Oracle® Business Network

Trading Partner User Guide

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Preface

Intended Audience

Welcome to Release 5.2 of the *Oracle Business Network Trading Partner User Guide.*

This guide is intended for the individuals who are responsible for the setup, maintenance, and operations associated with executing electronic transaction integration for a company or organization.

Before reading this document, you should be familiar with the type of documents and methods of electronic communication that your company plans to communicate with on the Oracle Business Network.

See Related Information Sources on page viii for more Oracle E-Business Suite product information.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

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2 Company Registration

3 Getting Started

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5 Messaging
6 Self-Testing
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8 Transaction Monitor
9 User Management

Related Information Sources

This document is included on the Oracle Applications Document Library. You can purchase hard-copy documentation from the Oracle Store at http://oraclestore.oracle.com. If you are an Oracle Procurement customer with a Tech Support contract, the Oracle E-Business Suite Online Documentation Library on My Oracle Support contains the latest information, including any documents that have changed significantly between releases.

- Online Documentation
- PDF documentation is available to download from the Resources page on the Oracle Business Network site at https://businessnetwork.oracle.com.

Related Guides

Other Oracle Business Network documents that relate to this guide include:

Oracle Business Network XML Solutions Guide

Do Not Use Database Tools to Modify Oracle E-Business Suite Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

1

Introduction

This chapter covers the following topics:

- Purpose
- Process Overview
- Environment Information

Purpose

Oracle Business Network (OBN) enables electronic document transformation and routing between companies, using a single connection point that Oracle hosts and manages. With OBN, buying organizations have connectivity to their trading partners and can exchange business documents.

Oracle Business Network is hosted on Oracle Cloud, that provide a high availability connection for trading partner collaboration; this greatly simplifies the administrative burden of creating and managing a complex multi-point integration infrastructure.

This document serves as a user guide for the trading partner to begin communicating with the Oracle Business Network.

Process Overview

The prerequisite step for trading partners to use OBN is that Oracle customers need to register on OBN first.

The registration request is reviewed and approved by the OBN Administrator (OBN Admin). After approval, Oracle customers set up their communication protocols, identify the transaction types that they are interested in sending or receiving, and indicate the trading partners with whom they intend to exchange messages.

Non-Oracle trading partners need to register on OBN and enter the name of the Oracle customer on OBN with whom they will be exchanging business documents.

The trading partner registration request is reviewed and approved by a user with

Trading Partner Administrator (TP Admin) privileges on OBN, for the Oracle customer's trading partner account.

Before two trading partners can send electronic messages through the Oracle Business Network, both parties must agree to the relationship. This process is called trading partner approval.

This user guide explains this process in detail.

Environment Information

The Oracle Business Network is accessed at https://businessnetwork.oracle.com. OBN consists of two messaging hubs; the OBN Test Hub, that allows companies to conduct end-to-end testing; and the OBN Production Hub for routing of transactions between trading partners. You can configure account settings for routing business documents on both hubs with a single user environment. Separate parameters can be defined for connecting to each hub allowing trading partners to connect test systems to the OBN Test Hub, and their production systems to the OBN Production Hub.

Your OBN account provides visibility to transactions processed in each hub using separate Transaction Monitors that enable you to query test and production messages independently.

2

Company Registration

This chapter covers the following topics:

- About Registering Your Company
- Enter Registration Information
- Registration Confirmation

About Registering Your Company

The Oracle Business Network has a self-registration process for trading partners to register their company and begin sending and receiving transactions.

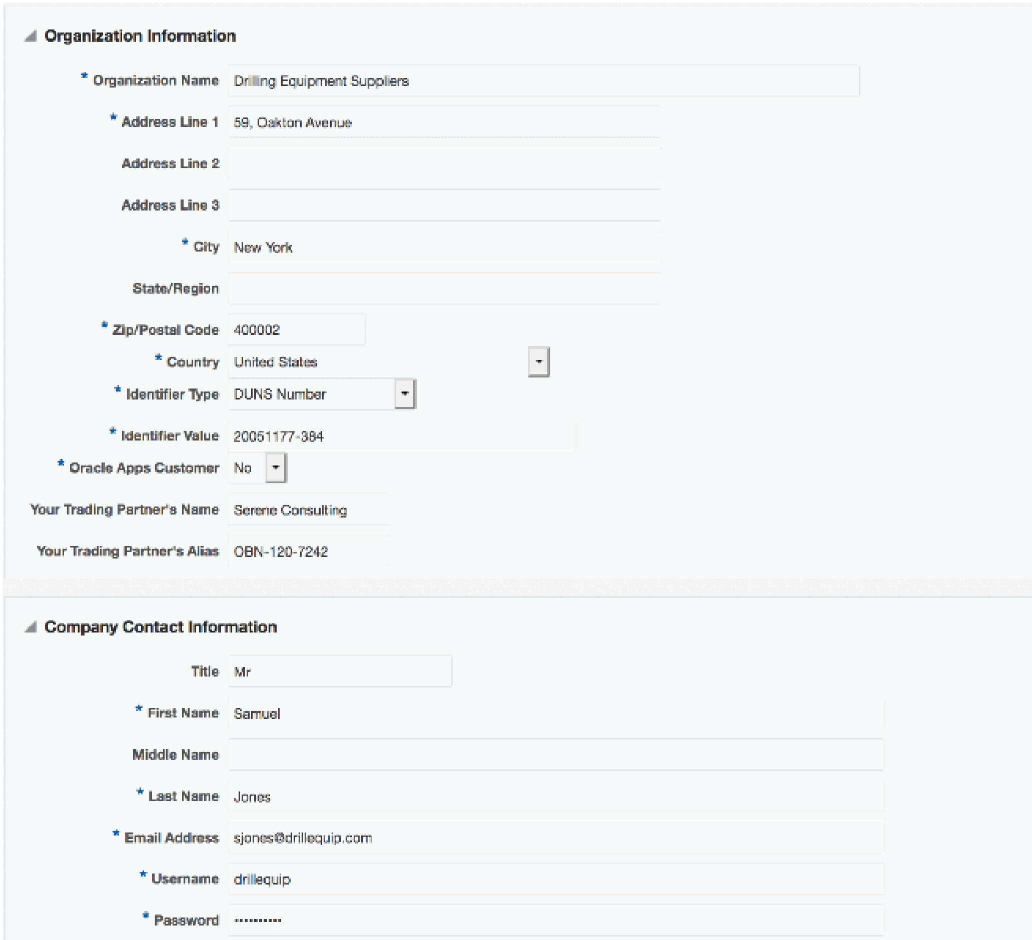
To register your company, navigate to the Oracle Business Network (https://businessnetwork.oracle.com) and click the **Register Your Organization** link. If additional users would like access to your company's account, you can add them upon approval of your registration. They should not use the Register Your Organization link to request an account. If you are an Oracle Applications customer, please log a Service Request with Oracle Support. Provide the Problem Summary as Oracle Business Network Registration Approval Request <YOUR_COMPANY_NAME>, in the Service Request.

The SR number needs to be entered in the Registration form. if you are a supplier registering to exchange messages with a Oracle Applications Buyer, keep the name of the buyer company ready. You will have to enter it in the registration form. For more information on how to log SRs, see Logging OBN Issues through My Oracle Support [http://businessnetwork.oracle.com/publicdocs/osn_appscustomer_support.pdf].

Enter Registration Information

Enter registration information. Mandatory fields are indicated with an asterisk (*). On the Registration page, all required fields include an asterisk (*).

Registration Page



Organization Information

- **Organization Name**: Enter the complete, formal name of your company.
- **Address Lines**, **City**, **State**, **ZIP**, **Country**: Enter your postal mail address.
- **Identifier Type**: OBN allows companies to enter the credentials of their choice for uniquely identifying themselves on OBN. Document delivery protocols (containing origin and destination information) uses the OBN identifier you specify. Most organizations prefer to use their D-U-N-S number; however, you can specify any relevant Identifier Type.

  You can select any of the following identifier types to identify your company:

  - Miscellaneous Global Location Number

- D-U-N-S Number
- Telephone Number
- US Federal Tax Identifier

  Note: For the identifier type that you select, you must enter a unique value to identify your company.

