

Oracle® Retail Back Office

Installation Guide

Release 12.0.1.1

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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. This installation guide covers the installation of Oracle Retail Back Office and the optional Labels and Tags module.

Audience

This Installation Guide is written for the following audiences:

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

Related Documents

For more information, see the following documents in the Oracle Retail Back Office documentation set, Oracle Retail Strategic Store Solutions documentation set, or Oracle Application Server 10g documentation set:

- *Oracle Retail Back Office Release Notes*
- *Oracle Retail Back Office Operations Guide*
- *Oracle Retail Back Office User Guide*
- *Oracle Retail Strategic Store Solutions Configuration Guide*
- *Oracle Application Server 10g Administrator's Guide*

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

Review Patch Documentation

For a base release ("0" release, such as 12.0), Oracle Retail strongly recommends that you read all patch documentation before you begin installation procedures. Patch documentation can contain critical information related to the base release, based on new information and code changes that have been made since the base release.

Oracle Retail Documentation on the Oracle Technology Network

In addition to being packaged with each product release (on the base or patch level), all Oracle Retail documentation is available on the following Web site:

http://www.oracle.com/technology/documentation/oracle_retail.html

Documentation should be available on this Web site within a month after a product release. Note that documentation is always available with the packaged code on the release date.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Pre-installation Tasks

This chapter describes the requirements that must be met before the application can be installed.

Note: The Oracle stack and IBM stack are the configurations that were tested for this release. The components required for each stack are listed in this chapter. For each component, the product and the version that were used for testing are included. While Back Office may work in other configurations, these are the configurations that are supported for this release.

Determine the Back Office Distribution

This document covers installation of two different product releases:

1. Oracle Retail Back Office (ORBO): Back Office application without the Labels and Tags module.
2. Oracle Retail Labels and Tags (ORLAT): Back Office application plus the Labels and Tags module.

The Oracle Retail Labels and Tags installation contains the full Oracle Retail Back Office installation. You should have one of the above distributions, but not both.

Check Oracle Retail Merchandise Operations Management Version

The integration with Oracle Retail Merchandise Operations Management requires version 12.0.5.2 of the following products:

- Oracle Retail Merchandising System
- Oracle Retail Price Management
- Oracle Retail Sales Audit

Check Database Requirements

For the database requirements, see [Table 1–1](#).

Required Settings for Database Installation

The following settings must be made during database creation:

- The database must be set to UTF8.
- When using the Oracle 10g database server, make the following changes to the system settings:


```
ALTER SYSTEM SET NLS_NUMERIC_CHARACTERS = '.,-' SCOPE=SPFILE;
ALTER SYSTEM SET NLS_DATE_FORMAT = 'YYYY-MM-DD' SCOPE=SPFILE;
ALTER SYSTEM SET NLS_TIMESTAMP_FORMAT = 'YYYY-MM-DD HH24:MI:SS.FF'
SCOPE=SPFILE;
```
- When using the IBM DB2 database server, the default heap size is 256. Increase the heap size to at least 1024. For information on how to set the heap size, refer to your IBM DB2 documentation.

Check Store Server Requirements

[Table 1–1](#) lists the general requirements for the store server capable of running Back Office and the versions tested for this release.

Table 1–1 Store Server Requirements

Component	Oracle Stack	IBM Stack
Hardware	x86-32 bit	x86-32 bit
Database	Oracle RDBMS 10g R2 (10.2.0.2)	DB2 Express v9.1
Operating System	Windows 2003 Server	IBM IRES v2.1.4
J2EE Application Server	Oracle Application Server 10g (10.1.3) Note: This release of Back Office is only supported in a managed OC4J instance as part of OracleAS 10g. It is not supported on OC4J standalone.	IBM WebSphere 6.1
J2EE Application Server JVM	Sun 1.5.x	(included in WRS)
Messaging Provider	(included in Oracle Application Server)	IBM MQ Series 6.0.2
System Management Agents	OEM Agents	OEM Agents

Check Client PC and Web Browser Requirements

The general requirements for the client system include the following:

- Adobe Acrobat Reader or another application capable of rendering Scalable Vector Graphics (SVG) and Portable Data Format (PDF) files

The following web browsers were tested for this release:

- Microsoft Internet Explorer 6 and Mozilla Firefox 1

Installation of the Oracle Stack on Windows

Before proceeding, you must install the database and application server software. If you are installing Back Office with Labels and Tags, you must also install the AccessVia software. For a list of supported versions, see [Chapter 1](#).

During installation, the Back Office database schema will be created and the Back Office application will be deployed to an OC4J instance within the OracleAS 10g installation. The Java JDK that is included with the Oracle Application Server (under %ORACLE_HOME%\jdk) will be used to run the application.

Note: J2EE_HOME refers to the directory
%ORACLE_HOME%\j2ee*<instancename>*

Create a New OC4J Instance for Back Office

You can skip this section if you are redeploying to an existing OC4J instance.

The Back Office application must be deployed to its own dedicated OC4J instance. For instructions on how to create a new OC4J instance, see Adding and Deleting OC4J Instances in the Reconfiguring Application Server Instances chapter of the Oracle Application Server Administrator's Guide.

To create a new OC4J instance:

1. Log onto the server, which is running your OracleAS 10g installation, as the user who owns the OracleAS 10g installation. Set your ORACLE_HOME environment variable to point to this installation. You must use forward slash file separators when setting this variable.
2. Choose a name for the new OC4J instance. In the remainder of this installation guide, *<orbo-inst>* is used for the name.
3. Create this OC4J instance as documented in the Oracle Application Server Administrator's Guide, for example:

```
%ORACLE_HOME%\bin\createinstance -instanceName <orbo-inst>
```

Note: When prompted for the oc4jadmin password, provide the same administrative password you gave for the OracleAS 10g installation. All OC4J instances running Oracle Retail applications must have the same oc4jadmin password.

Note: The `jms` and `rmi` port numbers should be set so that the numbers do not overlap between all the instances in your configuration.

The port numbers are defined in the `$ORACLE_HOME\opmn\conf\opmn.xml` file. The following is an example definition of the port numbers in that file.

Port number definitions for the home instance:

```
<port id="rmi" range="12401-12401"/>
<port id="jms" range="12601-12601"/>
```

Port number definitions for the Back Office instance:

```
<port id="rmi" range="12402-12402"/>
<port id="jms" range="12602-12602"/>
```

4. Start the OC4J instance. You can do this through the Enterprise Manager web interface, or on the command line using the `opmnctl` utility:

```
%ORACLE_HOME%\opmn\bin\opmnctl startproc
process-type=<orbo-inst>
```

5. Verify that the OC4J instance was fully started. If you are using the Enterprise Manager web interface, the instance should have a green arrow indicating that it is running. On the command line, verify that the instance has a status of "Alive".

```
%ORACLE_HOME%\opmn\bin\opmnctl status
```

If you are unable to start the OC4J instance after several attempts, try increasing the startup timeouts in `%ORACLE_HOME%\opmn\conf\opmn.xml`. If that does not help, consult the Oracle Application Server documentation for further assistance.

Expand the Back Office Distribution

To extract the Back Office files:

1. Extract the `ORBO-12.01.zip` (or `ORLAT-12.01.zip`) file from the Back Office distribution `ORBO-12.01_EPD.zip` (or `ORLAT-12.01_EPD.zip`) file.
2. Create a new staging directory for the Back Office application distribution (`ORBO-12.01.zip` or `ORLAT-12.01.zip`) file, for example, `c:\tmp\j2ee\orbo-inst\orbo-staging`.

Note: There should be a minimum of 60 MB of disk space available for the application installation files.

The staging area (`<staging_directory>`) can exist anywhere on the system. It does not need to be under `ORACLE_HOME`.

3. Copy or upload `ORBO-12.01.zip` (or `ORLAT-12.01.zip`) to `<staging_directory>` and extract its contents. The following files and directories should be created under `<staging_directory>\ORBO-12.01`:

```
ant\
ant-ext\
antinstall\
```

```

backoffice\
external-lib\
installer-resources\
.preinstall.cmd
.preinstall.sh
.preinstall-oas.cmd
.preinstall-oas.sh
.preinstall-was.cmd
.preinstall-was.sh
ant.install.properties.sample
ant.install.properties.sample.oas
ant.install.properties.sample.was
antinstall-config.xml
build.xml
checkdeps.cmd
checkdeps.sh
install.sh
install.cmd
prepare.xml

```

For the remainder of this chapter, `<staging_directory>\ORBO-12.01` is referred to as `<INSTALL_DIR>`.

Obtain the Third-Party Library File Required by Back Office

The Back Office application uses the Pager Tag Library from JSPTags. You must download the `pager-taglib.jar` file from the JSPTags website before running the Back Office application installer.

1. Download the `pager-taglib-2.0.war` file from the JSPTags website:
`http://jsptags.com/tags/navigation/pager/download.jsp`
2. Extract the `pager-taglib.jar` file from the `WEB-INF\lib` subdirectory in the `pager-taglib-2.0.war` file. Copy `pager-taglib.jar` into `<INSTALL_DIR>\external-lib\`.

Run the Back Office Application Installer

Once you have an OC4J instance that is configured and started, you can run the Back Office application installer. This installer will configure and deploy the Back Office application.

Note: To see details on every screen and field in the application installer, see [Appendix A](#).

1. Change to the `<INSTALL_DIR>` directory.
2. Set the `ORACLE_HOME` and `JAVA_HOME` environment variables.

`ORACLE_HOME` should point to your OracleAS 10g installation, for example,
`C:\Oracle\10.1.3\OracleAS_1.`

`JAVA_HOME` should point to `%ORACLE_HOME%\jdk`.

Note: The installer is not compatible with versions of Java earlier than 1.4.2.

3. If you are using an X server such as Xceed, set the DISPLAY environment variable so that you can run the installer in GUI mode (recommended). If you are not using an X server, or the GUI is too slow over your network, unset DISPLAY for text mode.

Caution: Password fields are masked in GUI mode, but in text mode your input is shown in plain text in the console window.

4. Run the install.cmd script. This will launch the installer. After installation is complete, a detailed installation log file is created:
orbo-install-app.<timestamp>.log.

Note: The usage details for install.sh are shown below. The typical usage for GUI mode does not use arguments.

```
install.cmd [text | silent oracle]
```

5. Verify that the installer was able to delete the
%ORACLE_HOME%\jdk\jre\lib\ext\security-360-ora.jar file. This is a file that is temporarily created by the installer. If the installer was unable to delete the file, you must shut down all OC4J instances, delete the file manually, and start the OC4J instances back up again.

Note: If the installer is unable to delete this file, it prints a warning that instructs you to delete it manually. This warning also shows up at the end of the installer log file.

Resolving Errors Encountered During Application Installation

If the application installer encounters any errors, it will halt execution immediately. You can run the installer in silent mode so that you do not have to reenter the settings for your environment. For instructions on silent mode, see [Appendix C](#).

For a list of common installation errors, see [Appendix F](#).

Since the application installation is a full reinstall every time, any previous partial installs will be overwritten by the successful installation.

Populate the Database Schema

The database must be populated before configuring the application server. On the Install Database Option screen, you select whether the installer completes installation of the database schema and seed data.

- If you chose Yes, you do not need to perform any further steps to populate the database. This is the default selection on the screen.
- If you chose No, the installer did not populate the database schema. If you want to manually populate the database, execute the `ws_ant load_sql` command in the `<INSTALL_DIR>\backoffice\configured-output\db` directory.

Install Parameters

The application parameters must be installed before the Back Office application is fully operational. On the Install Parameters screen, you select whether the installer completes installation of the parameters.

- If you chose Yes, you do not need to perform any further steps to install the parameters. This is the default selection on the screen.
- If you chose No, the installer did not install the parameters. For information on installing the parameters, see ["Import Initial Parameters"](#).

Manual Deployment Option

Skip this section if you chose the default option of allowing the installer to complete installation to the application server.

The installer includes the option to configure the application locally and skip deployment to the application server. If this option is chosen, the installer will make the configured application files available under `<INSTALL_DIR>\backoffice\configured-output\`.

If you chose this installer option, you can complete the installation by following these steps:

1. Make sure there have not been any application server configuration changes since the installer was run. You can do this by comparing the backup files created by the installer in the staging area to the same files in the application server.

```
diff .\backoffice\configured-output\appserver\%ORACLE_
HOME%\j2ee\myinstance\config\jms.xml.<date and time> %ORACLE_
HOME%\j2ee\myinstance\config\jms.xml
```

If there are changes to the application server's configuration file, they should be merged into the local copy under configured-output before proceeding to the next step.

2. Inspect the contents of the `<INSTALL_DIR>\backoffice\configured-output\appserver\ORACLE_HOME` directory, and then overlay the files in the application server's `ORACLE_HOME` directory, using the same directory structure. This will install library files required by the application and required application server configuration changes.
3. Set the `JAVA_HOME` and `PATH` environment variables to use the JDK located at `%ORACLE_HOME%\jdk`.

```
JAVA_HOME=%ORACLE_HOME%\jdk; PATH=%JAVA_HOME%\bin:$PATH; export PATH JAVA_HOME
```
4. Copy the `<INSTALL_DIR>\backoffice\lib\oracle\security-360-ora.jar` file to the `%ORACLE_HOME%\jdk\jre\lib\ext\` directory.
5. Create the required JAAS configuration for Back Office:

- a. Set `JAVA_HOME` and `PATH` environment variables to use the JDK located at `%ORACLE_HOME%\jdk`.

```
JAVA_HOME=%ORACLE_HOME%\jdk; PATH=%JAVA_HOME%\bin:$PATH; export PATH JAVA_
HOME
```

- b. Grant RMI access permissions for the Back Office application.

```
java -jar ..\home\jazzn.jar -grantperm com._  
360commerce.commerceservice.security.oracle.CustomPrincipal oracle_rmi_  
access com.evermind.server.rmi.RMIPermission login
```

The AbstractLoginModule prompts you for the user name and password.
Enter the same user name and password you entered on the OC4J
Administrative User installer screen.

