

Care and Feeding of Workflow – What’s New

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Stand-alone workflow for the Oracle database has been de-supported and will not be available in the 11g database. Workflow will continue to be a vital part of E-Business Suite Release 12 and Release 11i.10. Support for workflow for these releases continues as part of the E-Business Suite Application Technology Group, which has the short-name ATG. Thus this paper will explain features as they function within E-Business Suite Release 12 and Release 11i.10.

There have been six major patches (rollups) released for E-Business Suite Release 11i that contain significant updates to workflow and a seventh is announced but not released. The code in these patches is part of the base functionality in Release 12. The fourth patch, RUP 4, was released August 6, 2006 and is required to install security patches and Diagnostics (from July 2007 through January 2008).

This paper will discuss most of the functionality released in 11i.ATG_PF.H.delta.5 (RUP 5) and 11i.ATG_PF.H.delta.6 and include some significant one-off patches and MetaLink Doc. IDs. As a bonus, this paper will also explain how to set up worklist flexfields, a feature introduced in 11i.ATG_PF.H.delta.3 (RUP 3).

Background

E-Business Suite Release 11i.10 has been available since December 2004 and Release 12 has been available since January 2007. Release Update Packs for Release 12 (there are four) contain bug-fixes and performance improvements, not new functionality. Rollups for Release 11i.10 contain new functionality as well as bug-fixes and performance improvements. This new functionality for Release 11i.10 allows customers of this release to enjoy the same features that are native to Release 12.

11i.ATG_PF.H.delta.5 (RUP 5) was released April 30, 2007 and 11i.ATG_PF.H.delta.6 (RUP 6) was released October 11, 2007. The Release 12 Release Update Packs apply to all products, however Oracle has released patches for just ATG. These Release Update Packs are released quarterly in January, April, July, and October.

ATG patches include the following products: Application Object Library (FND), Oracle Applications Manager (AOM), Workflow (OWF), Oracle Applications Framework (FWK), CRM Technical Foundation (JTT), Oracle Common Application Components (JTA), Oracle Applications Technology Stack (TXK), BI Publisher (formerly XML Publisher) (XDO), Oracle XML Gateway (ECX), Oracle e-Commerce Gateway (EC), Application Install (AK), Oracle Alert (ALR), Oracle User Management (UMX), Web ADI (BNE), and Oracle Report Manager (FRM).

As one can see from this list, these patches affect the underlying structure of all the applications, and thus when applied, require testing of all the applications. Oracle has also instituted a policy for Release 11i.10 which requires at least ATG_PF.H.delta.<n-1> as the basis to apply security patches. An exception to this policy was made for the January 2008 patches. There is no formal policy to date for Release 12.

Workflow is also dependant on patches found in HR and AME (Approvals Management Engine). Even if running HR as a shared product, these patches are critical to the smooth operation of workflow as they contain patches necessary to sync employee changes into the workflow directory services tables. The current patch for HR in Release 11i.10 is 11i.HR.K.2. The latest AME patch, 11i.AME.B.2, is included in the HR patch. However, AME also requires two additional one-off patches, 4629194 and 5305176.

Although not required to run workflow, Oracle Diagnostics provides many scripts that enhance the ability to administer workflow. These scripts do not perform any updates, so application of these patches does not require testing. Diagnostic patches are released at least quarterly. The latest Release 11i patch is 2.5 RUP 1 September 2007 (6329356). The latest Release 12 patch is R12.IZU.A.delta.4 January 2008 (6497339).

MetaLink provides scripts to test what patches you have installed in your environment. These scripts do not test for many of the one-offs, however. If you are responsible for administering these applications, you should visit the knowledge browser and peruse the new notes for each product. You can also configure your headlines to display new notes for these products. The scripts are found in the following notes:

- 461431.1 – “Script to Check What Workflow Related Patches Are Installed in EBusiness Suite R12”
- 3366843.1 or 275379.1 – “Oracle Workflow Diagnostic Script wfreleases.sql (Release 11i)”, “Script to Check What Workflow Related Patches Are Installed In Ebusiness Suite 11i”
- 368280.1 – “How Can Version of AME Be Determined?”
- 342459.1 – “eBusiness Support Diagnostics Overview”
 - Click ‘R12 Catalog’ or ‘R11i Catalog’ to get the current patch
- 135266.1 – “Oracle HRMS Product Family – Release 11i and 12 Information”

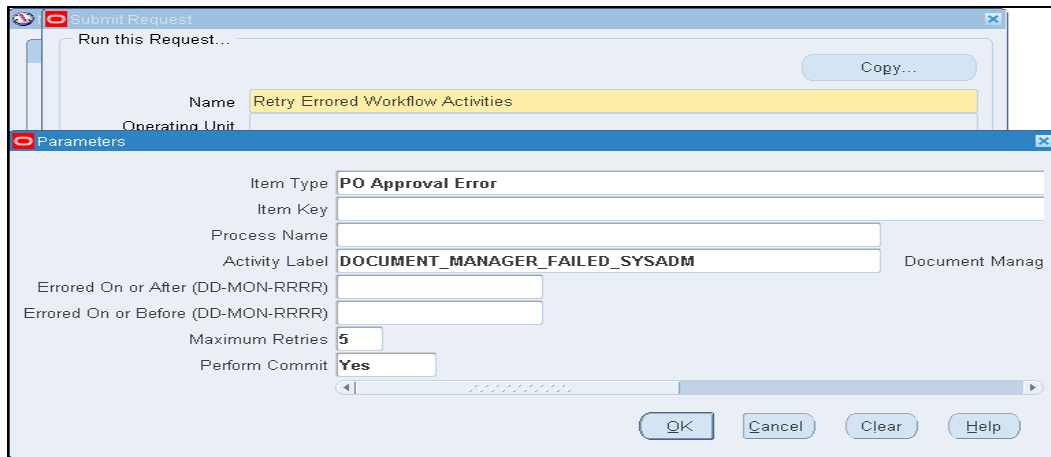
Information about the features discussed in this paper can be found in the *Oracle Workflow Administrator’s Guide*, Release 12, Part No. B31431-02, June 2007, and the following MetaLink Doc. IDs:

- 412709.1 – “Oracle Workflow Documentation Updates for 11i.ATG.PF.H.delta.5 (RUP 5)”
- 431219.1 - “Oracle Workflow Documentation Updates for 11i.ATG.PF.H.delta.6 (RUP 6)”
- 444524.1 – “About Oracle Applications Technology ATG_PF.H Rollup 6”
 - Lists all changes to workflow (New Features, New/Changed Programs, New/Changed Profile Options, New/Changed Public APIs, New Business Events, New/Changed User Interfaces, New/Changed Scripts) from CU1 through RUP 6

This paper will show screen shots from Release 12 unless the screen is markedly different in Release 11i.10, then screen shots from both releases will be used. Unless otherwise indicated, the functionality discussed is available in both releases (assuming that Release 11i.10 is patched through 11i.ATG_PF.H.delta.6 (RUP 6)).

Retry Errored Workflow Activities

11i.ATG_PF.H.delta.6 (RUP 6) introduced a new concurrent program “Retry Errored Workflow Activities”. This program can be run as a one-time program or scheduled periodically.



The program utilizes the following parameters:

- Item Type – the display name of the errored workflow
- Item Key – this parameter only displays if Item Type is specified and is used to retry a specific workflow
- Process Name – this parameter only displays if Item Type is specified and is used to limit retries to a specific process containing an errored activity
- Activity Label – this parameter only displays if Item Type is specified and is used to limit retries to a specific activity. If the activity occurs in multiple processes, specify the Process Name to further limit the retries. Although the Activity Label is the same as the Internal Name of the activity in most cases, the Activity Label is actually the value found on the Node tab of the Properties page of the activity in the Diagrammer window in Workflow Builder. This field is used to uniquely identify an activity (such as multiple End nodes)
- Errored On or After (DD-MON-RRRR) – this parameter allows you to limit retries to activities that errored on or after a specific date (and thus avoid restarting old workflows)
- Errored On or Before (DD-MON-RRRR) – this parameter allows you to limit retries to activities that errored before a specific date
- Maximum Retries – the number of times the program should retry this activity. The maximum value is 99
- Perform Commit – whether to issue a commit after each retry (Yes) or wait until all retries for all workflows are attempted (No). Choosing 'Yes' reduces rollback size and increases performance

Junior Administrator

Oracle refers to this feature as “Granting Restricted Access to Workflow Monitoring Data”. This feature allows companies to set up administration of workflow by item type or by item attribute name and value. In addition companies can also restrict the actions performed on the allowed workflows. An additional restriction is that users accessing this feature cannot administer workflows they own. Ownership is determined by the field WF_ITEMS.OWNER_ROLE. Some workflows, such as APINV (AP Invoice), may not set an owner, so no “cannot administer workflows they own” restriction would exist for these workflows.

To enable this feature requires the following “one-time” setups:

- Create Object Instance Set for Item Types
- Create Object Instance Set for Item Attributes
- Create Permission Sets for Workflow Actions
- Create Roles for Workflow Actions and Assign Permission Sets

Once these setups are finished, grants and role assignments must be created for each user, responsibility, or organization. These grants include:

- Grant Object Instance Set values for Item Types and/or Item Attribute Values
- Assign Roles for Workflow Actions

Jr. Admin One-Time Setup – Restrict by Item Type – Create Object Instance Set

This step creates an Object Instance Set that allows the restriction of workflow access by Item Type. It must be performed from the 'Functional Developer' responsibility. When the form opens, enter 'WORKFLOW_ITEMS' in the Name field and click 'Go'. When the result of the query is returned, click on the '[Workflow Items](#)' link. Do not click the pencil in the Update column.

Security | Core Services

Objects | Permissions | Permission Sets

Objects

Save Search

Simple Search

Note that the search is case insensitive

Advanced Search

Name WORKFLOW_ITEMS

Code

Application Name

Database Object

Go Clear

Create Object

Name	Code	Application Name	Database Object	Last Update	Update
Workflow Items	WORKFLOW_ITEMS	Application Object Library	WF_ITEMS	19-Jun-2006	

When the following screen appears, click on the 'Object Instance Sets' tab.

Security | Core Services

Objects | Permissions | Permission Sets

Security: Objects >

Object: WORKFLOW_ITEMS

Update Delete

Name Workflow Items

Code WORKFLOW_ITEMS

Application Name Application Object Library

Database Object WF_ITEMS

Description Data Object for Workflow Items

Columns Object Instance Sets Grants

Column Name ITEM_TYPE Type VARCHAR2

Column Name Type

Column Name Type

Column Name Type

Column Name Type

When the following screen appears, click the 'Create Instance Set' button.

Security | Core Services

Objects | Permissions | Permission Sets

Security: Objects >

Object: WORKFLOW_ITEMS

Update Delete

Name Workflow Items

Code WORKFLOW_ITEMS

Application Name Application Object Library

Database Object WF_ITEMS

Description Data Object for Workflow Items

Columns Object Instance Sets Grants

Create Instance Set

Name	Code	Description	Update
No results found.			

