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# Oracle Business Activity Monitoring

This chapter describes issues associated with Oracle Business Activity Monitoring (BAM). It includes the following topics:

- [Section 6.1, "Supported Platforms"](#)
- [Section 6.2, "Microsoft Excel 2007 is Not Supported"](#)
- [Section 6.3, "Installing Against an 11g Database is Not Supported"](#)
- [Section 6.4, "Configuring IIS on Vista to Send Report Links or Pages"](#)
- [Section 6.5, "Click Apply and OK More Than Once in Surface Prompt Tab"](#)
- [Section 6.6, "Warning During Installation on Microsoft Windows 2008"](#)
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- [Section 6.8, "Patch Installer Prerequisite for Oracle BAM Distributed Topology"](#)
- [Section 6.9, "Patch Installer Prerequisite for Oracle BAM on Traditional Chinese Language Microsoft Windows 2000 Server"](#)
- [Section 6.10, "New Features"](#)

## 6.1 Supported Platforms

This section describes the server and client platforms supported by this Oracle BAM release.

- [Section 6.1.1, "Server Platforms Supported"](#)
- [Section 6.1.2, "Client Platforms Supported"](#)

### 6.1.1 Server Platforms Supported

All machines on which Oracle Business Activity Monitoring server components are installed require the following software:

- Microsoft Windows Server Intel x86 versions supported:
  - Microsoft Windows 2000 (SP4 or higher) Server, Advanced Server, and Datacenter Server Editions
  - Microsoft Windows Server 2003 Standard, Enterprise, and Datacenter Editions
  - Microsoft Windows Server 2003 R2, Standard, Enterprise, and Datacenter Editions

- Microsoft Windows Server 2008, Standard, Enterprise, and Datacenter Editions (see [Section 6.10.3, "Microsoft Windows 2008 Supported"](#) for details)

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**Notes:** Enterprise Link is not supported on Microsoft Windows Server 2003 R2 and later platforms.

If you are installing on a Microsoft Windows 2000 or 2003 platform running Terminal Services, Terminal Services must be in Administration Mode, not Application Server Mode. See the article, HOW TO: Install Terminal Services in Remote Administration Mode in Windows 2000:

<http://support.microsoft.com/?id=306624>

How to enable and to configure Remote Desktop for Administration in Windows Server 2003:

<http://support.microsoft.com/kb/814590>

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- Microsoft .NET Framework 1.1, Service Pack 1 is required on all servers except for the Oracle Database Server. This component will be installed on your system automatically if it is not already present. See the *Oracle Business Activity Monitoring Installation Guide* for more information.

## 6.1.2 Client Platforms Supported

The Oracle BAM client is supported on the following platforms:

- Microsoft Windows Intel x86 versions supported:
  - Windows XP Professional, Service Pack 1 or higher
  - Microsoft Windows 2000, Service Pack 4
  - Microsoft Windows Vista
- Web browsers supported:
  - Microsoft Internet Explorer 6, Service Pack 1 or higher
  - Microsoft Internet Explorer 7

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**Notes:**

- If you are using Windows XP with Service Pack 2 or higher, or other pop-up blockers, you must allow pop-ups when using the Oracle Business Activity Monitoring Web applications. You must turn off popup blockers in Internet Explorer for the URL on which the Web applications are hosted.
  - The Internet Explorer installation on client systems must be a standard version and must not include customizations such as add-in tool bars or hot bars for other Web sites.
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## 6.2 Microsoft Excel 2007 is Not Supported

Microsoft Excel 2007 is not supported in Oracle Business Activity Monitoring 10g Release 4 (10.1.3.4) or earlier versions of Oracle BAM. Do not create Excel Views with

Excel 2007. Excel views created with Excel 2007 are unsupported, will not be viewable by users with the supported versions of Excel (Excel XP and Excel 2003), and will stop functioning in a future version of Oracle BAM.