- **Identifier Value**: Enter the identifier value that corresponds to the Identifier Type that you have selected. OBN verifies and validates the value entered for the chosen Identifier Type.
- **Oracle Applications Customer?**: If you are a trading partner of an Oracle Applications customers, select No for this field. Suppliers can use OBN only after registering to an invitation from an Oracle customer (buyer).
- **Customer Support Identifier (CSI)**: When you indicate that you are an Oracle Applications Customer, the application displays the CSI field. You must enter the CSI number provided by Oracle Support. This is mandatory for Oracle Applications customers.
- **Service Request Number** : : When you indicate that you are an Oracle Applications customer, the application displays this field. Enter the number of the service request that you logged with Oracle Support stating problem summary as "Oracle Business Network Registration Approval Request, <YOUR_COMPANY_NAME>" in the service request.

  For more information on how to log SRs, see **Logging OBN Issues through My Oracle Support** [https://businessnetwork.oracle.com/publicdocs/osn_appscustomer_support. pdf]
- **Your Trading Partner's Name**: If you are not a Oracle Applications customer and you are registering to exchange XML documents electronically with an existing Oracle Applications Customer, you need to fill this field and the next one. This is the name of the Oracle Applications Customer as registered on OBN. Request your buyer to provide this name.

  Note: The Trading Partner name provided should exactly match the name registered by the Oracle Apps Customer on OBN.

- **Your Trading Partner's Alias** : You enter a trading partner (TP) Alias value in this field. The alias can be a name or a numeric identifier that you define, which is included in the message envelope for all transactions that you send to OBN. OBN searches for the TP Alias on each inbound message and uses it to determine the ultimate receiver of the message.

The TP Alias also enables a cross-reference between the trading partner in your internal systems. The TP Alias eliminates the need for you to know how the trading partner has identified themselves on the OBN. This reduces the maintenance of having to store the exact ID that a trading partner would otherwise require you to use when sending them a document. The TP Alias that you assign each trading partner is verified to ensure uniqueness so that the OBN can generate a valid document route.

Company Contact Information

- **Title**: Enter your company title or position.
- **First Name**, **Middle Name**, **Last Name**: : Enter your name as the trading partner administrator. This person is responsible for managing the account. Additionally, the Oracle Business Network sends any e-mail communications to the trading partner administrator.
- **Email Address**: Enter your e-mail address
- **Username**: Enter a username for logging in to your Oracle Business Network account. The system verifies the selected username to ensure that it is unique across all trading partners and is between 6 to 32 characters in length.
- **Password**, **Confirm Password**: Enter a password to use to authenticate you when logging in to the Oracle Business Network. It should be at least 8 characters in length.

> **Important:** Electronic XML documents that you send to the Oracle Business Network must include your Oracle Business Network username and password for authenticating the sender as a valid trading partner registered on the Oracle Business Network. This may impact what you choose for your username and password. Trading partners using Oracle Applications use their chosen username and password in their XML Gateway configuration.

Registration Confirmation

After you have completed the registration page, click **Continue**. If successful, the Oracle Business Network Terms of Use message appears. Read the terms, select the **Accept** check box if you agree to all the terms, and then click **Submit**.

A confirmation page indicates that your registration has been submitted for review. A notification will be sent to you indicating that the registration is pending approval.

Approving Oracle Customer Registrations

If you are an Oracle Application customer, your registration is reviewed and approved by the OBN Administrator. When the registration has been approved, you receive a notification that your account has been activated, and you can login to set up your account.

Approving Trading Partner Registrations

If you are not an Oracle application customer but a trading partner, your registration is reviewed and approved by the Oracle customer, for whom you are a supplier. When the registration has been approved, you receive a notification that your account is activated, and you can login to set up your account.

> **Note:** Oracle recommends that your company has more than one Oracle Business Network administrator for easy maintenance activities, and for receiving any alert notifications.

Contacting My Oracle Support

If you are an Oracle customer facing issues with OBN, contact Oracle Support to create a service request stating your problem. If you are a trading partner, and face issues with OBN, use the **Contact Us** link on the **Resources** page to submit your issue. Alternatively, contact the Oracle customer with whom you are working, and ask them to log a Service Request with Oracle Support to resolve the issue.

Forgot Username/Password

If you have forgotten your user name or password to access OBN, then select the **Need Help?** link on the OBN home page and select **Forgot Username/Password** link. You can select the appropriate option to reset either the user name or the password.

- Use the **Click the Forgot Password** option to specify the user name and email id. You will receive an automated mail with a code.

- Use the **Click the Forgot User Name** option to specify the e-mail id. You will receive an automated mail at the registered e-mail id with your credentials.

- Click the **Reactivate your account** option to reset your account. Enter your user name. An e-mail containing the next steps will be sent to the address on record.

Change Password

Use the **Change Password** option to change your password (as entered during registration). On the top right corner of the OBN page, click the **Change Password** icon.

Enter the password details in the **Change Password** window.

3

Getting Started

This chapter covers the following topics:

- Starting Your Session
- Site Overview
- Ending Your Session

Starting Your Session

Access the Oracle Business Network Home page, log in with the username and password that you specified during registration, and click the **Login** button. A successful login displays the Home page. If you cannot remember your password, then click the **Forgot Your Password** link to have your registered password sent by e-mail to you by providing your Oracle Business Network username.

Site Overview

The Home page appears every time you log in to the Oracle Business Network. It provides:

- Information about the latest features available on the Oracle Business Network.
- An outline of the key steps that you must complete before you can begin sending and receiving live transactions with your trading partners.

You can view the announcements by clicking on the **Details** link. There are two types of Announcements – Alerts and Notes that can viewed in the individual header sections.

Each announcement has a link enabled and on clicking the link, you can view the pop up that provides the information about the announcement. Each announcement has a link enabled and on clicking the link, you can view the pop up that provides the information about the announcement.

The links and tabs that are in the upper part of the page let you navigate to all setup and administration pages available on Oracle Business Network. These tabs include: Profile, Messaging, Trading Partners, Monitor, Users, and Self-Testing.

The main page appears when you log in to the Oracle Business Network using the user name and password that you specified during registration process.

The main page displays the following tabs that you can use to navigate the application. Messaging

- Home
- Profile
- Messaging
- Partners
- Partners
- Users
- Self-Testing
- Punchout

The Home tab has the following tiles with icons:

- **Partners –** to manage trading partners (the tile has two icons: Network and Companies)
- **Notification Preferences –** to set up alerts and notifications for error messages (the tile has two icons: Announcements, and Alerts)
- **Messaging Setup –** to set up the delivery methods
- **Monitor –** to track the sent and received documents and transactions
- **Company Profile –** to view and update the company profile information
- **User Management –** to create new users and maintain roles for existing users

When the OBN account is registered, a unique identification number called OBN ID is generated that can be used to uniquely identify a trading partner on OBN. The format of OBN ID is OBN-XXX-XXXX. The OBNID is displayed on the top right hand corner of the OBN home page, once you login with a valid username.

Use the **Notification Preferences** option to register your company administrator for receiving any business document notifications. This option is available in the list of values at the top right corner of the page.

The following section provides a brief description of these options:

Profile

The Profile tab has the following subtab:

Company Profile: Use this option to view and change the company information provided during the registration process.

For more information, see: About Profile Setup, page 4-1.

Messaging

The Messaging tab include the following subtabs:

- **Identifiers**: You can use this option to make changes to identifier information that you provided during registration of your company.

- **Communication Parameters**: You can use this option to add the communication methods that you intend to use for exchanging documents.

- **Transaction Management**: You can use this option to select the document types and formats that your company sends and receives and assign these to a particular delivery method.

- **Send Document**: You can use this option for companies to send XML messages directly from the OBN to your trading partners.

Partners

You can use the Partners tab to manage your trading partner relationships. The Partners tab includes the following subtabs:

- **Pending Approval**: Use this option to view if there are any requests for trading partners that must be approved.

- **Your Trading Partners**: Use this option to search, and approve trading partner relationships.

- **Add Trading Partner**: Use this option to search existing trading partners and add them. For more information, see About Trading Partner Management, page 7-1.

Monitor

You can use the Monitor tab to track all documents that have been sent to OBN where your company is either the sender or the receiver. The subtabs are:

- Sent Messages track all documents that have been sent by your company using OBN

- Received Messages track all documents that have been sent to your company by your trading partner using OBN

For more information, see: About the Transaction Monitor, page 8-1.

Users

Use this tab to enable administrators to create new users and assign roles for existing users.Allows administrators to create new users and maintain roles for existing users.

