

# Department of Defense Civilian Personnel Management Service



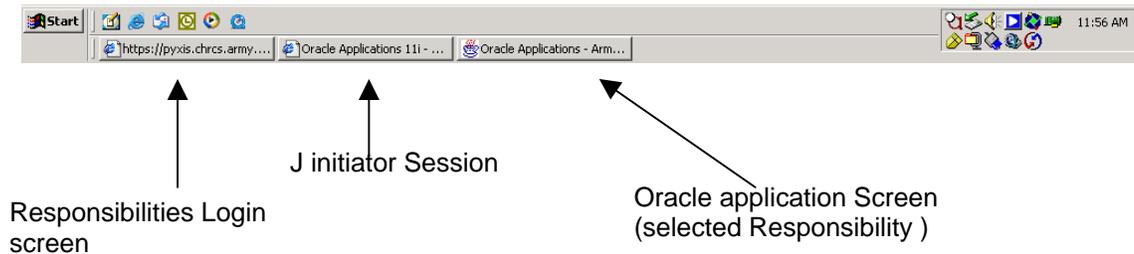
<b>11i Functional /Technical Tips and Observations</b>	<b>03-02</b>	<b>18-August-2003</b>
--	--------------	-----------------------

1. **Army Technical Tips.** Troy Latham, Army Civilian Data Center, has put together some technical tips that may help users understand different aspects of 11i:

- a. What windows are open that make a valid 11i session
- b. What happens when user's session is timed out
- c. What users should see with their desktop settings
- d. If users are having problems logging into the system
- e. Logging out of 11i

## Valid 11i session

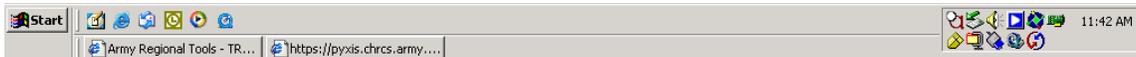
Below are the following windows that need to be open to have a valid session within the 11i application.



## Session Timeout

The user only has the following two windows open longer than 15 minutes, without selecting a responsibility, the user will receive an error stating that "... a lost connection has happen ..."

This error is caused by the 15-minute timeout within the database. The user has logged into the Application but did not select a responsibility within 15 minutes.



## Desktop Settings

Please MAXIMIZE your browser window while connected to the 11i application. Users should be able to see the lower panel that displays "RECORD number" and the "Connection indicator (pulsing bar)". This panel will help with trouble shooting problems. Once you have maximized your window and you cannot see the below bar, it is recommended that Display settings be set at a minimum of 1024 by 768.



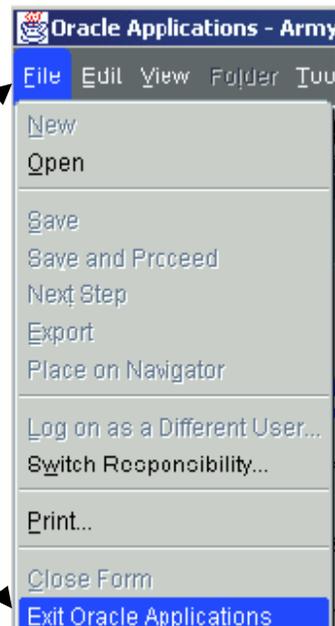
## If users are having troubles logging into the system:

- User should close all Internet Explorer windows.
- User should then Initiate a new session with Internet Explorer
- Choose the DCPDS 11i URL
- Log back into the application
- If the user still has problems with the application, they should contact their local help desk