6. Delete %ORACLE_HOME%\jdk\jre\lib\ext\security-360-ora.jar. You may need to shut down all OC4J instances to be able to successfully delete this file.
7. Restart the OC4J instance where Back Office will be deployed.

```
%ORACLE_HOME%\opmn\bin\opmnctl restartproc process-type=<orbo-inst>
```

8. Deploy the Back Office ear file using the Enterprise Manager web interface. The configured ear file is located at
<INSTALL_DIR>\backoffice\configured-output\backoffice.ear.
When deploying the ear file, you should provide the same application name and context root you gave to the installer. These values were stored in the
<INSTALL_DIR>\ant.install.properties file by the installer for later reference.

Backups Created by Installer

The Back Office application installer will back up modified application server files and directories by renaming them with a timestamp. This is done to prevent the removal of any custom changes you might have. These backup files and directories can be safely removed without affecting the current installation. For example, the file could be named jms.xml.200605011726.

Import Initial Parameters

Note: If you did not choose to have the installer set the initial parameters, you must import an initial set of parameters before you can use Oracle Retail Back Office. For more information on parameters, see the Oracle Retail Strategic Store Solutions Configuration Guide.

This section provides an overview of the procedures for importing an initial set of parameters. You can import the parameters through the Oracle Retail Back Office user interface or by using an ant target. You only need to use one of the procedures. The procedure for importing parameters through the application user interface is described in more detail in the Oracle Retail Back Office User Guide.

These instructions assume you have already expanded the backofficeDBInstall.jar file under the <INSTALL_DIR> directory as part of the database schema installation earlier in this chapter.

Importing Parameters Through the User Interface

To import the initial parameters through the user interface:

1. Open the Oracle Retail Back Office application in a web browser. The address is provided at the end of the installer output and in the log file.
`http:\\<host name>:<port number>\<context root>`
2. Log in to the application as user ID **pos** and password **pos**, or any other user ID that has full administrative rights.
3. Click the **Admin** tab and then the **Job Manager** subtab. Click the **Available Imports** left navigation link. The Available Imports screen appears.
4. To import the master parameter set, click the **File** link in the Import Parameters for Distribution row. Follow the instructions to import `parameterset.xml` from the `<INSTALL_DIR>\backoffice\db` folder.
5. To import the initial set of Oracle Retail Back Office application parameters, click the **File** link in the Import BackOffice Parameters row. Follow the instructions to import `backoffice.xml` from the `<INSTALL_DIR>\backoffice\db` folder.

Importing Parameters By Using an Ant Target

To import parameters using an ant target:

1. Change to the `<INSTALL_DIR>\backoffice\configured-output\db` directory.
2. Edit the `db.properties` file. Update the following properties in the "Properties for Parameter Loading" section.
 - a. Change `ora.home.dir` to your installation directory.
`ora.home.dir=C:\Oracle\10.1.3\OracleAS_1`
 - b. Change `ORA_HOST_NAME` to your host name. Change 12401 to your port number.
`parameters.apphost=ormi:\\ORA_HOST_NAME:12401\BackOffice`
3. Set the `JAVA_HOME`, `ANT_HOME`, and `PATH` environment variables. See ["Creating the Back Office Database Schema"](#) in [Appendix G](#) for the settings to be used.
4. Execute the following command:
`ant load_parameters`

Load Optional Purge Procedures

For information on the procedures provided for purging aged data, see the Oracle Retail Back Office Operations Guide. If purge procedures are needed, run the available Ant target to load the data:

```
ant load_purge_procedures
```

Using the Back Office Application

Note: When you are done installing Back Office, log out and close the browser window. This ensures that your session information is cleared and prevents another user from accessing Back Office with your login information.

After the application installer completes and you have run the initial parameter load, you should have a working Back Office application installation. To launch the application, open a web browser and go to

`http:\\<servername>:<portnumber>\\<context root>`

For example, `http:\\myhost:8080\\backoffice`

Note: Before viewing any reports for the first time after Back Office is installed, you must open the store. Opening the store creates data that is needed for Reports functionality to work correctly.

Installation of the IBM Stack on IRES

Before proceeding, you must install the database and application server software. For a list of supported versions, see [Chapter 1](#). If you are installing Back Office with Labels and Tags, you must also install and configure the AccessVia software. See [Chapter 5](#).

During installation, the Back Office database schema will be created and the Back Office application will be deployed. The Java JDK that is included with the IBM WebSphere Application Server will be used to run the application.

Note: The Authentication Cache Timeout setting for the IBM WebSphere application server must be set correctly for Back Office password processing. For information on how to determine the value you should use for this setting and how to set it for the application server, refer to your IBM WebSphere documentation.

Expand the Back Office Distribution

To extract the Back Office files:

1. Extract the ORBO-12.01.zip (or ORLAT-12.01.zip) file from the Back Office distribution ORBO-12.01_EPD.zip (or ORLAT-12.01_EPD.zip) file.
2. Log into the UNIX server as the user who owns the IBM WebSphere installation. Create a new staging directory for the Back Office application distribution (ORBO-12.01.zip or ORLAT-12.01.zip), for example, /tmp/j2ee/orbo-inst/orbo-staging.

Note: There should be a minimum of 60 MB of disk space available for the application installation files.

The staging directory (<staging_directory>) can exist anywhere on the system. It does not need to be under tmp.

3. Copy or upload ORBO-12.01.zip (or ORLAT-12.01.zip) to <staging_directory> and extract its contents. The following files and directories should be created under <staging_directory>/ORBO-12.01:

```
ant/  
ant-ext/  
antinstall/  
backoffice/  
external-lib/  
installer-resources/
```

```
.preinstall.cmd  
.preinstall.sh  
.preinstall-oas.cmd  
.preinstall-oas.sh  
.preinstall-was.cmd  
.preinstall-was.sh  
ant.install.properties.sample  
ant.install.properties.sample.oas  
ant.install.properties.sample.was  
antinstall-config.xml  
build.xml  
checkdeps.cmd  
checkdeps.sh  
install.sh  
install.cmd  
prepare.xml
```

For the remainder of this chapter, `<staging_directory>/ORBO-12.01` is referred to as `<INSTALL_DIR>`.

Obtain Third-Party Library Files Required by Back Office

The Back Office application uses the Pager Tag Library from JSPTags and the DB2 drivers from IBM. Before running the Back Office application installer, you must download the necessary files from the JSPTags website and the IBM website.

1. Download the `pager-taglib-2.0.war` file from the JSPTags website: <http://jsptags.com/tags/navigation/pager/download.jsp>
2. Extract the `pager-taglib.jar` file from the `WEB-INF/lib` subdirectory in the `pager-taglib-2.0.war` file. Copy `pager-taglib.jar` into `<INSTALL_DIR>/external-lib/`.
3. Download the `db2_v9_db2driver_for_jdbc_sqlj.zip` file from the IBM website: <http://www.ibm.com/software/data/db2/java/>
4. Extract the `db2jcc.jar` and `db2jcc_license_cu.jar` files from the `db2_v9_db2driver_for_jdbc_sqlj` subdirectory in the `db2_v9_db2driver_for_jdbc_sqlj.zip` file. Copy `db2jcc.jar` and `db2jcc_license_cu.jar` into `<INSTALL_DIR>/external-lib/`.

Installation Options

During installation, there are options that enable you to select whether the installer completes parts of the installation or if you want to complete those parts manually. For information on the available options, see the following sections:

- ["Populate the Database Schema"](#)
- ["Install Parameters"](#)
- ["Configure MQ Series"](#)
- ["Manual Deployment Option"](#)

Run the Back Office Application Installer

The installer will configure and deploy the Back Office application.

Note: To see details on every screen and field in the application installer, see [Appendix B](#).

1. Change to the `<INSTALL_DIR>` directory.
2. Set the `JAVA_HOME` environment variable. `JAVA_HOME` should point to an installation of IBM Java2 JDK.

Note: The installer is not compatible with versions of Java earlier than 1.4.2.

3. If you are using an X server such as Exceed, set the `DISPLAY` environment variable so that you can run the installer in GUI mode (recommended). If you are not using an X server, or the GUI is too slow over your network, unset `DISPLAY` for text mode.

Caution: Password fields are masked in GUI mode, but in text mode your input is shown in plain text in the console window.

4. Run the installer.
 - a. Log into the UNIX server as the user who owns the IBM WebSphere installation.
 - b. Change the mode of `install.sh` to executable.
 - c. Run the `install.sh` script. This will launch the installer.

Note: The usage details for `install.sh` are shown below. The typical usage for GUI mode does not use arguments.

```
install.sh [text | silent websphere]
```

After installation is complete, a detailed installation log file is created:
`orco-install-app.<timestamp>.log`

5. The installer leaves behind the `ant.install.properties` file for future reference and repeat installations. This file contains all the inputs you provided, including passwords. As a security precaution, make sure that the file has restrictive permissions.

```
chmod 600 ant.install.properties
```

Resolving Errors Encountered During Application Installation

If the application installer encounters any errors, it will halt execution immediately. You can run the installer in silent mode so that you do not have to reenter the settings for your environment. For instructions on silent mode, see [Appendix C](#).

For a list of common installation errors, see [Appendix F](#).

Since the application installation is a full reinstall every time, any previous partial installs will be overwritten by the successful installation.

Populate the Database Schema

The database must be populated before configuring the application server. On the Install Database Option screen, you select whether the installer completes installation of the database schema and seed data.

- If you chose Yes, you do not need to perform any further steps to populate the database. This is the default selection on the screen.
- If you chose No, the installer did not populate the database schema. If you want to manually populate the database, execute the `ws_ant load_sql` command in the `<INSTALL_DIR>/backoffice/configured-output/db` directory.

Install Parameters

The application parameters must be installed before the Back Office application is fully operational. On the Install Parameters screen, you select whether the installer completes installation of the parameters.

- If you chose Yes, you do not need to perform any further steps to install the parameters. This is the default selection on the screen.
- If you chose No, the installer did not install the parameters. For information on installing the parameters, see ["Import Initial Parameters"](#).

Configure MQ Series

MQ Series must be configured with a queue manager and the queues and topics required by Back Office before Back Office can be deployed. On the Configure MQ Series Option screen, you select whether the installer configures MQ Series or if you manually configure it. If MQ Series is installed on a different machine than the WebSphere server, you must manually configure MQ Series.

Use the following commands to configure MQ Series. `MQ_Install_Dir` is the directory where MQ Series was installed. The values for `<input.jms.server.queue>` and `<input.jms.server.port>` come from the `ant.install.properties` file.

```
<MQ_Install_Dir>/bin/crtmqm -q <input.jms.server.queue>
<MQ_Install_Dir>/bin/strmqm <input.jms.server.queue>
<MQ_Install_Dir>/bin/runmqslr -m <input.jms.server.queue> -p
<input.jms.server.port> -t tcp &
<MQ_Install_Dir>/bin/runmqsc <input.jms.server.queue> <
<INSTALL_DIR>/backoffice/appserver/was/createq.dat

<MQ_Install_Dir>/bin/runmqsc <input.jms.server.queue> <
<MQ_Install_Dir>/java/bin/MQJMS_PSQ.mqsc
<MQ_Install_Dir>/bin/strmqbrk -m <input.jms.server.queue>
```

Manual Deployment Option

The Back Office application must be configured and then deployed to the WebSphere application server. On the Manual Deployment Option screen, you select whether the installer completes the installation to the application server.

- If you chose No, you do not need to perform any further steps to deploy the application. This is the default selection on the screen.
- If you chose Yes, the installer did not deploy the application. You must complete the installation by deploying the Back Office ear file.

To deploy the application, log in to the WebSphere Administrative console. Deploy the ear file located in `<INSTALL_DIR>/backoffice`. Use the same application name and context root used for the installation. These values are available in the `<INSTALL_DIR>/ant.install.properties` file.

Import Initial Parameters

Note: If you did not choose to have the installer set the initial parameters, you must import an initial set of parameters before you can use Oracle Retail Back Office. For more information on parameters, see the Oracle Retail Strategic Store Solutions Configuration Guide.

This section provides an overview of the procedures for importing an initial set of parameters. You can import the parameters through the Oracle Retail Back Office user interface or by using an ant target. You only need to use one of the procedures. The procedure for importing parameters through the application user interface is described in more detail in the Oracle Retail Back Office User Guide.

These instructions assume you have already expanded the `backofficeDBInstall.jar` file under the `<INSTALL_DIR>` directory as part of the database schema installation earlier in this chapter.

Importing Parameters Through the User Interface

To import the initial parameters through the user interface:

1. Open the Oracle Retail Back Office application in a web browser. The address is provided at the end of the installer output and in the log file.
`http://<your host name>:<port number>/<context root>`
2. Log in to the application as user ID **pos** and password **pos**, or any other user ID that has full administrative rights.
3. Click the **Admin** tab and then the **Job Manager** subtab. Click the **Available Imports** left navigation link. The Available Imports screen appears.
4. To import the master parameter set, click the **File** link in the Import Parameters for Distribution row. Follow the instructions to import `parameterset.xml` from the `<INSTALL_DIR>/backoffice/db` folder.

5. To import the initial set of Oracle Retail Back Office application parameters, click the **File** link in the Import BackOffice Parameters row. Follow the instructions to import `backoffice.xml` from the `<INSTALL_DIR>/backoffice/db` folder.

Importing Parameters By Using an Ant Target

To import parameters using an ant target:

1. Change to the `<INSTALL_DIR>/backoffice/tmp/db` directory.
2. Execute the following command:

```
ant load_parameters
```

Load Optional Purge Procedures

For information on the procedures provided for purging aged data, see the Oracle Retail Central Office Operations Guide. If purge procedures are needed, run the available Ant target to load the data:

```
ant load_purge_procedures
```

Using the Back Office Application

Note: When you are done installing Back Office, log out and close the browser window. This ensures that your session information is cleared and prevents another user from accessing Back Office with your login information.