The User Profile page lets users update their profile information. With the exception of the username, users can view and update their first name, middle name, last name, e-mail address, title, and password.

> **Note:** Documents that are sent to the Oracle Business Network must include the Oracle Business Network username and password of one of your active users to authenticate your documents. Be careful that the user whose credentials are being used does not inadvertently change their Oracle Business Network password without changing it in the destination system so that it appears on payloads being sent to the Oracle Business Network.

For more information, see: About User Management , page 9-1.

Self-Testing

You can use these options to enable users to test their connectivity to OBN by sending or receiving sample documents using their test systems.

- Outbound Tests option enables users to test their connectivity to OBN by sending sample documents using their test systems.

- Inbound Tests option enables users to test their connectivity to OBN by receiving sample documents using their test systems.

Connectivity: this page can be used to test whether Oracle Business Network is able to connect to your ERP to send messages from OBN to ERP.

For more information, see: About Self-Testing, page 6-1.

Notification Preferences

You can use this option to register for notifications whether sent or received. Users can choose to subscribe or unsubscribe to a particular transaction type. Users can also view the list of subscribers for a particular transaction type and document based on their user roles. Notification Preferences is available as an option in the list of values at the top right corner of the page.

For more information, see: Notifications, page 5-4.

Punchout

Punchout is the process by which a buying organization's employees can browse the contents of a supplier's online catalog of goods/services, select items for purchase and have them added to a draft requisition. Once submitted and approved, the requisition will be used to generate a purchase order that is them sent to the supplier to trigger delivery of the goods/services.

OBN allows trading partners that support Punchout catalogs to store their punchout definition on OBN. This definition can then be used by Oracle customers who wish to make it available as a shopping option for their employees. The Oracle customer no longer needs to maintain the Punchout definition locally in their ERP, and any changes to the Punchout made by the supplier are automatically used by all Oracle customers utilizing the OBN definition.

You can use the Punchout tab to set up the details needed for the punchout process.

Ending Your Session

At any time, you can end your session by clicking the **Logout** link located on the upper-right corner of all Oracle Business Network pages.

4

Profile Setup

This chapter covers the following topics:

- About Profile Setup
- Company Profile
- User Profile

About Profile Setup

The profile setup section enables you to view and update your company profile, and user profile information.

Company Profile

The Company Profile page enables you to update any of the company profile information that you entered during registration. It also allows you to change the Company Contact, which is the official user who receives all company related notifications. The Company Contact person can be anyone who has the Administrator role. You can change the Company Contact by selecting another user (with an Admin role) from the Company Contact list.

The Summary Notification Interval field enables you to select the interval at which you want to receive email notifications for errors encountered during transaction messaging. This notification preference allows you to receive a single summarized notification of all messaging errors. If you select Immediate (No Summarization) option, then instead of summary you get the error notification immediately after the error has occurred. For more information, see: Error Notifications, page 5-5.

User Profile

The User Profile page enables users to update their profile information. With the exception of the username, users can view and update their first name, middle name, last name, e- mail address, title, and password.

Additional Information: Documents that are sent to the Oracle Business Network must include the Oracle Business Network username and password of one of your active users to authenticate your documents. Keep in mind that the user whose credentials are being used does not inadvertently change their Oracle Business Network password, without changing it in the destination system, so that it appears on payloads being sent to the Oracle Business Network.

5

Messaging

This chapter covers the following topics:

- About Messaging
- Identifiers
- Communication Parameters
- Transaction Management
- Notifications
- Send Documents

About Messaging

The Messaging setup section lets you view and update account configuration that is necessary for communicating electronic transactions. This information includes identifiers, communication parameters, delivery methods, and transactions. It also includes:

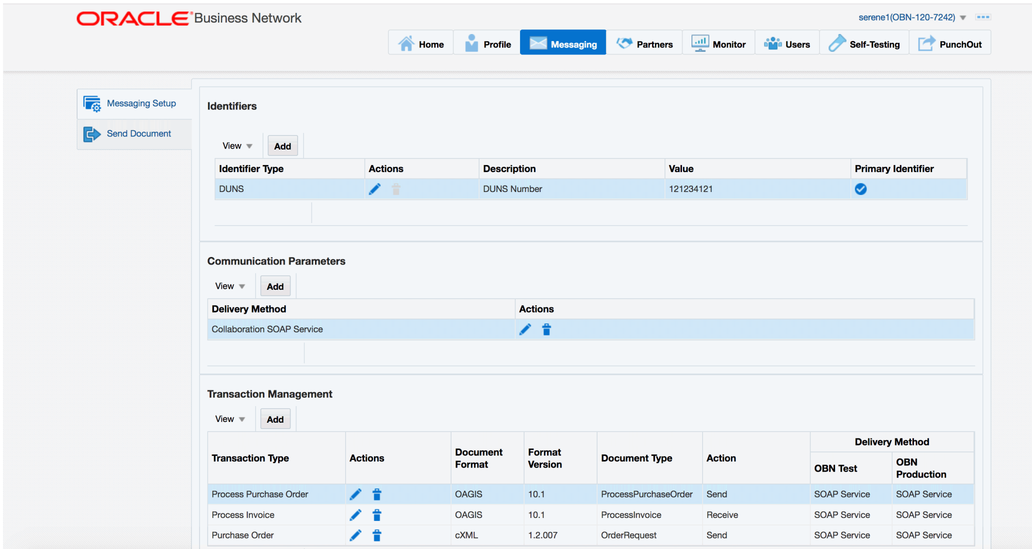
- The ability to let you subscribe to notifications for specific messages.
- A send message function to manually send messages to trading partners.

Identifiers

The Identifiers page lets you update your primary identifier or add optional secondary identifiers for your company. The primary identifier indicates how the trading partners uniquely identify themselves on the Oracle Business Network. Additionally, for many message types, they identify the sending and receiving trading partner on messages. Trading partners can use any of your defined identifiers in the message header or envelope, depending on the message format. For identifier usage requirements for specific document types, refer to the *Oracle Business Network XML Solutions Guide*.

To add an identifier, select the **Identifier Type** from the **Add Identifiers** table, enter the identifier value, and click the **Add** button. To update an identifier value, select it from the **Your Identifiers** table, enter the new value in the text box and click the **Update** button. To change your primary identifier, select the identifier that you want to make as your primary, and click **Set as Primary**. To remove a non-primary identifier, select it from the **Your Identifiers** table and click the **Remove** button.

Identifiers Page



Communication Parameters

The Communication Parameters page lets you set up your delivery methods to send and receive documents with the Oracle Business Network. You can view the supported protocols in the Add Delivery Methods table. To add a delivery method, select one from the **Add Delivery Methods** table, and click the **Add** button.

Oracle Business Network supports the following Delivery Methods:

- **HTTPS URL Connection**: Send and receive documents over the Internet with the Oracle Business Network using a specified HTTPS URL. It is required that you use HTTPS for all HTTP-based messaging. For additional security, you have the option of using Basic Authentication.

- **Oracle XML Transport Agent**: The standard delivery protocol that Oracle Applications customers use to communicate with the Oracle Business Network. Supports both inbound and outbound messaging.

- **Web**: Method for sending and receiving messages on the Oracle Business Network. You can upload outbound messages and send them to any of your trading partners. You can retain inbound messages on the Oracle Business Network and download them at any time.

You can also select a default delivery method. The default delivery method applies to all transactions unless you override the default for a specific XML transaction. For example, a trading partner may want to have all change orders that they receive delivered to their Web mailbox, whereas they can specify that Oracle Business Network delivers purchase orders to their specified URL through HTTPS. To change your default delivery method, select one from Add Delivery Methods table and click the **Set as Default** button.

Communication Parameters

Depending on the selected delivery methods, additional parameters may be required. An additional window prompts you if parameter settings are required for a delivery method. The Oracle Business Network consists of two environments:

- A production hub for routing production transactions.
- A test hub for routing test transactions.

You must provide two sets of parameters for separate routing of test and production messages. This lets you test the communication and connectivity before applying them to real transactions. Click **Submit** after entering all required values.

To modify your delivery method parameters, click the **Modify** button that appears on the table row. The Modify button is not available if there are no parameters for a given delivery method.

Transaction Management

The Transaction Management page lets you choose which document types that your company intends to support, specify how to deliver each document type, and whether you will be sending or receiving the document. For details on the specific transactions that the Oracle Business Network supports, refer to the *Oracle Business Network XML Solutions Guide*.

