

1. **Q: According to the OMO implementation guide for setting up approval roles you have to define default approver role type (AMSAPPR) Default Marketing Approver. After the above is done, you have to create a role (AMS_DEFAULT_APPROVER) Default Marketing approver role.**

A: This is true

Only one Default Marketing Approver should be configured. If more than one is assigned to AMSAPPR - breaks the approval process.

Note: In 11.5.6 A marketing manager can define of who the approvers are for what activities (campaigns, events, etc.), where currently there is only one approver in 11.5.4.

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2. **Q: If you are creating role AMS_DEFAULT_APPROVER (as the documentation states to do) what is the seeded role MKTGAPPR_DEFAULT used for ??**

A: Currently with 11.5.4.07 this not being used / is going to be used in future release

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3. **Q: What is Marketing Encyclopedia System (MES)?**

A: The Marketing Encyclopedia System is a content repository. It is a direct integration point between Sales Online and Marketing Online. 1-to-1 Fulfillment is tightly coupled with MES. And Marketing Online is tightly coupled to 1-1 Fulfillment. 1-1 Fulfillment uses MES to store its "Master Documents". These are the items that are used to create cover letters in the body of an email, as well as allow for merging of information so that it comes as a "Custom" cover letter. Without MES implemented, this functionality will not be available.

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4. **Q: What are the current OMO patches?**

A: If you are on 11.5.4 you just need to apply 1767483, 1809318 gets you to 11.5.407A and then apply the latest OMO product release patch 1827519 which is patchset C.

Sales and Marketing (SAM) 11.5.4.07 (patch #1767483)
SAM 11.5.4.07A (patch # 1809318)
Marketing Online 11.5.4.07C (patch # 1827519)

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5. **Q: What does it mean when OMO screen login says "Welcome Null"?**

A: The user has not associated the User Name in Resource Manager. To do this go to >Resource Manager > Pull up Resource > Associate the User to a User Name Login

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6. **Q: Customer is receiving "java.sql.SQLException ORA-01722 Invalid Number" when attempting to create a campaign. Note #66635.1 outlines a solution stating that the customer must use Multi-Org at the user level.**

A: Although you do not need to use Multi-Org it has to be enabled in order for some functionalities to work. "OMO requires that the Multi-Org flag is set to 'Y'.

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7. **Q: Question Which system profile options are used to import list data and how should I set them?**

A: AMS: Import Control File Path
AMS: Import Data File Path

You should set the profile options for the control file and data file paths to \$AMS_TOP/bin (be sure to put in the ACTUAL path represented by \$AMS_TOP, something like /u01/oracle/sid/sidappl/ams/11.5.0/bin.) If you don't do this you will have to manually move the control file to \$AMS_TOP/bin or the program won't be able to find it.

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8. **Q:My Execution Event does not appear in Telesales?**

A: You must set up the Registration Tab for the Execution Event to appear in the "Events" Tab in TeleSales. If you haven't set up the registration tab in Marketing, TeleSales will give an error when trying to register a user for an event. To register for an Event that a Marketing User has created, you will have to register via Telesales or Istore.

Note that the "Registration Required" checkbox is also displayed on the general page for Rollup Events - This is purely informational. Only "Execution Event"s appear in Telesales.

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9. **Q:How to create and make a campaign "Active" without going through workflow approval process.**

A: Go the admin tab > Setup> Custom Setup> Campaigns and Events
On this form there are two component check boxes; theme approval and budget approval.

If neither of these is checked, the status can be changed to "approved" form

the campaign form. When creating Campaign select Setup type as the Custom Setup Type you have created for the campaign.



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Q1: What I want to do is to change the name 'Campaign' to 'Campaign - Other' and to rename Event Promotions to Campaign - Events.

Q2: What I want is to disable the values Collection, Deal, Partner and Trade Promotions or relabel them so that they appear at the bottom of the list if disabling them is not an option.

Q3: How to modify the Campaign Type drop down values? Navigation: Create Campaign -> Campaign Setup Type field, click flashlight icon -> Campaign Type field drop down.



Solution

A1: Lookup AMS_CUSTOM_SETUP_OBJECTS will change the 'Associated With' name when creating the Custom Setup. The meaning is what shows in the 'Associated with' lov.

Lookup AMS_SYS_ARC_QUALIFER, need to modify the Meanings as this is what the Custom Setup summary screen pulls back. For example, you need to modify the meaning for 'Campaigns' not 'Campaign' to see the changes on the summary screen.

