

ORACLE®

NZOUG

Inspiring. Practical. Informative.

2013



Te Papa, Wellington
New Zealand, 18 to 19 March



2013

Planning Your Oracle E-Business Suite Upgrade from Release 11i to 12.1 and Beyond

Nadia Bendjedou
Senior Director, Product Strategy
Oracle Applications



Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decision. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

Program Agenda

- Overview
- Upgrade Best Practices
- Customer Upgrade Snapshot
- Additional Resources

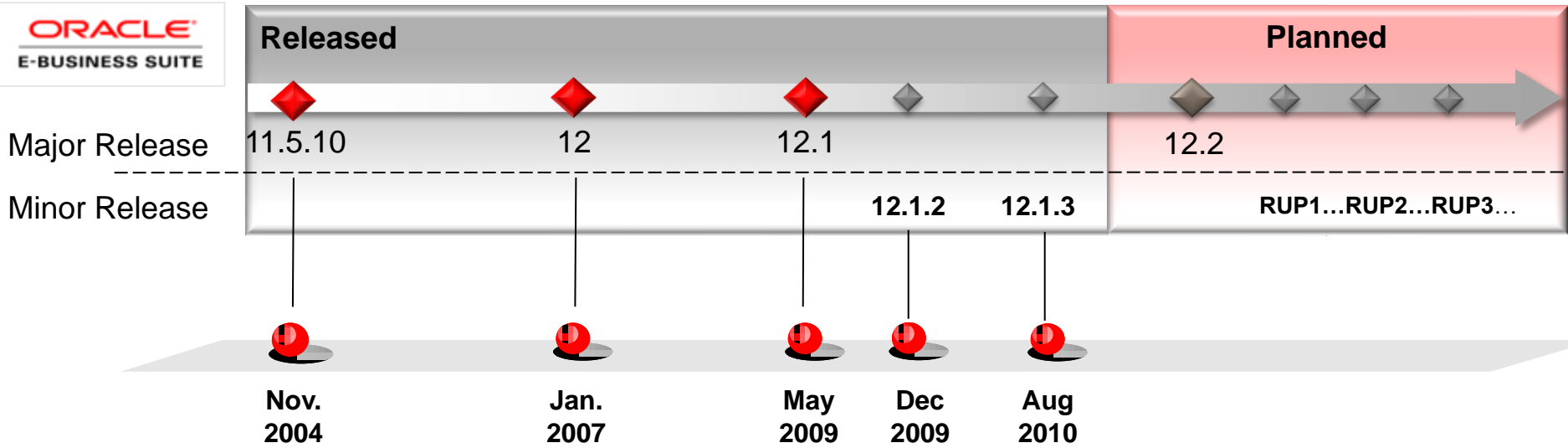
Overview



ORACLE

Roadmap: Continued Releases & Innovation

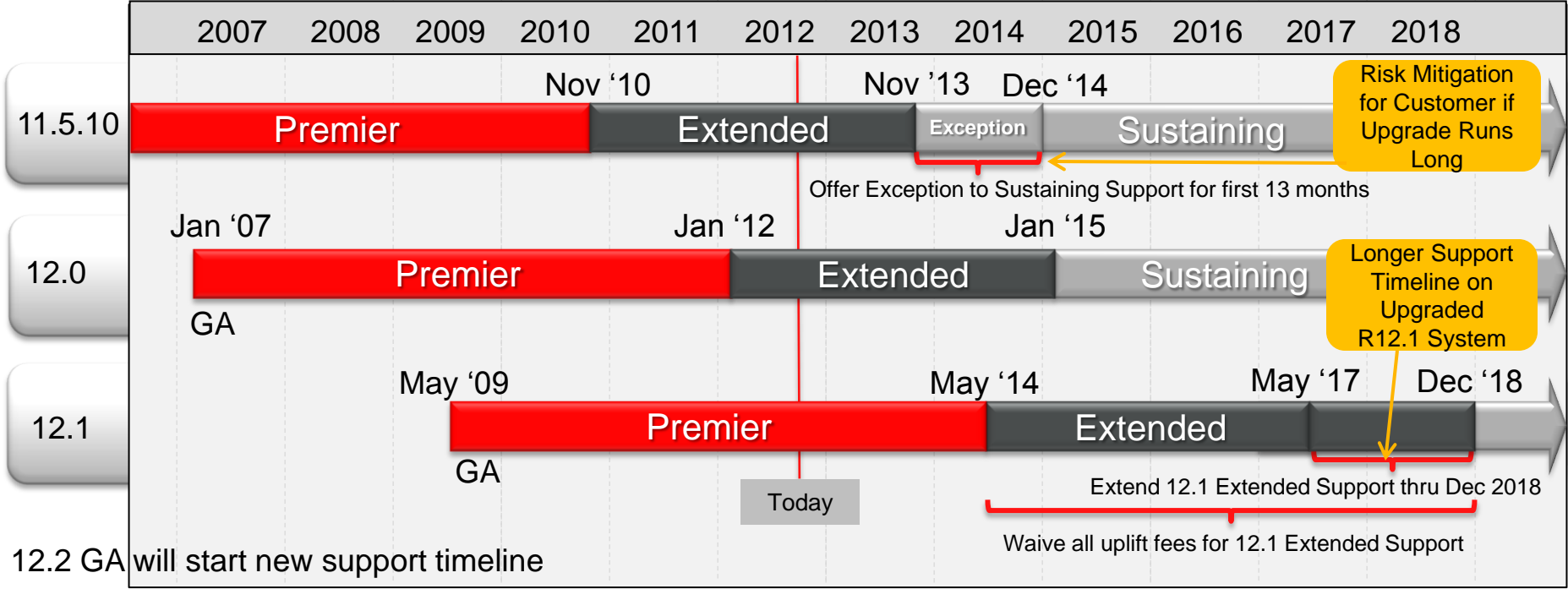
Ongoing Point Releases Easy to Uptake





Oracle E-Business Suite Support Timelines

Updated Support Policies for 11.5.10 and 12.1



12.2 GA will start new support timeline

Don't Wait ...

Keep Moving Forward with Your Upgrade

- Complete your upgrade from 11.5.10, targeting 12.1.3
- Include a milestone where you could consider re-targeting to 12.2 if it's available at that time
 - All 12.1 functional upgrade analysis will apply equally to 12.2
- Once on 12.1, the upgrade to 12.2 will be much smaller than the 11i to 12.x upgrade
 - With 12.1 Extended Support through Dec 2018, you can choose when you're ready to upgrade to 12.2

Upgrade Best Practices



ORACLE

Upgrade Best Practices

- **Starting Your Upgrade Project**
- Planning Your Upgrade Approach
- Preparing for Your Upgrade Execution

Starting Your Upgrade Project

1. Assemble the right project team
2. Allocate enough time and resources

1. Assemble the Right Project Team

Include All of the Relevant Stakeholders



Dedicated Project Manager



Steering Committee



Technical Team

Apps DBA/Sysadmin
Mid-tier Specialist
Performance Specialist
Customization Developer



Business Process Owners



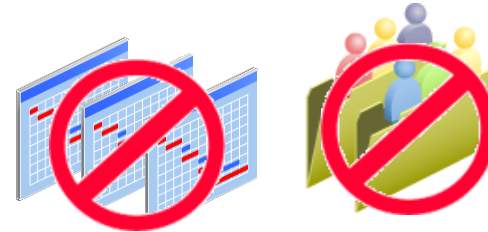
Functional Analysts



Tax Specialist

2. Allocate Enough Time and Resources

- 11i to 12.1 upgrade project is bigger than 11i Maintenance Pack upgrades (e.g., 11i9 to 11i10)
 - Significant changes in Financials functionality and data model
 - More flexible implementation options
- Time and resource estimates from 11i Maintenance Pack upgrades may not apply



