

Oracle® Retail Warehouse Management System
Installation Guide
Release 13.0.6
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Oracle Retail Warehouse Management System Installation Guide, Release 13.0.6

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

Note: Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Applications Release Online Documentation CD available on My Oracle Support and www.oracle.com. It contains the most current Documentation Library plus all documents revised or released recently.

Send your comments to us using the electronic mail address: retail-doc_us@oracle.com

Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.

Preface

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

Audience

This Installation Guide is written for the following audiences:

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

Related Documents

For more information, see the following documents in the Oracle Retail Warehouse Management System Release 13.0.6 documentation set:

- *Oracle Retail Warehouse Management System Release Notes*

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

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

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 13.0) or a later patch release (for example, 13.0.6). If you are installing the base release and additional patch and bundled hot fix releases, read the documentation for all releases that have occurred since the base release before you begin installation.

Documentation for patch and bundled hot fix releases can contain critical information related to the base release, as well as information about code changes since the base release.

Oracle Retail Documentation on the Oracle Technology Network

Documentation is packaged with each Oracle Retail product release. Oracle Retail product documentation is also available on the following Web site:

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

(Data Model documents are not available through Oracle Technology Network. These documents are packaged with released code, or you can obtain them through My Oracle Support.)

Documentation should be available on this Web site within a month after a product release.

Conventions

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

This is a code sample

It is used to display examples of code

Preinstallation Tasks

Check for the Current Version of the Installation Guide

Corrected versions of Oracle Retail installation guides may be published whenever critical corrections are required. For critical corrections, the rerelease of an installation guide may not be attached to a release; the document will simply be replaced on the Oracle Technology Network Web site.

Before you begin installation, check to be sure that you have the most recent version of this installation guide. Oracle Retail installation guides are available on the Oracle Technology Network at the following URL:

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

An updated version of an installation guide is indicated by part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of an installation guide with part number E123456-01.

If a more recent version of this installation guide is available, that version supersedes all previous versions. Only use the newest version for your installation.

Check Database Server Requirements

General Requirements for a database server running RWMS include:

Supported on 10gR2 and 11gR2	Versions Supported
Database Server OS	<p>OS certified with Oracle Database 10gR2 and 11gR2 Enterprise Edition. Options are:</p> <ul style="list-style-type: none"> ▪ AIX 5.3 ▪ AIX 6.1 (Actual hardware or LPARs) ▪ Solaris 10 Sparc (Actual hardware or Logical Domains) ▪ Oracle Linux 4 Update 5 for x86-64 (Actual hardware or Oracle virtual machine) ▪ Red Hat Enterprise Linux 4 Update 5 (RHEL 4.5) for x86-64 (Actual hardware or Oracle virtual machine) ▪ Oracle Linux 5 for x86-64 (Actual hardware or Oracle virtual machine) ▪ Red Hat Enterprise Linux 5 (RHEL 5) for x86-64 (Actual hardware or Oracle virtual machine) ▪ HP-UX 11.23 (Integrity 64-bit) ▪ HP-UX 11.31 (Integrity 64-bit)
Database Server (10gR2)	<p>Oracle Database 10g Release 2 Enterprise Edition (10.2.0.5 patchset required) with the following components:</p> <ul style="list-style-type: none"> ▪ Oracle Database 10g ▪ Oracle Partitioning ▪ Oracle Net Services ▪ Oracle Call Interface (OCI)

Supported on 10gR2 and 11gR2	Versions Supported
Database Server (11gR2)	<ul style="list-style-type: none"> ▪ Oracle Programmer ▪ Oracle XML Development Kit ▪ Companion CD <p>Patches:</p> <ul style="list-style-type: none"> ▪ 10.2.0.5 patchset: 8202632 <p>Others components:</p> <ul style="list-style-type: none"> ▪ Perl compiler 5.0 or later ▪ X-Windows interface <p>Oracle Database 11g Release 2 (11.2.0.3) Enterprise Edition with the following components:</p> <ul style="list-style-type: none"> ▪ Oracle Partitioning ▪ Example CD <p>Patches:</p> <ul style="list-style-type: none"> ▪ 13036331 ORA-1031 "insufficient privileges" when granting privileges multiple times <p>Others components:</p> <ul style="list-style-type: none"> ▪ Perl compiler 5.0 or later ▪ X-Windows interface

Verify Single Sign-On

If a Single Sign-On is to be used, verify the Oracle Infrastructure Server 10g version 10.1.2 server has been installed. Verify that the mid-tier server hosting Oracle Forms is registered with the Infrastructure Oracle Internet Directory.