## Logging out of the 11i application

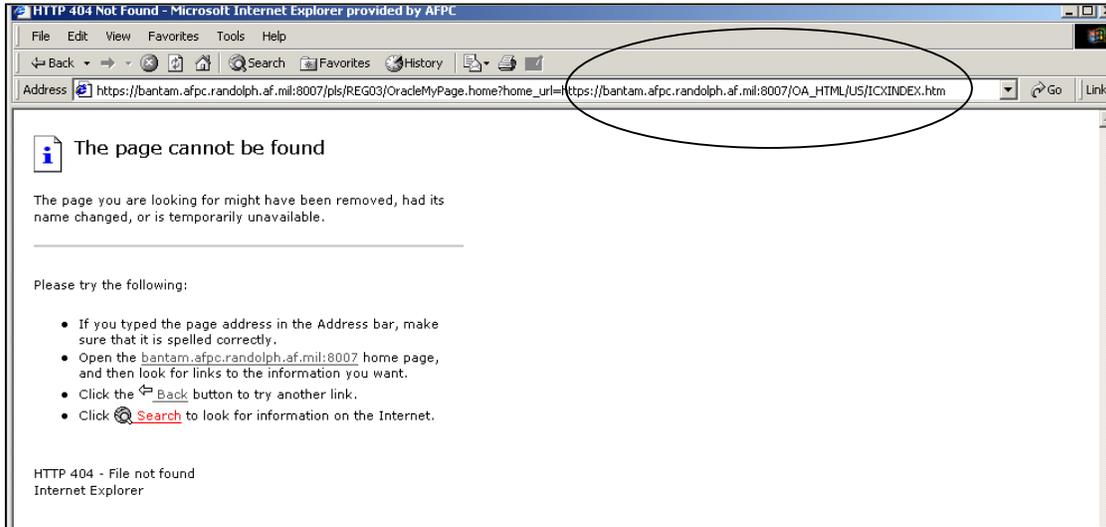
Close all windows by selecting "File" and then "Exit Oracle Applications" or the "X" in the upper right corner on all screens **EXCEPT** the screen below - Please click on the Exit Door.

**NOTE:** This will return user to the signon screen - click the "X" in the upper right corner to close

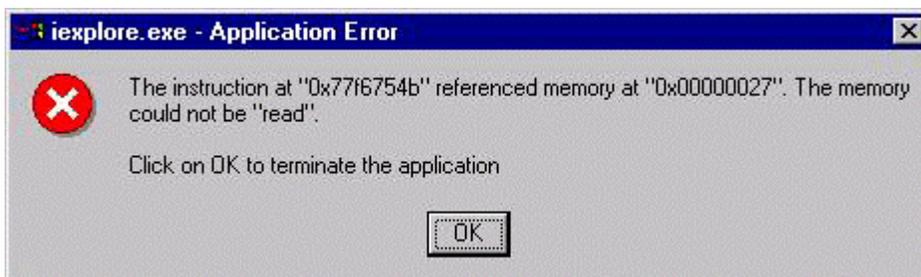


2. **Air Force Technical Tips.** Air Force has also put together some technical tips for their users that we thought would be useful for everyone else.

- **“The Page cannot be found” error.** If you receive “The page cannot be found” error and you are attempting to access the application using a shortcut, this may be due to a second URL being automatically added in the address line as shown below. When you encounter this, delete the second URL and click Go or press Enter. In this case, you would delete everything after the equal sign.



- **“SSL handshake failed: x509CertChainInvalidErr” message.** You attempt to access the application and you get “SSL handshake failed: x509CertChainInvalidErr” message. To rectify this, you must remove JInitiator 1.2.8.19 from your system and reload it. Begin by removing JInitiator through the Control Panel. Next, delete the Oracle folder located under Program Files. Finally, reload JInitiator 1.2.8.19.
- **“SSL handshake failed: SSL Closed Gracefully” message.** You attempt to access the application and you get “SSL handshake failed: SSL Closed Gracefully” message. This may be caused because the secure proxy is not allowing https traffic through port 8007. To fix this, have your technical support configure the proxy server to allow https traffic through this port.
- **“Application Error” window.** You encounter a window with a “memory” message similar to the one shown below. This may be caused because your caches must be emptied. To correct this, delete all files from the jcache directory for every version of JInitiator that resides on your system. Next, delete all temporary internet files. If you are using Internet Explorer, click Tools, Internet Options, and then Delete Files under the General tab. Lastly, restart your browser.



