

JD Edwards EnterpriseOne

Standalone Client Installation Using Oracle Universal Installer
and Oracle Enterprise Edition Database Installation Guide

Applications Release 9.1 with Tools Release 9.1.x

E22499-05

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A Manual Cleanup of a Deinstalled Standalone Client

B Manual Cleanup of a Deinstalled Oracle Database

Preface

Welcome to the *JD Edwards EnterpriseOne Standalone Client Using Oracle Universal Installer and Oracle Enterprise Edition Database Installation Guide*.

Note: This guide has been updated for JD Edwards EnterpriseOne Tools Release 9.1 Update 2. For details on documentation updates, refer to the *JD Edwards EnterpriseOne Tools Net Change Guide*.

Audience

This guide is intended for end users that install the JD Edwards EnterpriseOne Standalone Client.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Related Documents

You can access related documents from the JD Edwards EnterpriseOne Release Documentation Overview pages on My Oracle Support. Access the main documentation overview page by searching for the document ID, which is 876932.1, or by using this link:

<https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=876932.1>

To navigate to this page from the My Oracle Support home page, click the Knowledge tab, and then click the Tools and Training menu, JD Edwards EnterpriseOne, Welcome Center, Release Information Overview.

This guide contains references to server configuration settings that JD Edwards EnterpriseOne stores in configuration files (such as `jde.ini`, `jas.ini`, `jdbj.ini`, `jdelog.properties`, and so on). Beginning with the JD Edwards EnterpriseOne Tools Release 8.97, it is highly recommended that you only access and manage these settings

for the supported server types using the Server Manager program. See the *JD Edwards EnterpriseOne Server Manager Guide*.

Conventions

The following text conventions are used in this document:

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

Introduction

This document explains how to install and run the JD Edwards EnterpriseOne Applications Release 9.1/Tools Release 9.1 Standalone Client using the Oracle Universal Installer (OUI), hereafter referred to as the Standalone Client. This version of the Standalone Client's installer is markedly different from the previous version that was available with Applications Release 9.0/Tools Release 9.1. This one uses a newer version of OUI (11.2), and some of the installation steps are different.

However, like the previous version, this version of the Standalone Client supports **only** the Oracle Enterprise Edition (OEE) as the local database. It does **not** support Microsoft SQL Server 2005 Express Edition (SSE).

The major steps in installing the Standalone Client include:

- Prepare target system

Make sure your system meets the Minimum Technical Requirements. Refer to the section of this guide entitled: [Section 2.1, "Minimum Technical Requirements"](#).

- Prepare the installation

Use one of the installation methods:

1. Expand the files on a set of installation DVDs to a hard drive.
2. Download and expand an image of the installation DVD from the Oracle Software Delivery Cloud site (<http://edelivery.oracle.com>).

- Install the components

Install the local database if it is not already installed and the Standalone Client.

This installation can include non-English languages.

- Troubleshoot the installation

Analyze and correct any problems that arise during the installation.

Other tasks covered by this document include:

- Start the Standalone Client

Run the client and troubleshoot any startup errors.

- Start the Web Client

Run the web client as part of the Standalone Client and troubleshoot any startup errors.

- Replace the JD Edwards EnterpriseOne Tools component

Replace the JD Edwards EnterpriseOne Tools Release component (also known as "system" or "foundation" code) when a new JD Edwards EnterpriseOne Tools Release becomes available.

- Deinstall (Uninstall) the Standalone Client

Remove the client and the local database, if desired.

Refer to the [Glossary](#) in this document for definitions of terms and acronyms.

Note: Microsoft Windows Slash Characters. Microsoft Windows syntax allows either a slash or backslash to separate directory names. If you are specifying directory names from this document, you may use either slash character.

Prerequisites

This chapter contains the following topics:

- [Section 2.1, "Minimum Technical Requirements"](#)
- [Section 2.2, "Windows Security"](#)
- [Section 2.3, "Additional Considerations"](#)
- [Section 2.4, "Microsoft Windows Internet Protocol Version 4 \(IPv4\)"](#)

2.1 Minimum Technical Requirements

Customers must conform to the supported platforms for the release as detailed in the JD Edwards EnterpriseOne Minimum Technical Requirements. In addition, JD Edwards EnterpriseOne may integrate, interface, or work in conjunction with other Oracle products. Refer to the following link for cross-reference material in the Program Documentation for Program prerequisites and version cross-reference documents to assure compatibility of various Oracle products.