After the application installer completes and you have run the initial parameter load, you should have a working Back Office application installation. To launch the application, open a web browser and go to

`http://<servername>:<portnumber>/<context root>`

For example, `http://myhost:8080/backoffice`

Note: Before viewing any reports for the first time after Back Office is installed, you must open the store. Opening the store creates data that is needed for Reports functionality to work correctly.

Configuring the AccessVia Print Engine for Labels and Tags on the Oracle Stack

In order to use the Labels and Tags functionality of Back Office, you need to install the AccessVia product and configure the AccessVia Print engine.

Before configuring the AccessVia Print engine, you must have completed the following procedures:

- The installation and configuration of all prerequisite software including the AccessVia product and the database server.
- The installation of the database and creation of the database schema.
- The installation of the application server.
- The installation of the printer.

Configuring the AccessVia Print engine includes the following tasks:

- ["Configuring the Database for the AccessVia Print Engine"](#)
- ["Setting Up the Directory Structure for Oracle Application Server"](#)
- ["Creating the AccessVia Print Engine .ini File"](#)
- ["Configuring the AccessVia Files for Oracle Application Server"](#)
- ["Setting the Path Variable for the AccessVia Print Engine"](#)
- ["Testing the AccessVia Print Engine"](#)

In addition, to troubleshoot printing errors see ["Troubleshooting"](#).

Configuring the Database for the AccessVia Print Engine

Because Labels and Tags needs to access data from Back Office, AccessVia requires open database connectivity (ODBC) to the Back Office database. AccessVia stores template information in the following Back Office data tables:

- SGFORM—This table stores templates.
- SGELEM—This table stores template attributes.
- SGSQL—This table stores .zip files of SQL, which fetch template data at the time of printing.
- SGCONFIG—This table stores the paths for .ini files required by AccessVia.

Configuring Oracle 10g

Follow this procedure to configure Oracle 10g in a Windows environment.

To configure for Oracle 10g:

1. Extract the necessary files to %ORACLE_HOME%\BIN. These files are provided as part of your Oracle RDBMS 10g distribution.
 - If Oracle 10g instant client is used, extract the following files:
 - instantclient-basic-win32-10.1.0.4-20050513.zip
 - instantclient-odbc-win32-10.1.0.4-20050514.zip

WARNING: When Oracle Application Server is installed, files are placed into this directory. Do not overwrite any of these pre-existing files.

- If a full install of Oracle 10g was done, extract the oracle10g_win32\10g_win32_db.zip file.
2. Navigate to %ORACLE_HOME%\NETWORK\ADMIN and modify (or create) tnsnames.ora.

Oracle 10g will search for tnsnames.ora in the directory defined by the %TNS_ADMIN% environment variable. If that variable is not defined, create the %TNS_ADMIN% environment variable and set it to point to %ORACLE_HOME%\BIN. Copy the tnsnames.ora file to %ORACLE_HOME%\BIN.

Please note the following:

- The "DSN" or the "TSN Service Name" is SOL10G.
- The "DBQ" or the "Data Source Name" is sol10g.
- Make sure the Host and Port point to the location of the Oracle 10g database.
- The User ID and Password are defined elsewhere in the dsign.ini file and in ODBC Driver Configuration.

The following is an example of the tnsnames.ora file contents. Be certain that there are no leading spaces at the first SOL10G reference.

```
SOL10G =
(DESCRIPTION =
  (ADDRESS_LIST =
    (ADDRESS = (PROTOCOL = TCP)(HOST = utopia.oracle.com)(PORT = 1521))
  )
  (CONNECT_DATA =
    (SERVICE_NAME = sol10g)
  )
)
```

3. If you are using Oracle 10g instant client, execute the %ORACLE_HOME%\BIN\odbc_install.exe script.

4. Add the data source:
 - a. From the control panel, select **Administrative Tools**.
 - b. Open Data Sources (ODBC).
 - c. Select the **System DSN** tab.
 - d. Click **Add**.
 - e. Use the values entered in the `tnsnames.ora` file. For the user ID, enter the assigned database username.

Setting Up the Directory Structure for Oracle Application Server

The AccessVia program files and environment must be accessible to the application server. The directory that contains the files and libraries is referred to as `<AccessVia_install_dir>` for the remainder of this chapter.

Creating the AccessVia Print Engine .ini File

The AccessVia Print engine requires an .ini file for configuration. This file controls all AccessVia operations and includes the settings for printers, resource paths (fonts and graphics), data source to be used, and so on. For information on the file contents, see [".ini File Settings"](#).

The default name for the AccessVia .ini file is `design.ini`. That name is used to refer to it throughout this chapter.

To create the AccessVia configuration file:

1. Create an .ini file. For an example of an .ini file, see [".ini File Prototype"](#).
2. Save your .ini file at `<AccessVia_install_dir>\program`.

.ini File Settings

This file contains a series of settings:

- Path settings—These are used by the AccessVia APIs to fetch appropriate attributes at the time of printing. These paths, which are located in the **System Setup** section, lead to the directories described in ["Setting Up the Directory Structure for Oracle Application Server"](#).

GraphicPath, FontPath, and ExePath must point to individual folders. The remaining paths can point to a common folder because they are not used as often. In order for UserPath to be functional, Back Office must have write permission to the `dst` directory.

- DataPath—This must point to the folder that contains all the necessary data (data).
- GraphicPath—This must point to the folder that contains all images required for the print templates (images).
- FontPath—This must point to the folder that contains all the font files required by the print templates (fonts).
- UserPath—This must point to the user directory (`dst`).
- ExePath—This must point to the folder that contains all AccessVia .dll files (program).

- **SystemPath**—This must point to the folder that contains all necessary system files (system).
- **WorkPath**—This must point to the folder used by AccessVia APIs to write temp files during the printing process.
- **Printer settings**—These are the printer attributes. They are located in the **Printer Setup** section. Most of them are the same as the system printer settings. **PrintFile**, **PrintToFile**, and **PrinterName** are the most important attributes; the remaining ones can use default settings.
 - **PrinterPort**=WS:
 - **PrintFile**=<<AccessVia_install_dir>>\temp\output.prn
 - **PrintToFile**=No. However, for initial testing, you can arrange for templates to be printed in an output file (**PrintFile**) by setting **PrintToFile** to Yes.
 - **PrinterDriver**=POSTSCRIPT. The AccessVia Print engine prefers PostScript printers to PCL printers.
 - **PrinterName**=Lexmark Optra T (or the default printer)
 - **PortSetting1**=172.16.34.12. This printer IP address has proven successful for Oracle Retail network printers.
 - **PortSetting2**=9100. This port has proven successful for Oracle Retail network printers.
- **Data source settings**—These provide AccessVia APIs with the location of templates and template data. These can be stored in the same place, in which case the two settings are identical. In the data sources, set the DSN name, database name, server name, user ID, and password correctly.
 - **DATABASE**—This is the data source for template data.
 - **FORMATS**—This is the data source for templates and template attributes.

.ini File Prototype

The following is an example of an .ini file.

```

;-----
;--- Database Connection Section -----
;-----
[DCM Global]
DataDriver=ODBC
ConnectRetry=4

;----- DATABASE Connection Properties -----
[DATABASE]
Enabled=True
DataDriver=ODBC
CONNECTION=DSN=SOL10G;UID=UserID;PWD=Password;DBQ=sol10g;DBA=W;APA=T;EXC=F;FEN=T;Q
TO=T;FRC=10;FDL=10;LOB=T;RST=T;GDE=F;FRL=F;BAM=IfAllSuccessful;NUM=NLS;DPM=F;MTS=T
;MDI=F;CSR=F;FWC=F;FBS=64000;TLO=0;
SCHEMA_SYS=<database user>

[SYSTEM]
Enabled=False

[FORMATS]
```

```

Enabled=False
;DataDriver=ODBC
;CONNECTION=DSN=quarrysb;DBALIAS=quarrysb
;CONNECTION=DSN=dsign;DBALIAS=DSIGN
;SCHEMA_SYS=<database user>

[IMPORTS]
Enabled=False

[EXPORTS]
Enabled=False

[STARTUP]
InitApp=No
;----- System Setup
DataPath=/opt/accessvia/dst/data
GraphicPath=/opt/accessvia/dst/images
FormatPath=/opt/accessvia/dst/
ExePath=/opt/accessvia/program/
SystemPath=/opt/accessvia/system/
FontPath=/opt/accessvia/dst/fonts/
WorkPath=/opt/accessvia/dst/
UserPath=/opt/accessvia/dst/

;----- Printer Setup
PrinterDriver=PS
;PrinterDriver=PM
;PrinterDriver=GDI
PrinterName=Lexmark Optra S
;PrinterName=\\oracleretailprintserv\COPYWEST-RM127,WinPrint,IP_172.16.34.12
;PrinterName=Generic PS
PrinterPort=WS:
;PrintToFile=Yes
PrintToFile=No
PrintFile=output.ps
PrintSpooler=
BumpPageX=0
BumpPageY=0
PaperTray=
PrintCopies=1
PrintMode=No
SignOffset=1
PrinterPortMode=NEW
PrinterOptimizationType=NONE
PageTotal=No
PortSetting1=172.16.34.12
PortSetting2=9100
PortSetting3=9600,n,8,1

;----- Messaging and Errors
ErrorLog=dsign.err
;Debug=No
;MessageMode=SILENT
;DebugMode=SILENT
Debug=Yes
MessageMode=EXTENSIVE
DebugMode=EXTENSIVE

FONTS

```

Configuring the AccessVia Files for Oracle Application Server

The Oracle Application Server looks for the database pointer in the SGCONFIG table. If it fails to find it, it looks into its current directory, %ORACLE_HOME%\j2ee\home. You can alter the behavior of AccessVia by updating the database appropriately:

1. Locate the SGCONFIG table.
2. For Oracle Application Server, make certain the FCONFIGPARAMVALUE column in the SCONFIG table is set to
%ORACLE_HOME%\j2ee\home\dsign.ini or the location of the AccessVia.ini file, if it differs from that.
3. Set the parameter AccessViaIniFilePath =
%ORACLE_HOME%\j2ee\home\dsign.ini.

Setting the Path Variable for the AccessVia Print Engine

The Path environment variable must point to the location of the AccessVia Print engine.

Note: The dll files in <AccessVia_install_dir>\program must be equivalent to the ones in %ORACLE_HOME%\BIN.

To modify the Path variable:

- Use the following command:

```
Set Path = %Path%;%ORACLE_HOME%;%ORACLE_HOME%\BIN;  
c:<AccessVia_install_dir>\program
```
- Use the control panel:
 1. Select **Start**, then **Control Panel**, and then **System**. The System Properties box opens.
 2. Select the **Advanced** tab.
 3. Click **Environment Variables**.
 4. Edit the Path variable to append the AccessVia Print engine location.

Testing the AccessVia Print Engine

After Back Office is installed and all of the previous steps have been completed, test the AccessVia Print engine.

To test AccessVia in Oracle 10g:

1. Compile the test program by executing the command
<AccessVia_install_dir>\test\compileTest.bat. This file may need to be updated to meet your configuration.
2. Run the test program by executing
<AccessVia_install_dir>\test\runTest.bat. This file may need to be updated to meet your configuration.

3. The template SALTEMP prints.
 - If you are getting lib not found, the required dll is not in the system path.
 - If you are getting unsatisfiedLinkerror, the dSIGN dlls and SDK dll do not match.

Troubleshooting

In the event of a failed attempt to print, the following error message may appear.

MalformedInputException

The templates required by AccessVia are included in a comma-separated .csv file. If that file fails to import, printing cannot occur and a MalformedInputException occurs.

To correct a MalformedInputException error:

1. Determine whether the application is using UTF-8 encoding by examining the environment variable that specifies locale (LANG or LC_ALL) to see if it ends with .UTF-8 (for example, en_US.UTF-8).
2. Remove the .UTF-8 suffix and set LANG to en_US.

Configuring the AccessVia Print Engine for Labels and Tags on the IBM Stack

In order to use the Labels and Tags functionality of Back Office, you need to install the AccessVia product and configure the AccessVia Print engine.

Before configuring the AccessVia Print engine, you must have completed the following procedures:

- The installation and configuration of all prerequisite software including the AccessVia product and the database server.
- The installation of the database and creation of the database schema.
- The installation of the application server.
- The installation of the printer.

Configuring the AccessVia Print engine includes the following tasks:

- ["Configuring the Database for the AccessVia Print Engine"](#)
- ["Creating the AccessVia Print Engine .ini File"](#)
- ["Setting the Library Path Variable for the AccessVia Print Engine"](#)
- ["Testing the AccessVia Print Engine"](#)

In addition, to troubleshoot printing errors see ["Troubleshooting"](#) in [Chapter 4](#).

Configuring the Database for the AccessVia Print Engine

Because Labels and Tags needs to access data from Back Office, AccessVia requires open database connectivity (ODBC) to the Back Office database. AccessVia stores template information in the following Back Office data tables:

- SGFORM—This table stores templates.
- SGELEM—This table stores template attributes.
- SGSQL—This table stores .zip files of SQL, which fetch template data at the time of printing.
- SGCONFIG—This table stores the paths for .ini files required by AccessVia.

Configuring ODBC for DB2

Follow this procedure to configure DB2 in a Linux environment. Before configuring, you must have completed the following procedures:

- The DB2 client software must be installed and configured.
- The database must be catalogued.
- DB2 CLI must be enabled.

