

SUPPORT DIAGNOSTICS FOR ORACLE E-BUSINESS SUITE

KEY FEATURES

BENEFITS OF SUPPORT DIAGNOSTICS USAGE:

- Assistance with installation, upgrade, and setup
- Identification of multiple issues in one test
- Minimized downtime by resolving potential issues prior to suffering their symptoms
- Resolution of known issues
- Collecting complete and accurate technical information in a single step
- Using analytical tools to simplify resolution

Oracle is dedicated to continually providing you a more efficient, simple, and effective way of using the Oracle E-Business Suite. By using Support Diagnostics, labor-intensive tasks such as implementing, using, and maintaining E-Business software is becoming a thing of the past. Not only that, it transforms the way information is shared with Oracle Support, helping to shorten resolution time and increase IT effectiveness, thereby maximizing your return on investment.

Overview

Support Diagnostics for Oracle E-Business Suite are a set of tests designed to:

- Identify existing and potential issues proactively
- Collect complete and accurate information about the application's technical environment, data, and configuration
- Document the current setup
- Compare different instances such as Test and Production
- Reduce time to resolution if a Service Request has to be logged by avoiding additional questions about versioning, profile option settings, index status, and so on

Support Diagnostics are designed and developed in close collaboration with product development and support experts to utilize their product knowledge and experiences.

Types of Support Diagnostics

Collection tests gather information about the technical environment, data, and configuration relevant to a particular product, functionality, or issue.

Remote Diagnostic Agent (RDA): ACT module is an example of a collection test. This test gathers information about NLS parameters, profile options setup for given products, database triggers, indexes, database packages, versions of forms, reports, and so on.

Setup tests gather information about the setup relevant to a particular product, functionality, or issue, execute pre-defined tests on this information, and provide feedback about existing or potential issues and actions detailing how to fix these issues.

General tests are an example of setup tests. The output shows complete information about the setup for a given product. It will also display **ERROR** messages if the setup is wrong or missing and **WARNING** messages if the setup

**DOWNLOAD, INSTALLATION,
EXECUTION**

- All released tests are downloaded in one go
- All released tests are installed in one go
- All tests are executed from a single location
- End users can run tests without DBA assistance
- No special technical knowledge is required
- No SQL *Plus or operating system access is required

differs from recommended values. Each **ERROR** and **WARNING** message is followed by an **ACTION** on how to fix the existing or potential issue. If Setup tests are run proactively after changing the setup, you can avoid issues related to incorrect or incomplete setup before suffering their symptoms.

Activity tests gather information about data and configuration relevant to a particular functionality or issue, execute pre-defined tests on this information, and provide feedback about existing or potential issues and actions detailing how to fix these issues.

Period Closing tests are an example of activity tests. These tests identify issues that would prevent a period from being closed. The output also shows **ERROR** and **WARNING** messages followed by an **ACTION** containing detailed resolution steps to solve the identified issues. If Period Closing tests are run proactively before closing a period, all issues related to data or configuration are identified so you can solve them before running the close period process.

Where to Find Support Diagnostics for Oracle E-Business Suite

All released Support Diagnostics are described in the E-Business Suite Diagnostic Tests Catalog on *MetaLink* Note 179661.1. All released tests are included in the Support Diagnostics patch downloadable from *MetaLink* Patches & Updates and directly accessible from *MetaLink* Note 167000.1. The Support Diagnostics patch is released every other month. Direct links to notes 179661.1 and 167000.1 can be found in the 'Knowledge > Knowledge Browser > Support Tools > Diagnostic Tools > E-Business Suite Diagnostic Tools' section on *MetaLink*.