Check Application Server Requirements

General requirements for an application server capable of running RWMS include:

Supported on	Versions Supported
Application Server OS	<p>OS certified with Oracle Application Server 10g version 10.1.2.2. Options are:</p> <ul style="list-style-type: none"> ▪ AIX 5.3 ▪ AIX 6.1 (Actual hardware or LPARs) ▪ Solaris 10 Sparc (Actual hardware or Logical Domains) ▪ Oracle Linux 4 Update 5 for x86-64 (Actual hardware or Oracle virtual machine) ▪ Red Hat Enterprise Linux 4 Update 5 (RHEL 4.5) for x86-64 (Actual hardware or Oracle virtual machine) ▪ Oracle Linux 5 for x86-64 (Actual hardware or Oracle virtual machine) ▪ Red Hat Enterprise Linux 5 (RHEL 5) for x86-64 (Actual hardware or Oracle virtual machine) ▪ HP-UX 11.23 (Integrity 64-bit) ▪ HP-UX 11.31 (Integrity 64-bit)
Application Server	<p>Oracle Application Server Forms and Reports 10g version 10.1.2.2. Patches:</p> <ul style="list-style-type: none"> ▪ 5861907 (IAS 10.1.2.2 PATCHSET UPDATES ORACLEHOMEPROPERTIES.XML WITH WRONG ARU_ID & ARU_I) ▪ 5632264 (NEED UPDATED TIMEZONE FILES (VERSION 4) FOR MORE DST RULE CHANGES)

Note: If installing on HP please refer to the following document on My Oracle Support: Doc ID 367577.1.

Check Web Browser and Client Requirements

General requirements for client running RWMS include:

Requirement	Version
Operating system	Windows 2000 or XP
Display resolution	1024x768
Processor	Pentium processor (minimum 450 MHz)
Memory	minimum of 256 MB RAM
JAVA	JRE 1.6+
Browser	Microsoft Internet Explorer version 8.0 or 9.0 Mozilla Firefox 10.0.0.6+

Handheld Requirements

Windows CE 5.0 handhelds with the following screen sizes:

- Hand held: 240 x 320
- Wrist mount: 320 x 240
- Truck mount – full screen: 800 x 600
- Truck mount – half screen: 800 x 320

Software Required on Handhelds:

- Remote Desktop Client (aka Microsoft Terminal Services Client)
- DataWedge (software provided by and maintained by Motorola for use with the barcode scanners)

Supported Oracle Retail Products

Requirement	Version
Oracle Retail Merchandising System (RMS)	13.0.6
SIM	13.0.6

Patch RWMS Database Installation

This section describes how to update the RWMS database schema to release 13.0.6. It is assumed that your existing RWMS database schema is on at least release 13.0.5.

Note: Shut down any applications that may be using the RWMS schema (for example RIB) before applying a schema patch.

Note: If you are installing multiple patches, you must run the database schema patch installer separately for each patch. For example, if upgrading from 13.0.5 to 13.0.6, the installer should first be run to install the 13.0.5.1 and 13.0.5.2 scripts, followed by 13.0.6.

Patch RWMS Database using the Patch Installer

The RWMS 13.0.6 database schema patch installer should be used to apply the RWMS patch.

Before you apply the RWMS 13.0.6 patch:

- Make a backup of all your objects and database schema.
- Determine which patches and hot fix bundles have already been installed.
- Review the enclosed RWMS 13.0.6 Release Notes (rwms-1306-rn.pdf).
- Review each of the enclosed defect documents.
- Make sure any applications that connect to the RWMS schema are shut down. This includes RIB and anything else that could be using the schema.

