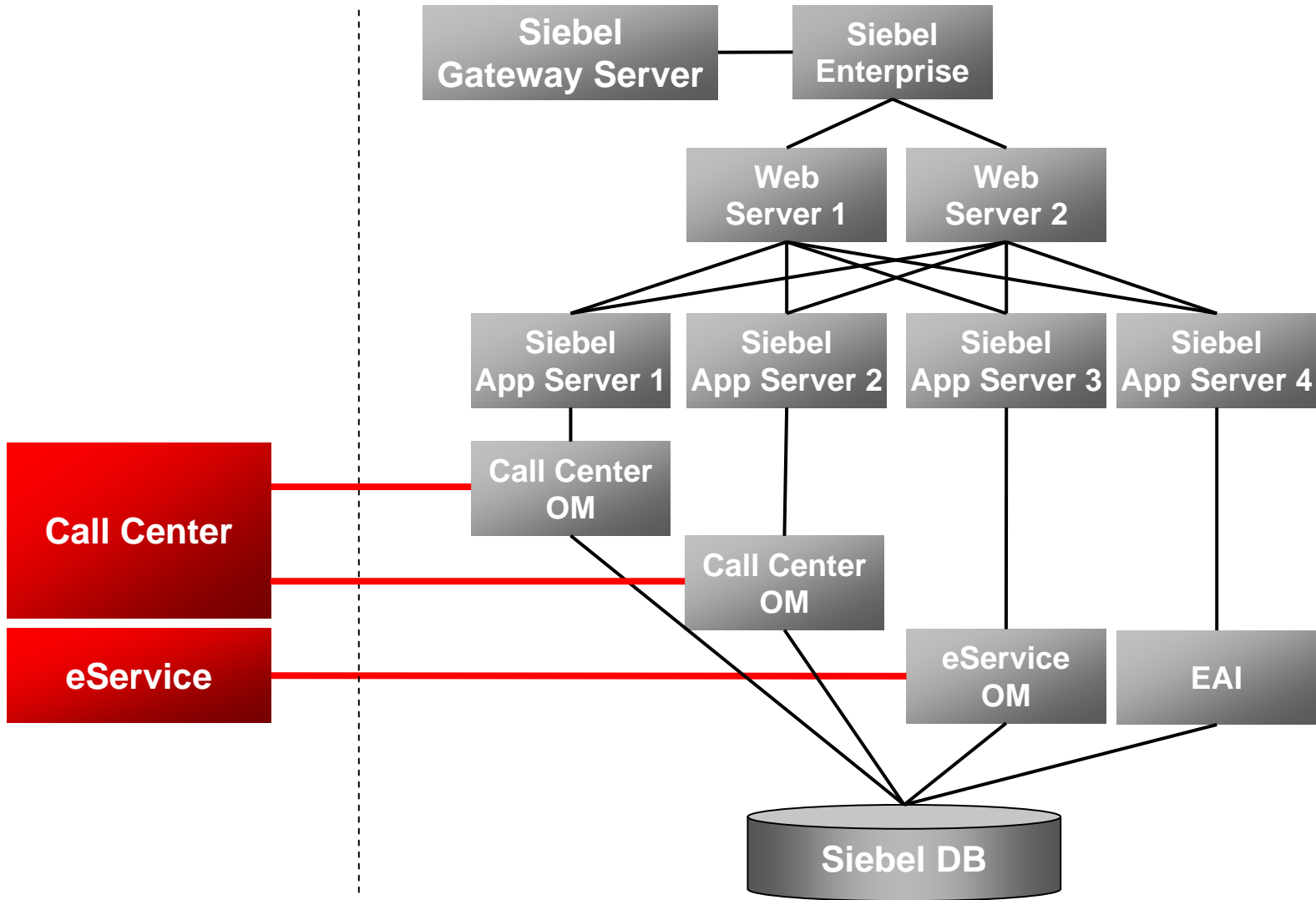
# EBS Customer Challenges:

- **Consolidation**, acquisitions and globalization drive business change.
- **Low visibility into end user** performance, availability and errors.
- **Upgrade** to latest hardware and software delayed because of application stability concerns.
- **High quality testing is necessary** but is expensive in time and cost and still misses key elements.

# Managing Performance & Availability

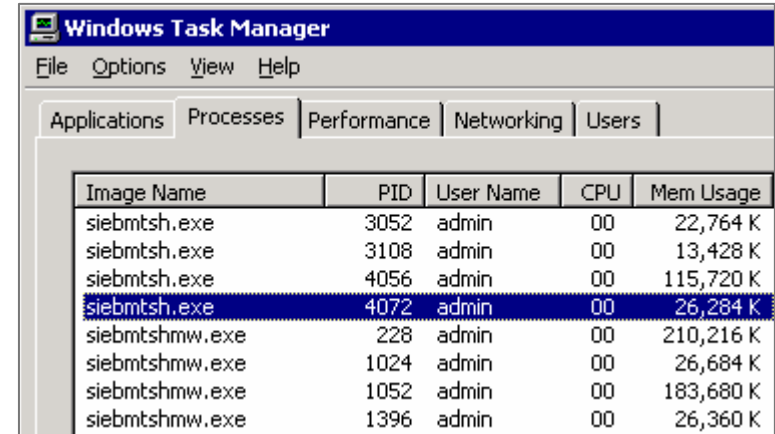
Challenges	Manage Manually
Identify performance and availability problems	Reactive
Monitor end user performance	Use a stop watch
Gather performance and usage data	Takes hours
Triage problems to identify the probable components	Takes hours
Diagnose performance problems	Takes hours to days
Make IT decisions based on business requirements	Lack of Data

# Siebel Topology Model



# Siebel capabilities for management pack

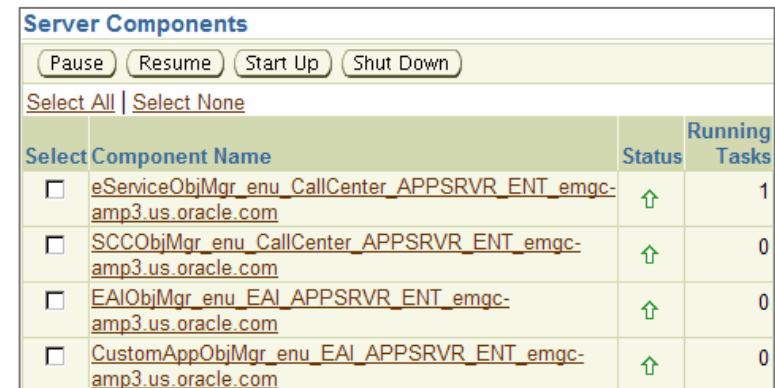
- Full Visibility into Siebel Server Components
- SARM Integration
- Workflow Process & Policy Monitoring
- HI/SI Service Test
- Event Log Analysis
- Enterprise / Server / Server Component Parameters
- Siebel Business Metrics
- Support Siebel 7.7 and above on all O/S and database platforms



Windows Task Manager

Image Name	PID	User Name	CPU	Mem Usage
siebmtsh.exe	3052	admin	00	22,764 K
siebmtsh.exe	3108	admin	00	13,428 K
siebmtsh.exe	4056	admin	00	115,720 K
siebmtsh.exe	4072	admin	00	26,284 K
siebmtshmw.exe	228	admin	00	210,216 K
siebmtshmw.exe	1024	admin	00	26,684 K
siebmtshmw.exe	1052	admin	00	183,680 K
siebmtshmw.exe	1396	admin	00	26,360 K

VS



Server Components

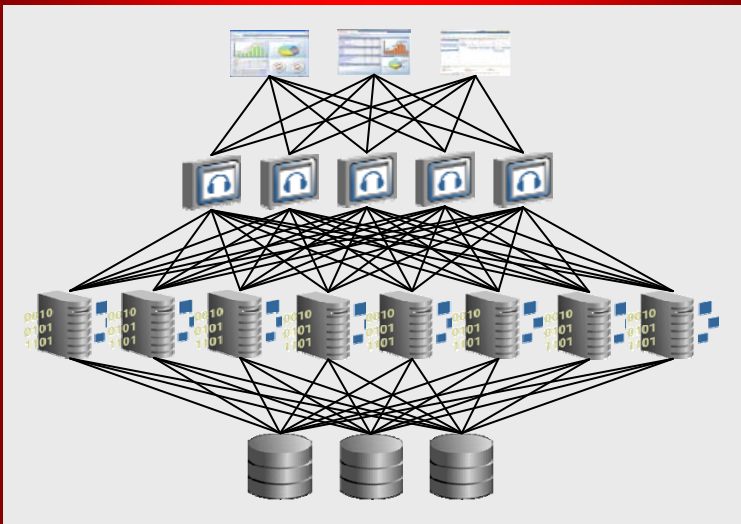
Pause Resume Start Up Shut Down

Select All | Select None

Select	Component Name	Status	Running Tasks
<input type="checkbox"/>	<a href="#">eServiceObjMgr_enu_CallCenter_APPSRVR_ENT_emgc-amp3.us.oracle.com</a>	↑	1
<input type="checkbox"/>	<a href="#">SCCObjMgr_enu_CallCenter_APPSRVR_ENT_emgc-amp3.us.oracle.com</a>	↑	0
<input type="checkbox"/>	<a href="#">EAIObjMgr_enu_EAI_APPSRVR_ENT_emgc-amp3.us.oracle.com</a>	↑	0
<input type="checkbox"/>	<a href="#">CustomAppObjMgr_enu_EAI_APPSRVR_ENT_emgc-amp3.us.oracle.com</a>	↑	0



## Configuration Management Database (CMDB)

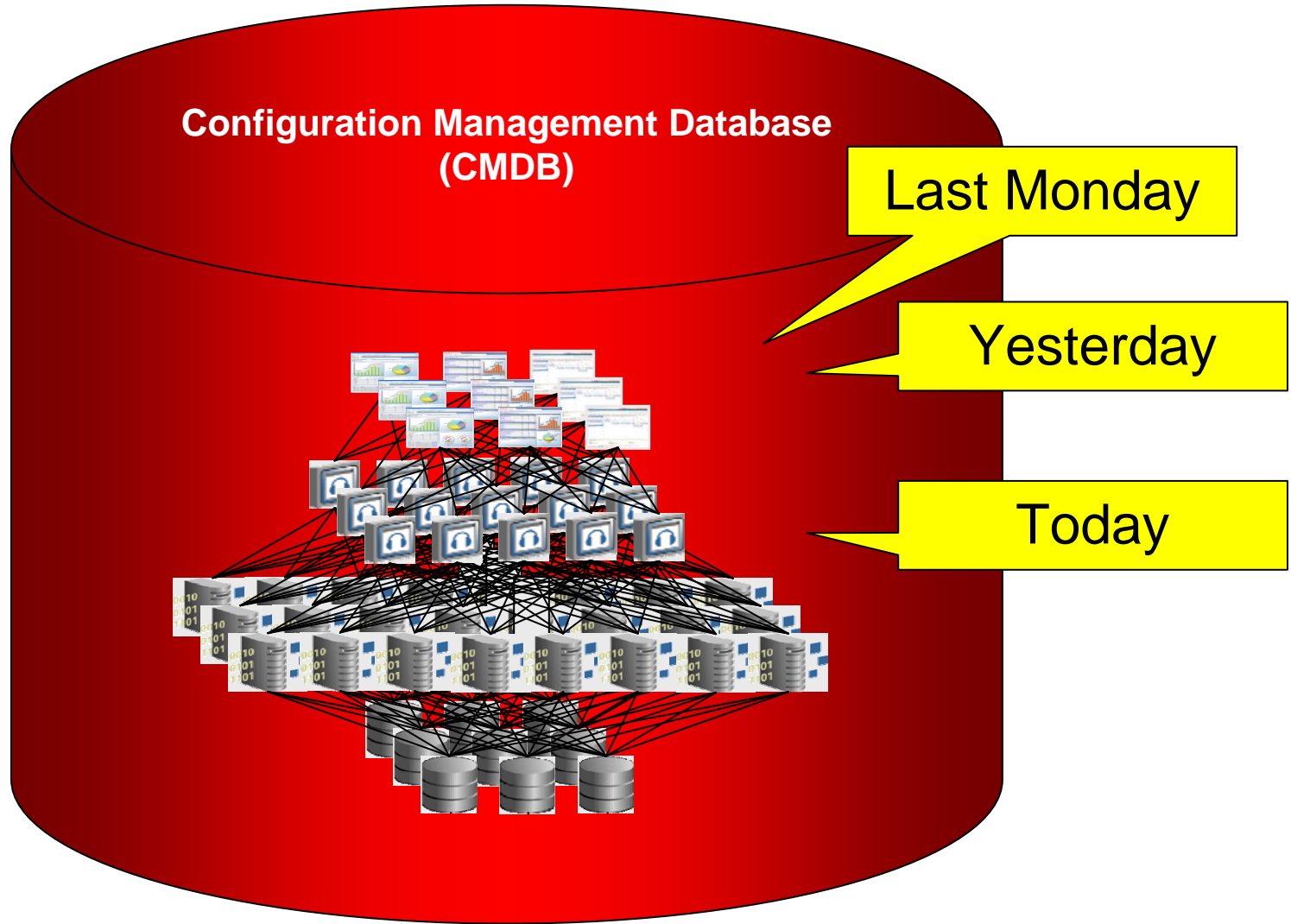


## CMDB Content

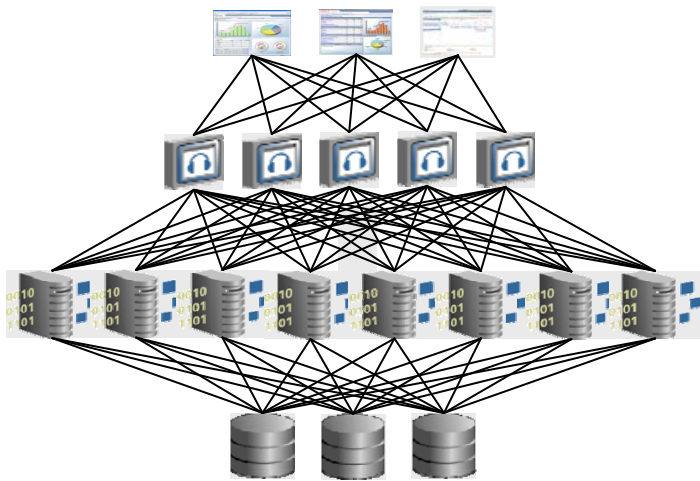
### Configuration

- Instance attributes
- Installations
- Systems and Groups
- Topologies
- Service Definitions
- Policies, Images, Packages
- Change history and violations
- Dashboard definitions
- Administrators, Roles, Calendars, etc

# Configuration History and Snapshots



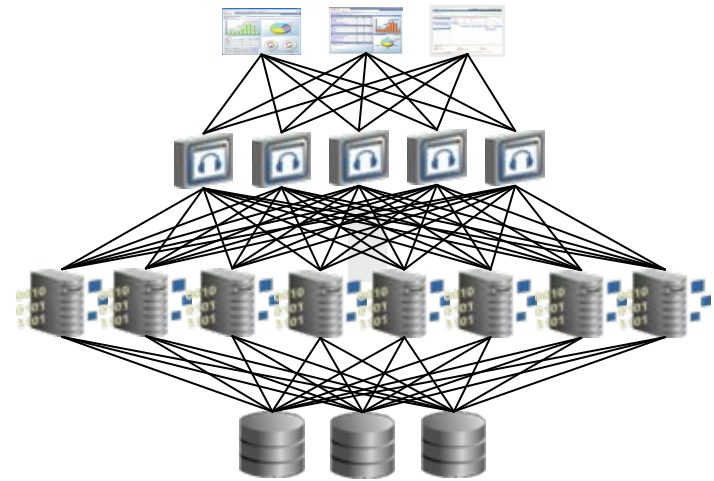
# Configuration Comparison



**Test**

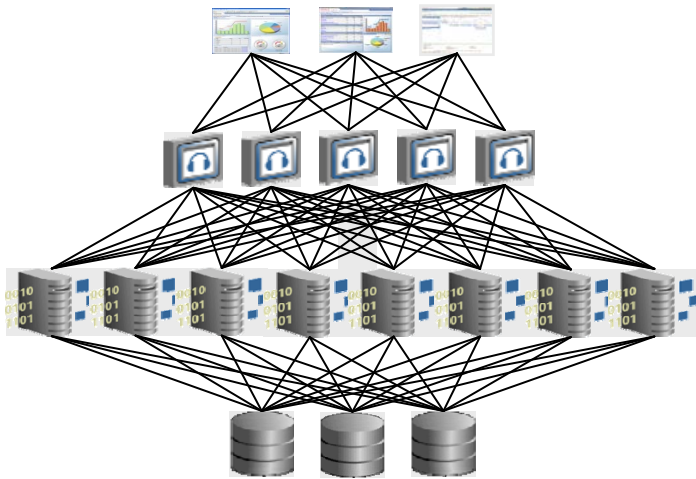
?