When the next screen displays, enter the following information:

Security | Core Services

Objects | Permissions | Permission Sets

Security: Objects > Object: WORKFLOW_ITEMS >

Object Instance Set: SB_JR_ADMIN_ITEM_TYPES

* Indicates required field

Cancel Apply

* Name SB Junior Admin Item Types

* Code SB_JR_ADMIN_ITEM_TYPES

Description

Predicate

```
&TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER1
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER2
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER3
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER4
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER5
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER6
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER7
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER8
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER9
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER10
```

Note: Where clause is auto-processed. Just enter where clause

- Name – Enter text to identify this instance set
- Code – Enter an internal name to identify this instance set. This field cannot be updated once saved. Limit characters to alphabetic, numbers, hyphens, and underscores
- Predicate – Enter the following text exactly as it is shown in the above diagram. The Oracle documentation only lists '&TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER1', but if typed like this, then you can only grant access to a single workflow. Typed like the picture above allows granting access to 1-10 workflows (10 is the number of allowable parameters for this definition)

```

&TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER1
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER2
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER3
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER4
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER5
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER6
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER7
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER8
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER9
OR &TABLE_ALIAS.ITEM_TYPE = &GRANT_ALIAS.PARAMETER10

```

Click Apply. Note that Object Instance Sets may not be deleted.

Jr. Admin One-Time Setup – Restrict by Item Attribute Value – Create Object Instance Set

This step creates an Object Instance Set that allows the restriction of workflow access by the value of a specific Item Attribute. Item Attributes are specific to a particular item type. There are no universal Item Attributes. Even ORG_ID only appears in 130 out of over 1000 workflows. There are over 10,000 distinct Item Attributes. Thus restricting access by Item Attribute value has limited value. In addition, if access by item type is granted to a user as well as access by item attribute, the combination of the grants may produce no viewable workflows.

An example: access is granted to the workflows APEXP and APINV. Access is also granted to workflows with the attribute ORG_ID = 204. APINV does not use this attribute and thus the user will be unable to see any APINV workflows.

Like the previous Object Instance Set, the work must be performed from the 'Functional Developer' responsibility. When the form opens, enter 'WORKFLOW_ITEM_ATTRIBUTE_VALUES' in the Name field and click 'Go'. When the result of the query is returned, click on the 'Workflow Item Attribute Values' link.

The screenshot shows the Oracle Security interface with the 'Workflow Item Attribute Values' object instance set. The 'Update' button is highlighted with a red box.

Name	Code	Application Name	Database Object	Last Update	Update
Workflow Item Attribute Values	WORKFLOW_ITEM_ATTR_VALUES	Application Object Library	WF_ITEM_ATTRIBUTE_VALUES	19-Jun-2006	

This seeded Object Instance Set allows referencing two columns from the table ITEM_ATTRIBUTE_VALUES: NAME (the internal name of the item attribute) and TEXT_VALUE (the value of the item attribute when the type is not DATE, NUMBER, or EVENT. The columns ITEMTYPE and NUMBER_VALUE are not included. Thus the Predicate cannot limit by item type nor can any attribute declared NUMBER be referenced (like ORG_ID). However additional columns can be added. Click the pencil icon in the Update column

When the Update screen appears, add the columns ITEM_TYPE and NUMBER_VALUE. The Type column autofills based on the definition of the column in the table WORKFLOW_ITEM_ATTRIBUTE_VALUES.

When finished, click Apply. This returns you to the screen where you can now click the 'Workflow Item Attribute Values' link. Click the 'Object Instance Sets' tab. When the following screen appears, click the 'Create Instance Set' button.

When the next screen displays, enter the Name and Code. In this example the Predicate allows for viewing any workflow with the item attribute 'ORG_ID' that has the value '204'. Click Apply.

Notice that the predicate for the Item Attribute Object Instance Set did not include any `&TABLE_ALIAS.<column>=&GRANT_ALIAS.PARAMETER<n>` statements. This construct is not available for these Object Instance Sets. Thus unlike the Item Type Object Instance Set where one instance set is defined and the restricting values will be defined as the grant is made, all restricting values must be part of the definition. This can result in the requirement to define multiple Item Attribute Object Instance Sets.

The Oracle documentation provides two examples of coding this predicate. The example for `ORG_ID` is incorrect as the value for `ORG_ID` is stored in `NUMBER_VALUE`, not `TEXT_VALUE`. The Oracle examples (corrected) are[AJJ1]:

```
&TABLE_ALIAS.NAME = 'CURRENT_PERSON_ID'
AND EXISTS (SELECT 'Y' FROM per_people_f
WHERE person_id = &TABLE_ALIAS.NUMBER_VALUE
AND TRUNC(SYSDATE) BETWEEN effective_start_date
AND effective_end_date

&TABLE_ALIAS.NAME = 'ORG_ID'
AND &TABLE_ALIAS.NUMBER_VALUE IN (204,1731,2541)
```

There is only one workflow, HRSSA, which utilizes the item attribute `CURRENT_PERSON_ID`. Thus assigning this Object Instance Set would restrict someone to administering HRSSA workflows for active employees.

The second example restricts access to all workflows (130 of them) that utilize the attribute `ORG_ID` and `ORG_ID` is set to any of the values in the IN clause.

There is no limit to the number of Item Attribute Object Instance Sets that can be created.

Jr. Admin One-Time Setup – Restrict by Action – Create Action Permission Sets

After defining the Object Instance Sets, which limit which workflows can be administered, Action Permission Sets must be created. Action Permission Sets limit what actions can be performed on the workflows. Oracle has predefined the following actions.

Action	Permission Name	Permission Code
Skip	Skip Workflow Activity	WF_SKIP
Retry	Retry Activity	WF_RETRY
Rewind	Rewind Workflow	WF_REWIND
Suspend	Suspend Workflow	WF_SUSPEND
Cancel	Cancel Workflow	WF_CANCEL
Update	Update Workflow Item Attributes	WF_UPDATE_ATTR
Monitor	Monitor Data	WF_MON_DATA

Oracle has pre-seeded the Role 'Workflow Admin Role' that has access to all of the above actions, so if you only need to limit which workflows can be administered and not the actions, skip to the next section.

In order to be able to view the workflows, the action Monitor must be allowed. Since you have to be able to view the workflow to perform any other action, 'Monitor' is the minimum permission that can be assigned. Now companies only need to consider what other actions will be permitted.

It is certainly possible to create Action Permission Sets that contain any combination of the above actions. This leaves 720 possible combinations of the other 6 actions. Rather than try to create that many Action Permission Sets, Solution Beacon recommends creating a Permission Action Set that contains a single permission. This results in the need for only 7 sets. Then per user (or responsibility) companies can decide which Action Permission Sets to assign.

Unlike Grant Object Sets, assigning multiple Action Permission Sets results in the ability to perform the actions contained in all sets.

Action Permission Sets are created using the Functional Administrator responsibility. This responsibility contains a single form. When the form opens, enter the following data:

ORACLE Applications Administration

Close Window Preferences Personalize Page Diagnostics

Security Core Services Personalization File Manager

Grants Permissions Permission Sets

Security: Permission Sets >

Create Permission Set

* Indicates required field

* Name Workflow Retry Activity Set

* Code WF_RETRY_SET

Description

Permission Set Builder

Select Permission Set	Permission	Description
No results found.		

Add Another Row

Cancel Apply

- Name – Enter text to identify this instance set
- Code – Enter an internal name to identify this instance set. This field cannot be updated once saved. Limit characters to alphabets, numbers, hyphens, and underscores

Click 'Add Another Row'

Security Core Services Personalization File Manager

Grants Permissions Permission Sets

Security: Permission Sets >

Create Permission Set

* Indicates required field

* Name Workflow Retry Activity Set

* Code WF_RETRY_SET

Description

Permission Set Builder

Select Rows: Remove

Select All Select None

Select Permission Set	Permission	Description
<input type="checkbox"/>	Retry Activity	

Add Another Row

Cancel Apply

Use the LOV to pick the appropriate Permission. Use the values from the column 'Permission Name' in the chart on the previous page.

Click Apply.

Repeat process until a Permission Set is created for all 7 actions.

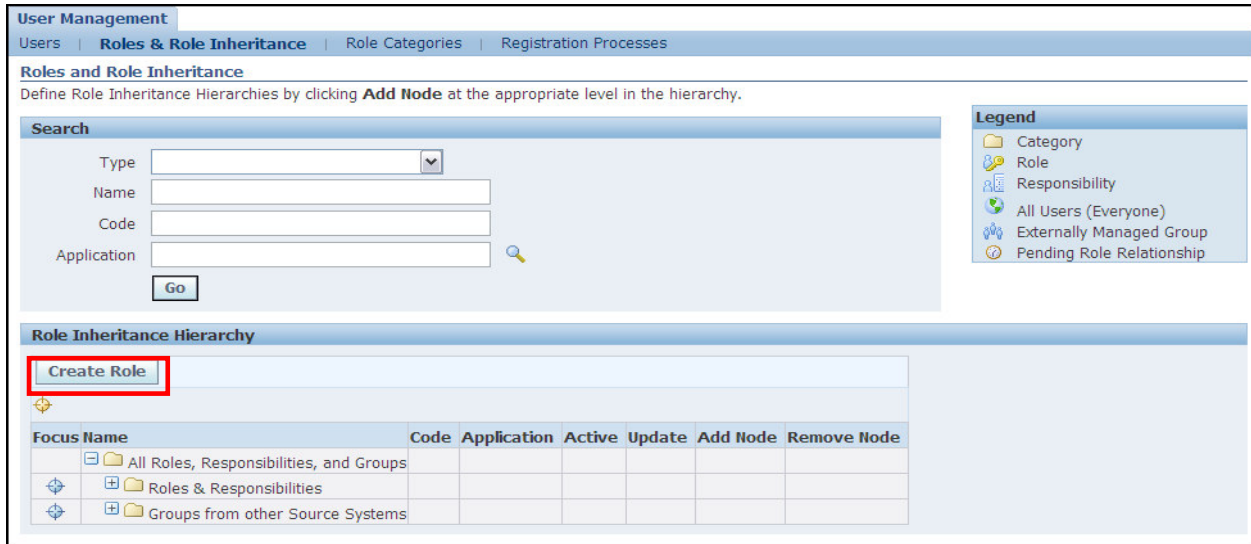
Jr. Admin One-Time Setup – Restrict by Action – Create Role

Now that the Permission Sets are created, Roles must be created that contain these permission sets. Solution Beacon recommends creating 7 roles, one for each Permission Set.

