Oracle® Workforce Scheduling

Installation Guide

Release 5.0.3 Minipack A for Windows

Part No. E15208-01

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ORACLE®

Oracle® Workforce Scheduling Installation Guide, Release 5.0.3 Minipack A for Windows

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Contents

Installation Overview

Installing Oracle Workforce Scheduling (OWS), takes place in four steps:

1. Install the OWS Admin Server.

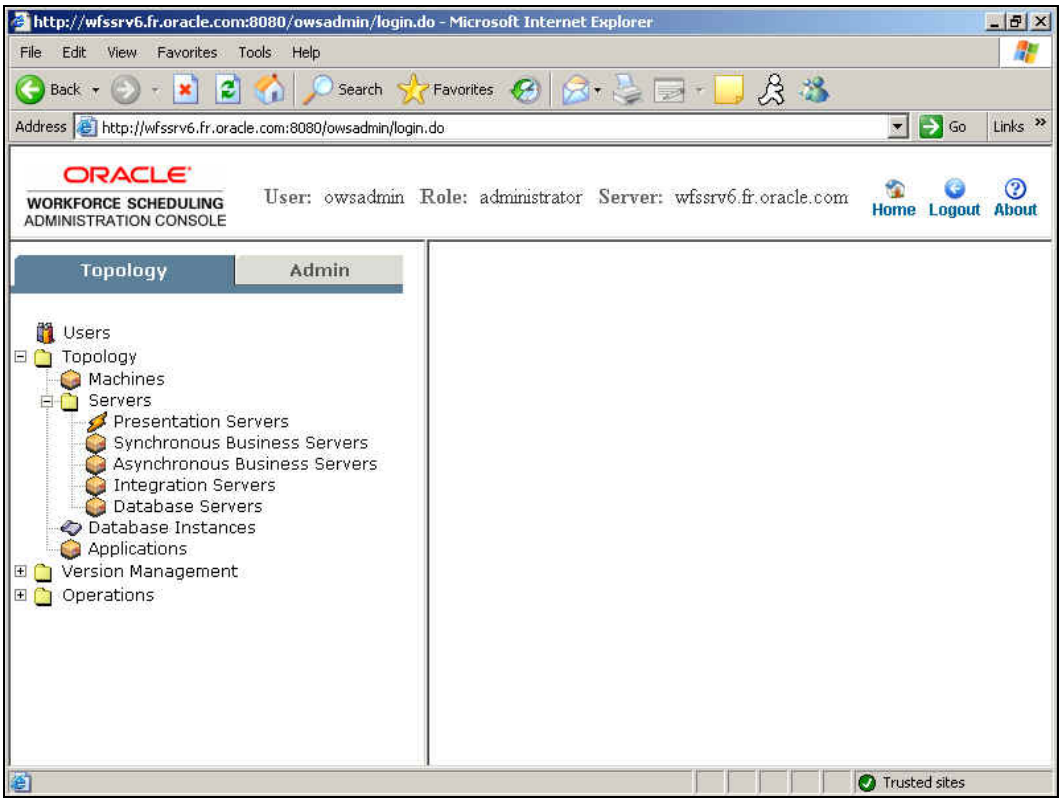
   Consists of executing a setup file (as with any standard Windows program) that installs the OWS Admin Server and creates the database schema it uses.

   Launch the OWS Admin ServerInstaller.exe, available in the “administration server” folder.

2. Design the local topology and configure the dedicated servers.

   The OWS administrator designs the local topology by entering the IP addresses of the physical machines and describing their future role in OWS.

To configure the dedicated servers, the OWS Admin Administrator declares the logical servers (presentation, business, asynchronous or integration) on a physical server.



3. Install the OWS Admin Agent.

   Once you have defined the topology, you install the OWS Admin Agent components on the associated machines.

4. Launch the deployment process and install the OWS application.

   Once the OWS Admin Agent is installed on each physical server, the OWS administrator can begin the deployment process.

OWS Admin Server

This chapter describes the following:

- Implementing Oracle as DBMS for the OWS Admin Database
- Installation Prerequisites
- Other Requirements
- Directory Permissions
- Installation Wizard
- OWS Admin Login Process

Implementing Oracle as DBMS for the OWS Admin Database

The Database Server must be the same for the OWS Admin database and for the OWS database.

OWS supports the following database version: Oracle 10g R2.

When implementing Oracle as the DBMS for the OWS Admin database, you must meet the following requirements:

- OWS Server Administrator requires Oracle 10g R2 server installed on the database server.
- Create an instance set up with the UTF8 character set under the Oracle server. The SQLNET Authentication in the sqlnet.ora file must be written as follows: SQLNET.AUTHENTICATION_SERVICES= ()
- Create an Oracle tablespace TEMP (permanent, size = 1 Gb or greater, automatically extended).
- Create an Oracle tablespace OWS_ADMIN (permanent, size = 100 Mb or greater, automatically extended).
- Create an Oracle tablespace DATA (permanent, size = 1 Gb or greater, or automatically extended).
- Oracle client 10g R2 is required on all servers except the database server.

Installation Prerequisites

Install JDK version 1.5.0_16 or higher before installing the OWS Admin Server and OWS Admin Agent (Java 2 Runtime environment in control panel/program).

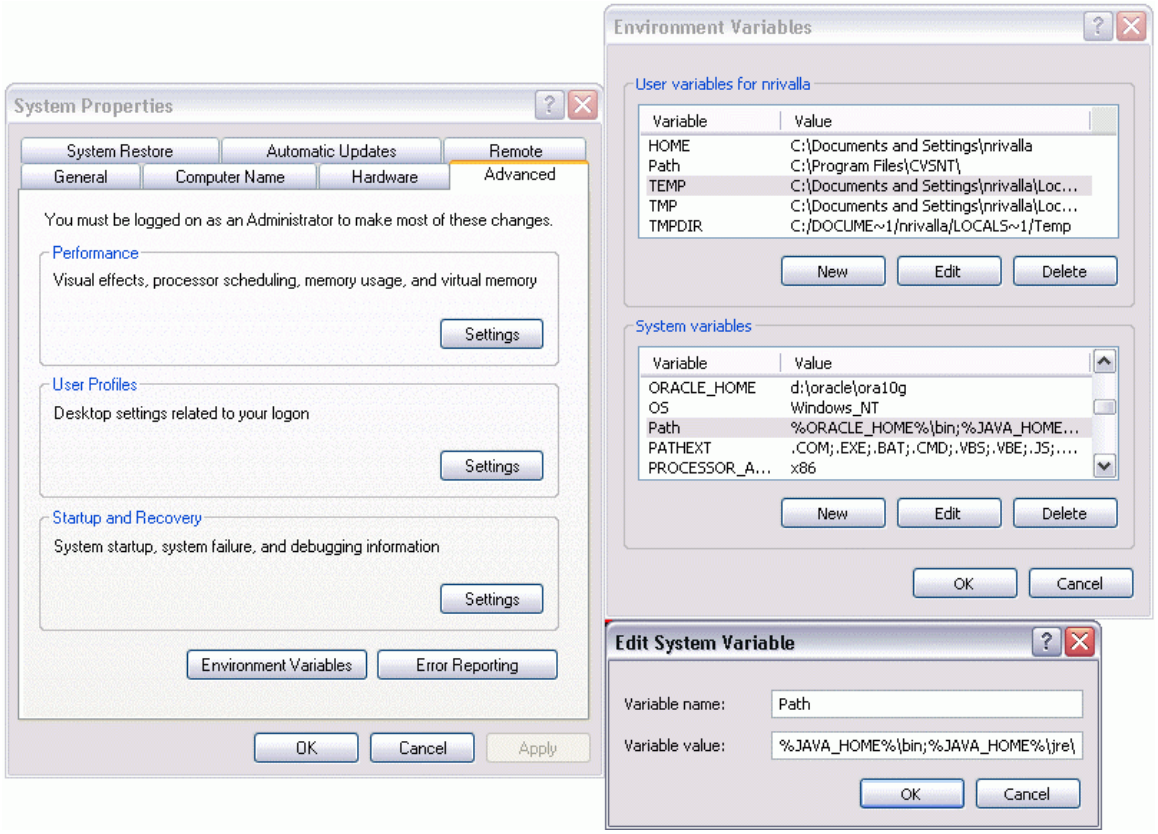
Create or update the following environment variables on all servers except the database server:

The system path must contain the following line:

```
%JAVA_HOME%\bin;%JAVA_HOME%\jre\bin;%JAVA_HOME%\jre\bin\server
```

Note: The value of JAVA_HOME is the installation folder of JDK.

This string should not include any spaces. For example:



Other Requirements

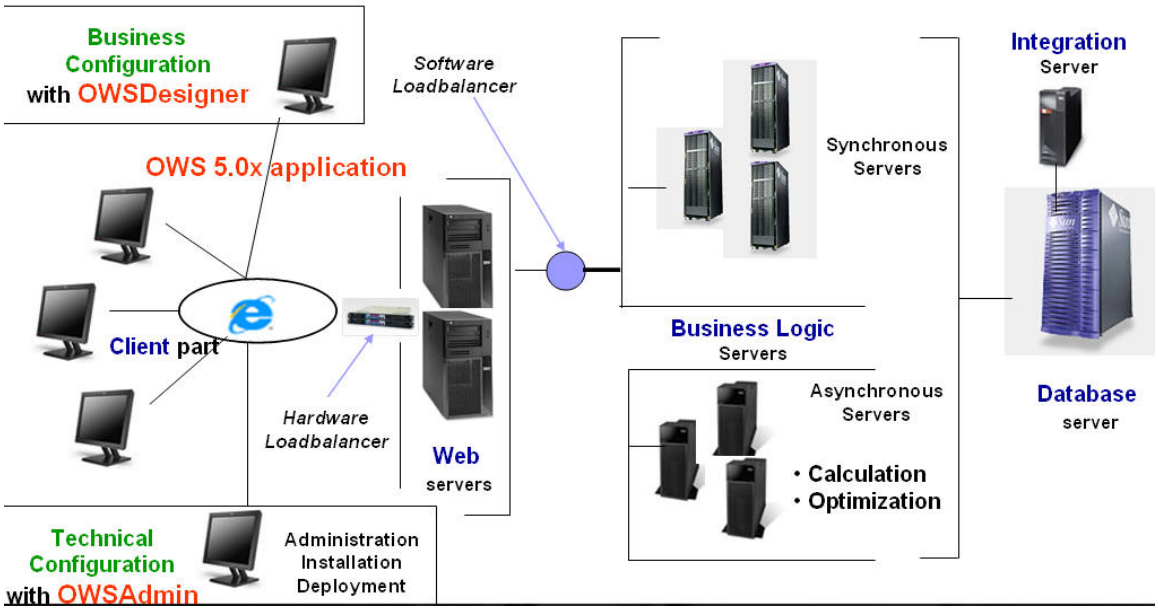
Network facilities:

- 100 Mbs between servers (AL – BL – Presentation – Database).

With Internet Explorer 6 SP1 or 7.0, specific options for clients:

- Active X download enabled.
- Scripts execution enabled.

The other technical requirements are specific to each kind of node of the OWS Admin topology.



OWS Admin Requirements

All physical machines described in OWS Admin are used once to connect through the Web to the OWS Administration Console in order to download the OWS Admin Agent installer program. You can perform all object creation operations on *any* machine that has the described requirements to connect to the OWS Administration Console. Usually, administrators use their own computers to do that configuration work, prior to using each physical machine to download the agent installer program.

The OWS Admin Client is any machine with a web browser that attempts to use the OWS Administration Console.

OWS Admin Client part requirements	• Windows XP SP2, Windows 2000 SP4, or Windows 2003 SP1 • Internet Explorer 6 SP1, or 7.0
OWS Admin database server requirements	• OWS Admin database Oracle 10g R2 on relevant operating systems
OWS Admin Server requirements	• Windows 2003 SP1 or Windows 2000 SP4 • Sun JVM 1.5.0_16 or higher • Oracle client 10g R2
OWS Admin Agent requirements	On each OWS server (with the exception of the OWS database server): • Windows 2003 server SP1 or Windows 2000 server SP4 • Sun JVM 1.5.0_16 or higher • Oracle client 10g R2

OWS Requirements

The OWS Client is any machine that runs the OWS application through Microsoft Internet Explorer.

OWS Client part requirements	• Windows XP SP2, Windows 2000 SP4, or Windows 2003 SP1 • Internet Explorer 6 SP1 or 7.0 with Internet Explorer specific options for clients (ActiveX download enabled, Scripts encapsulation enabled) • http 1.1 • Adobe reader plug-in 7.0 or higher as Report viewer embedded in the browser IE • MS XML 3.0 or higher as XML parser
OWS Presentation Server	• Windows 2003 server SP1 or Windows

requirements	2000 server SP4 • Oracle client 10g R2
OWS Business Server requirements	• Windows 2003 server SP1 or Windows 2000 server SP4 • Sun JVM 1.5.0_16 or higher • Oracle client 10g R2
OWS Database Server requirements	• Oracle 10g R2 on relevant operating systems

OWS Business Configuration Requirements

The following requirements apply to the OWS Designer and OWS Statistical Tool. The procedures for setting up the OWS Designer and the Statistical Tool are described in the OWS Administration Server Section of this document.

OWS Designer requirements	• Windows XP SP2, Windows 2000 SP4, or Windows 2003 SP1 • Internet Explorer 6 SP1 or 7.0 • MS XML 4.0 SP2 as XML parser • Plug-In Adobe SVG Viewer 3.0 to display OWS reports inside the browser • Oracle client 10g R2 OWS Designer database server requirements: • Oracle 10g R2 on relevant operating systems The OWS Designer database is the OWS database in the “custom database” status.
OWS Statistical Tool requirements	• Windows XP SP2, Windows 2000 SP4, or Windows 2003 SP1 desktop/laptop

OWS Integration requirements

These apply to the OWS Integration server and OWSIdk.

The OWSidK component is automatically installed on the Integration Server when you install the OWS application.

OWS Integration Server and OWSidK requirements	• Windows 2003 server SP1 or Windows 2000 server SP4 • Sun JVM 1.5 or higher • jms 1.1 client on the OWS integration server • Oracle client 10g R2 • Internet Explorer 6 SP1 or 7.0

Directory Permissions

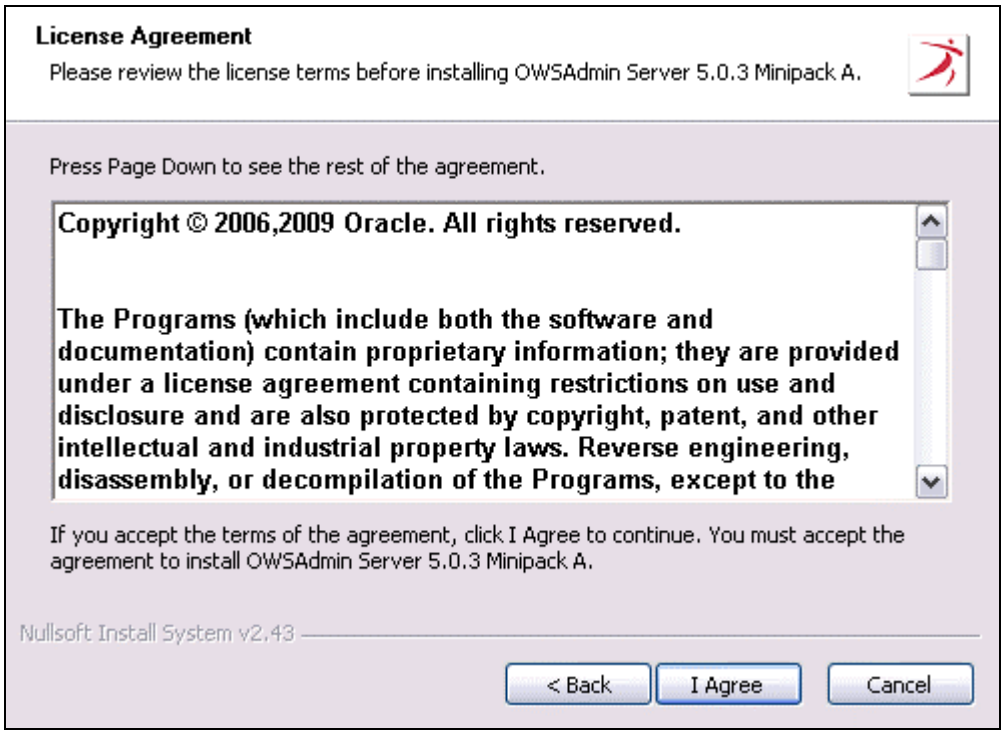
Set the following permissions for OWS Admin Agent for the JDK folder and sub-folders, the Microsoft JDBC folder, the installation folder, and the deployment folder of OWS Admin Agent:

• Windows 2000	Everyone	Read & Execute
• Windows 2003	Everyone	List Folder Content
		Read
	System	Full Control

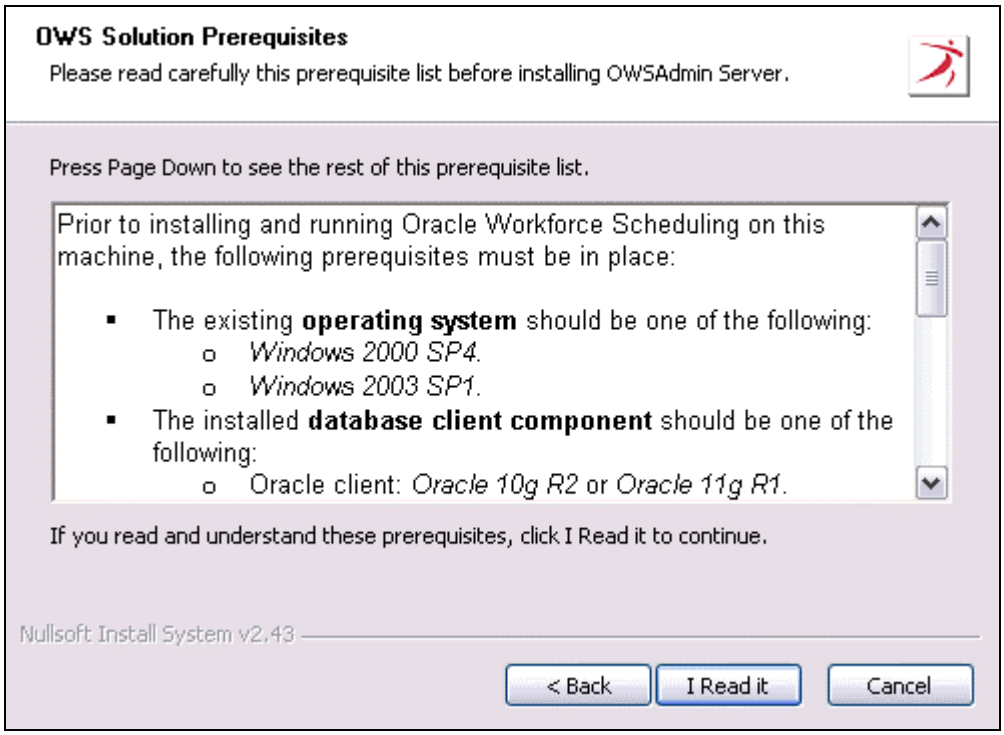
Installation Wizard

Insert the OWS CD-ROM and double-click the OWSAdminServerInstaller.exe installation file. The Setup Wizard appears. Follow the on-screen instructions.

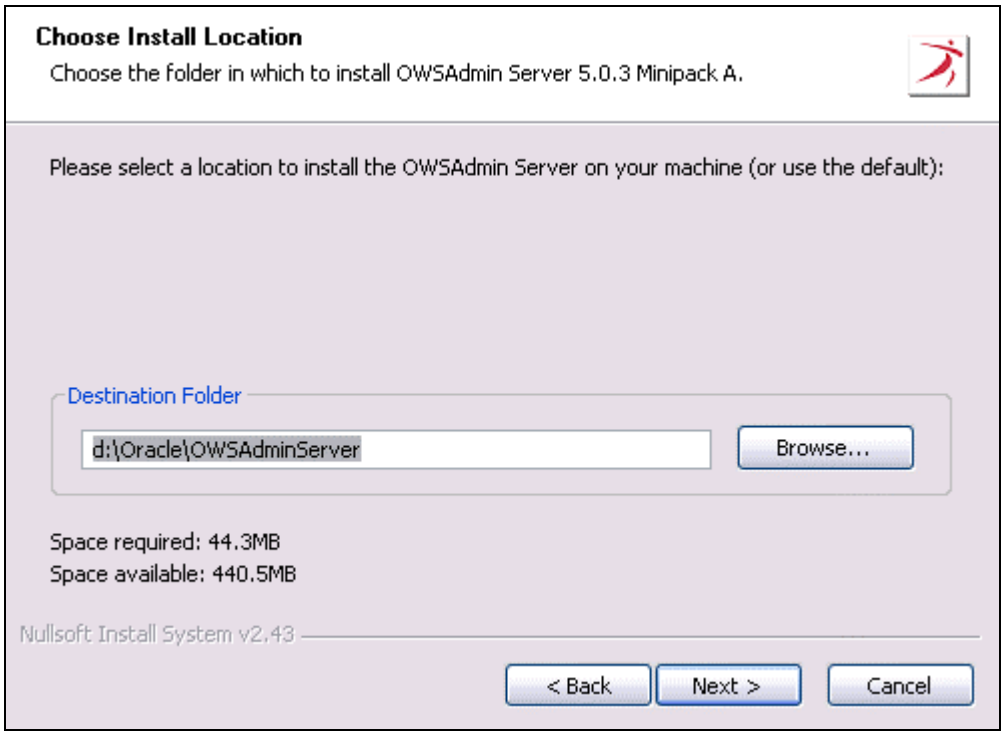
The License Agreement screen displays the OWS license agreement.



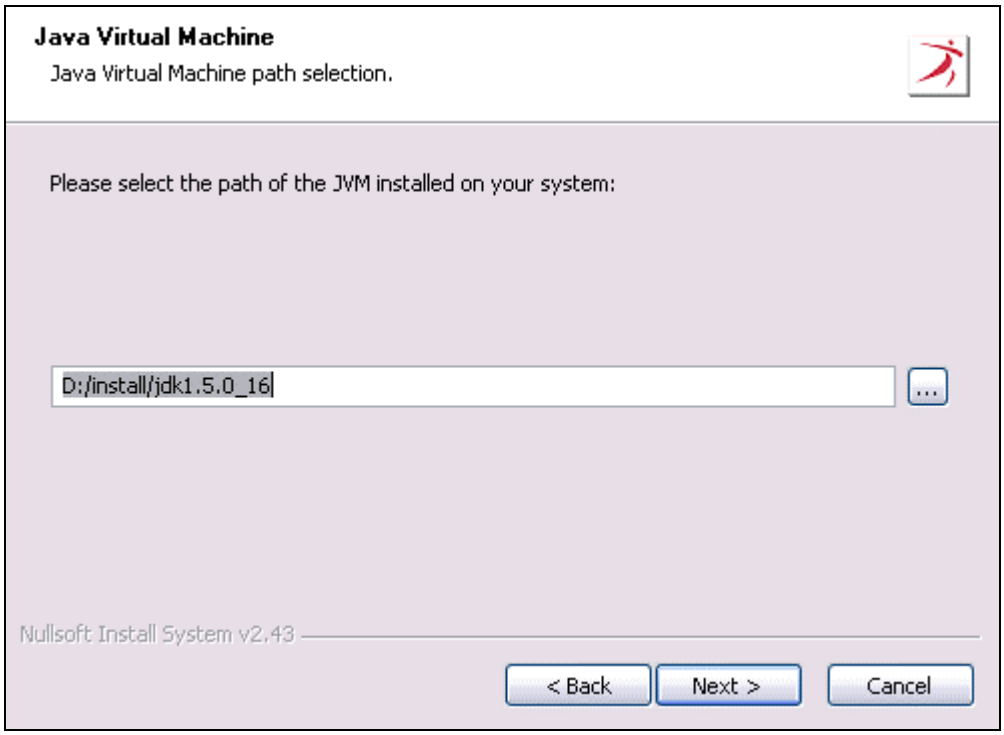
The OWS Solution Prerequisites screen displays the OWS technical requirements (Operating system, Database, and so on).



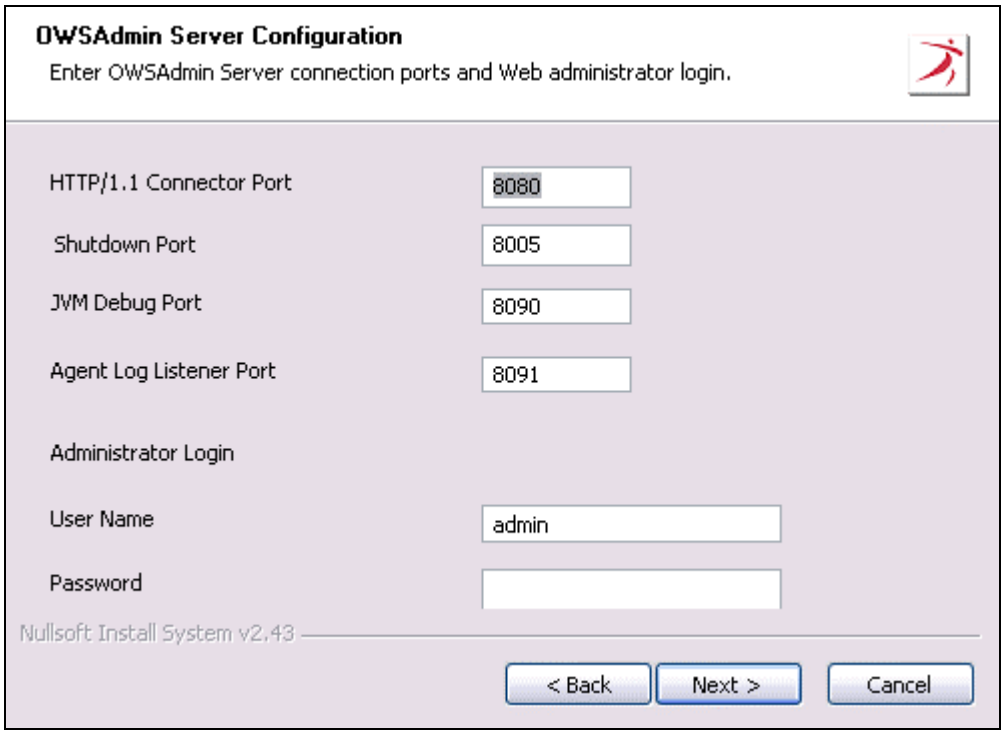
The Choose Install Location screen suggests a convenient folder for OWS Admin Server installation.



Confirm the directory where Java Virtual Machine is located. It should refer to a JDK 1.5.0_16 or higher.



The OWS Admin Server Configuration page enables you to specify the administrator login for Tomcat (Tomcat is the underlying technology used for the OWS Admin server) . The default user name is admin.

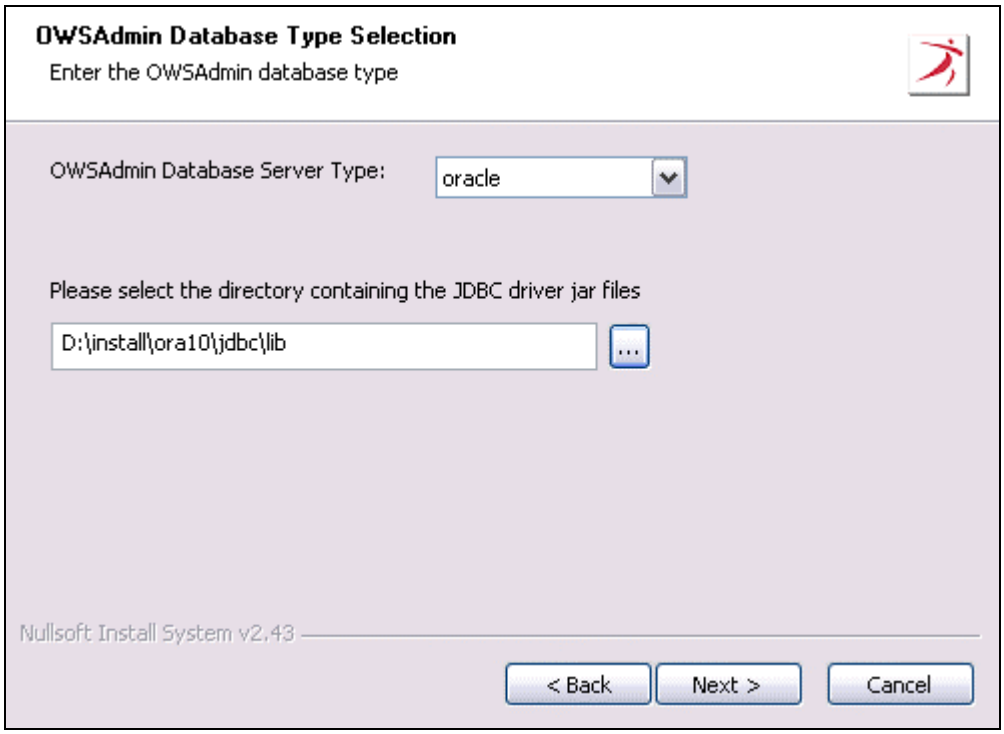


Use this page also to define the ports the OWS Admin server listens to:

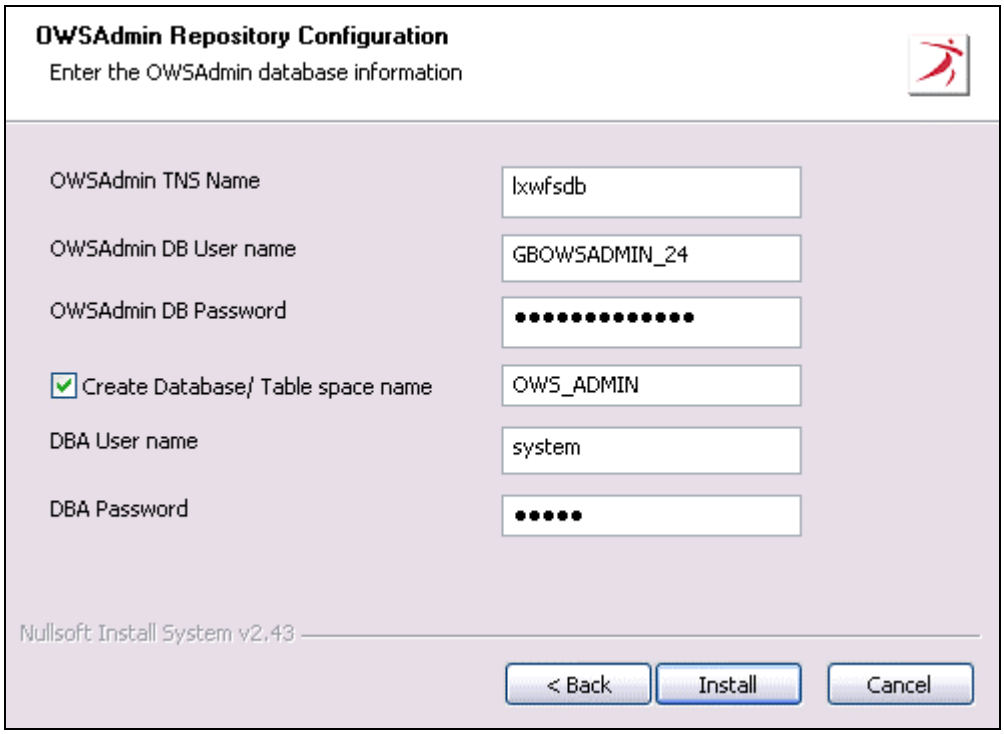
HTTP/1.1 Connector port	The TCP/IP port number used by the OWSAdmin server to listen for HTTP connections.
Shutdown Port	The TCP/IP port number where OWSAdmin server waits for a shutdown command.
JVM Debug Port	The port used to connect a debugger to the JVM running the OWSAdmin server.
Agebt Log Listener Port	The port used by the OWSAdmin server to receive logs emitted by its OWSAdmin agents.

The OWS Admin Database Type Selection page defines where the OWS Admin Server database resides.

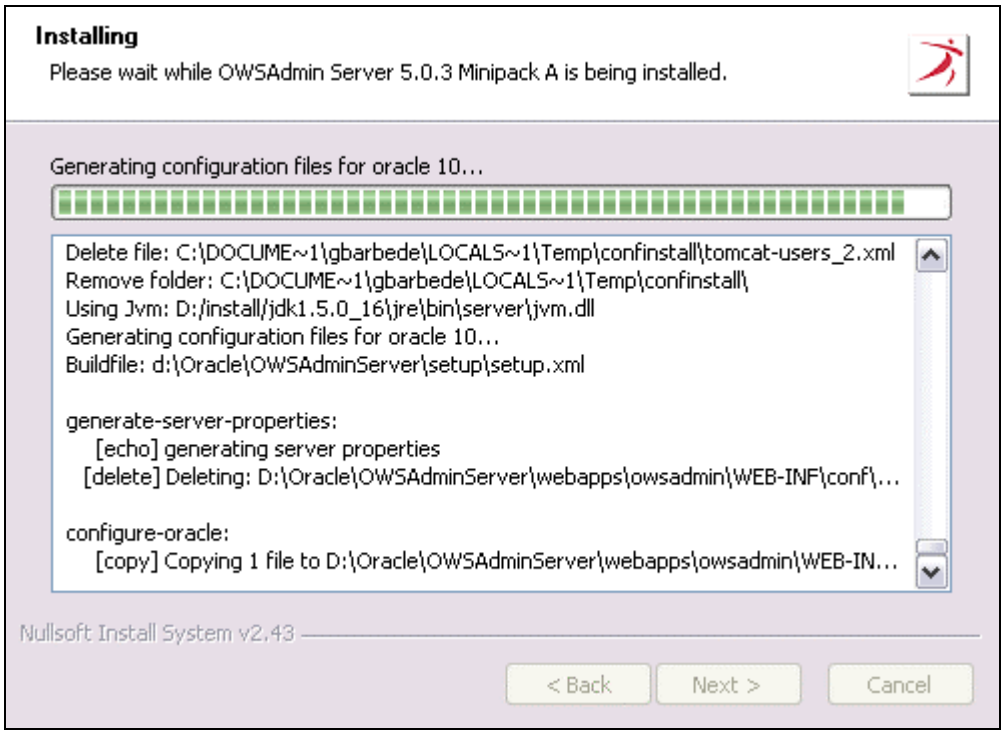
According to the option you select, you have to enter the path to access the Oracle JDBC Driver directory according to your DBMS choices for OWS and for OWS Admin concerning the database technology involved.