==



**Production**

# Configuration Policy



**Today**

**?**  
**complies  
with**

## Configuration Policy

### Rules

- FAILED\_LOGIN\_ATTEMPTS > 0
- PASSWORD\_LIFETIME < 180
- Data File Permission Limited to Owner
- Unused Network Ports Should be Closed
- Insecure Services Should not be Running
- ALL\_SOURCE\_VIEW Access Should be Limited
- JSL Client Cleanup Timeout > 20
- PSMSGDSP Enabled
- PSAPPSRV Recycle Count < 5000

# Siebel Business Metrics

Metrics retrievable from the Siebel application environment or database

## (Web) Sessions

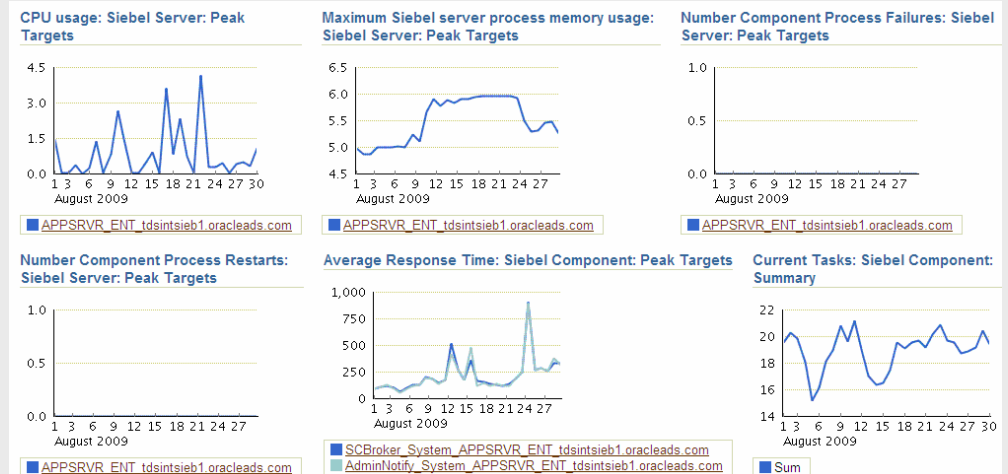
- Order management, self service, communications, finance

## Actions registered

- opportunities created / active / closed
- orders submitted / active / processed
- activities logged, call handle time
- SR's opened / active / closed
- Searches: inquiry / update

etc...

Total of 50+ database repository metrics and 60+ component metrics



# Siebel Business Metrics

## Sales / Order Mgmt

- # sessions, web sessions
- # opportunities created, active, closed
- # order submitted, active, processed

## Services / Self Service

- # sessions, web sessions
- SRs filed, active, closed
- Appointments booked
- # activities logged
- Average call handle time

## Marketing Automation

- # outbound email
- # responses
- # event registration

## UCM

- # customer record created
- # customer record inquiry
- # customer record update

## PRM

- # sessions, web sessions
- # partner oppty referral

## Finance

- # sessions
- # of application created, active, processed
- # commercial loan app created, active, processed

## Public Sector

- # sessions, web sessions
- # of new case, active case, closed case

## Comms / Energy

- # sessions
- # of sales order created, active, processed
- # of work order created, active, processed

## Insurance

- # sessions
- # SRs opened, active, closed
- # claims filed, active, processed

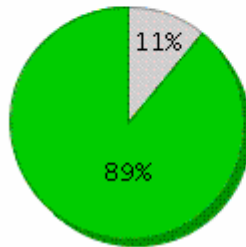
# System & Group Dashboards

Home | Charts | Administration | Components | Topology

## Alerts

### General

Owner **APPADMIN**  
 Problem Jobs **0**  
 Last 7 days.



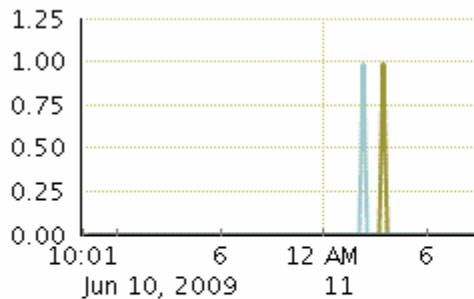
Unknown(1)  
 Up(8)

Severity	Current	Last 24 hours
✘	1	1
⚠	3	0
Total	4	1

### Policy Violations

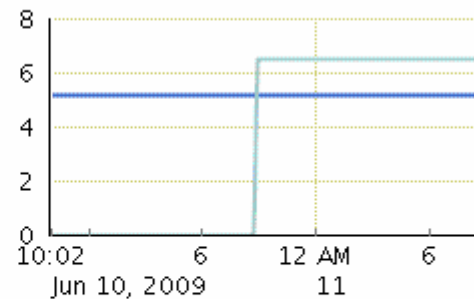
Severity	Current	Last 24 Hours	
		Cleared	New
✘	32	0	0
⚠	20	0	0
i	6	0	0
Total	58	0	0

### CPU usage: Siebel Component: Peak Targets



- ERMObjMgr\_enu\_ERM\_APPSRVR\_ENT\_emgc-amp3.us.oracle.com
- eServiceObjMgr\_enu\_CallCenter\_APPSRVR\_ENT\_emgc-amp3.us.oracle.com
- SCCObjMgr\_enu\_CallCenter\_APPSRVR\_ENT\_emgc-amp3.us.oracle.com
- SSEObjMgr\_enu\_Sales\_APPSRVR\_ENT\_emgc-amp3.us.oracle.com

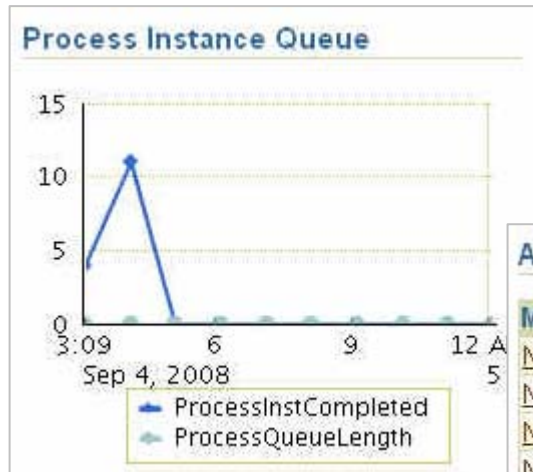
### Memory usage: Siebel Component: Peak Targets



- eServiceObjMgr\_enu\_CallCenter\_APPSRVR\_ENT\_emgc-amp3.us.oracle.com
- SCCObjMgr\_enu\_CallCenter\_APPSRVR\_ENT\_emgc-amp3.us.oracle.com

# Workflow Process & Policy Monitoring

- **Workflow Engine, Policy and Process Instance Monitoring**
- **Summarized execution metrics**
- **Reduces effort for managing workflow and improve workflow executions**



## Alerts

### Metric

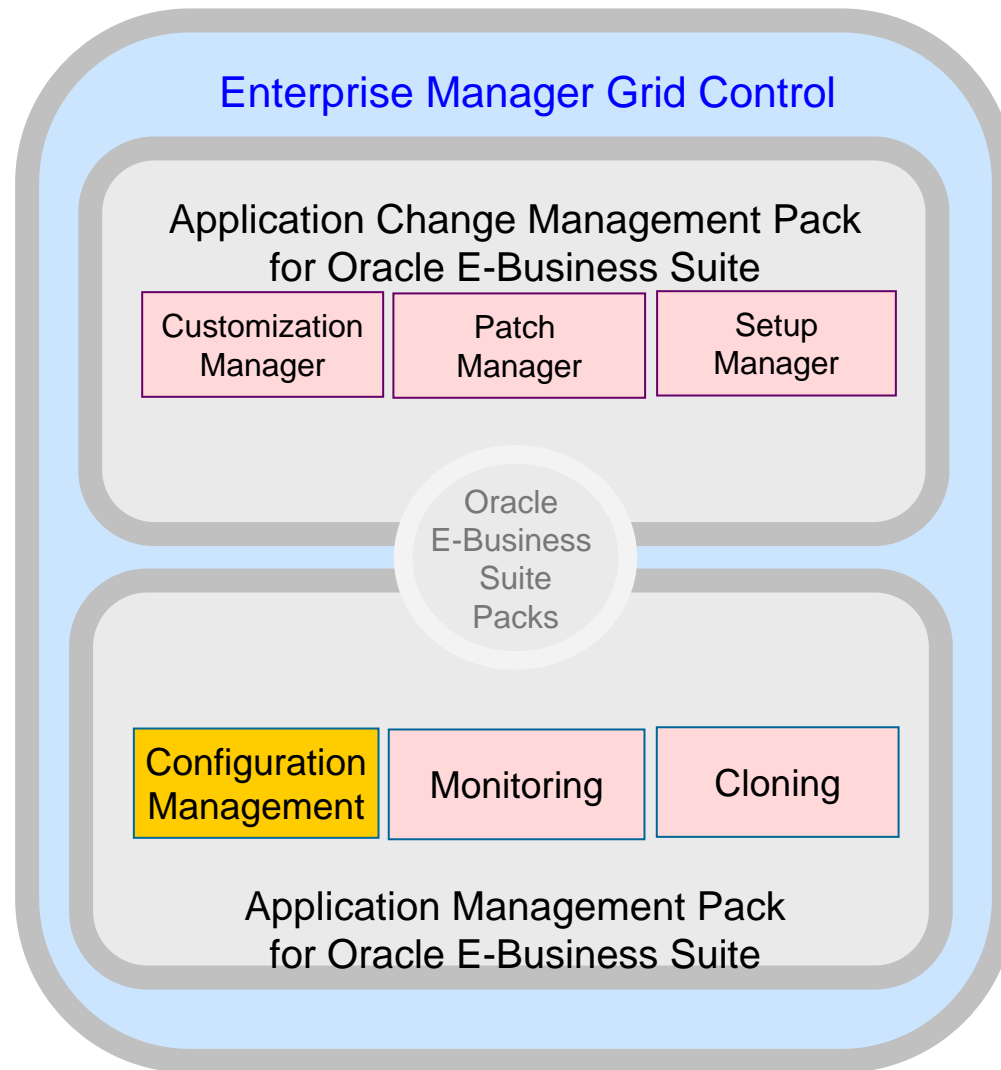
<a href="#">Number of Process Instances Completed in last 1hr</a>
<a href="#">Number of Failed Pocess Count in last 24 hrs for Proc11</a>
<a href="#">Number of Failed Pocess Count in last 24 hrs for Proc13</a>
<a href="#">Number of Failed Pocess Count in last 24 hrs for Proc6</a>
<a href="#">Number of Failed Pocess Count in last 24 hrs for Proc7</a>
<a href="#">Number of Failed Pocess Count in last 24 hrs for Proc8</a>

### Message

Number of instances failed (0) for the process (), crossed warning (2) or critical (15) threshold.
Number of instances failed (16), crossed warning (20) or critical (15) threshold.
Number of instances failed (16), crossed warning (20) or critical (15) threshold.
Number of instances failed (111), crossed warning (20) or critical (15) threshold.
Number of instances failed (53), crossed warning (20) or critical (15) threshold.
Number of instances failed (28), crossed warning (20) or critical (15) threshold.