2. Allocate Enough Time and Resources



- Required time and resources will depend on your circumstances
 - Number of EBS modules you've implemented
 - Scope and complexity of your customizations
 - Number and extent of your integrations
 - Effort you typically invest in testing major release level changes
 - Other systems changes you're combining with the upgrade
- There are many Consultants and Systems Integrators with 12.1 upgrade experience to help you estimate

Upgrade Best Practices

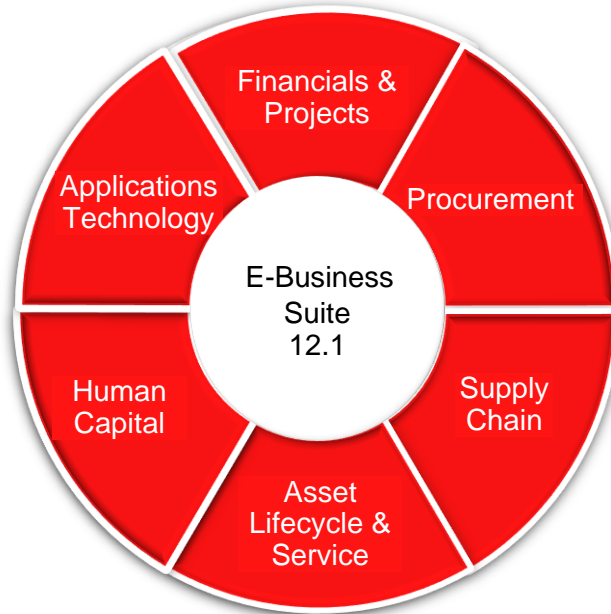
- Starting Your Upgrade Project
- **Planning Your Upgrade Approach**
- Preparing for Your Upgrade Execution

Planning Your Upgrade Approach

1. Decide: upgrade vs. reimplement.
2. Upgrade before expanding your footprint.
3. Plan for some Financials setup.
4. Plan the upgrade of customizations.
5. Plan for related systems changes.

Standard Upgrade

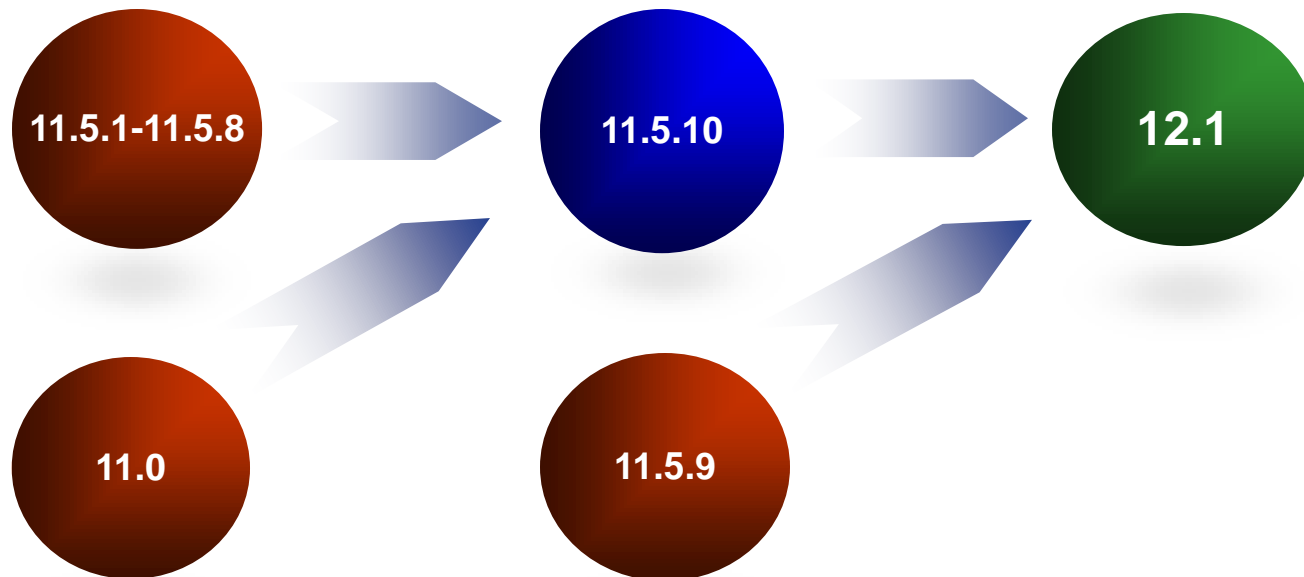
Current 11i Instance



Upgraded 12.1 Instance

- **Run Oracle tools on your current instance to**
 - **Install 12.1 file system**
 - **Upgrade all data to 12.1**
- **Go live on your upgraded instance**

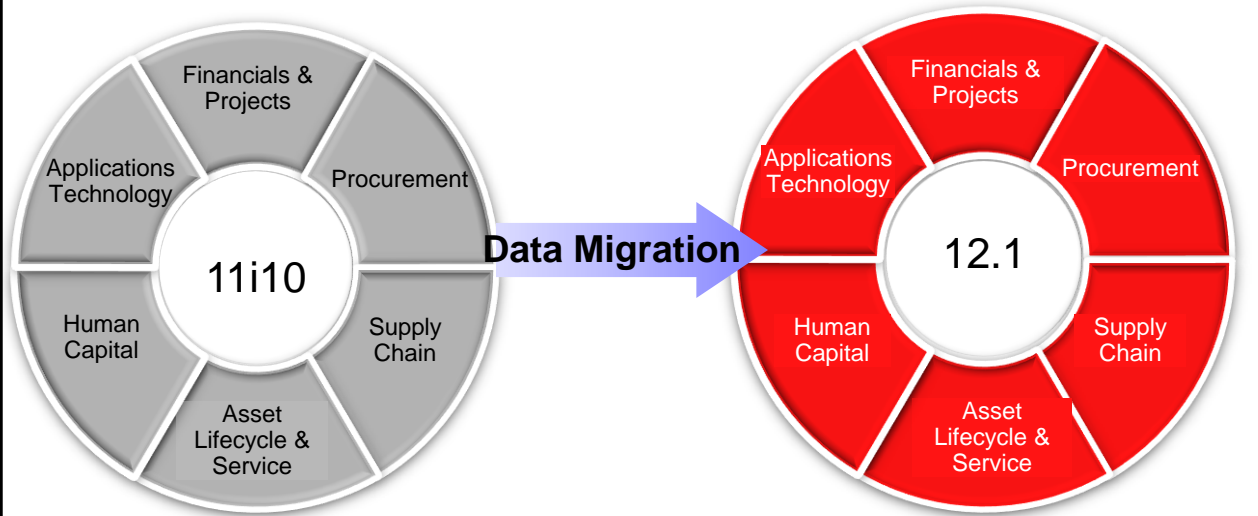
Supported Upgrade Paths



Reimplementation

Current 11i Instance

New 12.1 Instance



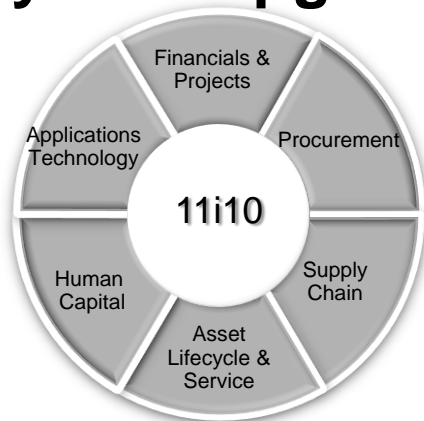
Legacy Instance

Reimplemented Instance

- Use Oracle tools to install a new 12.1 instance
- Do setups on the new instance
- Migrate data from your legacy instance using Oracle's:
- Interface tables
- APIs
- Go live on your reimplemented instance