Create Staging Directory for RWMS Database Schema Files

To create a staging directory for RWMS database schema files, complete the following steps.

1. Log in to the database server as a user that can connect to the RWMS database.
2. Create a staging directory for the RWMS 13.0.6 Patch. There should be a minimum of 15 MB disk space available in this location.
3. Copy the rwms1306dbpatch.zip file from the RWMS 13.0.6 release to the staging directory. This is referred to as DB_PATCH_DIR when patching a database schema.
4. Change directories to DB_PATCH_DIR and extract the rwms1306dbpatch.zip file. This creates a RWMS/dbschemapatch subdirectory under DB_PATCH_DIR.

Run the RWMS Database Schema Patch Installer

Note: See "[Appendix: RWMS Database Patch Installer Screens](#)" for details about screens and fields in the RWMS database schema patch installer.

1. Change directories to DB_PATCH_DIR/rwms/dbschemapatch.

- Source the oraenv script to set up the Oracle environment variables (such as ORACLE_HOME, ORACLE_SID, PATH).

```

Example: prompt$ . oraenv
             ORACLE_SID = [] ? mydb
             prompt$

```

Verify the ORACLE_HOME and ORACLE_SID variables after running this script.

```

Example: prompt$ echo $ORACLE_HOME
             /u00/oracle/product/mydbversion
             prompt$ echo $ORACLE_SID
             mydb

```

- Set and export the following environment variables. These variables are needed in addition to the environment variables set by the oraenv script above.

Variable	Description	Example
NLS_LANG	Locale setting for Oracle database client	NLS_LANG=AMERICAN_AMERICA.UTF8 export NLS_LANG
DISPLAY	Address and port of X server on desktop system of user running install. Optional for dbschema installer	DISPLAY=<IP address>:0 export DISPLAY

- If you are going to run the installer in GUI mode using an X server, you need to have the XTEST extension enabled. This setting is not always enabled by default in your X server. See “[Appendix: Common Installation Errors](#)” for details.
- Run the install.sh script to start the installer.

```

Note: Below are the usage details for install.sh. The typical usage for GUI mode is no arguments.

```

```

install.sh [text | silent] or ./install.sh [text | silent]

```

- On the Apply a Patch page, provide the path to the corresponding patch you are applying. This path will be DB_PATCH_DIR/rwms/dbschemapatch/rwms-dbpatch/<version>/.

```

Note: If you have 13.0.5 installed, then select the 13.0.5.1 patch. Once the 13.0.5.1 patch has been applied, rerun the installer and select the 13.0.5.2, and 13.1.6 patches. If you already have 13.0.5.1 and 13.0.5.2 installed, then just select the 13.0.6 patch.

```

- After the installation has completed, you can check its log file: rwms-install-dbschema.<timestamp>.log.
- The installer leaves behind the ant.install.properties file for future reference and repeat installations. This file contains inputs you provided. As a security precaution, make sure that the file has restrictive permissions.

```

Example: chmod 600 ant.install.properties

```

- If you are applying multiple patches (for example, if you are going from 13.0.5 to 13.0.6), rerun the installer. On the Apply a Patch page, select the next patch in the

sequence. Repeat this step until you have installed all required patches for the desired patch level.

Note: For more information, see "[Optional Security](#)."

Patch RWMS Application Installation

Note: STAGING_DIR is the directory where the RWMS files are extracted from its zip file. INSTALL_DIR is where the application will be run from.

ORACLE_HOME is the location where Oracle Application Server 10g (10.1.2.2) has been installed

It is assumed that Oracle Application Server 10g version 10.1.2.2 (OAS) has already been installed.

Copy from CD Directory

To copy from the CD directory, do the following.

1. Copy the rwms1306apppatch.zip file from the CDRUM/appserverunix directory to a newly created staging directory on your UNIX server. This will be referred to as STAGING_DIR. There should be a minimum of 10 MB disk space available in this location.
2. Unzip the file using the following command:

```
unzip rwms1306apppatch.zip
```

Compile RWMS Oracle Forms

This patch contains all the bundled hot fixes from 13.0.5 to 13.0.6.