To configure ODBC for DB2:

1. Create an `.odbc.ini` file:

- a. Find the home directory of the DB2 user.**

```
/home/<db2 user>
```

- b. Create the `.odbc.ini` file in that directory.**

```
/home/<db2 user>/.odbc.ini
```

- c. Add the following lines to the file:**

```
[ODBC Data Source]
<db2 instance>=IBM DB2 ODBC DRIVER
[<db2 instance>]
Driver=/home/<db2 user>/sqllib/lib/libdb2.so
Description=<DB2 ODBC Database>
```

2. Modify the `db2cli.ini` file:

- a. Find the `db2cli.ini` file.**

```
/home/<db2 user>/sqllib/cfg/db2cli.ini
```

- b. Add the following lines to the file:**

```
[SLM]
uid=<db2 user>
pwd=<password for db2 user>
autocommit=0
TableType=" 'TABLE', 'VIEW', 'SYSTEM TABLE' "
DBALIAS=<db2 instance>
DESCRIPTION=SLM
```

3. Set up the DB2 user profile:

- a. Find the `.profile` file.**

```
/home/<db2 user>/.profile
```

- b. Add the following lines to the file:**

```
#[IBM DB2 ODBC DRIVER]
Driver=/home/<db2 user>/sqllib/lib/libdb2.so
DB2INSTANCE=<db2 user>
export ODBCINI=/home/<db2 user>/.odbc.ini
```

4. Enable the DB2 user to connect to DB2 as a client. Run the following command:

```
./home/<db2 user>/sqllib/db2profile
```

5. Test the configuration:

At the command prompt, enter db2. The DB2 command prompt is displayed.

Setting Up the Directory Structure for IBM WebSphere

The AccessVia program files and environment must be accessible to the application server. The directory that contains the files and libraries is referred to as `<AccessVia_install_dir>` for the remainder of this chapter.

Creating the AccessVia Print Engine .ini File

The AccessVia Print engine requires an .ini file for configuration. This file controls all AccessVia operations and includes the settings for printers, resource paths (fonts and graphics), data source to be used, and so on. For information on the file contents, see [".ini File Settings"](#).

The default name for the AccessVia .ini file is `design.ini`. That name is used to refer to it throughout this chapter.

To create the AccessVia configuration file:

1. Create an .ini file. For an example of an .ini file, see [.ini File Prototype](#) in [Chapter 4](#).
2. Save your .ini file at `<AccessVia_install_dir>\program` and `<AccessVia_install_dir>\test`.

.ini File Settings

This file contains a series of settings:

- Path settings—These are used by the AccessVia APIs to fetch appropriate attributes at the time of printing. These paths, which are located in the `System Setup` section, lead to the following directories in `<AccessVia_install_dir>`:

- `dst`—This is the user directory. It should include subdirectories for data, images, and fonts. The `FormatPath`, `WorkPath`, and `Userpath` for the `[STARTUP]` section of the .ini file lead to this directory.
 - `data`—The `DataPath` for the `[STARTUP]` section leads to this directory. Put all necessary data here.
 - `images`—The `GraphicPath` for the `[STARTUP]` section leads to this directory. Put all necessary graphic images here.
 - `fonts`—The `FontPath` for the `[STARTUP]` section leads to this directory. Put all necessary fonts here.

Default fonts are stored in the system directory. If you choose to store your fonts in the `fonts` directory, make the appropriate reference in the `design.ini` file.

- `program`—The program directory must include all the AccessVia Print engine libraries. The libraries can be copied from the `<AccessVia_install_dir>` directory. The `ExePath` for the `[STARTUP]` section leads to this directory.

Add this directory to the system path so that all dll files will be public.

- **system**—The system directory must include all system files. The files can be copied from the `<AccessVia_install_dir>/windows/system` directory. The `SystemPath` for the `[STARTUP]` section leads to this directory.
- **test**—The test directory contains utilities to verify the ODBC and printing capabilities.

`GraphicPath`, `FontPath`, and `ExePath` must point to individual folders. The remaining paths can point to a common folder because they are not used as often. In order for `UserPath` to be functional, Back Office must have write permission to the `dst` directory.

- **DataPath**—This must point to the folder that contains all the necessary data (data).
- **GraphicPath**—This must point to the folder that contains all images required for the print templates (images).
- **FontPath**—This must point to the folder that contains all the font files required by the print templates (fonts).
- **UserPath**—This must point to the user directory (`dst`).
- **ExePath**—This must point to the folder that contains all AccessVia .dll files (program).
- **SystemPath**—This must point to the folder that contains all necessary system files (system).
- **WorkPath**—This must point to the folder used by AccessVia APIs to write temp files during the printing process.
- **Printer settings**—These are the printer attributes. They are located in the `Printer Setup` section. Most of them are the same as the system printer settings. `PrintFile`, `PrintToFile`, and `PrinterName` are the most important attributes; the remaining ones can use default settings.
 - `PrinterPort=WS:`
 - `PrintFile=<<AccessVia_install_dir>>/temp/output.prn`
 - `PrintToFile= No`. However, for initial testing, you can arrange for templates to be printed in an output file (`PrintFile`) by setting `PrintToFile` to `Yes`.
 - `PrinterDriver=POSTSCRIPT`. The AccessVia Print engine prefers PostScript printers to PCL printers.
 - `PrinterName=Lexmark Optra T` (or the default printer)
 - `PortSetting1=172.16.34.12`. This printer IP address has proven successful for Oracle Retail network printers.
 - `PortSetting2=9100`. This port has proven successful for Oracle Retail network printers.
- **Data source settings**—These provide AccessVia APIs with the location of templates and template data. These can be stored in the same place, in which case the two settings are identical. In the data sources, set the DSN name, database name, server name, user ID, and password correctly.
 - **DATABASE**—This is the data source for template data.
 - **FORMATS**—This is the data source for templates and template attributes.

Setting the Library Path Variable for the AccessVia Print Engine

The Library Path environment variable must point to the location of the AccessVia Print engine.

To modify the Library Path variable, use the following command:

```
export LD_LIBRARY_PATH = $LD_LIBRARY_PATH:<AccessVia_install_dir>/program
```

Testing the AccessVia Print Engine

After Back Office is installed and all of the previous steps have been completed, test the AccessVia Print engine.

To test AccessVia in DB2:

1. Compile the test program by executing the command
`<AccessVia_install_dir>/test/compileTest.sh`. This file may need to be updated to meet your configuration.
2. Run the test program by executing
`<AccessVia_install_dir>/test/runTest.sh`. This file may need to be updated to meet your configuration.
3. The template SALTEMP prints.
 - If you are getting lib not found, the required dll is not in the system path.
 - If you are getting unsatisfiedLinkerror, the dSIGN dlls and SDK dll do not match.

Troubleshooting

In the event of a failed attempt to print, the following error message may appear.

MalformedInputException

The templates required by AccessVia are included in a comma-separated .csv file. If that file fails to import, printing cannot occur and a MalformedInputException occurs.

To correct a MalformedInputException error:

1. Determine whether the application is using UTF-8 encoding by examining the environment variable that specifies locale (LANG or LC_ALL) to see if it ends with .UTF-8 (for example, en_US.UTF-8).
2. Remove the .UTF-8 suffix and set LANG to en_US.

Configuration for Firefox Browser

When Back Office is viewed from the Firefox browser, displayed graphs may not be updated correctly when you change users. To avoid this problem, disable image caching.

To disable image caching:

1. In the browser's address bar, enter **about:config**.
2. Scroll to the entry `browser.cache.memory.enable` and double-click it. A dialog box appears.
3. Change the value in the dialog box to **false**.
4. Click **OK**.
5. Restart the browser.

Appendix: Back Office Application Installer Screens for the Oracle Stack

You need the following details about your environment for the installer to successfully deploy the Back Office application, or the Back Office application with the Labels and Tags module, on the Oracle Stack. Depending on the options you select, you may not see some screens or fields.

For each field on a screen, a table is included in this appendix that describes the field. If you want to document any specific information about your environment for any field, a Notes row is provided in each table for saving that information.

Note: When installing the Back Office application with the Labels and Tags module, the title on the installer screens is Labels and Tags Installer. The content of the screens is the same for either installer.

Figure A–1 Introduction

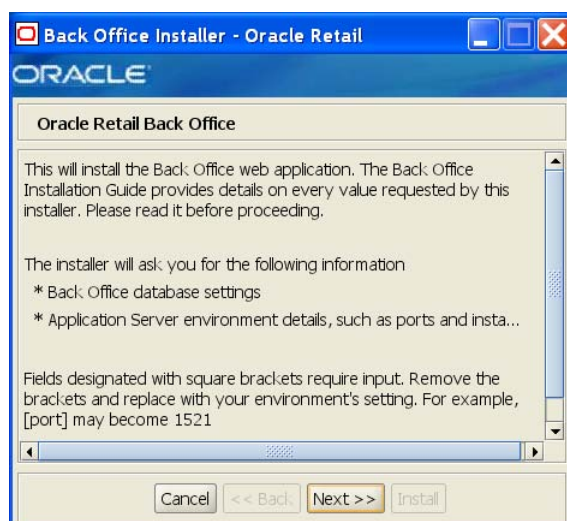


Figure A–2 Requirements

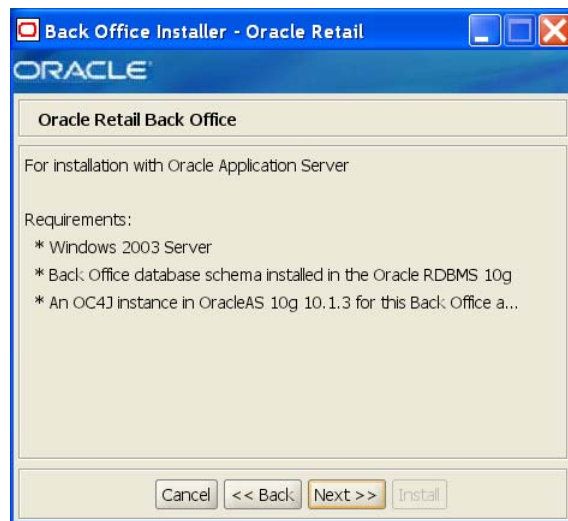
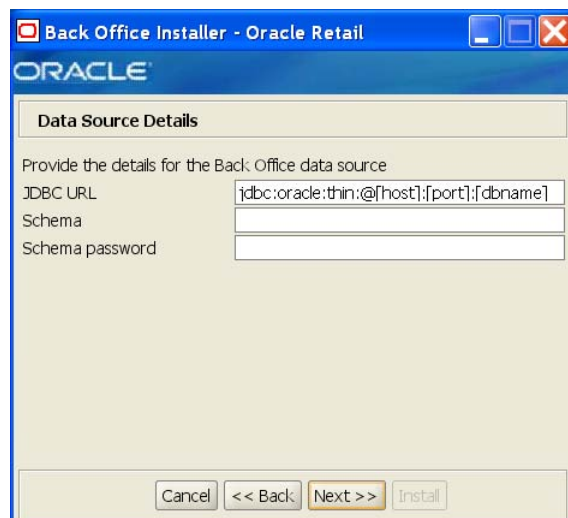


Figure A–3 Data Source Details



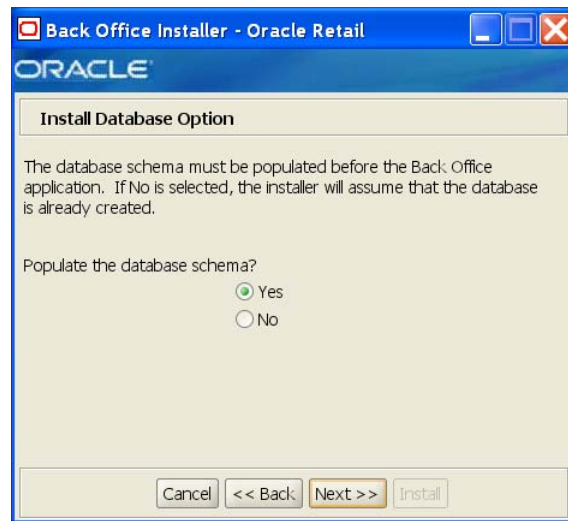
The fields on this screen are described in the following tables.

Field Title	JDBC URL
Field Description	URL used by the Back Office application to access the database schema. See Appendix E for the expected syntax.
Example	jdbc:oracle:thin:@myhost:1525:mydatabase
Notes	

Field Title	Schema
Field Description	Database schema user used by the Back Office application.
Example	DBUSER
Notes	

Field Title	Schema password
Field Description	Password for the Back Office schema user.
Notes	

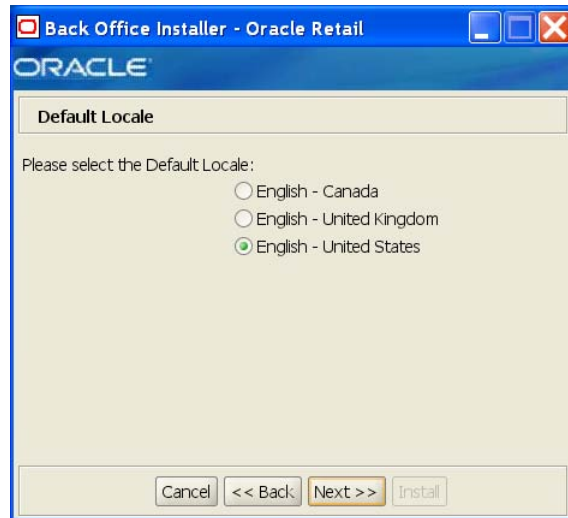
Figure A–4 *Install Database Option*



The field on this screen is described in the following table.

Field Title	Populate the database schema?
Field Description	The database schema must be populated before Oracle Application Server can be configured for Back Office. This screen gives you the option to leave the database schema unmodified and populate the database schema manually. This can be used if the database is already created. If you choose No, see "Populate the Database Schema" in Chapter 2 for the manual steps you need to perform after the installer completes.
Example	Yes
Notes	

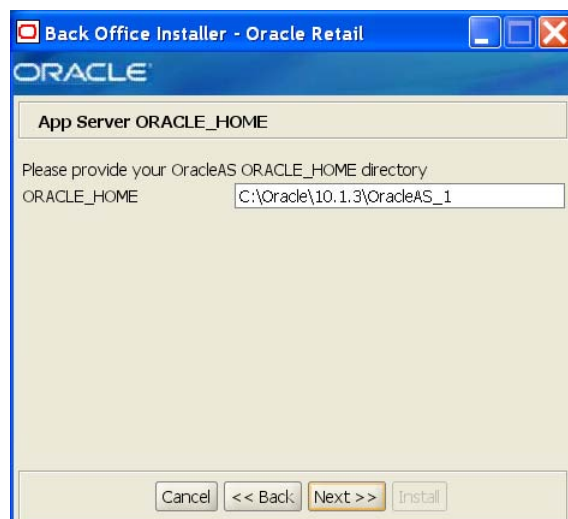
Figure A–5 Default Locale



The fields on this screen are described in the following table.