### 6.3 Installing Against an 11g Database is Not Supported

Installing Oracle BAM against an 11g database is not supported; however, Oracle BAM does support running against an 11g database.

To work around this issue, install Oracle BAM against a 10g database and then upgrade the database to 11g.

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**Note:** Refer to the *Oracle Business Activity Monitoring Installation Guide* for the list of Oracle 10g database versions that are supported by Oracle BAM.

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### 6.4 Configuring IIS on Vista to Send Report Links or Pages

Microsoft Windows Vista is not supported for the Oracle BAM server components. However, if you are using Microsoft Windows Vista for demonstration or evaluation purposes you can use the following workaround.

When using Microsoft Internet Information Server (IIS) on Microsoft Windows Vista, Oracle BAM cannot send report links or pages (attachments). The Event Engine log reports the following error with `ReportMailer.asmx`:

Exception: The request failed with HTTP status 401:Unauthorized.

You can work around this problem in the following ways:

- Use one of the supported versions of Microsoft Windows to run Oracle BAM Web Applications and Event Engine.
- If you do not require Basic Authentication for Web Services, you can follow these steps to disable Basic Authentication through IIS in the Services directory. Note that if you do this, you cannot use the Oracle BPEL-BAM integration feature.

1. Open a command-line window and change to the following directory:

```
C:\inetpub\AdminScripts
```

2. Run the following command:

```
cscript.exe adsutil.vbs GET /w3svc/1/root/OracleBAM/NTAuthenticationProviders
```

The command may return the following:

```
NTAuthenticationProviders      : (STRING) "Negotiate,NTLM"
```

3. This needs to be set only to NTLM. Run this command to do so:

```
cscript.exe adsutil.vbs SET /w3svc/1/root/OracleBAM/NTAuthenticationProviders
"NTLM"
```

4. Run the command in step 2 again and verify that it returns the following:

```
NTAuthenticationProviders      : (STRING) "NTLM"
```

5. Open the IIS console.

6. Click Web Site > Default Web Site > OracleBAM > 6500 virtual directory.
  - a. Select the **Services** folder.
  - b. Select **Authentication** to change its properties.
  - c. Disable Basic Authentication. (Windows Authentication should be the only option enabled.)
7. Click Web Sites > Default Web Site > OracleBAM virtual directory.
  - a. Select the **Services** folder.
  - b. Select **Authentication** to change its properties.
  - c. Disable Basic Authentication. (Windows Authentication should be the only option enabled.)
8. Close the IIS Console and test sending a report link or report page via an alert.

## 6.5 Click Apply and OK More Than Once in Surface Prompt Tab

In the View Editor, the Apply and OK buttons for the Surface Prompt tab do not apply changes the first time they are clicked.

To work around this issue click Apply or OK a second time before closing the View Editor, or reopen the view in the View Editor to click Apply or OK again in the Surface Prompt tab.

## 6.6 Warning During Installation on Microsoft Windows 2008

Oracle BAM 10.1.3.3.0 is not certified, and will show a warning, but the installation will succeed on Microsoft Windows 2008 Server. The user can then apply the 10.1.3.4.0 patch on the 10.1.3.3.0 installation to obtain full support on Microsoft Windows 2008 Server Standard, Enterprise, and Datacenter editions.

## 6.7 Compilation Error on Launching Start Page After Successful Patch Install

This is an intermittent issue. An error may occur during the compilation of a resource required to service the Oracle BAM Start Page launch request.

If you encounter this issue, use the following workaround:

Restart the World Wide Web Publishing service using either IISAdmin or the Services Control Panel.

If that does not resolve the issue, use the following workaround.

1. Stop the Oracle BAM and IIS services.

You can use the Stop BAM shortcut, and then stop IIS using a command prompt with the following command:

```
net stop iisadmin /y
```

Alternatively, you can use the Services Control Panel to stop the Oracle BAM and IIS services.