- **Cacheclean script.** Rather than manually clean caches, utilize the following script that the AF has developed. Before using it, make sure to review it and make any necessary adjustments. Ensure you change the extension to .bat while saving this document or else it will not work. Save this file to a location on your hard drive and execute it periodically.



cacheclean.lst (4 KB)

### 3. Accessing Oracle 11i DCPDS Database.

The Oracle 11i version of DCPDS changes the way users access the system. Under client-server, each user's desktop required a full Oracle client installation, with subsequent client patches. Under 11i, the system is web-based and uses a Java applet, called "Jinitiator" to view the Oracle forms from the application/web server. Jinitiator is a "plug-in" that needs to be installed on the user's desktop. This is a one-time installation and will not require any subsequent user installations.

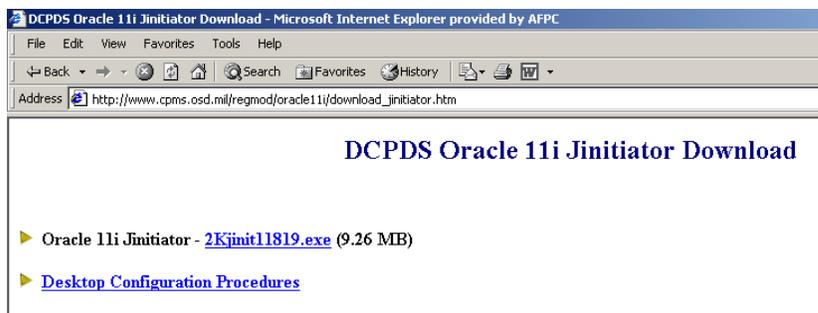
The following procedures should be used to install the Jinitiator plug-in to a user's desktop PC. The installation is straightforward, but users may want to request assistance from local IT administrators. **Note:** Due to component IT restrictions, users may not have authority to update their systems – in these instances users should follow the component's standard operating procedures for adding programs.

## DOWNLOADING THE JINITIATOR INSTALLATION FILE

- Open your browser and type in the following URL, then click Go or hit Enter:

[http://www.cpms.osd.mil/regmod/oracle11i/download\\_jinitiator.htm](http://www.cpms.osd.mil/regmod/oracle11i/download_jinitiator.htm)

- Click on **2Kjinit11819**, dated March 07, 2003, 9.26 MB.



- Select the button, **"Save the program to disk."**

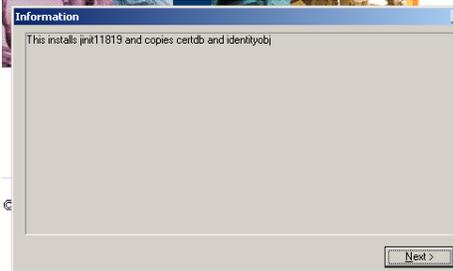
d. Save it to a file directory of your choice. (We recommend saving it to the desktop.) The file you are downloading (2kjinit11819.exe) is approximately 9MB (a large file), so the download time will be dependent on your internet connection. Please be patient.

- When the download is complete, click **"Close"**, then **exit** the Internet.

**NOTE: For Components that must install Jinitiator to numerous desktops at a location, we recommend that you save the installation file (2kjinit11819.exe) to a local file server and**

perform the installation from that local server. This avoids the need to download the file from the DCPDS website for each workstation, and is a more efficient method for installing the plug-in to a large number of desktops.