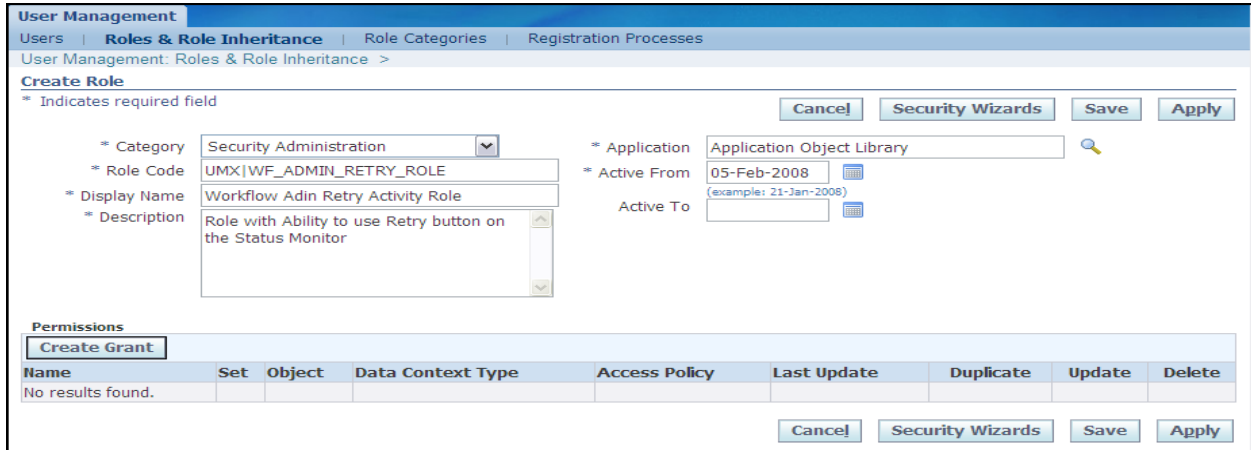
Roles must be created from the responsibility 'User Management'. This responsibility can be assigned to anyone, but it will only function if the user has been assigned the role 'Security Administrator'. And to grant the role 'Security Administrator', the responsibility 'User Management' must be used. Since initially

the only user that has the role 'Security Administrator' is the user SYSADMIN, the first step is to log in as SYSADMIN and grant the role 'Security Administrator' to other users.

Once the 'Security Administrator' role and the responsibility 'User Management' is assigned to a user, login as that user and choose the 'User Management' responsibility. This responsibility has four menu options, but only has one screen. Select 'Roles and Role Inheritance'. When the screen opens, verify you are on the 'Roles and Role Inheritance' tab, then click 'Create Role'.



Enter the following information:



- Category – Required – Use the LOV to select a category. Since this role will restrict access, the category 'Security Administration' was selected. If desired the Role Category tab can be used to create a custom category
- Application – Required – Use the LOV to select an application. Since security belongs to Application Object Library, this value was selected
- Role Code – Required – The value entered cannot contain any spaces. Characters should be restricted to alpha, numbers, hyphen, underscore and the pipe characters. The value created will be added to WF_LOCAL_ROLES with partition_id set to 13. This partition belongs to the application User Management (UMX) and all roles already there start with 'UMX|'. Therefore it is recommended to continue this naming convention.

- Display Name – Required – Enter the name of the role. Any characters can be used
- Description – Required – Enter a description for the role
- Active From – Required – Defaults to current date but can be changed
- Active To – Optional – This field is only used to end-date a role

After all the fields are entered, click ‘Save’ (not ‘Apply’). If ‘Apply’ is clicked the form returns blank and you will have to re-query the role to create the grants.

Once the top of the form is saved, click ‘Create Grant’. This opens a 4-step form.

Step 1 – Enter the name of the grant and click ‘Next’. Step 2 does not display, the form proceeds directly to Step 3.

User Management
Users | Roles & Role Inheritance | Role Categories | Registration Processes

Define Grant | Select Object Data Context | Define Object Parameters and Select Set | Review and Finish

Create Grant: Define Grant

* Indicates required field

* Name: WF_ADMIN_RETRY

Description: [Text Area]

* Effective From: 05-Feb-2008 (example: 21-Jan-2008)

Effective To: [Text Field]

Security Context
Define the context when the grant is applied by selecting a grantee, a responsibility and/or operating unit.

Grantee Type: Group Of Users

Grantee: Workflow Admin Retry Activity Role

Operating Unit: [Text Field]

Responsibility: [Text Field]

Data Security
To define a data security policy, select an object.

Object: [Text Field]

Buttons: Cancel, Step 1 of 4, Next

Step 3 – Select one of the Permission Sets just created. In our example, we are created a role that allows users to Retry activities, so the Permission Set ‘Workflow Retry Activity Set’ containing the permission ‘Retry Activity’ is selected. Click Next.

User Management
Users | Roles & Role Inheritance | Role Categories | Registration Processes

Define Grant | Select Object Data Context | Define Object Parameters and Select Set | Review and Finish

Create Grant: Define Object Parameters and Select Set

* Indicates required field

Buttons: Cancel, Back, Step 3 of 4, Next

Set
Select the permission set or menu navigation set that defines the grantee's access.

* Set: Workflow Retry Activity Set

Buttons: Cancel, Back, Step 3 of 4, Next

Step 4 – Review and either click ‘Back’ to make corrections or ‘Finish’ to accept entry. The next screen states the role is created. Click OK. Repeat these steps to create all 7 roles. The following picture shows the definition for the action ‘Monitor Data’.

User Management

Users | **Roles & Role Inheritance** | Role Categories | Registration Processes

Update Role : Workflow Admin Monitor Data

* Indicates required field

* Category: Security Administration
 Role Code: UMX|WF_ADMIN_MON
 * Display Name: Workflow Admin Monitor Data
 * Description: View Workflow Status Monitor in Admin Mode

* Application: Application Object Library
 * Active From: 05-Feb-2008
 (example: 21-Jan-2008)
 Active To:

Permissions

Name	Set	Object	Data Context Type	Access Policy	Last Update	Duplicate	Update	Delete
WF_ADMIN_MON	Workflow Monitor Data Set				05-Feb-2008			

Jr. Admin By User/Responsibility Setup – Grant Object Instance Set

Now that all the Object Instance Sets and Roles are created, the next task is to grant the correct combination to various users and/or responsibilities.

As mentioned earlier, when granting Item Attribute Object Instance Sets, make sure that the combination of grants still allows access to the desired workflows. If a grant is made for an Object Instance Set that references the attribute CURRENT_PERSON_ID (which is only found in the workflow HRSSA) and a 2nd grant is made to the user for an Object Instance Set that references the attribute CURRENCY (which is not found in the workflow HRSSA), then this user will not be able to view any workflows as there are no workflows that contain both the item attribute CURRENCY and the item attribute CURRENT_PERSON_ID.

However, if grant is made for an Object Instance Set referencing the attribute CURRENCY=USD and another grant is made for an Object Instance Set referencing the attribute ORG_ID=204, then any workflow that satisfies both conditions will be listed twice. Thus the combination of grants needs to be carefully planned.

Making grants of the Object Instance Set that restricts by workflow name is performed somewhat differently than the grant for any of the Item Attribute Object Instance Sets due to the need to specify the parameter values.

Grants are made from the 'Functional Administrator' responsibility. This is a single screen responsibility, so when the form opens, click 'Create Grant'.

Security | Core Services | Personalization | File Manager

Grants | Permissions | Permission Sets

Grants

Search

The search is case insensitive.

Name:

Grantee Type: All Users

Set:

Object:

Name	Grantee Type	Grantee	Set	Object	Data Context Type	Access Policy	Last Update	Duplicate	Update	Delete
No search conducted.										

Creating grants is a four-step process. First we will show how to create the grant for the Item Attribute Object Instance Set. For Step 1, enter the following information:

- Name – Required – enter a descriptive name
- Description – Optional – enter a description of the grant
- Effective From – Required – current date defaults in
- Security Context – Required - select Grantee Type
 - Specific User – select the user
 - Operating Unit – select the operating Unit
 - Responsibility – select the responsibility
- Data Security Object – Required – Enter 'Workflow Items' (this is an Oracle seeded value, not any object created earlier)

Click Next. For Step 2, set Data Context Type to 'Instance Set' and select the Instance Set created earlier. Click Next.

Step 3 specifies the workflows to which access will be granted. Enter up to 10 workflows. The internal name of the workflow must be used. Select the set 'Business workflow item permission set'. Click Next.

Security | Core Services | **Permission Sets**

Define Grant | Select Object Data Context | **Define Object Parameters and Select Set** | Review and Finish

Grant: Define Object Parameters and Select Set
* Indicates required field

Cancel Back Step 3 of 4 Next

Data Security

Object **Workflow Items**

Data Context

Type **Instance Set**
 Name **SB Junior Admin Item Types**
 Description

Predicate

**&TABLE_ALIAS.ITEM_TYPE =
 &GRANT_ALIAS.PARAMETER1**

Instance Set Details

Define the parameters for the selected data context.

Parameter 1
 Parameter 2
 Parameter 3
 Parameter 4
 Parameter 5
 Parameter 6
 Parameter 7
 Parameter 8
 Parameter 9
 Parameter 10

Set

Select the permission set or menu navigation set that defines the grantee's access.

* Set 🔍

Cancel Back Step 3 of 4 Next

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For Step 4, review the results. Click 'Back' to make corrections or click 'Finish' to accept the setup.

Security | Core Services | Personalization | **File Manager**

Grants | Permissions | Permission Sets

Define Grant | Select Object Data Context | Define Object Parameters and Select Set | **Review and Finish**

Create Grant: Review and Finish

Cancel Back Step 4 of 4 Finish

Name **AP Workflows**
 Description
 Effective From **10-Feb-2008**
 Effective To

Security Context

Grantee Type **Specific User**
 Grantee **Baker, Catherine**
 Operating Unit
 Responsibility

Data Security

Object **Workflow Items**

Data Context

Type **Instance Set**
 Name **SB Junior Admin Item Types**
 Description

Predicate

**&TABLE_ALIAS.ITEM_TYPE =
 &GRANT_ALIAS.PARAMETER1**

Instance Set Details

Parameter 1 **APINV**
 Parameter 2 **APEXP**
 Parameter 3
 Parameter 4
 Parameter 5
 Parameter 6
 Parameter 7
 Parameter 8
 Parameter 9
 Parameter 10

Set

Name **Business workflow item permission set**
 Code **WF_ADMIN_ITEM_PSET**
 Description **Business workflow item permission set**

Cancel Back Step 4 of 4 Finish

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Granting an Object Instance Set to restrict access by Item Attribute Value is similar. Use the 'Functional Administrator' responsibility and click 'Create Grant' when the form opens. Enter the name of the grant and the name of the user or responsibility to whom the grant is made. The object name is now 'Workflow Item Attribute Values'. Click Next to advance to page 2.

Security | Core Services | Personalization | File Manager

Grants | Permissions | Permission Sets

Define Grant | Select Object Data Context | Define Object Parameters and Select Set | Review and Finish

Create Grant: Define Grant

* Indicates required field

* Name: SB Item Attr ORG_ID 204 (OPERATIONS)

Description: [Text Area]

* Effective From: 17-Feb-2008 (example: 17-Feb-2008)

Effective To: [Date Picker]

Security Context

Define the context when the grant is applied by selecting a grantee, a responsibility and/or operating unit.

Grantee Type: Specific User

* Grantee: Baker, Catherine

Operating Unit: [Text Field]

Responsibility: [Text Field]

Data Security

To define a data security policy, select an object.