Hybrid: Upgrade and Consolidate

Europe



Asia Pacific



US-HQ



Hybrid: Upgrade and Consolidate

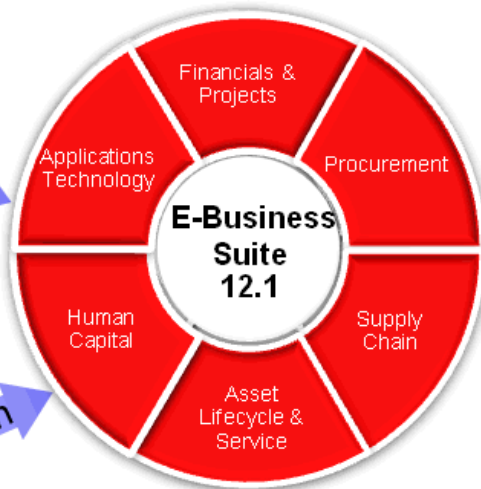
Europe



Asia Pacific



US-HQ



Global Single Instance

Data Migration

Data Migration

- Upgrade your US-HQ instance to 12.1
- Do international setups on the upgraded instance
- Migrate data from your international instances
- Go live on your global single instance

1. Decide Upgrade vs. Reimplement

There's no "Right" or "Wrong" Approach

- Do a standard upgrade if you:
 - Are satisfied with your core Financials configurations, including:
 - Chart of Accounts definition
 - Costing Method
 - Calendar
 - Already run a single instance of EBS
 - Use standard business processes with minimal customizations
 - Want to carry forward historical transaction data

1. Decide Upgrade vs. Reimplement

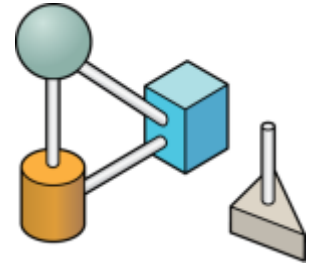
There's no "Right" or "Wrong" Approach

- Consider a reimplementation if you:
 - Are dissatisfied with your core Financials configurations.
 - Want to combine instances into a new "gold" instance.
 - Want to move to standard business processes and reduce customizations.
 - Are on an EBS release level not supported for direct upgrade (below 11.5.9).
- In practice, we see many more upgrades than reimplementations.

Oracle's Chart of Accounts Revision Service

Can I Change My COA without Reimplementing?

- Certain straightforward COA changes may be possible to achieve without reimplementing.
- Some change scenarios may not be possible.
- Talk to Oracle Consulting to determine if your needs can be met.
- Oracle Consulting offers a COA revision service, not a product.
 - They adapt template scripts to your situation
 - They test and re-test your revision



2. Upgrade Before Expanding Your Footprint

If you want to add more EBS products to your footprint:

- a) Implement more products at the 11i level, then upgrade later.
- b) Implement more products in a separate 12.1 instance.
- c) Upgrade to 12.1 first, then implement more products.

2. Upgrade Before Expanding Your Footprint

If you want to add more EBS products to your footprint:

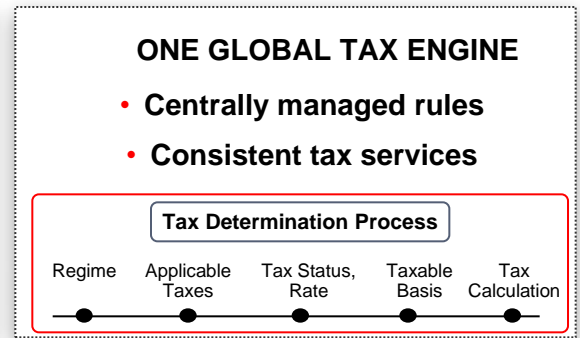
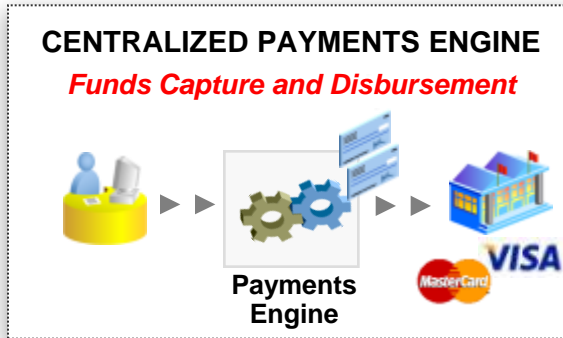
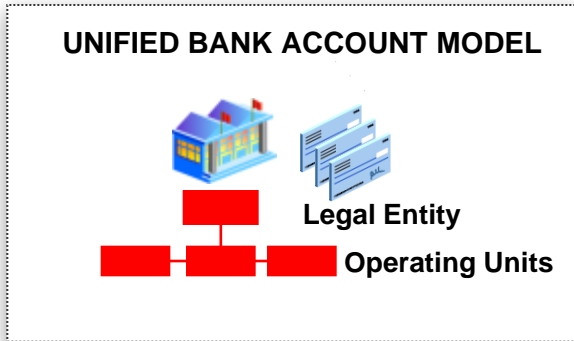
- a) Implement more products at the 11i level, then upgrade later.
- b) Implement more products in a separate 12.1 instance.
- c) Upgrade to 12.1 first, then implement more products.

2. Upgrade Before Expanding Your Footprint

- Take advantage of latest and greatest 12.1 level products
- Implement and stabilize new products just once, on 12.1
- Don't slow progress towards 12.1 with numerous 11i projects
- Don't split to a separate 12.1 instance to implement more EBS products unless you plan to keep separate instances

3. Plan for Some Financials Setup

- Even in the upgrade case, plan on reviewing your Financials setups
 - Some setups done separately in 11i modules are centralized in 12.1
- Validate that new centralized setups reflect consistent tax and accounting treatments that you expect



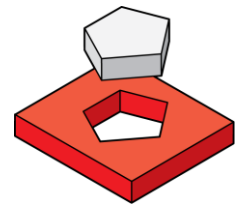
3. Plan for Some Financials Setup

Lots of Docs to Help You

- Understand upgrade impacts on 11i setups and data
 - *Oracle Financials & Procurement Functional Upgrade Guide*
 - “R12 Upgrade Considerations by Product” (Doc 889733.1)
 - Accounting Setup Manager Pre-Update Diagnosis Report (Doc 961742.1)
- Understand new 12.1 Financials capabilities
 - *Oracle Financials Concepts Guide*
 - *Oracle Financials Implementation Guide*
 - Transfer of Information (TOI) online training (Docs 988725.1 and 807319.1)

4. Plan the Upgrade of Customizations

Inventory All of Your Customizations



- Save money by retiring customizations
 - Review 12.1 functionality to see what is now available in the product
- Prioritize your remaining customizations for upgrade
- Consider engaging Oracle Consulting for a CEMLI review
 - Customization, Extension, Modification, Localization, and Integration
 - They have a CEMLI Services tool that discovers and reports on your CEMLI

EBS Data Model Comparison Report

Doc 1290886.1

- Lists database object definition changes between two EBS releases
- Helps you identify and plan for upgrade impacts on custom code
 - Switch custom reports from distribution lines in separate apps to new Subledger Accounting (XLA) tables
 - Update custom Oracle Discoverer Business Areas

The screenshot displays a table titled "Object Definition Differences Between 11.5.102 and 12.1.3". The table has two columns: "Packages" and "Object Definition Differences".