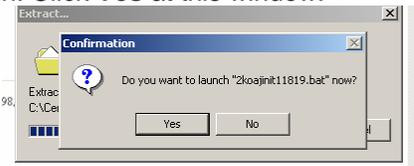
f. Back to your desktop (or wherever you stored the file), double-click on the “2kjinit11819” icon, then click “Next.”



g. Click **Extract** at the following window:



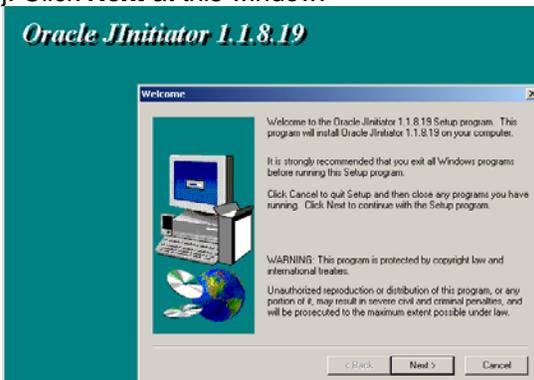
h. Click **Yes** at this window:



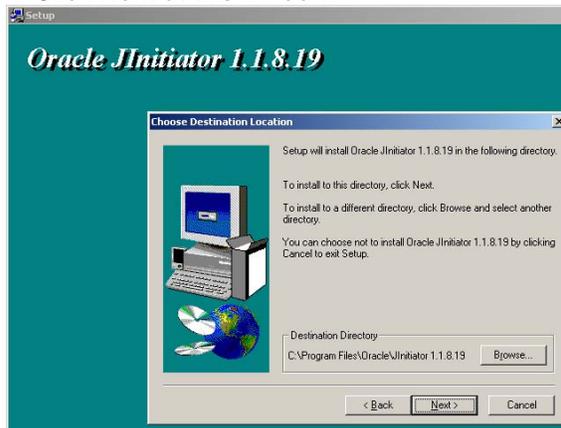
i. At this window, click **Yes**.



j. Click **Next** at this window.



k. Click **Next** at this window.



l. At the following windows, just do as instructed to continue.

```
C:\WINNT\System32\cmd.exe
This file is used to install Jinitiator 1.1.8.19
*
Any problem running this file please contact
the helpdesk
*
Installing Jinitiator 1.1.8.19
Press any key to continue . . .
```

```
C:\WINNT\System32\cmd.exe
This file is used to install Jinitiator 1.1.8.19
*
Any problem running this file please contact
the helpdesk
*
Installing Jinitiator 1.1.8.19
Press any key to continue . . .
*
*
copying CERTDB.txt file
*
    1 file(s) copied.
Press any key to continue . . . _
```

m. At this point, the program will bring you back to your desktop. The JINITIATOR DOWNLOAD IS COMPLETE. YOU WILL NOT HAVE TO DO THIS AGAIN. YOU ARE NOW READY TO LOG ONTO THE APPLICATION.

4. **RPA's and Disappearing Authorizations/Employee Name**. Lockheed Remedy 13931 was submitted by Army on 13 Aug 2003 reporting a problem with disappearing authorizations in Part A when an RPA is routed to a secure user who does not have access to see the person authorizing the action. The same thing is also happening when an RPA is routed to a secure user who does not have access to see the person in Part B on the RPA. When a secure user responds to an RPA with a name in Part B outside the secure user's view, a popup appears advising that the name has been changed from whatever it is to (blank). There is no notification regarding names in Part A. Bottom line, a secure user is not able to see any names outside the scope of his/her view, in either Part A or Part B.

CPMS/Lockheed Martin has logged a TAR with Oracle Federal to change this functionality to how it worked under 10.7, not how it currently works.

CPMS and Army has put together a comparison of how RPA functionality worked between 10.7 and 11i and have identified some Workaround Options for Secure View.