Check that RWMS 13.0.5 is installed.

All bundled hot fixes from 13.0.5 to 13.0.6 are included in this patch. Determine the last bundled hot fix applied to the environment and start the application patch with the first bundled hot fix after the last bundled hot fix applied in the environment.

Set Environment Variables

Note: ORACLE_HOME is the location where Oracle Application Server 10g (10.1.2.2) has been installed.

1. Logon to the application server as the oretail user,
2. Set the DISPLAY variable to the IP address plus ":0.0" (for example: 10.1.1.1:0.0) of the application server.
3. Set the following variables:
 All OS Platforms
 - `PATH=$ORACLE_HOME/bin:$ORACLE_HOME/opmn/bin:$ORACLE_HOME/dcm/bin:INSTALL_DIR/forms_scripts:$PATH`
 - `CLASSPATH=$ORACLE_HOME/jlib/importer:$ORACLE_HOME/jlib/debugger.jar:$ORACLE_HOME/jlib/utj.jar:$ORACLE_HOME/jlib/ewt3.jar:$ORACLE_HOME/jlib/share.jar:$ORACLE_HOME/jlib/dfc.jar:$ORACLE_HOME/jlib/help4.jar:$ORACLE_HOME/jlib/oracle_ice.jar:$ORACLE_HOME/jlib/jewt4.jar`

- FORMS_BUILDER_CLASSPATH=\$CLASSPATH
- FORMS_PATH=INSTALL_DIR/rwms/forms/bin:\$ORACLE_HOME/forms
- REPORTS_PATH=INSTALL_DIR/rwms/reports/bin:\$ORACLE_HOME/forms
- TK_UNKNOWN==\$ORACLE_HOME/guicommon/tk/admin
- UP=<RWMS schema owner>/<RWMS schema password>@<RWMS database>

Note: Verify that TNS is set up correctly by using the UP variable to successfully log into the RWMS 13 schema.

Example: /u00/oracle> sqlplus \$UP

RWMS Forms Installation

1. If the environment is at base 13.0.5 with no bundled hot fixes applied to forms, copy all the forms (*.fmb file) in the STAGING_DIR to the INSTALL_DIR for each bundled hot fix plus the delta which is the difference between the last bundled hot fix, 13.0.5.1, 13.0.5.2 and 13.0.6.

If the environment is not at base 13.0.5 but contains some bundled hot fixes for forms, copy only the bundled hot fixes that have not been applied.

The bundled hot fixes for forms are contained in the following directories. Copy into the INSTALL_DIR in this order:

- Copy the forms (*.fmb file) in the STAGING_DIR/app-patch/13.0.5.1/forms/src directory to the INSTALL_DIR /forms/src directory.
 - Copy the forms (*.fmb file) in the STAGING_DIR/app-patch/13.0.5.2/forms/src directory to the INSTALL_DIR /forms/src directory.
 - Copy the forms (*.fmb file) in the STAGING_DIR/app-patch/13.0.6_delta/forms/src directory to the INSTALL_DIR /forms/src directory.
2. Copy the forms from INSTALL_DIR/forms/src to INSTALL_DIR/forms/bin
 3. Run forms.fmb.sh (in INSTALL_DIR/rwms/forms/bin) to generate the RWMS runtime form – .fmx's.
 4. Check to make sure that the form .fmb file has a corresponding .fmx file.

Appendix: RWMS Database Patch Installer Screens

The following details about your environment are necessary for the installer to successfully patch the RWMS database schema.

Screen: Database Schema Details

Oracle Retail Warehouse Management System Patch

ORACLE

RWMS Database Schema Details

Please provide information on a pre-existing database user for this RWMS installation. The installer will authenticate as this user and create the RWMS database objects.