Object: Workflow Item Attribute Values

Buttons: Cancel Step 1 of 4 Next

The Data Context Set is still 'Instance Set', but this time use the name of the instance set that was created for the item attributes. Click Next to advance to the next step.

Security | Core Services | Personalization | File Manager

Grants | Permissions | Permission Sets

Define Grant | Select Object Data Context | Define Object Parameters and Select Set | Review and Finish

Create Grant: Select Object Data Context

Object: Workflow Item Attribute Values

Data Context Type: Instance Set

* Instance Set: SB Item Attribute Values - ORG_ID 204

Buttons: Cancel Back Step 2 of 4 Next

There are no parameters for an Item Attribute Object Instance Set, but the Set 'Business workflow item attribute permission set' must be specified. Click Next.

The next screen is the 'Review and Finish' screen. Click 'Back' to make any corrections or 'Finish' to accept all the values. Repeat for any additional grants.

Jr. Admin By User/Responsibility Setup – Assign Roles

This step assigns the roles that determine which actions will be allowed in the Status Monitor screen. Unlike grants on Object Instance Sets, which can either cause duplicates or be too restrictive, grants of roles are cumulative. Remember that the role for monitoring must always be granted. Since roles are setup so that each roles represents an action, assign the roles that match the desired action(s).

Grants of roles must be made from the 'User Management' responsibility. This responsibility only functions if the user has first been assigned the role 'Security Administrator'. Initially only the user SYSADMIN has this role, so either the following steps must be performed as the user SYSADMIN or the user SYSADMIN must grant the 'Security Administrator' role to additional users (after assigning the 'Security Administrator' role, remember to assign the 'User Management' responsibility).

Navigate to the 'Users' screen by either selecting this menu choice, or selecting any other menu choice and clicking this tab from the resulting screen. Enter the user to whom the role will be assigned. When the user name is returned, click the pencil icon in the Update column.

User Management

Users | Roles & Role Inheritance | Role Categories | Registration Processes

User Maintenance

Search for people and user accounts. All fields except "First Name" are case insensitive. For wildcard searches, please use "%"

Search

User Name Organization

Email Role

Last Name

First Name

Register

User Management

- Maintain User Accounts**
 - Register new people, create/disable user accounts, and reset passwords.
- Control Access**
 - Grant access to different parts of the system by assigning/revoking roles.

Last Name	First Name	Email	User Name	Status	Create User	Reset Password	Update
Baker	Catherine	cbaker@vision.com	cbaker	Active			

Click 'Assign Roles'.

User Management

Users | Roles & Role Inheritance | Role Categories | Registration Processes

User Management: Users >

Update User: cbaker

* Indicates required field

Prefix

First Name

Middle Name

Last Name

Suffix

* User Name

Email

Status

* Active From

(example: 21-Jan-2008)

Active To

Roles **Contact Information**

Changes can only be made for roles you have been granted administrative privileges.

Quick Tips

Personal information originates from the HR system and cannot be updated here

Previous 1-10 Next 10

Details	Role	Description	Status	Remove
<input type="button" value="Show"/>	Internal Auditor		Assigned	

Since we started all our role names with 'Workflow', query by 'Workflow%'. Click the box beside each desired role. Remember that the role, 'Workflow Admin Role', assigns all actions, so if this role is clicked, no other roles are needed. When all desired roles are clicked, click the 'Select' button in the upper right-hand corner.

Search and Select: Assign Roles

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By

Results

[Select All](#) | [Select None](#)

Select	Name	Description	Type	Code
<input type="checkbox"/>	Workflow Admin Role	Workflow Admin Role for RBAC	Role	UMX WF_ADMIN_ROLE
<input checked="" type="checkbox"/>	Workflow Admin Monitor Data	View Workflow Status Monitor in Admin Mode	Role	UMX WF_ADMIN_MON
<input checked="" type="checkbox"/>	Workflow Admin Retry Activity Role	Role with Ability to use Retry button on the Status Monitor	Role	UMX WF_ADMIN_RETRY_ROLE

[About this Page](#)

For each role assigned, a justification must be entered. This is a comment field and thus can be anything. To save your changes but still display the same data, click 'Save'. To save your changes and return to a blank form, click 'Apply'.

The screenshot shows the Oracle User Management interface for updating user 'cbaker'. The user's details include: Prefix, First Name 'Catherine', Middle Name, Last Name 'Baker', Suffix, User Name 'cbaker', Email 'cbaker@vision.com', Status 'Active', Active From '01-Aug-1997', and Active To. Below this is the 'Roles' section, which contains a table of assigned roles. The role 'Workflow Admin Retry Activity Role' is highlighted with a red box, and its justification field contains the text 'Need Retry'. Other roles listed include 'Internal Auditor', 'Receivables, Vision Operations (USA)', 'DBI Incremental Request Sets', 'Performance Management User', 'e-Commerce Gateway, Vision Enterprises', 'Development Engineer', 'Workflow User Web (New)', 'Workflow User Web Applications', and 'Workflow Admin Monitor Data'. The interface also includes buttons for 'Cancel', 'Reset Password', 'Save', and 'Apply'.

Details	Role	Description	Status	Remove
Show	Internal Auditor		Assigned	[X]
Show	Receivables, Vision Operations (USA)	Oracle Receivables Superuser, Vision Operations (USD)	Assigned	[X]
Show	DBI Incremental Request Sets		Assigned	[X]
Show	Performance Management User		Assigned	[X]
Show	e-Commerce Gateway, Vision Enterprises	e-Commerce Gateway	Assigned	[X]
Show	Development Engineer		Assigned	[X]
Show	Workflow User Web (New)	Workflow user access to new HTML look-and-feel modules.	Assigned	[X]
Show	Workflow User Web Applications	Workflow User access to general workflow functions through Web Applications	Assigned	[X]
Hide	Workflow Admin Retry Activity Role	Role with Ability to use Retry button on the Status Monitor	Ready for Submission	[X]
Hide	Workflow Admin Monitor Data	View Workflow Status Monitor in Admin Mode	Ready for Submission	[X]

Jr. Admin By User/Responsibility Setup – Final Step

Once all the grants and roles are defined and assigned, the user who will be the Junior Administrator must be assigned a responsibility with the workflow administration screens. Do not select the responsibility assigned as the workflow administrator. For example, if the responsibility 'Workflow Administrator Web Applications' is assigned as the workflow administrator, then use the responsibility 'Workflow Administrator Web (New)' or create a responsibility with the admin menus. Note that if the grants were made to a responsibility and not to a user, then the workflow administration menus should be added to that responsibility.

The entire workflow administration responsibility can be granted. All the screens in this menu function in query mode except the Notification worklist, the status monitor and the Notification Search screen. The Notification Worklist and the Notification Search screen restrict the user to his/her own notifications. The Status Monitor restricts access based on the assigned grants and roles.

The item types that can be accessed are limited by the Object Instance Grants. If both our examples from above are assigned, the user will only be able to access APEX workflows where the ORG_ID item attribute has a value of 204 (APINV workflows do not have an item attribute ORG_ID).

Opening the Activity Statuses screen for one of these workflows yields a screen similar to below. Note there is no 'Skip', 'Update Attributes', 'Rewind', 'Suspend Workflow' or 'Cancel Workflow' button. Only the 'Retry' button is available.

Home | Developer Studio | Business Events | Status Monitor | Notifications | Administration



Status Monitor > Monitor Search >

Monitor Activities History

Activity History: APINV, 84516_1

View Process Hierarchy

Expand All | Collapse All

Focus Process Name	Status	Workflow Type	Item Key	User Key	Owned By	Started	Completed
 Invoice Approval - Main	 Error	AP Invoice	84516_1			20-Sep-2004 09:51:57	

Workflow Type **AP Invoice** Started **20-Sep-2004 09:51:57**
 Status **Error** Completed



Search

Set activity filters and select the "Go" button to view corresponding results.

Activity Type Response Notifications Activity Status Active
 FYI Notifications Complete
 Functions and Processes Error
 Standard Workflow Suspended
 Events

Results: Activities

Select Activity and...

Select	Status	Activity	Parent Activity	Notification	Performer	Started	Completed	Activity Result	Reassign	Suspend / Resume
<input type="radio"/>	 Error	Identify Approver	Invoice Approval - Main			20-Sep-2004 09:51:57		Exception		
<input type="radio"/>	<input checked="" type="checkbox"/> Complete	Check if Matched to PO	Invoice Approval - Main			20-Sep-2004 09:51:57	20-Sep-2004 09:51:57	No		
<input type="radio"/>	<input checked="" type="checkbox"/> Complete	Receive Invoice	Invoice Approval - Main			20-Sep-2004 09:51:57	20-Sep-2004 09:51:57			
<input type="radio"/>	<input checked="" type="checkbox"/> Active	Invoice Approval - Main				20-Sep-2004 09:51:57				

Home Developer Studio Business Events Status Monitor Notifications Administration Diagnostics Home Logout Preferences Help Personalize Page
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New Look for Activity History

11i.ATG_PF.H.delta.5 (RUP 5) introduced some new features for the Activity History screen. These new features are also in Release 12 regardless of the rollup. The first change is the addition of a section at the top of the screen that allows the administrator to see all child workflows and even to click into the activity history for these workflows.

Activity History: POAPPRV, 81075-391877, 1464

View Process Hierarchy

Expand All | Collapse All

Focus Process Name	Status	Workflow Type	Item Key	User Key	Owned By	Started	Completed
 PO Approval Top Process	 Error	PO Approval	81075-391877	1464	Blake, Jo	09-Aug-2006 07:50:31	
Default Error Process	<input checked="" type="checkbox"/> Active	System: Error	WF4910348			06-Feb-2008 04:17:40	

Click the + box next to the Process Name to see any children workflows. Double-click on the Process Name to open the activity history for that process.

A new column, Notification, has been added to the bottom of the Activity History screen. This allows the administrator to open and view the notification (and respond) without having to click the activity link, note the notification_id and navigate to the Notification Search screen.

TIP You can administer an activity only if it's still in process.

Select Activity and... Previous 1-10 Next 10

Select	Status	Activity	Parent Activity	Notification	Performer	Started	Completed	Activity Result	Reassign	Suspend / Resume
<input type="radio"/>	Complete	Is PO Pre-Approved?	PO Approval Process			09-Aug-2006 07:53:03	09-Aug-2006 07:53:03	INVALID_AUTH_STATUS		
<input type="radio"/>	Complete	End	Notify Approver			09-Aug-2006 07:53:03	09-Aug-2006 07:53:03			
<input type="radio"/>	Complete	Set Forward-To/From For Approve Action	Notify Approver			09-Aug-2006 07:53:03	09-Aug-2006 07:53:03	COMPLETE		
<input type="radio"/>	Complete	End	Notify Approver Subprocess			09-Aug-2006 07:53:03	09-Aug-2006 07:53:03			
<input type="radio"/>	Complete	Approve PO Notification with PDF	Notify Approver Subprocess		Boase, Alex	09-Aug-2006 07:50:44	09-Aug-2006 07:53:03	Approve		
<input type="radio"/>	Complete	Wait for Concurrent Program	Notify Approver Subprocess			09-Aug-2006 07:50:32	09-Aug-2006 07:50:44	Normal		
<input type="radio"/>	Complete	PO New Communication	Notify Approver Subprocess			09-Aug-2006 07:50:32	09-Aug-2006 07:50:32	Yes		
<input type="radio"/>	Complete	Start	Notify Approver Subprocess			09-Aug-2006 07:50:32	09-Aug-2006 07:50:32			
<input type="radio"/>	Complete	Notify Approver Subprocess	Notify Approver			09-Aug-2006 07:50:32	09-Aug-2006 07:53:03	Approve		
<input type="radio"/>	Complete	Get Approver Notification Attribute	Notify Approver			09-Aug-2006 07:50:32	09-Aug-2006 07:50:32	Activity Performed		

Select Activity and... Previous 1-10 Next 10

If you open the notification, you can return to the Activity History screen by clicking the 'Monitor Activities History' link at the top of the screen.