10.7 FUNCTIONALITY	11i FUNCTIONALITY
<p><b>Names in Part A of the Request for Personnel Action (RPA) were not required to be in the RPA recipient's secure view. The names did not disappear from view, nor were they "stripped" from the RPA when the RPA was saved by the secure user who did not have them in his/her view.</b></p>	<p><b>Any name(s) in Part A of the Request for Personnel Action not within a secure user's view will be blank when the secure user opens the RPA. If this user saves the RPA, any Part A names not in his/her view are removed from the RPA. Regardless of their views, subsequent recipients will not see the names in Part A.</b></p>
	<p>As a workaround, subsequent recipients could reenter the names in Part A, if their RPA permissions allow. These List of Values (LOVs) for the RPA point of contact, requester, and/or authorizer have not been secured.</p>
<p><b>The Name in Part B of the RPA did not disappear from view when routed to a secure user whose view did not include the Part B employee. The Part B employee is the person to whom the personnel action applies.</b></p>	<p><b>The Name in Part B of the RPA is not visible when the secure user whose view does not include the Part B employee opens the RPA. A popup appears advising the user that the name, date of birth, and SSAN have been refreshed from whatever they were to " [blank].</b></p>
<p>The safeguard was this: the secure user would see the name outside the scope of his view on the RPA, but when clicking on the "Person" button for that RPA, the secure user would see only a blank screen. The secure user could complete the action but could not go "shopping" through the Part B employee's record, nor could the secure user query on the person page to look at additional people.</p>	<p>The secure user cannot route or save the RPA until the unauthorized, invisible name is removed from the RPA.</p> <p>The user can close the RPA without saving the changes.</p> <p>The Secure Views of all RPA recipients would have to be expanded to include the highest level from which an RPA might be routed to them. This would require review and individual (manual) change of secure views. Users would have visibility of employee records they have no need to work with, merely for the purpose of being able to route RPAs without losing data.</p>

### **INTERIM WORKAROUND OPTIONS FOR SECURE VIEW PENDING RECOMMENDATION IMPLEMENTATION**

#### **THE WORKAROUND YOU CHOOSE WILL DEPEND ON HOW THE SECURE VIEWS ARE ASSIGNED WITHIN YOUR REGION – YOU MAY NEED TO CHOOSE A COMBINATION.**

OPTION A: Some users (i.e. Resource Management Offices) only have secure views to their organization. Depending on the organization, the user (if an Army user) can use the Gatekeeper checklist or Comments section in Gatekeeper to input their required information (AMS Code, TDA info). Users can also use the Notepad within the RPA for entering information concerning the names in Part A or Part B. Users would then need to route the action back to the Manager and the Manager would have to route to the CPAC/CPOC/HRO/HRSC (if they want the names to appear in Part A).

OPTION B: Don't use the XYZ Group Box. Create a new group box, assign the Resource Management Offices to the new box which would allow them to route to the

CPAC/CPOC/HRO/HRSC. The CPOC/HRSC has the capability to re-input the spaced out name(s) from Gatekeeper information (Army) or Notepad, depending on where the information is stored.

OPTION C: It appears that even though there is no employee name, requestor or authorizer name on the RPA, there is one behind the scenes. We have found that you can select an employee name from the LOV (a record in your secure view), this will overwrite the name behind the scenes, then delete the name just selected and hit Tab, that will delete the SSN and DOB. If the effective date is on the RPA, delete it. You should then be able to route the RPA back to the creator/authorizer or requester.