RWMS schema: RWMS13DEV

RWMS schema password: *****

RWMS Oracle SID: rwmfdb

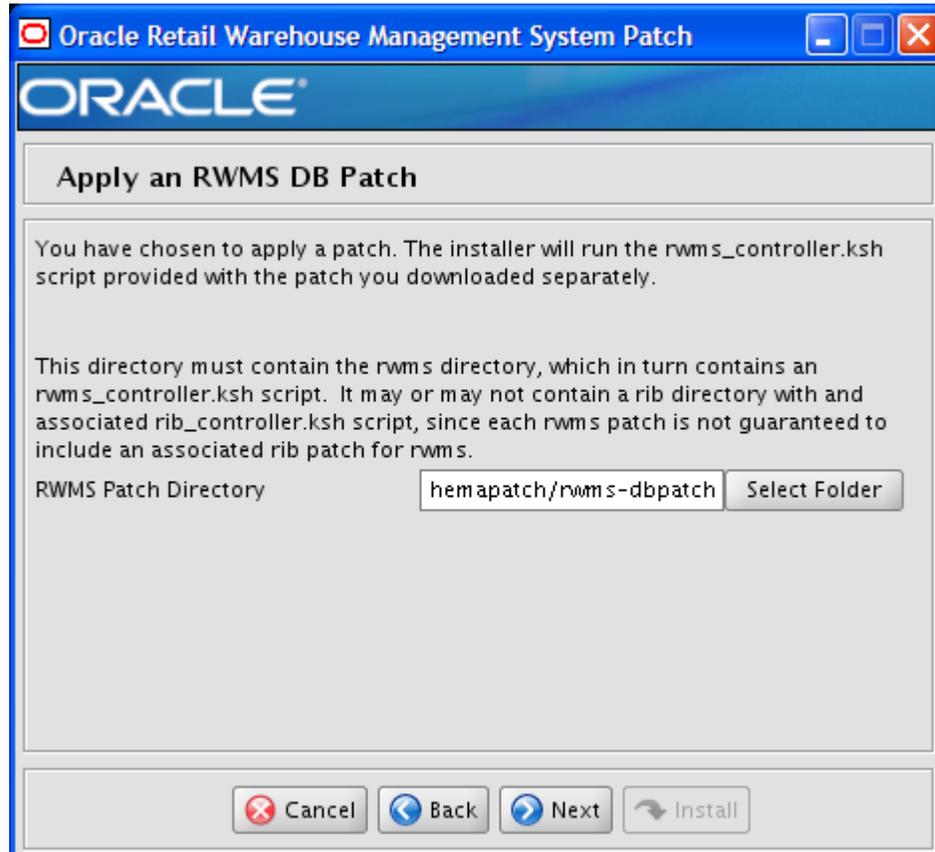
Buttons: Cancel, Back, Next, Install

Field Title	RWMS schema
Field Description	Provide the RWMS database user here. The installer logs into the database as this user to create the RWMS schema. This user must already exist in the database when the RWMS database schema installer is run.
Example	RWMS13DEV

Field Title	RWMS schema password
Field Description	Database password for the RWMS schema Owner.

