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R12 Error 'Function not available to this responsibility' **When Trying to Access Custom Form**

After upgrade from 11i to R12 users cannot access the custom form in R12, which was working fine in 11.5.10.2.

Following errors encountered when accessed custom form.

"Function not available to this responsibility. Change Responsibilities or contact your System Administrator".

The reason for this issue is that, missing entry for CUSTOM_TOP under default.env file. In R12, CUSTOM_TOP should be defined under default.env in \$INST_TOP/ora/10.1.2/forms/server directory.

Now here is the Solution

1. Login to Linux server with APPLMGR manager user access.
2. Go to \$INST_TOP/ora/10.1.2/forms/server directory.
3. Ensure that your CUSTOM_TOP's are registered in the default.env file.

This means , we should create an entry for environment variable CUSTOM_TOP (which contains physical path to your custom directory) like below in default.env file present under location .

\$INST_TOP/ora/10.1.2/forms/server directory.

For Example:

APPL_TOP=/home/applmgr/PROD/apps/apps_st/appl

CUSTOM_TOP=/home/applmgr/PROD/apps/apps_st/custom

4. Restart the middle tier services.
5. Retest the issue.