Notification Search Screen Available for End Users

Users have always had access to their notifications through the Notification Worklist. However this screen does not allow searching for specific notifications. Now the function 'Workflow Notification Search' (WF_WORKLIST_SEARCH) can be added to any menu. This screen is the same screen used by Administrators to search for notifications. However when assigned to a non-administration responsibility this screen limits users to searching only for their own notifications.

Workflow Mailer Now Required for Oracle Alert

As of 11i.ATG_PF.H.delta.4 (RUP 4), the workflow mailer must be initiated in order to send alerts or process responses from Oracle Alert. The Oracle Alert Response Processor can continue to be used to process responses for alerts sent prior to upgrading to 11i.ATG_PF.H.delta.4 (RUP 4).

Workflow Mailer Parameter Changes

Changes instituted in OWF.H and subsequent ATG_PF.H rollups have introduced issues in the notification mailer. Some of the issues include accessing links to OA Framework pages, inability to read emails sent to SYSADMIN, and the mailer inexplicably refusing to send emails. This article will cover the MetaLink Doc. IDs that address these issues.

New Patches

MetaLink Doc. ID 405970.1 – "Oracle ATG Newsletter – December 2007, Volume 6" contains the latest recommended notes and actions for workflow and other ATG products. This newsletter recommends that if 11i.ATG_PF.H RUP5 has been installed, then the one-off patches 6412999 and 6441940 should be

applied. These patches have not been superseded. Additionally there is a Java bug that prohibits saving the time events should be scheduled. This bug is described in MetaLink Doc. ID 463783.1 – “Schedule Events Page Resets the Submit Time to 00 00”. This note recommends the patch 6399304.

For Release 12 users, you must have applied patch 6435000 – “12.0.4 Release update Pack (RUP4)” to receive the equivalent patches.

Setting the Mailer Framework User (and Selected Other Mailer Parameters)

There must be a user account and responsibility assigned to the workflow mailer so that the mailer may access the applications. By default this user is SYSADMIN and the responsibility is “System Administrator”. This user can be changed as long as:

- The user assigned is active and is either the workflow administrator or is assigned the responsibility assigned as the workflow administrator
- The responsibility assigned to the mailer must match a responsibility assigned to this user; this responsibility does not have to be the responsibility assigned as the workflow administrator, but it must contain the workflow administrator menus
- The application_id assigned to the mailer must be the same as that of the responsibility assigned to the mailer

MetaLink Doc. ID 344936.1 – “Email Body Contain: ORA-20002: 3207: User ‘SYSADMIN’ does not have access to notification” describes how to change this user, responsibility, and application_id.

First you need to obtain the user_id, responsibility_id, and application_id to be used. To obtain the user_id, execute the following SQL. Substitute the desired user name for <name>.

```
SELECT user_id
       ,user_name
FROM   fnd_user
WHERE  user_name = upper ('<name>');
```

To obtain the responsibility_id and application_id, execute the following SQL. Substitute the desired responsibility name for <resp_name>.

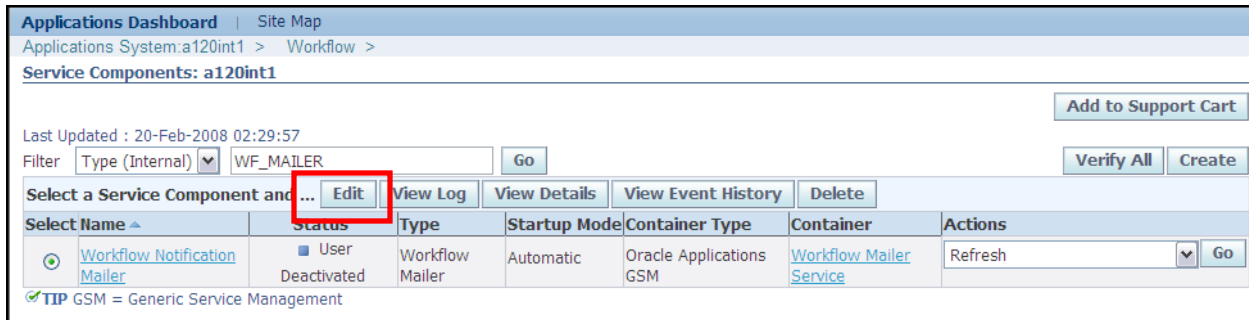
```
SELECT responsibility_id
       ,application_id
       ,responsibility_name
FROM   fnd_responsibility_tl
WHERE  upper(responsibility_name = upper ('<resp_name>'))
      AND language = 'US';
```

Now navigate to the Workflow Manager page of Oracle Applications Manager (OAM). From the System Administrator responsibility, the navigation path is Workflow | Oracle Applications Manager | Workflow Manager.

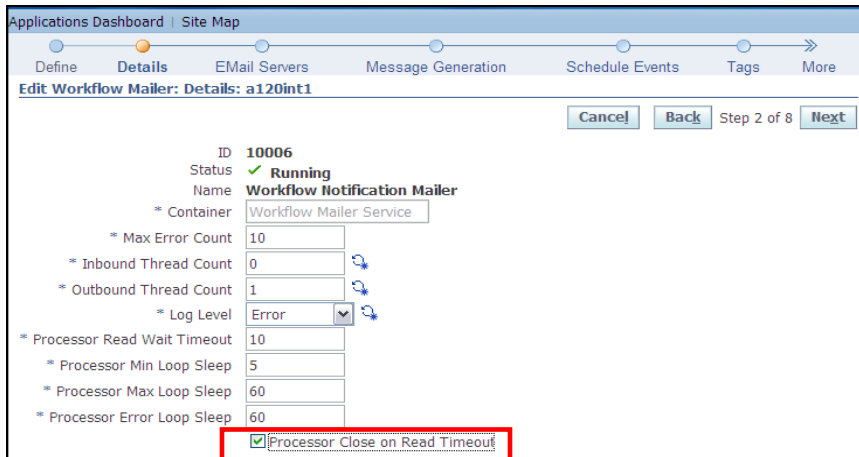
In the dashboard at the top of the page, click the icon to the left of ‘Notification Mailers’.



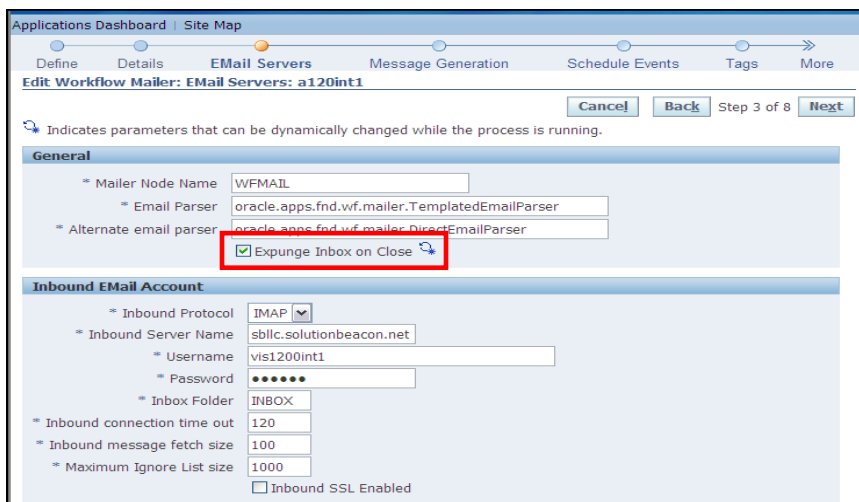
If the status of the mailer is 'Running', select 'Stop' in the Actions box and click Go. Click the Browser refresh button until the status changes to 'User Deactivated'. Then click the Edit button.



Click the 'Advanced' button. Click the Next button until Step 2 of 8 appears. Per MetaLink Doc. IDs 422870.1 = "Java Mailer not Removing Processed Emails from Inbox after Folder ATG.H Rup4", 437986.1 – "E-Mail Notifications Are Not Getting Processed, Remain Sitting In The Inbox", 418077.1 – "Workflow Notification Mailer Stops Processing", and 332152.1 – "OWF.H Diagnostics and Solutions", the parameter 'Processor Close on Read Timeout' should be checked.



Click the Next button so that Step 3 of 8 appears. Per MetaLink Doc. ID 422870.1 = "Java Mailer not Removing Processed Emails from Inbox after Folder ATG.H Rup4", ensure 'Expunge Inbox on Close' is checked.



Click the Next button so that Step 4 of 8 appears. Per MetaLink Doc. ID 414376.1 – ““You Have Insufficient Privileges For The Current Operation” On Reqapprv Notif”, set ‘Framework URL Timeout’ to 120.

Set ‘Framework User’, ‘Framework Responsibility’, and ‘Framework Application ID’ to the values from the select statements above. The default values are 0 (SYSADMIN), 20420 (System Administrator), and 1 (System Administration). Remember, as long as SYSADMIN is not end-dated and the workflow administrator is set to SYSADMIN or to a responsibility and SYSADMIN is assigned this responsibility, these values may be left as is.

Indicates parameters that can be dynamically changed while the process is running.

Send

- From: Workflow Mailer - vis11510int2
- Reply-to Address: vis11510int2@solutionbeacon.net
- HTML Agent: http://vis11510int2.solutionbeacon.net:80/pts/a510vis3
- Message Formatter: [Link]
- Framework User: 0
- Framework Responsibility: 20420
- Framework Application ID: 1
- Framework URL timeout: 120

Attach images to outbound emails
 Attach stylesheet to outbound email
 Autoclose FYI
 Direct response
 Reset NLS
 Inline Attachments
 Send warning for unsolicited e-mail
 Send e-mails for canceled notifications

Click the Next button so that Step 5 of 8 appears. The next section describes how to schedule events so that the mailer will shutdown (briefly) and restart once per week. This step is not necessary unless your applications run 24x7. If the database is shut down at least weekly, this shutdown also stops and restarts the mailer.

Schedule Startup and Shutdown of Mailer

The next steps are from MetaLink Doc. IDs 443643.1 – “How To Automatically Restart the Workflow Mailer Processes Regularly” and 414376.1 = ““You Have Insufficient Privileges For The Current Operation” On Reqapprv Notif”.

Step 5 looks like the following figure (there may be no events scheduled, this is OK).