<http://www.oracle.com/corporate/contracts/index.html>

For EnterpriseOne as a whole, you can access the current Minimum Technical Requirements (MTR) from My Oracle Support (<https://support.oracle.com>) by searching for this document:

JD Edwards EnterpriseOne Current MTR Index [ID 747323.1]

For the client MTRs, you can access the attachment (**erp91_Client**) within this document:

JD Edwards EnterpriseOne Tools 9.1.x Minimum Technical Requirements For Web Client, Windows Admin Client, Development or Standalone Client and Pervasive Devices (Doc ID 1382699.1)

The computer on which you are installing the Standalone Client needs to meet the MTRs of all types of clients described in this section. Therefore you should review and ascertain that your machine meets the requirements listed in these topics of the client MTR document:

- Information Common for all Clients
- Web Client
- Windows Client
- Development or Standalone Client

In addition, JD Edwards EnterpriseOne may integrate, interface, or work in conjunction with other Oracle products. Refer to these links:

Oracle License and Service Agreement (OLSA)

http://www.oracle.com/corporate/contracts/olsa_main.html

The Oracle License and Services Agreement (OLSA) is the standard agreement that is used to license Oracle programs and acquire related services.

Oracle Program Documentation

<http://www.oracle.com/technology/documentation/index.html>

Access current and previously released Oracle program documentation.

PeopleSoft / JD Edwards Program Table

From the above OLSA page, refer to the below verbiage which contains links to available PDFs as applicable.

Your license for the program(s) may include additional license rights, which varies according to your order date. Review the applicable tables.

Notes: EnterpriseOne Releases. The release of the JD Edwards EnterpriseOne Applications for this Standalone Client is 9.1. The release of the JD Edwards EnterpriseOne Tools for this Standalone Client is 9.1. The MTRs refer to the Tools release level.

Third-party software. Read the section entitled: Additional Considerations before installing any additional third-party software.

Deinstall versus uninstall OUI uses the term "deinstall" to mean removal of an Oracle product. This document will do the same.

2.2 Windows Security

When installing, uninstalling/deinstalling, or running any JD Edwards EnterpriseOne product on Microsoft Windows operating systems, be sure to follow the below guidelines. This includes saving or restoring or deleting snapshots of EnterpriseOne using the Snapshot program. Not following these guidelines may cause unexpected errors to occur.

- [Section 2.2.1, "Registry and directory permissions"](#)
- [Section 2.2.2, "Run as Administrator"](#)
- [Section 2.2.3, "Remote Desktop Connections"](#)

2.2.1 Registry and directory permissions

Be sure that the user account into which you are signing into Windows is in the Administrators group or a similar group that provides permissions to write to and read from registry hives (for example, HKEY_LOCAL_MACHINE\SOFTWARE) and disk subdirectories (c:\Windows) that are restricted from standard Windows users.

2.2.2 "Run as Administrator"

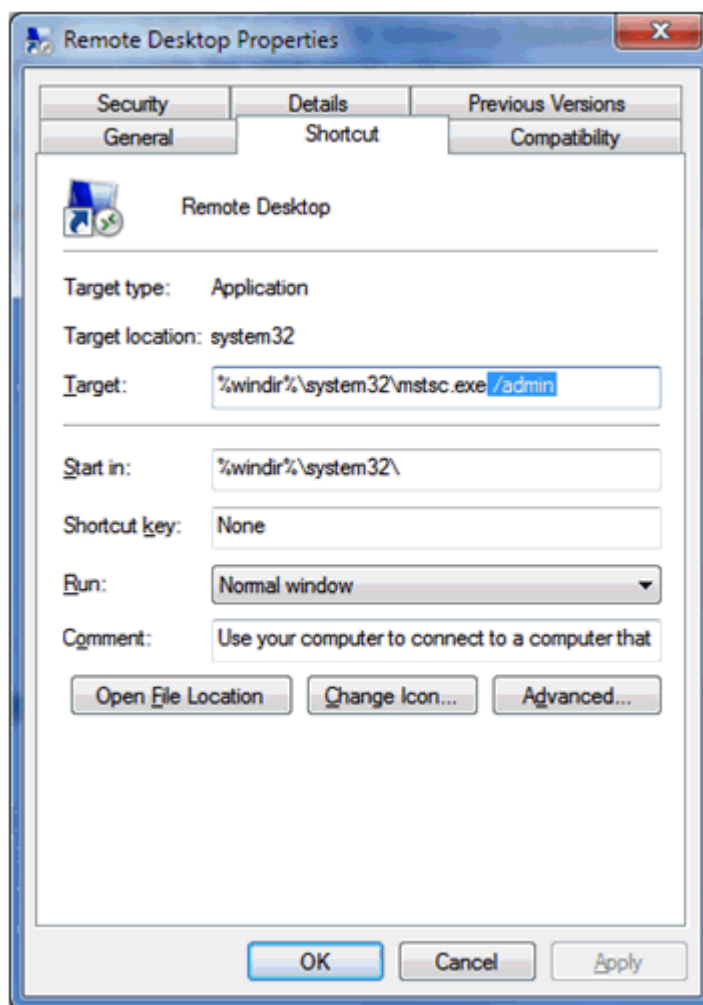
If the Microsoft security User Access Control (UAC) is turned on, right-click on a program's icon or shortcut and select "Run as administrator." If a shortcut is configured to automatically "Run as administrator," you do not need to right-click and select "Run as administrator."