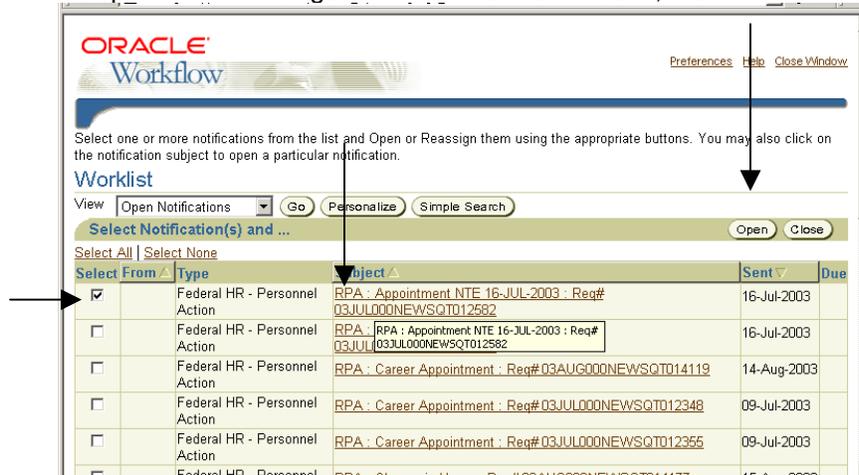
OPTION D: Have the CPOCs/HRSCs (they have a global view; some OCONUS have SOID global views) reselect the spaced out names on the RPA and reinput dates from Gatekeeper information (Army) or Notepad, depending on where the information is stored.

**Note: The Oracle fix to the RPA Part A problem is expected shortly (within one to two weeks). The fix to the RPA Part B problem is also being worked by Oracle but will take longer (at this point, we do not have a delivery date).**

## 5. In-Box

### **Navigating between the Workflow Inbox and the RPA**

To open an RPA navigate to the <Workflow Inbox>, the Window below will display:

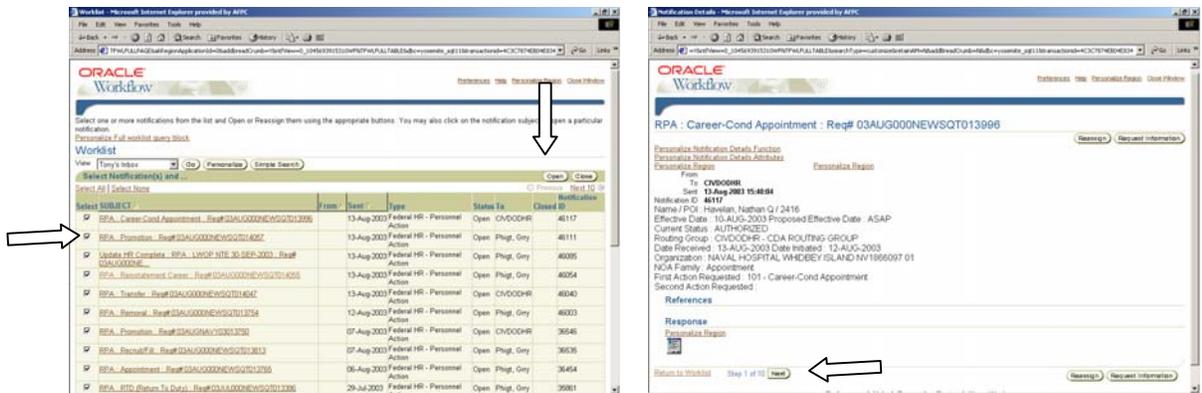


You can open the notification by:

- Clicking on the link under the Subject column, or
- Selecting the check box and clicking <Open>.

To view multiple RPA notifications without having to go to the Worklist between actions:

1. Select all the RPA notifications you would like to view by clicking in the check box, then click <Open>.
2. Click <Next> button you will be advanced to the next notification selected.