Packages	Object Definition Differences Between 11.5.102 and 12.1.3
APPS_ARRAY_DDL	Objects Added in 12.1.3 proc-APPS_ARRAY_DDL Objects Added in 12.1.3 proc-ITEM_SEARCH_EXECUTE_QUERY
INVIDIT1	Attribute Changes between 11.5.102 and 12.1.3 proc-POPULATE_FIELDS:arg:X_DEFAULT_MATERIAL_STATUS:Added in 12.1.3 proc-POPULATE_FIELDS:arg:P_DEFAULT_MATERIAL_STATUS_ID:Added in 12.1.3 proc-POPULATE_FIELDS:arg:X_INV_ITEM_STATUS_CODE_TL:Added in 12.1.3 proc-POPULATE_FIELDS:arg:X_INV_ITEM_STATUS_CODE:Added in 12.1.3 proc-POPULATE_FIELDS:arg:X_CHARGE_UNIT_OF_MEASURE:Added in 12.1.3 proc-POPULATE_FIELDS:arg:X_CHARGE_PERIODICITY_CODE:Added in 12.1.3 proc-POPULATE_FIELDS:arg:X_SECONDARY_UOM_CLASS:Added in 12.1.3 proc-GET_STARTUP_INFO:arg:X_TP_ORG:Added in 12.1.3 proc-GET_STARTUP_INFO:arg:X_PROCESS_EXEC_ENABLED_STATUS:Added in 12.1.3 proc-GET_STARTUP_INFO:arg:X_RECPE_ENABLED_STATUS:Added in 12.1.3
INVIDIT3	Objects Added in 12.1.3
INVBUS	proc-CSLTABLE_QUERIES Added in 12.1.3

EBS File System Comparison Report

Doc 1446430.1

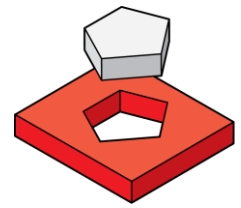
List of supported file types for the EBS File Comparison Report

- Forms (.fmb files)
- Library (.pll files)
- Reports (.rdf files)
- Java (.class files)
- Java Server Pages (.jsp files)
- Oracle Application Framework (OAF) Pages (.xml files)
- Oracle Application Framework (OAF) Personalizations (.xml files)
- Workflow Definition (.wft files)
- Workflow Business Event System Object Definitions (.wfx files)
- BI Publisher Reports - Layout template formats
 - XML Style Sheets (.xsl files)
 - XML Publisher PDF templates (.pdf files)
 - XML Publisher Excel templates (.xls files)
 - XML Publisher RTF templates (.rtf files)
- BI Publisher Reports - Data Definition formats
 - XML Publisher (XDO) XML (.xml files)
 - XML Schema Definition (.xsd files)

- Lists file system changes for R12.1.3 versus 11.5.10.2
- Helps you analyze and plan for upgrade impacts on:
 - Customizations and personalizations
 - Functional flow tests

4. Plan the Upgrade of Customizations

Assess the Impact of Technology Changes



- Custom code in standard 11i development technologies is generally compatible
 - OA Framework
 - Oracle Forms
 - Oracle Reports
 - Oracle Workflow
- Some older technologies have been replaced (Doc 374398.1)
 - Mod_plsql
 - Oracle Reports Server Reports
 - Oracle Graphics integrations with Oracle Forms
 - AK mode of OA Framework

4. Plan the Upgrade of Customizations

Plan for New or Reimplemented Customizations



- Prefer to use personalization or configuration
 - OA Personalization Framework, Flexfields, Folders
- Extend incrementally using standard E-Business Suite technologies
 - OA Framework, Oracle Forms, Oracle Workflow
- Consider using new Fusion middleware tools for separate custom apps
 - ADF, SOA Suite
- See “Upgrading your Customizations to Oracle E-Business Suite Release 12.1”, Doc 1435894.1

4. Plan the Upgrade of Customizations

Consider Moving Custom Oracle Reports to BI Publisher

- You can move custom reports to BI Publisher before you upgrade
 - May need to adjust queries, but formatting remains valid
 - Leverage delivered BI Publisher templates or use migration utility
 - BI Publisher [Conversion Center page](#) is available on OTN



4. Plan the Upgrade of Customizations

Consider Replacing Custom Discoverer Reports with OBIA / OBIEE

- You can continue to use Oracle Discoverer in 12.1 for custom analytic reports
- If re-implementing custom Discoverer reports, consider replacing them with Oracle BI Applications (OBIA)
 - Pre-built, pre-integrated analytics for Oracle's ERP and CRM offerings
 - Built with OBIEE, Oracle's strategic business intelligence platform



5. Plan for Related Systems Changes

Database Preparation

- Before upgrading, you must be on a 12.1-certified database level: **10gR2, 11gR1 or 11gR2.**
- Consider getting to the latest database level certified for your EBS level.
 - Both 11i10 and 12.1 are certified on 10gR2, 11gR1, 11gR2
- See “Database Preparation Guidelines for an Oracle E-Business Suite Release 12.1.1 Upgrade”, Doc 761570.

5. Plan for Related Systems Changes

Platform Migration



- You can combine an Apps tier migration with a standard 12.1 upgrade.
 - Use Rapid Install to put the 12.1 file system on your new apps tier platform.
- You can do a Database migration and a 12.1 upgrade in a single project & downtime.
 - Or, migrate your database in a prior downtime if the intermediate configuration is certified.
 - Choice of migration method will depend on database size & byte ordering (“endian-ness”) of source and target platforms.
- See “Oracle E-Business Suite Upgrades and Platform Migration” (1377213.1)

5. Plan for Related Systems Changes

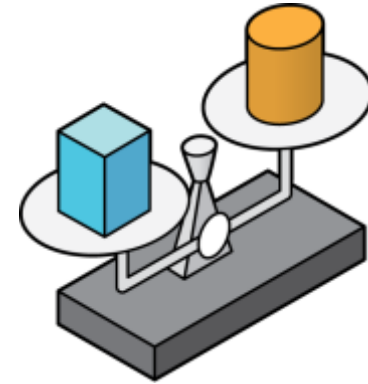
Architecture Conversions

- **Oracle Applications Tablespace Model (OATM)**
 - Reduces number of tablespaces to 12 from 2 per product.
 - Compacts database, optimizes storage settings and reduces I/O.
 - Doc 248857.1
- **Multiple Organizations Architecture**
 - Must convert from Single Org architecture; can use just 1 operating unit.
 - Needed for Multi Org Access Control (MOAC).
 - Doc 210193.1

5. Plan for Related Systems Changes

Phasing of Related Systems Changes and 12.1 Upgrade

- ❑ **Single Project and Downtime?**
 - Less total downtime & testing
 - More complex troubleshooting
 - More business risk
- ❑ **Multiple Projects and Downtimes?**
 - Likely more total downtime & testing
 - Simplified troubleshooting
 - Less business risk



5. Plan for Related Systems Changes

Phasing of Related Systems Changes and 12.1 Upgrade

- Different enterprises will choose different phasing based on:
 - How frequently they can take a downtime
 - How long any single downtime can be
 - How much testing their business requires
- In practice, most enterprises will complete related system changes ahead of the 12.1 project and downtime

Upgrade Best Practices

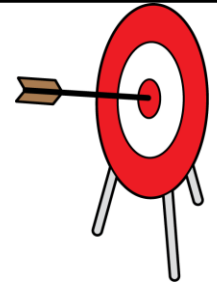
- Starting Your Upgrade Project
- Planning Your Upgrade Approach
- **Preparing for Your Upgrade Execution**

Preparing for Your Upgrade Execution

1. Establish the target release level
2. Test, test, test
3. Take steps to minimize downtime
4. Prepare business users for change
5. After go-live, stay current with latest code

1. Establish the Target Release Level

12.1.3 is the Current Release



- Use Rapid Install to lay down 12.1.1 tech stack and product files
 - Apply pre-install patches to Rapid Install file system before applying the main upgrade driver. Complete the upgrade, including post-upgrade steps.
- Apply EBS 12.1.3 Release Update Pack (1080973.1)
 - Error corrections, legislative and regulatory updates, minor enhancements
- Apply critical patches for products in your footprint
 - Recommended R12 Patches in MOS “Patches & Updates”
- Track your critical fixes to 11i and ask Support if those apply to 12.1.3
 - 11i bug fixes issued after May 2010 may not be included in 12.1.3

EBS Pre-Install Patching Report

1446430.1

- What is a Pre-Install patch?
 - Patch that delivers higher versions of files called by the R12.1 main upgrade driver
- Benefits of Pre-Install Patching Report
 - Up-to-date list of all EBS pre-install patches available in a single report
- Usage and Logistics
 - Review patches by product and fix type (e.g., performance, data fix)
 - Merge and apply R12.1 CUP1 with listed pre-install patches. Then apply merged upgrade driver.