A2: To disable the items, just uncheck the Enabled flag for the items in AMS_CUSTOM_SETUP_OBJECTS.

A3: The Campaign Type drop down is getting the values from AMS lookup AMS_ROLLUP_TYPE. The meaning field is what displays to the users in Marketing Online.

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What profile options are obsolete in R12?

The following profiles are not available for R12:

AMS : Default Period In Days for recalculating committed budget
AMS : Email Footer Banner
AMS : Email Header Banner
AMS : Hide Edit Metrics
AMS : Default Collateral Order Type
AMS : Batch Size
AMS : Allow Recalculation of Committed Budget
AMS : Call Center Enabled
AMS : Campaign Display Version
AMS : Validate market and product eligibility between object and budget
AMS : Default Transaction (Receivables) Batch Source
AMS : AR Credit Method For Installment
AMS : AR Credit Method For Rule
AMS : Default Owner assigned to Claim
AMS : RMA Default Price List
AMS : Invoke Workflow for Manual Scan Data Adjustment
AMS : Derive Accrual Account during Claims Settlement
AMS : Claim Update Access
AMS : Allow Un-Related ShipTo On Claims
AMS : Automate Deduction/Overpayment Settlement
AMS : Automate RMA Settlement
AMS : Claim Write Off Threshold
AMS : Allow committed budget to exceed total budget
AMS : Default Amount Formula
AMS : Default Autopay Days
AMS : Default Autopay Method
AMS : Default_Cust_View
AMS : Currency Conversion Date for Budget Rollup View.
AMS : Default Home Page
AMS : Default Budget For a Person
AMS : Default Partner Budget
AMS : Default Percent Formula
AMS : Default task rule
AMS : Default Task Status for creating Task Templates
AMS : Default time out used for tasks
AMS : Dialog Server URL
AMS : Default Forecast UOM
AMS : Budget has Grace Period
AMS : Implement Payables Integrations
AMS : Implement Assignment Manager for Claims
AMS : Implement Contra Charge payment method

AMS : Show GL Accounts On Screen
AMS : Default value for incompatibility group
AMS : Lowest importance level for task notifications
AMS : Minimum number of characters required to search
AMS : News Items per Company
AMS : Number of Items in Bin
AMS : Numeric Format
AMS : Default Offer Formula
AMS : Offer Confidential Flag
AMS : Default Offer Activity
AMS : Offer Discount Level
AMS : Offer Override Flag in QP
AMS : Relationship Type for Buying Group
AMS : Default Bucket for discount rules
AMS : Default phase for Line level discounts
AMS : Default phase for Line Group level discounts
AMS : Default phase for Order level discounts
AMS : Data Entry Rows
AMS : DATE FORMAT
AMS : Event for Pricing Simulation
AMS : Default value for print on invoice flag
AMS : Default value for product precedence
AMS : Hide Edit Metrics
AMS : Root Section for Price List Report
AMS : Scan Data UOM
AMS : Choose Date Qualifier Regions
AMS : Stock Symbols
AMS : Store Date in Qualifiers
AMS : System Timezone
AMS : Price Difference Budget
AMS : Allow updates to Price Lists created in Advanced Pricing from Oracle
Marketing Online
AMS : Universal Currency for Budget Rollup View
AMS : User Timezone
AMS : Uom Quantity
AMS : Default Team For User
AMS : AMS_PROFILE_SEARCH_SET_SIZE
AMS : Validation Level
AMS : WebCache Enabled



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The Campaign Activity send test fails when trying to send a test cover letter with an attachment of type .doc to a printer.

Steps to Reproduce

- 1) Log onto Marketing Administrator Responsibility
- 2) Navigate: Dashboard > Activities
- 3) Query Activity
- 4) Click on Collateral tab
- 5) Add Attachment of type .doc and save
- 6) Select a printer in Send Test To and click send button
- 7) Confirm request has been submitted to the fulfillment server
- 8) Go back to Dashboard > Administration > Fulfillment Setup > History
- 9) The Request shows as failed. Request details show outcome error
JTF_FM_PROC_PROCESS_FAILED

Cause

Attachment file is type .doc which is not supported.

Solution

The supported file types for print channel are:

- RTF
- PDF

If you are trying to print a file type of DOC the request will fail. Remove the file type .doc and attach a file type of .rtf or .pdf.

Severity 3 BUG: 5551932 has been logged to change the error
JTF_FM_PROC_PROCESS_FAILED to a user-friendly error indicating that the file
type is not valid to print.