

ORACLE E-BUSINESS SUITE PATCH WIZARD PATH TO FEWER ERRORS



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Presentation Objectives

- Learn about Patch Wizard
- Understand how Patch Wizard helps decide which patches to apply and what data the patches will change
- See a Release 11i Extended Support Mandatory Patch example and a Release 12 Upgrade example

Patch Wizard: What's the Big Deal?

- Patch Wizard tells you what patches you should apply
- If you're set up right, Patch Wizard will download the patches for you
- Patch Wizard will help you deal with Release 11i Mandatory Extended Support Baseline Patching
- You should use Patch Wizard after you've upgraded to the latest Release 12 RUP – R12.1.3 – to find additional high priority patches

Will Patch Wizard Find Every Possible Patch?

- No - the current Patch Wizard finds High Priority Patches, Recommended Patches and New Codelevel Releases
- You may still find one-off patches on My Oracle Support that are not included in Patch Wizard
- If you think they should be included for other customers, log an SR and suggest that Oracle do so

Start With A Couple of Documents

Patch Wizard Utility [ID 976188.1]

Patch Wizard FAQ [ID 976688.1]

- All about the Patch Wizard
- What the latest Patch Wizard patches are for Release 11*i* and Release 12
- How to address Patch Wizard errors
- How to interpret Patch Wizard results
- How to run Patch Wizard if you can't run directly against MOS for downloads of patches and the infobundle.zip file

Look at One More Document

New Required Patches for Patch Wizard, Patch Manager, and Oracle Application Change Management Pack for Oracle E-Business Suite Releases 11i, 12.0, and 12.1 [ID 1267768.1]

- [Patch:10123716](#) for the latest version of Patch Wizard in Oracle E-Business Suite (Release 11i)
- [Patch:10629916](#) for the latest version of Patch Wizard in Oracle E-Business Suite (Release 12.0)
- [Patch:10629956](#) for the latest version of Patch Wizard in Oracle E-Business Suite (Release 12.1)
- [Patch:10410686](#) for the latest version of Patch Manager in Oracle Application Change Management Pack 4.0 for Oracle E-Business Suite

Before You Run The Patch Wizard

- You have to patch Patch Wizard
- Fix it first and you'll find Patch Wizard to be a valuable tool
- Try it without applying patches, and you'll be unable to use the tool

If Your Environment is “Locked Down”

- If you have isolated your EBS environment and can't connect to My Oracle Support, you can still use Patch Wizard
- Download the infobundle.zip file and place it in the staging directory
 - Release 11i: <https://updates.oracle.com/download/InfoBundle11i.zip>
 - Release 12: <https://updates.oracle.com/download/InfoBundleR12.zip>
- It will recommend patches, you just won't be able to automatically download them
- Download them instead from My Oracle Support
- See *How To Use Patch Wizard Without Setting Up Internet Connection* [ID 741129.1] for more info
- Remember to download infobundle.zip every time you want to look for new patches

Release 11 / Extended Support Mandatory Patch Example

- Download and run patchsets.sh
 (ftp://ftp.oracle.com/support/outgoing/PATCHSET_COMPARE_TO_OL/patchsets.sh) to get a high level view of the latest Family Packs and Modules
- You can use MOS Doc. ID: 883202.1 to make a list of patches or... consider Patch Wizard as your single source of truth – if you can use Patch Wizard, use it instead of MOS Doc. ID: 883202.1
- Examine and apply patches
- Test, test, test
- For future iterations merge patches