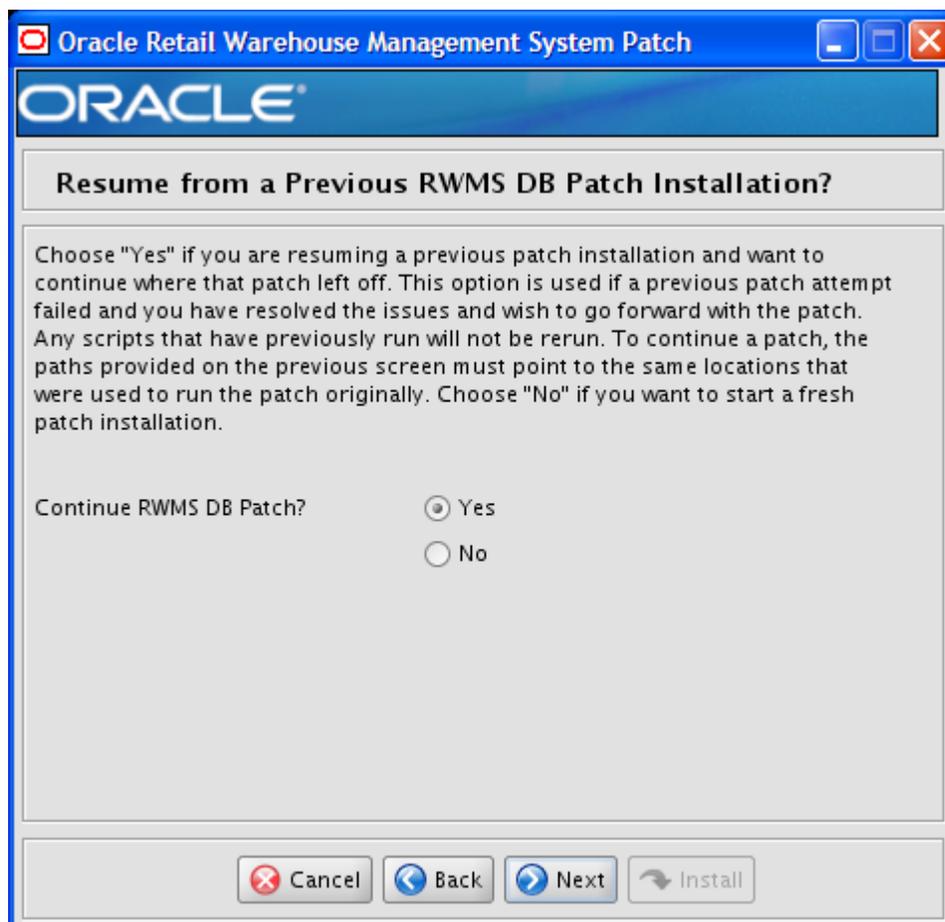
Field Title	RWMS Oracle SID
Field Description	Oracle system identifier for the database where the RWMS patch will be applied.
Example	rwmsdb

Screen: Apply an RWMS DB Patch



Field Title	RWMS Patch Directory
Field Description	Provide the directory path to the RWMS patch you want to install. The installer runs only the patch you provide. Note: The directory you choose must contain rwm_s/rwm_s_controller.ksh, and may contain rib/rib_controller.ksh.
Example	/path/to/rwm_s/dbschemapatch/rwm_s-dbpatch/<version> for all 13.0.x patches Note: The patch option is intended for patches starting with 13.0.5.1.

Screen: Continue RWMS DB Patch



Field Title	Continue RWMS DB Patch?
Field Description	<p>The patch process allows you to continue a previously run patch if it stopped before completion or failed. If Yes is selected, any scripts that were previously run for the RWMS patch will be skipped. If No is selected, the patch will start from the beginning.</p> <p>Note: To continue a patch, the content of the “processed” directories in the RWMS Patch chosen on the previous screen must be the same as it was after the previous patch was stopped. If you choose No, this directory will be cleared, and you will not be able to continue this patch in the future.</p>

Appendix: Installer Silent Mode

In addition to the GUI and text interfaces of the RWMS installer, there is a silent mode that can be run. This mode is useful if you wish to run a repeat installation without retyping the settings you provided in the previous installation. It is also useful if you encounter errors in the middle of an installation and wish to continue.

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. Then the second phase begins, where 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. Look for duplicate properties in the `ant.install.properties` file. Some properties are set on multiple pages to ensure default values when a page is only displayed under certain conditions. For example, if there are two instances of `input.property.name`, remove all but the last one.
3. Run the installer again with the **silent** argument.

Example: `install.sh silent`

Appendix: Common Installation Errors

This section provides some common errors encountered during installation of RWMS.

Database Installer hangs on startup

Symptom

When the database schema installer is run, the following is written to the console and the installer hangs indefinitely:

```
Running pre-install checks
Running tnsping to get listener port
```

Solution

The installer startup script is waiting for control to return from the **tnsping** command, but **tnsping** is hanging. Type Control+C to cancel the installer, and investigate and solve the problem that is causing the **tnsping <sid>** command to hang. This can be caused by duplicate database listeners running.

Unreadable buttons in the Installer

If you are unable to read the text within the installer buttons, it probably means that your JAVA_HOME is pointed to a pre-1.4.2 JRE or JDK.

Set JAVA_HOME with the appropriate JDK (the same JDK that has been used by WebLogic Server).

Warning: Could not create system preferences directory

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.