R12.1 Technology Stack

TECHNOLOGY COMPONENT	VERSION INCLUDED 11i10CU2	VERSION INCLUDED 12.0.4 RI	VERSION INCLUDED 12.1 RI	VERSION CERTIFIED WITH	MINIMUM REQUIRED VERSION
<ul style="list-style-type: none"> • Apps Mid tier-Forms/Reports 	6.0.8.25	10.1.2.2	10.1.2.3	-	10.1.2.3
<ul style="list-style-type: none"> • Apps Mid tier- Java Oracle Home/ • Apps Mid tier-JDK 	1.0.2.2/1.4.2	10.1.3.0/1.5	10.1.3.4/1.6.0	10.1.3.5	10.1.3.4/1.6
<ul style="list-style-type: none"> • Database 	9.2.0.6	10.2.0.3	11.1.0.7	10gr2: 10.2.0.5 11gr2: 11.2.0.1, 11.2.0.2, 11.2.0.3	10.2.0.4

For details “Oracle E-Business Suite Release 12.1 Maintenance Pack Installation Instructions” (752619.1)

R12.1 Key Facts

	11i10CU2	R12.0.4 RI	R12.1 RI	12.1.3 RUP
#of Product Schemas	209	195 (25 removed,11 added)	201 (25 removed,17 added)	No changes
#file calls in DB portion of the U driver	104242	144940	156622	23408
PROD db size	31 GB	45 GB	50 GB	NA
File system size	26 GB	28 GB	28 GB	
#files shipped in RI / RUP	268359	357778	385755	52103
#of Jobs (Changed + New) in DB portion of the U driver	NA	~95488 (Vs 11.5.10.2)	~ 104057 (Vs 11.5.10.2) ~31843 (Vs 12.0.4)	~ 23474 (Vs 12.1.1)



2. Test, Test, Test

Do Full Functional Testing at Full Data Values

- Test end to end with complete production data set
 - Find latent data conditions that will fail 12.1's tighter validation
- Test all business scenarios with both upgraded and new data
 - Enter an invoice in 11i, issue a credit memo against it in 12.1
- Compare key reports before and after upgrade
 - AP Trial Balance, AR Reconciliation reports
- Do data verification tasks listed in EBS Upgrade guide (Appendix F)



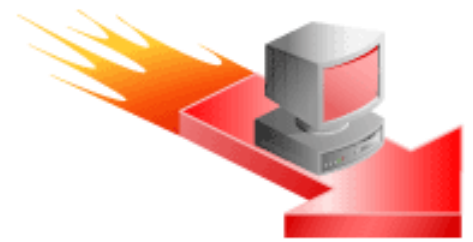
2. Test, Test, Test

Test Your Period-End Close

- During UAT, test month-end close at full data volumes
 - Resolve any exceptions
- After go-live, simulate month-end close a few days before actual close
 - Keep the project team within reach at least through your first close
- See: “R12: Period-End Procedures for Oracle Financials E-Business Suite” (961285.1)

2. Test, Test, Test

Do Load and Volume Testing



- Batch load tests
 - Run production concurrent requests on your test system
- Use Participation Tests
 - Let users go unscripted at full production processing capacity
- Automated load testing
 - Oracle uses Oracle Application Testing Suite

Oracle Application Testing Suite (OATS)



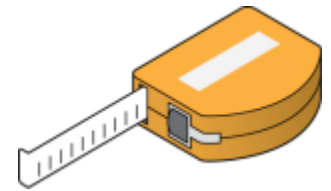
1. **Oracle Load Testing** – scalability, performance & load testing
2. **Oracle Functional Testing** – functional and regression testing
3. **Oracle Test Manager** – test process management, test execution & defect tracking

12.1.1 Test Starter Kit

- Instruction guide
- Sample QA test scripts
- See [Oracle Application Testing Suite Downloads](#) > Application Testing Suite

3. Take Steps to Minimize Downtime

Core Downtime Reduction Measures



- Do several complete practice upgrades
 - Establish that the upgrade will fit into your downtime window
- Optimize your timing
 - Tune performance of the core upgrade driver
 - See *Oracle E-Business Suite Upgrade Guide, Release 11i to 12.1.1*
 - Minimize duration of tasks done before & after core upgrade driver runs
 - Interim backups, final acceptance testing
- Consider making related systems changes in separate downtime(s)
 - Database upgrade, platform migration, OATM migration

3. Take Steps to Minimize Downtime

Additional Downtime Reduction Techniques



- Run “The Upgrade Manual Script” to identify tasks you can omit (UG Chapter 2)
- Apply Pre-Install Patches for fixes to the upgrade code (Doc 1448102.1)
- Reduce data volume using archive and purge (Doc 752322.1)
- Over 100 standard archive and purge programs in R11.5.10
 - Use “Purge Portal” in OAM to configure, administer, and monitor
 - Use Subledger Accounting “Upgrade by Request” (UG Appendix G and Doc 604893.1)
- Complete functional pre-upgrade tasks (UG Appendix E)
- Parallelize pre- and post-upgrade technical activities
- Isolate post-upgrade concurrent programs in a special queue (Doc 399362.1)
- Use a shared APPL_TOP (Doc 384248.1) and Distributed AD (Doc 236469.1)
- Use a staged APPL_TOP (Doc 734025.1)



3. Take Steps to Minimize Downtime

Subledger Accounting “Upgrade by Request”

- Limit historical accounting data upgraded during critical downtime using SLA Pre-Upgrade Program
 - Specify range of periods to upgrade; default is current fiscal year or minimum of 6 periods
 - Some SLA functionality requires access to previous accounting data
- Option to run SLA Post-Upgrade Program for more historical data
 - See “FAQ for the SLA Upgrade: SLA Pre-Upgrade, Post-Upgrade, and Hot Patch”, Doc 604893.1

4. Prepare Business Users for Changes

Consider Oracle's End User Productivity Solution

- Oracle User Productivity Kit (UPK)
 - Capture and maintain interactive UI simulations
 - Generate test scripts
 - Create self-service training
 - Leverage pre-built 12.1 content



Drive Greater End User Productivity

Pre-Built End-User Documentation

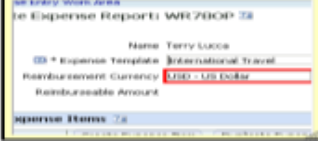
User Modes

SEE IT



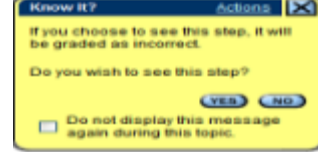
Self-Running Demo

TRY IT



Interactive Simulation

KNOW IT



Testing for Competence

DO IT



Context-Sensitive Help

2,300+ Pre-delivered Topics for Release 12.1

Financials

- Payables
- Receivables
- General Ledger
- Assets
- Internet Expenses
- Advanced Global Intercompany System
- E-Business Tax
- Subledger Accounting
- Bank Account Setup/Maintenance

HRMS

- Human Resources
- Payroll
- Self-Service HR
- Performance Mgmt
- Time and Labor
- iRecruitment
- Learning Mgmt

Manufacturing

- Shop Floor Management
 - Work In Process
 - Discrete MES
 - OPM Product Development
 - OPM Process Execution
 - OPM MES
- ### Distribution
- Inventory
 - Order Mgmt
 - Shipping Execution