Release 11i patchsets.sh

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=====
Report Generated: Thu Dec 23 13:24:17 CST 2010           Tool Version: 4.48
Patchsets List Updated: Dec 20 22:30
Machine/OS: SunOS sun09.test.com 5.8 Generic_117350-51 sun4u sparc SUNW_Sun-Fire-V240
Domain: test.com
applptch Source: Patch.csv
Version from APPLPTCH: 11.5.10.2
Database: expprd
Limited Report to: APPLFULL and APPLSHAR products
APPLFULL: AK ALR AP AR AX AZ CHV EDR FA FND GL HZ IBY ICX INV ITG IZU JTF OKC OKX PA PO PON POS RG XDO
APPLSHAR: AD AS ASO AU BOM CE CRP CUA DT EC ECX ENG FF MFG MRP OE ONT PAY PER QA QP SHT WIP WSH XLA
Pseudo Products: ADX AME AML BLC BPA CAC CDR CLE CSK CSZ CTB EDW EWS FTP FWK HCP HCT IGP IGR IPATCH IRC ISX ITA
ITM JTA JTH JTO JTP JTT JTU JTY MSX OAM OCM OIE OIR OIT OWF PFT PJR POV RCM TXK UMX
Written By: Oracle Support Services
WARNING: DOWNLOAD CHANGING NOVEMBER 3rd, 2006
Program Updates: ftp://ftp.oracle.com/support/outgoing/PATCHSET_COMPARE_TOOL
Download Patchsets: Go to link below or click on Patches
http://metalink.oracle.com/metalink/plsql/dis_download.startup
=====

```

FAMILY PACK PATCHES				
Product	Baseline	Running Version	Latest Available	Status
<u>atg_pf</u>		11i.ATG_PF.H.7(6241631)	11i.ATG_PF.H.7(6241631)	Rel-By Metal
<u>bis_pf</u>		11i.BIS_PF.F(4887502)	11i.BIS_PF.H(5565583)	Rel-By Metal
<u>cc_pf</u>	11i.CC_PF.Q(2644375)	11i.CC_PF.R(3202573)	11i.CC_PF.R(3202573)	Rel-By Metal
<u>com_pf</u>	11i.COM_PF.A(2036253)	11i.COM_PF.A(2036253)	11i.COM_PF.A(2036253)	Rel-By Dev
<u>dmf_pf</u>	11i.DMF_PF.I(2697753)	11i.DMF_PF.J(2771139)	11i.DMF_PF.J(2771139)	Rel-Not Dist
<u>exchg_pf</u>			11i.EXCHG_PF.C(2147366)	Rel-By Metal
<u>fin_pf</u>	11i.FIN_PF.D(2629235)	11i.FIN_PF.G(3653484)	11i.FIN_PF.G(3653484)	Rel-By Metal
<u>finap_pf</u>			11i.FINAP_PF.A(1712173)	Obs-By Metal
<u>finar_pf</u>			11i.FINAR_PF.A(1712197)	Obs-By Metal
<u>fingb_pf</u>			11i.FINGB_PF.B(1719741)	Obs-By Metal
<u>hc_pf</u>			11i.HC_PF.E.3(5178799)	Rel-By Metal
<u>hr_pf</u>	11i.HR_PF.E(2803988)	11i.HR_PF.K.4(7666111)	11i.HR_PF.K.5(9062727)	Rel-By Metal
<u>mas_pf</u>		11i.MAS_PF.A(3386886)	11i.MAS_PF.A(3386886)	Rel-By Metal
<u>mtt_pf</u>	11i.MTT_PF.B(2620271)	11i.MTT_PF.B(2620271)	11i.MTT_PF.B(2620271)	Rel-By Metal

Release 11 / patchsets.sh

For this example, patchsets.sh identified:

- FAMILY PACK PATCHES – 7 Family Packs Behind
- FULLY INSTALLED PRODUCTS – 2 Fully Installed Products Behind
- SHARED INSTALL PRODUCTS – 4 Shared Install Products
- PSEUDO PRODUCTS – 21 Pseudo Products Behind

That's a lot of patches and testing!

Release 11i patchsets.sh

- One of the decisions your company will need to make is whether to patch current according to patchsets.sh, or just apply the *Minimum Mandatory Patches for Release 11i Extended Support*
- Note: Most Family Packs will reduce the list of Fully Installed, Shared and Pseudo patches down because they have multiple modules included

Release 11i patchsets.sh

- patchsets.sh provides a high-level view of your environment
- patchsets.sh should be download on a weekly (project support) or monthly basis (production support)
- patchsets.sh does not tell you about one-off patches or pre-requisites... and there are a *lot* of *both*!

Release 11i Mandatory Extended Support Patching

First, read MOS Doc. ID: 883202.1 and then head to happy hour...

There are two major sections:

- Section 1: Mandatory technology items you have to address
- Section 2: Patches that you may have to apply by module (if you haven't applied them already)

Release 11i Mandatory Extended Support Patching

MOS Doc. ID: 883202.1

NOTE: Even if you have all the Section 1 items complete, you still may have dozens of patches to apply

Section 1: You must be on at least 11.5.10.2, ATG RUP6, RDBMS 10.2.0.4 or 11.1.0.7, Forms 6i Patchset 19, Oracle HTTP Server MLR Patchset 4393827, and Sun Java Runtime Engine (JRE) 1.6.0_03 or higher (1.6.0_26)

Release 11i Mandatory Extended Support Patching

MOS Doc. ID: 883202.1

Section 2: Application Patches

Manually work your way through them, or use Patch Wizard to build a list that you can work through.

Before You Start Patch Wizard

- You can read more about Patch 9803629 on Steven Chan's blog at:

[New EBS 11i Patch Wizard Identifies Patches Needed for Extended Support](#)

- Oracle also has a short video on the enhancement. See MOS Doc. ID: 1210479.1

Release 11i Mandatory Extended Support Patching

1. Apply the latest version available for the Section 1 patches