The following attributes define the supported electronic transactions:

- **Transaction Type**: This is the functional business name of the transaction.
- **Document Type**: Identifies the exact name of the business transaction for a certain standard specification. For example, the Open Applications Group (OAG) calls the purchase order transaction a PROCESS PO. Commerce XML (cXML) calls a similar transaction an OrderRequest. For more information on OAG, refer to http://www.openapplications.org. For more information on cXML, see http://www.cxml.org.
- **Format Version**: Indicates the electronic format specification.
- **Version**: Indicates the transaction format version

Note: documents only, since the supported procurement applications that integrate with the Oracle Business Network are certified to connect using the OAG XML format only. Suppliers have the choice to send/receive either OAG or cXML documents. This is enforced by restricting the Action when cXML document is selected to supplier's direction only; for example, if a cXML Purchase Order is selected, the only supported value in the Action dropdown is the supplier's direction, which is 'Receive'.

To enable a transaction, select it on the Add Transactions table and click the **Add** button.

Upon adding a transaction, select the direction and delivery method for this transaction. Your default delivery method is automatically selected. You can override this default by choosing from the list. Only delivery methods that you have selected on the Communication Parameters page appear on the list. Click **Submit** after you have made your selections. It is important to add every supported transaction that you send and receive, or otherwise you risk having incomplete mappings with trading partners.

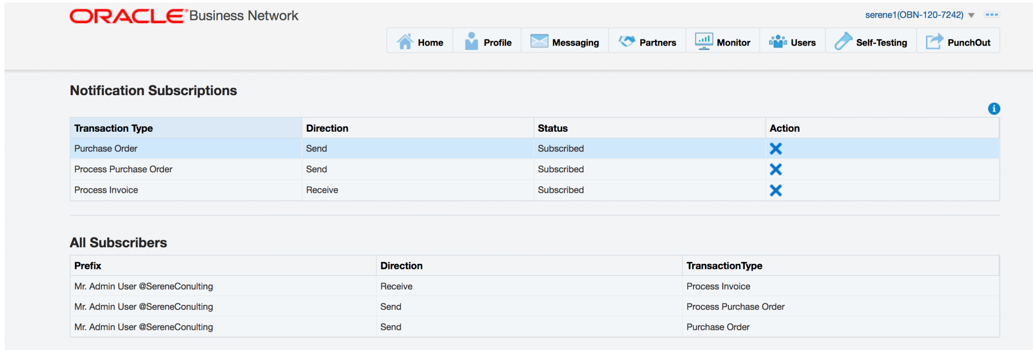
You can modify your delivery method of choice by selecting the appropriate transaction and clicking the **Modify** button. You cannot change the direction of the message through this process. Instead, you can remove the appropriate transaction and then add it from the list of available transactions.

When you remove a document type, Oracle Business Network will not accept that document type from you that you send for routing, or for received messages, the Oracle Business Network will not deliver any messages of this document type to you.

Notifications

The Notifications page shows a table of transactions for which a user can subscribe to receive messaging related notifications for a given transaction, such as purchase orders or invoices. (Only the documents that your company has identified as supporting on the Transaction Management tab are available.) Subscribers receive e-mail notifications whenever any of their subscribed transactions have any type of processing error. Error examples include incorrect XML payloads, routing rule setup errors on Oracle Business Network, and posting errors when sending documents to the receiving party.

Notification Subscriptions Page



Oracle Business Network enables customers to receive a summary email notification regarding all transactions that were sent/received with errors. This enables customers to avoid reading multiple error notifications regarding messaging transactions carried out using Oracle Business Network. Customers can select the time interval for which the error notification emails sent by OBN can be sent, and all generated error messages can be summarized in a single e-mail.

On the Notifications tab, you can view a list of registered transactions, which includes the Transaction Type (or document name) and the document direction (send or receive).

What you can do or view depends on your role.

The user who has the View Messages and Messaging role can:

- View transaction subscriptions.
- Subscribe to or unsubscribe from a transaction notification by selecting the item's check box and clicking the **Remove** button.

The user who has either the Messaging or Administrator roles can view all users subscribed to each transaction.

Error Notifications

A time interval to summarize all message exception notifications is available in Oracle Business Network. This is a time saving feature for users responsible for receiving communications. Instead of getting hundreds of e-mails every day they can choose to get emails at a time interval or at one summary e-mail per day. This way users do not have their inbox clogged up with e-mails.

Instead of one email per messaging error, users receive error summary emails for the transactions subscribed by them. The summaries are sent as per the summary notification interval specified by the trading partner instead of one notification email per error.

The company profile page on the Profile tab has a Summary Notification Interval LOV

(List of Values). The LOV provides the trading partner with following options:

- Immediate (No Summarization)
- 1 Hour
- 6 Hours
- 12 Hours
- 24 Hours

The default is Immediate (No Summarization) and if you select this option, you will continue to receive individual e-mails for each transaction that has generated errors. If you select any of the other values in the LOV, that value will be set as the time interval at which you will get the messaging error notification e-mails. The notification preference setting is specific to each trading partner.

This notification preference allows you to receive a single summarized notification of all messaging errors by Error Type, Transaction Type, and Hub Instance (TEST/PROD). Specify the Summary Notification Interval to determine the time period that OBN will consolidate your messaging notifications. If you prefer not to receive a summary notification select Immediate (No Summarization), and you will receive one notification for every message error recorded by Oracle Business Network.

The Notification Summary e-mail contains the following details:

Error Type, Error Text, Error Code, Cause, Remedy, Document Type, Instance Type

These details should be included only once in the e-mail as they would be common for a particular category of Notification Summary. A notification summary category is created by grouping Document Type, Error Type and Instance Type. The error notification e-mail has a Summary Information Table that contains columns such as No., Timestamp, Sender, Receiver, OBN Control Number and Document Number. The table consists of details about all the errors that have been encountered for the particular notification summary category.

Trading partners who are subscribed to the relevant transaction types (such as Purchase Order, Invoice, Advance Ship Notice, and so on) can see the following error notification types:

Error Notification Type	Description
ENCODING_FAILURE	This error occurs when the document being sent contains characters that are not supported by UTF-8.

Error Notification Type	Description
HTTP_POST_ERROR	This notification type is used when the nature of the HTTP Post error does not make it eligible for retry.
HTTP_RETRY_ERROR	This notification type is used when Oracle Business Network is not able to post the document to the receiver and is in retry mode.
HTTP_RETRY_TIMEOUT	This notification type is used when OBN has already attempted the maximum retry attempts for posting a document and cannot continue with retrying posting the document.
METADATA_ERROR_TEMPLATE	The notification type is used when there is some error with the document type being sent or the delivery method selected or trading partner alias sent along with the message or it could be some internal errors as well.
PACKAGING_ERROR_TEMPLATE	The notification type lets the customer know that the document cannot be processed because it contains an invalid envelope.
SMTP_FAILURE	The notification type lets the customer know that there has been an SMTP failure and that the document has to be resent by the sender to OBN.
SYSTEM_ERROR_TEMPLATE	This is a general template used when the message routing fails due to various reasons like ROUTING_ERROR, OXTA Errors, SSL Handshake error etc.
INBOUND_AUTHENTICATION_FAILURE_TEMPLATE	The template is used to send an Error Notification if the inbound authentication of an incoming document has failed.
INVALID_DOCUMENT_TEMPLATE	This template is used to notify the trading partner when he tries to send a document type that is not supported by OBN.

The following rules govern the error notification process:

- The sender and receiver trading partners may have provided different time intervals for receiving the notification summary e-mail. Oracle Business Network takes individual settings into account and sends notifications to each trading partner accordingly. The notifications are to be sent to only those users who have subscribed to that transaction type for receiving notifications.

- The sender and receiver trading partners may have provided different time intervals for receiving the notification summary e-mail. Oracle Business Network takes individual settings into account and sends notifications to each trading partner accordingly. The notifications are to be sent to only those users who have subscribed to that transaction type for receiving notifications.

- For a trading partner, Oracle Business Network groups all errors encountered during the time interval specified by the trading partner, according to the error types, document type and instance type. All the error notifications belonging to the group within the time duration specified are summarized in a single mail.

- When a trading partner changes the notification preference, Oracle Business Network sends the pending notification summary e-mails to the trading partner. The start time is the time when the last notification summary e-mail was sent. The end time is the time the settings have been modified. After the pending notification summaries have been sent, the new settings come into effect.