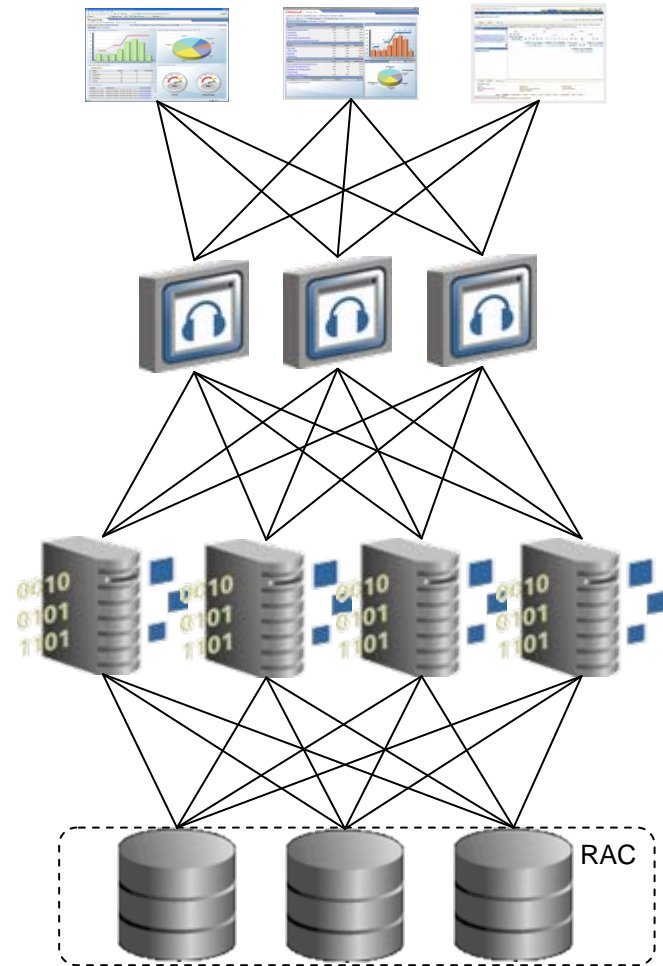


# Best-of-Breed E-Business Suite Specific Capabilities

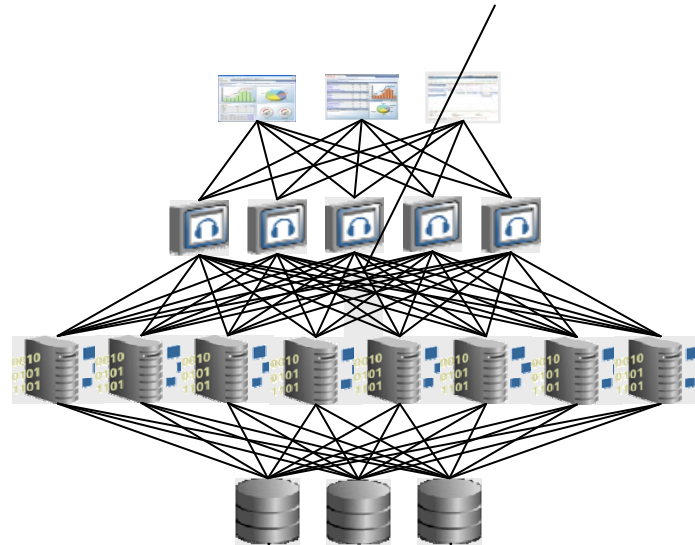
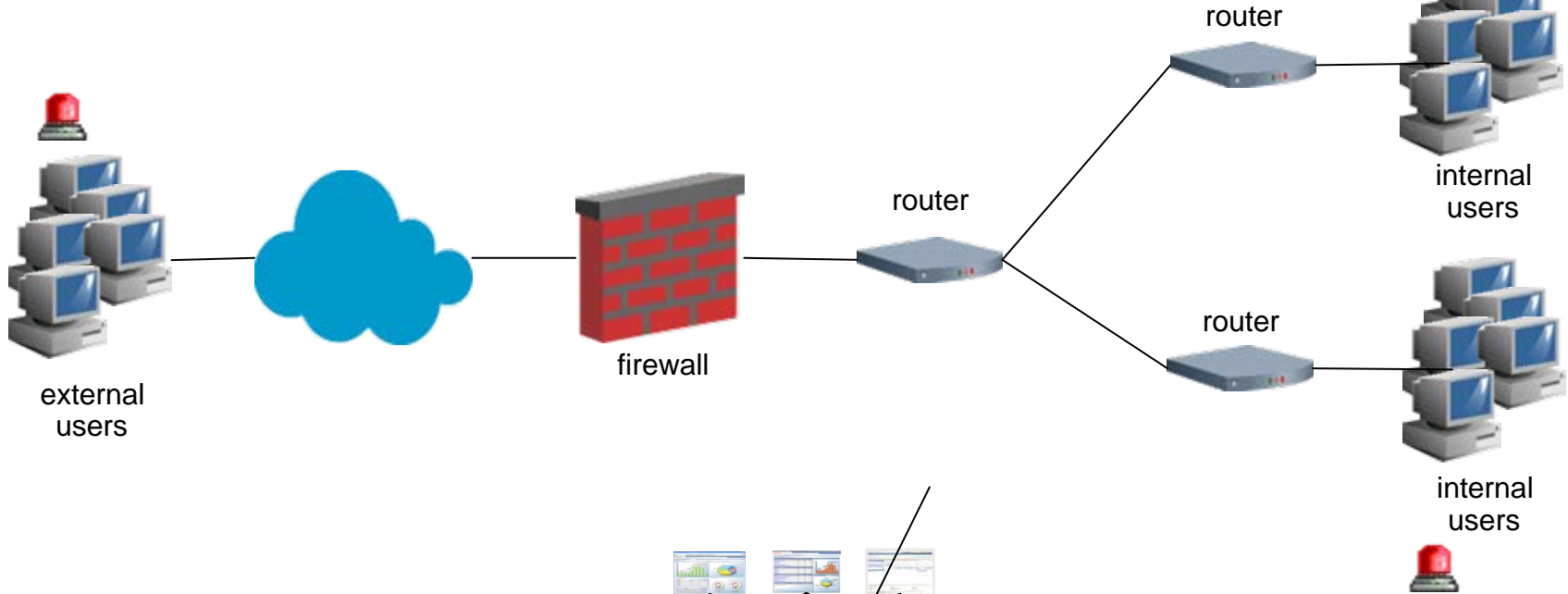


# Service Level Management

- 99.99% availability
- 95% operations < 1 second
- Key User Activities
  - Access customer profile
  - Collect support info
  - Look up solution
  - Open help ticket
  - Retrieve and update help ticket



# End User Monitoring – Synthetic



# End-user Experience Management

## Real User and Synthetic User Monitoring



### SLM Beacons (Synthetic)

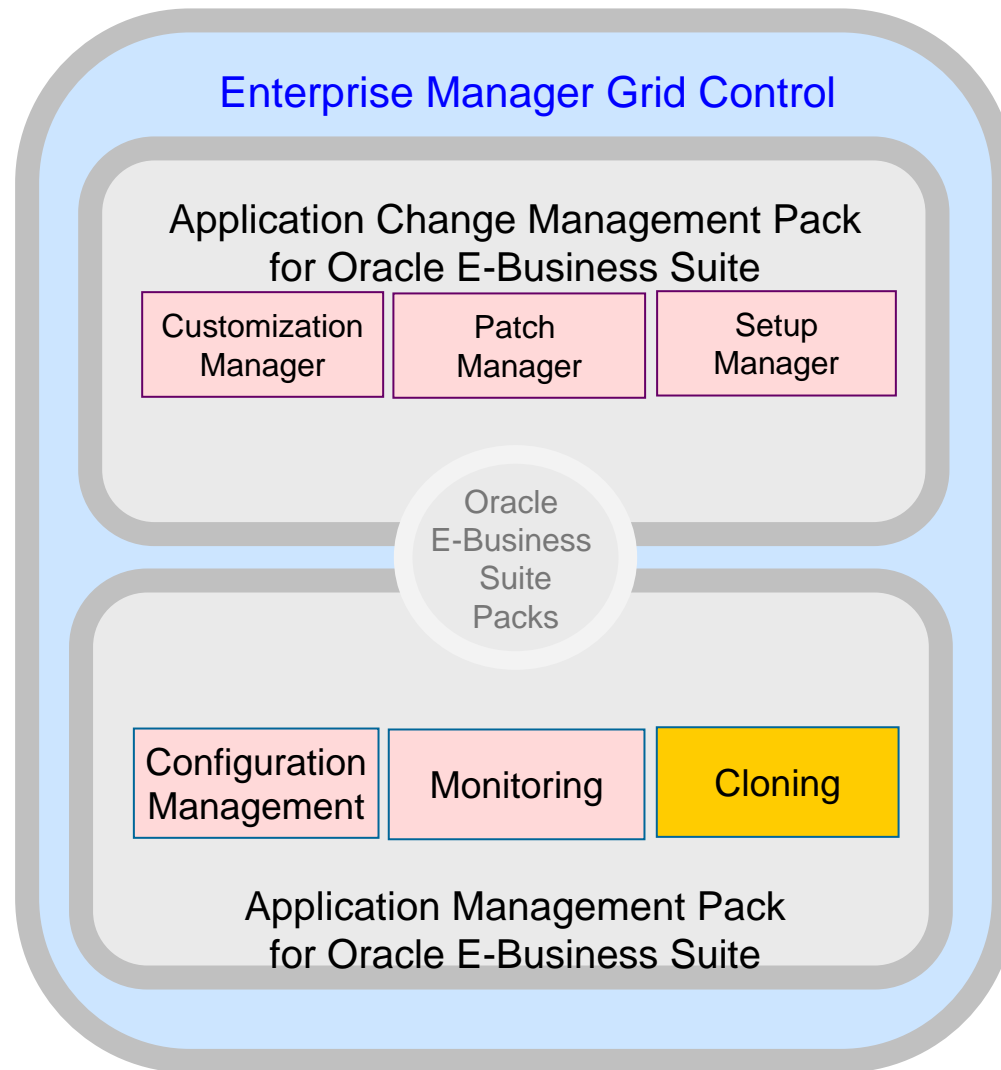
- Ensure the performance of a specific business process or user
- Determine location-specific performance problems by monitoring from multiple geographic locations
- Ensure the performance of applications based on many different protocols

### Real User Experience Insight

|

- Catch performance problems for all users
- Catch unexpected performance issues or unique user interactions
- Diagnose problems quickly with “replay”
- Determine exact usage of applications

# Best-of-Breed E-Business Suite Specific Capabilities



# Cloning

## Feature Highlights



- Clone Dashboard
  - Monitor enterprise wide status of clone jobs
- Clone Procedure
  - Best practices provided by Oracle for cloning Oracle Applications
- Data Scrambling
  - Option to obfuscate data when cloning an environment containing sensitive data
- Benefits
  - Plan, organize and execute enterprise-wide clone jobs from a single location
  - Maintain mirror systems at the same patch level and data
  - Flexibility to adapt to an enterprise's custom clone process

# Cloning

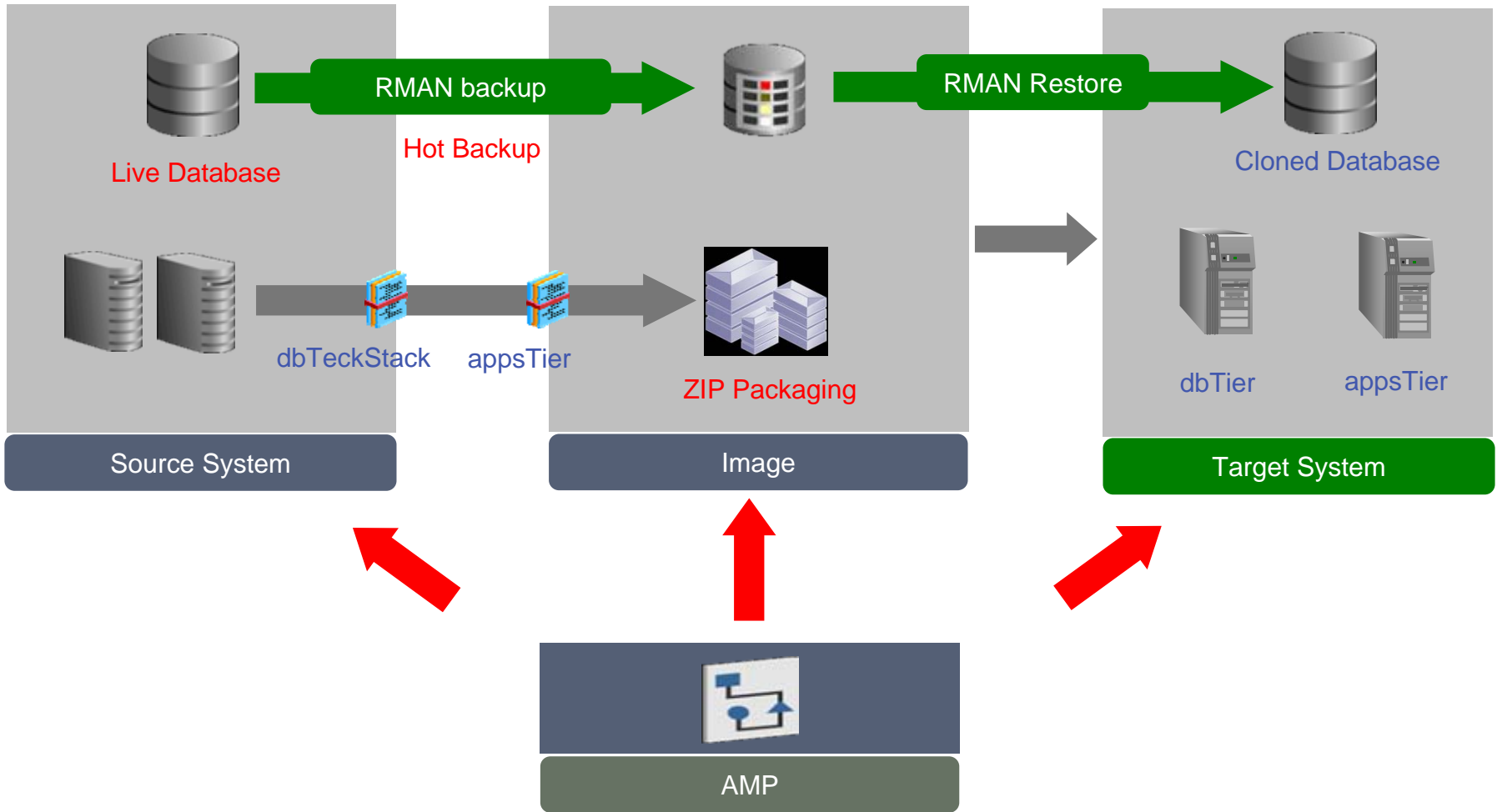
## Clone Procedure

- Step-by-step interview that guides administrators through the cloning process
- Cloning procedure classified into:
  - Source to Target
    - Cloning process where the source system data is extracted and applied onto a target system.
  - Source to Image
    - Cloning process where Source system data is extracted and stored as an image.
  - Image to Target
    - Process where the image is applied to a target system.

# AMP : Key Capabilities

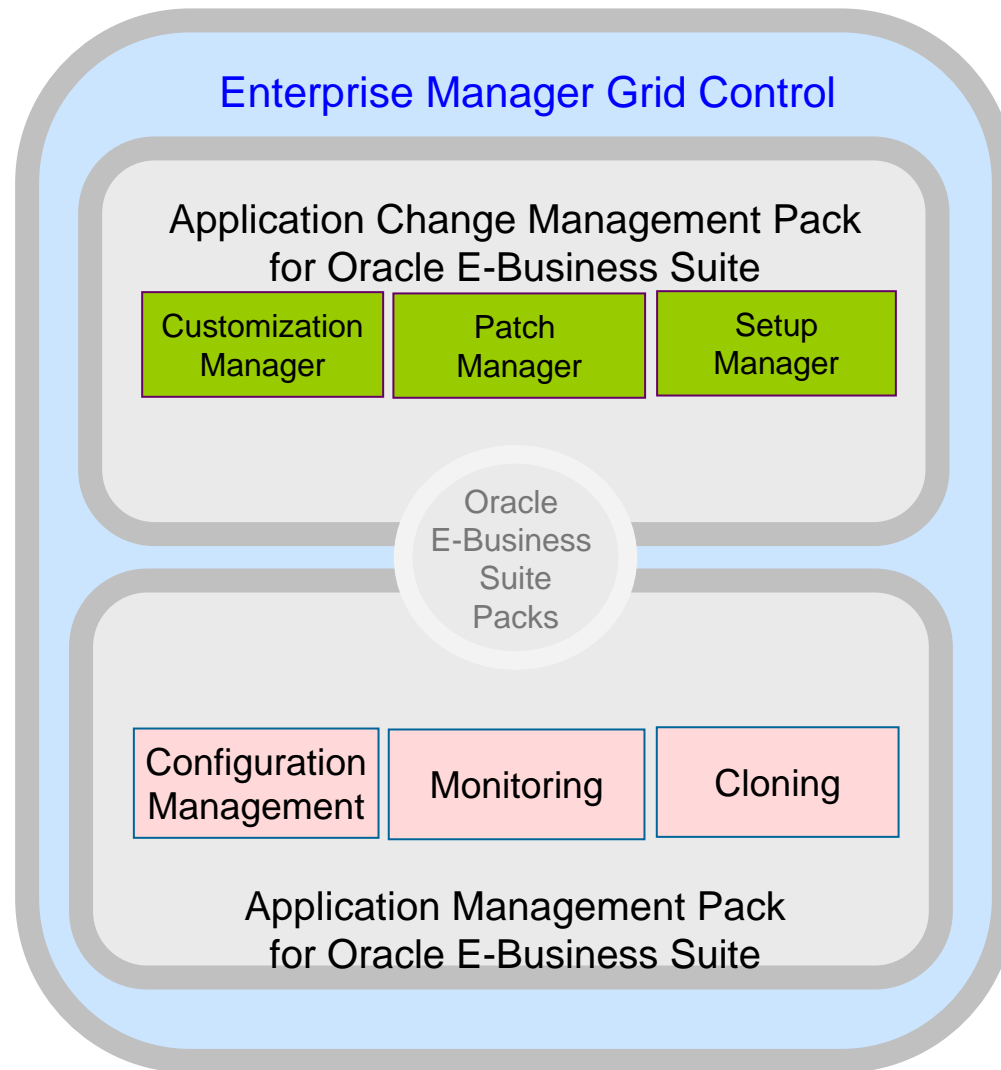
## Hot Clone

HOT & RAC  
Cloning





# Best-of-Breed E-Business Suite Specific Capabilities



# Product Technical Requirements

## Managing Customizations



- Support a wide variety of file types
- Bundle customizations so that existing patching tools can consume them
- Tools to facilitate the management a high number of files
- Better, more efficient reporting of customizations by instance