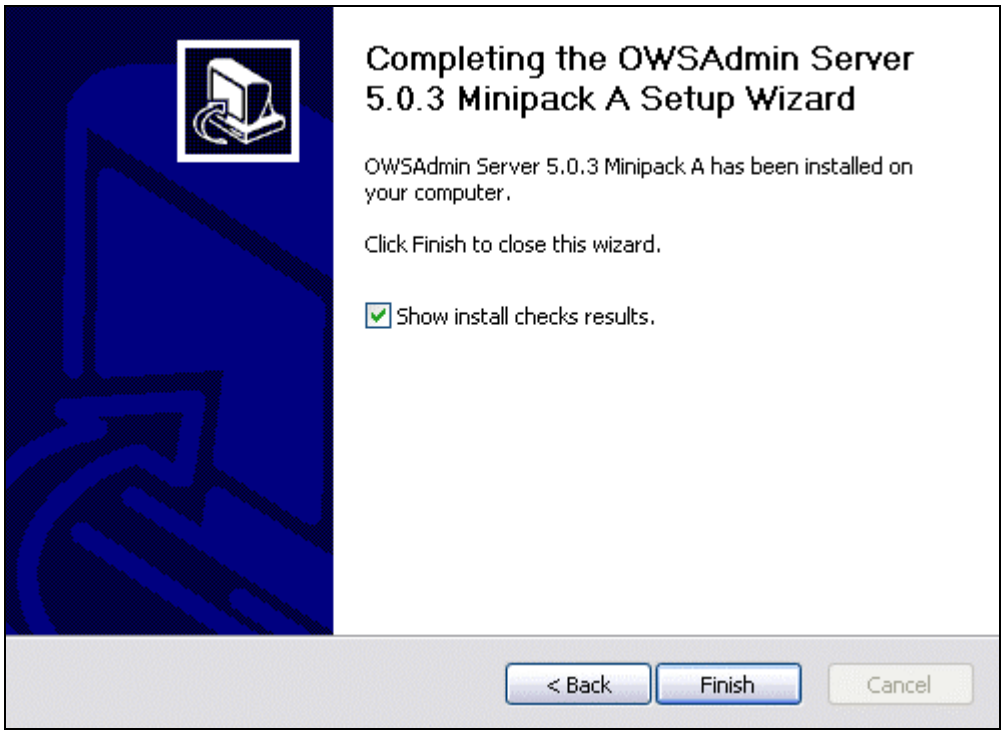
The first time you install OWS Admin Server, in the OWS Admin Repository Configuration window, select the Create Database/DB Name box to create the OWS Admin database on the selected server. (OWS_Admin is the same tablespace you had created, when implementing Oracle as the DBMS for the OWS Admin database.) As the database schema is not deleted when you uninstall OWS Admin, this step is optional if you have already installed OWS Admin Server.



The install wizard now installs the OWS Admin Server.



When finished, the wizard displays the Completion screen:



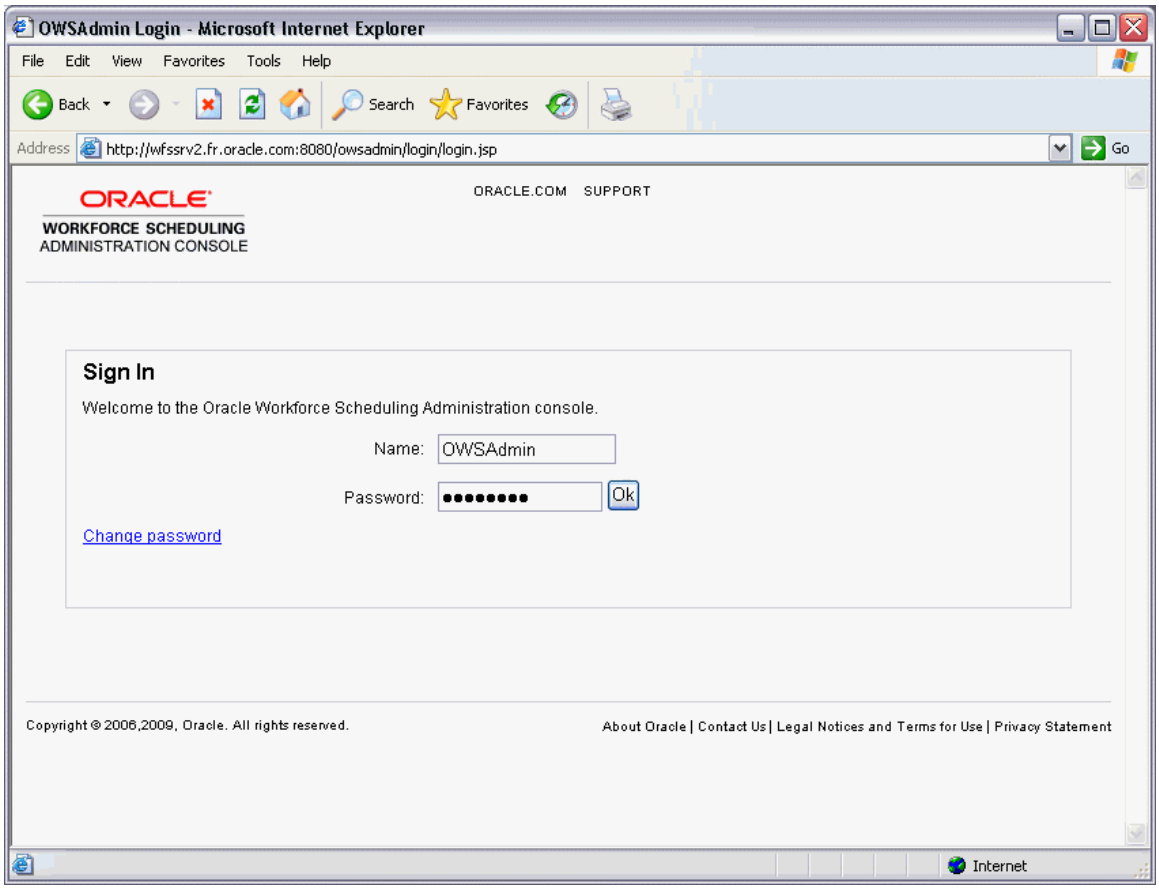
Click Finish to end the install process.

OWS Admin Login Process

The OWS Administrator can log on to the application as described below.

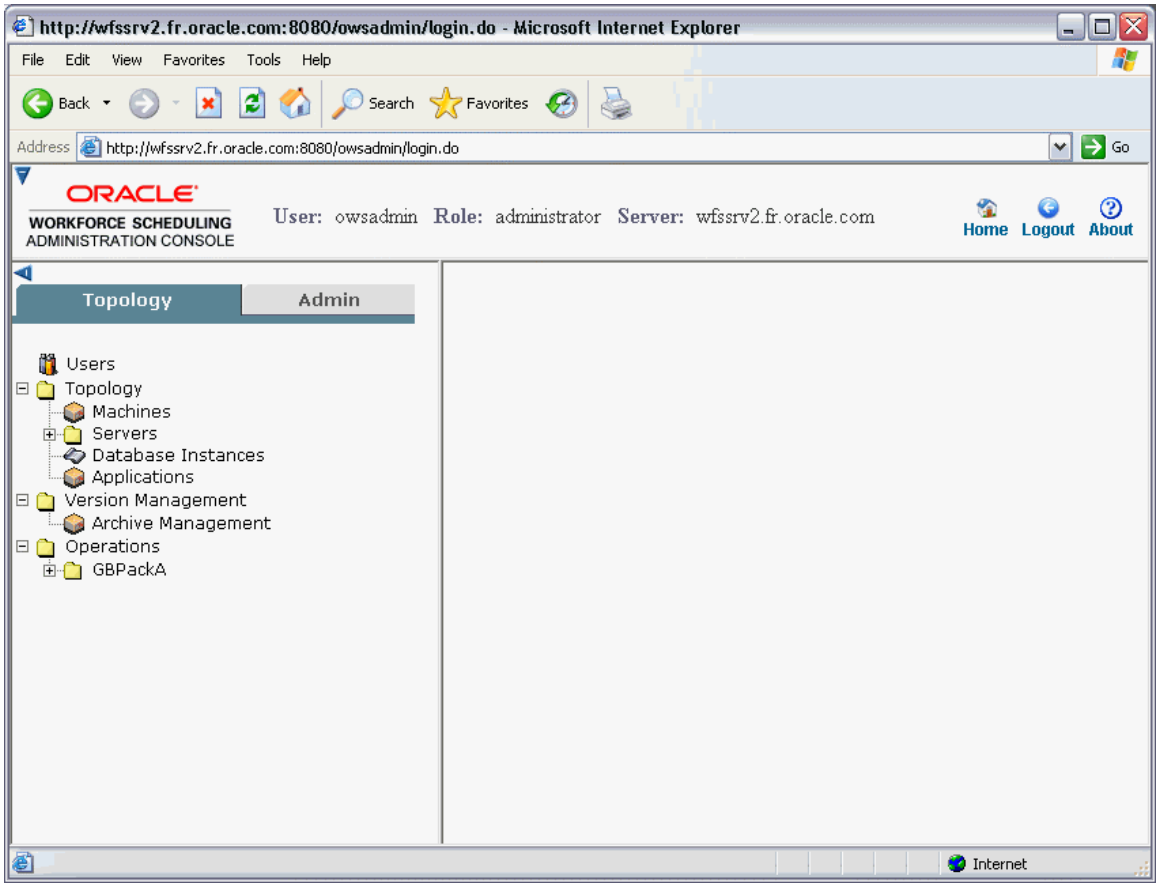
To log on to the OWS Admin Server, select OWS Admin Console in the Start Menu → Programs → Oracle WorkForce Scheduling → OWS Admin Server.

Use **OWSAdmin** as the user name and password to log on to the application and create your own administrator(s).
Note: By default, the OWS Admin Server user name and password are the same.



OWS Admin Console Areas

The login process leads to the OWS Admin main (alias home) page, as shown in the following screen:



The OWS Admin console has the following main areas:

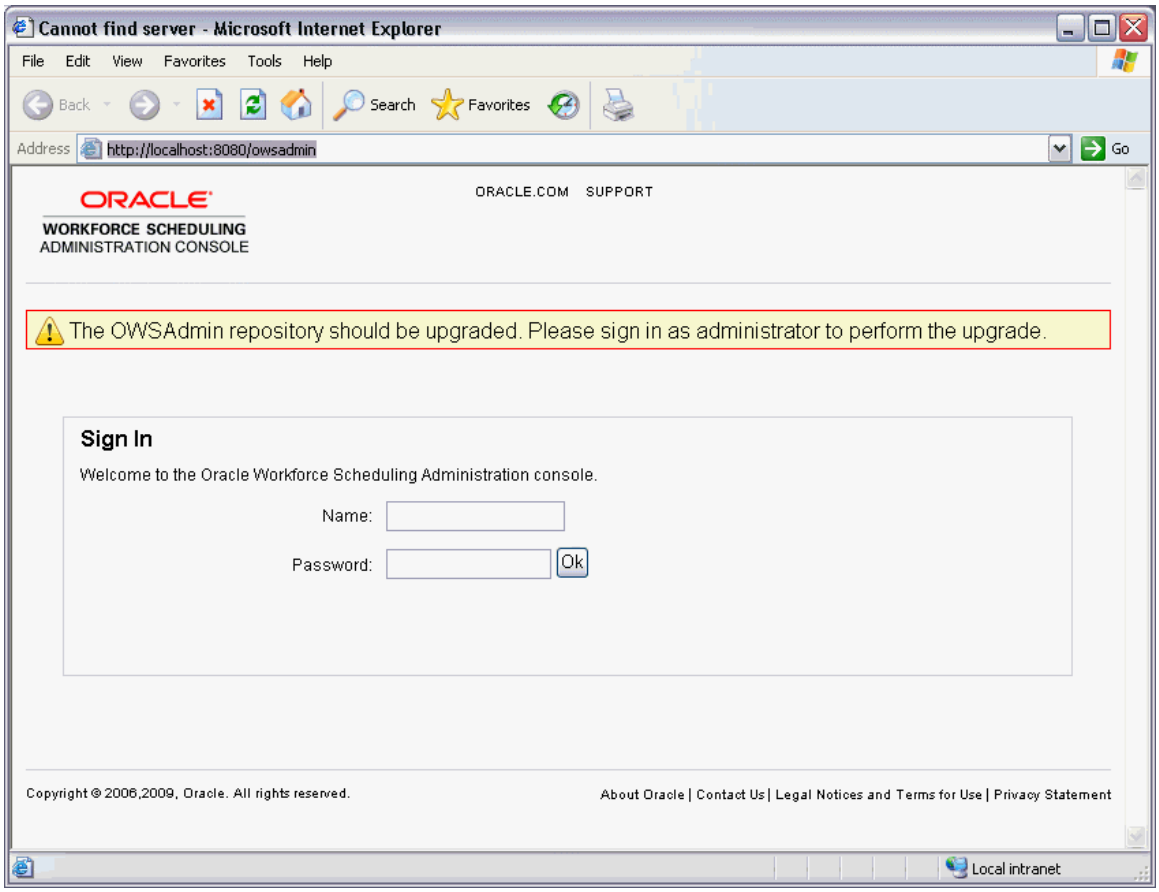
- **Banner pane**:
  The banner pane is the horizontal area at the top of the console. It shows the connection information, such as the name and role of the user who is logged in and the server name. The banner pane supports the following actions:
  - **Home**: returns to the OWS Admin home page.
  - **Logout**: logs the user out of the administration sessions and displays the login page.
  - **About**: displays version information (version name and build number) associated with the OWS Admin server and repository.

- **Explorer pane:**
  The explorer pane is the area on the left side of the console that lists links for viewing and managing the administration components.
- **Content pane:**
  The content pane is the area on the right side of the console that displays information based on the item selected in the Explorer pane.

You can adjust the banner and content workspace areas by clicking the buttons / / reduce or expand these areas..

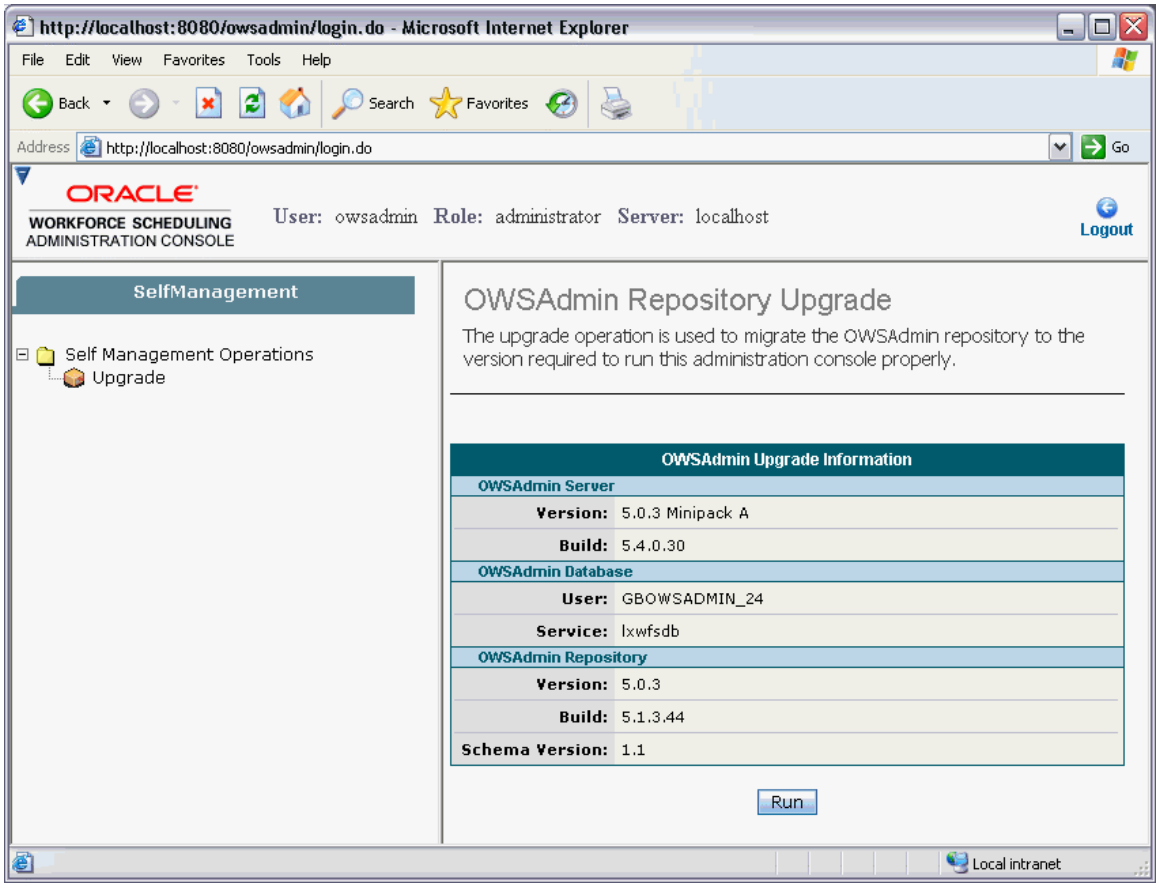
OWSAdmin Self Management

OWSAdmin Self Management refers to the application's ability to upgrade the OWSAdmin repository. An upgrade is only needed if you reuse a repository from a previous version. When you install and configure the OWSAdmin server to reuse an existing repository, the updates are applied to the existing repository. The login page informs the user when an upgrade should be applied.



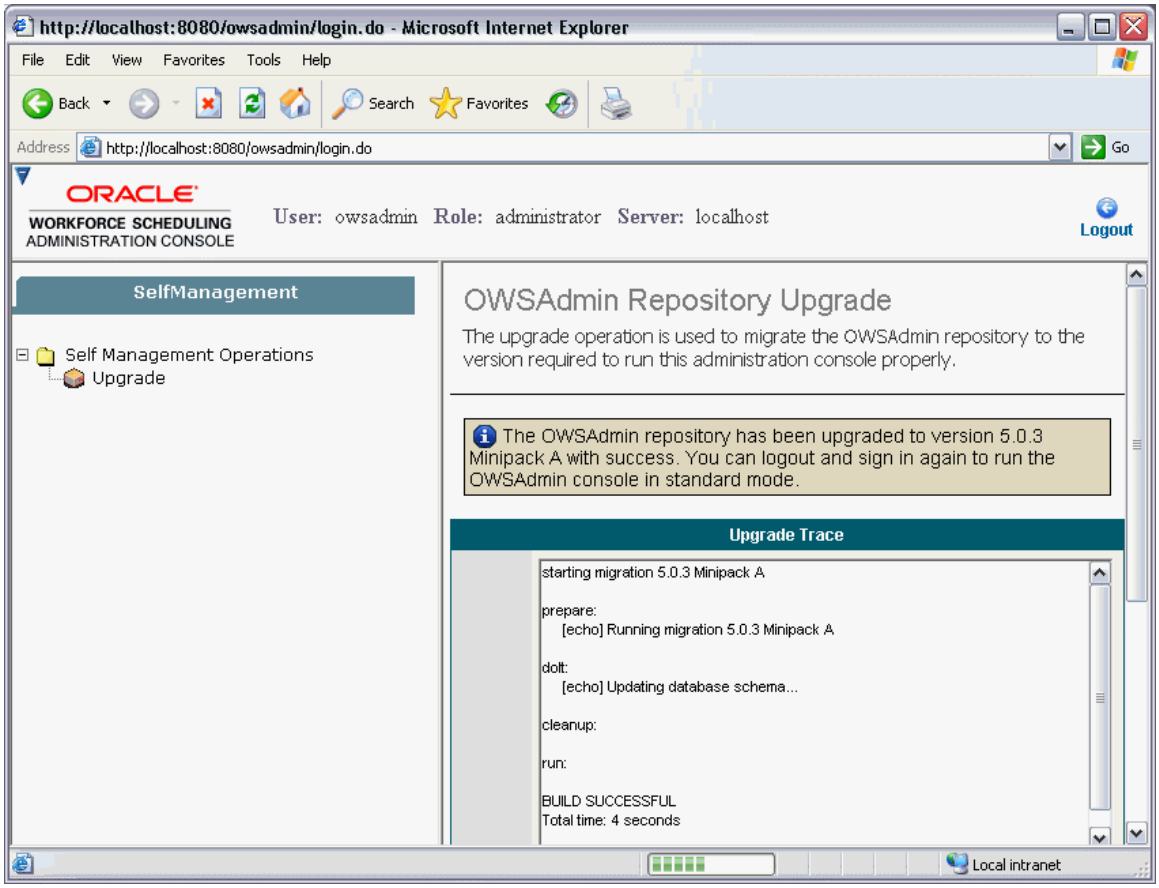
Only an administrator can sign in. Any valid login associated with the monitor or operator roles is rejected.

The administrator is directed to a workspace for the upgrade that displays the OWSAdmin server and repository versions.



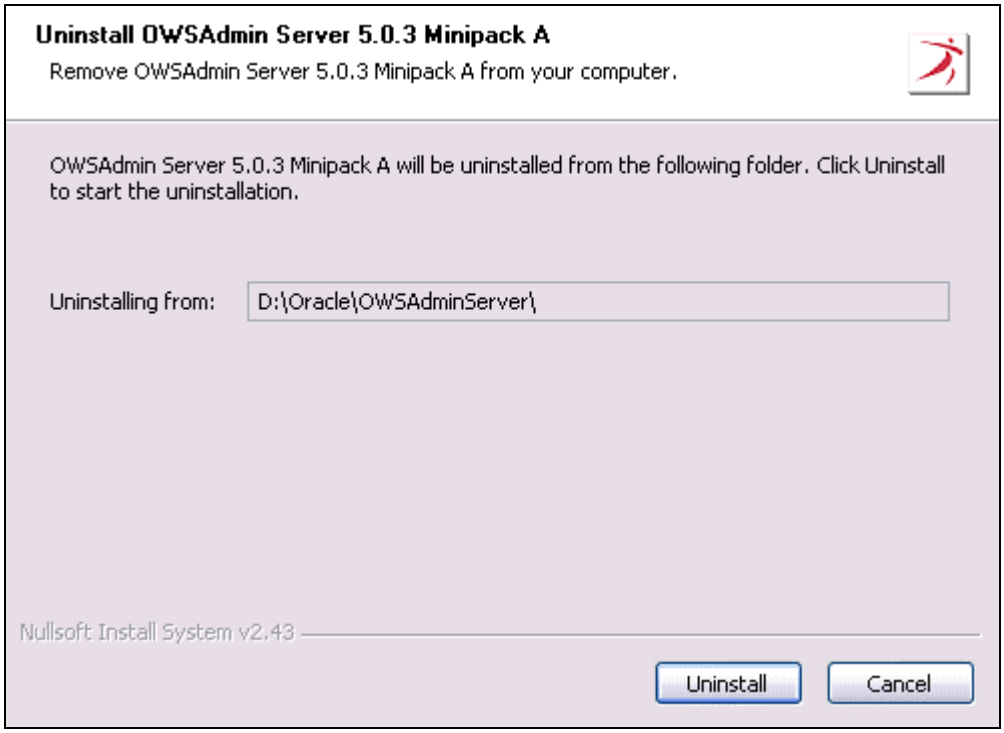
After running the upgrade, the application displays the upgrade script logs and the updated version information.

The administrator can exit Self Management using the logout button. A valid login provides access to the standard OWSAdmin workspace.

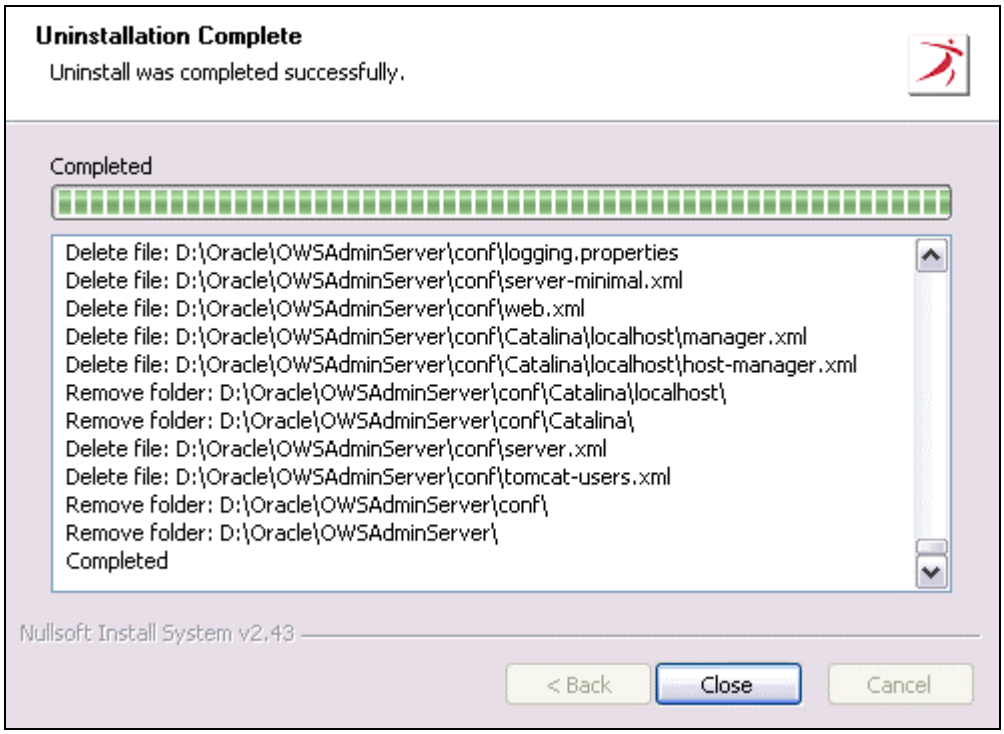


OWS Admin Deinstallation

Click Uninstall (Start → Programs → Oracle Workforce Scheduling → OWS Admin Server → Uninstall OWS Admin) to remove OWS Admin Server from your computer:



The uninstall wizard concludes with a summary of the deleted files.



Local Topology Design

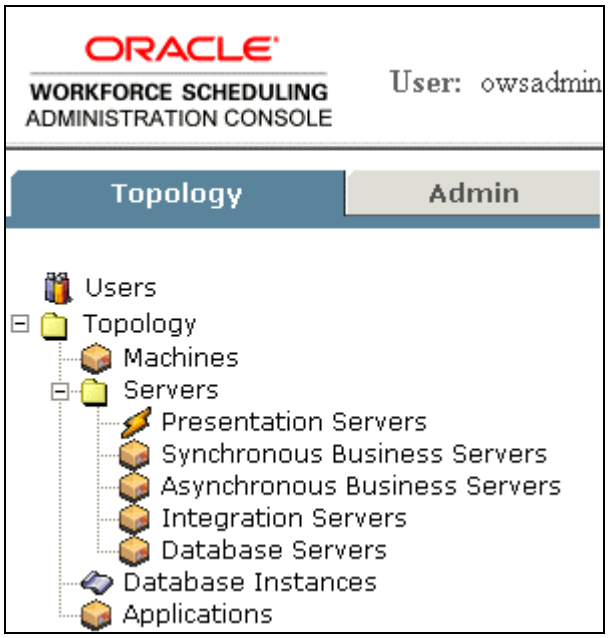
OWS topology refers to the physical servers hosting the application servers (including each server type: Presentation Server, Business Server, Asynchronous Business Server, Integration Server, and the database server). The Local Topology is the topology in a specific environment (such as the Demo environment for ADS with one Presentation Server and one Business Server on one physical server, one Asynchronous Business Server & one Integration Server on another physical server).

This chapter describes how to configure the software servers across the different physical servers allocated in a specific environment.

This chapter describes:

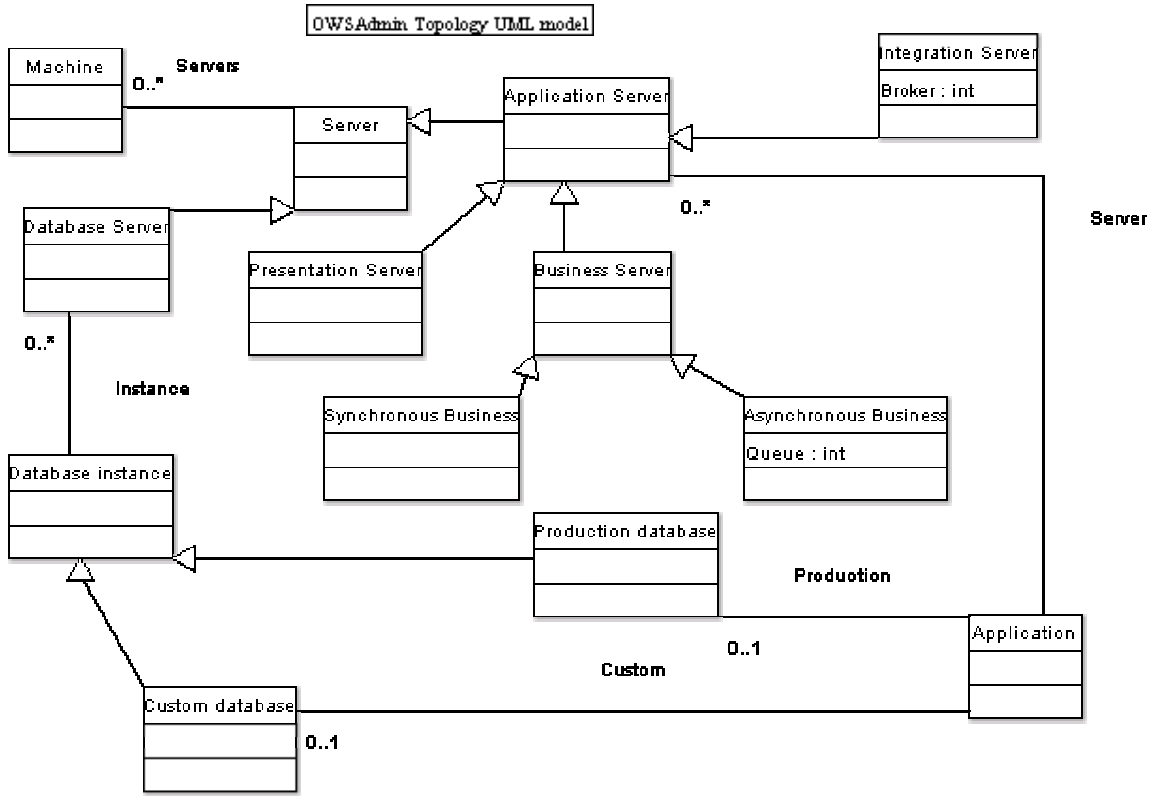
- OWS Server Topology.
- Defining the Machines.
- Defining Servers.
- Defining Database Instances.

OWS Server Topology



There are four components in an OWS environment:

- Machines
- Servers
    - Presentation Servers
    - Synchronous Business Servers
    - Asynchronous Business Servers
    - Integration Servers
    - Database Servers
- Database instances
    - Production Database
    - Custom Database
- OWS Applications



OWS Servers

In the UML model on the previous page, the name of the object is “Application server” for a logical server.

A logical server is a dedicated server, such as:

- Presentation Server
- Synchronous Business Server
- Asynchronous Business Server
- Integration Server
- Database Server

Any server consists of a physical machine and a port definition for commands.

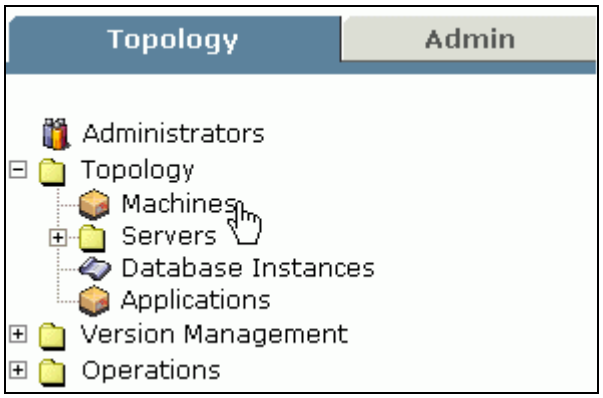
OWS Application

The OWS Application consists of:

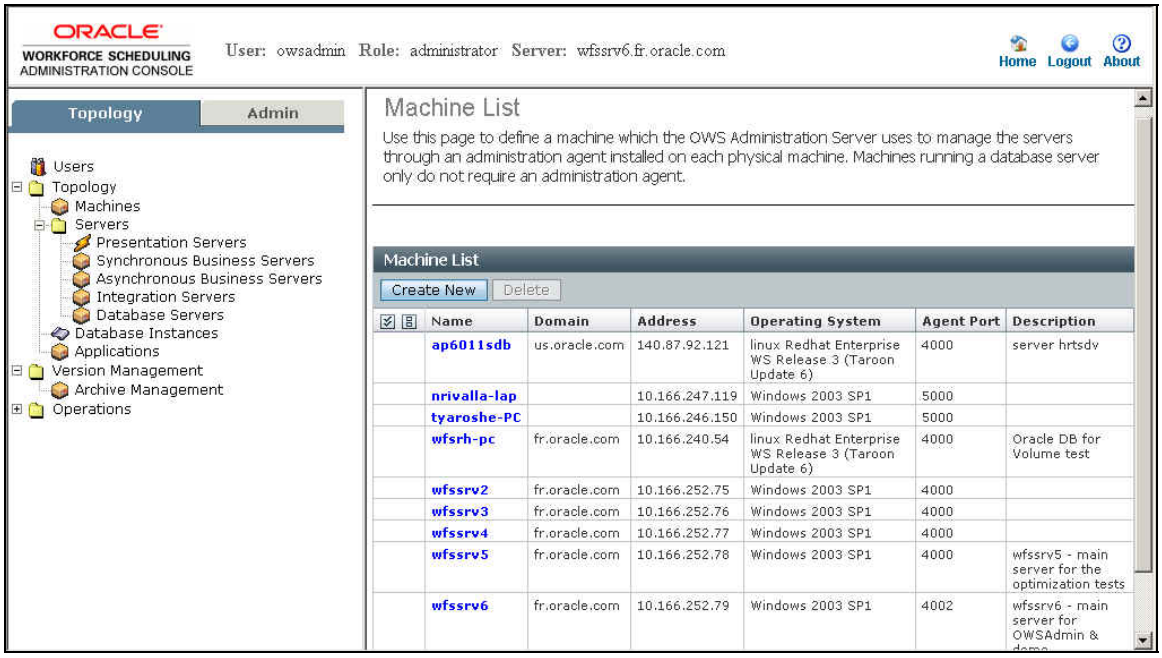
- Two database instances (Custom and Production) running on a database server.
- One or more logical servers running on one or more physical servers.

Defining the Machines

Before declaring any servers, you must declare the physical machines the servers will run on. This is the “Machines” section.



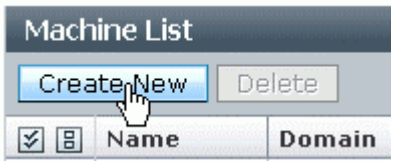
Click the Machines node to view a list of currently defined physical machines (Machines).