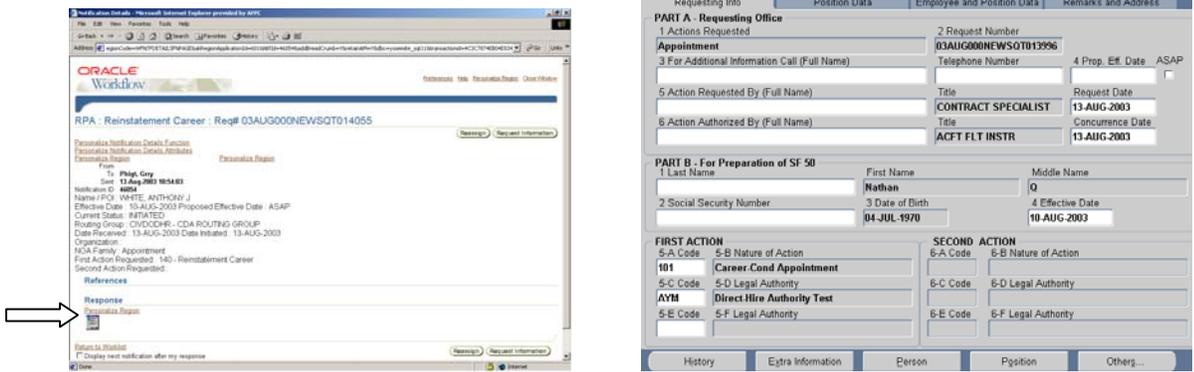
This feature can also be used to close FYI or Update HR Notifications:

1. Select all the RPA notifications you would like to close.
2. Click <Close> button. This will not close a notification that has an Open RPA attached. To Update HR, Route or Delete an RPA you must be in the RPA.

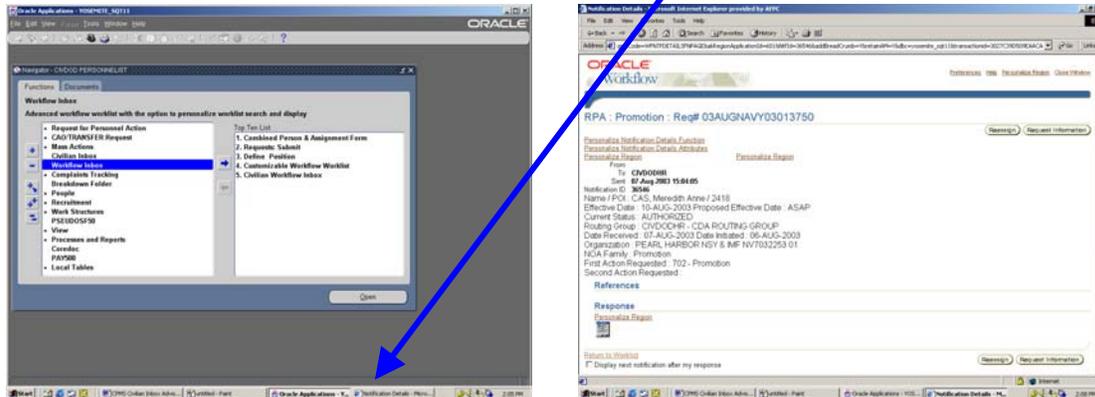
**NOTE: DO NOT** click the <Close> button if you are in an FYI or Update HR notification as this will only close the RPA notification you are currently working in. The correct way to return to the Worklist from within an RPA notification is click the "Return to Worklist" link at the bottom of the notification window.

### Navigating from Notification to RPA

To open the RPA, click the RPA icon under Response. A pop up window appears notifying the user to check the Navigator window for the RPA. If the Navigator List does not appear, click the minimized Oracle window at the bottom of your screen. The RPA will open.



After you have finished working in the selected RPA and have either updated HR, routed the RPA or deleted the RPA, the system closes the RPA and returns you to the Navigation Window. DO NOT attempt to open the Worklist Inbox again. It is still open. You must click on the minimized 'window' on the Task Bar and the RPA notification will reappear. To continue, click the <Next> button and proceed to the next RPA selected (see above) or click the Return to Worklist link.



**NOTE 1:** If there is an icon under References it will open the RPA History instead of the RPA.

**NOTE 2:** If user is on the Navigation menu and clicks on Workflow Inbox and Workflow Inbox is already open, it will appear that nothing is happening. User needs to review the Task Bar to see if they already have Workflow Inbox open. If so, user can click on the Worklist icon to open the window.

6. POC is CPMS-AMD, San Antonio, DSN 487-6500, Commercial (210)652-6500.