## Managing Oracle Patches



- Eliminate redundant, error-prone practice of command-line patching
- Provide a centralized console for all patching activities and history
- Leverage and enhance existing patching tools/practices
- Reduce system downtime due to patching

## Managing Setups



- Enforce dependencies among related data
- Bundle discrete extracts into complex, reusable packages
- Reduce time to propagate setups to other instances
- Enable customers to run their own custom extracts/loads

# Customization Manager

*Facilitates Management of Customizations*

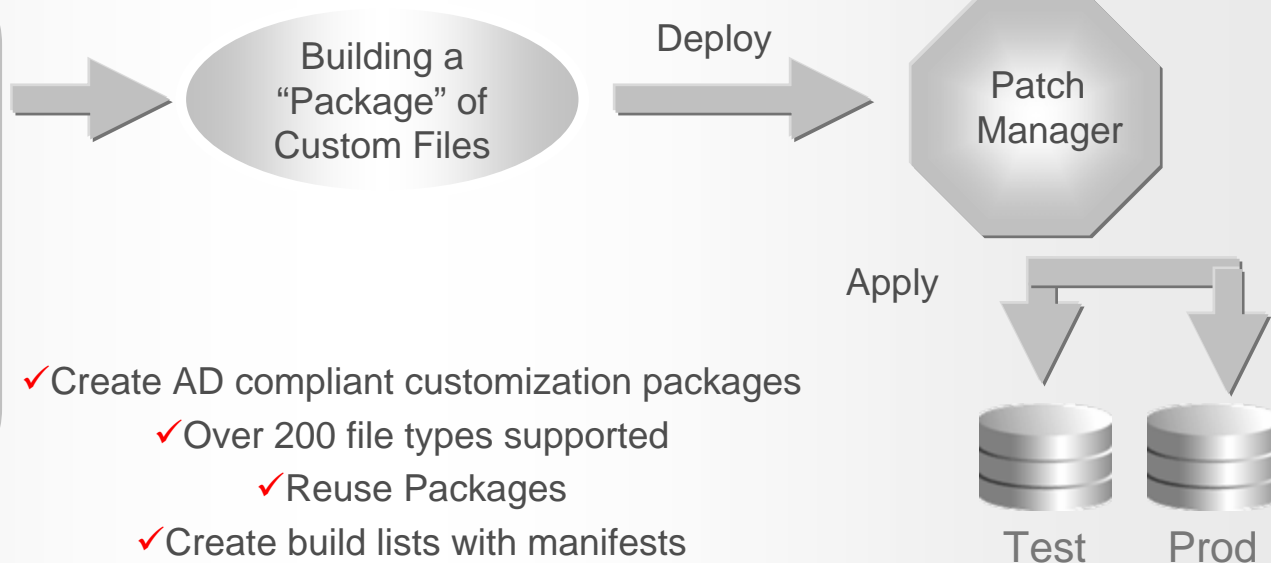


Customization Manager “Packages” custom files into one reusable unit

## Inputs

The 3-step interview captures:

- Configure SC commands
- Specify source/build locations
- Specify custom files
- Specify versions
- Set execution date/time



- ✓ Create AD compliant customization packages
  - ✓ Over 200 file types supported
  - ✓ Reuse Packages
- ✓ Create build lists with manifests

## Advantages compared to manual methods

- Custom patches deployed with Patch Manager
- Standard and Comparison Reporting
- Central console for all custom patches
- Unattended execution
- “Create-Like” copy functionality
- Integration into leading Source Control Systems

# Patch Manager

*Facilitates Management of Oracle and Custom Patches*



“Patch Run” bundles all discrete patching steps into one reusable unit

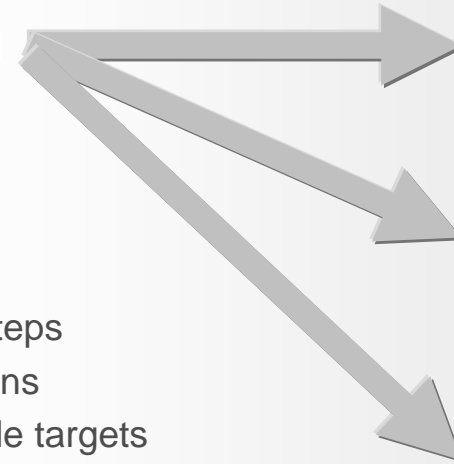
## Inputs

The 6-step interview process captures:

- Oracle patches
- Custom patches
- Multiple target instances
- Patch readmes
- Set AD Patch options
- Security credentials
- Set execution date/time



Building a  
“Patch Run”



Test



UAT



Prod

- ✓ Eliminate many manual steps
- ✓ Re-usability of Patch Runs
- ✓ Simultaneously apply to multiple targets
- ✓ Reporting capabilities

## Advantages compared to manual methods and competitive products

- Treats Custom patches like Oracle patches
- Central Console for all patch activities
- Customizable deployment procedure
- Unattended execution
- “Create-Like” copy functionality
- Integrates with Metalink



# GE Infrastructure



“Implementing Application Management Pack for Oracle E-Business Suite has allowed GE Infrastructure to realize \$200K annual savings, 84% reduction in clone cycle time, and 75% reduction in resources”

*-Benjamin Cabanas  
Program Manager*

## Company Overview

- **GE Infrastructure** is a subsidiary of General Electric, formed in 2005
- The company manufactures and markets diesel engines, motorized systems, freight and passenger locomotives, locomotive parts, gear units, jet engines, and signaling and communications systems.

## Challenges / Opportunities

- Multiple monitoring tools deployed across the enterprise
- No Central administration
- Lack of enterprise visibility
- Lack of automation framework

## Solution

- Application Management Pack for EBS

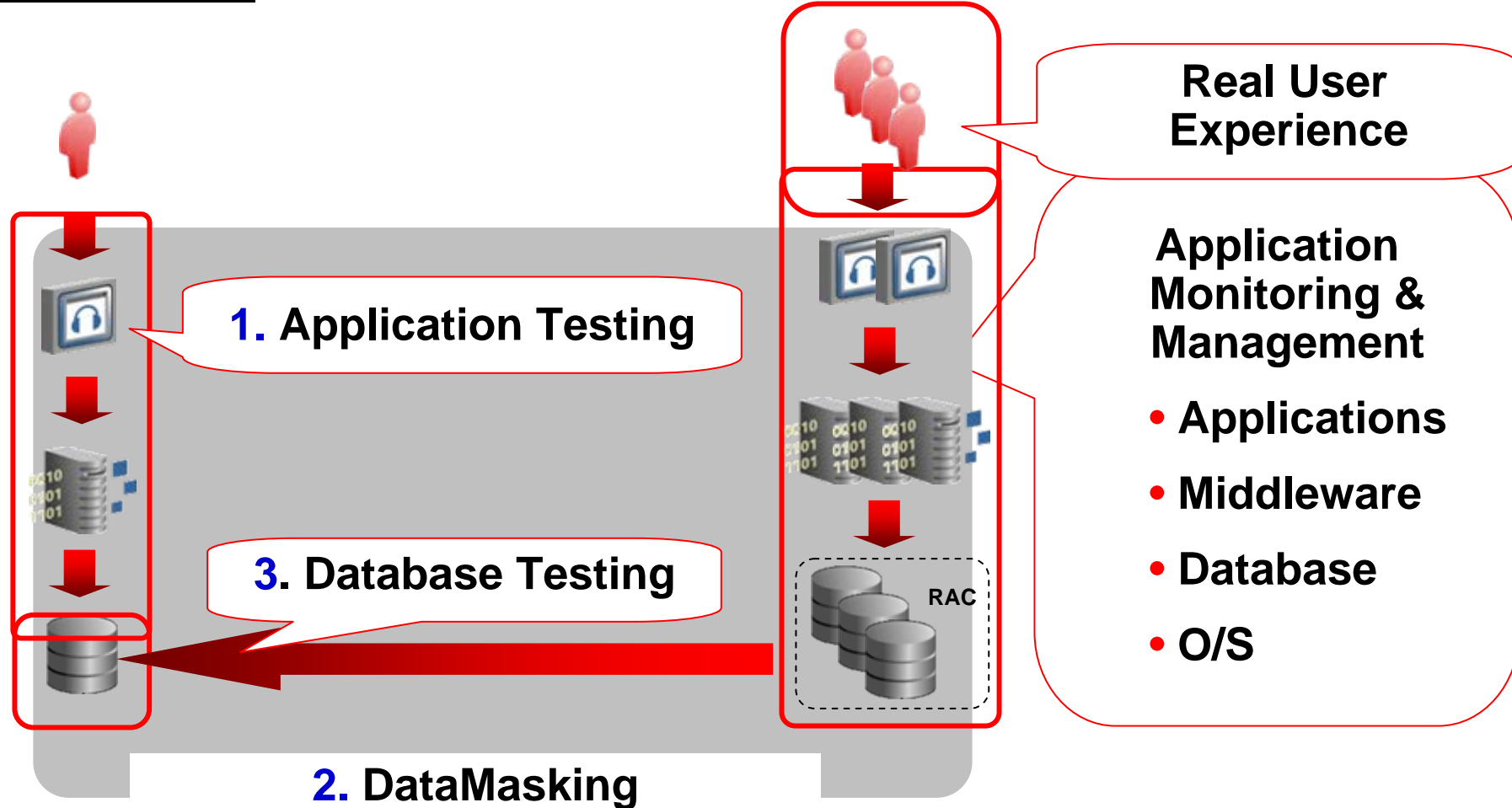
## Result

- **84% reduction in median Clone cycle time**
- **75% reduction DBA touch time**
- **Clone DP executes 24/7**
- **Notification decreases DBA response time**

# Application and Database Testing

## Test / Staging

## Production



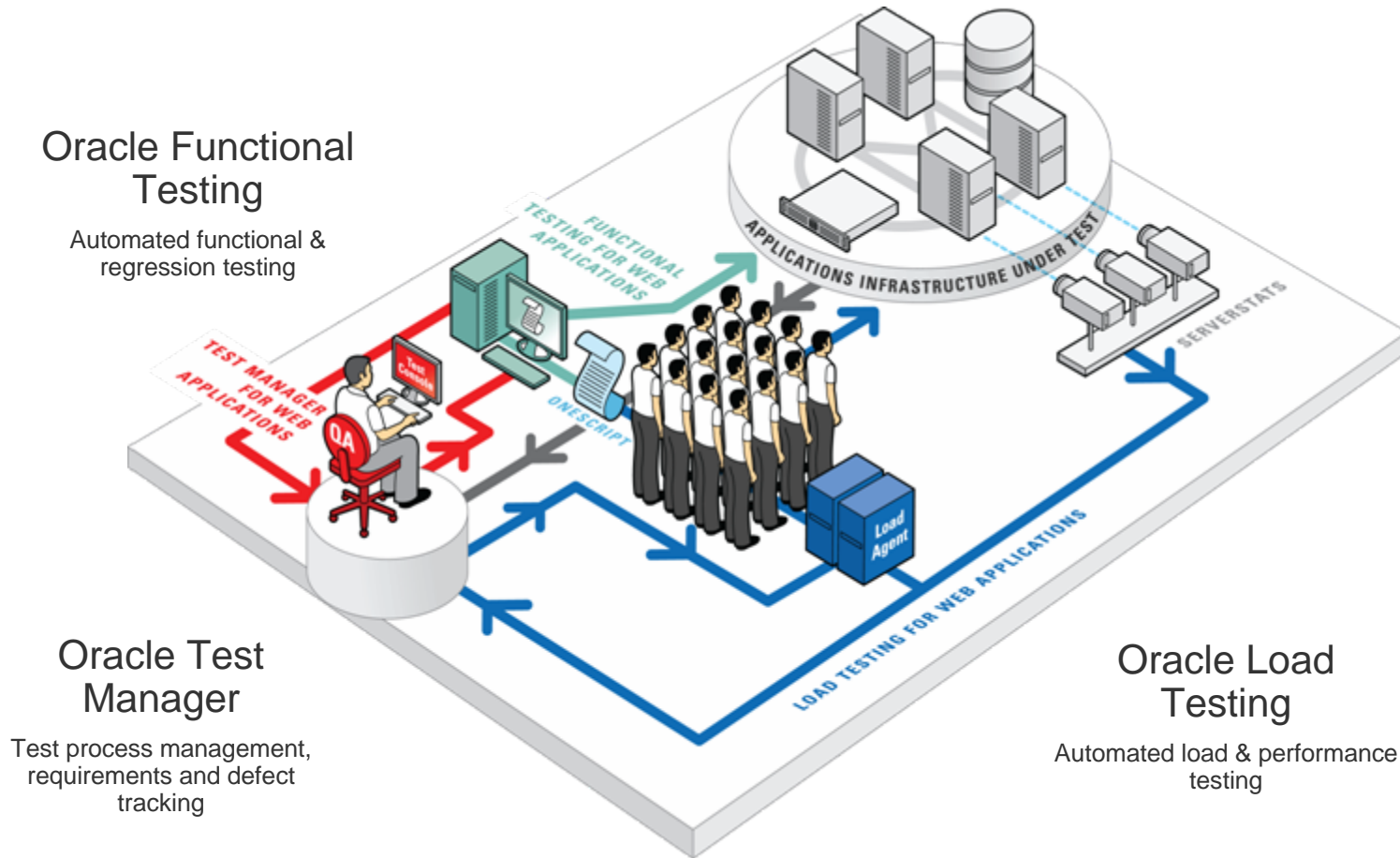
# Oracle Application Testing Suite

A powerful, integrated testing solution for ensuring application quality, performance and reliability



## Oracle Functional Testing

Automated functional & regression testing



## Oracle Test Manager

Test process management, requirements and defect tracking

## Oracle Load Testing

Automated load & performance testing

# Oracle EBS Testing in OpenScript

OpenScript (Tester) - C:\OracleATS\OFTDefault!\ebs - OpenScript

- Script - ebs
  - Initialize
  - Run
    - [1] No Title
    - [2] E-Business Suite Home Page Redirect
      - Wait for Page: http://stang02.us.oracle.com:8002/OA\_HTML/RF.jsp?fu
      - SetText text("@id='usernameField'") operations
      - SetPassword text("@id='passwordField'") \*\*\*\*\*
      - Click button("@id='SubmitButton'")
    - [3] Oracle Applications Home Page
    - [4] Oracle Applications Home Page
    - [5] Oracle Applications Home Page
    - [6] Navigator - General Ledger, Vision Operations (USA)
    - [7] Find Journals
    - [8] Journals (Vision Operations (USA)) - [New]
      - textField: input Demo
      - textField: invokeSoftKey NEXT\_FIELD
      - textField: input This is a sample journal
      - textField: openDialog
    - [9] Company
    - [10] Journals (Vision Operations (USA)) - Demo 05-APR-2009 13:38:13
    - [11] Operations Accounting Flex
    - [12] Account Alias
    - [13] Operations Accounting Flex
    - [14] Journals (Vision Operations (USA)) - Demo 05-APR-2009 13:38:13
    - [15] Operations Accounting Flex
    - [16] Account Alias
    - [17] Operations Accounting Flex
    - [18] Journals (Vision Operations (USA)) - Demo 05-APR-2009 13:38:13
    - [19] Find Journals
    - [20] Journals (Vision Operations (USA)) - Demo 05-APR-2009 13:13:44