- Time Zone information (3-character time zone code) is displayed along with the timestamp in the notification summaries that are sent to customers. This applies both to the start time and end time parameters and the Timestamp column in the table of messaging error summary information table. The database time zone is used for Oracle Business Network.

- The Messaging Error Summary Information table is sorted according to the Time Stamp in descending order.

- The messaging error notifications are summarized and sent to an individual user of a trading partner only when the user is subscribed for the particular transaction type. If the user unsubscribes from receiving notifications for a particular transaction type, new notification errors of that transaction type are not sent to the user. All notification errors summarized until the time the user unsubscribes for the transaction should be sent when the summary notification interval elapses. If the user subscribes to a new transaction type, all messaging error notifications are summarized from the point of subscription onwards.

- There is a maximum limit for the number of rows in the details table. If there are more errors than the row limit of the details table, a note is displayed, requesting the trading partner to view the Transaction Monitor for the remaining messages. No separate notifications will be sent for the rest of the failures.

The following summary notification is a sample of what is sent to the trading partner in case of an error:

Subject: Oracle SN Error: HTTP Post Error

This error occurred on the Oracle SN Test Message Hub for messages containing document type: PROCESS_PO_007. One or more messages failed to deliver between 2008-07-03 06:20:56 AM CDT and 2008-07-03 06:50:56 AM CDT

Oracle SN has recorded failed HTTP Posts for the following messages. Due to the nature of the failures, no further attempts to post these messages will be made.

The following table lists the details of the documents that failed.

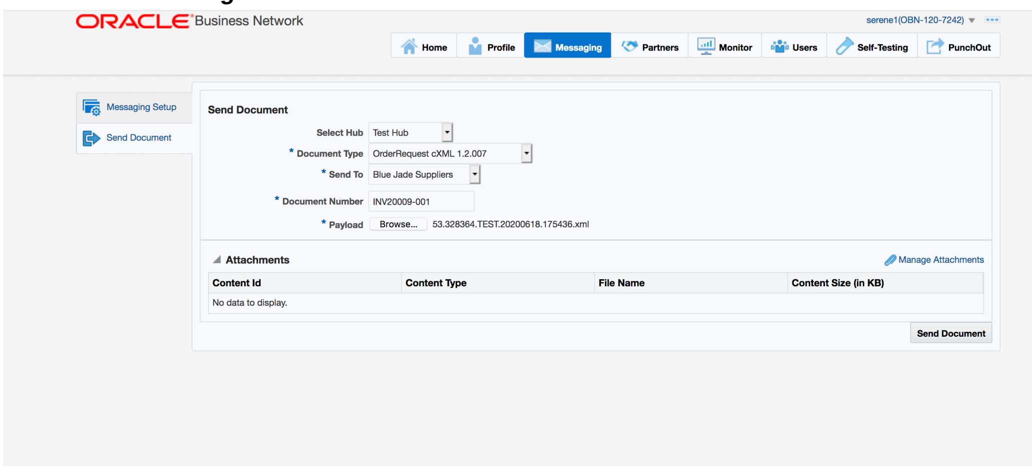
No.	TimeStamp	Sender	Receiver	OBN Control Number	Document Number
1	2008-07-02 05:05:01.0 AM CDT	Oracle	Proc	6714.2500326 4507842. PROD. US734119:0: 1001	US734119:0: 1001
2	2008-07-02 05:15:01.0 AM CDT	Oracle	Proc	Oracle. 2500326.4508 375.PROD. 647789	647789
3	2008-07-02 05:20:01.0 AM CDT	Oracle	Proc	079928354.25 00326.451166 3. PROD146093: 0:82	146093:0:82
4	2008-07-02 05:25:01.0 AM CDT	Oracle	Proc	256608.25003 26.4496054. PROD. ES2013797:0: 51	ES2013797:0: 51

To view all message details, log in to OBN, and access the Transaction Monitor: https: //businessnetwork.oracle.com.

Send Documents

The Send Documents subtab enables users to send XML documents directly from the Oracle Business Network (OBN) site. The Send Documents subtab is within the Messaging tab.

Send Document Page



The document types (with Action of Send) that you added in your Oracle Business Network account setup under the Transaction Management subtab appear on the Document Type list. First select the OBN Message Hub that you want to route the document through. Choose the appropriate document type, followed by your approved trading partner from the Send To list whom you want to send the transaction to. Document Number is a user defined text field that allows you to assign any identifier for this transaction delivery, which you can use for tracking purposes.

Click **Browse** to select the transaction from a specified file folder, which uploads it to the site, and click **Send** to execute the delivery over the Oracle Business Network.

Attachments

Oracle Business Network sends and receives attachments with business documents over the following communication protocols:

- HTTP/HTTPS
- Web
- OXTA

Any type of document can be attached. For example, jpeg, .doc, .prn, .gif etc. For example, this is useful for trading partners who might want to send a picture of the item they would like to order to their supplier.

The Send Message page allows uploading of attachments with the business document. The Test and Prod Transaction Monitor download pages allow downloading of attachments. You can resend attachments with the business document as well.

Using the Mange Attachments link in the Send Documents page, you can add attachments to your documents. You can specify a file to attach in the **Attachment File** field.

Attachments will not be archived for those Oracle Business Network customers who have not enabled the archiving of XML business documents. The maximum retention period of any attachment is 35 days (this number can be changed on request). If you specify the retention period as –1, you can archive the attachments permanently. The cumulative size of all attachments sent with a XML business document should be a maximum of 5 MB (the size can be changed on request).

Trading partners are also able to receive business documents with attachments over the HTTP/HTTPS, Web and OXTA communication protocols from Oracle Business Network. They are able to download attachments sent by their trading partners from Oracle Business Network using the Monitor tab (OBN Test Monitor and OBN Production Monitor subtabs).

Some scenarios for sending documents with attachments include the following:

Oracle Business Network customer sends an XML business document with attachments using HTTP

The customer uses HTTP to send a multipart MIME message to Oracle Business Network. The MIME message contains the business document and associated attachments. Oracle Business Network receives the documents and attachments successfully. A check is carried out to see if a transformation is required on the document. If a transformation is required, Oracle Business Network transforms the document and maps the attachment related tags appropriately. Oracle Business Network uses HTTPS or WEB (assuming trading partner of the customer has configured either HTTPS or WEB for receiving documents) and sends the document with attachments to the trading partner of the customer. The trading partner receives the document and attachments successfully.

OBN Customer sends an XML business document with Attachments through OXTA

The customer logs in to the Oracle Applications account and sends a document with attachments to Oracle Business Network. The customer must use OTAHS-ATCH protocol for sending attachments. Oracle Business Network receives the documents and attachments successfully on OXTA inbound. A check is carried out to see if a transformation is required on the document. If a transformation is required, Oracle Business Network transforms the document. Oracle Business Network uses HTTPS or WEB (assuming trading partner of the customer has configured either HTTPS or WEB for receiving documents) and sends the document with attachments to the trading partner of the customer. The trading partner receives the document and attachments successfully.

OBN Customer sends an XML business document with Attachments through Web

The customer logs in to the Oracle Business Network account and navigates to Send Document subtab under the Messaging tab. The customer uses Send Documents to upload the business document and attachments and sends it to the appropriate (Test or Prod) hub. Oracle Supplier Network registers the documents and attachments successfully. A check is carried out to see if a transformation is required on the document. If a transformation is required, Oracle Business Network transforms the document. Oracle Business Network uses HTTPS or WEB (assuming trading partner of the customer has configured either HTTPS or WEB for receiving documents) and sends the document with attachments to the trading partner of the customer. The trading partner receives the document and attachments successfully.

Oracle Business Network Administrator sends an XML business document with Attachments

OBN administrator logs into Oracle Business Network and navigates to the Send Documents subtab under the Messaging tab. The Administrator chooses the delivery method (OXTA or HTTPS) and selects whether to send a message with custom headers or OBN pre-defined headers. The Administrator fills the message envelope, uploads the document and attachments and sends it to the appropriate Oracle Business Network messaging URL. Oracle Business Network receives the documents and attachments successfully on inbound. A check is carried out to see if a transformation is required on the document. If a transformation is required, Oracle Business Network transforms the document. Oracle Business Network uses HTTPS or WEB (assuming trading partner of the customer has configured either HTTPS or WEB for receiving documents) and sends the document with attachments to the trading partner of the customer. The trading partner receives the document and attachments successfully.