Field Title	Please select the Default Locale
Field Description	Limited locale support in Back Office enables the date, time, currency, and calendar to be displayed in the format for the selected default locale.
Example	English - United States
Notes	

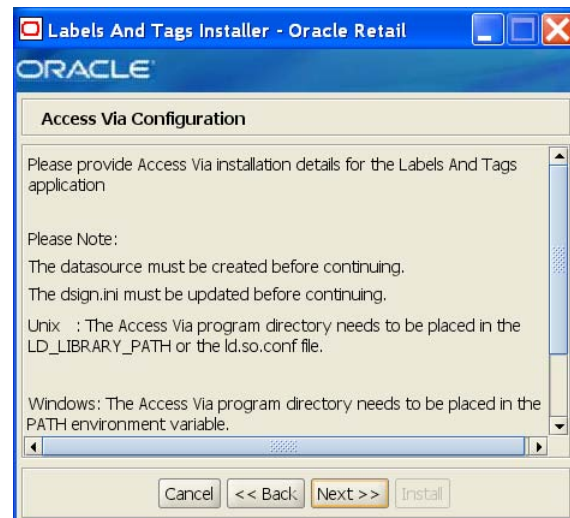
Figure A–6 App Server ORACLE_HOME



The field on this screen is described in the following table.

Field Title	ORACLE_HOME
Field Description	ORACLE_HOME directory for the Oracle Application Server installation.
Example	C:\Oracle\10.1.3\OracleAS_1
Notes	

Figure A-7 Access Via Configuration



This screen is only displayed when installing Oracle Retail Back Office with the Labels and Tags module. The fields on this screen are described in the following tables.

Field Title	dJava.jar Path
Field Description	Path to the dJava.jar file.
Example	c:\accessvia\dJava.jar
Notes	

Field Title	dsign.ini Path
Field Description	Path to the AccessVia Print Engine configuration file.
Example	c:\accessvia\program\dsign.ini
Notes	

Figure A–8 Mail Session Details

Back Office Installer - Oracle Retail

ORACLE

Mail Session Details

Please provide mail server details for the Back Office application

SMTP host

Reply-To Address

From Address

Cancel << Back Next >> Install

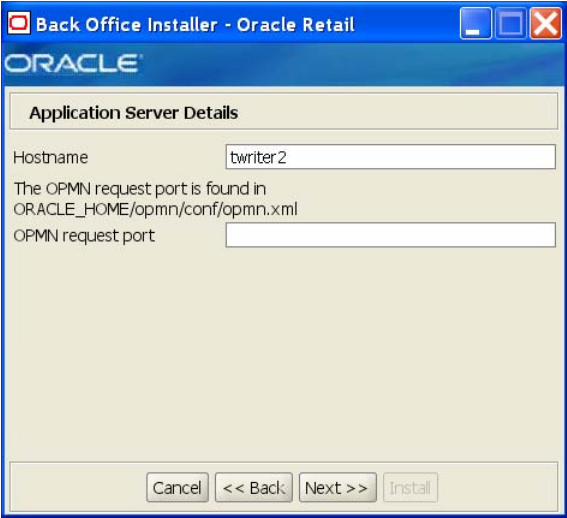
The fields on this screen are described in the following tables.

Field Title	SMTP host
Field Description	Host where the SMTP server is running.
Example	mail.mycompany.com
Notes	

Field Title	Reply-To Address
Field Description	Reply-to address in e-mails generated by Back Office.
Example	donotreply@mycompany.com
Notes	

Field Title	From Address
Field Description	From address in e-mails generated by Back Office.
Example	donotreply@mycompany.com
Notes	

Figure A-9 Application Server Details

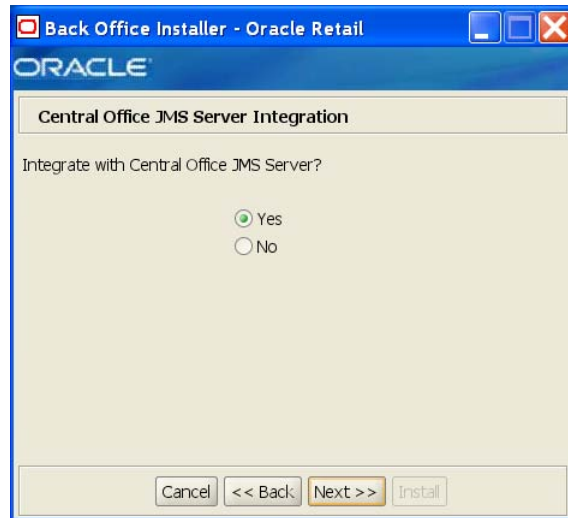


The fields on this screen are described in the following tables.

Field Title	Hostname
Field Description	Hostname of the application server.
Example	myhost
Notes	

Field Title	OPMN request port
Field Description	Port on which OPMN listens for requests to forward on to OC4J instances. This port can be found in the ORACLE_HOME\opmn\conf\opmn.xml file: <port local="6100" remote="6200" request="6003"/>
Example	6003
Notes	

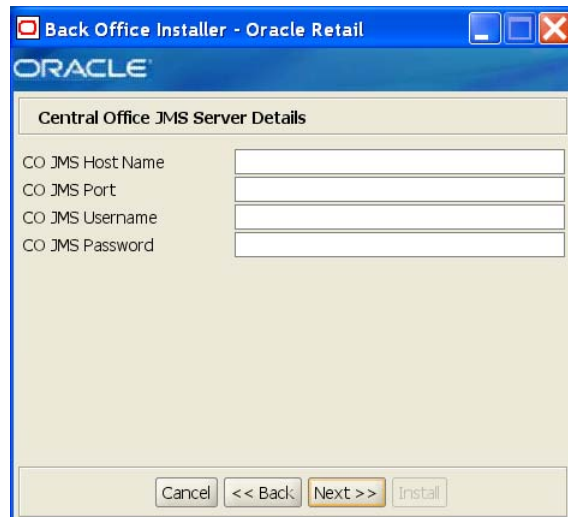
Figure A–10 Central Office JMS Server Integration



The field on this screen is described in the following table.

Field Title	Integrate with Central Office JMS Server?
Field Description	This screen gives you the option to integrate the Back Office application with a Central Office JMS server.
Example	Yes
Notes	

Figure A–11 Central Office JMS Server Details



This screen is only displayed if **Yes** is selected on the Central Office JMS Server Integration screen. The fields on this screen are described in the following tables.

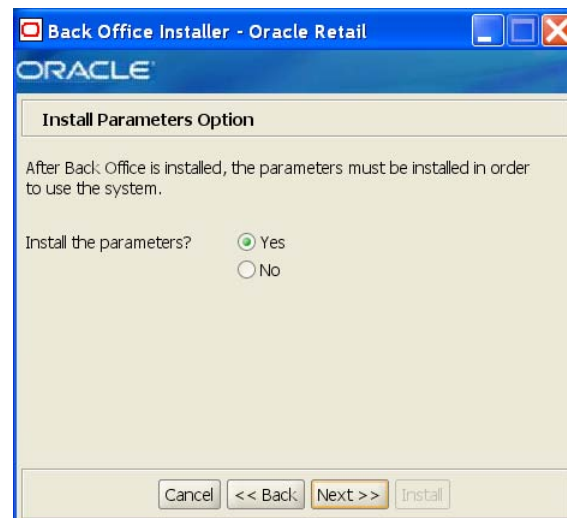
Field Title	CO JMS Server Name
Field Description	Name of the Central Office JMS server. Note: Always use the actual hostname and not the IP address or "localhost". There may be problems integrating with Point-of-Service if the actual hostname is not used.
Example	Server1
Notes	

Field Title	CO JMS Server Port
Field Description	Port number used by the Central Office JMS server.
Example	12602
Notes	

Field Title	CO JMS Username
Field Description	User name of the admin user for the OC4J instance to which the Central Office application is being deployed.
Example	myuser
Notes	

Field Title	CO JMS Password
Field Description	Password for the OC4J admin user. You chose this password when you created the OC4J instance.
Example	mypassword
Notes	

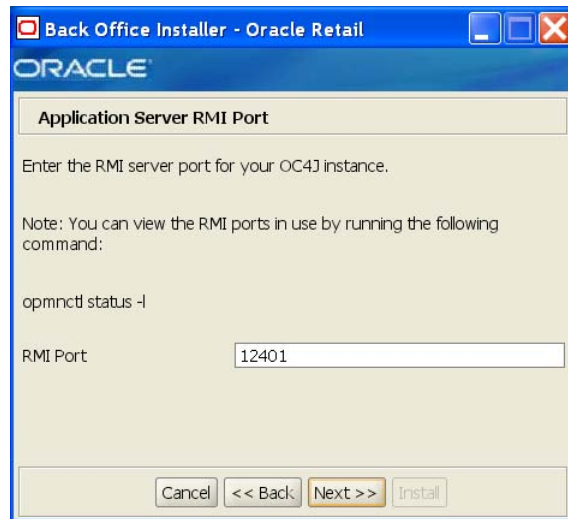
Figure A–12 *Install Parameters Options*



The field on this screen is described in the following table.

Field Title	Install the parameters?
Field Description	The application parameters must be set up before Back Office can be used. This screen gives you the option to set up the parameters manually. If you choose No, see "Install Parameters" in Chapter 2 for the manual steps you need to perform after the installer completes.
Example	Yes
Notes	

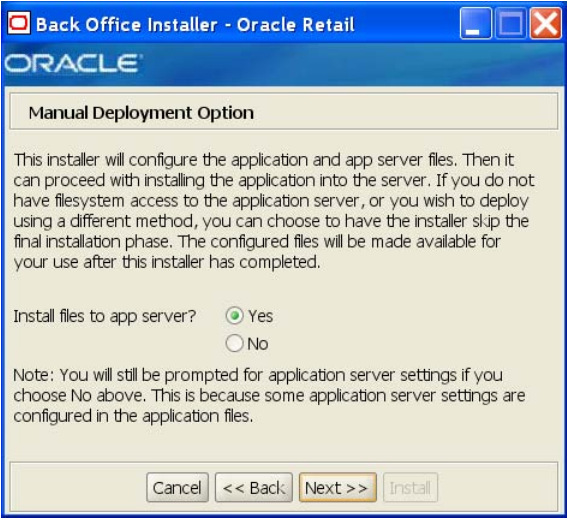
Figure A-13 Application Server RMI Port



This screen is only if **Yes** is selected for the Install the Parameters option. The field on this screen is described in the following table.

Field Title	RMI Port
Field Description	Port to be used for installing parameters. This port can be found in the ORACLE_HOME\opmn\conf\opmn.xml file.
Example	12402
Notes	

Figure A-14 Manual Deployment Option



The field on this screen is described in the following table.

Field Title	Install files to app server?
Field Description	By default, the installer will deploy the ear file and copy files under the application server ORACLE_HOME. This screen gives you the option to leave ORACLE_HOME unmodified and configure the application in the staging area for use in a manual installation at a later time. This option can be used in situations where modifications to files under ORACLE_HOME must be reviewed by another party before being applied. If you choose No, see "Manual Deployment Option" in Chapter 2 for the manual steps you need to perform after the installer completes.
Example	Yes
Notes	

Figure A-15 Application Deployment Details

Back Office Installer - Oracle Retail

Application Deployment Details

The default values shown below are examples

Enter the deployment name for the Back Office application. This is the name by which the application will be identified in the application server.

App Deployment Name

Enter the web context root for this application. The web URL used to access the application will be `http://server:port/contextroot/index.jsp`

Context Root

Enter the name of the OC4J instance to which the Back Office application will be deployed

OC4J instance

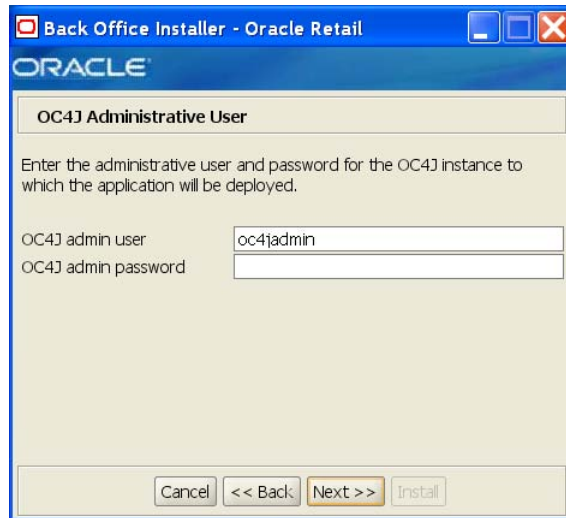
The fields on this screen are described in the following tables.

Field Title	App Deployment Name
Field Description	Name by which this Back Office application will be identified in the application server.
Example	BackOffice
Notes	

Field Title	Context Root
Field Description	Path under the HTTP URL that will be used to access the Back Office application. For example, a context root of 'backoffice' will result in the application being accessed at <code>http://host:port/backoffice/index.jsp</code> .
Example	backoffice
Notes	

Field Title	OC4J Instance
Field Description	Name of the OC4J instance that was created for this Back Office application.
Example	orbo-inst For Back Office with the Labels and Tags module, an example would be orlat-inst.
Notes	

Figure A–16 OC4J Administrative User

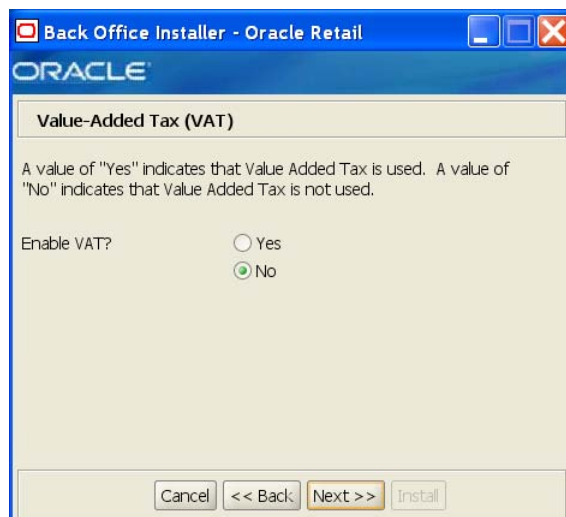


The fields on this screen are described in the following tables.