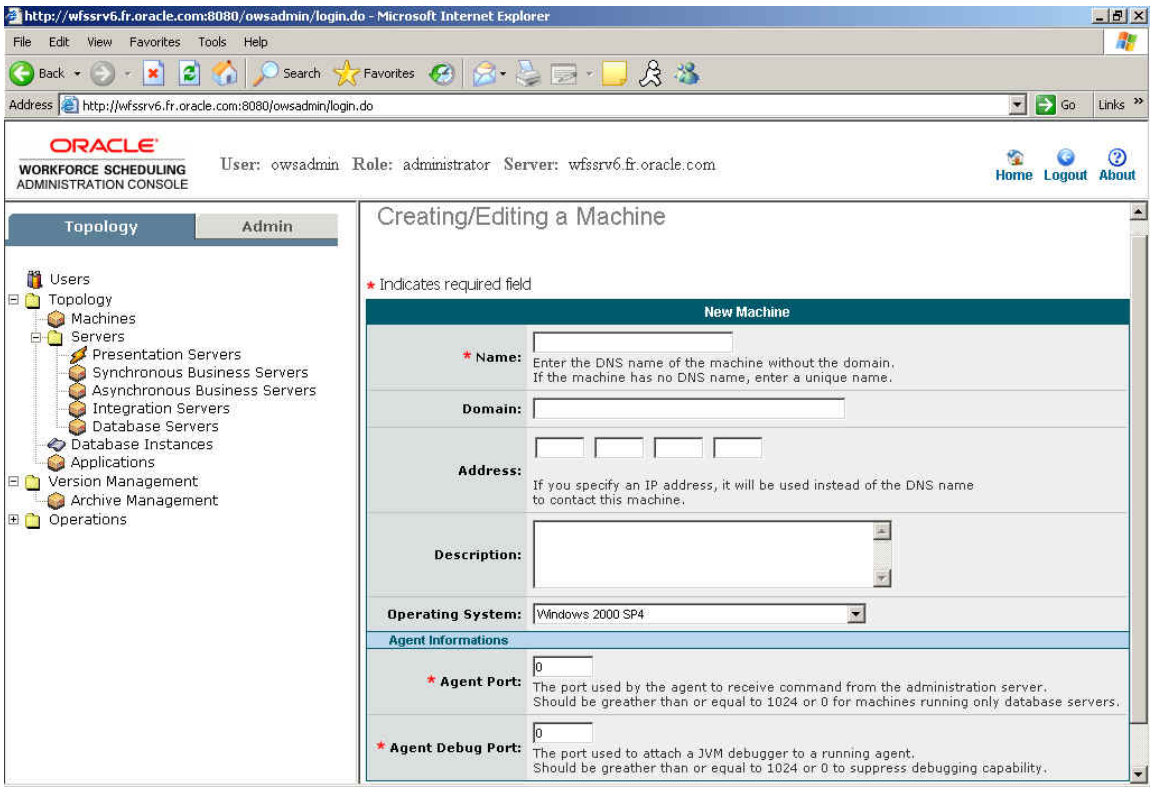


You can delete any machine that has a check box; however, if a machine is associated with a server, that check box is not available. You must first remove the server association before you can delete the machine.

Creating/Editing Machines

- To modify a machine definition, click its name.
- To create a machine, click Create New.





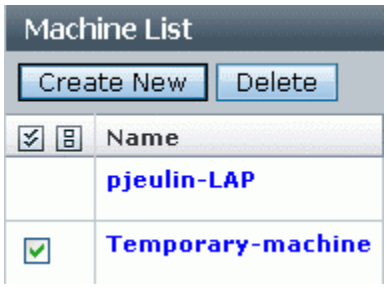
Name	Physical name of the server on the network. Do not use special characters or spaces in the machine's name. You cannot use the same name for two different machines.
Domain	Exclusive name of domain (without the machine name).
Address	The IP Address of the machine If you do not enter an IP address, the machine address will be: `'machine name' . 'domain'` This can be useful if you are using machines with dynamic addresses.
Description	Provide a brief description of this machine.
Operating System	Specify the operating system of this machine.
Agent Port	The agent port is the port number of the OWS Admin Agent will run on this machine. It must be a number

	between 2000 and 65535. OWS Admin Server will send administrative commands to this port for deploying and monitoring servers running on this machine. Standard agent port = 4000
Agent Debug Port	This is an advanced field, used for Support purposes.

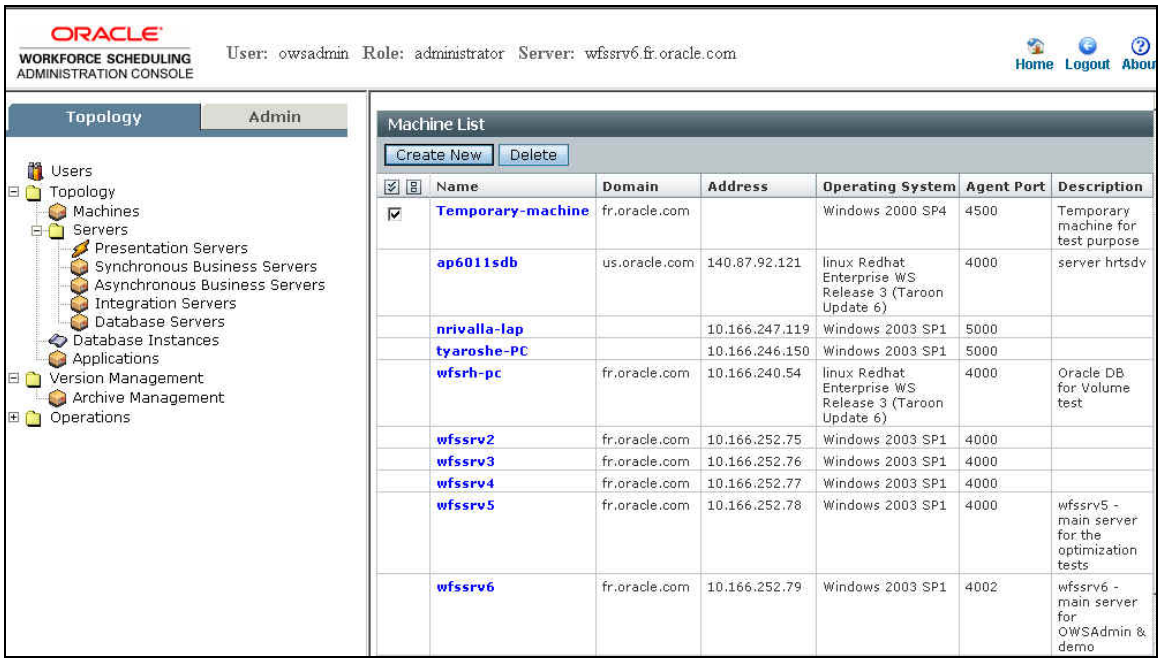
Deleting Machines

You can delete a machine's definition from the OWS Admin database only if the machine does not host an OWS server.

To delete a machine, select its check box and click Delete.

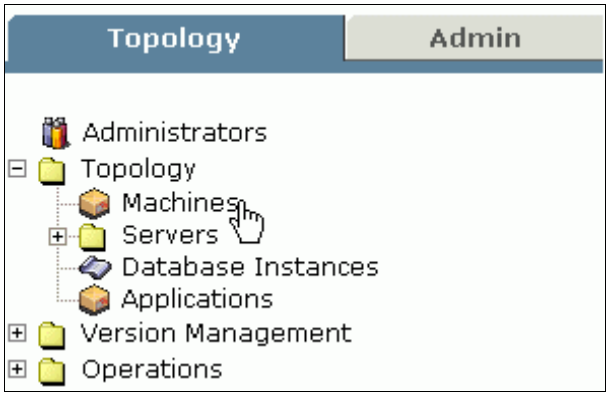


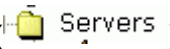
In the following example, only "Temporary-machine" is a candidate machine to be removed because it does not host any OWS server.



Defining Servers

This section describes how to define logical servers. You can define any kind of logical server, application server, or database server. Database servers are used to declare database instances.

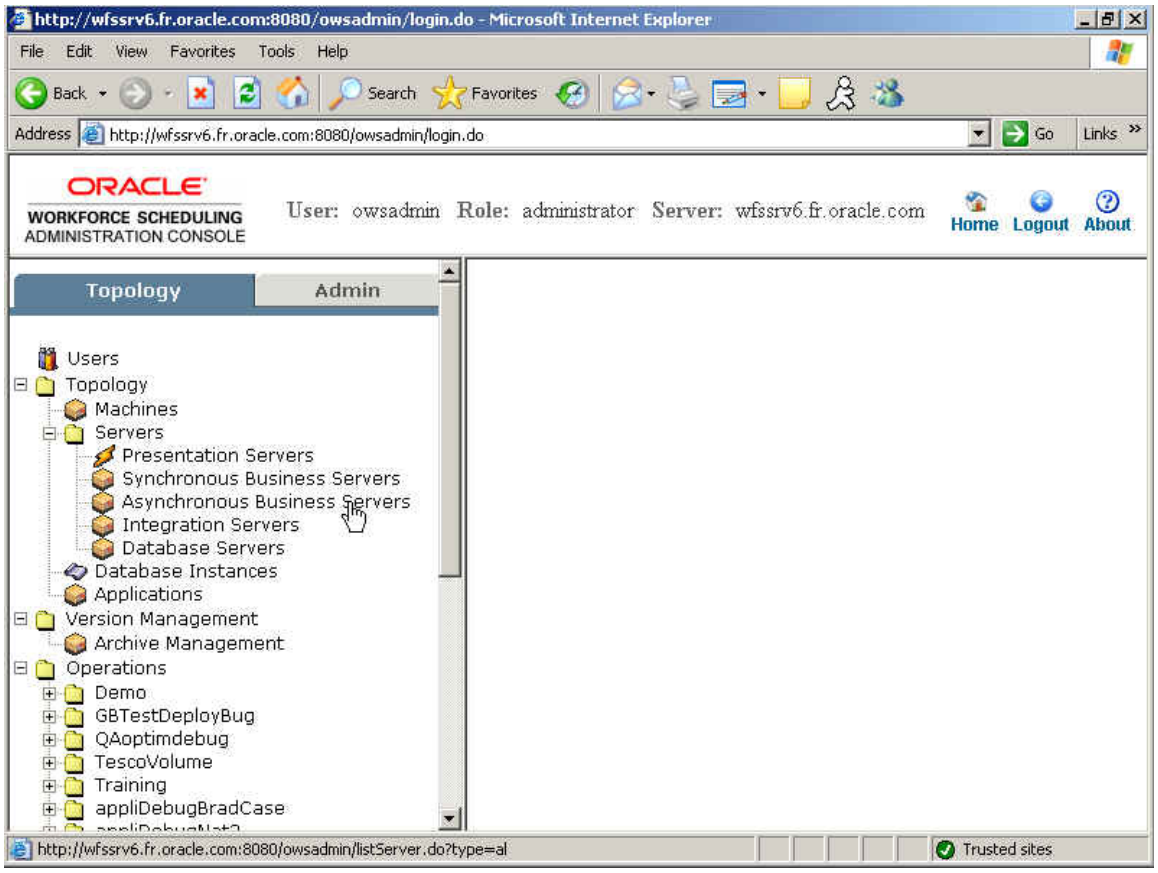


By selecting an item in the Servers node (), you expand a list of the defined servers.

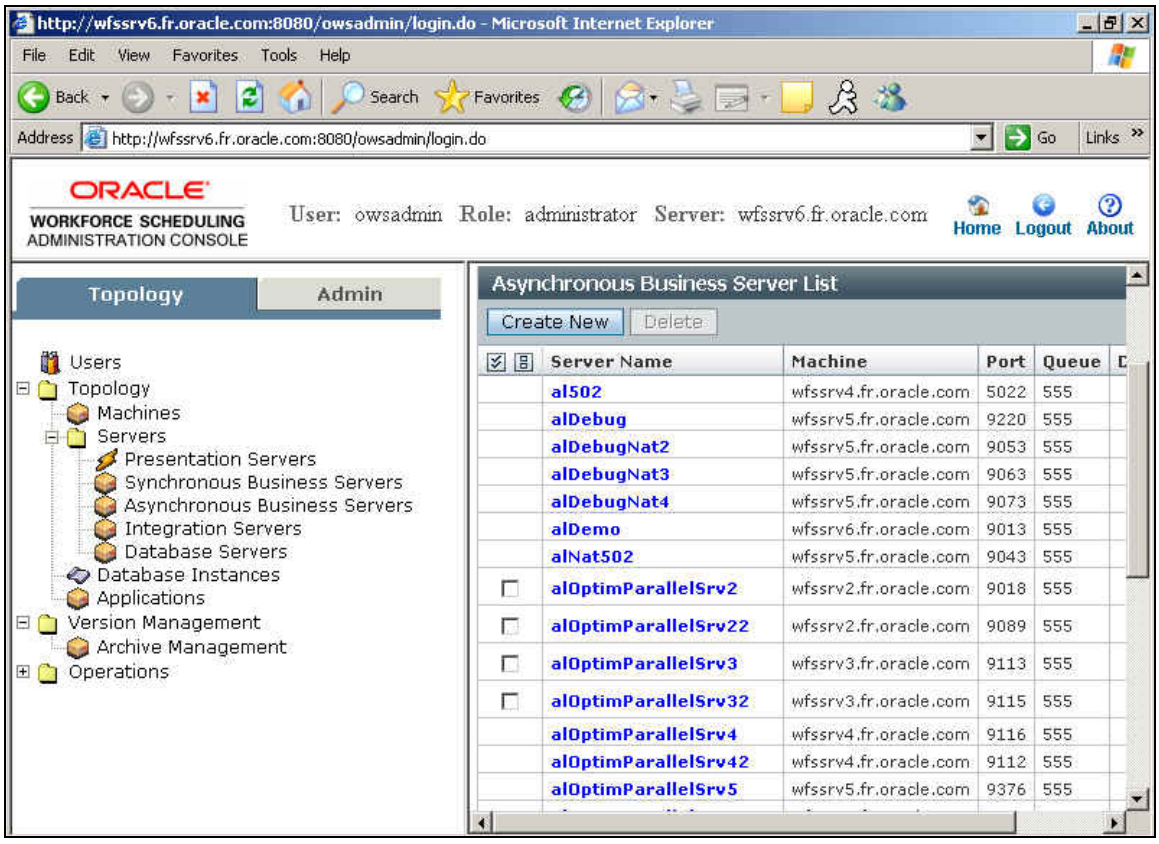
An unchecked server box indicates either a server that is involved in application configuration (for logical servers) or a database instance was declared on the server (for database servers).

Creating/Editing Servers

This process is similar for any kind of server (presentation, synchronous business, asynchronous business, integration).



- To modify/edit a server, click the server name.
- To create a new server, click Create New.



Depending on the type of server you are creating or modifying, you must enter certain parameters. Except for database servers, every server listens to a port. Two or more servers declared on the same machine cannot share the same port (even they are a different type).

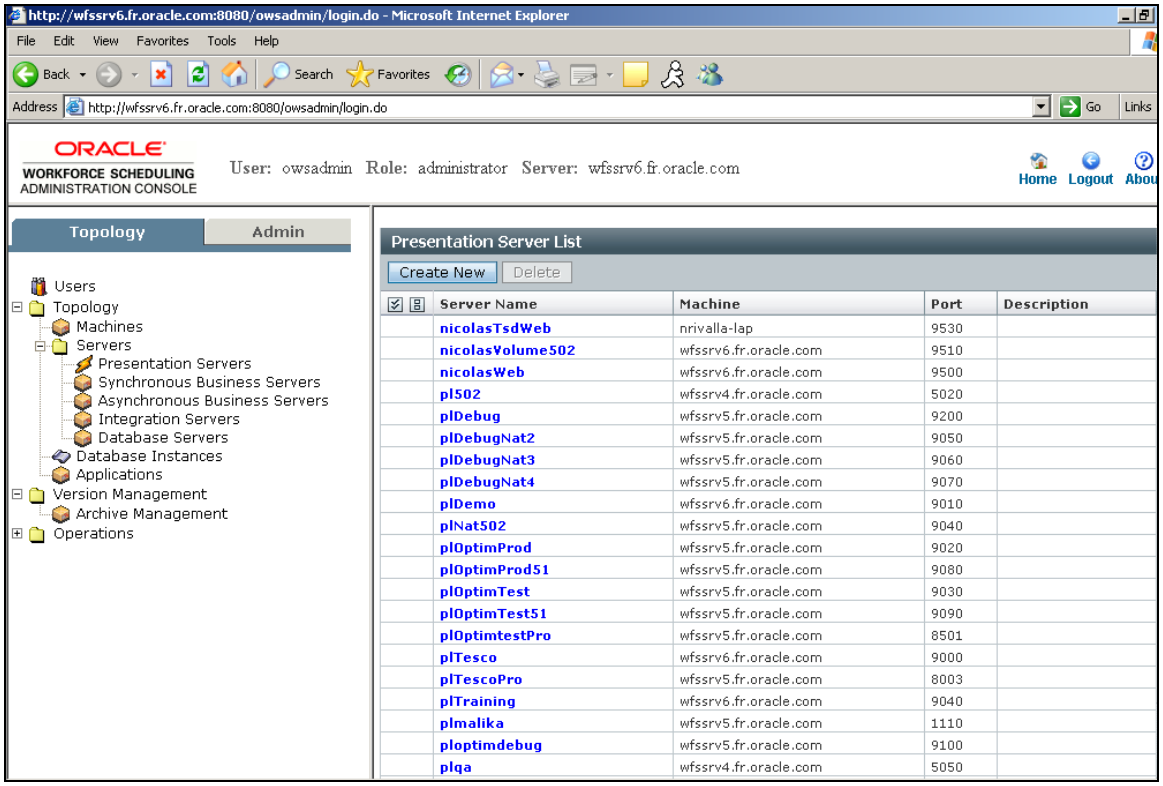
Set up for the following server types are available:

- Presentation Servers
- Synchronous Business Servers
- Asynchronous Business Servers
- Integration Servers
- Database Servers

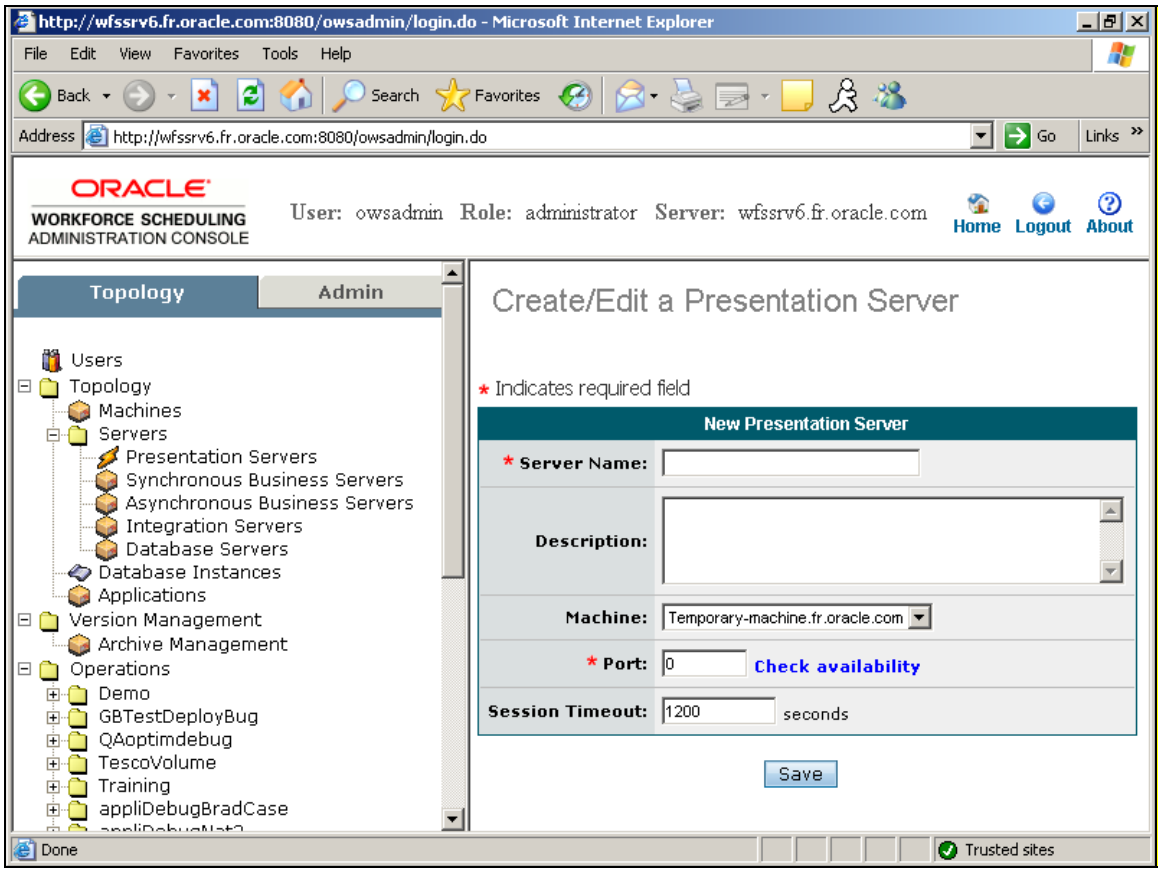
Presentation Servers

To view the presentation servers, select their node in the Servers topology (

).



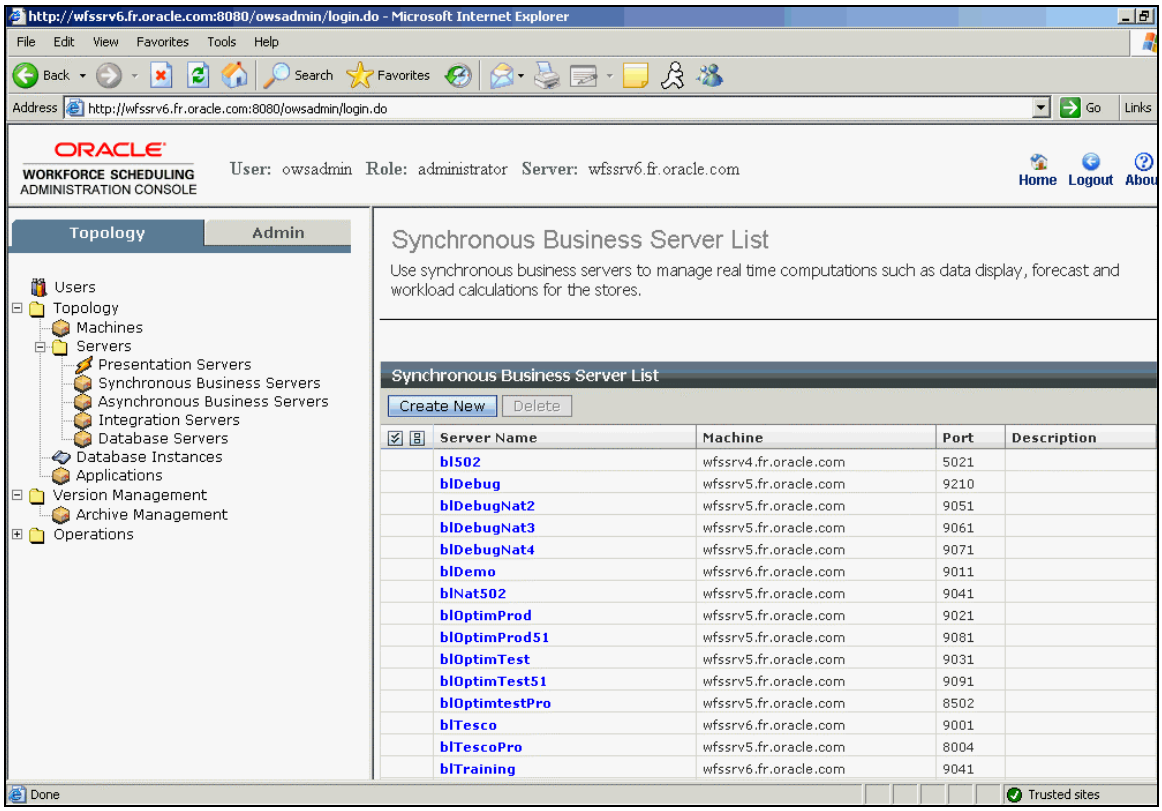
- To modify/edit a server, click the presentation server name.
- To create a new server, click Create New.



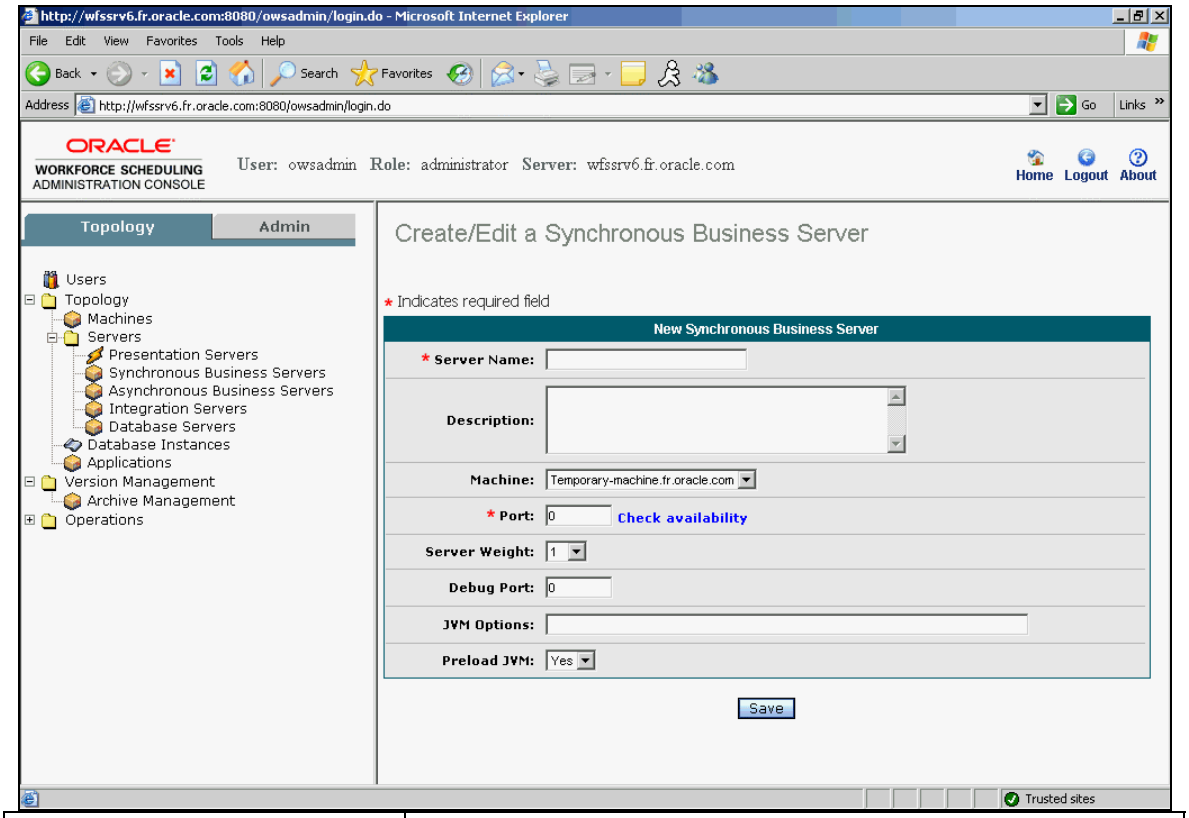
Server Name	Name of the presentation server.
Description	A brief description of the presentation server.
Machine	Name of the physical machine the logical server will run on.
Port	Port the software will use to communicate with the rest of the application. Value must be within the range 2000 to 65535.
Session Timeout	Number of seconds of disuse before OWS requires the user to login again to continue working Value in seconds.

Synchronous Business Servers

To view the synchronous business servers, select their node in the Servers topology ( Synchronous Business Servers).



- To modify/edit a server, click the synchronous business server's name.
- To create a new server, click Create New.



Server Name	Name of the synchronous business server.
Description	A brief description of the synchronous business server.
Machine	Name of the physical machine the logical server will run on.
Port	Port the software will use to communicate with the rest of the application. Value must be comprised between 2000 and 65535.
Server Weight	Weight of each BL server relative to the other BL servers. By default, all weights must be set to the same value.
Debug Port	This advanced field is for Support purposes. Value must be comprised between 2000 and 65535.
JVM Options	Advanced options for starting the Java Virtual Machine. An advanced field, like -Xms256m –Xmx512m
Preload JVM	Specifies when the Java Machine is loaded. • Yes: As soon as the synchronous Business server is started.

	• No: Only when the first Java command is executed.

A single physical machine may have several servers. In this case, Port and Debug values must be different for each server.

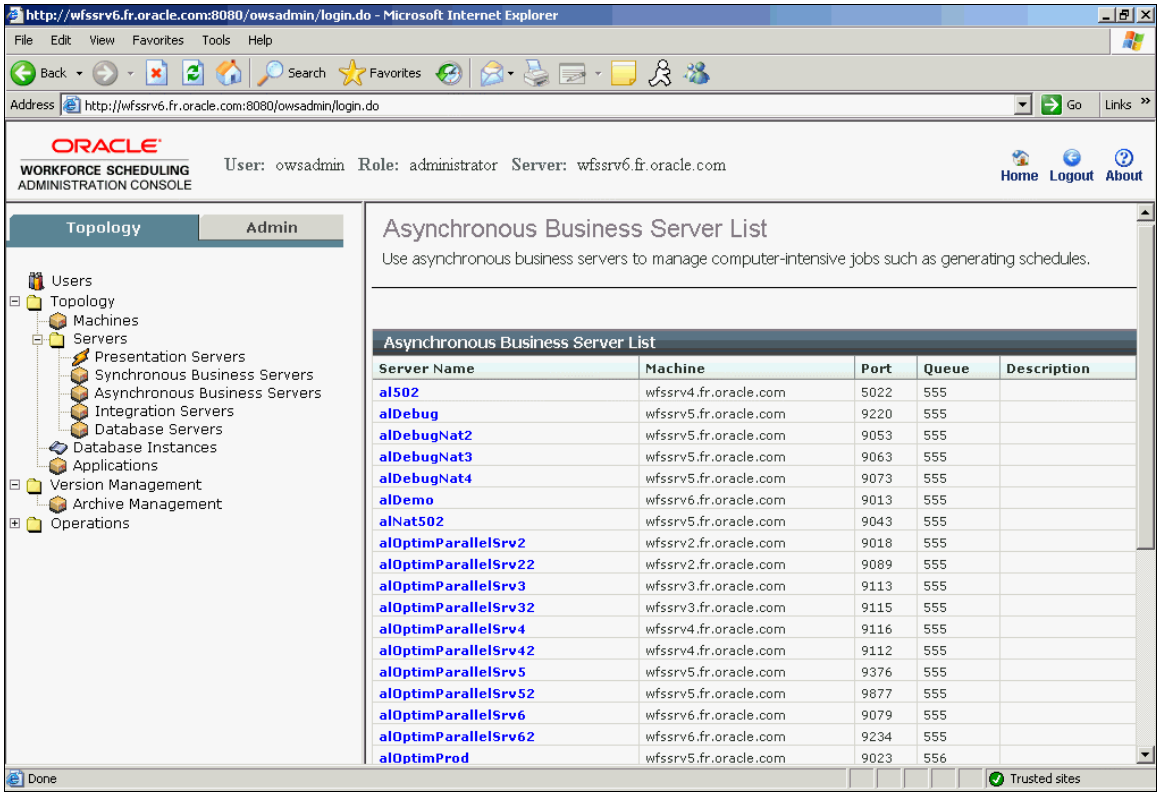
		Port	Debug
Machine 1	**Server 1**	8401	8402
	Server 2	8403	8404

If there are two different physical machines, you can keep the same values.

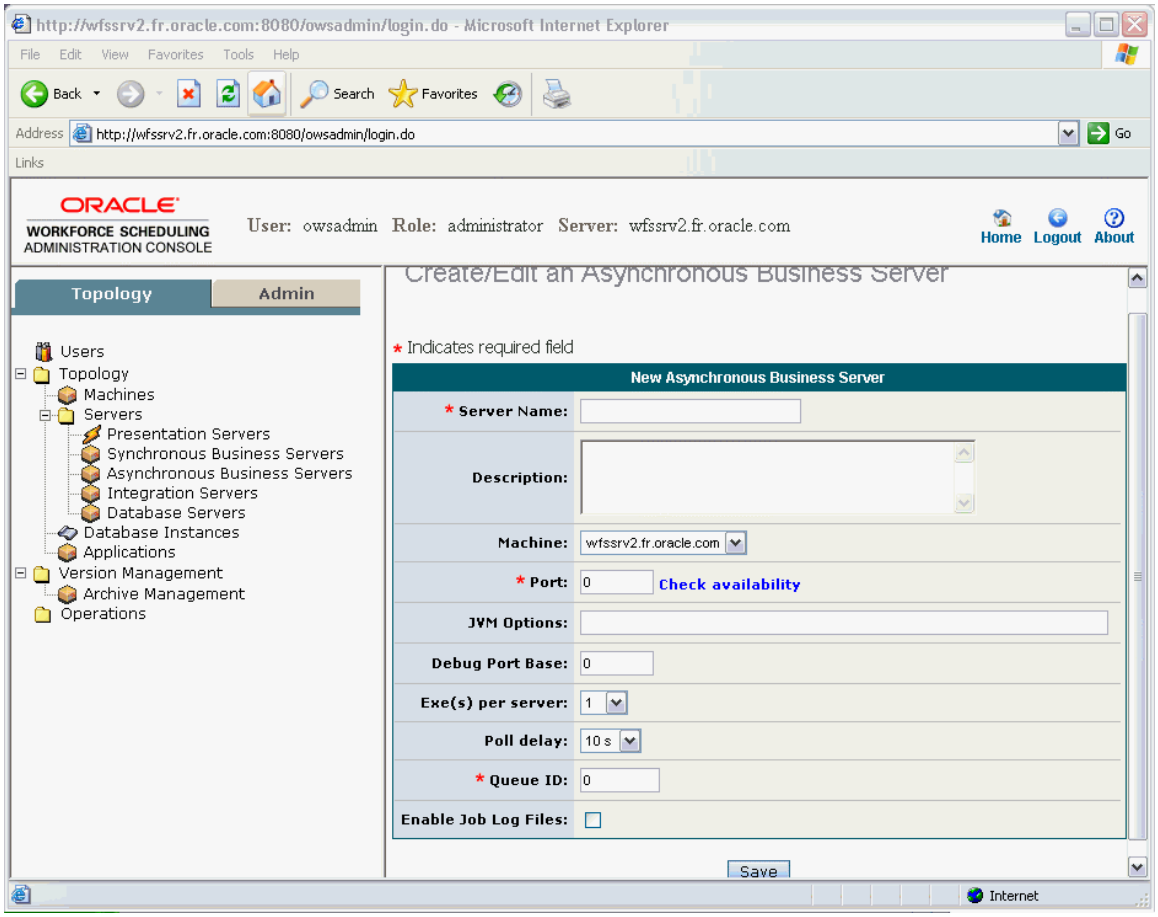
		Port	Debug
Machine 1	**Server 1**	8401	8402
	Server 2	8403	8404
		Port	Debug
Machine 2	**Server 1**	8401	8402
	Server 2	8403	8404

Asynchronous Business Servers

To view the asynchronous business servers, select their node in the Servers topology ( Asynchronous Business Servers).