6

Self-Testing

This chapter covers the following topics:

- About Self-Testing
- Send Outbound Test
- View Outbound Test
- View Inbound Test

About Self-Testing

The Oracle Business Network lets trading partners test their connectivity with the Network by sending or receiving test messages using their Oracle Business Network account. When you have completed your messaging setup, you can use the Self-Testing tools to verify whether you can:

- Successfully receive a test transaction (such as a PO if you are a supplier) into your system.

- Send a transaction to the Oracle Business Network from your source application.

You can perform both inbound and outbound message testing without any assistance from the Oracle Business Network operations team or participation from other trading partners.

The message testing tools are on the Self-Testing tab. Only users with the Messaging role can access this tab.

> **Note:** All test message transmission results appear only on the Self-Testing result pages. Test messages transacted through the Self-Testing tools do not appear in the Transaction Monitor. The Transaction Monitor logs and reports only actual messages transacted between trading partners.

Send Outbound Test

The Send Outbound Test page lets you send a test document from the Oracle Business Network to your system. Oracle Business Network sends the test document to you using the messaging setup and parameters that you have defined in your Oracle Business Network account for the particular transaction type. All transaction types that you added in your account with action of Receive are available for sending. A results page displays the delivery status of all tests to help you verify whether the Oracle Business Network could make a successful transmission.

On the Send Test subtab, choose the **Document Type** from the list and click **Send**. Oracle Business Network sends a sample payload. If you have not selected any document types with the action of Receive in your message setup (Messaging > Transaction Management page), then no values are available. You can enter an optional Document Number for tracking purposes; otherwise the system automatically creates one. Also optional is uploading your own test document for sending since some companies require specific values to be included in certain fields to successfully receive a message, such as identifiers or authentication credentials.

To modify one of the seeded test payloads for your test transmission, download it from the Download Sample subtab. Select the **Document Type** from the list and click download. After you have modified the payload with any required field values, save it locally and return to the Send Test subtab to upload it. Click the **Browse** button (next to the **Upload Payload** field) to upload it as your payload for the test transmission, and then click the **Send** button.

View Outbound Test

All sent test messages appear on the View Outbound Test page. The transmission details appear for each test with a time and date stamp. You can refresh the page by clicking the tab if a final status does not appear as it may take a few seconds to get a response from your server.

Most test results show a final status of ERROR or SUCCESS. Review the error message details for help diagnosing delivery errors.

An ERROR indicates that a connection to your server was made but was unable to process or successfully validate all the payload values. You should also view the logs on your server for additional details on why your server responded with the error.

A RETRY status appears when the test message being sent over HTTP/S cannot establish any connection, which an incorrect URL or unavailable server may cause. Verify the URL parameters that you set up on the Messaging > Communication Parameters page or verify your target server is on-line.

A SUCCESS status indicates the Oracle Business Network can transmit a document payload to your system successfully using your delivery method settings for the specific transaction type. You are now ready to have trading partners begin sending you test messages for this transaction type over the Oracle Business Network.

View Inbound Test

Inbound self-testing tests whether you can successfully send messages to the Oracle Business Network. The only delivery method that the inbound self-testing tool supports is HTTP/S, which most suppliers use for transacting with the Oracle Business Network.

Refer to the appendix of the *OBN XML Solutions Guide* (available from the Resources page of the Oracle Business Network Web site) for inbound header requirements that the Oracle Business Network expects. After you have configured your headers appropriately, you can send a test. The self-test URL, for sending tests to the Network, appears on the View Inbound Test page, available below the main Self- Testing tab.

After sending the test message from your source system, go to the View Inbound Test page to see if the Oracle Business Network successfully received the message. The Oracle Business Network performs the same inbound validations as done on real transactions, which includes authentication validation, XML parsing, and verifying required HTTP Headers or cXML Headers (depending on the XML format). All inbound tests appear in the Inbound Test Results table and have a status of SUCCESS or FAIL. View the error details for information on diagnosing issues. Clicking the icon in the **Details** column displays a detail error page, which contains more error information, remedy suggestions as well as a table display of the header values provided in the transmission. If you are sending an OAG XML transaction, then a HTTP Headers table appears on the detail error page. If you are sending a cXML transaction, then a cXML Payload Header table appears. Any required headers that are missing appear on the detail error page.

When you can send test messages to the Oracle Business Network successfully over HTTP/S, you are ready to begin sending test messages to the Network for routing to actual trading partners. You must add receiver identifier information to your HTTP header or cXML payload header, depending on your document format. For more information, refer to the *OBN XML Solutions Guide*, available from the Resources page of the Oracle Business Network Web site.

7

Trading Partner Management

This chapter covers the following topics:

- About Trading Partner Management
- Add Trading Partners
- Approve Trading Partners
- Update or Remove Trading Partners
- Review Routing Rules

About Trading Partner Management

The Trading Partner tab lets you find and select companies on the Oracle Business Network to initiate the exchange of business documents. Identifying your trading partners is the final setup step before your company can begin processing transactions over the Oracle Business Network.

Trading Partner Management on the Oracle Business Network includes:

- The My Trading Partners tab, where you can add, remove, and approve trading partner relationships; and suppliers can request Supplier Portal accounts.

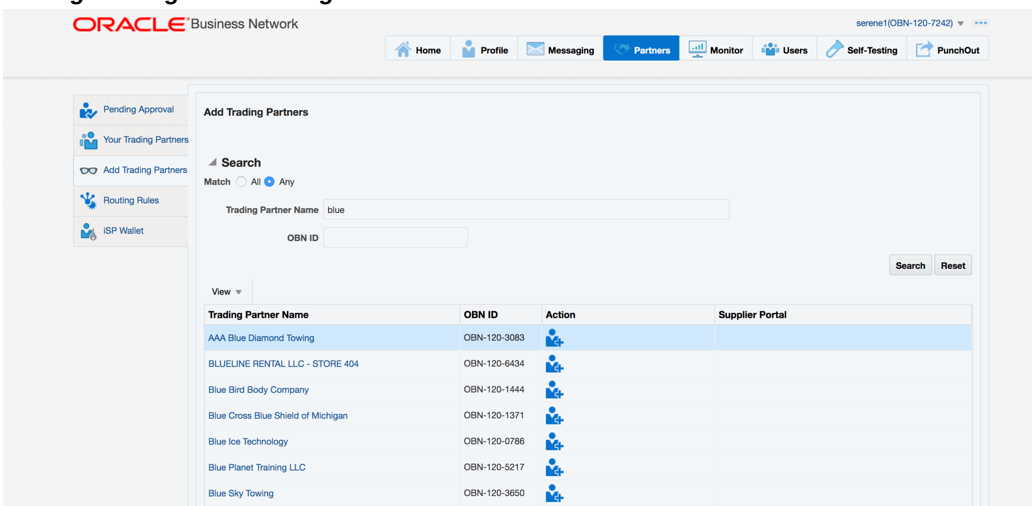
- The My Trading Partners tab, where you can add, remove, and approve trading partner relationships; and suppliers can request Supplier Portal accounts.

- The Routing Rules tab, which shows the communication paths for transactions with your approved trading partner relationships, as well as broken routes.

Add Trading Partners

In the Add Trading Partners section, select one or multiple companies from the Oracle Business Network Trading Partner Directory that you want to establish a relationship with. Enter a Trading Partner Alias (TP Alias) for each selection and click the **Add** button. You must enter a TP Alias value in the corresponding input box for all selected trading partners. The alias can be a name or numeric identifier that you define, which is included in the message envelope for all transactions that you send to the Oracle Business Network. The Oracle Business Network finds the TP Alias on each inbound message and uses that alias to determine the ultimate receiver of the message. The TP Alias enables a cross-reference between what you may call the trading partner in your internal systems and what the trading partner has registered as on the Oracle Business Network.

Adding Trading Partners Page



The TP Alias eliminates the need for you to know how the trading partner has identified themselves on the Oracle Business Network. This reduces the maintenance of having to store the exact ID that a trading partner would otherwise require you to use when sending them a document. The TP Alias that you assign each trading partner is verified to ensure uniqueness so that the Oracle Business Network can generate a valid document route.