Procurement

- Purchasing
- iSupplier Portal
- iProcurement

Projects

- Project Costing
- Project Mgmt
- Project Resource Mgmt

5. After Go-Live, Stay Current with Latest Code

When you need a critical fix, keep the size of that fix to a minimum

- AD and ATG Family RUPs
 - Fixes and performance improvements for patching infrastructure and for application technology and management products
- Product family RUPs for products in your footprint
 - We release an annual HRMS product family RUP in the middle of the year
- Quarterly CPUs that consolidate security fixes
- R12 Recommended Patches for products in your footprint
 - Also see document highlighting Release 12.1 Financials recommended patches (954704.1)

Customer Upgrade Snapshots



ORACLE

Customer Upgrade Snapshots

11i to 12.1.3 - Toyota Motor Europe

- Toyota Motor Europe
 - Release: 11.5.9+ on IBM AIX to R12.1.3 on Oracle Linux 5 Appl tier
 - DB size: 800 GB
 - #Workers: 32
 - #CPUs on DB server: 8 cores
 - Downtime reduction measures
 - Online NLS patch application
 - #hrs for the 12.1.1 D driver: 21 hrs
 - #hrs for the 12.1.3 US upgrade: 4 hrs
 - #hrs for the 4 languages NLS patching 11 hrs

Customer Upgrade Snapshots

11i to 12.1 - CPS (Chicago Public Schools)

- CPS (Chicago Public Schools)
 - Release: 11.5.10.2 to 12.1
 - DB size: 900GB
 - #Workers and batch size: 32, 10000
 - #CPUs on DB server: 2 node RAC, 8 CPUs per node
 - Downtime reduction measures
 - Distributed AD
 - Upgrade RDBMS to 10.2.0.4 in a separate downtime
 - # hrs for the D driver: 22 hrs
 - Customer snapshot
 - <http://www.oracle.com/customers/snapshots/chicago-public-schools-eps-snapshot.pdf>

Customer Upgrade Snapshots

11i to 12.0.6 - Cisco

- Cisco
 - Release: 11i to R12.0.6
 - DB size: 600GB
 - #Workers and batch size: 32, 20000
 - #CPUs on DB server: 16
 - Downtime reduction measures
 - Distributed AD
 - #hrs for the D driver: 5.5 hrs

Customer Upgrade Snapshots

11i to 12.1.3 - Dell

- Dell
 - Release: 11i10 to R12.1.3
 - DB size: 15TB , 16 node RAC Cluster
 - #Workers and batch size: 32, 10000
 - #CPUs on DB server: 8
 - Downtime reduction measures
 - Distributed AD
 - Pre-create large indexes
 - #hrs for the D driver: ~30 hrs

Customer Upgrade Snapshots

11i to 12.1.3 - Dell

▪ GE

- Large EBS HRMS Implementation (~300K employees, 10 Lang)
- Release: 11.5.10.2 to R12.1.3
- DB size: 838 G
- Hardware: 1) App Tier- 2 SUN T5240's (64x64),
2) DB Tier - SUN M8000 (12 Dual Cores)
- #Workers and batch size per App Server: 48, 10000
- Downtime reduction measures
 - Distributed AD, Staged APPL_TOP
- #hrs for D driver: ~10 hrs US, ~13 hrs NLS (11.5.10.2 -> R12.1.1)
- #hrs for DB Portion: ~2.5 hrs US, ~1 hr NLS (R12.1.1 -> R12.1.3)

Customer Upgrade Snapshots

11i to 12.1 - Zebra Technologies Corporation

- Zebra Technologies Corporation
 - Release: 12.0.6 to 12.1
 - DB Size: 106GB
 - #Workers and batch size: 32, 10000
 - #CPUs on DB server: 8
 - Downtime reduction measures
 - Staged APPL_TOP
 - #hrs for the U driver: 12 hrs
 - Customer snapshot
 - <http://www.oracle.com/customers/snapshots/zebra-technologies-corporation-ebs-snapshot.pdf>

Customer Upgrade Snapshots

12.0.3 to 12.1 - Oracle GSI

- Oracle GSI

- Release: 12.0.3+ to R12.1
- DB size: 17TB
- #Workers and batch size: 60, 10000
- #CPUs on DB server: 88 processors
- Downtime reduction measures
 - Staged APPL_TOP for US and ten languages
 - Ran data fixes for problems found in test upgrades prior to production upgrade to minimize stoppages
 - Distributed AD (4 servers, 15 workers each)
 - Pre-create large indexes (6 hrs savings)
- #hrs for the D driver: 14 hrs

Customer Upgrade Snapshots

12.1 to 12.1.3 - Oracle GSI

- Oracle GSI

- Release: 12.1+ to R12.1.3
- DB size: 17TB
- #Workers and batch size: 200, 10000
- #CPUs on DB server: 150 processors
- Downtime reduction measures
 - Staged APPL_TOP for US and ten languages
 - Ran data fixes for problems found in test upgrades prior to production upgrade to minimize stoppages
 - Distributed AD (4 servers, 50 workers each)
 - Pre-create large indexes
- #hrs for the D driver: 4 hrs

Customer Upgrade Snapshots

12.0 to 12.1.2 – AT&T

- AT&T

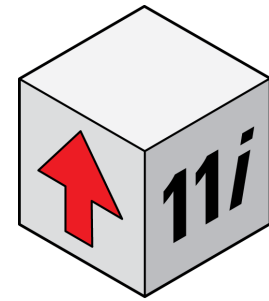
- Release: 12.0+ to R12.1.2
- DB size: 10 TB
- #Workers and batch size: 40, 10000
- #CPUs on DB server: 32 Processors
- Downtime reduction measures
 - Staged APPL_TOP for US and ten languages
 - Distributed AD
- #hrs for the D driver: 9 hrs

Additional Resources



ORACLE

Key Document References



- Release Value Propositions (RVP), Doc [804373.1](#)
- Release Content Documents (RCD), Doc [1302189.1](#)
- Transfer of Information (TOI) Online Training, Doc [807319.1](#)
- “Planning Your Oracle E-Business Suite Upgrade from Release 11i to Release 12”, Doc [1406960.1](#)

Finding Additional Information

Accelerate your Evaluation and Planning

<http://launch.oracle.com/?EBSUpgrade>

Contains

- Presentations
- RVPs
- RCDs
- Videos
- Customer Stories
- White Papers
- Etc.

E-Business Suite 12.1 Documentation

ORACLE E-Business Suite Documentation
Release 12.1

Help Search

Overview Technology CRM Contracts Financials HRM Procurement Projects SCM Service Planning

Description
Oracle E-Business Suite is a comprehensive suite of integrated, global business applications which provides a customer focused strategy. Use this web site to search the various documentation types for Oracle EBS Applications. This web page provides access to documentation available in PDF and HTML formats. Use the tabs to locate and view Oracle EBS documentation.

Index
Master Booklist [HTML](#)

Installation
Oracle E-Business Suite Installation Guide Using Rapid Install [HTML](#) [PDF](#)

Upgrade Documentation
Oracle E-Business Suite Upgrade Guide Release 11i to 12.1 [HTML](#) [PDF](#)
Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12 [HTML](#) [PDF](#)

Architecture
Oracle E-Business Suite Concepts [HTML](#) [PDF](#)

User Interface
Oracle E-Business Suite User's Guide [HTML](#) [PDF](#)

Copyright © 2011, Oracle and/or its affiliates. All rights reserved.