- To modify/edit a server, click the asynchronous business server name.
- To create a new server, click Create New.

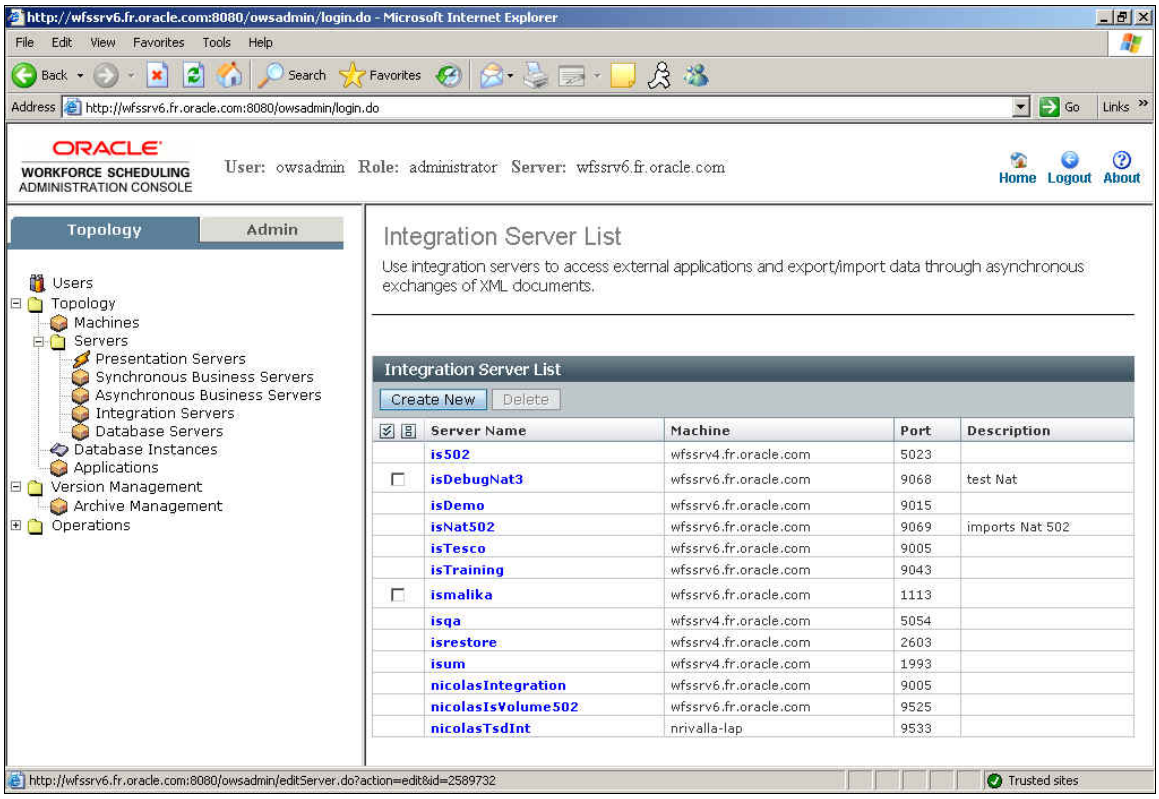


Server Name	Name of the asynchronous business server.
Description	A brief description of the asynchronous business server.
Machine	Name of the physical machine the logical server will run on.
Port	Port the software will use to communicate with the rest of the application. Value must be comprised between 2000 and 65535.
JVM Options	Advanced options for starting the Java Virtual Machine. This field is for Support purposes only.
Debug Port Base	This advanced field is for Support purposes. Integer value between 2000 and 65535.
Exe(s) per server	Number of executables each server can run in parallel.
Poll delay	Delay between each scan of the queue in seconds.
Queue ID	Identifies the queue from which jobs will be taken.

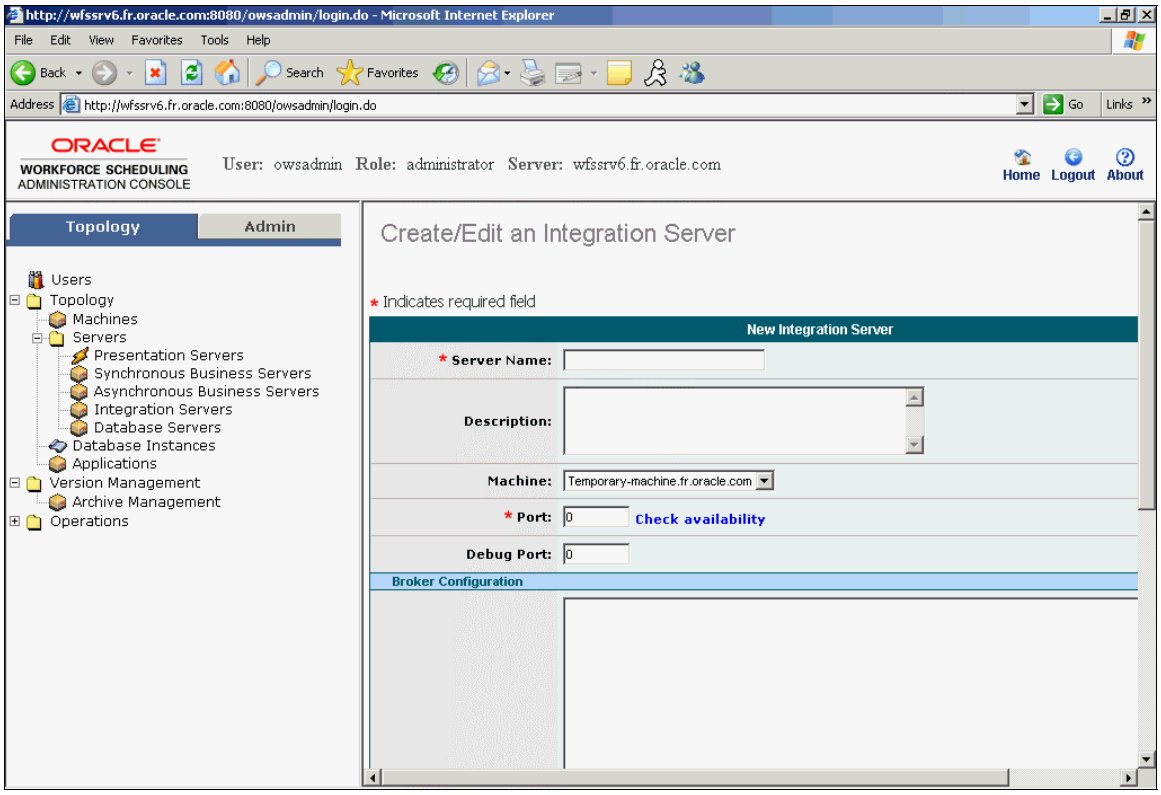
	Queue identifier.
Enable Job Log Files	Specifies whether the job log files remain in the asynchronous server logs directory or are deleted when the job execution ends. Boolean value

Integration Servers

To view the integration servers, select the node in the Servers topology (Integration Servers).



- To modify/edit a server, click the name of the integration server.
- To create a new server, click Create New.



Server Name	Name of the database server.
Description	Brief text description of the database server.
Machine	Name of the physical machine the logical server will run on.
Port	Port the software will use to communicate with the rest of the application. Integer value.
Debug Port	This field is for Support purposes. Integer value between 2000 and 65535.
Broker Configuration	Describes the configuration of the integration server, where files are taken, and where they go, on which queue jobs they are created. XML format with the definition of the Integration broker.
Environment Extension	Extension of environment variable path (such elements as jms provider).

For example, the following is a sample configuration to read messages in a d:\temp\is folder:

```
<?xml version="1.0" encoding="UTF-8"?>
<broker xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
 xmlns= “http://www.oracle.com/ows/integration/server/broker”

        id= “test">
  <sources>
    <directorySource id="directorySource">
      <period>2000</period>
      <directory>d:/temp/is/in</directory>
      <tmpDirectory>d:/temp/is/in/tmp</tmpDirectory>
      <doneDirectory>d:/temp/is/in/done</doneDirectory>
      <filter>xml</filter>
    </directorySource>

    <jobQueueSource id="JobSource">
         <period>2000</period>
         <queue>555</queue>
         <procedureId>2195406</procedureId>
         <visitMode>mark</visitMode>
         <fragmentFilter expression="^.*[eE]xport$" regexp="true"/>
     </jobQueueSource>
  </sources>

  <sinks>
    <directorySink id="stdErrorSink">
      <directory>d:/temp/is/err</directory>
    </directorySink>
    <directorySink id="DirectorySink">
      <directory>d:/temp/is/in/export</directory>
    </directorySink>

    <jobQueueSink id="jobSink">
      <!-- <compression>zip</compression> -->
      <queue>555</queue>
      <procedureName>InInterfaceProcedure</procedureName>
      <context>
         <resourceNode>40286</resourceNode>
         <organizationNode>40001</organizationNode>
         <HROrganizationNode>40002</HROrganizationNode>
         <beginDate>1800-01-01</beginDate>
         <endDate>9999-12-31</endDate>
      </context>
    </jobQueueSink>
  </sinks>

  <channels>
  <channel id="fileToJob">
    <source id="directorySource"/>
    <sink id="jobSink"/>
    <errorSink id="stdErrorSink"/>
  </channel>
  <channel id="JobToFile">
    <source id="JobSource"/>
    <sink id="DirectorySink"/>
    <errorSink id="stdErrorSink"/>
  </channel>
  </channels>


</broker>
```

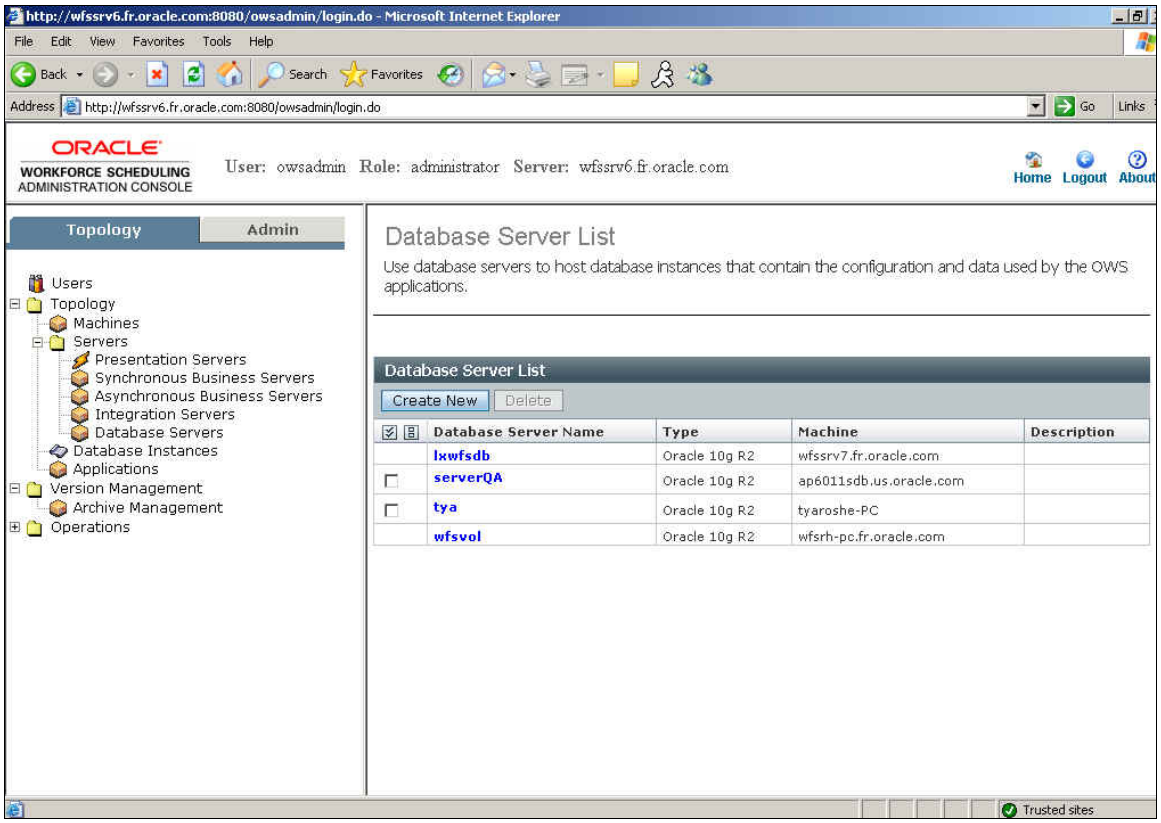
The Broker Configuration must be formatted XML; otherwise, it can result in a deployment error.

Database Servers

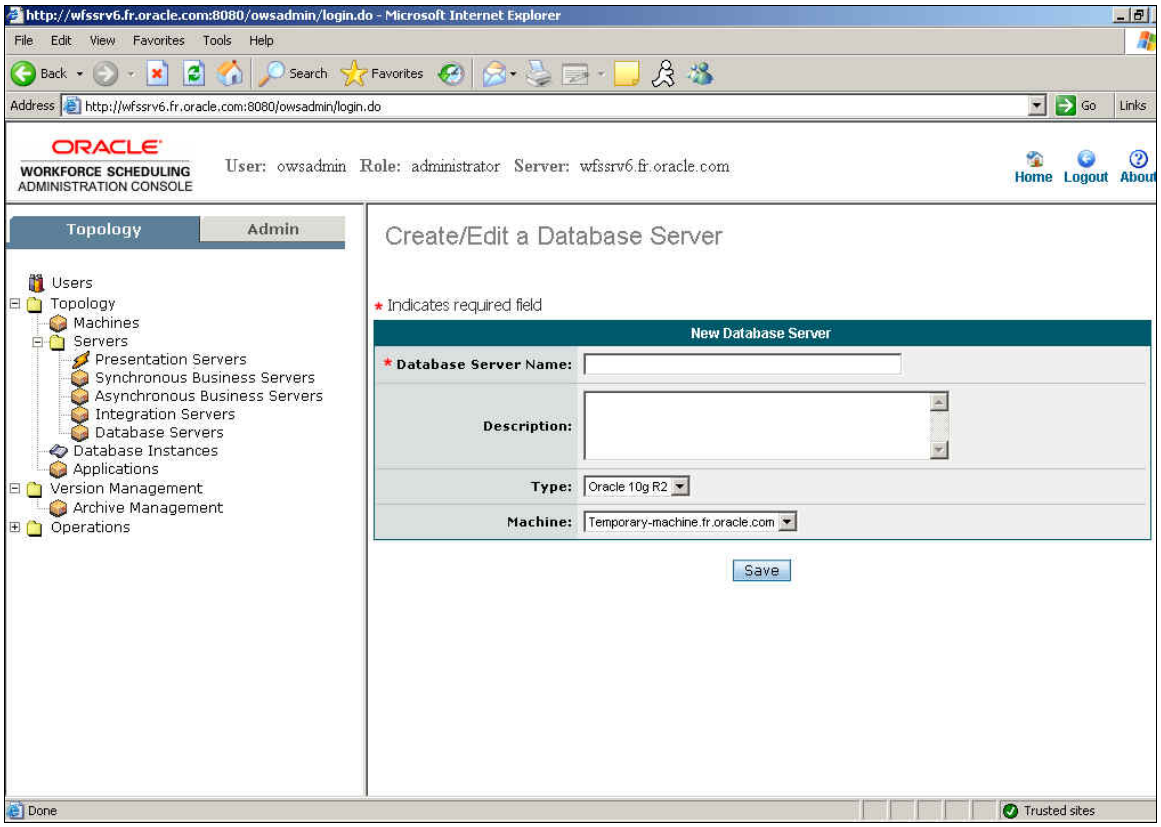
Use database servers to declare the database servers in your environment.

To view the database servers, select their node in the Servers topology (

).



- To modify/edit a server, click the database server name.
- To create a new server, click Create New.



Database Server Name	Oracle TNS Name of the database server. This name must match the Service name on the tnsnames.ora file.
Description	Simple text description of the database server.
Type	Select the DBMS.
Machine	Name of the physical machine the logical server will run on.

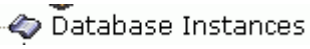
Deleting Servers

- To delete a server, select the box in front of the server's name and click Delete.

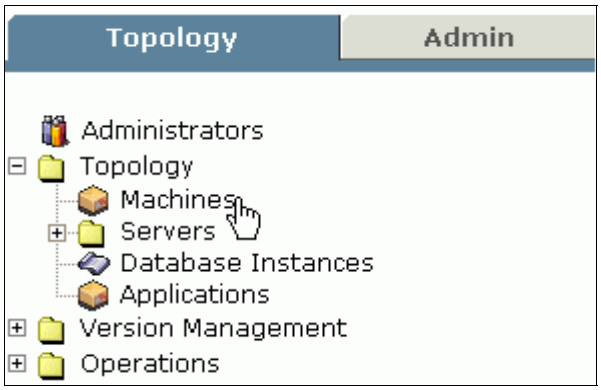
You can delete any server that does not have an active OWS deployment. Eligible servers will appear in the window with a checkbox.

Defining Database Instances

These are not actual schema in the Database Server. These are instance definitions specific to OWS Admin.

Click on the Database Instances node to define database instances (

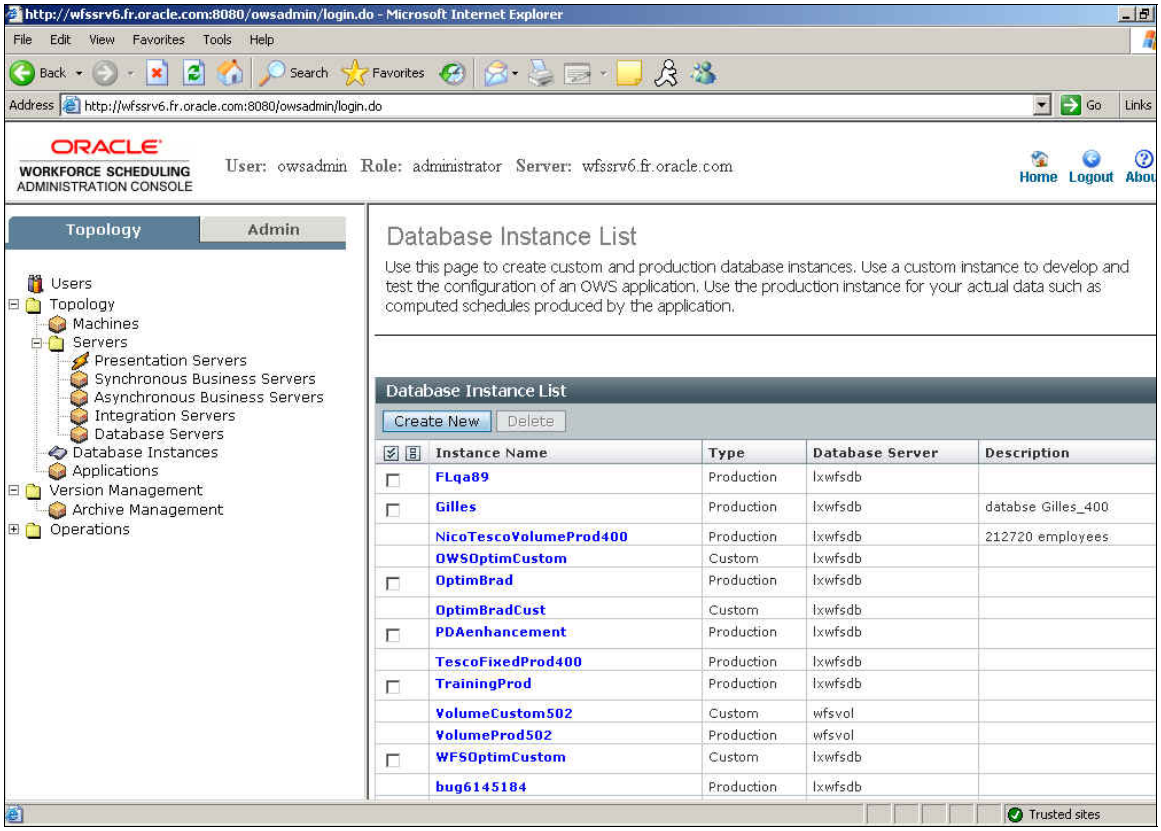
).



Database instances run on the database servers declared in the “Servers” section.

Creating/Editing Database Instances

When you click on Database Instances node, a list of all configured instances displays (Database Instances):



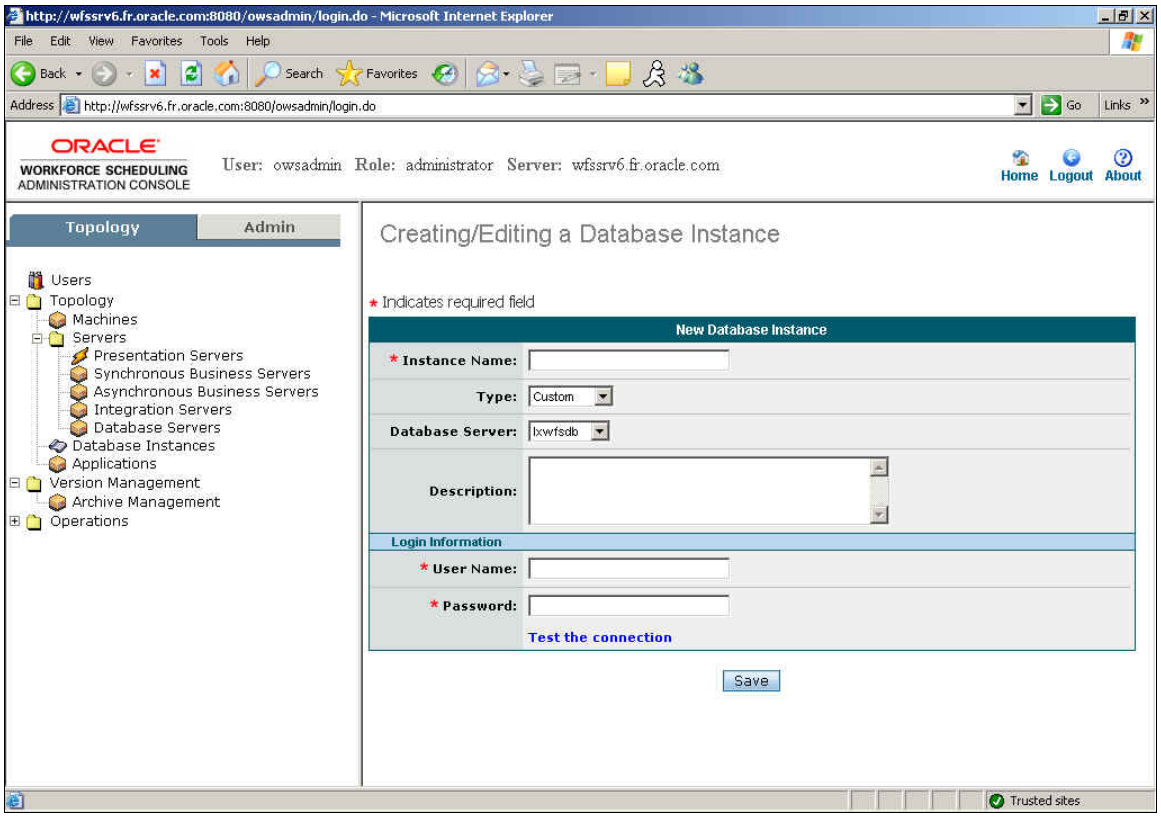
Create two database instances:

- Instance for the custom database.
- Instance for the application (production) database.

The OWS Application is made on a custom database, whereas the environment deployed lately is made against a production database. These definitions enable the OWS Administration server to connect to each database type together.

To create a database instance:

1. Click on an instance name to edit it.
2. Click Create New.



Instance Name	Instance name declared when you created the instance.
Database Server	Select the database server.
Description	Brief text description of the database instance.
User Name	User name associated with your database access control and managed in the OWS Data Access Layer.
Password	Password associated with the user name.

Testing the Connection to the Database Instance

Note: After you create the custom database schema with the archive file, you can test the connection to this instance. The test connection will fail, if you have not created the database schema.

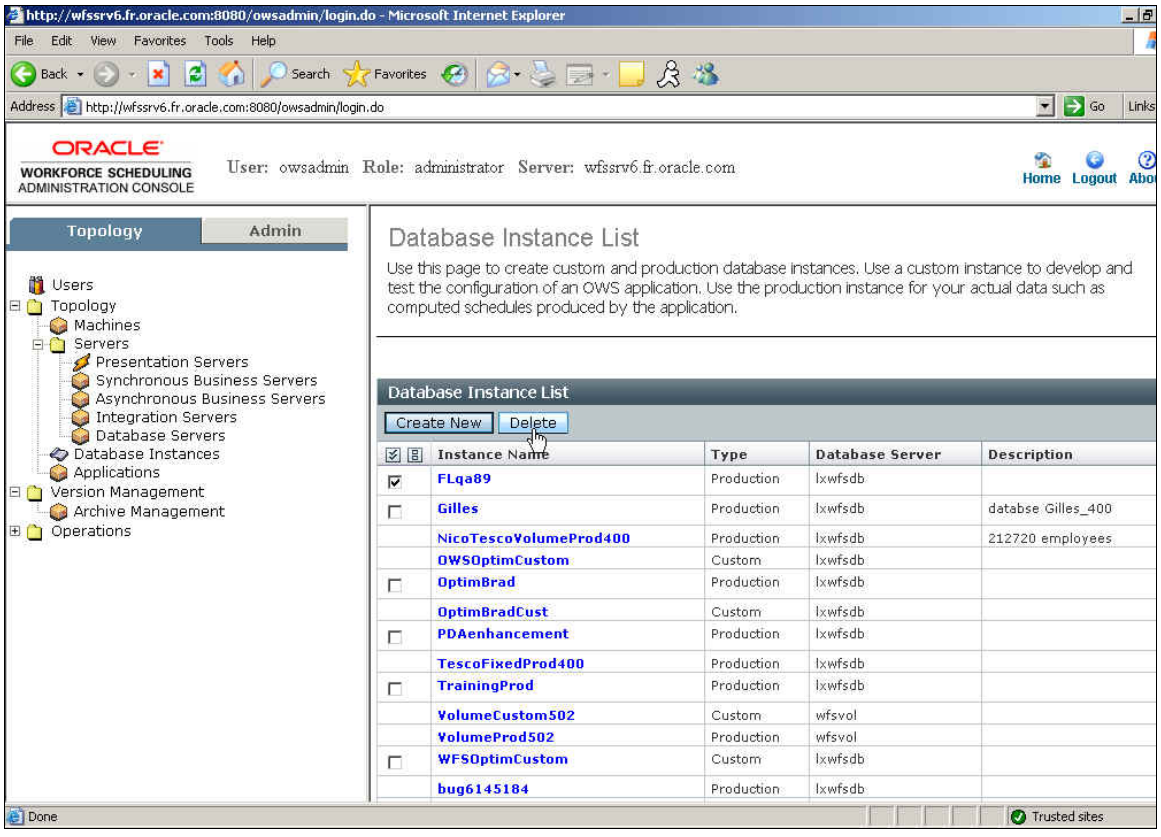
To test the connection to the database instance:

When you create an instance, you can test the connection to this instance by clicking Test the connection. This creates a jdbc connection using the server/instance parameters (as described in the previous chapter), selects data, and displays the result:

Test Connection Result	
Configuration Version:	5.0.0.53
Database Schema Version:	4013
Product Name:	Oracle
Product Version:	Oracle Database 10g Enterprise Edition Release 10.2.0.1.0 - Production With the Partitioning, OLAP and Data Mining options
JDBC Driver:	Oracle JDBC driver
JDBC Driver Version:	10.2.0.1.0

Deleting Instances

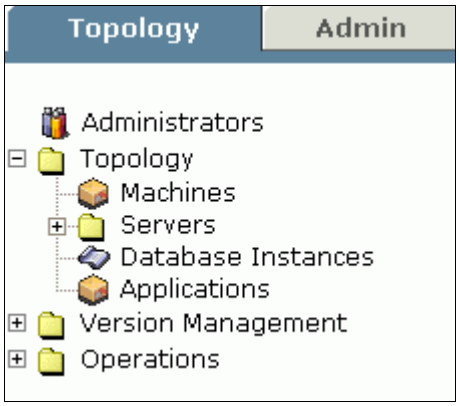
- To delete a database instance, select the box in front of the instance's name and click Delete.



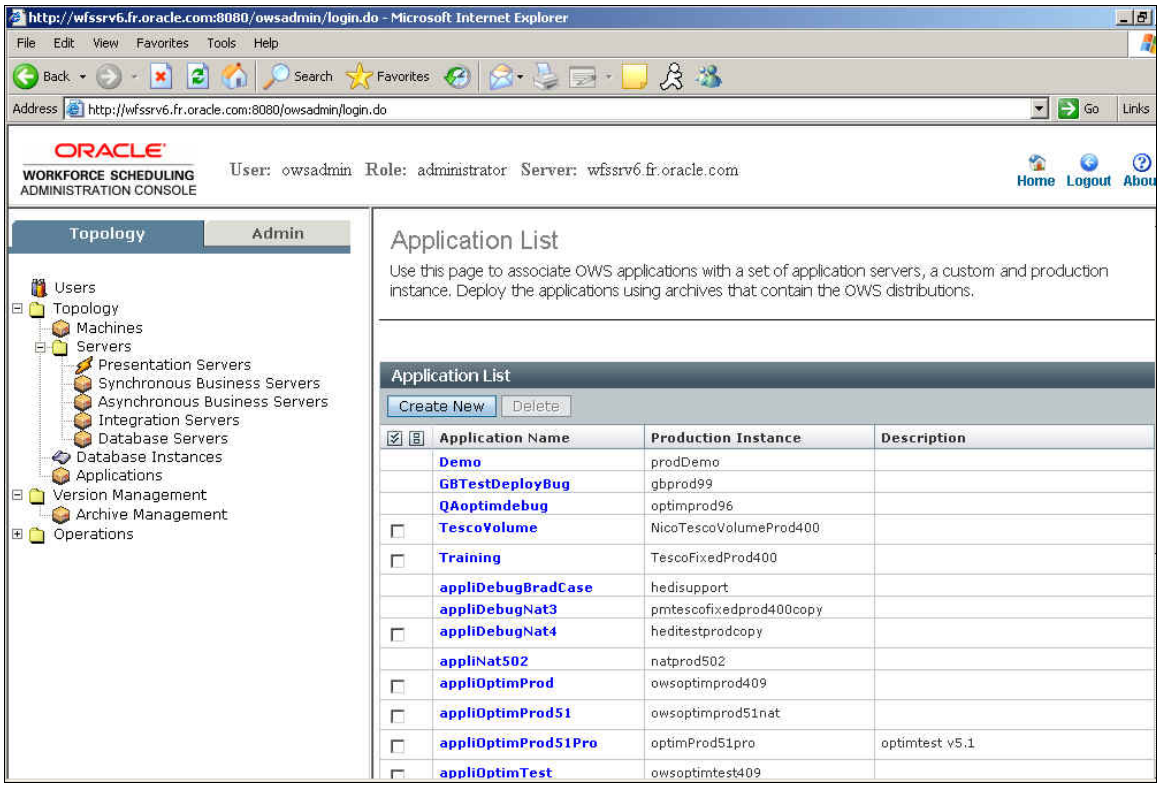
You cannot delete instances involved in application configuration.

Defining Applications

When defining an OWS application instance, you must also define the database instance and all the servers that will be part of that application. OWS generates configuration files according to the application definition and deploys software according to the application definition.



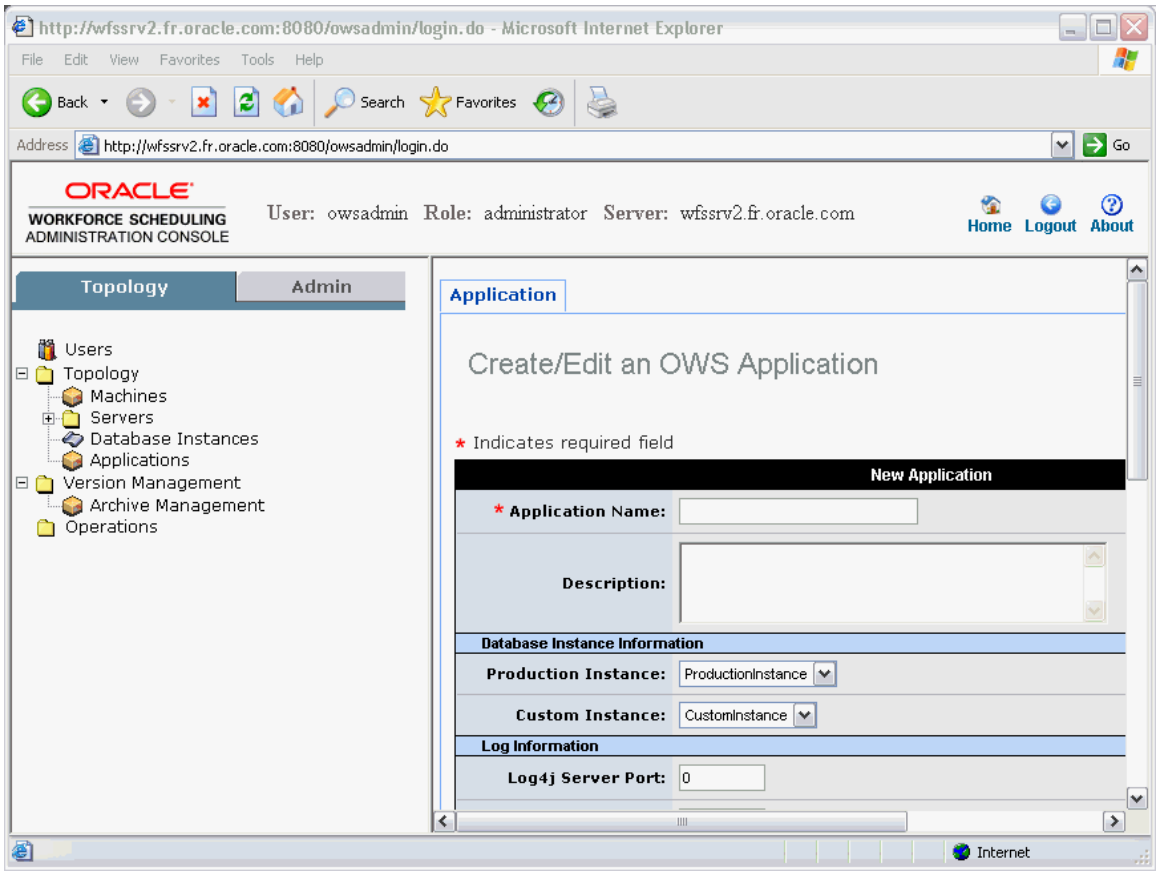
Click on the Applications node to display a list of all declared applications (Applications):

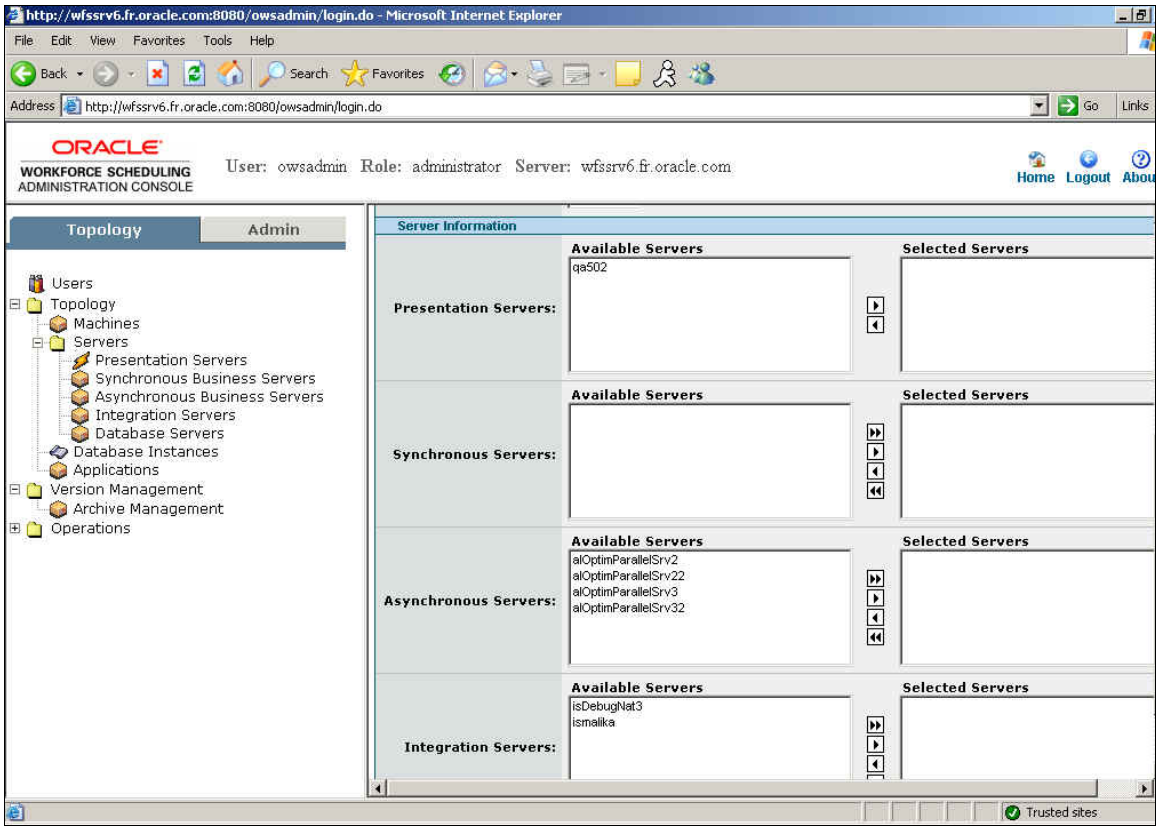


Creating / Editing an Application

- To modify/edit an application, click the application name.
- To create a new application, click Create New.