Applications Dashboard | Site Map

Define Details EMail Servers Message Generation Schedule Events Tags More

Edit Workflow Mailer: Schedule Events: a120int1

Schedule events to control the running of the service component at a specified time. Optionally schedule repeating events at a specified interval. For a refresh event, specify the new values for the parameters to refresh.

Select Event	Submit Date	Submit Time	Interval(minutes)	Parameters
<input type="checkbox"/> Launch Summary Notifications	01-Jun-2003	00:00	1440	

TIP Enter parameters, separated by a colon (:), in the following format: internal_parameter_name=parameter_value (for example: PROCESSOR_IN_THREAD_COUNT=3:PROCESSOR_OUT_THREAD_COUNT=6).

Click ‘Add another row’. For the Event, select ‘Stop’. Enter the date and time you wish the mailer to stop. For example, to have the mailer stop every Friday at 11:00 PM, enter the next Friday and select the time as 23:00.

Click ‘Add another row’. For the Event, select ‘Start’. Enter the data and time you wish the mailer to start. Allow at least 5 minutes between the stop and start times. For example, to have the mailer re-start every Friday at 11:15 PM, enter the next Friday and select the time as 23:15.

The value entered for Interval\Resubmit is in minutes. 10080 is equivalent to 7 days.

Applications Dashboard | Site Map

Define Details EMail Servers Message Generation **Schedule Events** Tags More

Edit Workflow Mailer: Schedule Events: a120int1

Cancel Back Step 5 of 8 Next Finish

Schedule events to control the running of the service component at a specified time. Optionally schedule repeating events at a specified interval. For a refresh event, specify the new values for the parameters to refresh.

Select Events and ... Remove

Select All | Select None

Select Event	Submit Date	Submit Time	Interval(minutes)	Parameters
<input type="checkbox"/> Launch Summary Notifications	01-Jun-2003	00:00	1440	
<input type="checkbox"/> Stop	19-Feb-2008	23:00	10080	
<input type="checkbox"/> Start	19-Feb-2008	23:10	10080	

Add another row

TIP Enter parameters, separated by a colon (:), in the following format: internal_parameter_name=parameter_value (for example: PROCESSOR_IN_THREAD_COUNT=3:PROCESSOR_OUT_THREAD_COUNT=6).

Click the Finish button. This takes you a page that displays the current settings. Scroll down to review the Scheduled Events. If the Submit Time shows all zeros, you are experiencing the error described in Metalink Doc. ID 463783.1 – “Schedule Events Page Resets the Submit Time to 00 00”. This note recommends the patch 6399304. Apply this patch, then re-enter the time for the events. (Note: if you are running Release 12, the equivalent patch is included in RUP 4)

Event	Submit Date	Submit Time	Interval(minutes)	Parameters
Launch Summary Notifications	01-06-2003	00:00	1440	
Start	18-01-2008	00:00	10080	
Stop	18-01-2008	00:00	10080	

If patch 6399304 (Release 11i) or 6435000 (Release 12) has been applied, then the Scheduled Events section of screen 8 should look similar to the following screen shot. Notice that Submit Time matches the time entered in screen 5.

Event	Submit Date	Submit Time	Interval(minutes)	Parameters
Launch Summary Notifications	01-Jun-2003	00:00	1440	
Start	19-Feb-2008	23:10	10080	
Stop	19-Feb-2008	23:00	10080	

Click the Finish button. This returns you to the first Edit page. Do not click Apply. This might automatically restart the mailer. If this happens, the Submit Time is reset to current time. Instead click the ‘Service Components’ link at the top of the page. This will return you to the page where the mailer can be re-started.

Before restarting the mailer, perform the following query:

```
SELECT * FROM fnd_svc_comp_requests_v;
```

Fnd_svc_comp_requests_v is a view across the table fnd_svc_comp_requests and the synonym wf_all_jobs. Wf_all_jobs is a synonym for sys.user_jobs, which is a view across dba_jobs, which is a view across SYS.JOB\$.

Based on the scheduled events shot above, the query returned:

COMPONENT_ID	COMPONENT_REQUEST_ID	CREATED_BY	EVENT_DATE	EVENT_DISPLAY_NAME	EVENT_FREQUENCY
10006	10000		6/1/2003	Launch Summary Notifications	1440
10006	10043		2/19/2008 23:00	Stop	10080
10006	10044		2/19/2008 23:10	Start	10080

EVENT_NAME	EVENT_PARAMS	FAILURES	INTERVAL	JOB_ID
oracle.apps.fnd.wf.mailer.Mailer.notification.summary	null	0	SYSDATE + (1440/(24*60))	685
oracle.apps.fnd.cp.gsc.SvcComponent.stop	null	null	SYSDATE + (10080/(24*60))	22390
oracle.apps.fnd.cp.gsc.SvcComponent.start	null	null	SYSDATE + (10080/(24*60))	22391

LAST_DATE	NEXT_DATE	OBJECT_VERSION_NUMBER	REQUESTED_BY_USER	THIS_DATE
2/19/2008 20:44	2/20/2008 20:44	18	null	null
null	2/19/2008 23:00	1	SYSADMIN	null
null	2/19/2008 23:10	1	SYSADMIN	null

```

WHAT
FND_SVC_COMPONENT.EXECUTE_REQUEST (p_component_request_id => 10000);
FND_SVC_COMPONENT.EXECUTE_REQUEST ( p_component_request_id => 10043 );
FND_SVC_COMPONENT.EXECUTE_REQUEST ( p_component_request_id => 10044 );

```

Check the values in NEXT_DATE. If they are missing the time entered (see figure below), verify that patch 6399304 (Release 11i) or 6435000 (Release 12) is applied. Apply the patches, delete the events and re-enter them.

LAST_DATE	NEXT_DATE	OBJECT_VERSION_NUMBER	REQUESTED_BY_USER	THIS_DATE
	1/18/2008	2	SYSADMIN	
	1/18/2008	2	SYSADMIN	
1/16/2008 13:54	1/17/2008 13:54	30		

Return to the OAM and in the Action column, select 'Start' then click Go. A page displays stating 'Action Start has been performed on Workflow Notification Mailer'. Click OK. OAM returns to the Service Components page. Click the browser refresh button until the status changes to 'Running'.

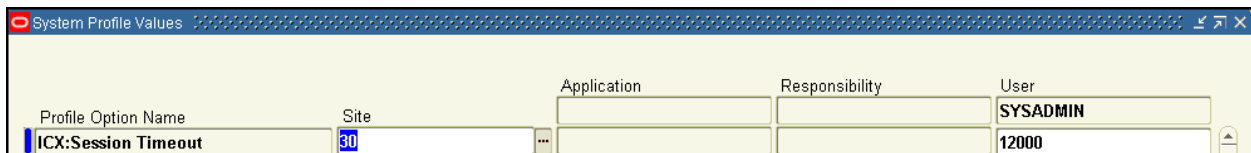
If 'Apply' was clicked, or the changes were made while the mailer was still running, the mailer will restart automatically and execute the new events. Unfortunately, this will also reset 'Next Time' for both events. So after the mailer has re-started, perform the query again on fnd_svc_comp_requests_v. If the time changed, stop the mailer, navigate to page 5, delete the events and re-enter them. This time remember not to click 'Apply'. Restart the mailer.

Set Profile Option Values for the User Assigned to the Mailer

Several profile options govern how long a user may stay logged into the applications. For security reasons, these profile options are set so that inactive sessions will timeout and so that regardless of the activity, users are required to periodically log in.

However, when the session expires for the user assigned to the mailer, then notification recipients cannot open links attached to framework regions. This problem is described in MetaLink Doc. ID 414376.1 = ""You Have Insufficient Privileges For The Current Operation" On Reqapprv Notif". The recommendation is to set the following profile options at the user level for the user assigned as the mailer framework user:

- ICX:Session Timeout – 12000
- ICX: Limit connect – 1000000
- ICX: Limit time – 192



Profile Option Name	Site	Application	Responsibility	User
ICX: Limit connect	2000			1000000
ICX: Limit time	12			192

Response Value Delimiter

Another new feature introduced in 11i.ATG_PF.H.delta.5 (RUP 5) is the ability to specify the delimiter character for email responses. By default the mailer uses the single apostrophe ' as the delimiter. This has caused issues with some Blackberries and also causes comments containing a single apostrophe (such as using the word "don't") to be truncated. The following choices are supported:

- DEFAULT – single quote (')
- APOS – same as DEFAULT (')
- QUOTE – double quote (")
- BRACKET – [for opening and] for closing

Note that Microsoft Outlook Express does not support QUOTE. Presently the only way to set this parameter globally is via SQL. Use the following queries to find the component_id for the mailer and the parameter_id for the parameter 'HTML_DELIMITER'

```
SELECT c.parameter_id, c.parameter_name, a.parameter_value
FROM fnd_svc_comp_param_vals a, fnd_svc_comp_params_vl c
WHERE c.parameter_id = a.parameter_id AND c.parameter_name =
'HTML_DELIMITER';
```

```
SELECT component_id, component_name
FROM fnd_svc_components c
WHERE component_name LIKE 'Workflow Notification Mailer'
ORDER BY component_id;
```

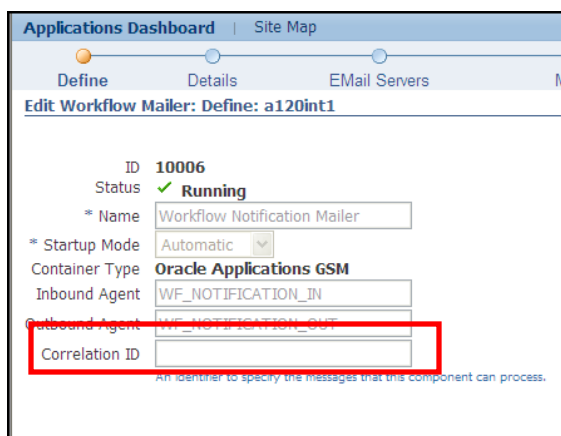
Then run afsvcup.sql. Enter the component_id, parameter_id from the above queries and the desired value for parameter_value. The parameter value MUST match one of the four values above. The value is all uppercase.

If you only wish to override this value for specific notifications, add the message attribute #WFM_HTML_DELIMITER and set it to the desired parameter value.

Additional Mailer Features

11i.ATG_PF.H.delta.5 (RUP 5) also introduced some additional mailer features. Additional mailers can be defined and those mailers can be dedicated to specific item types or even specific messages from a specific item type. On page 1 of Advanced Setups enter the item type or item type and message name in the Correlation ID field. The format of the entry is:

```
<item_type_internal_name>
<item_type_internal_name>:<message_internal_name>
```



Another new feature is the notification to SYSADMIN when email notifications fail. In addition to the notification to SYSADMIN, the mailer will now set the recipient's mailer preference to 'DISABLED' and the MAIL_STATUS of the notification to 'FAILED'. Once the cause of the failed notification is diagnosed (usually a missing or invalid email address), the recipient's mailer preference can be reset and the notification resent through the concurrent program 'Resend Failed Workflow Notifications'.