Web Actions

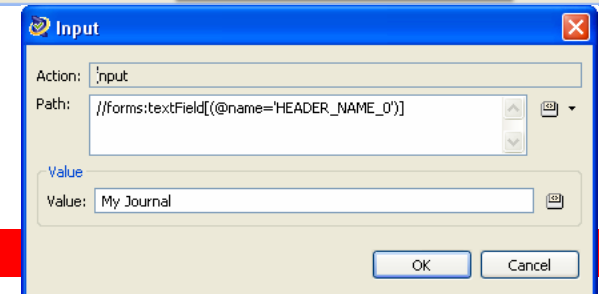
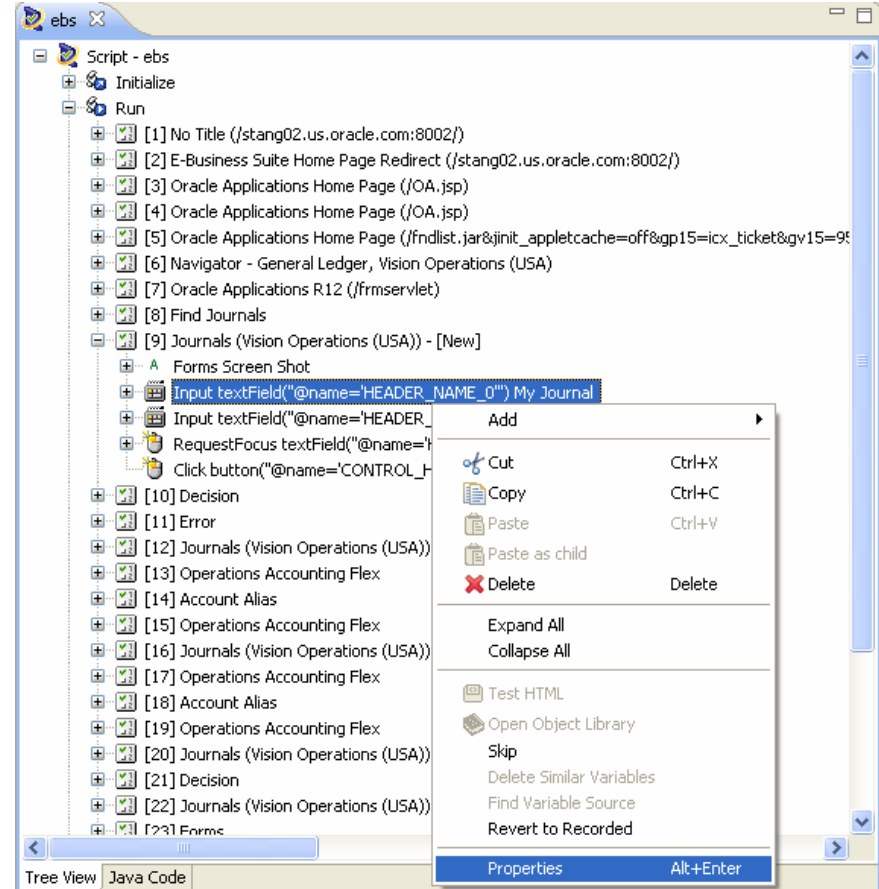
Forms Actions

Line	Account	Debit (USD)	Credit (USD)	UOM	Qty	Description
1						This is a sample journal

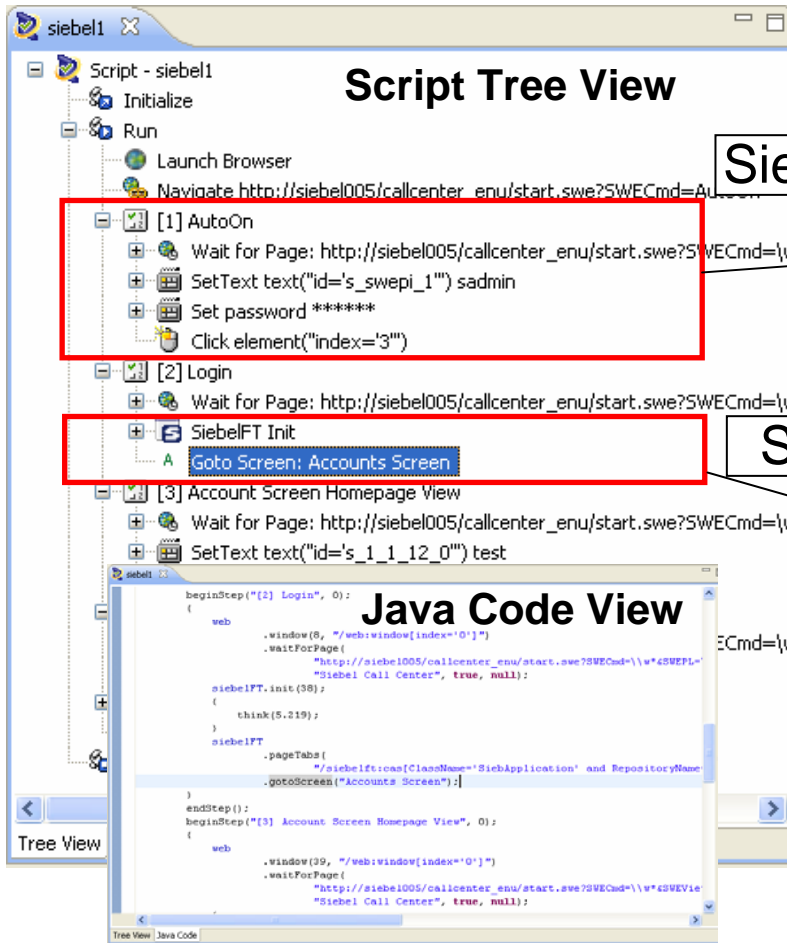


# Parameterize Forms Actions

- Forms GUI actions can be parameterized similar to Web actions
- Substitute variables for action “value” or “object path”
- Drive variable inputs from “data bank” file or specify your own data source
  - Example: Get values from a prior page or from database
- Right-click action and select “Properties” and then click “Substitute Variable” button



# Siebel Automated Functional Test Script



**Script - siebel1**

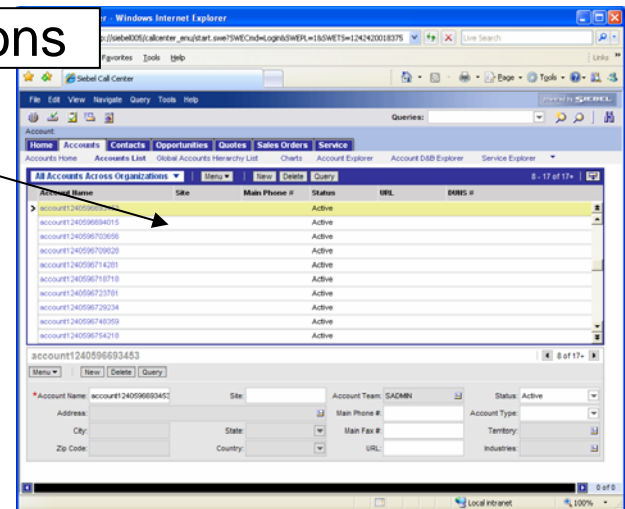
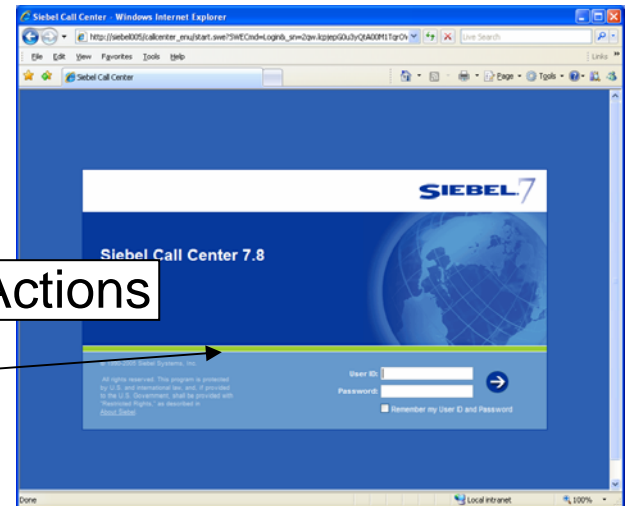
- Initialize
- Run
  - Launch Browser
  - Navigate http://siebel005/callcenter\_enu/start.swe?SWECmd=...
  - [1] AutoOn
    - Wait for Page: http://siebel005/callcenter\_enu/start.swe?SWECmd=...
    - SetText text("id='s\_swepl\_1'") sadmin
    - Set password \*\*\*\*\*
    - Click element("index='3'")
  - [2] Login
    - Wait for Page: http://siebel005/callcenter\_enu/start.swe?SWECmd=...
    - SiebelFT Init
      - Goto Screen: Accounts Screen
  - [3] Account Screen Homepage View
    - Wait for Page: http://siebel005/callcenter\_enu/start.swe?SWECmd=...
    - SetText text("id='s\_1\_1\_12\_0'") test

**Java Code View**

```
beginStep("[2] Login", 0):  
  web  
  .window(8, "/web:window[index='0']")  
  .waitForPage(  
    "http://siebel005/callcenter_enu/start.swe?SWECmd=\\w*6SWEPL-  
    \"Siebel Call Center\", true, null);  
  siebelFT.init(38);  
  {  
    think(5.219);  
  }  
  siebelFT  
  .pageTabs(  
    "/siebelft:ona[ClassName='SiebApplication' and RepositoryName  
    .gotoScreen("Accounts Screen");  
  }  
endStep();  
beginStep("[3] Account Screen Homepage View", 0):  
  web  
  .window(39, "/web:window[index='0']")  
  .waitForPage(  
    "http://siebel005/callcenter_enu/start.swe?SWECmd=\\w*6SWEVie  
    \"Siebel Call Center\", true, null);
```

Siebel SI/Web Actions

Siebel HI Actions



# Dynamic values...

[13] Opportunity List View

- [13] Navigation 1 (Proxy) (null)-> winframe(id="EmpirixNonBrowserNav")
  - URL:  
http://empSiebel/callcenter\_enu/start.swe
  - PostData:  
SWEC=SWECInc(1)  
&SWERPC=1  
&SWENeedContext=false  
&SWEView=Opportunity List View  
&SWECmd=GotoView  
&SWEKeepContext=1
  - Recorded Headers:  
POST: /callcenter\_enu/start.swe HTTP/1.1  
Content-Type: application/x-www-form-urlencoded  
Pragma: no-cache  
Cookie: SWEUAID=2; \_sn=G3N7nQF1YBmJoPqKJeRPBNyE0FDilj1tq5SW9cri-rM\_  
User-Agent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; .NET CLR 1.1.4322)  
Host: empSiebel  
Content-Length: 103  
connection: keep-alive
  - Custom dynamic values:

Name	Pattern
<u>_Siebel_Errors1117567168043</u>	<u>_Siebel_Errors</u>
<u>_Siebel_Alerts1117567168043</u>	<u>_Siebel_Alerts</u>
<u>_Siebel_CORRLIB_ROWID_1117567168224__S_BC1_S16_R01_FID</u>	<u>_Siebel_CORRLIB_ROWID</u>
<u>_Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F01</u>	<u>_Siebel_CORRLIB_FIELD</u>
<u>_Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F02</u>	<u>_Siebel_CORRLIB_FIELD</u>
<u>_Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F03</u>	<u>_Siebel_CORRLIB_FIELD</u>
<u>_Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F06</u>	<u>_Siebel_CORRLIB_FIELD</u>
<u>_Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F07</u>	<u>_Siebel_CORRLIB_FIELD</u>
<u>_Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F09</u>	<u>_Siebel_CORRLIB_FIELD</u>
<u>_Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F01</u>	<u>_Siebel_CORRLIB_FIELD</u>
<u>_Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F01</u>	<u>_Siebel_CORRLIB_FIELD</u>

# Dynamic values...

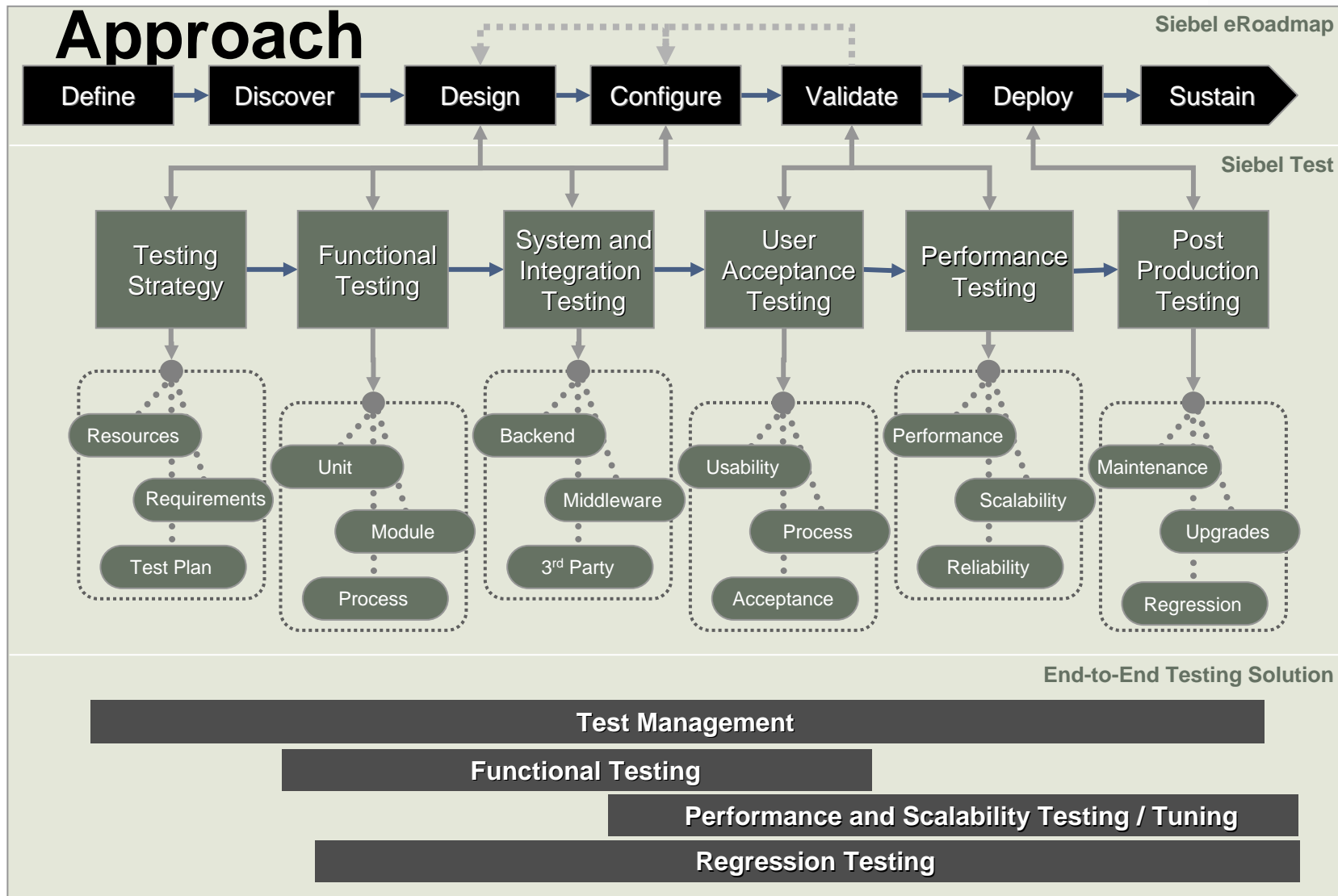
```
[14] Drilldown
  [14] Navigation 1 (Proxy) (null)-> winframe(id="EmpirixNonBrowserNav")
    URL:
      http://empsiebel/callcenter_enu/start.swe
    PostData:
      SWER=0
      &SWEVI=[b/ank]
      &SWERowId= Siebel_CORRLIB_ROWID_1117567168224__S_BC1_S16_R01_FID_#_1-CVUL
      &SWEC=SWECInc(1)
      &SWEMethod=Drilldown
      &SWEReqRowId=1
      &SWERPC=1
      &SWEApplet=Opportunity List Applet
      &SWEActiveApplet=Opportunity List Applet
      &SWEView=Opportunity List View
      &s_1_2_31_0=5/16/2005
      &s_1_2_42_0= Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F03_#_0
      &SWEField=s_1_2_33_0
      &SWECmd=InvokeMethod
      &s_1_2_54_0= Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F07_#_
      &s_1_2_32_0= Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F01_#_zopa
      &s_1_2_44_0= Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F06_#_N
      &s_1_2_33_0= Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F02_#_RJCTest01
      &SWETS=TimeStamp
      &SWEActiveView=Opportunity List View
      &s_1_2_46_0= Siebel_CORRLIB_FIELD_1117567168224__S_BC1_S16_R01_F09_#_
      &SWEP=[b/ank]
      &SWERowIds=[b/ank]
```