Select the database instance, and add or remove free servers to configure your application. You can only add servers that do not already belong to another application ("free" servers), and you can only remove servers so long as they are likewise free.





Application Name	Name of the application.
Description	Brief description of the application.
Production Instance	Refers to the production database instance defined previously. Select the product instance.
Custom Instance	Refers to the custom database instance defined previously. Select the custom instance.
Log4j Server Port	This is a TCP port number. The OWS Admin Server forwards logs to this port, so that a third party Log4j client can read them (such as, lumber mill).
Native Log Server Port	This is a TCP port number. OWS Admin Server listens on this port for incoming logs.
Presentation Servers **Synchronous Servers** **Asynchronous Servers**	The displayed servers are the servers known in the OWS Admin database and not assigned to an OWS application.

Integration Servers 	Click the arrow buttons to move the servers between the Available Servers and Selected Servers boxes. Refer to Presentation Servers for instructions on how to define these servers.

Deleting Servers

- To delete an application, select the box in front of the application's name and click Delete.

OWS Admin Agent

Before installing the agent, you must have installed the OWS Admin Server and designed your local topology.

You install OWS Admin Agents on all physical machines you defined in the previous section, with the exception of the database server (unless this machine also hosts a logical server).

Getting Started

Log on to the OWS Admin Server host machine (physical machine) and open the OWS Server Administrator using the following URL:

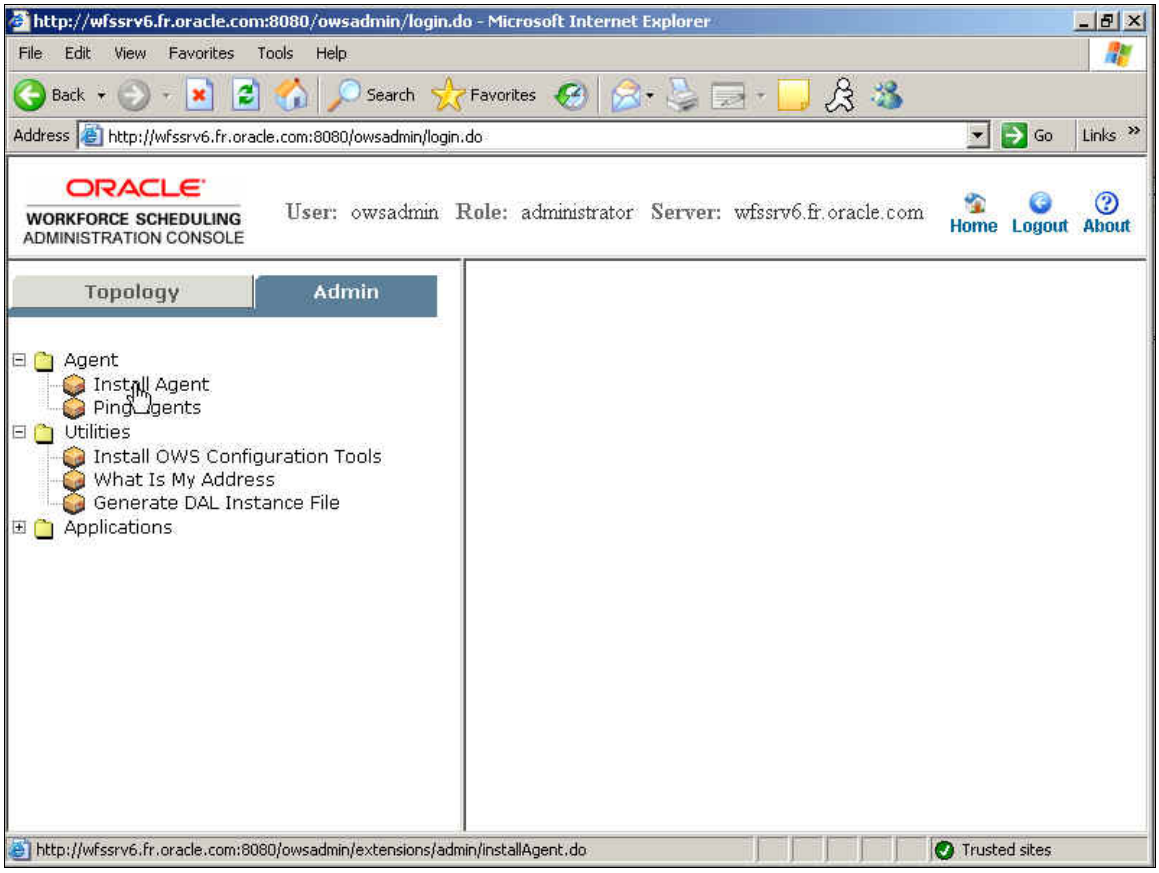
http://HOSTMACHINE:8080/OWS Admin (or any port specified in the install step)

Use OWSAdmin for both Login and Password.

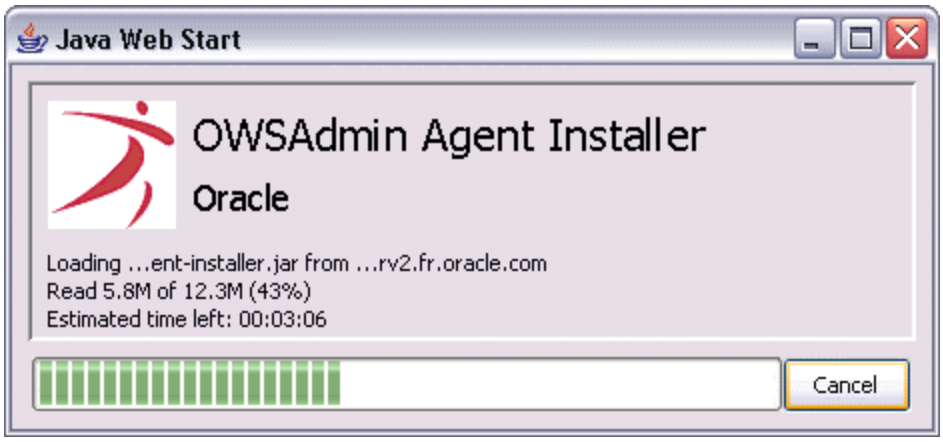
Installing the Agent

The agent installation program is available in the Admin tab.

To install the agent, click Install Agent located under the Agent node. Then click Install.



A dialog box displays during the download of the agent installer.

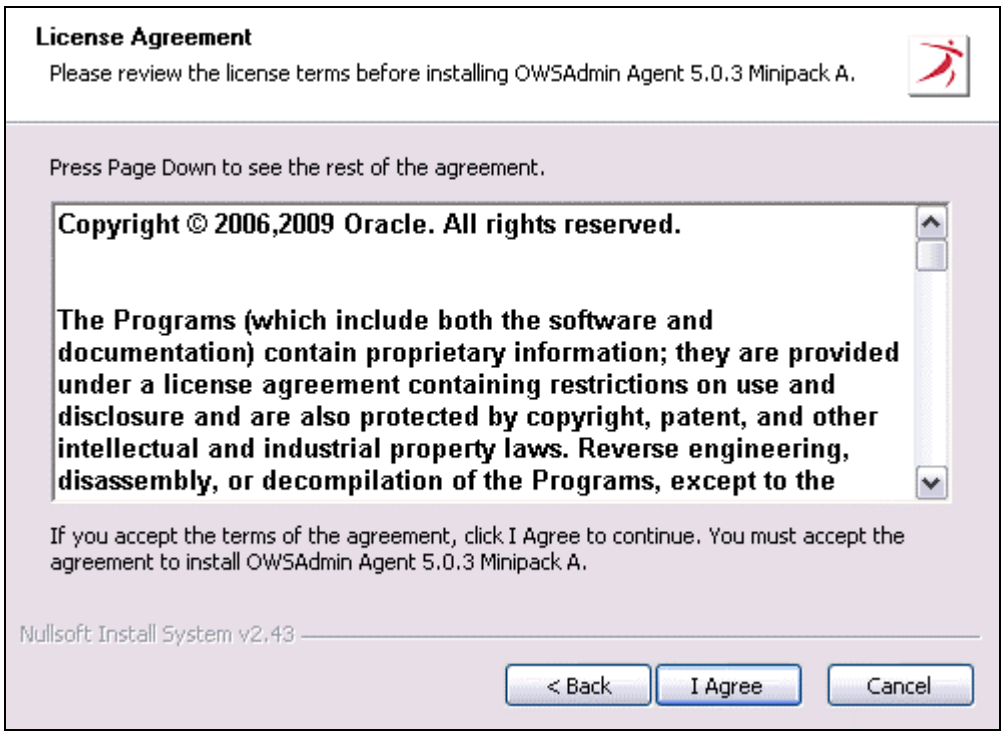


A security warning displays. Click Run.

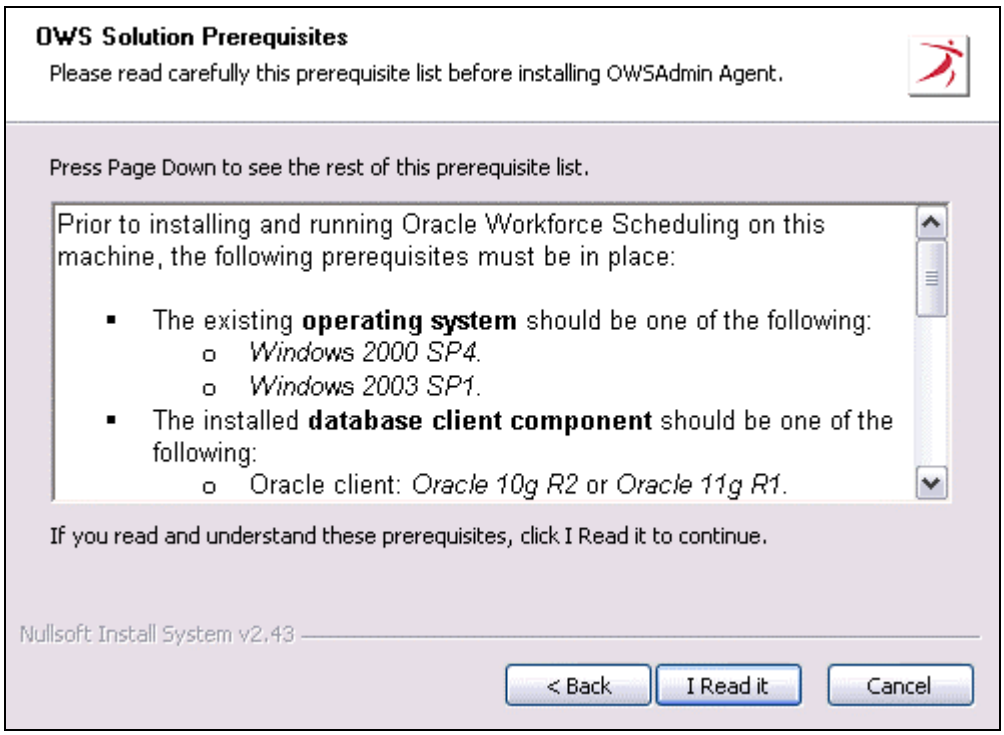
Follow the on-screen instructions.


Welcome to the OWSAdmin Agent 5.0.3 Minipack A Setup Wizard
This wizard will guide you through the installation of OWSAdmin Agent 5.0.3 Minipack A.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

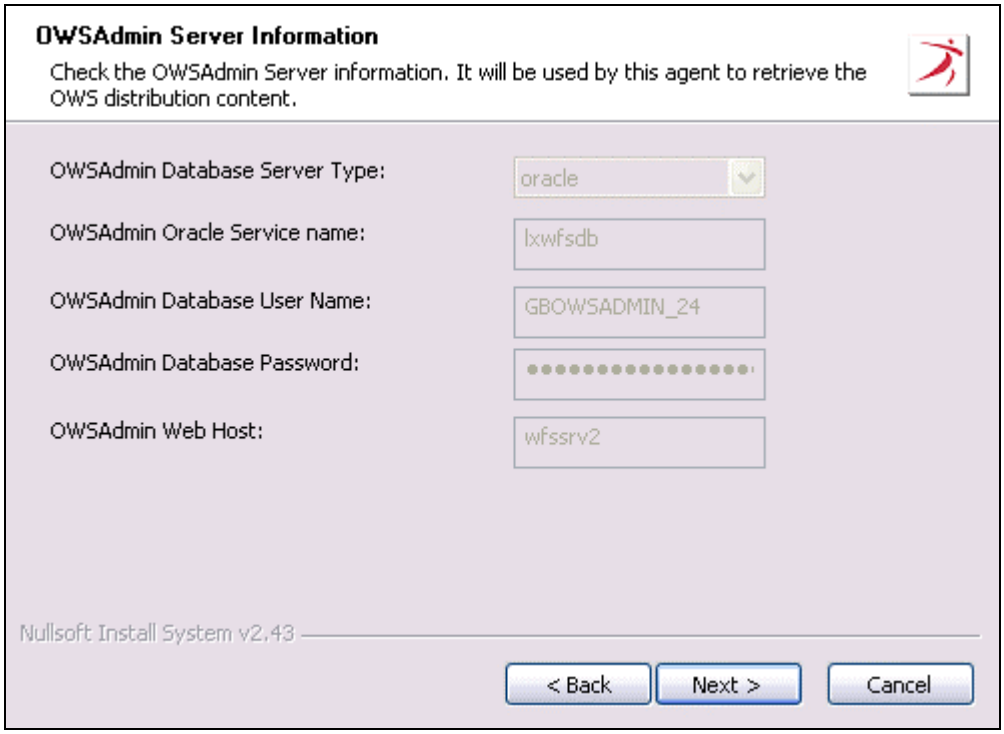
The License Agreement screen displays the license OWS agreement.



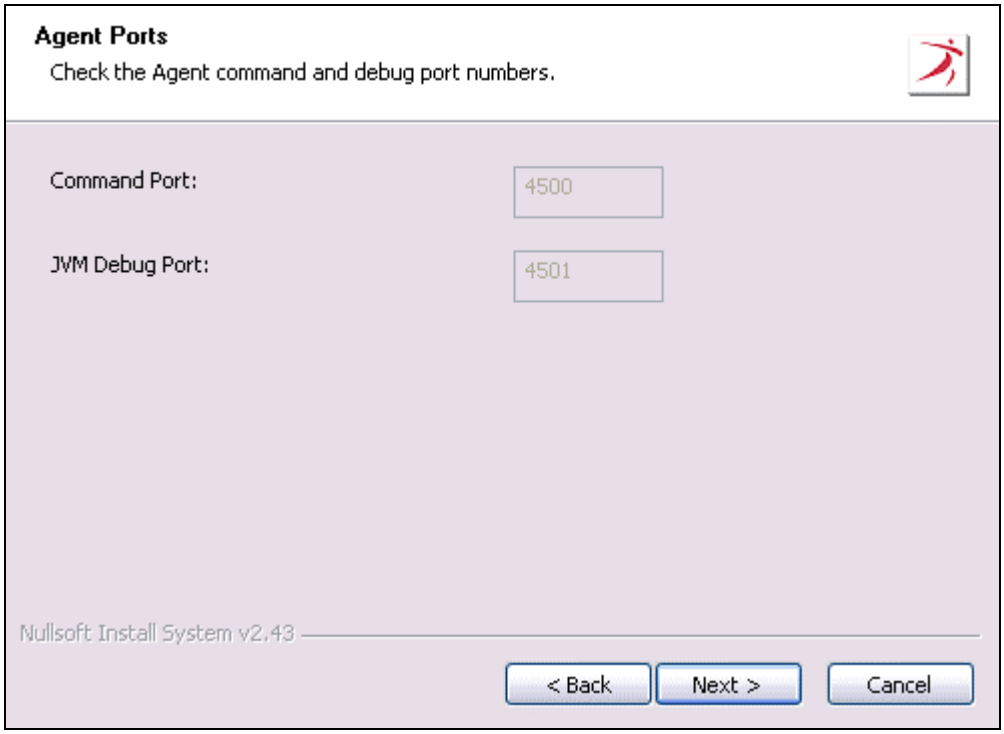
The OWS Solution Prerequisites screen displays the OWS technical requirements.



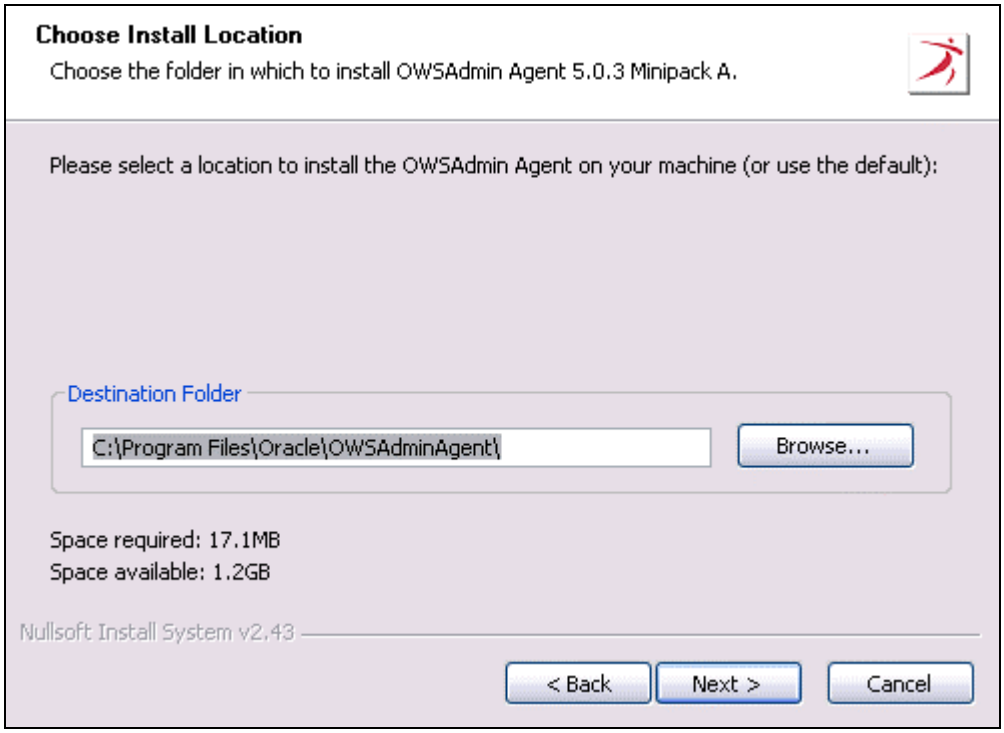
The OWS Admin Server Information screen displays the OWS Admin database server and connection information along with the OWS Admin server hostname.



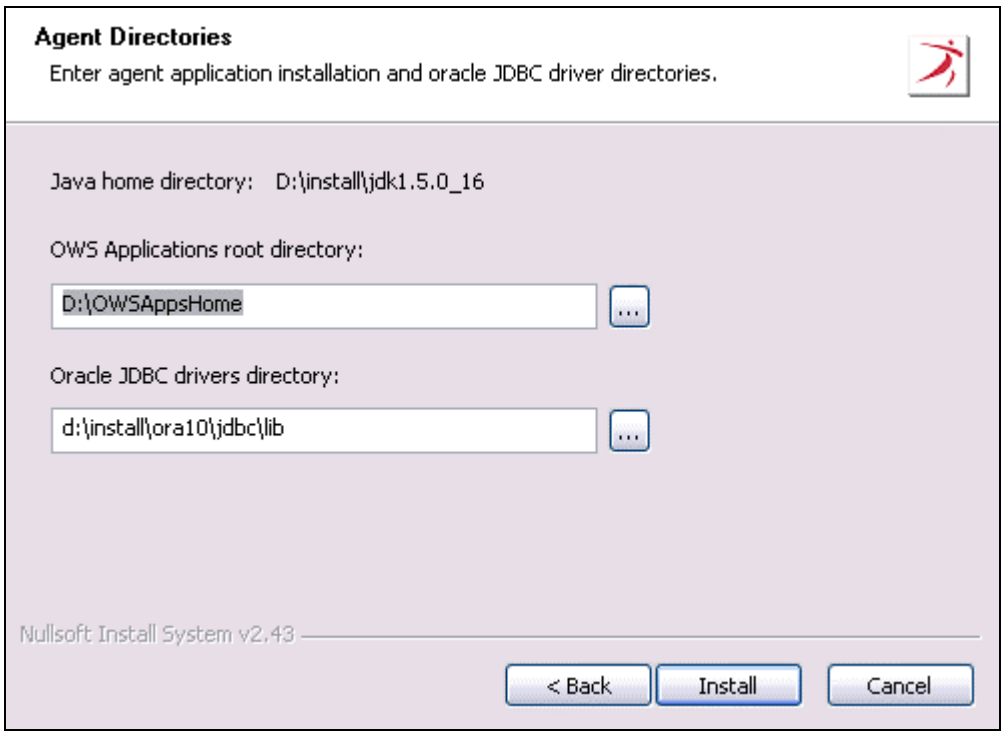
The Agent Ports screen displays the agent information provided by the machine definition associated with the agent.



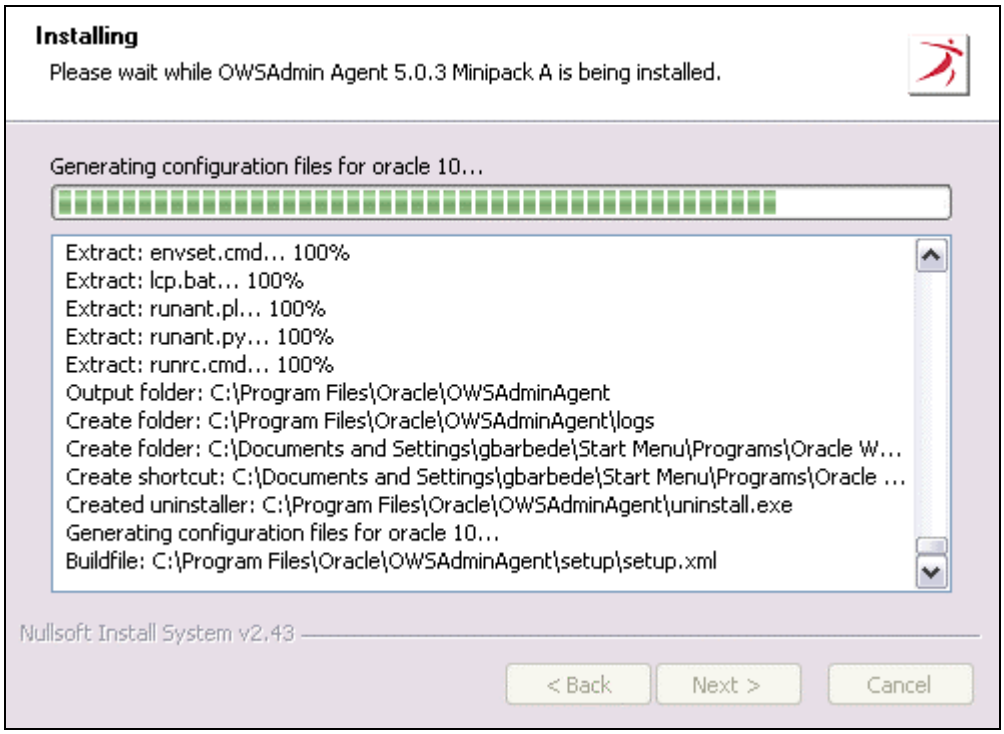
In the next screen you select the installation directory of the OWSAdmin agent.



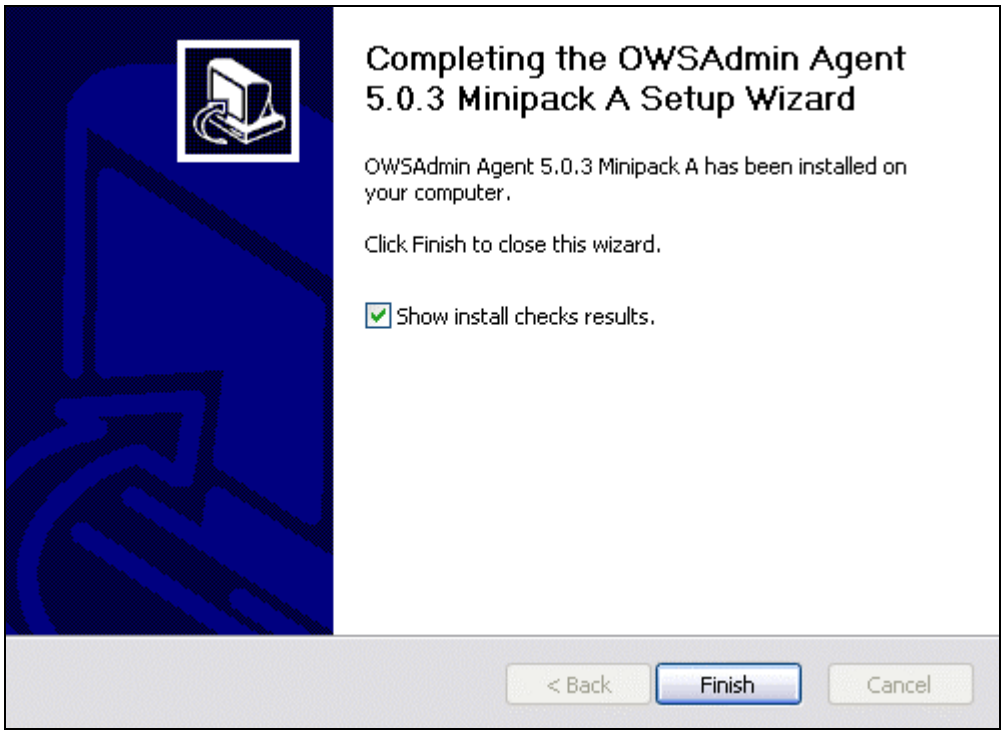
The Agent Directories screen displays the selected directories: OWS applications root directory (where the OWS applications will be deployed) and the Oracle jdbc directory.



The wizard installs the OWS Admin Agent and runs the prerequisite checks.



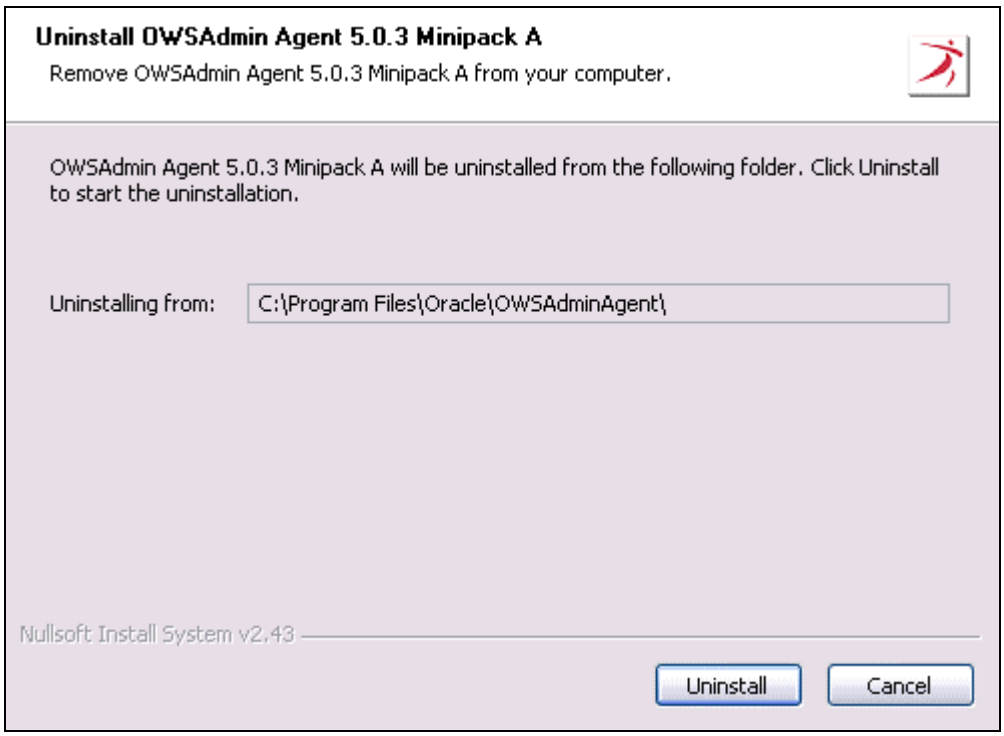
When finished, the wizard displays the Completion screen.

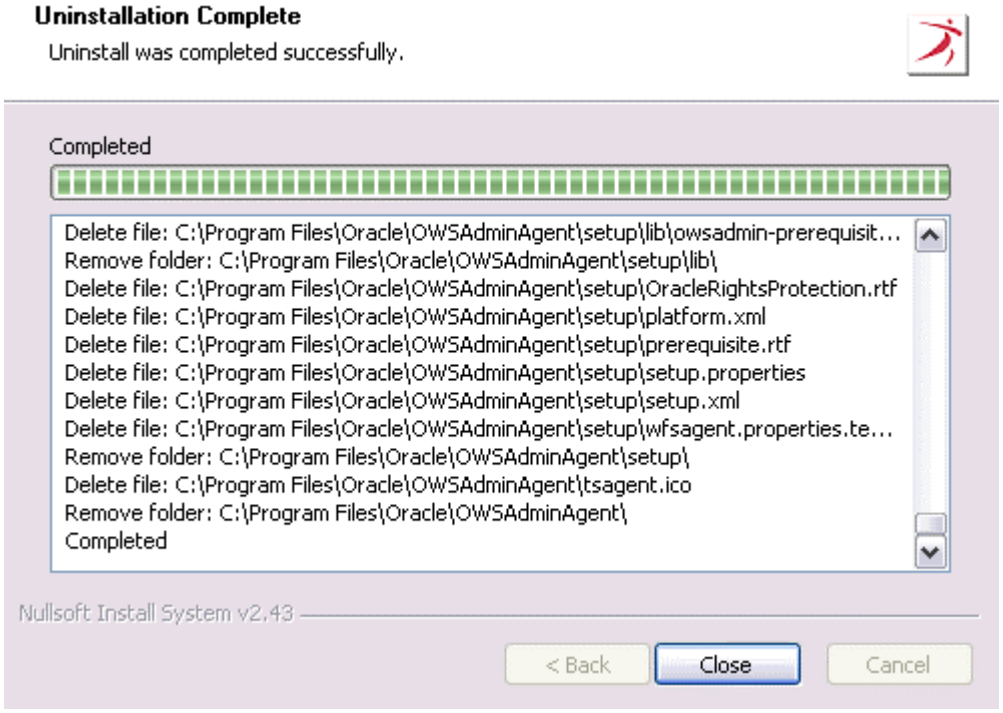


OWSAdmin Agent Uninstallation

If you wish to uninstall OWS Admin Agent, click the uninstallation program in Start → Programs → OWS Admin Agent → Uninstall.

The following screens guide you through the process:




Uninstallation Complete
Uninstall was completed successfully.
Completed
Delete file: C:\Program Files\Oracle\OWSAdminAgent\setup\lib\owsadmin-prerequisit...
Remove folder: C:\Program Files\Oracle\OWSAdminAgent\setup\lib\
Delete file: C:\Program Files\Oracle\OWSAdminAgent\setup\OracleRightsProtection.rtf
Delete file: C:\Program Files\Oracle\OWSAdminAgent\setup\platform.xml
Delete file: C:\Program Files\Oracle\OWSAdminAgent\setup\prerequisite.rtf
Delete file: C:\Program Files\Oracle\OWSAdminAgent\setup\setup.properties
Delete file: C:\Program Files\Oracle\OWSAdminAgent\setup\setup.xml
Delete file: C:\Program Files\Oracle\OWSAdminAgent\setup\wfsagent.properties.te...
Remove folder: C:\Program Files\Oracle\OWSAdminAgent\setup\
Delete file: C:\Program Files\Oracle\OWSAdminAgent\tsagent.ico
Remove folder: C:\Program Files\Oracle\OWSAdminAgent\
Completed
Nullsoft Install System v2.43
< Back
Close
Cancel

OWS Application Installation and Management

This chapter describes:

- Managing OWS Version.
- Creationg a Custom Database.
- Creating a Production Database.
- Updating the Production Database Instance from the Custom Database Instance.
- Backing up the OWS Database Instance.
- Deploying New OWS Versions.