- HTML and PDF versions of each book
- Enhanced cross-book search
- Alphabetical master book list
- http://download.oracle.com/docs/cd/E18727_01/index.htm

<p>PREVENT</p> 	<p>Patch Wizard</p> <p>Analyzes and compares patches currently applied with Recommended Patch List.</p>	<p>Workflow Analyzer</p> <p>Reviews the overall Workflow footprint in Oracle Applications.</p>	<p>Newsletters</p> <p>Stay on track with the latest and greatest information for your product.</p>	<p>Advisor Webcasts</p> <p>Making the E-Business Suite Upgrade From 11.5.10 easier Part I / Part II</p>
<p>RESOLVE</p> 	<p>Period Close Advisor</p> <p>Provides guidance on recommended period-end procedures for E-Business Release 12.x.</p>	<p>E-Business Patch Community</p> <p>Connect and collaborate with Oracle and peer experts on patch install issues.</p>	<p>Product Information Centers</p> <p>E-Business Support Upgrade Information Center.</p>	<p>LAB: Finding Answers</p> <p>Includes material showing you tips and tricks for searching in My Oracle Support</p>
<p>UPGRADE</p> 	<p>Upgrade Advisor</p> <p>Specially crafted documents. Easy to follow upgrade and migration process workflow.</p>	<p>Patching & Maintenance Advisor</p> <p>Shares plans to help with patch application, and pre and post patch requirements for E-Business Suite</p>	<p>Maintenance Wizard</p> <p>Automated upgrade manual. Provides a report with a set of step-by-step instructions, including any critical patches required.</p>	<p>Comparison Reports</p> <ul style="list-style-type: none"> • Data Model • Seed Data • File Comparison <p>Show the changes between two E-Business releases.</p>

Upgrade Advisors

Upgrade Advisor: E-Business Suite (EBS) Upgrade from 11.5.10.2 to 12.1.3 > Evaluate

1. Evaluate 2. Plan 3. Configure 4. Test 5. Implement 6. Accept

Phase Overview

Step by Step Guide

- Learn About the Value of Upgrading
 - Financials and Projects
 - Human Capital Management
 - Manufacturing
- Review Product Enhancements
 - Financials and Projects
 - Human Capital Management
 - Manufacturing
- Consider Configuration Efficiencies
 - Financials and Projects
 - Human Capital Management
- Review Performance and Scalability Improvements
 - Human Capital Management
- Review Product Quality Improvements
- Review Lifetime Support Policy
- Review Potential Environmental Impact
 - Manufacturing
- Review Product Certifications
- Add-on Localizations
 - Financials and Projects
 - Human Capital Management
 - Manufacturing

Overview

The goal of the **UPGRADE - EVALUATE** phase is to evaluate future and core business requirements and explore new possibilities for the enterprise to improve efficiency, effectiveness or competitive advantage, and also explore software, hardware, and operations enhancements. Emphasis is on improving business through upgrading existing hardware/software in the current system.

Areas of Focus:

- Understanding Value, Improvements, Enhancements in Release 12.1
- Highlight Process Changes and Improvements
- Gauging Potential Business Impact of an Upgrade
- Begin to Define an Upgrade Strategy
- Measuring Upgrade Impact

Expected Outcome / Deliverables:

- Documented Business Case and GO/NO-GO decision for upgrading to 12.1.3
- Documented understanding of the impact for the business:
 - Expected benefits for the business
 - Expected costs (people, other resources, time, impact on other systems)
- Documented Risk Assessment

Knowledge:

- ATG Knowledge for the Evaluate Phase
- Financials/Projects Knowledge for the Evaluate Phase
- Human Capital Management Knowledge for the Evaluate Phase
- Manufacturing Knowledge for the Evaluate Phase








Communities:

Join the [Upgrade Advisor Community](#) to take advantage of an extensive resource network including Oracle's Upgrade Subject Matter Experts (SMEs) to get answers to your questions, share best practices with others and give us your suggestions to improve the Upgrade Advisors.

News And Announcements

- Technology Stack Blog by Steven Chan
- Subscribe to EBS Newsletters (Doc ID 222.1)
- Subscribe to Oracle Communications
- Lifetime Support Policy: Oracle Applications

Multimedia Training

-  Getting Ready for Oracle EBS Upgrades to Release 12.1 (MP3)
-  Oracle E-Business Suite Release 12.1 - Delivering Value in Uncertain Times (MP3)
-  Evaluate and Execute Your Oracle EBS 12.1 Upgrade
-  Oracle E-Business Suite Release 12.1 Transfer of Information (TOI) Online Training (Doc ID 807319.1)
-  Jump Start Your Implementation with Oracle User Productivity Kit Pre-built Content! (MP3)
-  E-Business Suite Diagnostics Training [Video] (Doc ID 232116.1)
-  Advisor Webcasts: Support Tools and Processes (Doc ID 405149.1)

- Upgrade Lifecycle Advisors are specially crafted documents
- Provides step-by-step instructions to perform an upgrade
- Easy to follow upgrade and migration process workflow
- Access to the relevant information and knowledge dependent on current phase/step in the Lifecycle process
- Potential to reduce the total upgrade lead time

Patching and Maintenance Advisors

- Contains proven methodologies for patch application
- Shares full details to successfully complete pre-patch, patch application, and post-patch requirements
- Provides tracking lessons learned in testing your original patch plan
- Checks to ensure satisfactory patch and code levels are in place

Patching & Maintenance Advisor: E-Business Suite (EBS) 11i and R12 > Evaluate

1. Evaluate 2. Plan 3. Test 4. Implement

Phase Overview

Step by Step Guide

- Business Plan Value
- Increase Supportability
- Overview of EBS Patching
- Business Plan Considerations
- Glossary Of Terms

A word about using this Lifecycle Advisor

You do not have to use the entire document or entire strategy outlined in this Lifecycle Advisor in order to gain value from it. All Customers are different, have different processes in place, different skill sets and different environments. You may choose to fully adopt the processes and strategies provided in this Lifecycle Advisor or you may only choose to use a few items.

The goal of the Evaluate phase is to provide a business justification from Oracle to our Customers as to why a complete patching strategy is necessary. Topics discussed include general best practices and rules of thumb for developing and implementing a patching strategy in your E-Business Suite environment. Both planned and emergency patching strategies are discussed.

Areas of Focus:

1. Evaluate the Value of a Predetermined Patch Plan
2. Optimize Quality and Increase Supportability of EBS
3. Understand Environment Impact and Ensure Compliance Standards

Deliverables:

1. Understand the benefits of a defined and documented patching strategy
2. Evaluation of the current Business Plan used at your company
3. A defined EBS patching strategy in a Business Plan, tailored for your company

Target Audience:

1. Technical Management and Staff
 - Application DBAs and those responsible for overseeing E-Business Suite operations
2. Business Management
 - Project Managers responsible for planning E-Business Suite maintenance
 - Anyone with a vested interest in the E-Business Suite Lifecycle

Knowledge:

Description	Doc ID
...	...

News And Announcements

- Lifetime Support Policy: Oracle Applications
- Critical Patch Updates and Security Alerts
- Technology Stack Blog by Steven Chan

Multimedia Training

- EBS R12 Patching Best Practices & Overview [Video]
- OCM & Health Check Overview for EBS Customers [Video]
- E-Business Suite Diagnostics Training [Video]

Related Resources

- Oracle E-Business Suite Release 12.1 Information Center
- Oracle On Demand Best Practices Critical Patch Update
- Recommendations for Leveraging the Critical Patch Update and Maintaining a Proper Security Posture
- E-Business Suite Product Information Center Index

Maintenance Wizard

- Guidance through the upgrade process
- For Release 11i versions to Release 12
- Minimizes upgrade tasks by dynamically filtering the necessary steps based on IT stack related criteria
- Provides a report with a set of step-by-step instructions, including any critical patches required
- Reduces the possibility of errors or accidental omission of vital tasks