2. Patch Patch Wizard to add the Support filter and fix bugs
3. Run Patch Wizard to find all the patches
4. If you can't use Patch Wizard, use MOS Doc. ID 883202.1, but consider Patch Wizard the master repository of patch details
5. Start a spreadsheet and input *all the patches*
6. *Then add in the pre-reqs, the post-steps, the pre-reqs for pre-reqs, the pre-reqs for pre-reqs of pre-reqs...*

Release 11i Mandatory Extended Support Patching

1. If you can, use both Patch Wizard and MOS Doc. ID 883202.1
2. *We haven't had a customer who used just Patch Wizard. Feedback from our customers suggests that you need to use both.*

What Do We Mean by **ALL** the Patches?

- All Installed, Shared, and Pseudo modules that show at the top of your patchsets.sh report, whether you use them, like them, want them, or not ☹️
- Yes - if someone accidentally installed a module 10 years ago that your company doesn't use, you are still supposed to patch it
- You can log an SR with Oracle to see if you absolutely, positively have to apply a patch that you believe you don't need
- Oracle says you can choose not to apply patches for heavily customized modules... but you know you're taking a risk. Do you feel *lucky*?

Release 11 / Mandatory Extended Support Patching

- Keep checking Patch Wizard and MOS Doc. ID 883202.1 – Oracle WILL add additional patches
- Patch Wizard may not catch pre-requisite patches for pre-requisite patches, so you **MUST** read all READMEs
- Patch Wizard will not address conditional steps in READMEs
- Download patches using Patch Wizard – it's a lot faster than downloading them from MOS!

Release 11i Mandatory Extended Support Patching

- Read all the readmes to find additional patches; update your spreadsheet and download additional patches
- Apply on a test environment
- Find additional patches that come from applying patches that have problems
- Keep your spreadsheet updated
- Test again and consider merging patches at this point

Release 11 / Mandatory Extended Support Patching

- At this point, you've tested your patch application process
- Now it's time to have users test the patches
- Be sure they test the customizations, including Workflow

Release 11i and 12 Patch Wizard – An End to Reading Readmes?

- Patch Wizard will not find pre-requisites of pre-requisites, so you'll have to read the Readme files of recommended patches searching for additional patches
- Patch Wizard will not find “soft” requirements – conditional patches or steps, so you'll have to find those in the Readme files and figure out what to do about them
- Patch Wizard will “over report” preinstalled patches that you've applied – use the Hidden box to hide them from view

Release 11*i* and 12 Patch Wizard – An End to Spreadsheets of Patches?

- You can't print a list of patches from Patch Wizard - yet
- You can't make a list within Patch Wizard of the steps you need to do and in which order
- BUT you can cut and paste into MS Excel or Word, and that works fine
- You'll still need to make a spreadsheet
- You'll still need to read the Readmes for each patch, incorporate Readme information into your spreadsheet, add additional pre-requisite patches and post-steps to your spreadsheet, and research those patch readmes

Can Functional Users Use Patch Wizard?

Yes, but it may not be as intuitive as they'd like

- Give Superusers read only access to Patch Wizard so that they can drill down and see what applications will be patched and what programs will be changed
- They'll have to figure out how to translate program names into recognizable screen names, menu names, concurrent program names
- Or have your DBA guide the functional users with a spreadsheet of patches and steps

R11i Patch Wizard

- Log in from the System Administrator responsibility
- Choose Patching and Utilities from the Oracle Applications Manager list
- Choose Patch Wizard from the Select Features pull down

R11i Patch Wizard

- Patch Wizard Tasks: Patch Wizard Preferences
 - You'll have to do some setup - choose your Patch Stage Area and provide MetaLink Credentials from the Patch Wizard Preferences task.
 - The Patch Stage Area is where you'll keep infobundle.zip that has all the information from Oracle about available patches. The Patch Stage Area will also be where downloaded patches are stored.
 - MetaLink Credentials can be anybody's working credentials. You must provide a valid username and password so that Patch Wizard can download patches