Unfortunately, resetting an individual's mailer preference is one of the few things the workflow administrator cannot do through any of the administration screens. Individual mailer preferences are stored in the table FND_USER_PREFERENCES where MODULE_NAME = 'WF' and PREFERENCE_NAME = 'MAILTYPE' and USER_NAME = <user name>. To reset the value to the global value, use the following SQL:

```
UPDATE fnd_user_preferences fup
SET fup.preference_value =
(SELECT fup1.preference_value
FROM fnd_user_preferences fup1
WHERE fup1.user_name = '-WF_DEFAULT-'
AND fup1.module_name = 'WF'
AND fup1.preference_name = 'MAILTYPE')
WHERE fup.module_name = 'WF'
AND fup.preference_name = 'MAILTYPE'
AND fup.user_name = '<username>;'
```

Workflow Directory Services User/Role Validation

This program was delivered via the one-off patch 4719658 and bundled into 11i.ATG_PF.H.delta.5 (RUP 5). The program will repair any issues with users and their roles. MetaLink Doc. ID 418765.1 – “What parameters Should be Passed for “Workflow Directory Services User/Role Validation” Program” recommends running the program twice. The first run should set the parameter 'Add missing user/role assignments' to 'Yes' and 'Update WHO columns in WF tables' to 'No'. The second run should reverse the values for the parameters.

Other Directory Services Notes

Numerous issues have been noted with changing responsibilities assigned to users and the changes not being reflected in the user's list of responsibilities without running the above program or bouncing Apache. Oracle now states in MetaLink Doc. ID 433473.1 – “Unable to Activate a User Responsibility Assignment that Existed Before Upgrade” that this is due to an error in the subscription 'AP_WEB_PROXY_ASSIGN_PKG.proxy_assignments' for the event oracle.apps.fnd.wf.ds.userRole.updated. According to this Doc. ID, this subscription should be disabled.

MetaLink Doc. ID 406892.1 – “Missing/Corrupted User-Role Responsibilities” recommends several patches (which are included in 11i.ATG_PF.H.delta.5 (RUP 5)) and also recommends scheduling the following programs (in order):

- Sync responsibility role data into the WF table.
- Synchronize WF LOCAL tables
- Workflow Directory Services User/Role Validation

Additional Security Feature for Grant Worklist

‘Grant Worklist’ has always been part of Release 11i and Solution Beacon has recommended using this feature to control access to SYSADMIN’s notifications and using this feature to grant one’s supervisor access to notifications.

In 11i.ATG_PF.H.delta.5 (RUP 5), Oracle added the ability to restrict the grant by item type. To restrict by item type, click ‘Selected Item Types, then highlight the desired item type(s) and click the ‘Move’ link. Access can be revoked by clicking the ‘Remove’ link.

Notifications > Worklist > Worklist Access >

Grant Worklist Access

Grant another user access to view and act upon your notifications via the Worklist.

* Indicates required field

* Name: All Employees and Users | Behn, Susan

Description: [Text Field]

* Start Date: 10-Feb-2008 (example: 25-Jan-2008)

End Date: [Text Field]

Grant Access to: All Item Types Selected Item Types

Available Item Types:

- Concurrent Manager Message
- Contract Approval
- Contract Template Approval
- HR
- KB Test Mailer
- OAM Business Exception
- OKL - Approvals
- OKL: CS Credit Memo
- OM Change Order
- OM Error

Selected Item Types:

Move, Move All, Remove, Remove All

Cancel Apply

Worklist Flexfields

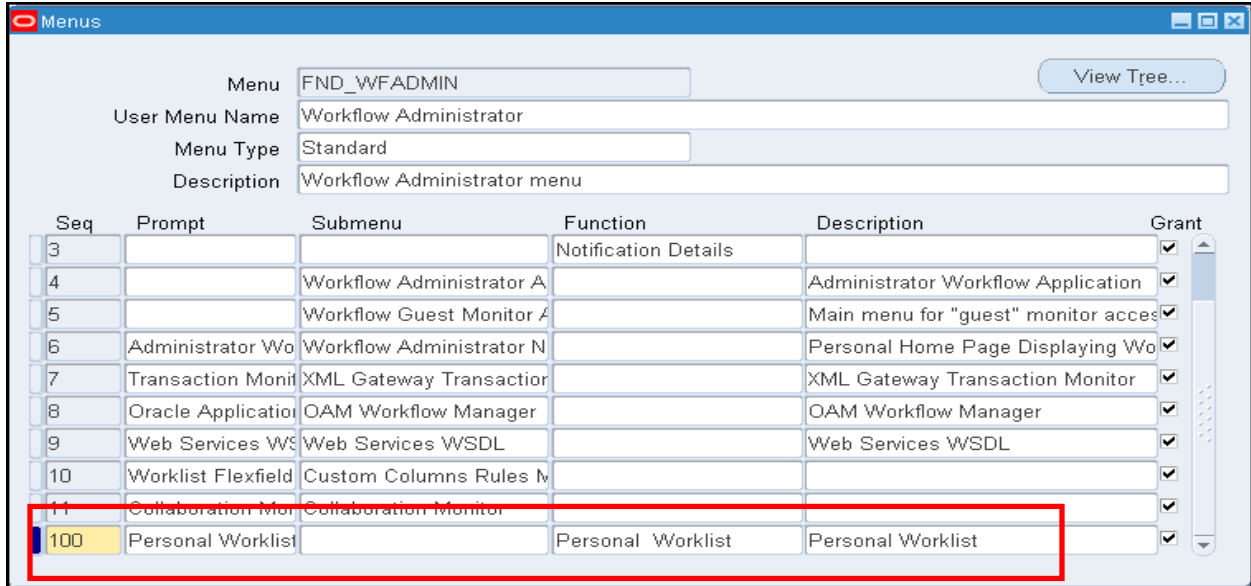
This feature was actually introduced in 11i.ATG_PF.H.delta.3 (RUP 3), but it has not been widely used or understood. Worklist Flexfields allow the display of message attributes that appear in the body of a message to be seen in the notification worklist without opening the notification.

Once set up, the data is stored in WF_NOTIFICATIONS and available for display from the Personal Worklist. Oracle provides 5 Date, Form, URL, or Number fields and 10 Text fields. There are the same number of Protected fields that are reserved for Oracle use.

Since message attributes are specific to a particular message, this functionality is best used when creating a worklist view for a specific workflow.

Assign Personal Worklist to a Menu

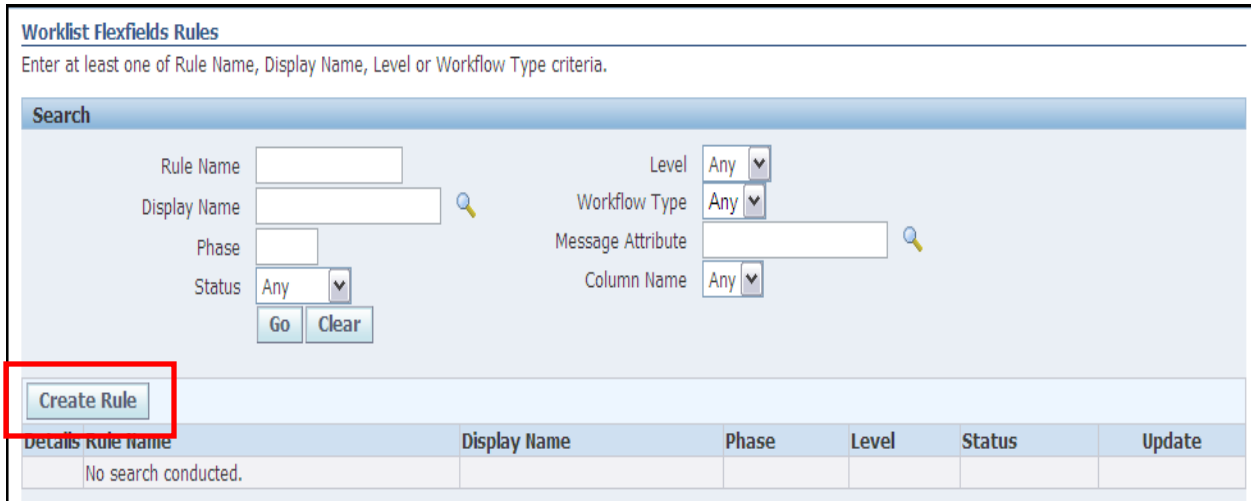
Since worklist flexfields are only available from the Personal Worklist, the first step is to assign this function to any desired menus. Oracle documentation says you must also set the profile option 'Personalize Self_service Defn' to 'Yes'. This is not true.



Create Flexfield Rule(s)

The next step involves assigning the message attributes to the special WF_NOTIFICATION fields. This functionality is available from the Workflow Administration menus. The navigation is Worklist Flexfields Rules → Worklist Flexfields Rules. When the Search screen opens, click 'Create Rule'.

The rule shown in the following example will be used to add the errored item type or event, error message and error stack from the workflow WFERROR. This way when looking at the notification worklist for this workflow, the workflow administrator will be able to see which workflow errored and the complete error message and error stack. If the Export button has been enabled for the Personal Worklist screen, the information can even be exported to Excel.



Enter the following information:

- Rule Name – Required – enter a name for the rule, no restrictions on characters or case

- Display Name – Required – enter a display name for the rule
- Status – Required with default – defaults to ‘Enabled’
- Phase – Required – must be a number 100 or higher.
- Description – Optional – description of the rule
- Owner Name – Required – the display name of an installed application, must match DISPLAY_NAME in FND_APPLICATION_TL
- Owner Tag – Required – the application short name for the application listed in ‘Owner Name’, must match APPLICATION_SHORT_NAME in FND_APPLICATION

Note that Level defaults to ‘User’ and cannot be changed. After entering the data, click ‘Next’.

ORACLE Diagnostics Preferences Help Personalize Page Close Window

Enter General Properties Select Filter Criteria Select Message Attributes Map Attributes to Columns

Create Worklist Flexfields Rule: Enter General Properties

Determine in which order worklist flexfields rules take effect when more than one rule is applied to a notification. Lower phase rules are applied before higher phase rules. **Cancel** Step 1 of 4 **Next**

* Indicates required field

* Rule Name

* Display Name

Level **User**

Status **Enabled** ▼

* Phase
Seeded Rules have Phase 1-99, Customer Site Rules have Phase 100 or higher.

Description

* Owner Name

* Owner Tag

Cancel Step 1 of 4 **Next**

Select the workflow that owns the message attributes using the workflow’s DISPLAY_NAME. Click Next.

Enter General Properties **Select Filter Criteria** Select Message Attributes Map Attributes to Columns

Create Worklist Flexfields Rule: Select Filter Criteria

Identify Workflow Types to use as filter criteria to select notifications to which to apply this rule. **Cancel** **Back** Step 2 of 4 **Next**

Available Filter Criteria Selected Filter Criteria

Workflow Type **Go**

System Module
System: Mailer

System: Error

Move
Move All
Remove
Remove All

Description
Handles workflow runtime errors.

Cancel **Back** Step 2 of 4 **Next**

Select the desired Message Attributes. The LOV will be limited to messages attributes from the workflows selected in Step 2. Click Next.