Warning: Could not find X Input Context

Symptom

The following text appears in the console window during execution of the installer in GUI mode:

```
Couldn't find X Input Context
```

Solution

This message is harmless and can be ignored.

Unresponsive drop-downs

Symptom

In GUI mode, when you click on the drop-down list, the list does not appear, and the following message appears in the console window:

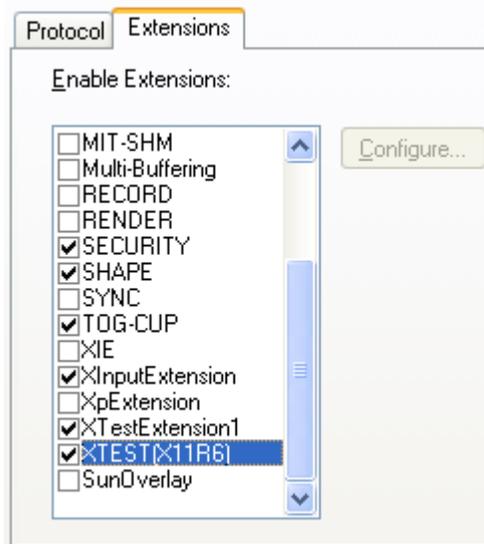
```
XTEST extension not installed on this X server: Error 0
```

Solution

To run the installer in GUI mode, you must have the XTEST extension enabled in your X server.

Enabling XTEST in Exceed:

1. Open Xconfig to edit Exceed configuration.
2. Go to the X Server Protocol settings.
3. Click the Extensions tab.
4. Make sure that the XTEST extension is selected:



5. Restart the X Server and run the installer again.

Could not execl robot child process: Permission denied

Symptom

When opening a drop-down list in GUI mode of the RWMS installer, the installer freezes up and displays the following message in the console:

```
Couldn't execl robot child process: Permission denied
```

Solution

As the owner of the database ORACLE_HOME (i.e. *oracle*), grant execute permissions to the `awt_robot*` files under `$ORACLE_HOME/jdk/jre/lib`. The database schema installer uses `$ORACLE_HOME/jdk` for its `JAVA_HOME`.

Example (using SUN Solaris):

```
chmod a+x $ORACLE_HOME/jdk/jre/lib/sparc/awt_robot
chmod a+x $ORACLE_HOME/jdk/jre/lib/sparcv9/awt_robot
```

ConcurrentModificationException in Installer GUI

Symptom

In GUI mode, the errors tab shows the following error:

```
java.util.ConcurrentModificationException
    at
java.util.AbstractList$Itr.checkForComodification(AbstractList.java:448)
    at java.util.AbstractList$Itr.next(AbstractList.java:419)
... etc
```

Solution

You can ignore this error. It is related to third-party Java Swing code for rendering of the installer GUI and does not affect the retail product installation.

ORA-04031 (unable to allocate memory) error during database schema installation

Symptom

When running the database schema installer you get the following error one or more times:

```
[ora:sqlplus] alter package
[ora:sqlplus] *
[ora:sqlplus] ERROR at line 1:
[ora:sqlplus] ORA-04031: unable to allocate 92120 bytes of shared memory ("shared
[ora:sqlplus] pool", "unknown object", "PL/SQL MPCODE", "BAMIMA: Bam Buffer")
```

Solution

There was not enough available memory in the shared pool on the database at the time of compilation. There are several choices to get past this error:

- Log into the database and attempt to recompile invalid objects in the database schema. Subsequent attempts to compile the same object(s) can be successful.
- Have a DBA increase the shared pool size on the database and re-run the installer from scratch on a new schema user.

GUI screens fail to open when running Installer

Symptom

When running the installer in GUI mode, the screens fail to open and the installer ends, returning to the console without an error message. The ant.install.log file contains this error:

```
Fatal exception: Width (0) and height (0) cannot be <= 0  
java.lang.IllegalArgumentException: Width (0) and height (0) cannot be <= 0
```

Solution

This error is encountered when Antinstaller is used in GUI mode with certain X Servers. To workaround this issue, copy ant.install.properties.sample to ant.install.properties and rerun the installer.