 - Remember that if you change your password, your MetaLink Credentials need to be updated!

R11i Patch Wizard

- Patch Wizard Tasks: Recommend/Analyze Patches
 - There's a filter called "Support" for the Mandatory Patches
 - If you choose the Support filter, Patch Wizard will recommend patches based on your environment to reach the Mandatory Minimum Baseline for Extended Support
 - You can click on the Status column to sort, so that you can group all the Unapplied and Missing Patches to the top of the list and ignore the Applied patches

The R11i Patch Wizard

- Missing patches are patches that didn't get applied for an existing applied patch
- To Download, click on Select All – with Release 12, it only selects Unapplied patches. With Release 11i, it really does Select All. Unselect Applied patches if they show on the screen.
- You can only select a screen at a time and both Release 11i and 12 will error if your list of patches make a concurrent request with too many characters.
- For Release 12, patch names are longer, so you have to submit in smaller batches – try 10 at a time.

Automatically Download, or Use MOS to Download Patches?

- Using Patch Wizard to automatically download is a nice feature
- Unfortunately you have to split the list up and submit in batches of about 20 for Release 11i and 10 for Release 12

Automatically Download, or Use MOS to Download Patches?

If your server is isolated from the internet, you can download using My Oracle Support. Give it a list of patches, then download, then move to the stage location.

The screenshot shows the 'My Oracle Support | Patches & Updates' interface. The 'Patch Search' section is active, showing search criteria: 'Patch Name or Number' is set to '8340090, 9109247, 9128838, 4396821' and 'Platform' is set to 'Linux x86-64'. The search results table is empty.

Name	Status	Type	Planned Deployment Date	Created By

Release 11*i* Patch Wizard

With Release 11*i*, for the Support filter, there are two breakouts:

- Extended Support
- Production P1 Support MOS Doc. ID: 1215824.1

We recommend applying all patches in both categories. Most, if not all, P1 patches will also be in the Extended Support list.

R12 Patch Wizard

- Drill Down – users can see which modules are affected by a patch
- You will get an idea of the scope of the changes, and then drill down some more
- Knowing which forms or reports have been changed by a patch is definitely the type of information your technical staff will want to know, but they may have to translate to help your functional super users get what they need. What is the form name for CSDSCSET.fmb?

R12 Patch Wizard

When is the BEST time to use R12 Patch Wizard?

- Right after you've upgraded to R12.
- Remember, the E-Business Suite is constantly being updated, so when you upgrade to Release 12.1.3, you will not have all the patches that have been released since 12.1.3 was released.

Duplicates With Patch Wizard

- Release 11*i* will have duplicate patch numbers when you download patches. You'll have to clean up the Patch Selection list before you download, or it will error and make you clean up your list anyway.
- Release 12 does not have the problem with duplicates

Merging Patches with Patch Wizard

- If you decide to use Patch Wizard for merging patches, you can only merge, at most, 25 at a time because Patch Wizard submits a concurrent request, and it has limits on how many characters you can use
- We don't recommend using Patch Wizard to merge large sets of patches like the Extended Support Mandatory patches but it's a nice feature for smaller sets

What if Patch Wizard isn't All that it Could Be?

- Log Enhancement Requests and SRs for features you'd like to see in Patch Wizard.
- Contact Steven Chan for comments, requests for new or enhanced functionality, etc. regarding the Patch Wizard - steven.chan@oracle.com

Links

- <http://blogs.oracle.com/chan> - Steven Chan, Director of Applications Technology Integration for Oracle – wonderful articles explaining the nuances of the Applications - THE ORACLE APPLICATIONS BLOG
- www.OnCallDBA.com – E-Business Suite books, upgrade readiness assessments/health checks and concurrent manager expertise
- www.redriversolutions.com – Release 11*i* and 12 Upgrade Health Checks and Consulting
- www.justadba.com – that's me!

Questions and Answers

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Thank You!