Enter General Properties Select Filter Criteria **Select Message Attributes** Map Attributes to Columns

Create Worklist Flexfields Rule: Select Message Attributes

Identify Message Attributes to be duplicated in the notifications table and available for display in the Worklist. **Cancel** **Back** Step 3 of 4 **Next**

Selected Filter Criteria

Workflow Type	Type	Internal Name	Remove
System: Error	WFERROR		

Message Attributes

The selected attributes need to be assigned to flexfield columns. Remember that you are limited to 5 Numeric, Date, URL, or Form attributes and 10 Text attributes.

After mapping the attributes, click the 'Find Conflicts' button. This will identify if multiple message attributes have been assigned to the same flexfield attribute. Conflicts are OK as long as the message attributes belong to different workflows. Click Finish.

Create Worklist View

Now that 'Personal Worklist' is assigned the message attributes are assigned to a workflow flexfield, the view to display these attributes must be created. Open the 'Personal Worklist' form and click 'Personalize'.

Select From	Type	Subject	Sent	Due
<input type="checkbox"/>	OKL: CS Credit Memo	Approve Credit Memo Request for contract MAHLS07	06-Aug-2003	
<input type="checkbox"/>	OM Change Order	Change Approval Notification	08-Jun-2007	
<input type="checkbox"/>	VCCONMGR Contract Template Approval	Clauses Adopted for Vision France	24-May-2005	

Either select an existing view and click 'Duplicate' or click 'Create View'. For our example, since messages from WFERROR require a response, we will duplicate the 'To Do Notifications' view.

Personalize Views Cancel Apply

Below is a list of all pre-configured and/or personalized views applicable to "Customizable and searchable worklist" table on the previous screen. Pre-configured views are read only. Duplicate a pre-configured view to see its definition or to create a variation of the same.

Select View: **Duplicate** | Create View

Select View Name	Description	Display View	Default	Update	Delete
<input type="radio"/> All Notifications		Yes			
<input type="radio"/> FYI Notifications		Yes			
<input type="radio"/> Notifications From Me		Yes			
<input type="radio"/> Open Notifications		Yes			
<input checked="" type="radio"/> To Do Notifications		Yes			

Enter a name for the View, select the number of rows to display (25 is the highest value allowed), click whether you want this view to be the view used when 'Personal Worklist' is opened, and (optionally) give the view a description.

Refer back to the mapping of message attributes to flexfield columns and add the appropriate flexfield columns by highlighting the fields in 'Available Columns' and using the 'Move' link or arrow to move these fields to 'Columns Displayed'. Highlight any undesired fields in 'Columns Displayed' and use the 'Remove' link or arrow to remove these fields from the view. Use the 'Rename Columns / Totaling' button to rename the columns from 'Text Attribute<n>' to a name that describes the mapped message attribute. Use the re-order arrows to arrange the order of the selected fields.

Duplicate View Cancel Revert Apply and View Results Apply

Below is a list of attributes that can be edited to change the view and/or filter the data that is displayed in your table.
* Indicates required field

General Properties

* View Name: WFERROR by Event

Number of Rows Displayed: 25 Rows

Set as Default

Description:

Column Properties

Update the appropriate column attributes as desired. Rename Columns / Totaling

Columns Shown and Column Order

Available Columns	Columns Displayed
Text_Attribute10	Text_Attribute4
Text_Attribute5	Subject
Text_Attribute6	Sent
Text_Attribute7	Text_Attribute2
Text_Attribute8	Text_Attribute3
Text_Attribute9	
To	
Type Internal Name	
Url_Attribute1	
Url_Attribute2	
Url_Attribute3	
Url_Attribute4	
Url_Attribute5	

Original Column Name	New Column Name	Show Total
Subject	Subject	
From	From	
Sent	Sent	
Type	Type	
Status	Status	
To	To	
Information Requested From	Information Requested From	
Due	Due	
Closed	Closed	
Priority	Priority	
Notification ID	Notification ID	<input type="checkbox"/>
From Me	From Me	
Message Name	Message Name	
Type Internal Name	Type Internal Name	
Text_Attribute1	Errored Workflows	
Text_Attribute2	Error Message	
Text_Attribute3	Error Stack	

Move to the bottom of the form to set the Sort Settings and Filter Criteria. For our example, two views were created, 'WFERROR by Item Type' and 'WFERROR by Event'. The first screen shows the sort settings and filter criteria for 'by Item Type' and the second screen shows the settings for 'by Event'.

Be aware that you can later update any of these settings except the filter criteria. New criteria can be added, existing criteria can be changed, but there is no way to remove criteria except by deleting the view and recreating it.

When all the data is entered, click the 'Apply and View Results' button to see the resulting view of notifications.

Sort Settings

	Column Name	Sort Order
First Sort	Sent	descending
Second Sort	Errored Workflows	descending
Third Sort		no sort order

Search Query to Filter Data in your Table

Specify parameters and values to filter the data that is displayed in your table.

Advanced Search

Show table data when all conditions are met.
 Show table data when any condition is met.

Subject: starts with

Status: is

Response Required: is

Add Another: Closed

Sort Settings

	Column Name	Sort Order
First Sort	Sent	descending
Second Sort	Errored Event	ascending
Third Sort		no sort order

Search Query to Filter Data in your Table

Specify parameters and values to filter the data that is displayed in your table.

Advanced Search

Show table data when all conditions are met.
 Show table data when any condition is met.

Subject: contains

Status: is

Response Required: is

Type Internal Name: is

Add Another: Closed

This is the view for errors from Item Types

Worklist

View: WFERROR by Item Type

Select Notifications: Previous 1-25 Next 25

Select	Errored Workflows	Subject	Sent	Error Message	Error Stack
<input type="checkbox"/>	EPBCYCLE	Error in Workflow EPBCYCLE/Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49 ORA-01688: unable to extend table APPLSYS.WF_ITEM_ACTIVITY_STATUSES_H partition WF_ITEM22 by 16 in tablespace APPS_TS_TX_DATA	09-Feb-2008	ORA-01688: unable to extend table APPLSYS.WF_ITEM_ACTIVITY_STATUSES_H partition WF_ITEM22 by 16 in tablespace APPS_TS_TX_DATA	WF_Engine_Util.Move_To_History(EPBCYCLE, Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49, 628219) Wf_Engine_Util.Reset_Activities (EPBCYCLE, Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49, 628219) Wf_Engine_Util.Reset_Activities (EPBCYCLE, Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49, 628211) Wf_Engine_Util.Process_Activity (EPBCYCLE, Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49, 628211, 50) Wf_Engine_Util.Complete_Activity (EPBCYCLE, Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49, 628219, RUN) Wf_Engine_Util.Process_Activity (EPBCYCLE, Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49, 628219, #NULL) Wf_Engine_Util.Execute_Activity (EPBCYCLE, Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49, 628219, RUN) Wf_Engine_Util.Process_Activity (EPBCYCLE, Netherlands Budget-2163-5-GENERATE_TEMPLATE-07/15/2005-14-33-49, 628219) Wf_Queue.ProcessDeferredEvent (EPBCYCLE)

This is the view for errors from events.

Worklist					
View: WFEERROR by Event					Simple Search
Go Personalize					
Select Notifications: Open Reassign					Previous 1-25 Next 25
Select All Select None					
Select Errored Event	Subject	Sent	Error Message	Error Stack	
<input type="checkbox"/>	oracle.apps.fnd.system.exception Local Event ERROR : oracle.apps.fnd.system.exception / 4456427	09-Feb-2008	3142: Process 'OAM_BE/4456427' has no activities waiting to receive event 'oracle.apps.fnd.system.exception'.	Wf_Engine.Event(OAM_BE, 4456427, ALERT_PROC, oracle.apps.fnd.system.exception) Wf_Rule.Default_Rule (oracle.apps.fnd.system.exception, 262D2FBF8297B4C2E0401490CAC44E25	
<input type="checkbox"/>	oracle.apps.fnd.system.exception Local Event ERROR : oracle.apps.fnd.system.exception / 4456190	08-Feb-2008	3142: Process 'OAM_BE/4456190' has no activities waiting to receive event 'oracle.apps.fnd.system.exception'.	Wf_Engine.Event(OAM_BE, 4456190, ALERT_PROC, oracle.apps.fnd.system.exception) Wf_Rule.Default_Rule (oracle.apps.fnd.system.exception, 262D2FBF8297B4C2E0401490CAC44E25	
<input type="checkbox"/>	oracle.apps.fnd.system.exception Local Event ERROR : oracle.apps.fnd.system.exception / 4456125	07-Feb-2008	3142: Process 'OAM_BE/4456125' has no activities waiting to receive event 'oracle.apps.fnd.system.exception'.	Wf_Engine.Event(OAM_BE, 4456125, ALERT_PROC, oracle.apps.fnd.system.exception) Wf_Rule.Default_Rule (oracle.apps.fnd.system.exception, 262D2FBF8297B4C2E0401490CAC44E25	

It should be noted that Error Message and Error Stack contain carriage returns, so when exported to Excel, these columns spill over to other lines. The following queries will display the same information with the carriage returns removed.

WFEERROR – Errored Item Type

```

SELECT Wf_Notification.GetAttrText(notification_id,
    'ERROR_ITEM_TYPE') errored_workflow
,Wf_notification.GetAttrText(notification_id,
    'ERROR_ACTIVITY_LABEL') errored_activity
,begin_date sent
,REPLACE (subject, CHR (10), ';' ) subject
,REPLACE (Wf_Notification.GetAttrText(notification_id,
    'ERROR_MESSAGE'), CHR (10), ';' ) error_message
,REPLACE (Wf_Notification.GetAttrText(notification_id,
    'ERROR_STACK'), CHR (10), ';' ) error_stack
FROM wf_notifications
WHERE MESSAGE_TYPE = 'WFEERROR'
AND message_name = 'RESET_ERROR_MESSAGE'
AND status = 'OPEN'
ORDER BY 1 ASC
,2 ASC
,3 DESC;

```

WFEERROR – Errored Event

```

SELECT Wf_Notification.GetAttrText(notification_id,
    'EVENT_NAME') error_event
,Wf_Notification.GetAttrText(notification_id,
    'EVENT_KEY') event_key
,begin_date sent
,REPLACE (Wf_Notification.GetAttrText(notification_id,
    'ERROR_MESSAGE'), CHR (10), ';' ) error_message
,REPLACE (Wf_Notification.GetAttrText(notification_id,
    'ERROR_STACK'), CHR (10), ';' ) error_stack
FROM wf_notifications
WHERE MESSAGE_TYPE = 'WFEERROR'
AND message_name = 'DEFAULT_EVENT_ERROR'
ORDER BY 1 ASC
,3 DESC;

```

Conclusion

The myriad changes covered in this paper show that Workflow continues to be enhanced both in Release 11*i* and Release 12. The 11*i*.ATG_PF.H RUPs mirror the functionality added to Release 12. However, to gain the new functionality, one must apply the current patches. This puts the onus on workflow administrators to keep current with the notes published in MetaLink, discern what needs to be applied, and to test the results.