2. From a command prompt, delete the `c:\windows\microsoft.net\framework\v1.1.4322\temporary asp.net files` directory.

- Restart the Oracle BAM and the IIS services.

You can start IIS via a command prompt with the following command:

```
net start w3svc
```

Then use the Start BAM shortcut.

Alternatively, you can use the Services Control Panel to restart the Oracle BAM and IIS services.

## 6.8 Patch Installer Prerequisite for Oracle BAM Distributed Topology

Oracle BAM 10.1.3.3 Distributed Topology:

- Host A: Oracle BAM Server (Active Data Cache, Report Cache, Event Engine)
- Host B: Microsoft IIS Server and Oracle BAM Report Server (Web Applications)
- Host C: Enterprise Link and Plan Monitor

If Oracle BAM 10.1.3.3.0 was installed using a distributed topology (described above), before installing Oracle Application Server 10g Release 3 (10.1.3) Patch Set 4 (10.1.3.4.0) do the following only on the Oracle BAM Server host:

Copy these files:

```
C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\regasm.exe
C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\regasm.exe.config
```

(or wherever the .NET Framework was installed),

and copy the files to this directory:

```
ORACLE_HOME\BAM\
```

## 6.9 Patch Installer Prerequisite for Oracle BAM on Traditional Chinese Language Microsoft Windows 2000 Server

Do the following steps before applying the patch to Oracle BAM 10.1.3.3.0 on a traditional Chinese language (zh-tw) Microsoft Windows 2000 Server.

- Copy the patch shiphome to the machine where the patch will be applied.
- Search for the `xmlutility.bat` file in the patch directory and open that file for editing.
- After this line:

```
for %%? in (call del) do %%? %temp%\t1.bat
```

add this line:

```
SET BAMShiphomeDir=%~dp0.
```

- Save and close the file.

## 6.10 New Features

This section describes the 10.1.3.4 new features for *component\_name*. This section includes the following topics:

- [Section 6.10.1, "Oracle Business Intelligence \(BI\) Server External Data Source Type Available"](#)
- [Section 6.10.2, "Oracle 11g Database Supported"](#)
- [Section 6.10.3, "Microsoft Windows 2008 Supported"](#)

### 6.10.1 Oracle Business Intelligence (BI) Server External Data Source Type Available

A new External Data Source type is available in Oracle BAM for Oracle Business Intelligence (BI) Server. To configure this data source, do the following steps.

1. Open Oracle BAM Architect Web application and create an External Data Source for Oracle Business Intelligence (BI) Server.
2. Enter the Administrator login and password for the Oracle Business Intelligence (BI) Server.
3. Configure **Connection string/URL** (for example, DSN=AnalyticsWeb.)
4. Leave **Driver** blank.
5. Create a new data object based on the external data source, and enter the following details:
  - External Table Name (for example, Products)
  - External Field Name (for example, "Products"."UPC")

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**Note:** You may not see all of the rows expected because Oracle Business Intelligence (BI) Server suppresses duplicates but returns the correct number in the total row count.

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### 6.10.2 Oracle 11g Database Supported

Oracle BAM 10.1.3.4 supports running against an 11g database; however, installing Oracle BAM against an 11g database is not supported.

To work around this issue, install Oracle BAM against a 10g database and then upgrade the database to 11g.

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**Note:** Refer to the *Oracle Business Activity Monitoring Installation Guide* for the list of Oracle 10g database versions that are supported by Oracle BAM.

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### 6.10.3 Microsoft Windows 2008 Supported

Oracle BAM 10.1.3.3.0 is not certified, and will show a warning, but the installation will succeed on Microsoft Windows 2008 Server. The user can then apply the 10.1.3.4.0 patch on the 10.1.3.3.0 installation to obtain full support on Microsoft Windows 2008 Server Standard, Enterprise, and Datacenter editions.

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**Note:** Enterprise Link is not supported on Microsoft Windows Server 2003 R2 and later platforms.

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