Because the number of trading partners available on the Oracle Business Network may be quite large, you can search for companies with the help of wildcard characters. You can use an * (asterisk) for a single character wildcard or a % (percent) to represent a string of characters. For example, enter a partial name with the % wildcard, such as **John%**, and all names that start with John appear in the results. Enter **%john%** to return all companies that contain john anywhere in the name. Click the **Search** button to execute the query. If you want to see all the available trading partners, click the **Show All** link. The table shows 10 trading partners at a time. You can page through to view all trading partners.

Approve Trading Partners

Both trading partners must agree to a relationship before exchanging electronic messages. After you add a company from the Oracle Business Network Trading Partner directory, the company appears in the Your Trading Partners table with a status of Pending. The account administrator for this trading partner receives an e-mail notification that indicates that a request has been made to initiate a trading partner relationship. The account administrator must approve this request before any two companies can exchange any documents. When your request is approved, the status for your trading partner changes to Approved, which indicates that you can begin sending and receiving transactions with them. Additionally, you also receive a notification about the relationship status.

Similarly, when another trading partner selects your company (by using the Add feature of the Trading Partner directory), you receive a notification request to review. Trading partners that initiate the request appear in the Trading Partners Requesting Approval table. The company contact and their e-mail address also appear if you need to start any dialogue regarding their request. To accept the request, select the trading partner, enter a Trading Partner Alias, and click the **Approve** button. To reject the request, select the trading partner and click the **Reject** button.

Disable Production Routing

To help you control message routing with your approved trading partners you can determine when you're ready to send and receive production messages. Setting the Disable Production Routing value to Yes for a particular trading partner will deter messages from being delivered to your production servers if the trading partner inadvertently sends a message before you're ready to receive live transactions. When you complete your end to end testing on the OBN Test Hub and are ready to go live with your new trading partner select the trading partner and click **Disable/Enable Production Routing** to set the value to No. This will allow production messages to route successfully between you and your trading partner.

Update or Remove Trading Partners

To remove a trading partner, select the company from Your Trading Partners table and click the **Remove** button. The trading partner receives a notification that you have ended the trading partner relationship.

It is very important to ensure that you maintain the TP Alias so that all of your outbound messages can correctly reference the destination or receiving trading partner. To edit the TP Alias, select the trading partner, enter the new alias value, and click the **Update** button.

Review Routing Rules

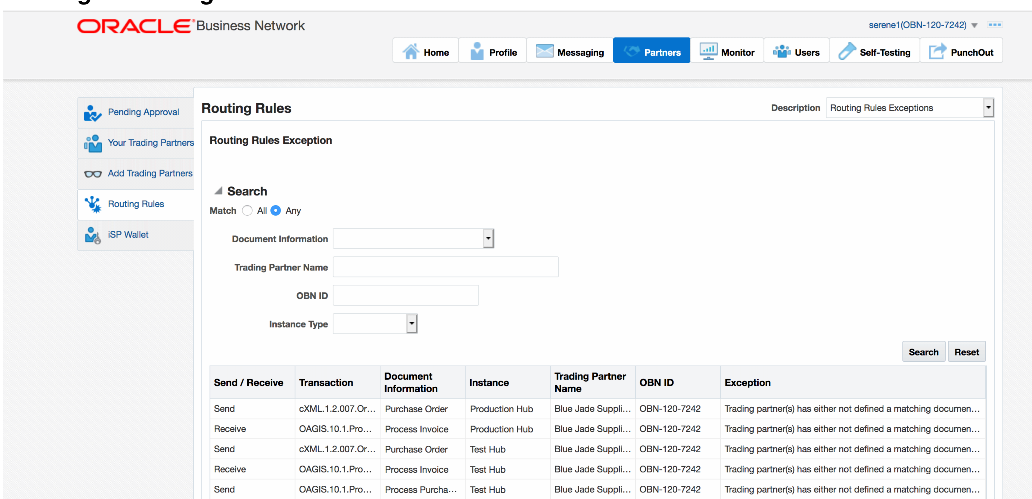
After your trading partners have been added and approved, and all required account setup is complete, you can review the routing rules that you have defined. A routing rule or mapping is generated after transactions, delivery methods, and your trading partners have been successfully configured. It indicates the path that transactions follow as they flow from a sender through the Oracle Business Network to the receiver. The following table shows an example of a routing path for an incoming purchase order after all configurations are set up correctly.

Example of Routing Path for Incoming Purchase

Sending TP	Transaction	Document Info	Delivery Method
SampleBuyer	Purchase Order	cXML 1.2.007. OrderRequest	HTTP URL Connection

The Oracle Business Network identifies any of the document routes that are incomplete. For example, if you have selected to receive a specific transaction that your trading partner has not set up to send, a routing rule exception is logged. To view your routing rule exceptions, click the **Routing Rules** subtab under the main Trading Partners tab.

Routing Rules Page



If you do have routing rule exceptions, you may need to take action. However, it often indicates different transaction capabilities of trading partners. A basic example follows:

- Company A Capabilities: Send OAG Purchase Order
- Company B Capabilities: Receive cXML Purchase Order, Send cXML Invoice

In this case, there would be a valid routing path for the Purchase Order transaction. However, a routing rule exception would be noted for the Invoice because Company A does not support that transaction.

You can also view all of your valid routes defined with each trading partner. From the

Routing Type list, choose Documents Sent to Oracle SN to view all valid routing paths for outbound messages. By choosing **Documents Received From the Oracle SN** , you can view all valid inbound routing rules. This is a useful tool for tracking all of your document route maps, with each trading partner, defined on the Oracle Business Network.

8

Transaction Monitor

This chapter covers the following topics:

- About the Transaction Monitor
- View Messages
- Download Messages
- View Transaction Details
- View Message Errors
- Common Errors

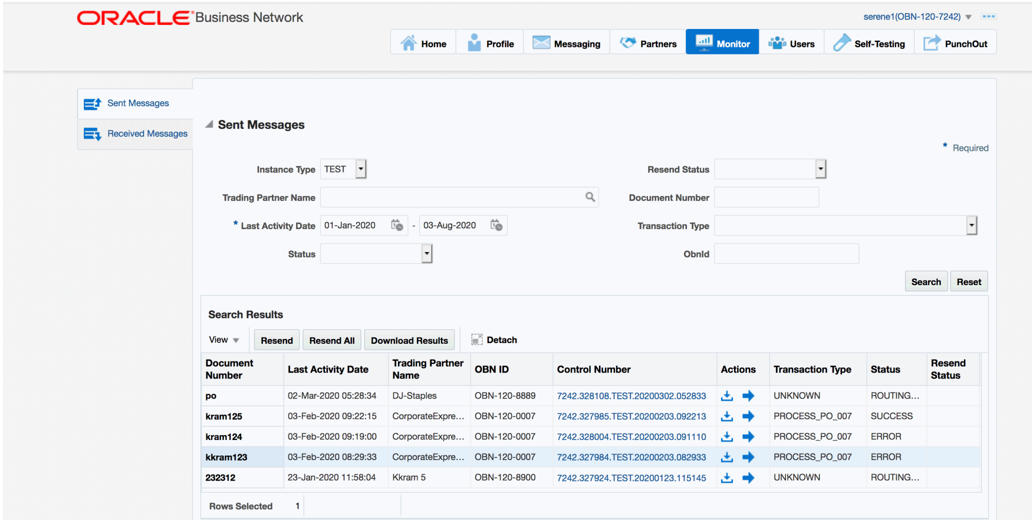
About the Transaction Monitor

The Monitor tab lets you track either the status of all documents that your company has sent to the Oracle Business Network or the status of all documents that a trading partner has sent to your company. Also, you can download any document that appears in the Transaction Monitor.

View Messages

You can monitor messages for either the OBN Test Message Hub or the OBN Production Message Hub by selecting the appropriate subtab.

Transaction Monitor Page



Select the appropriate radio button to view either Sent Messages or Received Messages, and then click the **Search** button. To filter your search results, enter information into any of the search criteria fields. You can use wildcard characters (% or *) in the Trading Partner Name and Document Number fields to locate messages with companies that match a partial name or number search. You must click the **Search** button to execute the search after providing any filter information into the fields.

You have the option to search for documents processed during a particular date range by clicking the **Calendar** icon to display a date picker for either the beginning date or the ending date. Click the navigation arrows or lists to choose the month and year, and then choose the specific date.

Download Messages

You can use the Transaction Monitor to download documents. To download a document, select a transaction and click the **Download** button.