This chapter assumes you have:

- Installed and configured an OWS Admin Server using the generation and installation scripts.
- Designed the local topology.
- Defined the OWS application using OWS Admin.
- Installed all OWS Admin Agents on each related machine.

Managing OWS Versions

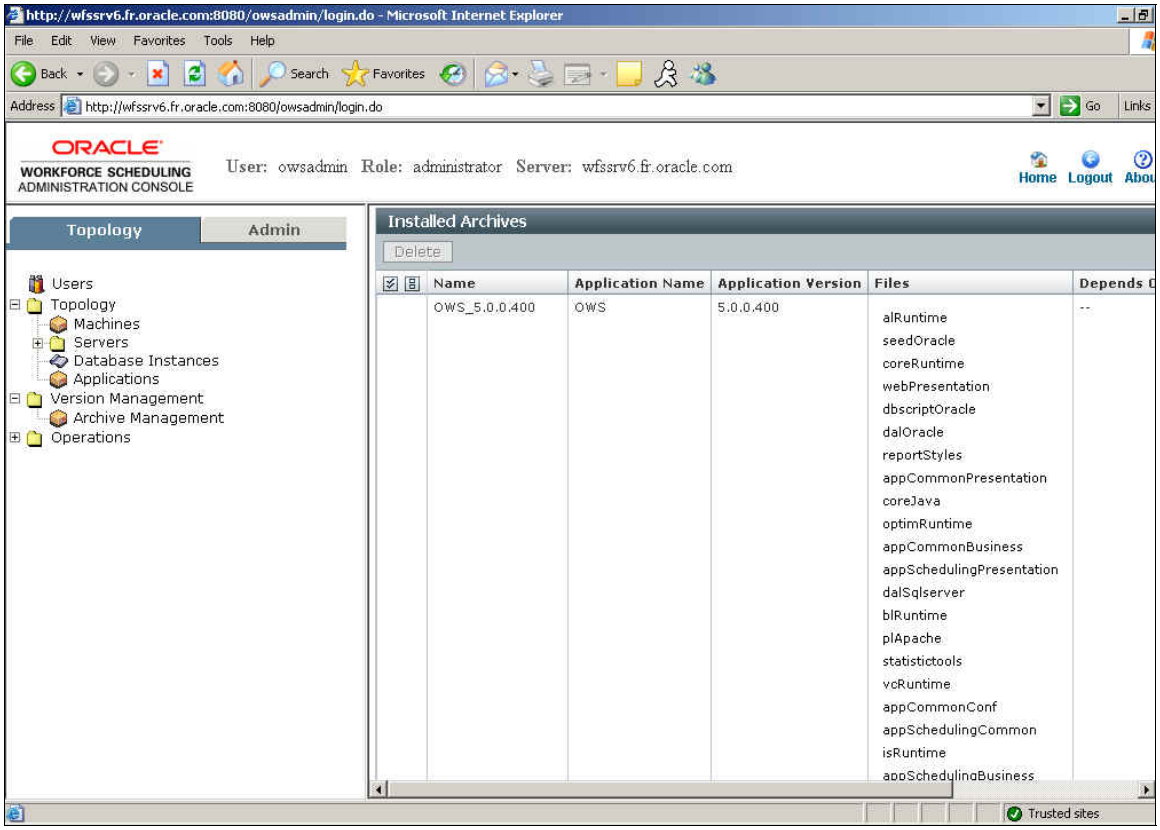
The first step of OWS Application installation is to upload a version of OWS from the install CD into the OWS Admin database.

1. Go to Version Management → Archive Management in the main menu.

2. Click Browse, and locate the directory (on the CD) where the OWS Archive files are located.

3. Click Upload.

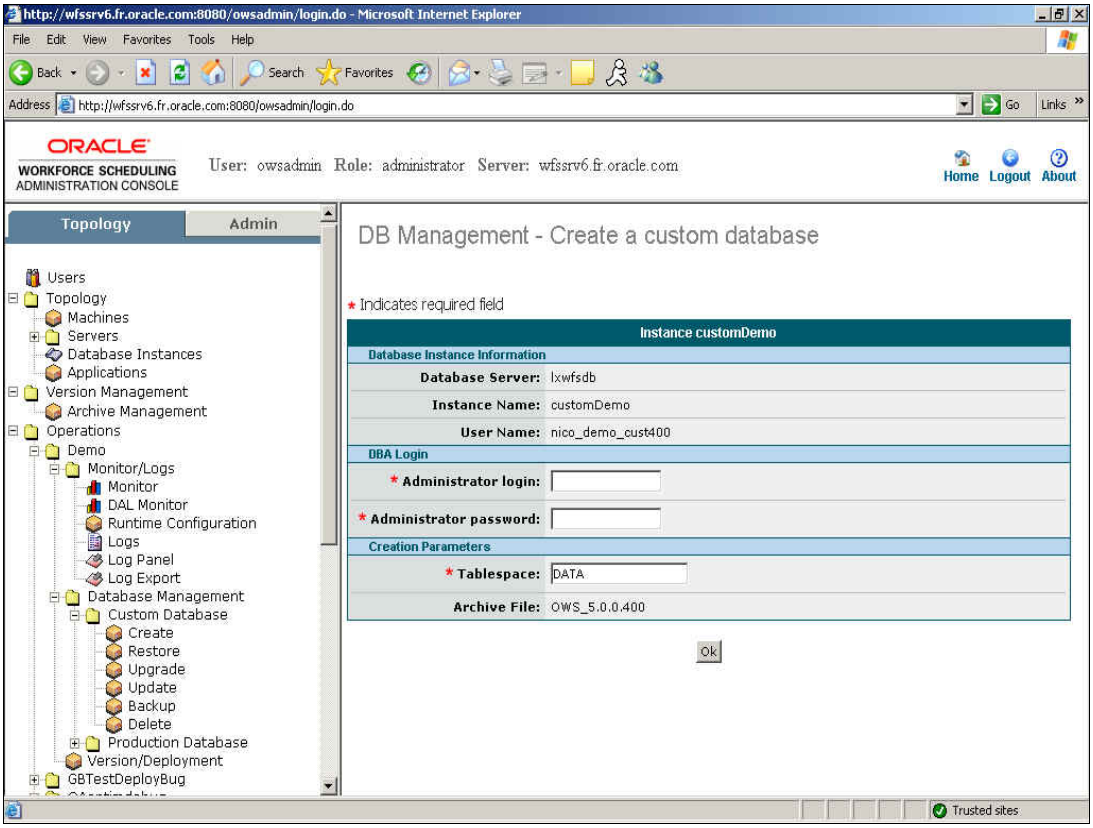
Once successfully uploaded, the following screen displays the contents of the file:



Creating a Custom Database

Once you have uploaded the archive, you can create the custom database.

1. Open Operations in the tree, and then open the node corresponding to your application.
2. Open Database Management → Custom Database. The DB Management – Create a custom database screen displays.



3. Click Create under Custom Database, and fill in the appropriate information.

Administrator login	Administrator login for the DB server (such as, system).
Administrator password	Password associated with the administrator login.
Tablespace	Tablespace name (such as, DATA).
Archive file	Select the file you want to use as the archive.

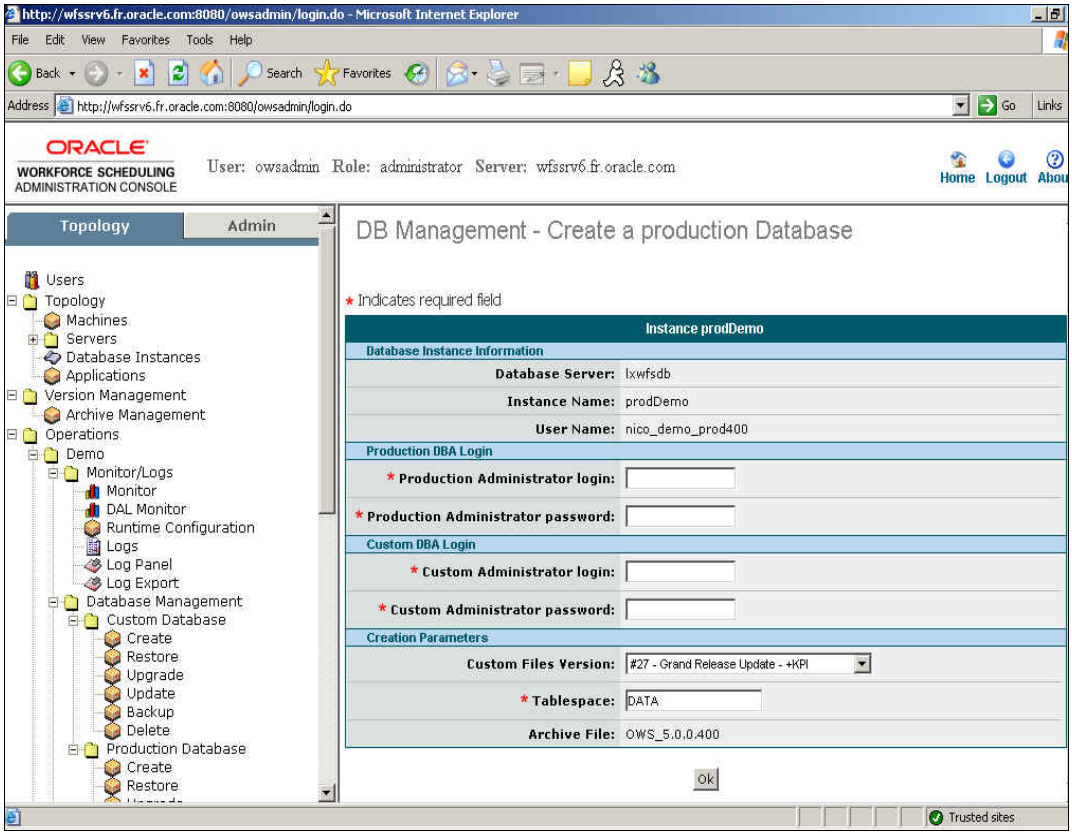
4. Create your configuration with the OWS Designer Tool and use the Upload function to upload files into the custom database.
   For information on how to upload the .tsd file, see Uploading the .tsd File.

   Once your custom database is configured with all files uploaded, continue with Creating a Production Database.

Creating a Production Database

To create a production database:

1. Open Operations in the tree, and select the node corresponding to your application.
2. Open Database Management → Production Database. The DB Management – Create a production Database screen displays.



3. Click Create under Production Database, and fill in the appropriate information.
4.

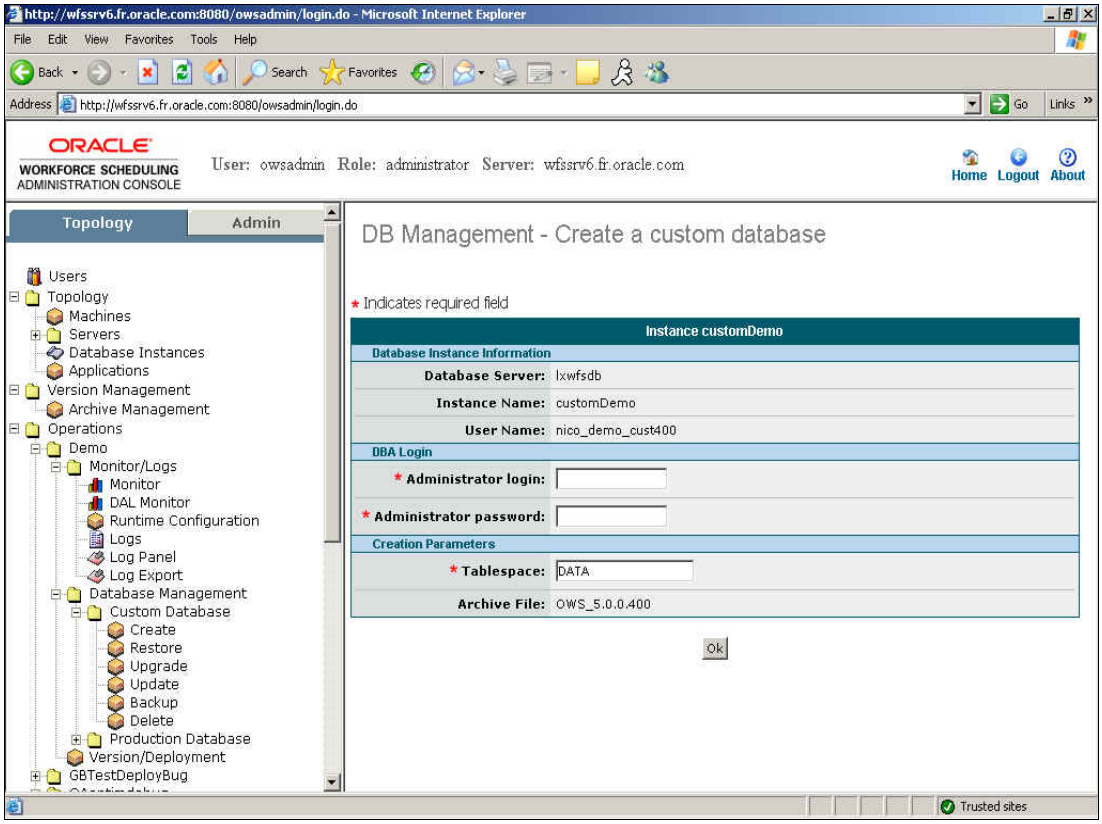
Production Administrator login	Login for the DB server hosting the Production instance (such as, system)
Production Administrator password	Password for the DB server hosting the Production instance (such as, manager)
Custom Administrator login	Custom Administrator login for the DB server hosting the Custom instance (such as, system).
Custom Administrator password	Custom Administrator password for the DB server hosting the Custom instance (such as, manager).
Tablespace	Tablespace name (such as, DATA).
Archive file	Select the file you want to use as the archive.

Restoring the Databases

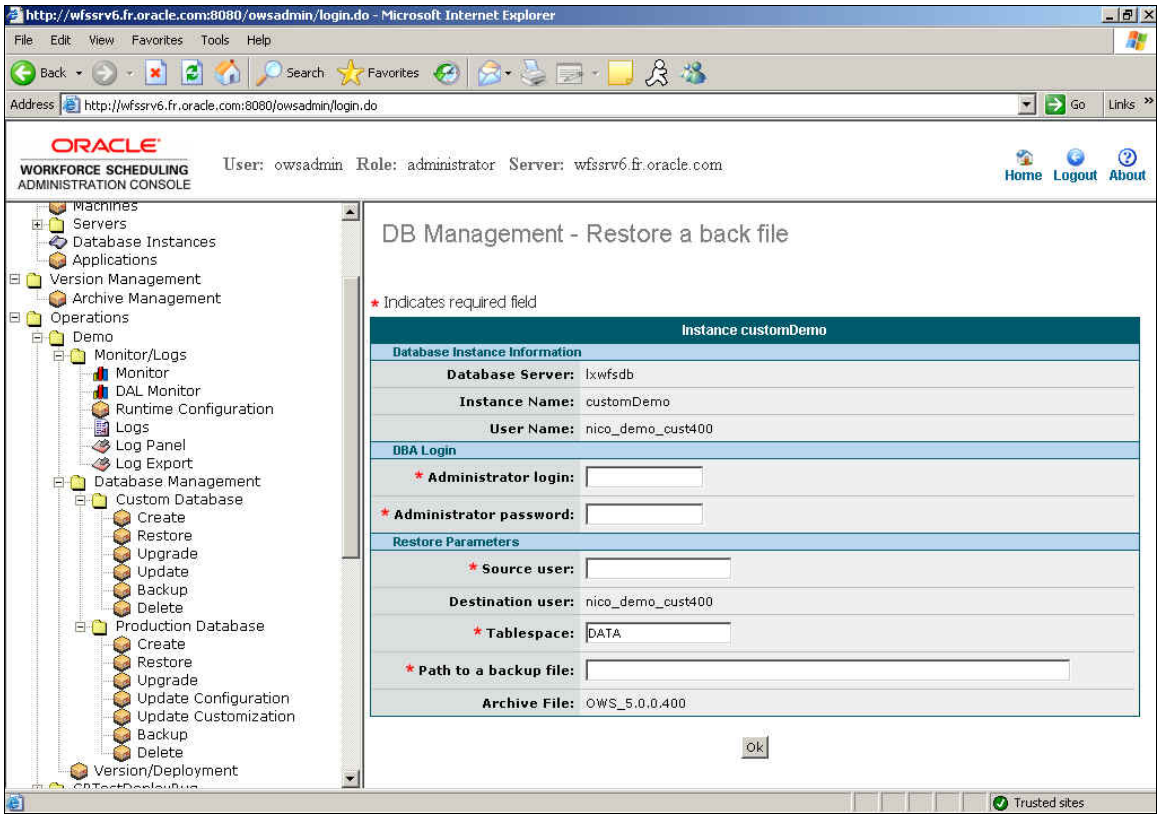
If you already have a dump file for the Custom and/or Production databases, you can follow these steps to restore the data from the dump file.

Prerequisites for Oracle:

- You must have created the DATA (permanent, size = 1 Gb) and TEMP (temporary) Tablespaces.



To restore a database from a dump file, use the Restore element in the Custom or Production Database menus. The DB Management – Restore a back file screen appears.



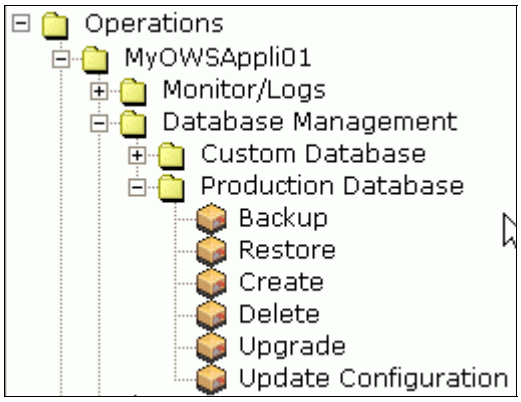
Administrator login	Administrator login name for the database.
Administrator password	Password associated with the login.
Source user	Database user involved to create the database backup.
Destination user	Database user involved to restore the database from the backup.
Table space	Tablespace in the Oracle DB where the schema is stored (DATA by default).
Path to a backup file	Location of the backup.
Archive file	File related to the OWS archive.

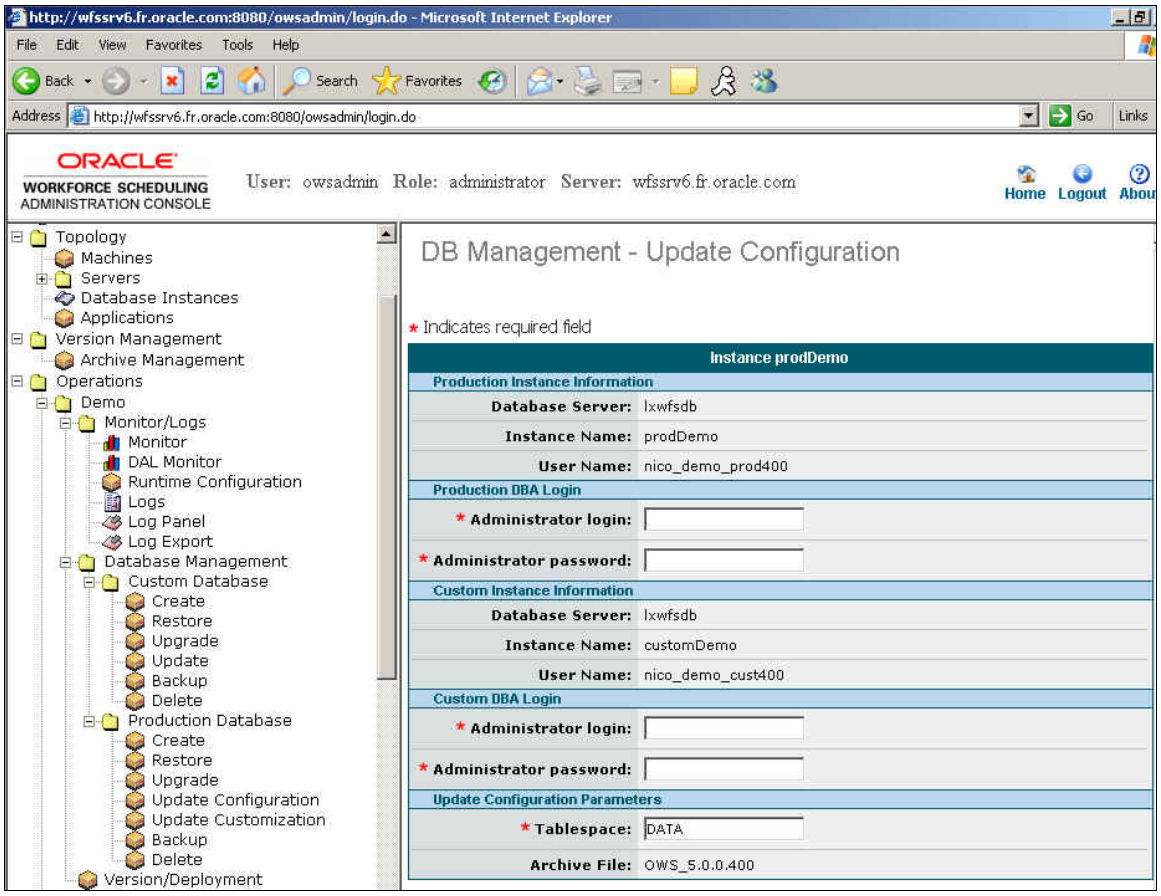
Updating the Production Database Instance from the Custom Database Instance

A new version of the Custom database needs to be restored or updated on the database server.

Before you can restore the Custom database, stop all services (Presentation Server, Business Server, Asynchronous Business Server, and Integration Server).

- To update your configuration, select the Upgrade Configuration node in the Production Database sub-tree.



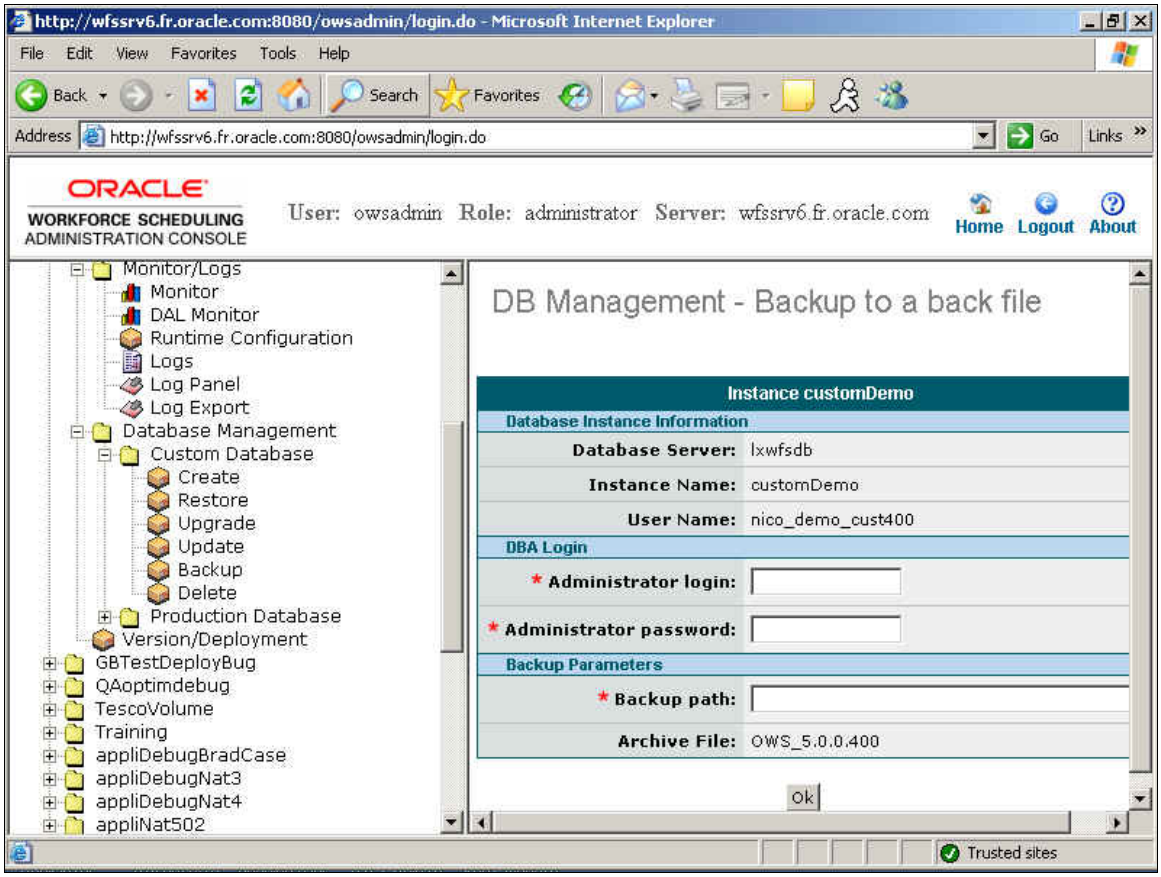


Administrator login (Production DBA Login)	Administrator login name for the production database.
Administrator password	Password associated with the login.
Administrator login (Custom DBA Login)	Administrator login name for the custom database.
Administrator password	Password associated with the login.

Backing Up the OWS Database Instance

To backup an OWS database instance (custom or production), click Operations → <your application name> → Database Management and click Backup.

The following screen appears:



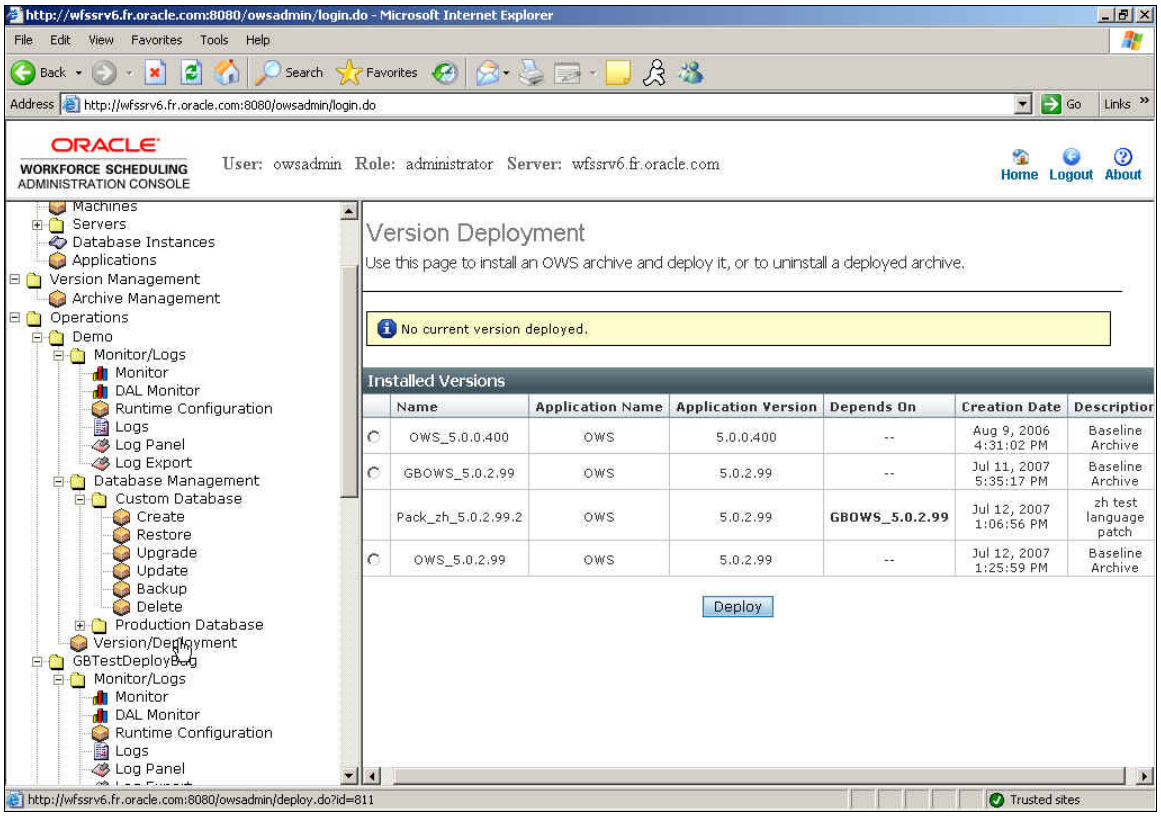
Administrator login	Administrator login name for the database (custom or production).
Administrator password	Password associated with the login.
Backup path	Where the file is generated on the machine holding the OWS Administration Server. Path is local to the OWS Admin Server.
Archive file	Select the archive file from the list. This list is generated from the files uploaded in the Version management element.

Deploying New OWS Versions

When you initiate the installation process, it performs the following operations:

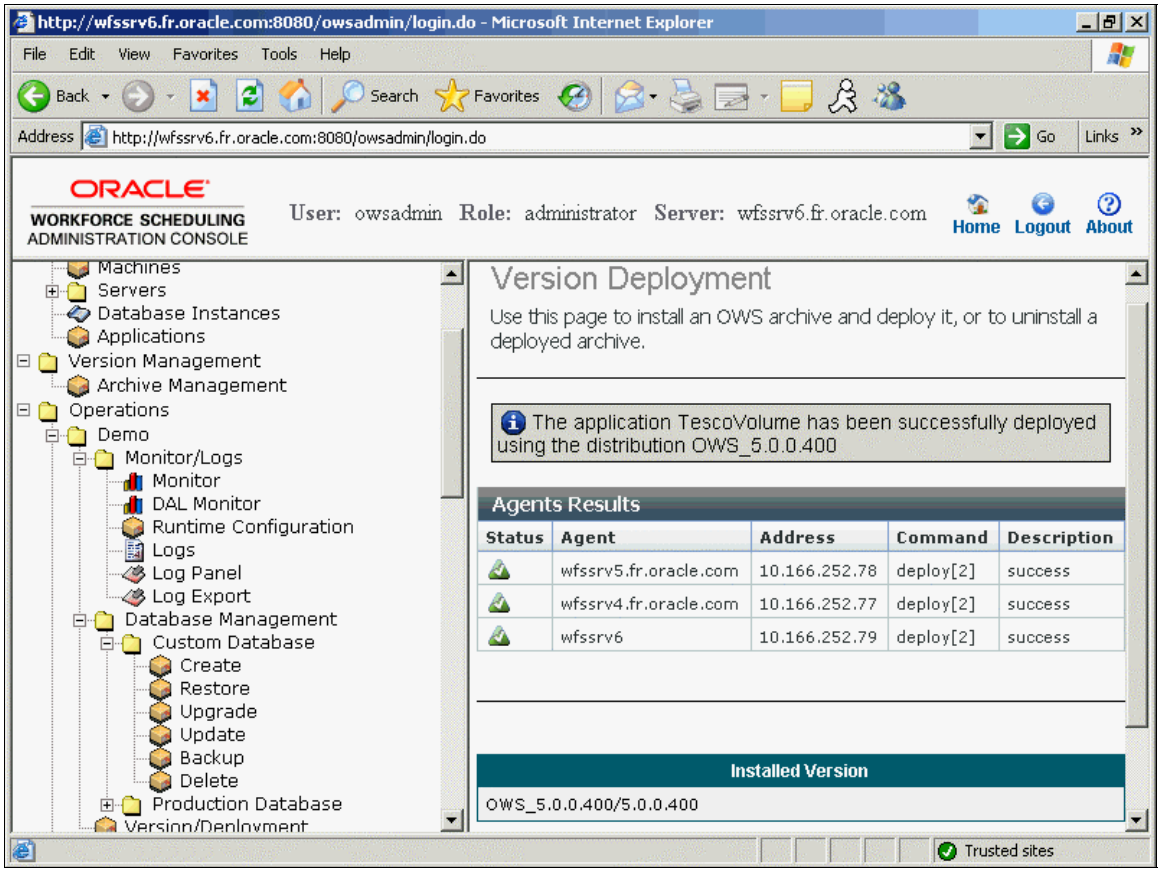
1. OWS Server Administrator connects the OWS application databases.
2. The servers retrieve their binaries from the OWS Server Administrator database.
3. The servers set up the services and configure the load balancer automatically.
4. The servers generate mapped files.
5. The servers start the application.

To deploy a newer version of OWS, select the Version/Deployment node located under Operations → <application name> → Version/Deployment.



To install an update on the OWS servers, select the file you want to deploy and click Deploy.

When deployment completes, the list of successfully completed tasks displays:



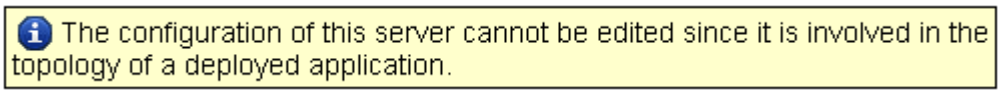
Connect to the OWS Application by entering the following address in Internet Explorer:

http://presentationserver:PORT/login.htm

To log on to the default application admin site, use **owsuser** as the user name and **oracle** as the password.

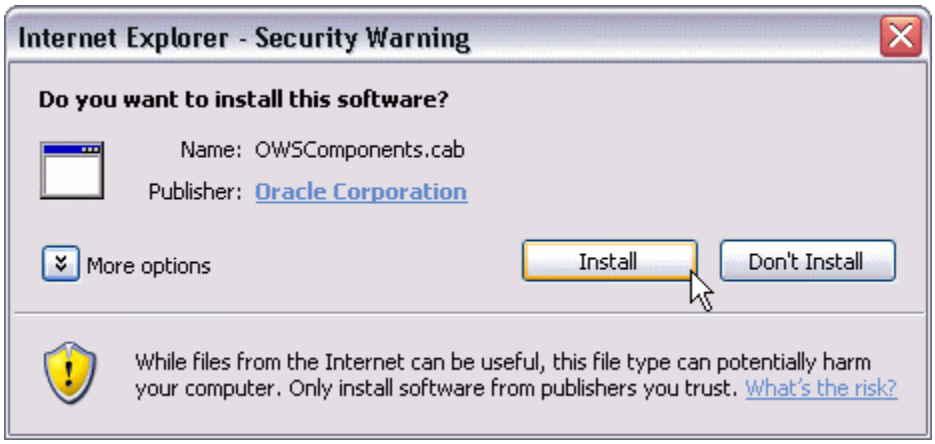
Once an application is deployed, the elements in the configuration directly involved, such as the servers, or indirectly, such as the machines, become read-only and can no longer be edited until the application is undeployed.

The following information message informs the user about the status.