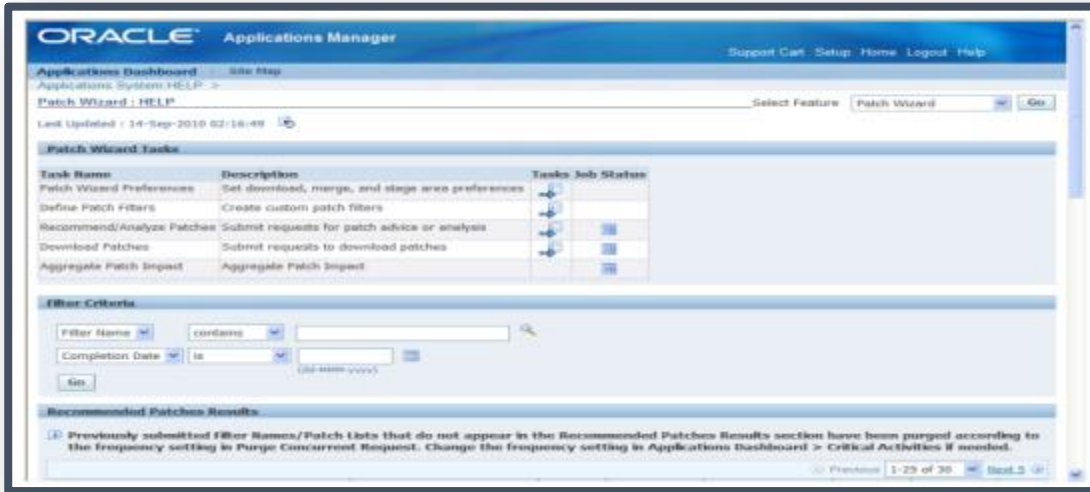
The screenshot shows the Oracle Maintenance Wizard interface for the task 'Apply 12.1.0.3 RUP'. The interface includes a navigation pane on the left with sections like 'Maintenance Wizard Overview', 'Oracle E-Business Suite Release Update Pkcs - Ready, Release 12.1.3', 'Oracle Applications Documentation Resources, Release 12.1', 'SSO Data Model Comparison Report Overview', 'Release Schedule of Current Database Patch Sets', 'Provide Feedback to Oracle', and 'Visit MW forum'. The main content area displays the 'Product Family: Applying the RUP' section with a task list and a table of steps.

Task	Apply 12.1.0.3 RUP				
Comments	Step	Audit	Setup	Execute	Validate
1	Shut down all Application Tier services (Required)	ⓘ			
2	Review Database Preparation Guidelines (Required)	ⓘ			
3	Download R12.0.0.DEL.Ta.3 Patch 9299094 (Required)	ⓘ			
4	Run adgintool (Required)	ⓘ			
5	Apply R12.0.0.DEL.Ta.3 (Required)	ⓘ			
6	Enable Invoker Rights (Optional)	ⓘ			

The screenshot shows the Oracle Maintenance Wizard interface for the task 'Apply Technology Patches'. The interface includes a navigation pane on the left with sections like 'Maintenance Wizard Overview', 'Oracle E-Business Suite Release Update Pkcs - Ready, Release 12.1.3', 'Oracle Applications Documentation Resources, Release 12.1', 'SSO Data Model Comparison Report Overview', 'Release Schedule of Current Database Patch Sets', 'Provide Feedback to Oracle', and 'Visit MW forum'. The main content area displays the 'Product Family: Post-Install Patches' section with a task list and a table of steps.

Task	Apply Technology Patches				
Comments	Step	Audit	Setup	Execute	Validate
1	Apply patch 9817770 (Required)	ⓘ			
2	Apply patch 996055 (Required)	ⓘ			
3	Apply latest version of Patch Wizard (Recommended)	ⓘ			

Patch Wizard



- Patch Wizard analyzes and compares patches currently applied in your instance with the ones included in the Recommended Patch List
- Patch Wizard performs an impact analysis, and allows for easy download of patches you decide to apply

Recommended Patches Results

Select Patch and ...

Select All | Select None

Previous 1-25 of 92 Next 25

Select Patch	Product	Prerequisites	Codelevel Introduced	Status	PAA	Reason Recommended	Patch Description	Hide Patch	Included in Aggregate Patch Impact	Impact	
<input type="checkbox"/>	9179588.B	ad	0	No	Applied	Yes	High Priority Patch	ORACLE APPLICATIONS DBA CONSOLIDATED UPGRADE PATCH (CUP) FOR 12.1.1	<input type="checkbox"/>	No	
<input type="checkbox"/>	8624319.B	ahl	0	No	Applied	Yes	High Priority Patch	R12.1.1:Consolidated Bug Fixes Patch - Jun 15th 2009	<input type="checkbox"/>	No	
<input type="checkbox"/>	9817770.B	atg_pf	1	No	Missing	Yes	High Priority Patch	POST-R12.ATG_PF.B.DELTA.3 CONSOLIDATED PATCH	<input type="checkbox"/>	Yes	
<input type="checkbox"/>	8716295.C	bom	0	No	Unapplied	No	High Priority Patch	ROOT CAUSE: DEFF COGS ARE CREDITED TWICE WHEN CREATE ACCT PRG	<input type="checkbox"/>	Yes	
<input type="checkbox"/>	9311174.C	bom	0	No	Unapplied	Yes	High Priority Patch	COST NOT REAVERAGED FOR INTRFRG TRANSACTIONS	<input type="checkbox"/>	Yes	

ORACLE®

Appendix



ORACLE

Oracle Support Policy Updates for EBS

In Response to Customer Needs

ANNOUNCEMENT

11.5.10 Update: Exception to Sustaining Support for Dec 1, 2013 to Dec 31, 2014

- Provided for first 13 months of Sustaining Support from Dec 1, 2013 to Dec 31, 2014
- Includes new fixes to Severity 1 production issues
- Includes US Form1099 2013 year-end updates
- Includes payroll regulatory updates for US, Canada, UK, and Australia for fiscal years ending in 2014
- Customer must meet, or be above, the Required Minimum Baseline Patch Level as identified in [Doc ID 883202.1](#)

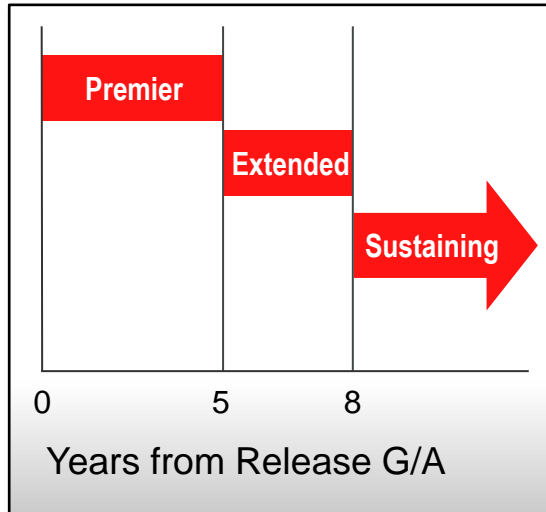
12.1 Update: Extended Support through Dec 2018 with all uplift fees waived

- Provided for an additional 19 months and will run from Jun 2014 to Dec 2018
- All extended support uplift fees waived. Note: the first year uplift fee was waived at OOW 2011
- Customer must meet, or be above, the Required Minimum Baseline Patch Level as identified in [Doc ID 1195034.1](#)

ORACLE

Oracle Lifetime Support

The most comprehensive support policy available.



Key Features	Premier Support	Extended Support	Sustaining Support
Major Product and Technology Releases	●	●	●
Technical Support	●	●	●
Access to Knowledge Base	●	●	●
Updates and Fixes	●	●	Pre-existing
Security Alerts	●	●	Pre-existing
Critical Patch Updates	●	●	Pre-existing
Tax, Legal, and Regulatory Updates	●	●	Pre-existing
Upgrade Tools/Scripts	●	●	Pre-existing
Certification with most existing Oracle products	●	●	
Certification with most existing third-party products/versions	●	●	
Certification with most new third-party products/versions	●		
Certification with most new Oracle products	●		

More info: <http://www.oracle.com/us/support/lifetime-support/lifetime-support-software-342730.html>