# Oracle Load Tester for Siebel



# Siebel Test Methodology: End-to-End

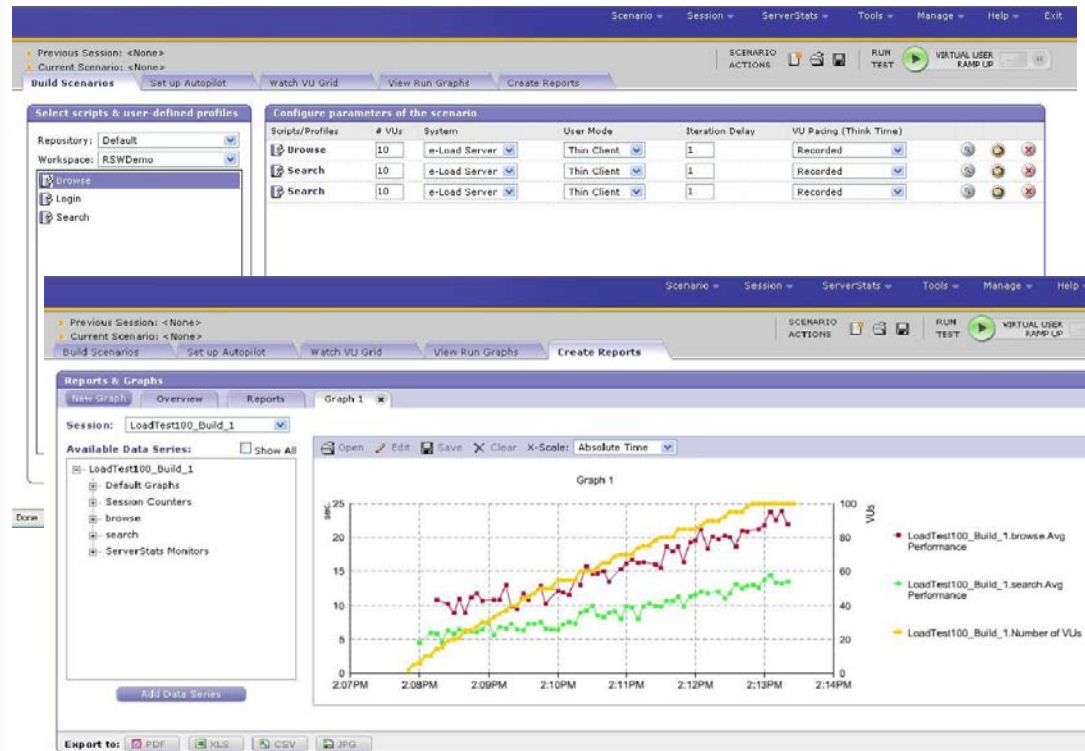


\*From Siebel 8.1 Technical Architecture Kit – Test Automation

# Oracle Load Testing for Siebel



- Automates Siebel CRM transactions for load testing
- Integrates with Siebel Load Correlation library to simplify script creation
- Scale to thousands of concurrent Siebel users to simulate peak production loads
- Gathers critical Siebel infrastructure performance metrics during load test
- Intuitive Web console promotes collaborative testing



# Flexible reporting

**ORACLE®**

## Example Report

This is an example text and it does not really make any sense, it is just here to demo that a template can have text blocks. The text can be formatted and use your corporate Identity.

**Here is an example of a chart.**  
Duration: 00:14:02 (842 sec)

Name	Min	Max	Avg
Active Virtual Users	0	500	308,909
Virtual Users with Errors	0	0	0
Transactions Per Second	2,05	98,882	76,473
Pages Per Second	12,8	245,333	188,684
Hits Per Second	17,6	432	334,049
Kilobytes Per Second	61,724	1077,155	828,304

**Totals**

Transactions	65384
Transactions with Errors	0
Pages	161325
Hits	285612
Kilobytes	708200

here we have some more text and it is also just some dummy text. Sometimes it is more interesting if you have a real text and not just some bogus put together to show an example.