If your trading partner is sending or receiving a document in a different document format, for example, a buyer sends an OAG PO to the Oracle Business Network, but the supplier receives the PO in the cXML format, there are two different messages stored in this flow. Both trading partners have the option to download either of the two PO formats. When selecting the transaction for download, if a transformation has occurred, the Oracle Business Network allows the user to choose the document format that they want to download. In the example, the user would select either My Document or My Trading Partner's Document. Accessing both messages can be helpful for resolving data mapping issues between your trading partners.

View Transaction Details

When Oracle Business Network receives messages, Oracle Business Network marks a time stamp on the document. The time zone reflects the Oracle Business Network server time, not a user time zone. Oracle Business Network assigns a unique tracking number, called the Control Number, to each message. A Document Number appears in the transaction monitor, which may be populated from the incoming message envelope.

You can view additional information about a transaction by drilling down on the Control Number. This displays a complete activity log for the message and shows:

- How (delivery method) and in what form (document type) the message was sent to the Oracle Business Network.

- Corresponding information on the delivery to the receiving trading partner.

You can also see the detailed error messages that appeared on the main Transaction Monitor window.

View Message Errors

You can find additional information regarding a message error by selecting the Error Code from either the Activity Log or the main Transaction Monitor window. This action displays the full error code text, description of the error, possible causes, and potential remedies.

Common Errors

Exception cannot reprocess: This error, also known as a Dead message, indicates that the message body contains syntax errors, and that the Oracle Business Network cannot process it any further. The XML message is validated when the Oracle Business Network receives it against either the DTD for the document type or the XML standard being used. The sender must fix the errors and re-send the message to the Oracle Business Network.

Exception Processing an HTTP Post: This error indicates that there is a problem posting to the recipient's HTTPS server. Possible causes include: their server is down, the URL specified in their HTTP delivery method setup (under Communication Parameters subtab) is incorrect, or there may be an issue with the trusted certificate (called when posting to an HTTPS site). If Oracle Business Network encounters issues when trying to deliver a message though HTTP, it attempts to re-send the message. This automatic reprocessing continues based on an expanding time interval after each failed attempt, up to 72 hours. After a certain number of failed attempts, Oracle Business Network stops trying to deliver the message. If you are unable to diagnose the HTTP posting error, log a support issue according to the support instructions on the Resources tab.

Exception pending reprocessing: This error message generally refers to a failed document route, which occurs when the Oracle Business Network cannot determine a document route. The error details explain what the missing or bad setup is for either trading partner. You or your trading partner should correct the setup errors and then either re-send the message or submit a support issue for that message that Oracle Business Network Operations should reprocess.

A common cause for a failed route occurs when the sender has not correctly set the Trading Partner Alias field for their intended receiving trading partner. As the Oracle Business Network receives each message, it reads the message envelope to authenticate the sender and verifies that the receiver ID in the envelope matches one of the sender's TP Alias values for one of their trading partners setup in their Oracle Business Network account. If a match is not found between the value set in the Destination Trading Partner Location Code (setup in the sender's XML Gateway) and the TP Alias value (set in the sender's Oracle Business Network account on the Trading Partners tab), the Oracle Business Network reports a missing document route when processing the message. The Transaction Monitor displays a status of Exception; pending reprocessing, when one trading partner has not correctly set their messaging parameters. After correcting the appropriate parameters, the Oracle Business Network revalidates the message route, and if no errors still exist, the Oracle Business Network support team can reprocess the message to prevent the sender from having to re-send the message.

9

User Management

This chapter covers the following topics:

- About User Management
- Add Users
- Update Users
- User Roles

About User Management

The Oracle Business Network allows companies to create multiple user accounts associated with their company. Users can be assigned different roles to control what activities they can perform with their account access. Descriptions of the specific functions of each role in the User Roles section follow.

Add Users

Only a user with an Administrator role can add new users, assign user roles, remove users, and deactivate users. When you create a new user associated with your company each new user receives a welcome notification e-mail message. This notification contains the user's username and password. The Oracle Business Network automatically generates the password. After a new user has been added, the user's record appears in a table on the Users tab, wherein you can view names, e-mail addresses, usernames, roles, and statuses.

Administrator

The Administrator user can:

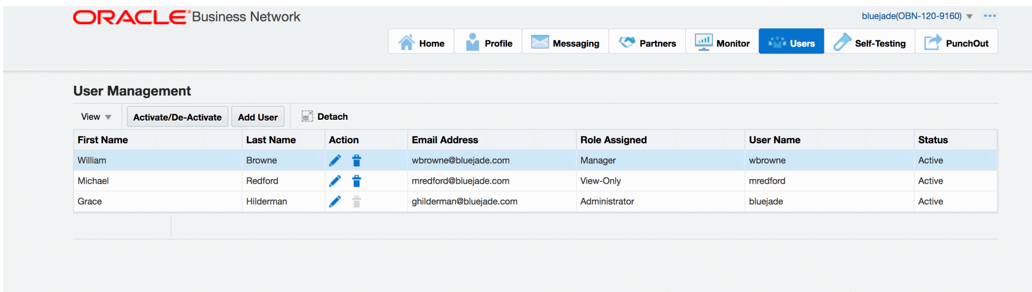
- Maintain company profile information.
- View business document notifications to which users have subscribed.

- Add new users and assign roles.

- Deactivate or remove user.

One or more users must have the Administrator role. If an Administrator leaves the organization or is unavailable, the other Administrators can perform the administrator role. By default, the initial user is also assigned to be the Company Contact, which can be changed to any other user who also has the Administrator role.

The following screenshot outlines what a user with an administrator role can access in the Oracle Business Network.



Update Users

Administrator users can modify users' roles and statuses on the Users tab.

To change a user's role, select the user, and click the **Modify Roles** button.

To deactivate a user, select the user, and click the **Deactivate** button.

Whenever you add a new user, the Oracle Business Network automatically generates the password for that new user and sends them a welcome e-mail notification to the Oracle Business Network and provides them their username and password.

User Roles

Roles allow companies to restrict their users to specific functions on the Oracle Business Network. During company registration, the initial user's profile automatically includes all roles, including Administrator role, which allows them to create additional users and assign roles to each of them. Every user can have one or more role assignments.

The user roles include:

- **Administrator**: Full access (Manager access with company profile, and user administration).

- **Manager**: Maintains messaging, punchout configurations, iSupplier wallet and trading partners.

- **View Only**: Monitors transactions and can view messaging configuration. The view only role cannot make any updates.

Administrator

The following table shows by tab and subtab the Administrator role's access in the Oracle Business Network.

Administrator Role's Access

Tab	Subtab	Restrictions and Notes
Profile	Company Profile	None
Profile	User Profile	None
Messaging	Identifiers	None
Trading Partners	My Trading Partners	None
Trading Partners	Routing Rules	None
Monitor	Transaction Monitor	None
Users	User Management	None

Manager Role

The Manager role maintains all communication protocol and transaction setup related to the processing of electronic messages.

The following table shows by tab and subtab, the Manager role's access in the Oracle Business Network.

Manager Role's Access

Tab	Subtab	Restrictions and Notes
Profile	Company Profile	Read-only
Profile	User Profile	None

Tab	Subtab	Restrictions and Notes
Messaging	Identifiers	None
Messaging	Communication Parameters	None
Messaging	Transaction Management	None
Messaging	Send Documents	None
Trading Partners	My Trading Partners	None
Trading Partners	Routing Rules	None
Punchout	Buyer Access	None
Punchout	Supplier Setup	None
Punchout	Data Mapping	None
Monitor	Transaction Monitor	None

View Only Role

Users with a View Only role can query and monitor transactions that are sent and received with their trading partners. Typically, functional users or administrators who are responsible for resolving transaction failures for certain types of business documents require this role. This user can opt to receive error notifications for specific business documents.

The following table displays the View Only role's access to areas in the Oracle Business Network.

View Only Role's Access

Tab	Subtab	Restrictions and Notes
Profile	Company Profile	Read-only
Profile	User Profile	None

Tab	Subtab	Restrictions and Notes
Messaging	Identifiers	Read-only
Messaging	Communication Parameters	Read-only
Messaging	Transaction Management	Read-only
Trading Partners	My Trading Partners	Limited access
Trading Partners	Routing Rules	None
Monitor	Transaction Monitor	None
Users	-	No Access

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