Initializing the OWS Client

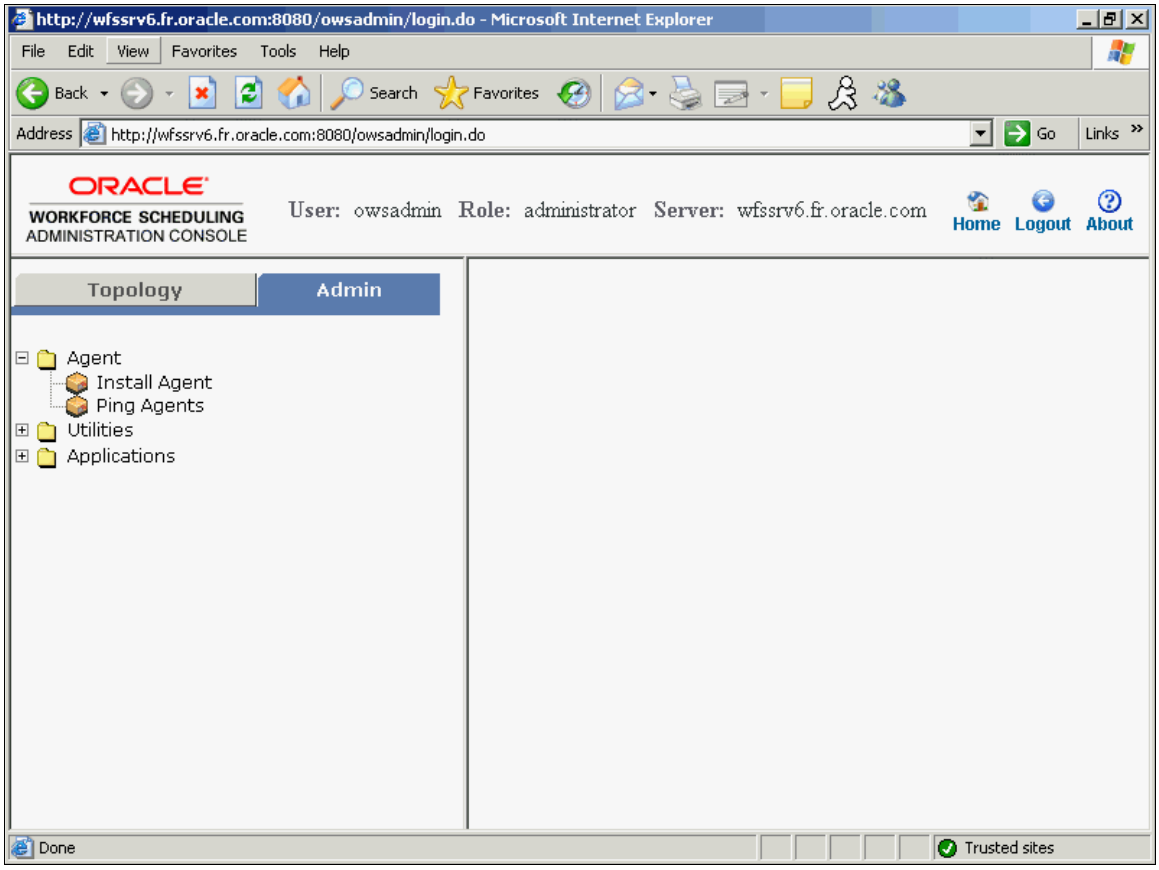
The OWS Client is any machine you use to start the OWS application through the Microsoft Internet Explorer. The first time you connect to the application, you are requested to download and install an Active X component.



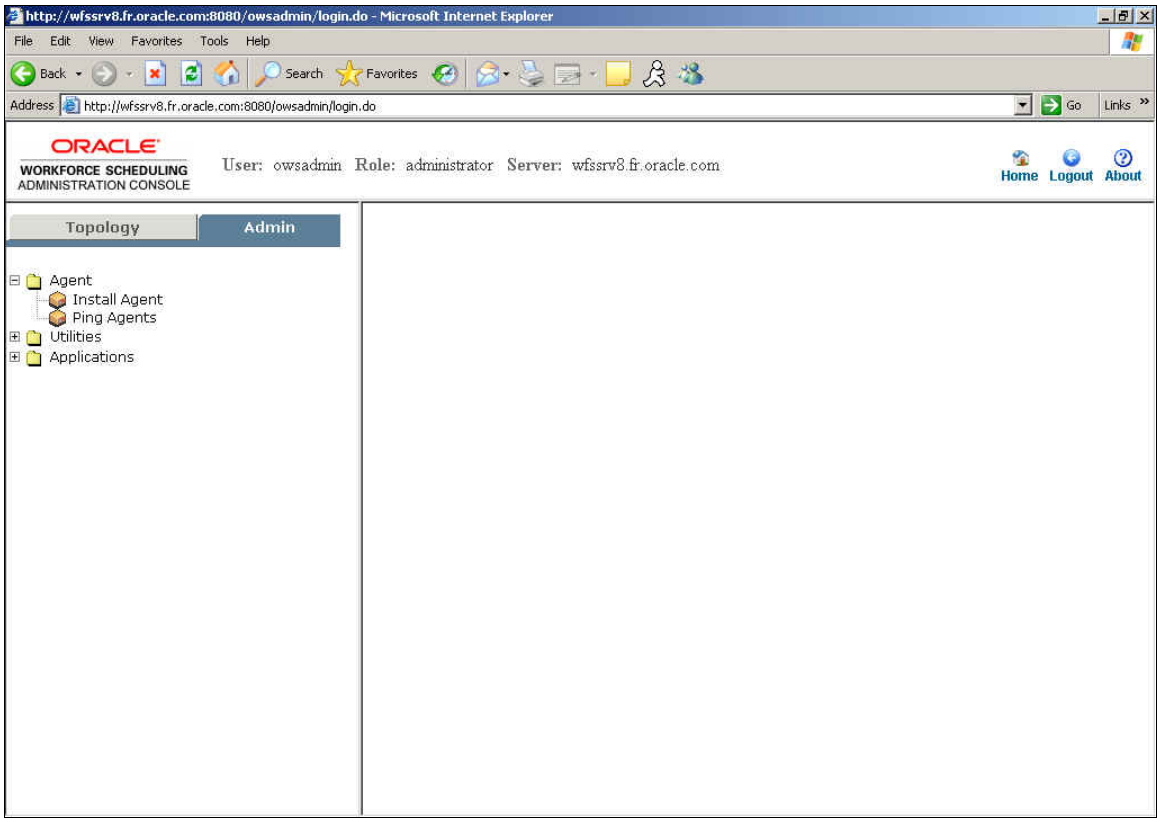
OWS Administration Tab

This chapter describes the OWS Admin tab in the OWS Admin Console. From this tab, the OWS Administrator can:

- Install Agents.
- Manage Utilities.
- Install OWS Configuration Tools (OWS Designer and OWS Statistical Tools).
- Generate DAL files or find IP addresses.
- Perform advanced operations on application environments.



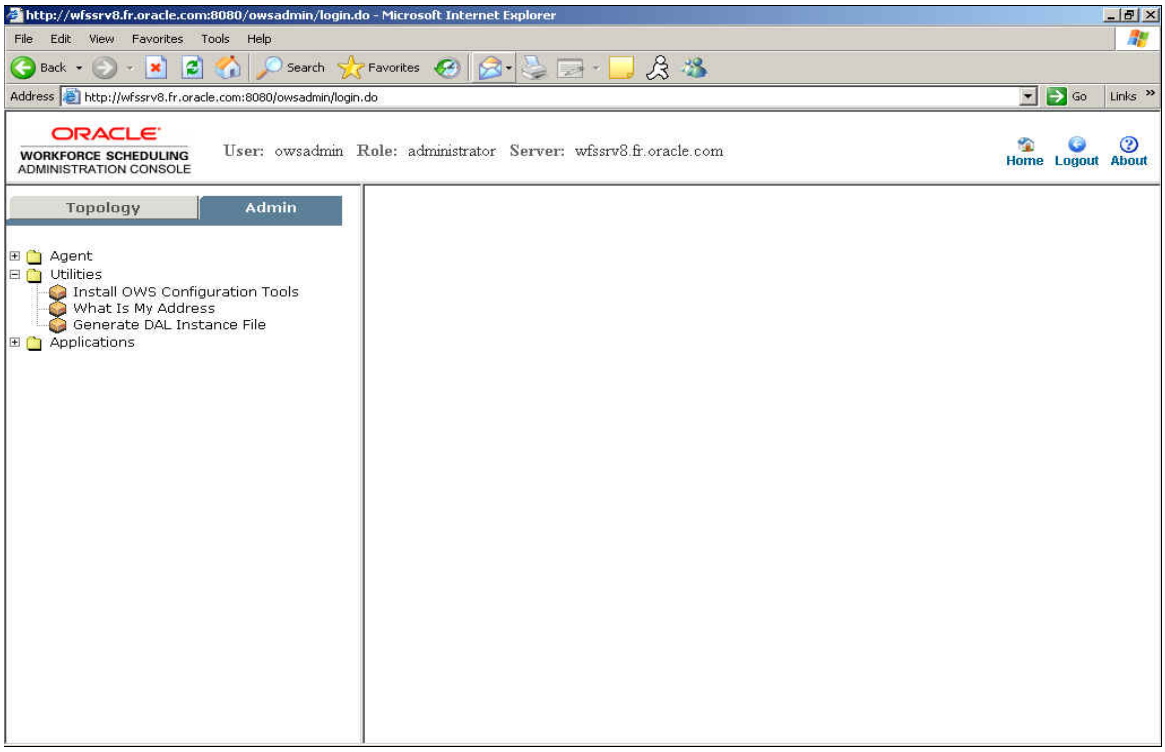
Agent



The Agent node includes the following sub nodes:

Install Agent	Enables a web user to download the agent setup program on a machine already described in the OWS Administration topology.
Ping Agents	Appears under the Agent and each application node. Through this node, an administrator can check if one or more agents are still running. The administrator can choose one or more agents to ping at a time.

Utilities

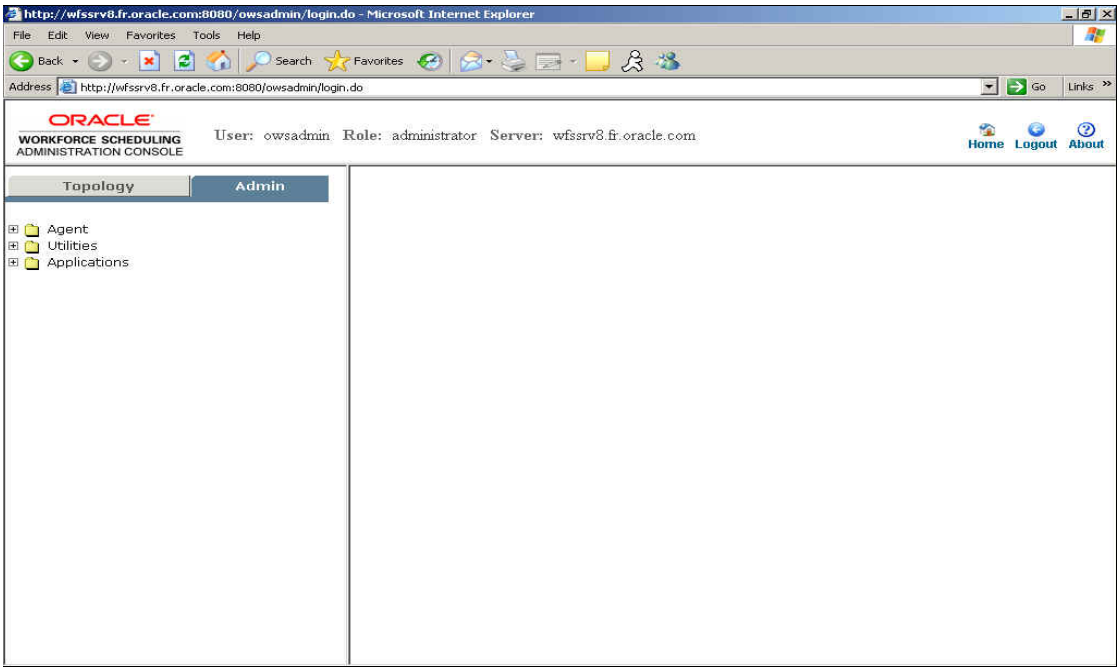

http://wfssrv8.fr.oracle.com:8080/owsadmin/login.do - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://wfssrv8.fr.oracle.com:8080/owsadmin/login.do
Go Links
ORACLE
WORKFORCE SCHEDULING
ADMINISTRATION CONSOLE
User: owsadmin Role: administrator Server: wfssrv8.fr.oracle.com
Home Logout About
Topology
Admin
Agent
Utilities
Install OWS Configuration Tools
What Is My Address
Generate DAL Instance File
Applications

The Utilities node includes the following sub nodes:

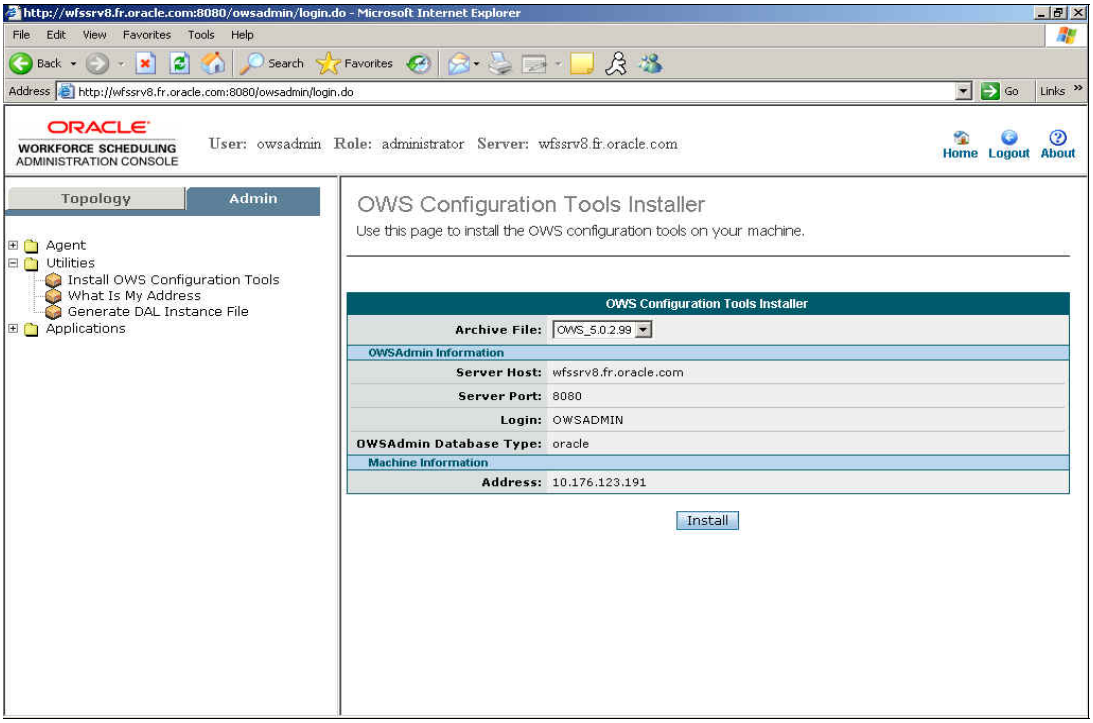
Install OWS Configuration Tools	Enables you download the OWS Configuration Tools Installer to install OWS Designer and OWS Statistical Tool. The installation procedure is described in this chapter.
What Is My Address	Address of the machine where the web browser is opened. This node helps the administrator determine the IP address of the machine.
Generate DAL Instance File	This node helps you generate XML files used to connect the OWS Configuration tool to the custom database instance server (such as using OWS Configurator). Because these files include a large amount of encrypted material, this is the only way to generate them. Select the databases you want to generate files for, and click Generate. Copy these files to the machine where you have setup OWS Configuration.

Installing OWS Configuration Tools (OWS Designer and OWS Statistical Tool)

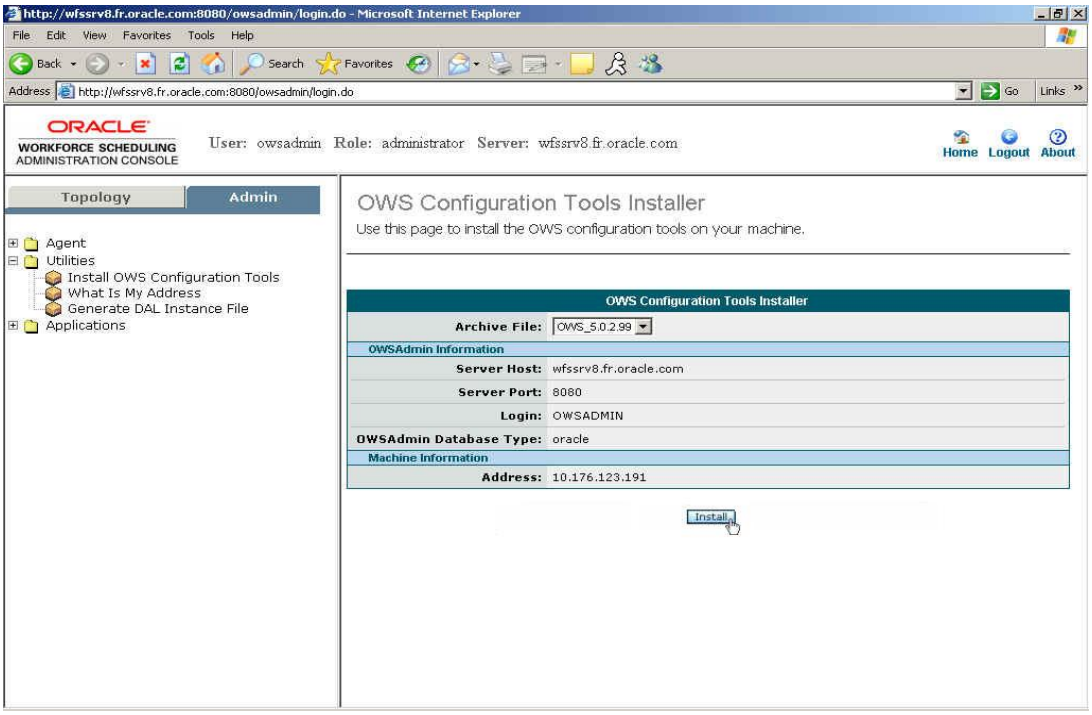
1. Log on to the OWS Admin Server and click the Admin tab.
   See: OWS Admin Login Process for information on how to log on to the OWS Admin Server.



2. From the Utilities navigation tree, click Install OWS Configuration Tools.

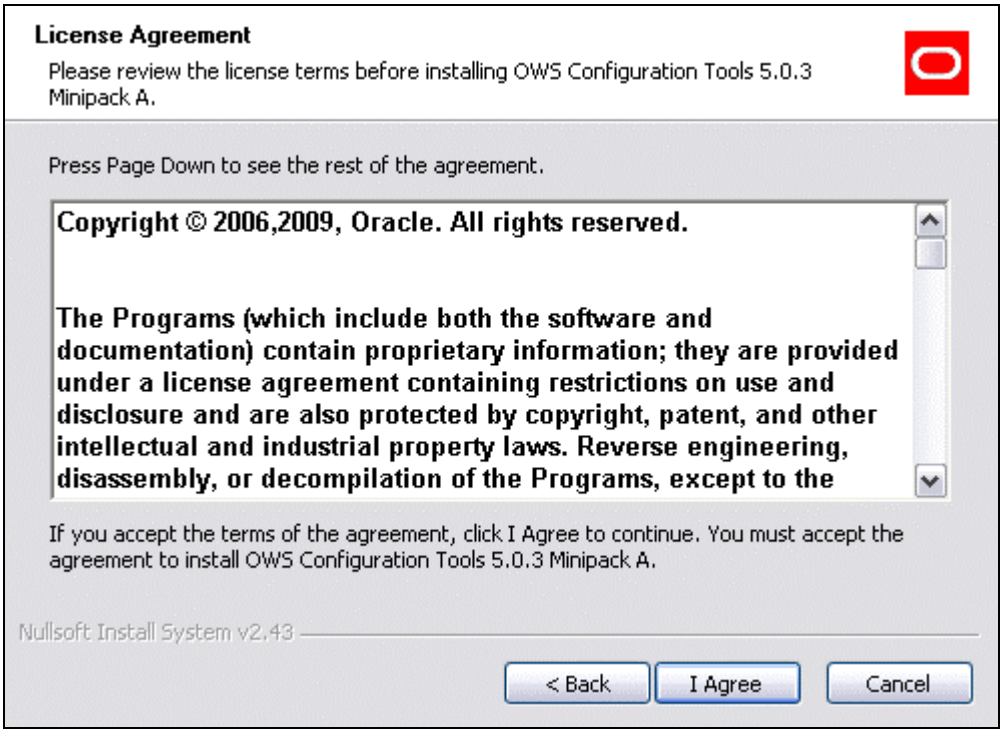


3. Click Install on the OWS Configuration Tools Installer screen.
   Note: If the Archive File list contains the archive files that are uploaded in the application, then the Install button is disabled.

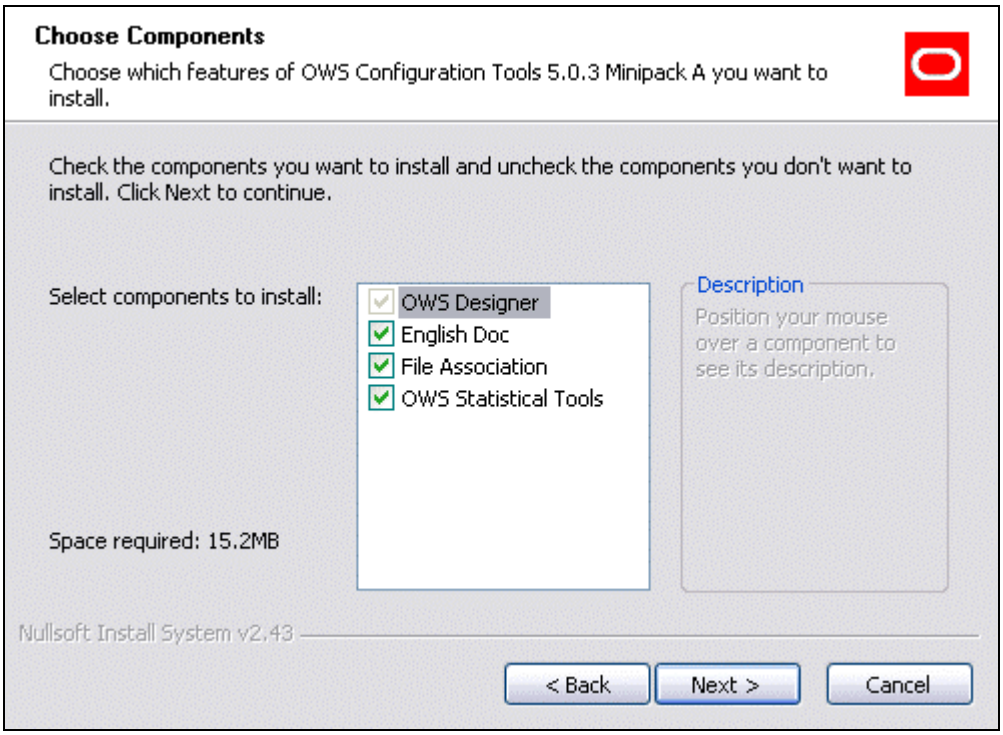


4. When the program downloads, the OWS Configuration Tools 5.0.3 Minipack A Setup Wizard displays.
   Follow the on-screen instructions to install the OWS Configuration Tools — OWS Designer and OWS Statistical Tools.

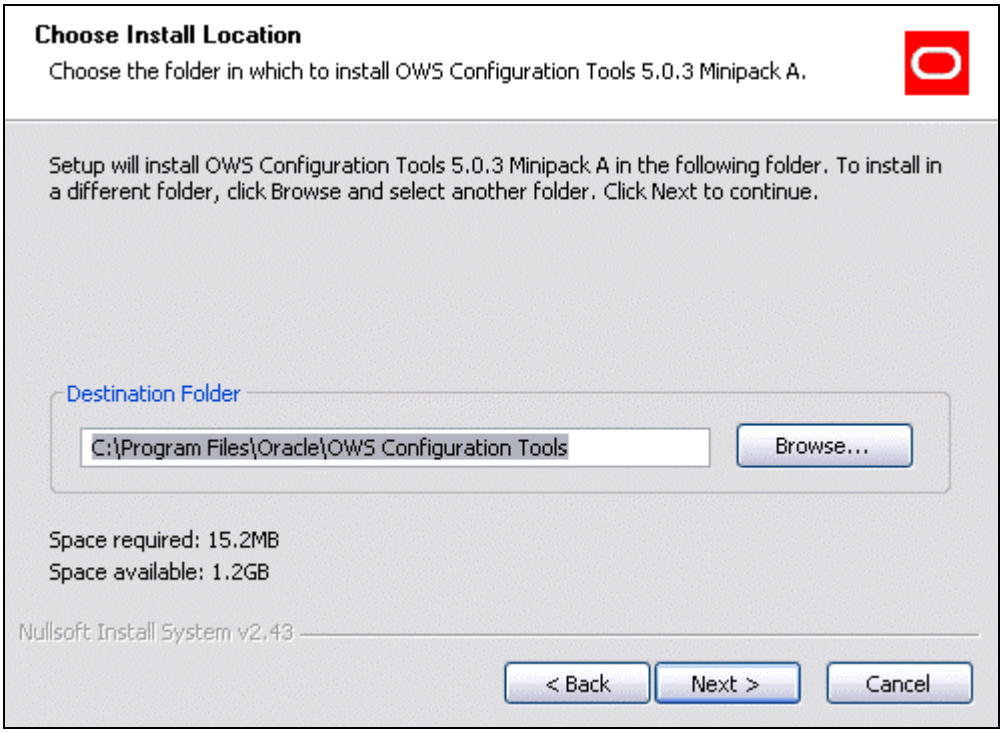
5. Click I Agree in the License Agreement screen that displays.



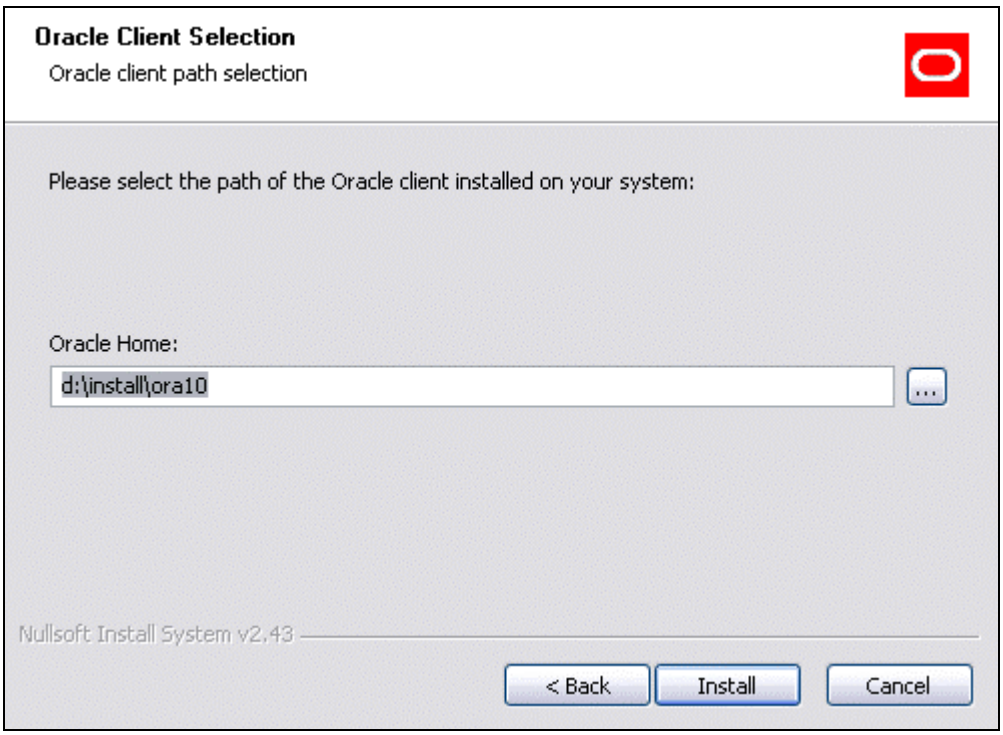
6. Select the components and options you want to install and click Next.



7. Browse and select a destination folder if you do not want to install it in the default location: C:\Program Files\Oracle \OWS Configuration Tools. Click Next.

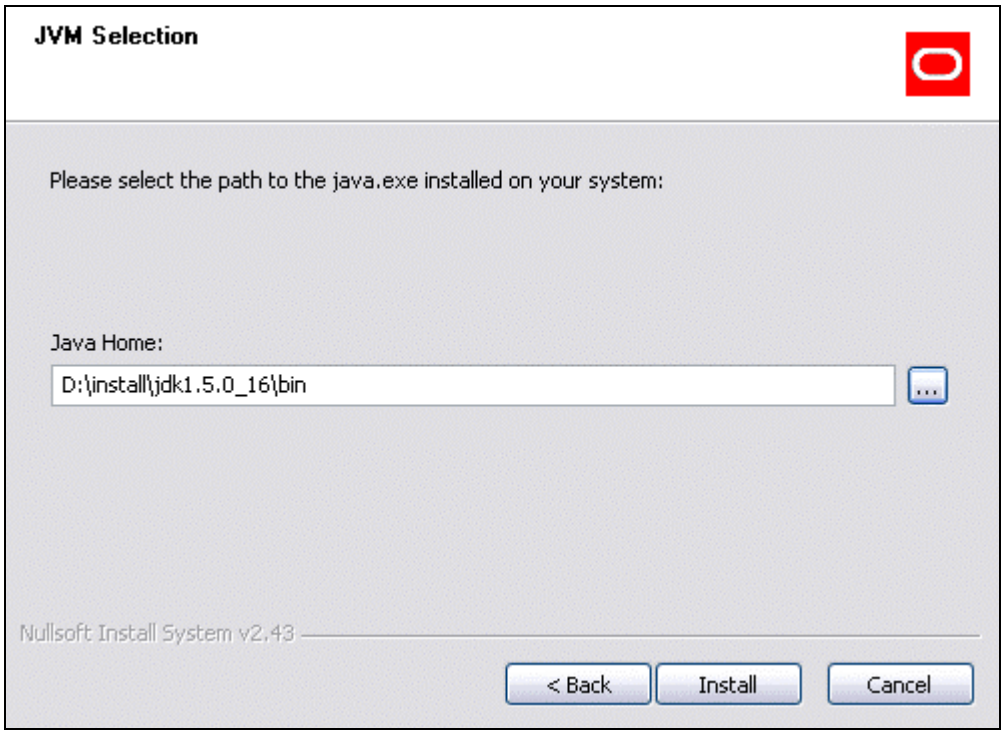


8. Click ... to specify the Oracle Home path and click Install.
   Note: This field is automatically populated if Oracle Home is set up on your computer.

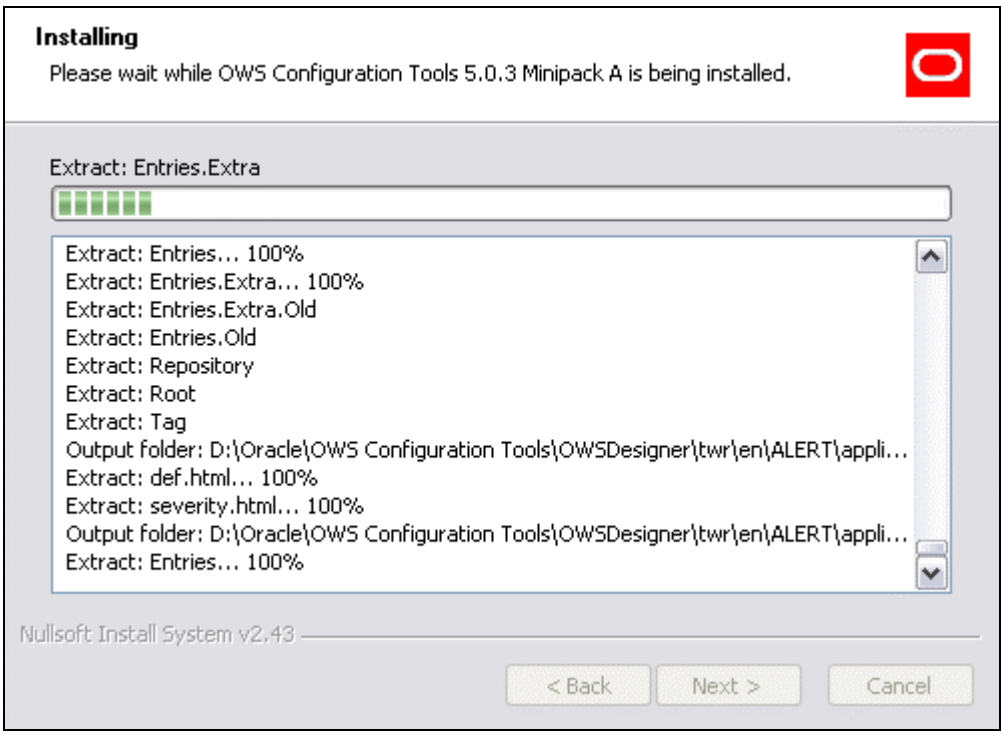


9. Click ... to specify the path leading to a java.exe executable (version 1.5) and click Install

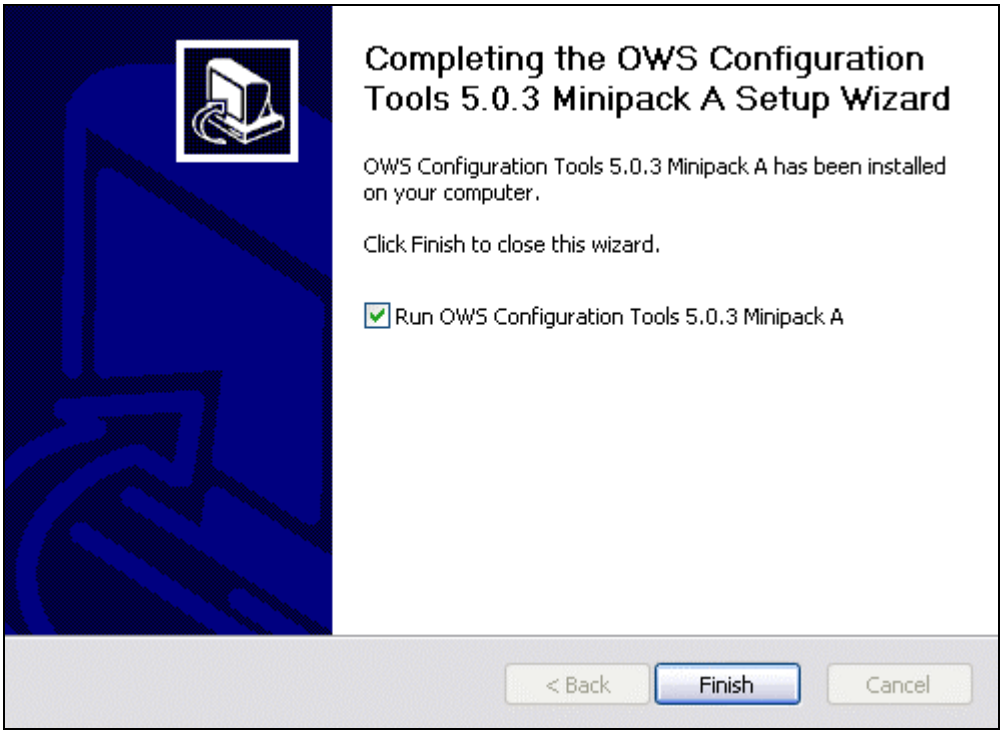
Note: This field is automatically populated if the JAVA_HOME environment variable is set up on your computer.