**Performance**

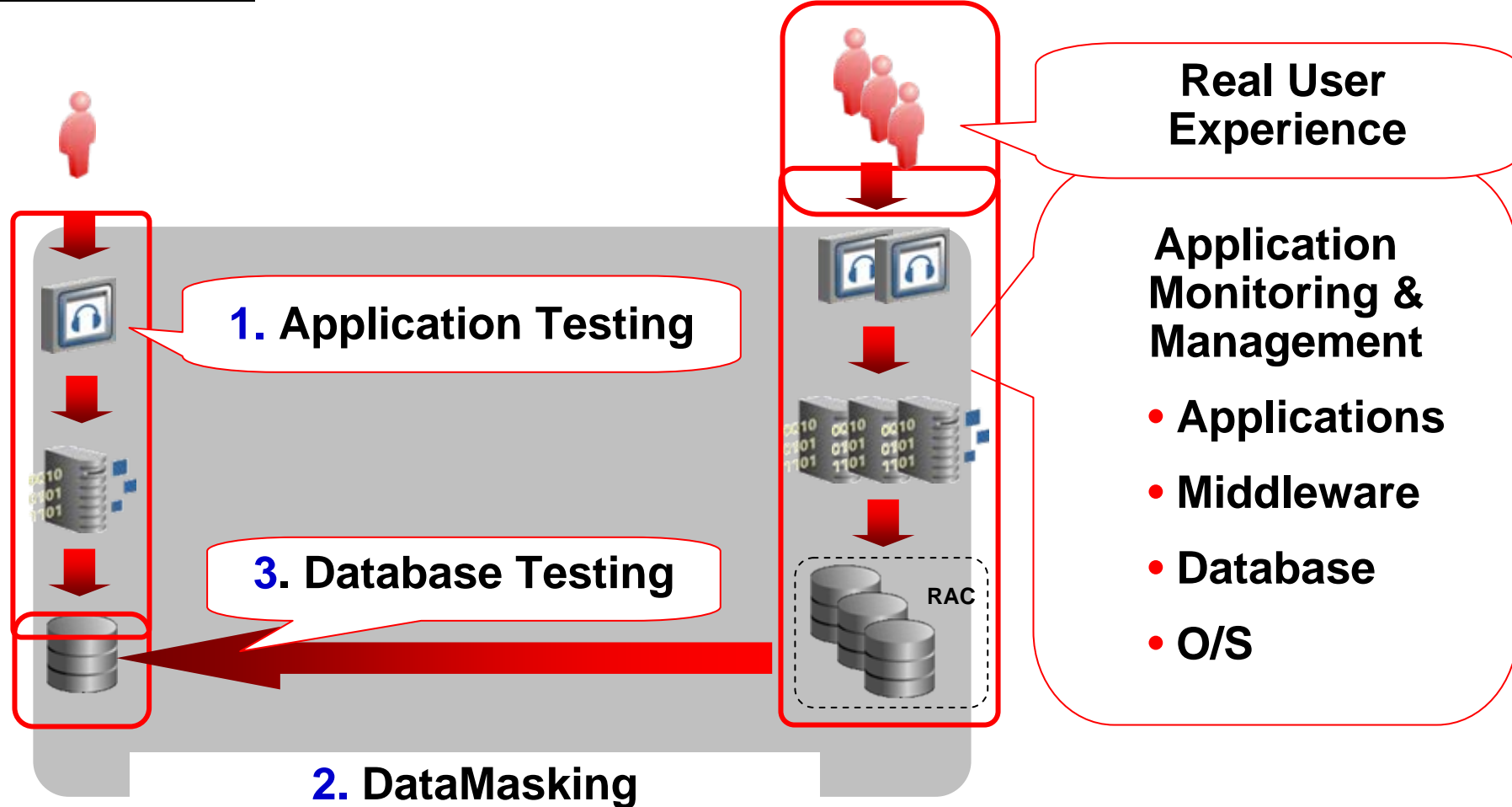
Export to: PDF XLS



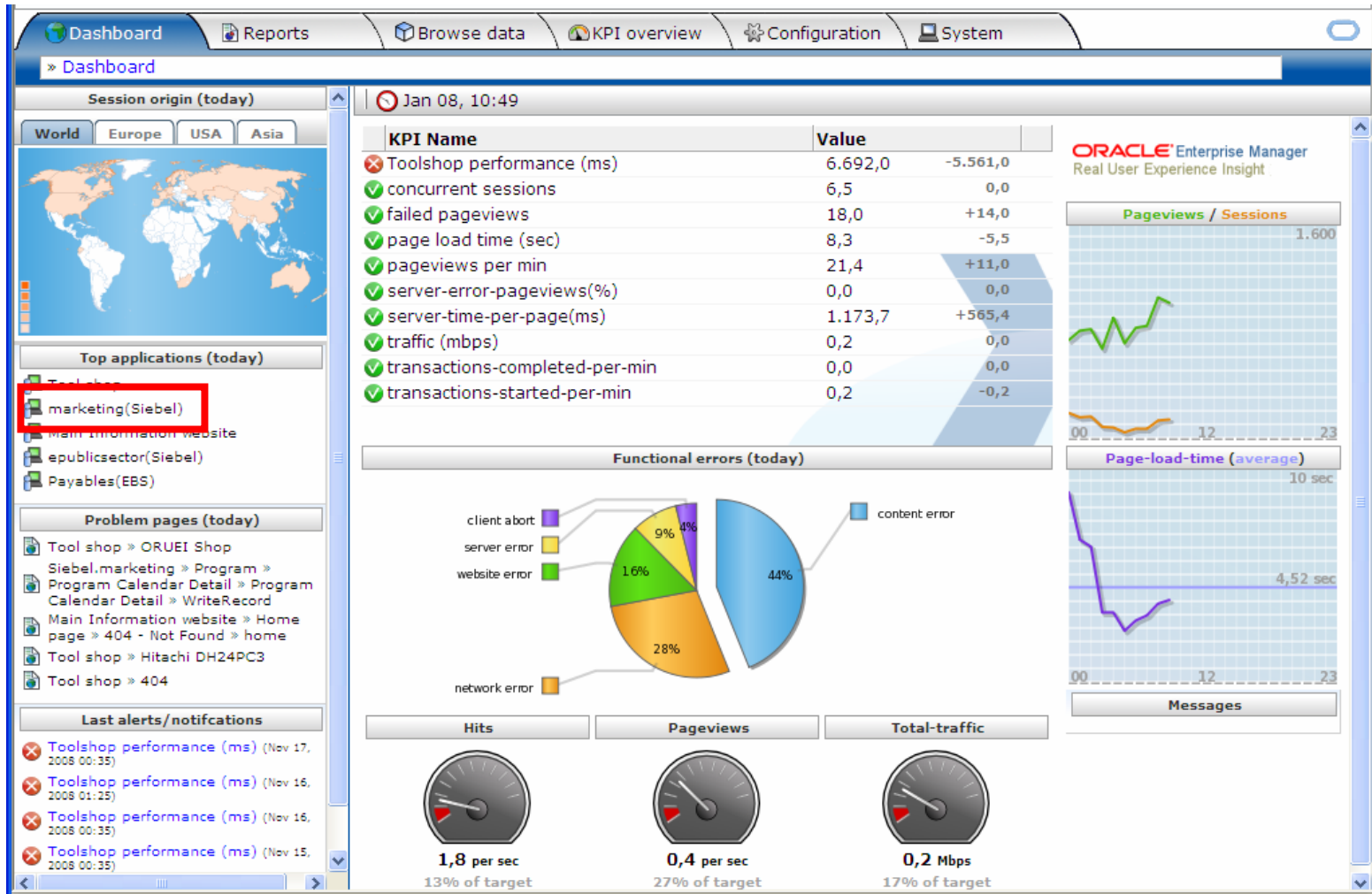
# Application and Database Testing

## Test / Staging

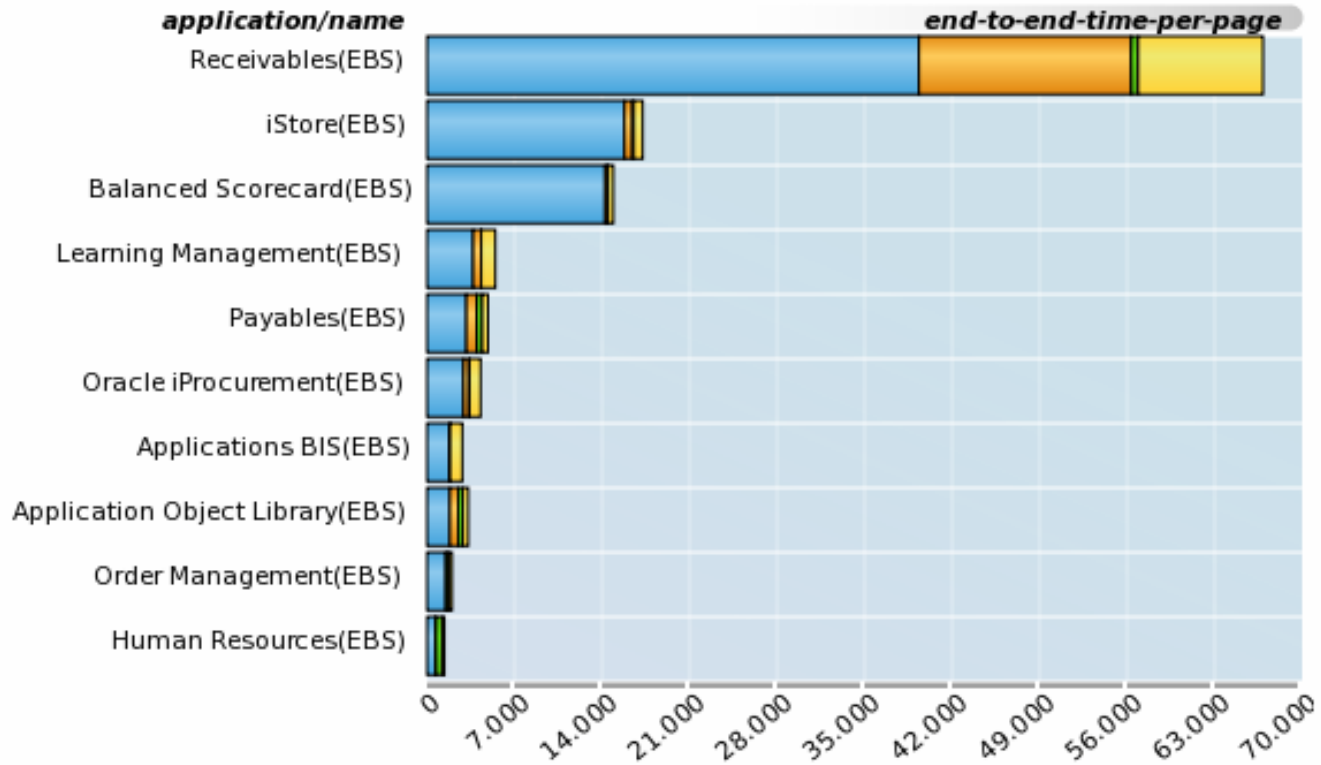
## Production



# Siebel + OEBS applications on your dashboard



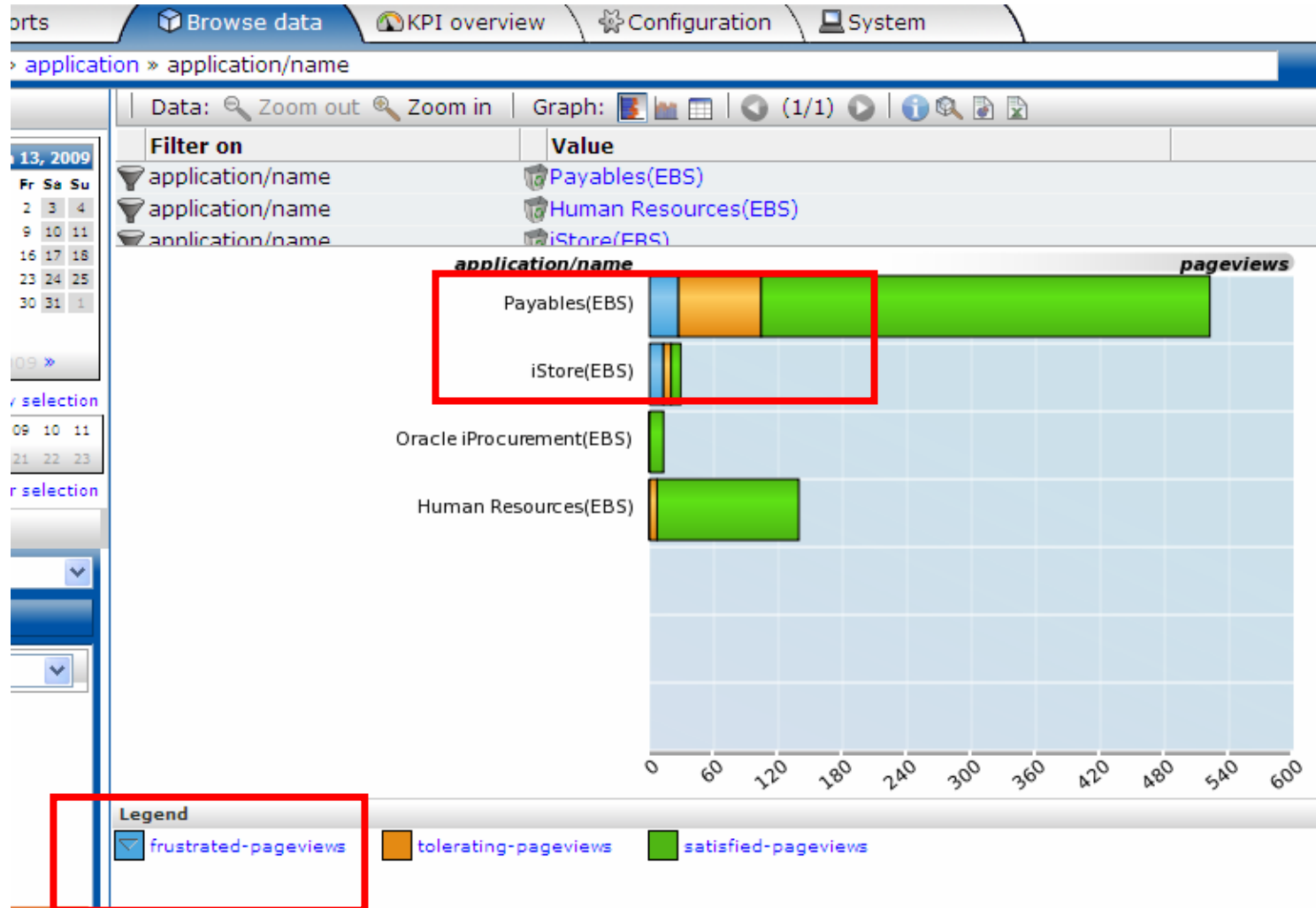
# Complete environment overview



**Legend**

- dynamic-server-time-per-page (ms)
- static-server-time-per-page (ms)
- dynamic-network-time-per-page (ms)
- static-network-time-per-page (ms)

# See satisfaction levels on specific



# EBS Forms/Formblocks and pages reported

values View Help

Reports Browse data KPI overview Configuration System

all pages » application » application/page-name

Month: To: Jan 13, 2009

Data: Zoom out Zoom in Graph: (1/1)

- application/name Payables(EBS)
- application/name Applications Demonstration Services(EBS)
- application/name Human Resources(EBS)
- application/name General Ledger(FRS)

application/page-name	pageviews	hits
EBS.fnd » GLXIQACC » Flex:Query	7	28
EBS.ap » oie_expense_reports_operations » Notification Details	7	35
EBS.fnd » GLXIQACC » Balances:Query	7	28
EBS.fnd » APXIIFIX » Openform	6	36
EBS.ap » payables_operations » Procurement Card Transactions	6	126
EBS.fnd » FNDRSRUN » Openform	6	192
EBS.ap » oie_expense_reports_operations » Create Expense Report: General Information	6	954
EBS.fnd » ARBRMAIN » Openform	6	30
EBS.ap » payables_operations » Credit Card Expense Transaction Entry	6	96
EBS.fnd » runforms.jsp » runforms.jsp	6	156
EBS.icx » ap_credit_cards » Applications Home Page	6	54
EBS.fnd » APXIISIM » Invoice Lines Folder:Commit	6	36
EBS.fnd » APXINWKB » Openform	6	66
EBS.ibe » ibeCCTpSctDspRte.jsp » Site:speed connect	6	90
EBS.ap » oie_expense_reports_operations » OIE Create Expense Report Page	6	36
EBS.fnd » APXIISIM » Openform	6	42
EBS.ar » receivables_vision_operations » Create Expense Report: Cash and Other Expenses	6	4,284
EBS.ibe » ibeCCTpBuyRoute.jsp » Configuration	6	66
EBS.ibe » ibeCZzpHome.jsp » Site:high speed access	6	78

# Review complete user sessions

Today Clear day selection

00 01 02 03 04 05 06 07 08 09 10 11  
12 13 14 15 16 17 18 19 20 21 22 23

Office hours Clear hour selection

Applications Services

All sessions v

View selection

Session diagnostics

Session diagnostics

Select user record

00:00-05:00 by hdozer  
(10.161.58.94)

View user record

Pages

Objects

Info

Page name	Time
EBS.ibe » ibe_customer_comms » Create Expense Report: Review	00:00:09
EBS.fnd » APXPWALL » Payment:Query	00:00:12
EBS.ap » APXPWALL » unidentified action	00:00:15
EBS.ap » APXPWALL » unidentified action	00:00:17
EBS.fnd » FNDRSRUN » Jobs:Query	00:00:20
EBS.ibe » ibe_customer_comms » Cash and Other Expenses: Details for Line 3	00:00:20
EBS.fnd » FNDRSRUN » unidentified action	00:00:21
EBS.ibe » ibe_customer_comms » Cash and Other Expenses: Details for Line 2	00:00:24
EBS.fnd » FNDRSRUN » Jobs:Query	00:00:25
EBS.fnd » FNDRSRUN » Jobs:Query	00:00:26
EBS.fnd » FNDRSRUN » unidentified action	00:00:29
EBS.ibe » ibe_customer_comms » Cash and Other Expenses: Details for Line 1	00:00:30
EBS.fnd » FNDRSRUN » unidentified action	00:00:33
EBS.ar » receivables_vision_operations » Workflow Notifications	00:00:34
EBS.fnd » FNDRSRUN » unidentified action	00:00:35
EBS.ibe » ibe_customer_comms » Cash and Other Expenses: Details for Line 1	00:00:39
EBS.fnd » FNDRSRUN » unidentified action	00:00:40
EBS.ap » payables_operations » Workflow SS Notifications Page	00:00:42
EBS.ap » payables_operations » Notification Details	00:01:08
EBS.fnd » FNDRSRUN » unidentified action	00:01:18
EBS.ibe » ibe_customer_comms » Create Expense Report: Review	00:01:18
EBS.ibe » ibe_customer_comms » Cash and Other Expenses: Details for Line 3	00:01:27
EBS.ibe » ibe_customer_comms » View Requests	00:01:36

# Set specific KPI's for Siebel

**KPI, service level, and alerting wizard**

**Filters**  
*Add filters to tighten the conditions for the KPI. All conditions must be met for a match to be made. Note that any filter required by the metric can be modified but not deleted.*

● **Metric:** size-per-hit(bytes)  
 ● **Current value:** 9.306,80

Dimension level:  
 Value:

**Dimension level**

- « Select »
- PeopleSoft Portal name/id
- PeopleSoft Site name/name
- PeopleSoft Site name/id
- PeopleSoft Suite/name
- PeopleSoft Suite/code
- referrer/domain
- referrer/url
- Siebel Applet/name
- Siebel Command/name
- Siebel Modules/name
- Siebel Screen/name
- Siebel Suite-names/name
- Siebel Suite-names/code
- Siebel View/name
- server-named-location/group
- server-named-location/name
- server-named-location/ip
- url-post/details
- user-id/group
- user-id/id

**Siebel content-error-pageviews(%)** ⚠

Status : Failed  
 Value : 22,83  
 Target : <= 3,00  
 Metric : content-error-pageviews(%)

**Siebel end-to-end-time-per-hit(ms)**

Status : Unknown  
 Value : 457,79  
 Target : --  
 Metric : end-to-end-time-per-hit(ms)

**Siebel end-to-end-time-per-page(ms)**

Status : OK  
 Value : 1.358,45  
 Target : <= 3.000,00  
 Metric : end-to-end-time-per-page(ms)

**Siebel server-time-per-page(ms)**

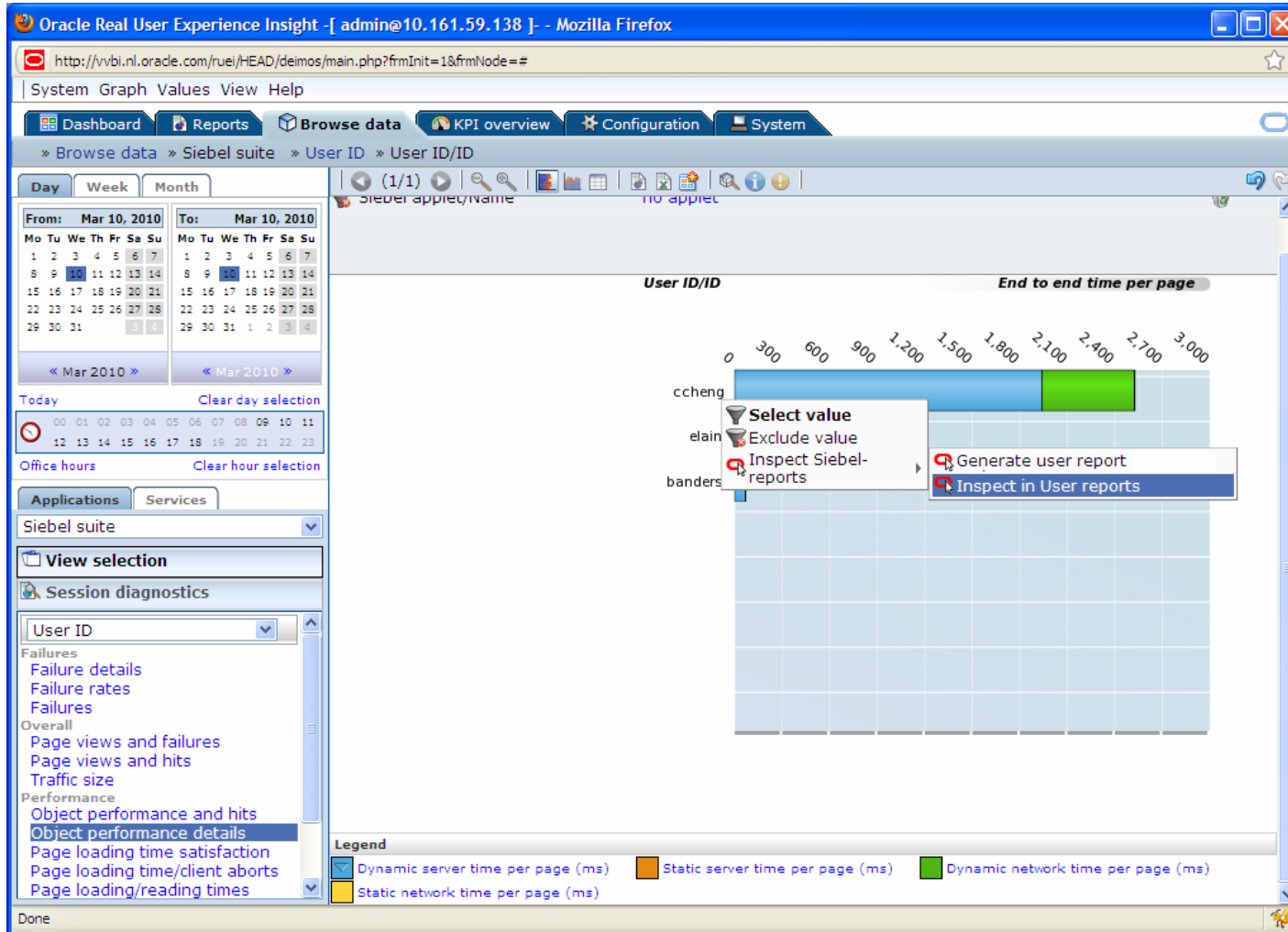
Status : Unknown  
 Value : 1.124,41  
 Target : --  
 Metric : server-time-per-page(ms)

**Siebel size-per-hit(bytes)**

Status : Unknown  
 Value : 12.012,47  
 Target : --  
 Metric : size-per-hit(bytes)