Field Title	OC4J admin user
Field Description	Username of the admin user for the OC4J instance to which the Back Office application is being deployed.
Example	oc4jadmin
Notes	

Field Title	OC4J admin password
Field Description	Password for the OC4J admin user. You chose this password when you created the OC4J instance.
Notes	

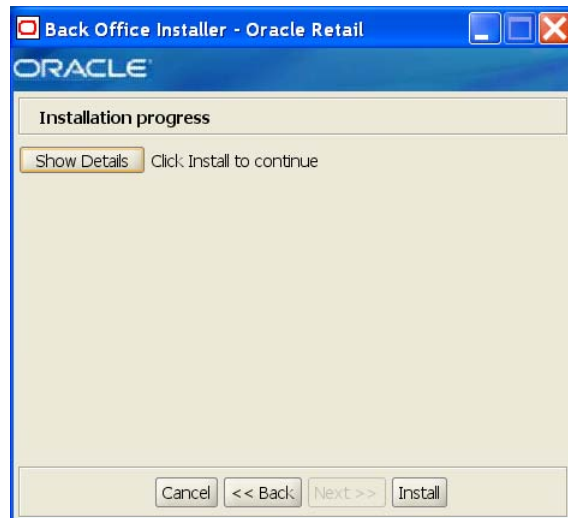
Figure A–17 Value-Added Tax (VAT)



The field on this screen is described in the following table.

Field Title	Enable VAT?
Field Description	Sets whether Value-Added Tax is used in Back Office. ■ To enable Back Office to use VAT, choose Yes. ■ To not use VAT, choose No.
Example	No
Notes	

Figure A–18 *Installation Progress*



Appendix: Back Office Application Installer Screens for the IBM Stack

You need the following details about your environment for the installer to successfully deploy the Back Office application, or the Back Office application with the Labels and Tags module, on the IBM Stack. Depending on the options you select, you may not see some screens or fields.

For each field on a screen, a table is included in this appendix that describes the field. If you want to document any specific information about your environment for any field, a Notes row is provided in each table for saving that information.

Note: When installing the Back Office application with the Labels and Tags module, the title on the installer screens is Labels and Tags Installer. The content of the screens is the same for either installer.

Figure B-1 Introduction

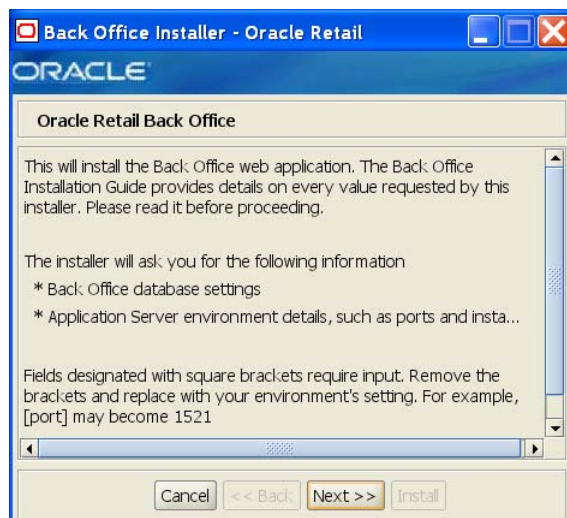


Figure B–2 Requirements

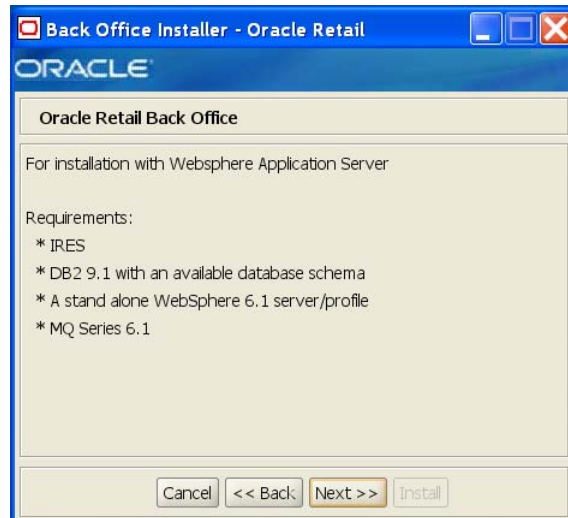
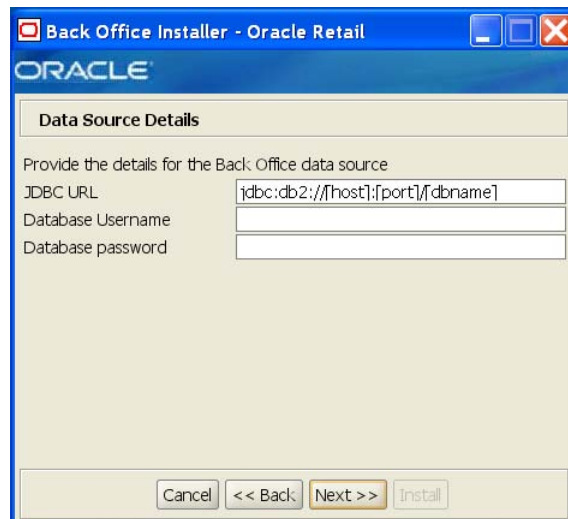


Figure B–3 Data Source Details



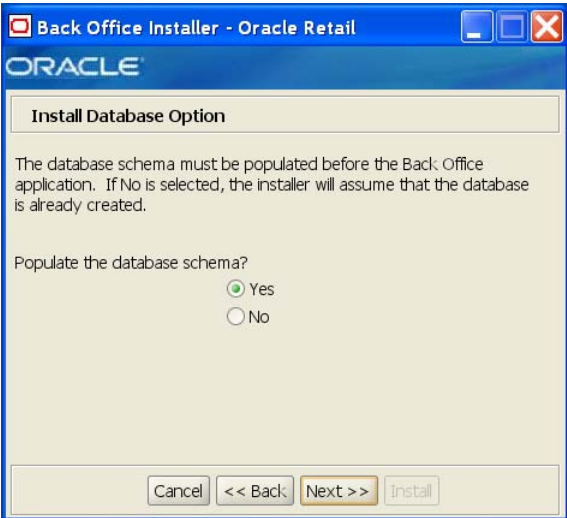
The fields on this screen are described in the following tables.

Field Title	JDBC URL
Field Description	URL used by the Back Office application to access the database schema. See Appendix E for the expected syntax.
Example	jdbc:db2://myhost:50001/mydb
Notes	

Field Title	Schema
Field Description	Database schema user used by the Back Office application.
Example	DBUSER
Notes	

Field Title	Schema password
Field Description	Password for the Back Office schema user.
Notes	

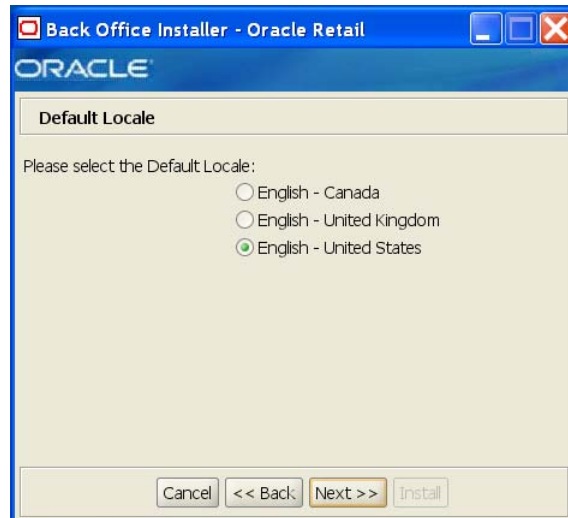
Figure B-4 *Install Database Option*



The field on this screen is described in the following table.

Field Title	Populate the database schema?
Field Description	The database schema must be populated before WebSphere can be configured for Back Office. This screen gives you the option to leave the database schema unmodified and populate the database schema manually. This can be used if the database is already created. If you choose No, see "Populate the Database Schema" in Chapter 3 for the manual steps you need to perform after the installer completes.
Example	Yes
Notes	

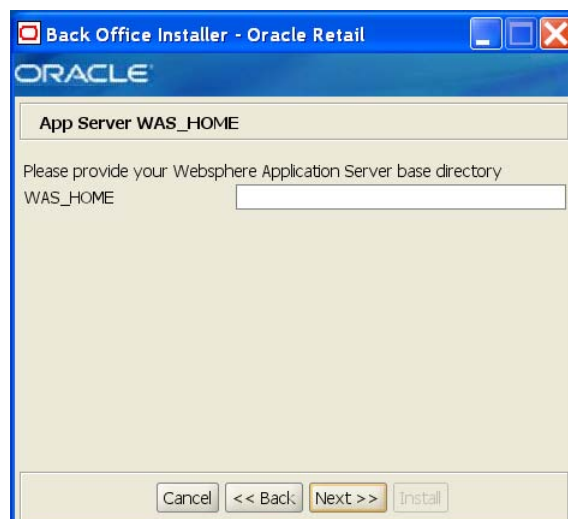
Figure B–5 Default Locale



The fields on this screen are described in the following table.

Field Title	Please select the Default Locale
Field Description	Limited locale support in Back Office enables the date, time, currency, and calendar to be displayed in the format for the selected default locale.
Example	English - United States
Notes	

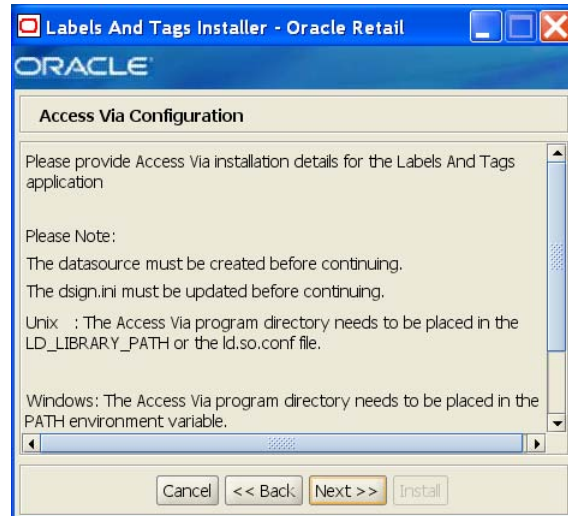
Figure B–6 App Server WAS_HOME



The field on this screen is described in the following table.

Field Title	WAS_HOME
Field Description	Base directory for the WebSphere Application Server installation.
Example	/opt/IBM/WebSphere/AppServer
Notes	

Figure B-7 Access Via Configuration

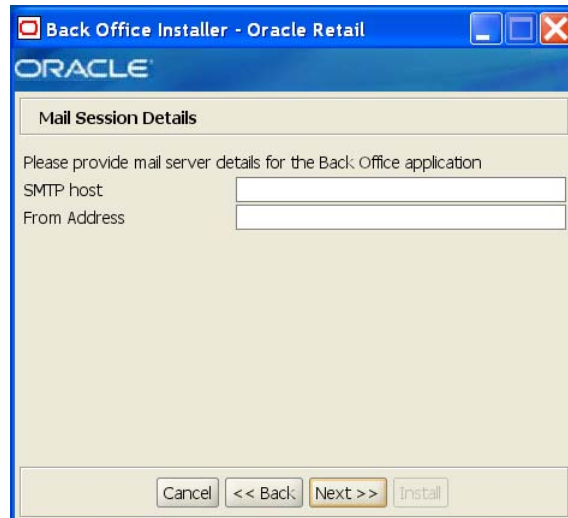


This screen is only displayed when installing Oracle Retail Back Office with the Labels and Tags module. The fields on this screen are described in the following tables.

Field Title	dJava.jar Path
Field Description	Path to the dJava.jar file.
Example	/opt/accessvia/dJava.jar
Notes	

Field Title	dsign.ini Path
Field Description	Path to the AccessVia Print Engine configuration file.
Example	/opt/accessvia/program/dsign.ini
Notes	

Figure B–8 Mail Session Details

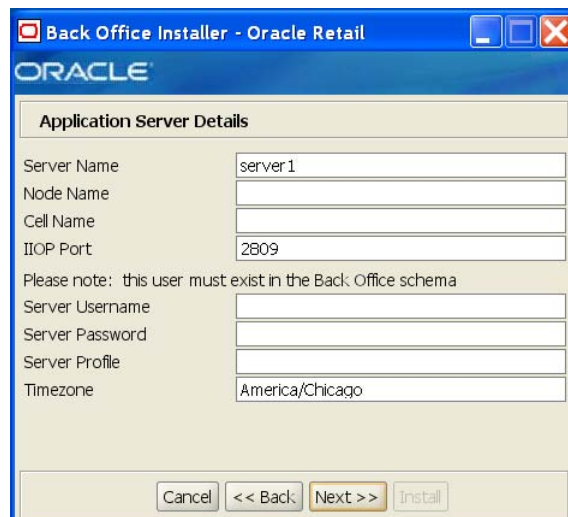


The fields on this screen are described in the following tables.

Field Title	SMTP host
Field Description	Host where the SMTP server is running.
Example	mail.mycompany.com
Notes	

Field Title	From Address
Field Description	From address in e-mails generated by Back Office.
Example	donotreply@mycompany.com
Notes	

Figure B–9 Application Server Details



The fields on this screen are described in the following tables.