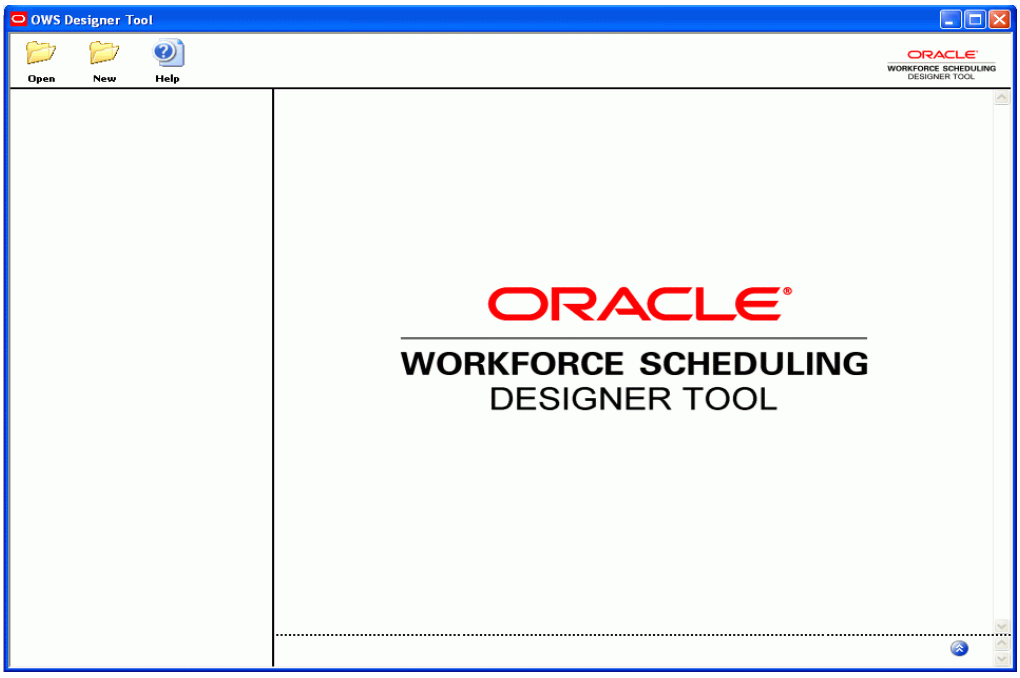
10. The Installing screen shows the installation in progress. When finished, the wizard displays the Completion screen.



11. he Completion screen displays details of the successful installation. Click Finish to exit the wizard.



The following screen displays:



Applications

The Applications node includes the following sub nodes:

Generate Applications Files	With this node, the administrator can generate files used by each Production or Business server. These files contain the static configuration of an OWS application instance (such as pages and the data model). After you generate these files, restart the logical servers to use the latest configuration. For example, do this after updating the Production Database.
Ping Agents	The Ping Agent sub node appears under the Agent and each application node. Through this node, an administrator can check if one or more agents are still running. The administrator can choose one or more agents or applications to ping at a time.
Detach Archive	If the un-installation of an application failed or was terminated prematurely, there may still be files remaining, and the application may still be visible in the OWS Admin. This condition prevents you from installing any new instances. To resolve this, use the Detach Archive node to remove the archive from the topology.

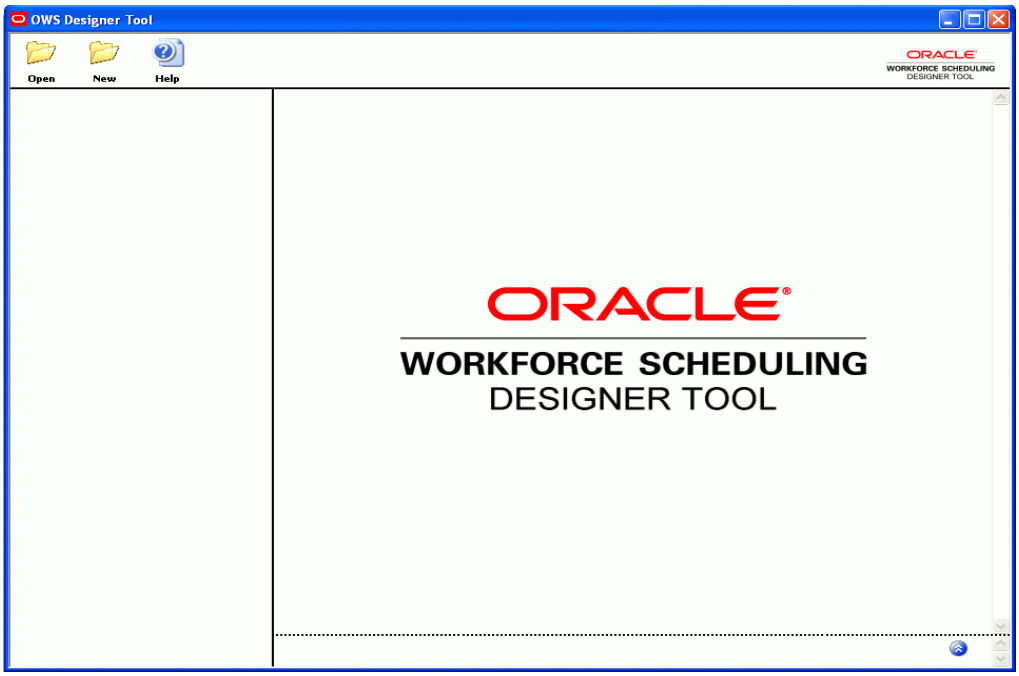
Uploading the thesaurus.tsd File

The OWS Designer tool uses the thesaurus.tsd file format to store or read information. While the thesaurus.tsd file is not necessary to run the OWS application, the file is necessary if the instantiation needs updates.

The following steps describe the procedure to upload the configuration.tsd file using OWS Designer.

1. Click Start → Programs → Oracle WorkForce Scheduling → OWS Designer to open the OWS Designer tool.

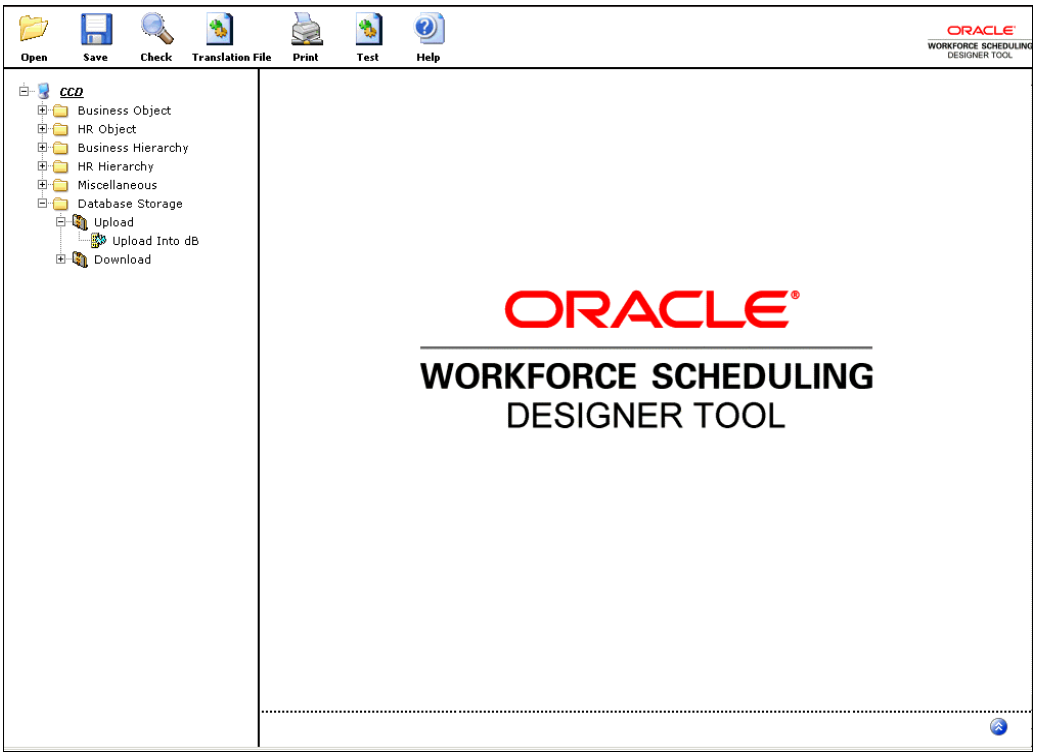
   The following screen displays.



2. Click Open on the menu bar to display the Choose a File box.

3. Double-click the thesaurus.tsd file to upload it to the custom database.

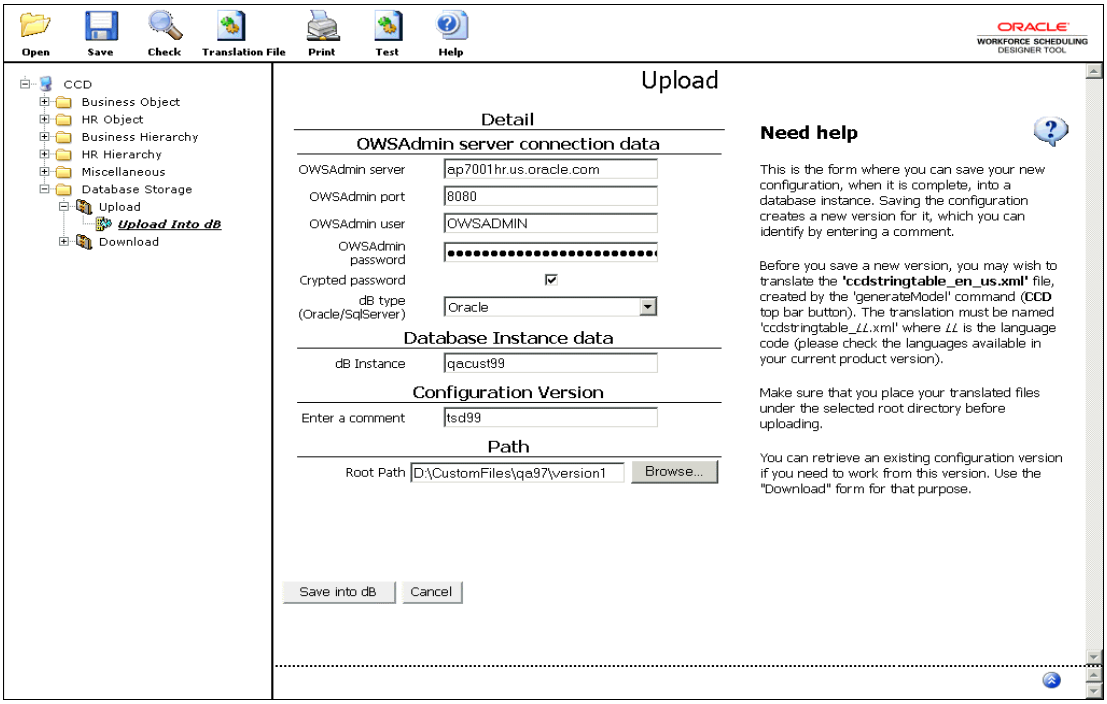
   The CCD navigation tree displays.



4. From the tree, click Database Storage and then Upload Into db.

   The Upload screen displays the following default data:

OWS Admin Server	The server used to download the OWS Configuration Tools Installer to install the OWS Designer tool.
OWS Admin Port	Refers to the OWS Admin port. The value must be within the range 2000 to 65535.
OWS Admin User	The OWS Admin user name.
OWS Admin Password	Password associated with the OWS Admin user name.
Crypted Password	The check box is selected if the OWS Admin password is encrypted.
dB Type	The database type is set to Oracle.
dB Instance	The custom database (as defined in the OWS Admin server) to upload the .tsd file.
Enter a comment	A description of the uploaded files.
Root Path	Refers to the location of the root directory containing the custom files (including the .tsd file) to upload.



5. Click Browse to specify the path of the root directory containing the custom files to upload.
6. Click Save into dB to upload the custom files (including the .tsd file) to the custom database.
   A confirmation message that the custom file is updated to the database displays.
7. Log on to the OWS Admin Server to create the production database with your configuration.
   See Creating a Production Database for more information.

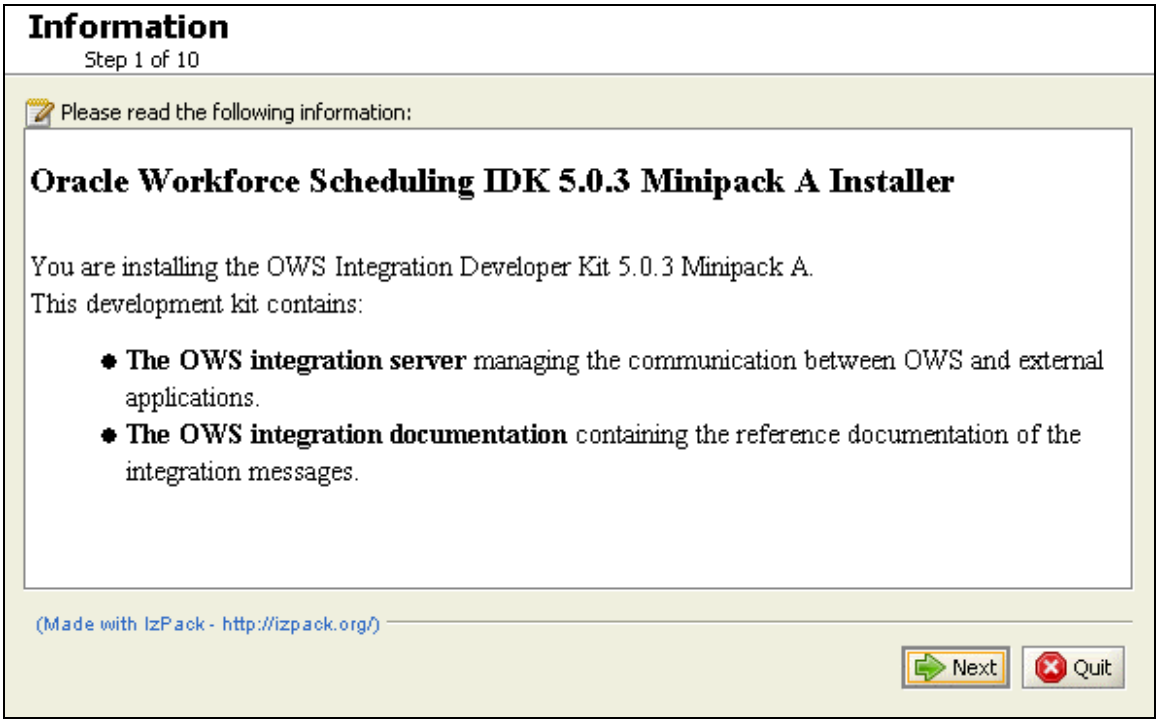
OWS Integration Developer Kit

The OWS Integration Developer Kit (OWSIDK), a standalone application, is a part of the Oracle Workforce Scheduling Release 5.0.2. The OWS Integration Developer Kit comprises the OWS integration server, integration client, and the integration documentation.
The following steps describe the procedure to install OWSIDK.

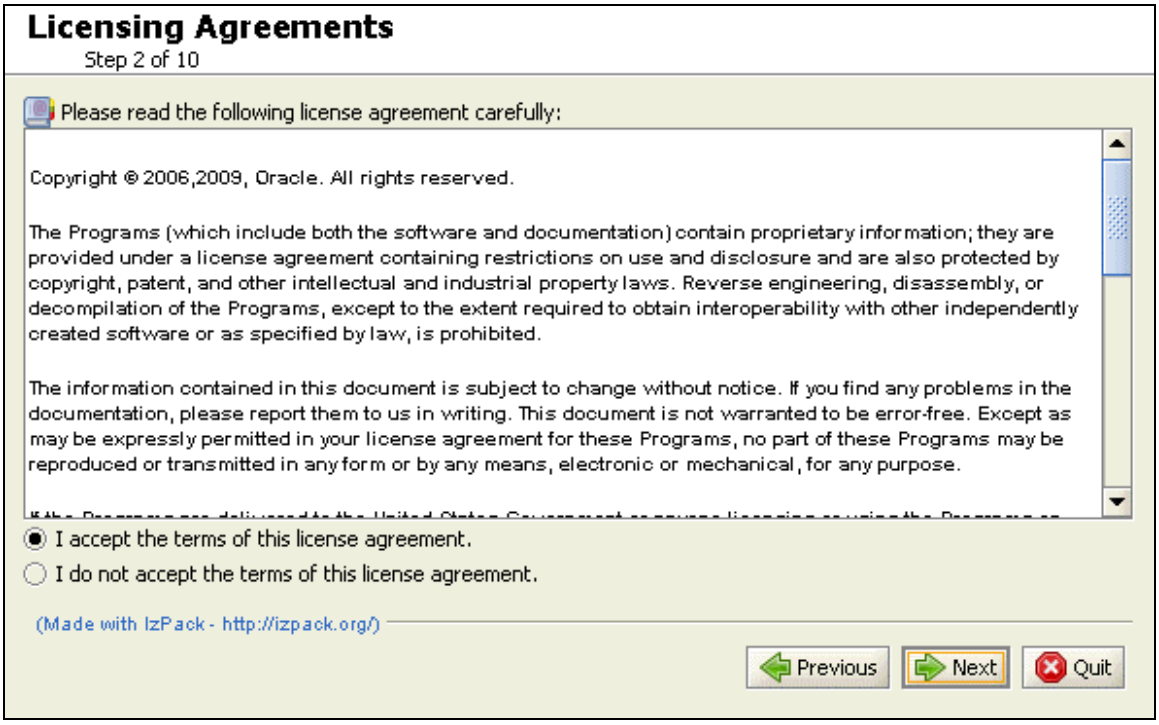
1. Insert the OWS CD-ROM in the CD-ROM drive.
2. Using Windows Explorer, navigate to the CD-ROM drive, and double click the owsi-idk-installer-5.0.2.jar file.
3. Launch the following command from a MS-DOS prompt to launch the Setup Wizard:
   `java –jar ows-idk-installer-5.0.3MinipackA.jar . The java executable should refer to a 1.5 java version.`

   The Setup Wizard appears.

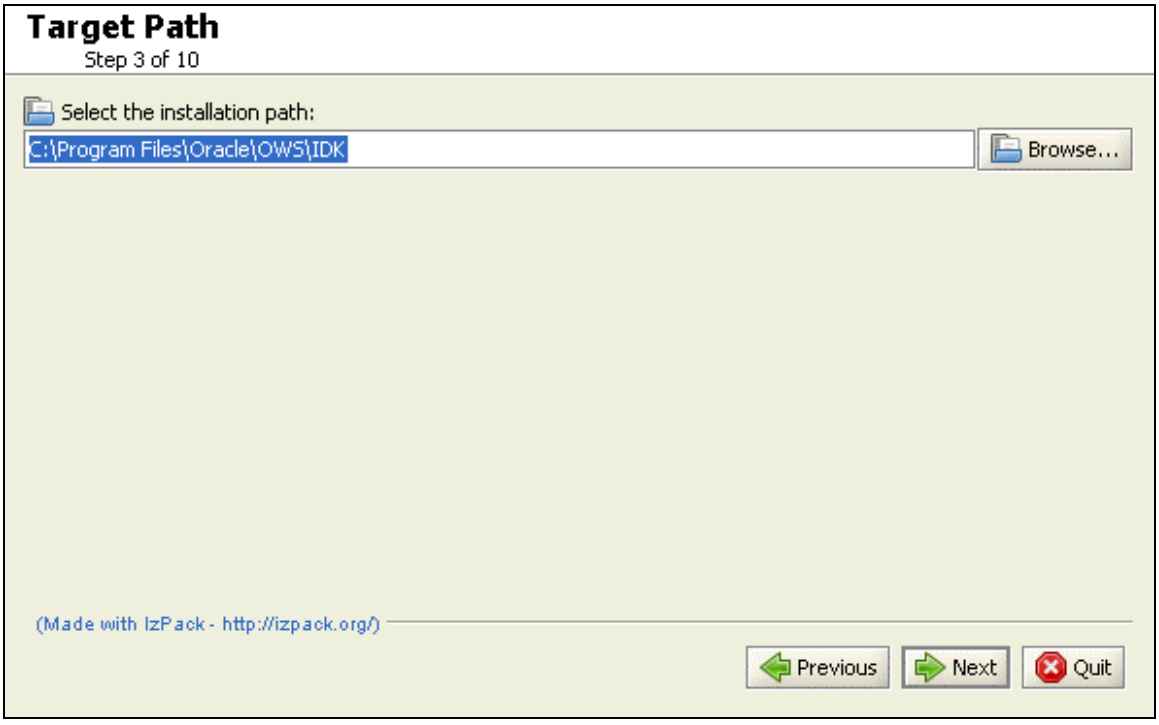
4. Once you have completed reading the information on the welcome screen of the Setup Wizard, click Next.



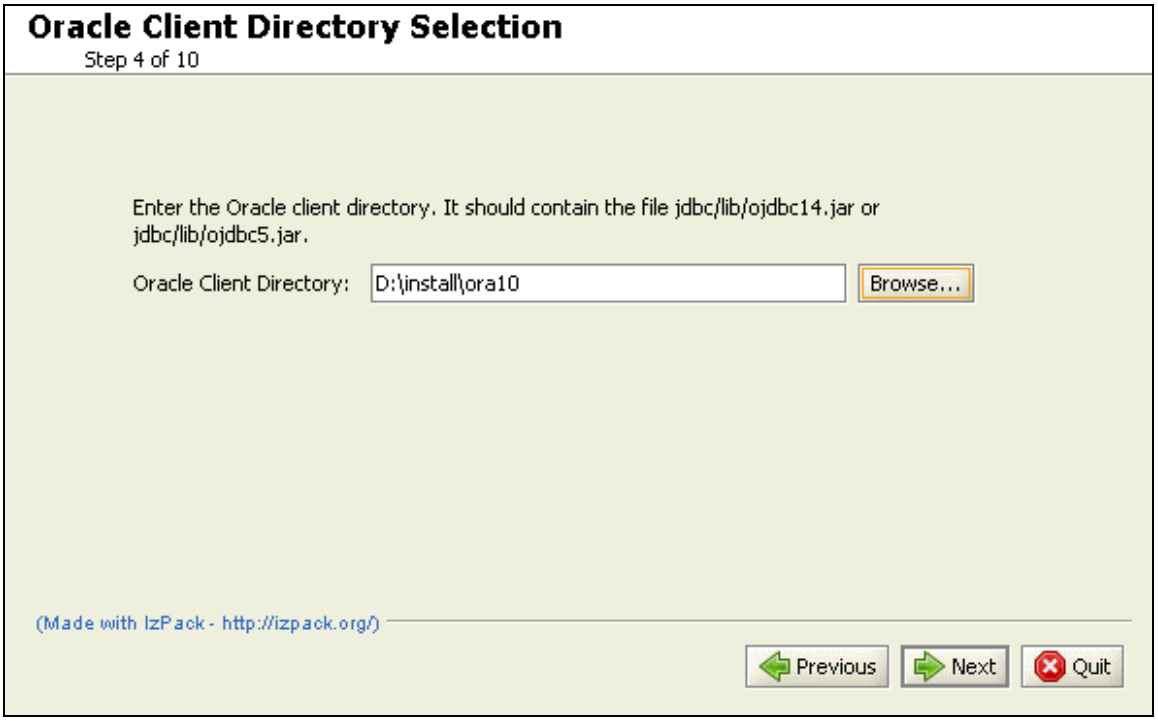
5. Accept the terms of the license agreement and click Next.



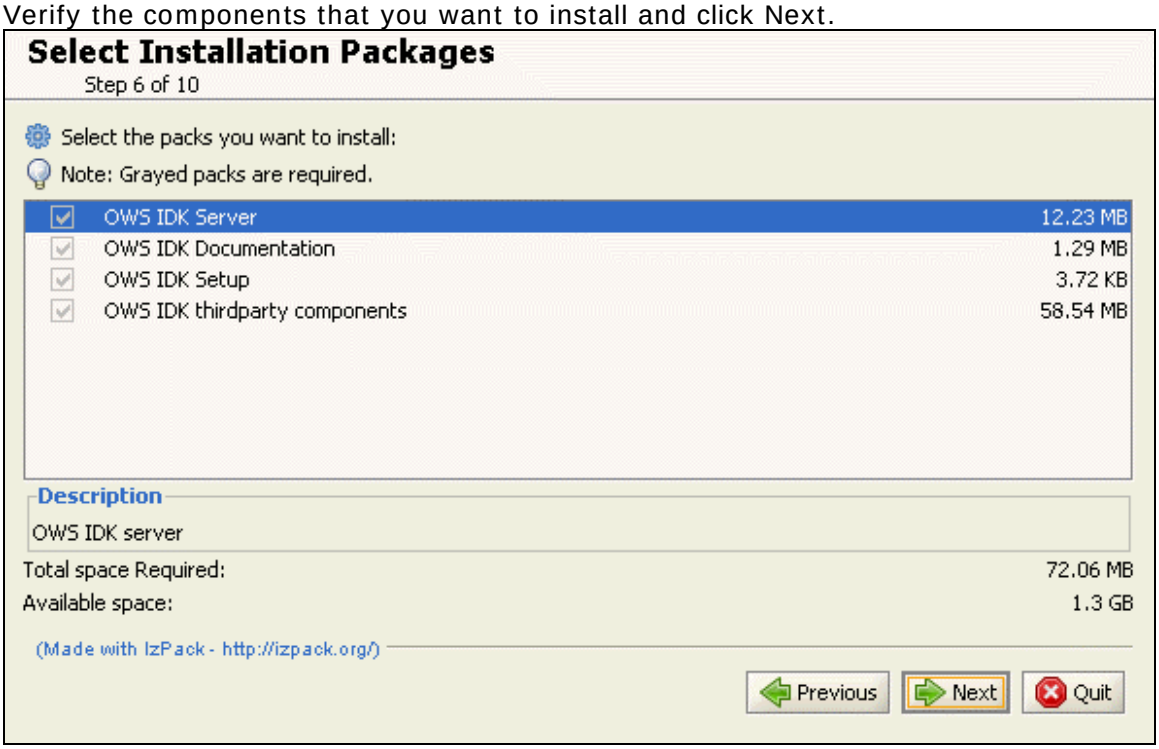
6. Click Browse to select a destination folder, if you do not want to install OWSIDK in the default location: C:\Program Files\Oracle \OWS Configuration Tools. Click Next.



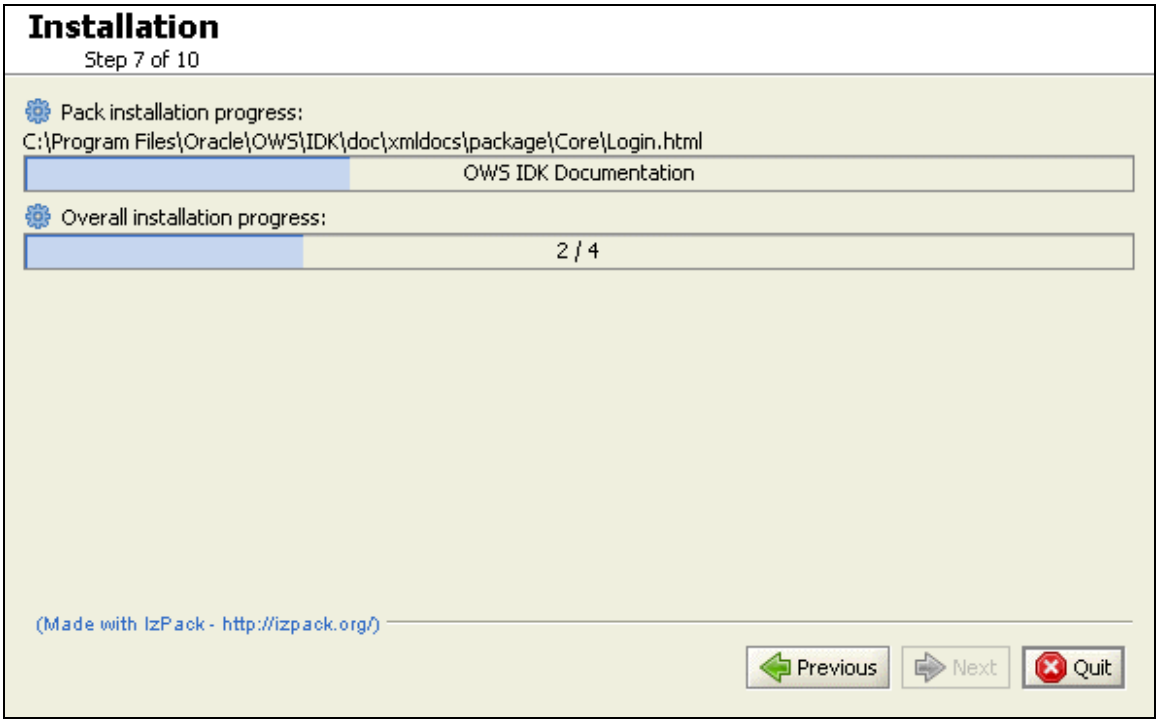
7. Select the path for the installed Oracle client and click Next.



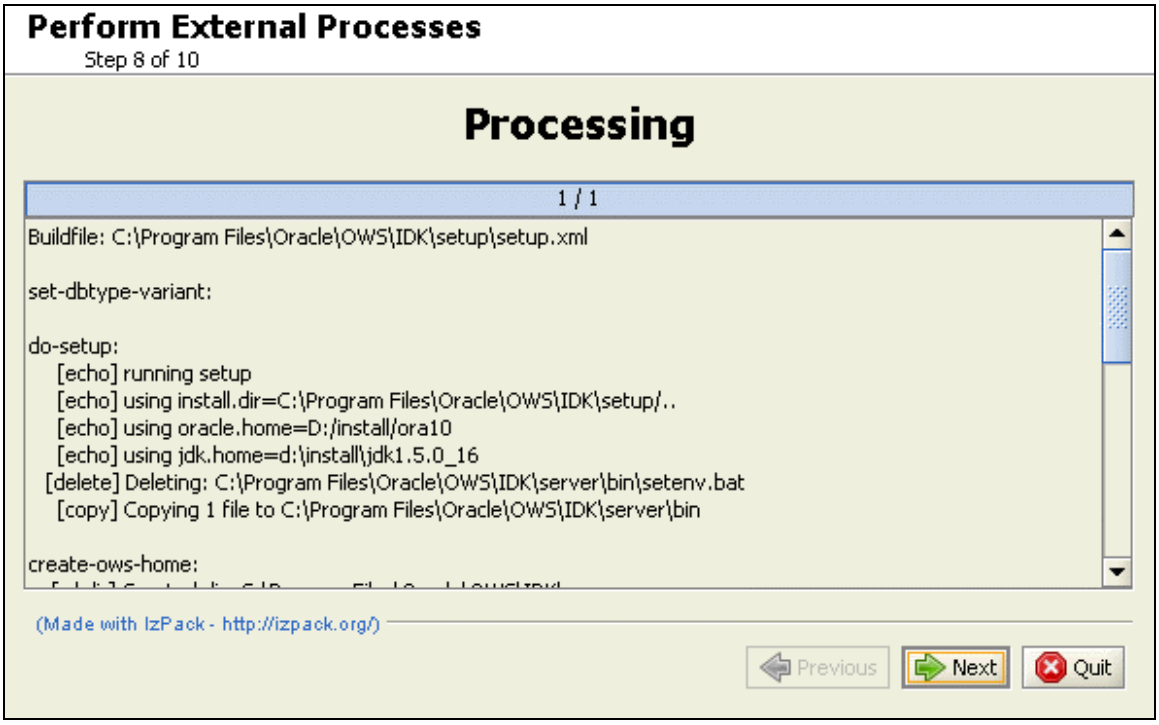
8. Verify the components that you want to install and click Next.



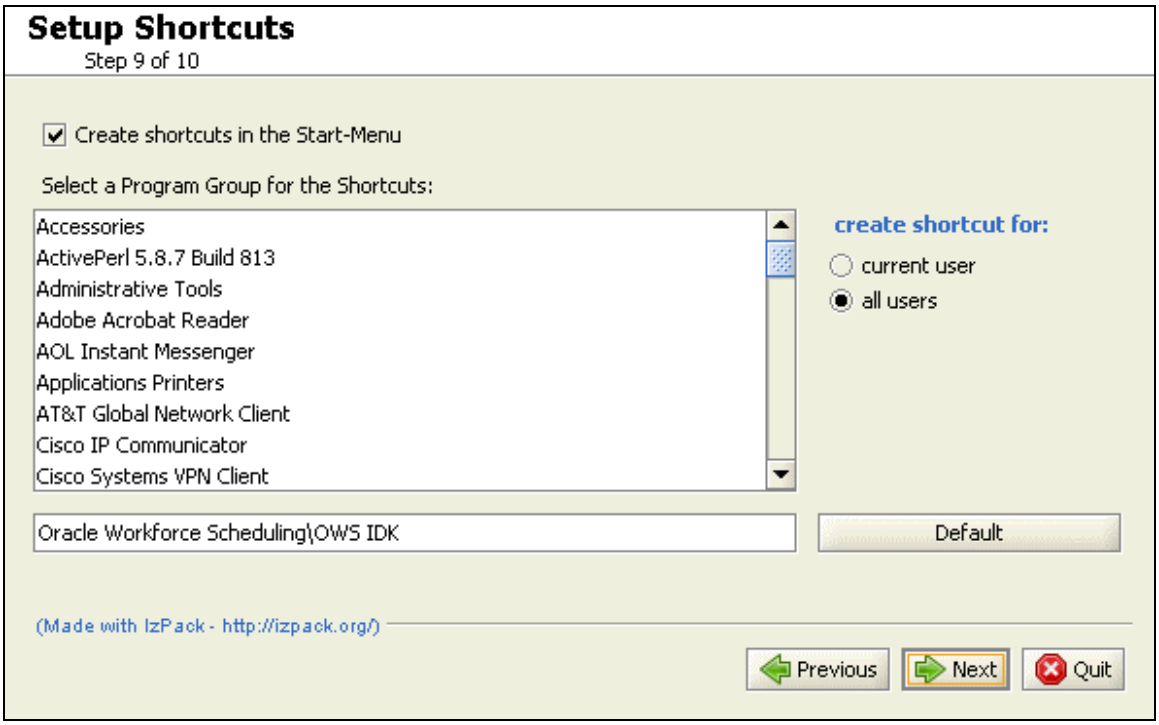
9. The Setup wizard begins to install the OWSIDK components.



10. Click Next on the Processing screen.



11. Select the necessary shortcut options and click Next.



12. The Installation Finished screen displays details of the successful installation.

Note the location of the uninstaller program and click Done to exit the Setup wizard.