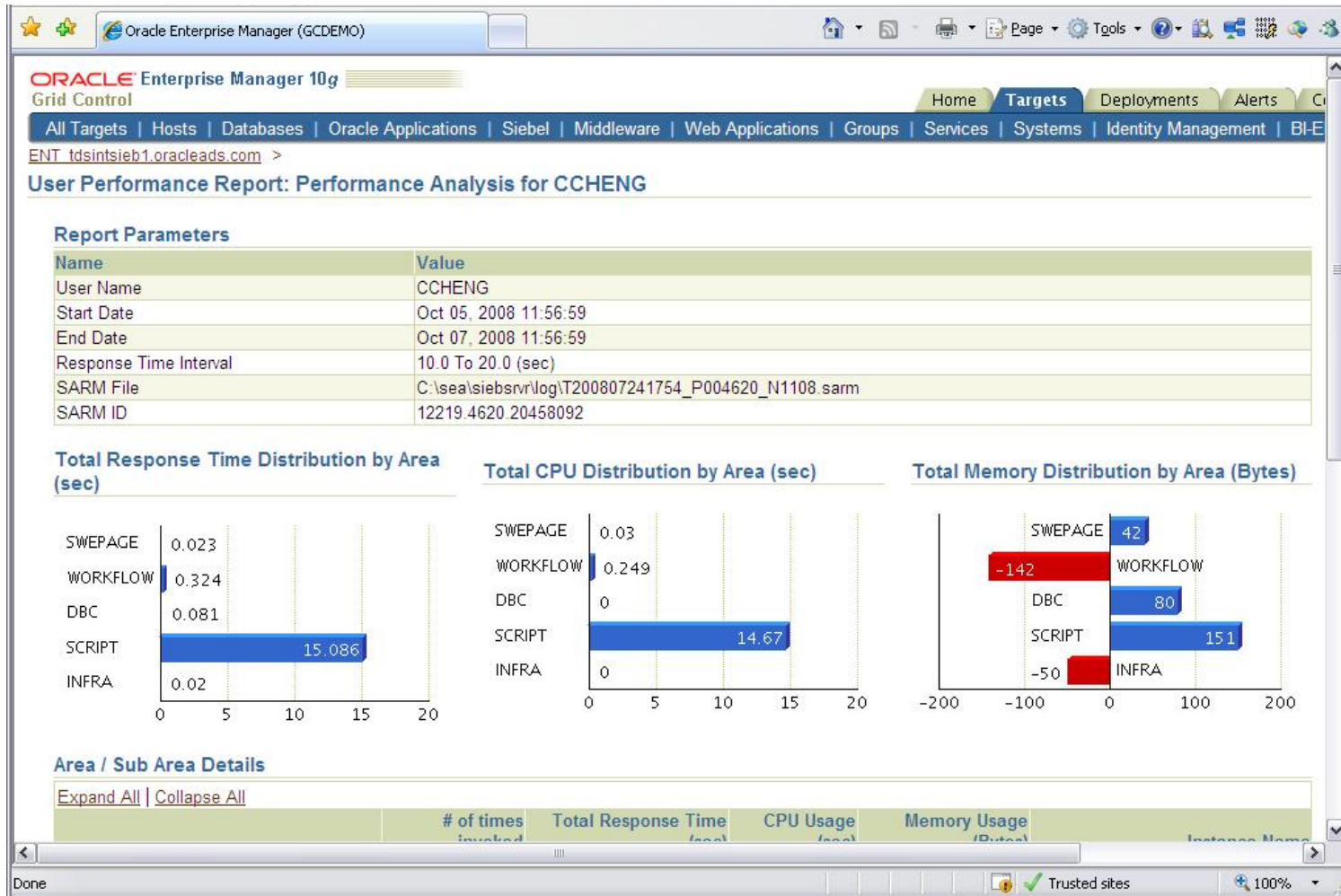
# Integration with Siebel AMP

## Select a user and drill down

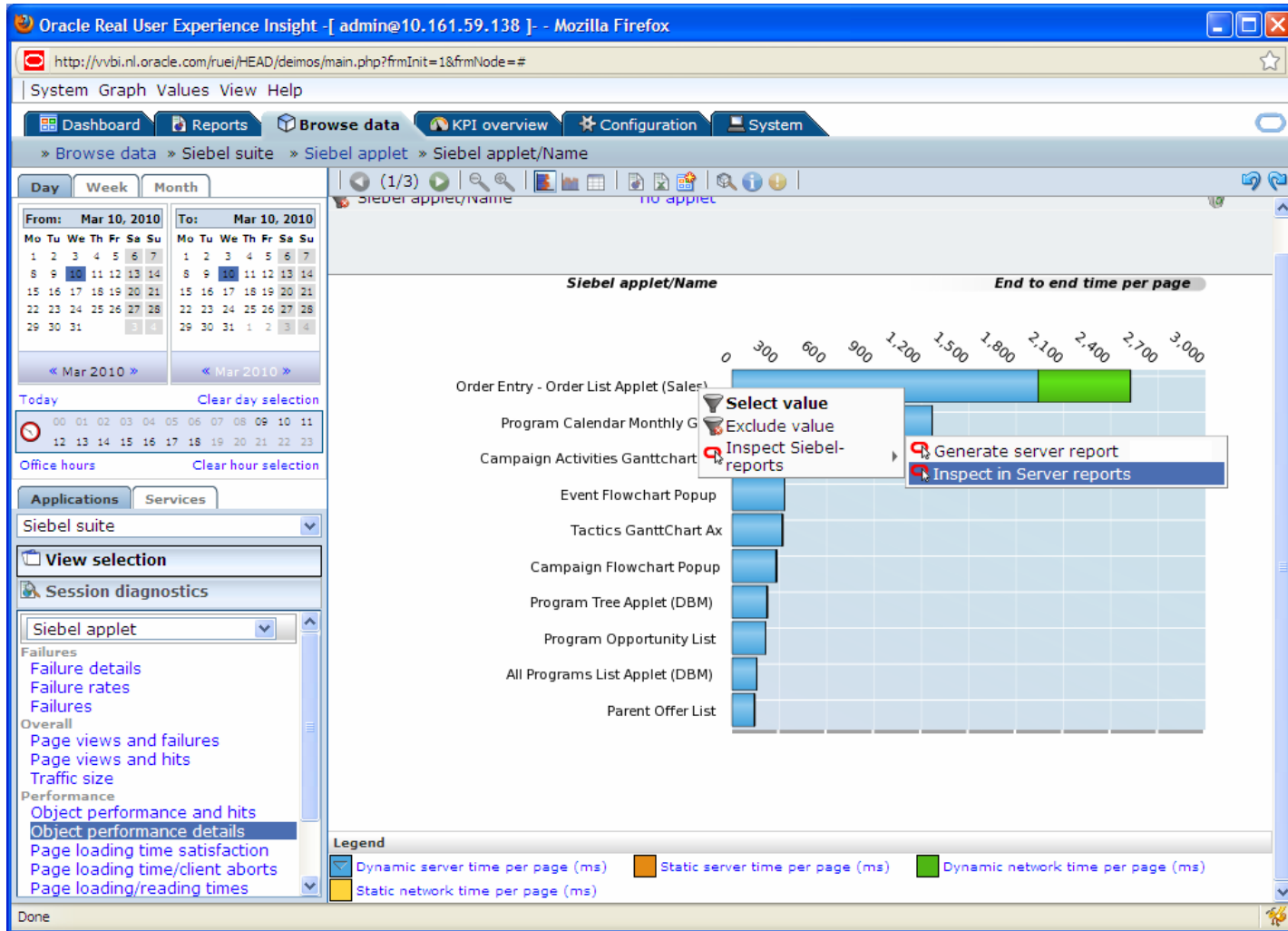




# Inspect the User report in EM



# Drill out to Report Generation



# Create Server Report

ORACLE Enterprise Manager 10g  
Grid Control

Home Targets Deployments Alerts C

All Targets | Hosts | Databases | Oracle Applications | Siebel | Middleware | Web Applications | Groups | Services | Systems | Identity Management | BI-E

Siebel Enterprise: ENT\_tdsintsieb1.oracleleads.com

Page Refreshed 24-Mar-2010 02:14:46 CDT (Refresh) (Launch Enterprise Dashboard) (Launch Service Dashboard)

Home Charts Extended Infrastructure Targets Server Components Diagnostics Event Log

Siebel diagnostic reports provide a way to monitor and diagnose performance issues in a Siebel deployment through the use of SARM instrumentation. This page allows to create,delete, and view Server and User performance reports for this Siebel enterprise. (Create Report)

(Delete)

Select Name	Type	Status	Report Creation Time	Report Parameters
<input type="radio"/> <a href="#">Performance Analysis for CCHENG</a>	User Performance Report	Available	06-Oct-2008 23:57:26 CDT	Start Date = Oct 05, 2008 11:56:59 Version = 7.8.2 User Name = CCHENG End Date = Oct 07, 2008 11:56:59
<input checked="" type="radio"/> <a href="#">SRVR_PERF_08-09-14_06:29</a>	Server Performance Report	Available	14-Sep-2008 18:29:38 CDT	Start Date = Sep 08, 2008 06:29:22 Version = 7.8.2 End Date = Sep 15, 2008 06:29:22
<input type="radio"/> <a href="#">SRVR_PERF_08-10-07_12:16</a>	Server Performance Report	Available	07-Oct-2008 00:16:58 CDT	Start Date = Oct 01, 2008 12:16:38 Version = 7.8.2 End Date = Oct 08, 2008 12:16:38

Home Charts Extended Infrastructure Targets Server Components Diagnostics Event Log

**Related Links**

[Access](#) [Diagnostic Configurations](#) [Monitoring Configuration](#)  
[Target Properties](#)

Home | **Targets** | Deployments | Alerts | Compliance | Jobs | Reports | Setup | Preferences | Help | Logout

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http://tdsgcm01.oracleleads.com/em/console/reports/admin

# Brings you to the performance dashboard in EBS AMP



Oracle Applications: utenvr2-Oracle E-Business Suite - Mozilla Firefox

http://adc60016atg.us.oracle.com:4889/em/console/oam/oamHome\$ctxType=oamFolder\$selTab=1\$target=utenvr2-Oracle\_20E-Business\_20Suite\$type=oracle\*\_ebs?event=doLoad

ORACLE Enterprise Manager 10g  
Grid Control

Home Targets Deployments Alerts Compliance Jobs Reports

Oracle Applications | Hosts | Databases | Middleware | Web Applications | Services | Systems | Groups | All Targets

Oracle Applications: utenvr2-Oracle E-Business Suite

Service Level Reports Infrastructure Services Go

Home Performance Administration Maintenance Diagnostics User Monitoring Topology

Page Refreshed Apr 8, 2010 8:34:19 AM

View Data Last 24 hours

View Charts Activity

### Activity

#### Concurrent Requests

6:34 7:00 7:30 8:00 8:30  
Apr 8, 2010

- Running
- Pending Standby
- Pending Normal

#### User Sessions

8:34:21  
Apr 8, 2010

- Web Users (Hourly)
- Forms Sessions

#### Workflow Items

6:34 7:00 7:30 8:00 8:30  
Apr 8, 2010

- Undeliverable
- Errored
- Expired
- Ready
- Waiting

#### Forms/Web

- [Forms Sessions](#)
- [Forms Runtime Processes](#)
- [Forms Runaway Processes](#)
- [JVM Usage](#)

#### Concurrent Processing

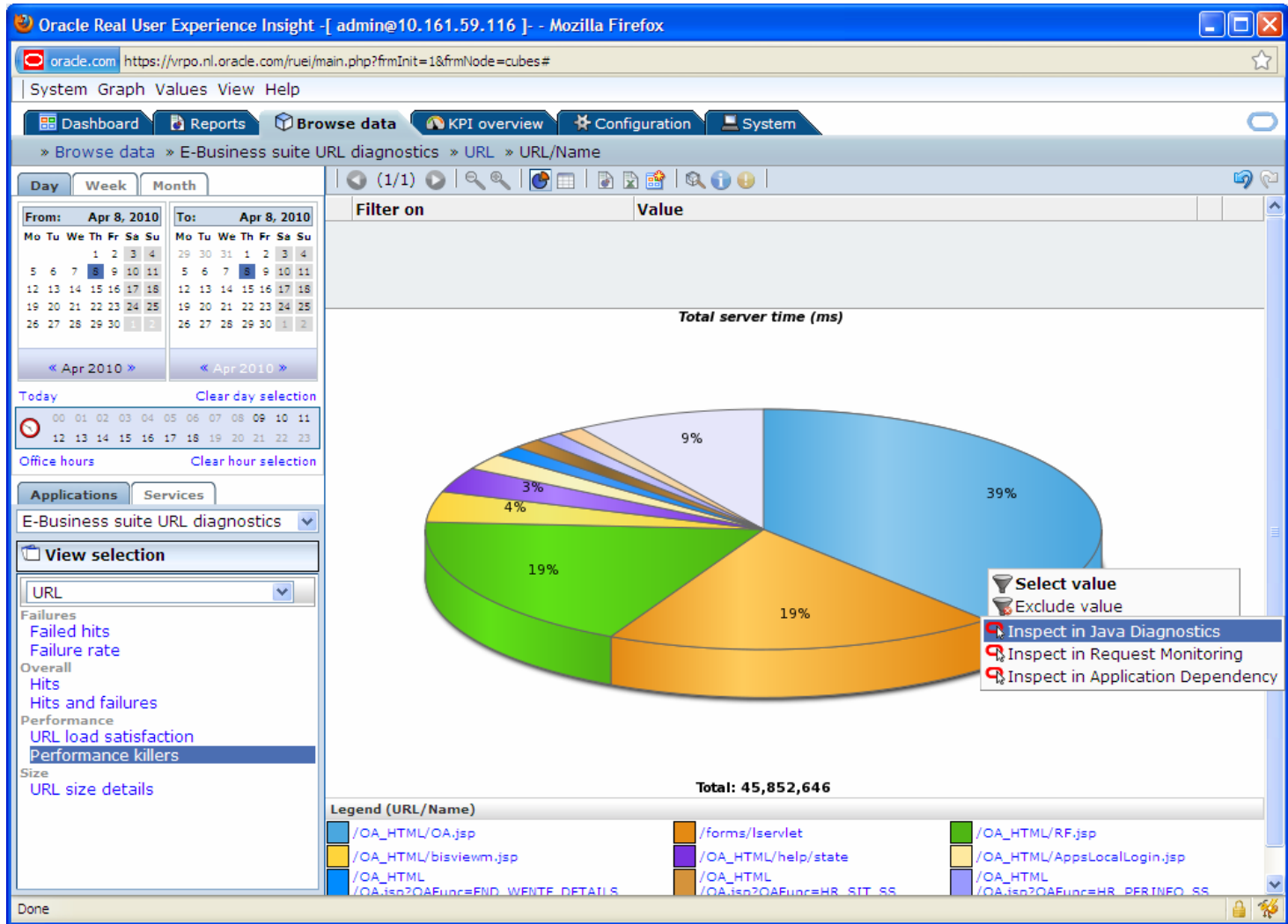
- [Concurrent Processing Dashboard](#)

#### Others

- [Activity Monitors](#)
- [Database Sessions](#)

Done

# For EBS JVM diagnostics also applies




# Summary: Start today!

- Automate all manual tasks
- Oracle Enterprise Manager; 1 single platform
- Use Oracle knowledge of Oracle applications
  - No change in your application is needed
  - No impact on performance
  - Be alerted before your end-users start calling



# Do you care.....session at 16:10

HOME | NETHERLANDS Contact and FAQs | Site map





[go... >>](#)  
[Forgot your PIN?](#)


Flight Offers | Booking management | Online check-in | Information | Iberia Group | Iberia Plus

### Purchase

Availability > Price > Passenger information > Trip Plan > **Purchases** > Confirm

 The system is temporarily unable to process your request. Please try again. (9102)

 For the correct verification of the identity of the credit card holder, you must show the card on the day of departure at check-in. The card will only be required at the first point of origin of the trip (not on the return or at transit points).  
If you are paying with Visa, MasterCard or American Express, you must also show the card at the airport unless we tell you otherwise.  
**auto check-in online** Also, by inserting the credit card to IB5999 and IB6500 to IB7999

 The system is temporarily unable to process your request. Please try again. (9102)

Route: March 4, 2008 Amsterdam - Madrid  
Price: 508.93 € + 10 € Service Fees = 518.93 €

\* The fields with an asterisk are required.

Type of card *	card number. *	Expiry date *	Card Verification Value (CVV)
Visa	xxxxxxxxxxxx	Apr 2009	xxx
Years on the card *			

Klaar www.iberia.com

# Questions ?



[sebastiaan.vingerhoed@oracle.com](mailto:sebastiaan.vingerhoed@oracle.com)