Field Title	Server Name
Field Description	Name of the WebSphere server.
Example	server1
Notes	

Field Title	Node Name
Field Description	Name of the WebSphere node.
Example	myhostNode01
Notes	

Field Title	Cell Name
Field Description	Name of the WebSphere cell.
Example	myhostNode01Cell
Notes	

Field Title	IIOp port
Field Description	IIOp/BOOTSTRAP_ADDRESS port of the WebSphere server. This port can be found in the <code><WAS_HOME>/profiles/<profile name>/properties/portdef.props</code> file.
Example	2809
Notes	

Field Title	Server Username
Field Description	User name for the WebSphere server. This user must exist in the Back Office schema.
Example	myuser
Notes	

Field Title	Server Password
Field Description	Password for the WebSphere server.
Example	mypassword
Notes	

Field Title	Server Profile
Field Description	Name of the WebSphere profile.
Example	AppSrv01
Notes	

Field Title	Timezone
Field Description	Time zone where this server is running.
Example	America/Chicago
Notes	

Figure B–10 JMS Server Details

The screenshot shows a window titled "Back Office Installer - Oracle Retail". Inside, there's a tab labeled "JMS Server Details". Below the tab are five input fields with labels to their left: "JMS Host Name", "JMS Port", "JMS Username", "JMS Password", and "JMS Queue Manager". The "JMS Port" field contains the value "1414", and the "JMS Queue Manager" field contains "bo.queue.manager". At the bottom of the window, there are four buttons: "Cancel", "<< Back", "Next >>", and "Install".

The fields on this screen are described in the following tables.

Field Title	JMS Host Name
Field Description	Name of the JMS server. Note: Always use the actual hostname and not the IP address or "localhost". There may be problems integrating with Point-of-Service if the actual hostname is not used.
Example	myhost
Notes	

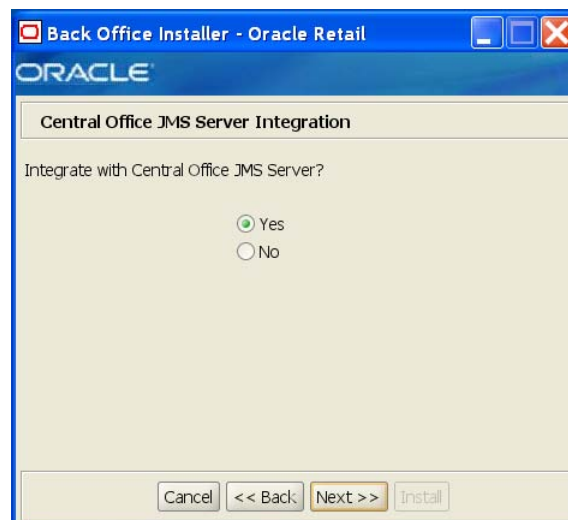
Field Title	JMS Port
Field Description	Port number used by the JMS server.
Example	1414
Notes	

Field Title	JMS Username
Field Description	User name for the JMS server. This user must exist in the Back Office schema.
Example	myuser
Notes	

Field Title	JMS Password
Field Description	Password for the JMS server.
Example	mypassword
Notes	

Field Title	JMS Queue Manager
Field Description	Name of the JMS queue manager.
Example	bo.queue.manager
Notes	

Figure B–11 Central Office JMS Server Integration



The field on this screen is described in the following table.

Field Title	Integrate with Central Office JMS Server?
Field Description	This screen gives you the option to integrate the Back Office application with a Central Office JMS server.
Example	Yes
Notes	

Figure B–12 Central Office JMS Server Details

The screenshot shows a window titled "Back Office Installer - Oracle Retail". Inside the window, there is a section titled "Central Office JMS Server Details". Below this title, there are five input fields with labels: "CO JMS Host Name", "CO JMS Port", "CO JMS Username", "CO JMS Password", and "CO JMS Queue Manager". At the bottom of the window, there are four buttons: "Cancel", "<< Back", "Next >>", and "Install".

This screen is only displayed if **Yes** is selected on the Central Office JMS Server Integration screen. The fields on this screen are described in the following tables.

Field Title	CO JMS Server Name
Field Description	Name of the Central Office JMS server. Note: Always use the actual hostname and not the IP address or "localhost". There may be problems integrating with Point-of-Service if the actual hostname is not used.
Example	Server1
Notes	

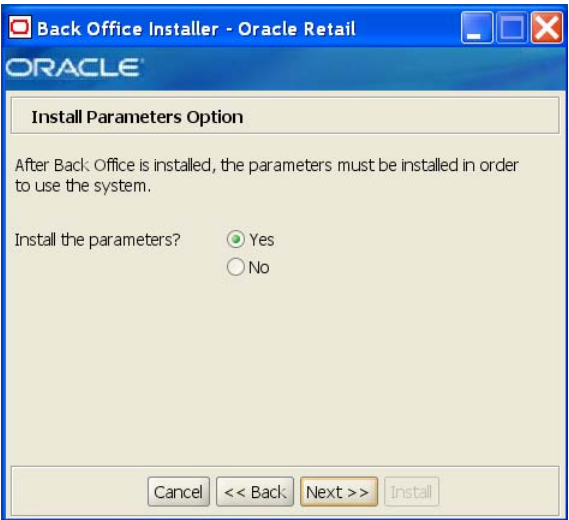
Field Title	CO JMS Server Port
Field Description	Port number used by the Central Office JMS server.
Example	1414
Notes	

Field Title	CO JMS Username
Field Description	User name for the Central Office JMS server. This user must exist in the operating system where Central Office is running and the user must be in the mqm group.
Example	myuser
Notes	

Field Title	CO JMS Password
Field Description	Password for the user name entered in the CO JMS Username field.
Example	mypassword
Notes	

Field Title	CO JMS Queue Manager
Field Description	Name of the Central Office JMS queue manager.
Example	co.queue.manager
Notes	

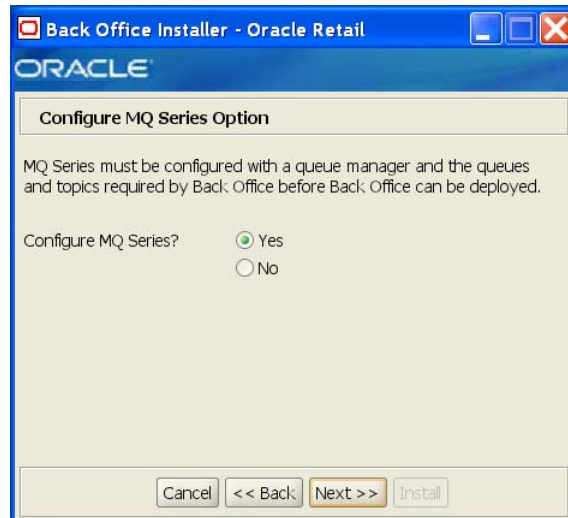
Figure B-13 *Install Parameters Option*



The field on this screen is described in the following table.

Field Title	Install the parameters?
Field Description	The application parameters must be set up before Back Office can be used. This screen gives you the option to set up the parameters manually. If you choose No, see "Install Parameters" in Chapter 3 for the manual steps you need to perform after the installer completes.
Example	Yes
Notes	

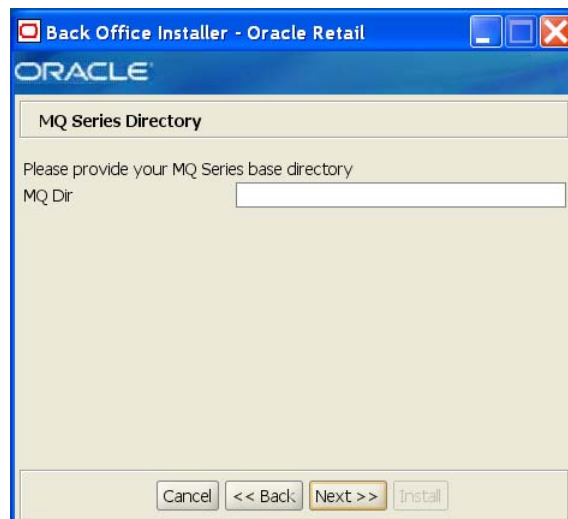
Figure B–14 Configure MQ Series Option



The field on this screen is described in the following table.

Field Title	Configure MQ Series?
Field Description	MQ Series must be configured with a queue manager and the queues and topics required by Back Office before Back Office can be deployed. This screen gives you the option to configure MQ Series manually. If you choose No, see "Configure MQ Series" in Chapter 3 for the manual steps you need to perform after the installer completes.
Example	Yes
Notes	

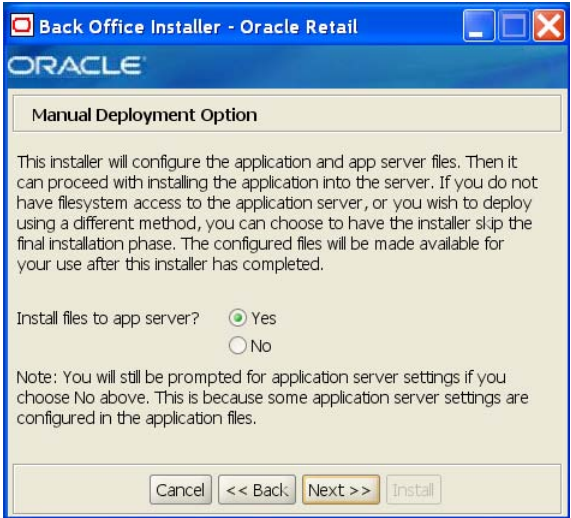
Figure B–15 MQ Series Directory



This screen is only displayed if **Yes** is selected on the Configure MQ Series Option screen. The field on this screen is described in the following table.

Field Title	MQ Dir
Field Description	Base directory for MQ Series.
Example	/opt/mqm
Notes	

Figure B–16 Manual Deployment Option



The field on this screen is described in the following table.

Field Title	Install files to app server?
Field Description	By default, the installer will deploy the ear file. This screen gives you the option to configure the application in the staging area for use in a manual installation at a later time. This option can be used in situations where modifications to the deployed files must be reviewed by another party before being applied. If you choose No, see "Manual Deployment Option" in Chapter 3 for the manual steps you need to perform after the installer completes.
Example	Yes
Notes	

Figure B–17 Application Deployment Details

Back Office Installer - Oracle Retail

ORACLE

Application Deployment Details

The default values shown below are examples

Enter the deployment name for the Back Office application. This is the name by which the application will be identified in the application server.

App Deployment Name

Enter the web context root for this application. The web URL used to access the application will be http://server:port/contextroot/index.jsp

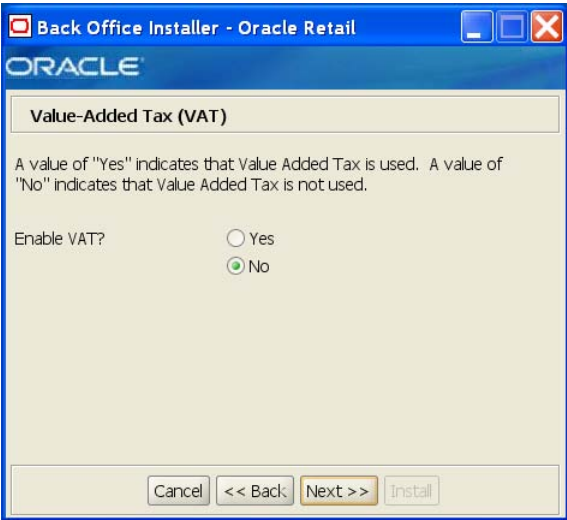
Context Root

The fields on this screen are described in the following tables.

Field Title	App Deployment Name
Field Description	Name by which this Back Office application will be identified in the application server.
Example	BackOffice
Notes	

Field Title	Context Root
Field Description	Path under the HTTP URL that will be used to access the Back Office application. For example, a context root of 'backoffice' will result in the application being accessed at http://host:port/backoffice/index.jsp.
Example	backoffice
Notes	

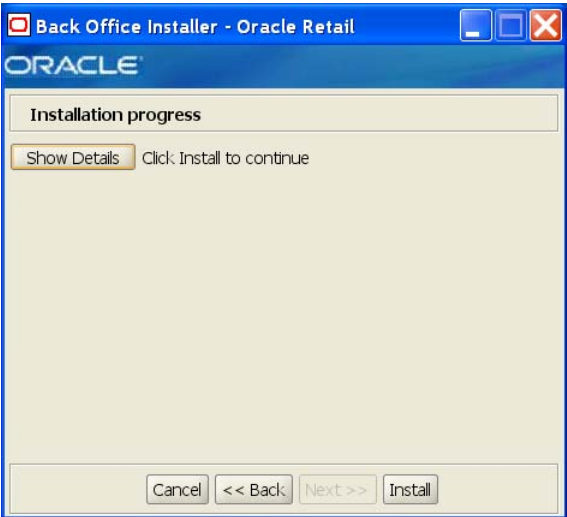
Figure B–18 Value-Added Tax (VAT)



The field on this screen is described in the following table.

Field Title	Enable VAT?
Field Description	Sets whether Value-Added Tax is used in Back Office. ■ To enable Back Office to use VAT, choose Yes. ■ To not use VAT, choose No.
Example	No
Notes	

Figure B–19 Installation Progress



Appendix: Installer Silent Mode

In addition to the GUI and text interfaces of the Back Office installer, there is a silent mode that can be run. This mode is useful if you wish to run a new installation and use the settings you provided in a previous installation. It is also useful if you encounter errors in the middle of an installation and wish to continue after resolving them.

The installer runs in two distinct phases. The first phase involves gathering settings from the user. At the end of the first phase, a properties file named `ant.install.properties` is created with the settings that were provided. In the second phase, this properties file is used to provide your settings for the installation.

