

Oracle® Retail Security Manager
Installation Guide Addendum
Release 12.0

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Preface

Oracle Retail Installation Guides contain the requirements and procedures that are necessary for the retailer to install Oracle Retail products.

Audience

This Installation Guide is written for the following audiences:

- Database administrators (DBA)
- System analysts and designers
- Integrators and implementation staff

Customer Support

- <https://metalink.oracle.com>

When contacting Customer Support, please provide:

- Product version and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step-by-step instructions to recreate.
- Exact error message received.
- Screen shots of each step you take.

Conventions

Navigate: This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement “the Window Name window opens.”

Note: This is a note. It is used to call out information that is important, but not necessarily part of the procedure.

This is a code sample
It is used to display examples of code

A hyperlink appears like this.

Introduction

The information in this document reflects modifications and updates to the Oracle Retail Security Manager (RSM) Installation Guide for 12.0. Using this document in conjunction with that guide provides retailers with a complete overview of the application.

This addendum deals with the introduction of Oracle Enterprise Linux as a valid operating system to run Oracle Retail Security Manager 12.0.2. In order to get RSM 12.0.2 to run on Oracle Enterprise Linux a few additions must be made at the 12.0 level. This install guide addendum points out those changes.

Oracle Enterprise Linux

With the 12.0.3 release of the Oracle Retail Security Manager, support for the Oracle Enterprise Linux operating system has been added. All pre-installation requirements for the Oracle Retail Security Manager remain the same as stated in the RSM 12.0 installation guide, except for the following requirements which are specific to Oracle Enterprise Linux:

Operating System Version:

- Oracle Enterprise Linux 4 Update 4 for x86-64
- Minimum kernel version kernel-smp-2.6.9-42.0.0.1.EL.x86_64

Oracle RDBMS

- Oracle RDBMS 10g Release 2 Enterprise Edition for Linux x86-64
- Minimum 10.2.0.3 patchset
- Patches:
5397953 (ORA-07445: [KKPAPITGETALL()+2152] [SIGSEGV] [ADDRESS NOT MAPPED TO OBJECT])

Oracle Application Server

- Oracle Application Server 10g Release 2 (10.1.2.0.2) for Linux x86
- Oracle Application Server 10g Release 3 (10.1.3.0) for Linux x86

RAC and Clustering

Oracle Retail Security Manager has been validated to run in two configurations on Linux:

- Standalone OAS & RDBMS installations
- Real Application Cluster RDBMS & Oracle Application Server Clustering

The Oracle Retail products have been validated against a 10.2.0.3 RAC database. When using a RAC database, all JDBC connections should be configured to use OCI connections rather than THIN connections. It is suggested that when using OCI connections, the Oracle Retail products database be configured in the tnsnames.ora file used by the Oracle Application Server installations.

Clustering for Oracle Application Server 10.1.3 is managed as an Active-Active cluster accessed through a hardware Load Balancer. It is suggested that a VirtualHost be added to the OAS 10.1.3 reflecting the Virtual Server Name configured in the load balancer. It is also suggested that the OC4J select method be configured to prefer the use of local OC4J instances. The Oracle Retail products are currently not validated to be distributable at the application level in an OAS 10.1.3 cluster.

Clustering for Oracle Application Server 10.1.2.0.2 is managed as an Active-Active cluster accessed through a hardware Load Balancer. It is suggested that the Web Cache installation included with OAS 10.1.2.0.2 be configured to reflect all application server Mid-Tier installations. Validation has been completed utilizing a RAC 10.2.0.3 Oracle Internet Directory database with the OAS 10.1.2.0.2 cluster.

References for Configuration:

- Oracle® Application Server High Availability Guide 10g Release 3 (10.1.3) Part Number B15977-02
- Oracle® Application Server High Availability Guide 10g Release 2 (10.1.2) Part Number B14003-05
- Oracle® Database Oracle Clusterware and Oracle Real Application Clusters Administration and Deployment Guide 10g Release 2 (10.2) Part Number B14197-03

RSM Data inserts

If RPM is to be run simplified all RSM insert scripts for RPM can be ignored. Only the simplified insert scripts in RMS 12.0.3 pricing/rsm need to be installed.

Application

Code changes were made to allow the RSM application to work with Oracle Enterprise Linux. These code changes are included in the RSM 12.0.2 patch. Installing the RSM application on Oracle Enterprise Linux prior to the RSM 12.0.2 patch may not work and is not supported.