To skip the first phase and re-use the `ant.install.properties` file from a previous run, follow these instructions:

1. Edit the `ant.install.properties` file and correct any invalid settings that may have caused the installer to fail in its previous run.
2. Run the installer again with the silent argument.

```
install.sh silent [oracle | websphere]
```

Appendix: Reinstalling Back Office

Back Office does not provide the capability to uninstall and reinstall the application. If you need to run the Back Office installer again, perform the following steps.

Reinstalling Back Office on the Oracle Stack

To reinstall:

1. Stop the OC4J Back Office instance.
2. Delete the instance.
3. Recreate the OC4J Back Office instance.
4. Start the instance.
5. Run the Back Office installer. For more information, see ["Run the Back Office Application Installer"](#) in [Chapter 2](#).

Reinstalling Back Office on the IBM Stack

To reinstall:

1. Stop the WebSphere application server and profile.
2. Delete the profile.
3. Stop the queue manager, `bo.queue.manager`, and listeners.
4. Delete the queue manager.
5. Recreate the profile.
6. Start the WebSphere application server and profile.
7. Run the Back Office installer. For more information, see ["Run the Back Office Application Installer"](#) in [Chapter 3](#).

Appendix: URL Reference

Both the database schema and application installers for the Back Office product will ask for several different URLs. These include the following.

URLs for the Oracle Stack

The following URLs are used for the Oracle stack.

JDBC URL for a Database

Used by the Java application and by the installer to connect to the database.

Syntax: `jdbc:oracle:thin:@<host>:<port>:<sid>`

- `<host>`: hostname of the database server
- `<port>`: database listener port
- `<sid>`: system identifier for the database

For example, `jdbc:oracle:thin:@myhost:1525:mysid`

JNDI Provider URL for an Application

Used for server-to-server calls between applications.

Syntax: `opmn:ormi://<host>:<port>:<instance>/<app>`

- `<host>`: hostname of the OracleAS environment
- `<port>`: OPMN request port of the OracleAS environment. This can be found in the `<ORACLE_HOME>/opmn/conf/opmn.xml` file
- `<instance>`: name of the OC4J instance running the application
- `<app>`: deployment name for the application

For example, `opmn:ormi://myhost:6003:rpm-oc4j-instance/rpm12`

Note: The JNDI provider URL can have a different format depending on your cluster topology. Consult the Oracle Application Server documentation for further details.

Deployer URI

Used by the Oracle Ant tasks to deploy an application to an OC4J instance. The application installer does not ask the user for this value. It is constructed based on other inputs and written to the `ant.install.properties` file for input to the installation script. For repeat installations using silent mode, you may need to correct mistakes in the deployer URI.

Note: There are several different formats for the deployer URI depending on your cluster topology. Consult the Deploying with the OC4J Ant Tasks chapter of the OC4J Deployment Guide for further details.

Syntax (managed OC4J):

`deployer:cluster:opmn://<host>:<port>/<instance>`

- `<host>`: hostname of the OracleAS environment
- `<port>`: OPMN request port of the OracleAS environment. This can be found in the `<ORACLE_HOME>/opmn/conf/opmn.xml` file.
- `<instance>`: name of the OC4J instance where the application will be deployed

For example, `deployer:cluster:opmn://myhost:6003/orco-inst`

Syntax (standalone OC4J): `deployer:oc4j:<host>:<port>`

- `<host>`: hostname of the OracleAS environment
- `<port>`: RMI port of the OC4J server. This can be found in the `<ORACLE_HOME>/j2ee/home/config/rmi.xml` file.

For example, `deployer:oc4j:myhost:23791`

URLs for the IBM Stack

The following URLs are used for the IBM stack.

JDBC URL for a Database

Used by the Java application and by the installer to connect to the database.

Syntax: `jdbc:db2://<dbhost>:<dbport>:<dbname>`

- `<dbhost>`: hostname of the database server
- `<dbport>`: database listener port
- `<dbname>`: system identifier for the database

For example, `jdbc:db2://myhost:50000/mydatabase`

JNDI Provider URL for an Application

Used for server-to-server calls between applications.

Syntax: `corbaloc:iiop:<host>:<iiopport>`

- `<host>`: hostname of the WebSphere server
- `<iiopport>`: IIOP/BOOTSTRAP_ADDRESS port of the WebSphere server. This can be found in the `<WAS_HOME>/profiles/<profile_name>/properties/portdef.props` file.

For example, `corbaloc:iiop:myhost:2809`

Appendix: Common Installation Errors

This appendix describes some common errors encountered during installation of Back Office.

Unreadable Buttons in the Installer

If you are unable to read the text within the installer buttons, it probably means that your `JAVA_HOME` points to a pre-1.4.2 JDK. Set `JAVA_HOME` to a Java development kit of version 1.4.2 or later and run the installer again.

Installation Errors for the Oracle Stack Only

The following errors occur only when installing for the Oracle stack.

Oracle Application Server Forceful Shutdown

If an error occurs during installation, Oracle Application Server may not shutdown gracefully but will instead do a forceful shutdown. This is a known problem with Oracle Application Server.

You can use `opmnctl status` to check if the application server has stopped appropriately.

"Unable to get a deployment manager" Message

Symptom:

The application installer quits with the following error message:

```
[oracle:deploy] Unable to get a deployment manager.  
[oracle:deploy]  
[oracle:deploy] This is typically the result of an invalid deployer URI format  
being supplied, the target server not being in a started state or incorrect  
authentication details being supplied.  
[oracle:deploy]  
[oracle:deploy] More information is available by enabling logging -- please see  
the Oracle Containers for J2EE Configuration and Administration Guide for details.
```

Solution:

This error can be caused by any of the following conditions:

- OC4J instance provided is not running
- Incorrect OC4J instance name provided
- Incorrect OC4J administrative username, password, or both
- Incorrect OPMN request port provided

Make sure that the OC4J instance is running, and then check the `ant.install.properties` file for entry mistakes. Pay close attention to the `input.deployer.uri` (see [Appendix E](#)), `input.oc4j.instance`, `input.admin.user`, and `input.admin.password` properties. If you need to make a correction, you can run the installer again with this file as input by running silent mode (see [Appendix C](#)).

"Could not create system preferences directory" Warning

Symptom:

The following text appears in the installer Errors tab:

```
[May 22, 2006 11:16:39 AM java.util.prefs.FileSystemPreferences$3 run
WARNING: Could not create system preferences directory. System preferences are
unusable.
May 22, 2006 11:17:09 AM java.util.prefs.FileSystemPreferences
checkLockFile0ErrorCode
WARNING: Could not lock System prefs. Unix error code -264946424
```

Solution:

This is related to Java bug 4838770. The `/etc/.java/.systemPrefs` directory may not have been created on your system. See <http://bugs.sun.com> for details.

This is an issue with your installation of Java and does not affect the Oracle Retail product installation.

Installation Hangs at "Compiling EJB generated code"

Symptom:

The installer freezes for 10 minutes or more showing this as the last message:

```
[[myinstance.name] 06/11/17 16:51:57 Notification ==>Compiling EJB generated code
```

Solution:

Before cancelling the installation, check the OC4J log file. This file is usually located under `$ORACLE_HOME/opmn/logs` and is named after the OC4J instance. This could be a memory problem if you did not follow the steps to set the PermSize space. See ["Create a New OC4J Instance for Back Office"](#) in [Chapter 2](#).

"Failed to set the internal configuration" Message

Symptom:

The following text appears in the log file:

```
07/03/19 14:34:51 *** (SEVERE) Failed to set the internal configuration of the
OC4J JMS Server with: XMLJMServerConfig[file:/D:/10.1.3/OracleAS_1/
j2ee/home/config/jms.xml]
```

Solution:

Check the OC4J log file. This file is usually located under `$ORACLE_HOME/opmn/logs` and is named after the OC4J instance. A `NameNotFoundException` for `jms/XAQueueConnectionFactory` appears in the log.

To resolve the problem, do the following:

1. Shutdown the application server.
2. Delete the `OracleAS_1/j2ee/<OC4J instance>/persistence/<OC4J instance>_default_group_1/*.lock` file.
3. Restart the application server.

Appendix: Troubleshooting Problems on the Oracle Stack

This appendix contains information that may be useful if you encounter errors running Back Office for the first time after an install. These steps are performed by the installer. If you have problems, you may want to ensure the steps were successfully completed by the installer.

Creating a New OC4J Instance for Back Office

You can skip this section if you are redeploying to an existing OC4J instance.

To create a new OC4J instance:

1. Increase memory for the new OC4J instance by modifying %ORACLE_HOME%\opmn\conf\opmn.xml. Locate the OC4J instance you just created, and add the text, shown in bold in the following example, to the start-parameters section.

```
<process-type id="<orbo-inst>" module-id="OC4J" status="enabled">
  <module-data>
    <category id="start-parameters">
      <data id="java-options" value="-server -XX:PermSize=128m
-XX:MaxPermSize=256m -Djava.security.policy=$ORACLE_
HOME/j2ee/orbo-inst/config/java2.policy -Djava.awt.headless=true
-Dhttp.webdir.enabled=false"/>
    </category>
```

2. Set the -userThreads OC4J option by modifying %ORACLE_HOME%\opmn\conf\opmn.xml similar to the previous step. Add the text shown in bold in the following example:

```
<process-type id="<orbo-inst>" module-id="OC4J" status="enabled">
  <module-data>
    <category id="start-parameters">
      <data id="java-options" value="-server -XX:PermSize=128m
-XX:MaxPermSize=256m -Djava.security.policy=$ORACLE_
HOME/j2ee/orbo-inst/config/java2.policy -Djava.awt.headless=true
-Dhttp.webdir.enabled=false"/>
      <data id="oc4j-options" value="-userThreads"/>
    </category>
```

3. Reload OPMN for this change to take effect.

```
%ORACLE_HOME%\opmn\bin\opmnctl reload
```

4. Increase the transaction timeout for this OC4J instance:
 - a. Log into the Enterprise Manager application.
`http:\\<myhost>:<portnumber>\em`
 - b. Click on the OC4J instance that was just created.
`<orbo-inst>`
 - c. Click the Administration tab, and then the Transaction Manager (JTA) task.
 - d. Click the Administration tab of the Transaction Manager page.
 - e. Locate the Transaction Timeout field and increase it to at least 120 seconds.
 - f. Click **Apply** and then restart the OC4J instance.

Creating the Back Office Database Schema

The scripts that create the Back Office database schema can be run from the same staging directory as the application files. The database server can be on the same system as the application server or on a different system.

1. Create a user in the database:


```
create role APP_ROLE;

grant CREATE TABLE, CREATE VIEW, CREATE SEQUENCE, CREATE SYNONYM, CREATE
CLUSTER, CREATE DATABASE LINK, ALTER SESSION to APP_ROLE;

grant CONNECT, RESOURCE, APP_ROLE, SELECT_CATALOG_ROLE to <db_user>;
```
2. Change to the `<INSTALL_DIR>\backoffice\db` directory.
3. Set the JAVA_HOME and ANT_HOME environment variables. You can use the JDK and Ant that are installed with the Oracle Application Server.


```
JAVA_HOME=%ORACLE_HOME%\jdk; ANT_HOME=%ORACLE_HOME%\ant; export JAVA_HOME ANT_
HOME
```
4. Add %JAVA_HOME%\bin and %ANT_HOME%\bin to the front of the PATH environment variable.


```
PATH=%JAVA_HOME%\bin;%ANT_HOME%\bin;%PATH%; export PATH
```
5. Expand the backofficeDBInstall.jar file.


```
jar -xvf backofficeDBInstall.jar
```
6. Modify db.properties.
 - a. Verify that the following properties are set correctly:


```
db.product=oracle
db.app.server.product=oracleAS
```
 - b. Uncomment the Oracle properties and comment out properties for the other vendors such as DB2 and MS-SqlServer.

- c. Provide your database settings in the following properties:
 - db_user: database user under which tables will be created
 - db_password: password for db_user
 - db.jdbc-url: JDBC URL for your database
 - d. Set the `ora.home.dir` property to point to your OracleAS 10g installation.
 - e. Set the host name and port number for the `parameter.apphost` property to point to your Back Office installation.
 - f. To enable VAT functionality, uncomment the `tax.enableTaxInclusive` property in the tax properties section.
7. Run one of the available Ant targets to create the database schema and load data.
- `load_sql`: creates tables and other objects; calls `seed_data`, `test_data`, and `load_reports`
 - `seed_data`: loads seed data
 - `test_data`: loads test data
 - `load_reports`: loads report data

For example: `ant load_sql`

To specifically load the report data, use the following command:

```
ant -f db.xml load_reports
```

Configuring the AccessVia Files for Oracle Application Server

To configure the files for the application server:

1. Copy `dJava.jar` to the `<AccessVia_install_dir>` directory and to the `%ORACLE_HOME%\j2ee\home\applib` directory.
2. Copy the `<AccessVia_install_dir>\program\dsign.ini` file to the `%ORACLE_HOME%\j2ee\home` directory.
3. Copy the dll files from `<AccessVia_install_dir>\program\` into `%ORACLE_HOME%\opmn\bin`.

Loading the Initial Data for Labels and Tags

This step is performed after configuring and testing the AccessVia print engine. To load the initial data, use `ant init_labels`. Verify the data load by printing a sample item label.

Appendix: Installation Data Load

By default when running the installer, all of your test data is loaded into the database. Depending upon your configuration, the system may attempt to send the test data to Back Office.

If your system sends the transactions, it may need to run for 15 minutes. The system will complete loading the test data before sending any new transactions to Back Office.

If you prefer to load only seed data:

1. Stop the Back Office application.
2. Change to the `<INSTALL_DIR>/backoffice/db` directory.
3. Run the ant `seed_data` target in the `build.xml` file.
4. Run the ant `load_reports` target in the `build.xml` file.
5. Restart the Back Office application.
6. Run the ant `load_parameters` target in the `build.xml` file.
7. If the Labels and Tags module is installed, run the ant `init_labels` target in the `build.xml` file.

Note: The corporate and store databases can be updated with seed data independently of each other. However, this should be done before starting the store server and bringing any Point-of-Service client online.