If a file that you need to edit and then save is located in a directory with access restricted by UAC, you will need to right-click on the icon of your text editor program, select "Run as administrator," and open the file from within the editor. If you do not follow those steps and UAC is turned on, you may not be able to save the modified file.

2.2.3 Remote Desktop Connections

When connecting to a remote Windows computer using Microsoft Remote Desktop, run Remote Desktop with the "/admin" flag. Not running with this setting may cause subtle, difficult-to-explain errors in the program. You can do this using these steps:

1. Right-click on the Remote Desktop shortcut.
2. Select properties.
3. Click on the Shortcut tab.
4. At the end of the Target field, add a space, a forward slash, and "admin" (without the quotes) to the end of the Target. The screen shot sample below illustrates this setting:



2.3 Additional Considerations

Caution: To minimize the possibility that the Standalone Client's installer or deinstaller or Snapshot might fail due to locked files, follow these guidelines:

1. Exit from all running programs. You can use Microsoft Windows Task Manager to verify that the programs are stopped. In particular, be sure that EnterpriseOne, JDeveloper, and SQL Developer are stopped, but other programs may also need to be stopped. Exceptions to this rule include the database service(s) which should be running.
 2. Verify that no files in the Standalone Client installation directory or subdirectories are open in any file editors.
 3. Verify that neither the installation directory nor any of its subdirectories are open in Microsoft Windows Explorer.
 4. Verify that no Command Prompt window has as its current working directory either the Standalone Client installation directory or any of its subdirectories.
-

1. Be sure the MTRs are met before starting the Standalone Client installation.
2. JDK 1.6 is supplied with the installation. Do not replace this with another version of the JDK because JDK 1.7 and higher have not been validated with EnterpriseOne Tools Release 9.1. Also, do not replace this JDK with a 64-bit version because EnterpriseOne is a 32-bit program which requires a 32-bit version of the JDK even when running on a 64-bit version of Microsoft Windows.
3. Microsoft Visual Studio is not required unless you are building business functions. The installation of the Standalone Client installs the Microsoft libraries that are necessary to run EnterpriseOne, but if you plan to build business functions, you will need the compiler and additional libraries that Visual Studio provides.
4. Verify that all previous releases of JD Edwards EnterpriseOne (Standalone Clients and normal clients) have been completely deinstalled or saved via Snapshot before installing the Standalone Client. For instructions on how to deinstall the Standalone Client, refer to the section of this guide entitled: [Section 9.1, "Deinstalling the Standalone Client"](#).
5. Standalone Client does not require Software Protection Codes (SPCs) to run so you will not need to perform the steps for applying SPCs that previous EnterpriseOne releases required.
6. This version of the Standalone Client using OUI supports **only** the Oracle Enterprise Edition (OEE) as the local database. This version of Standalone Client using OUI does **not** support Microsoft SQL Server 2005 Express Edition (SSE).
7. This release of the Standalone Client contains a 64-bit version of Oracle Enterprise Edition (OEE) 11gR2. If you previously had installed OEE 11gR2 as the local database and you are reinstalling the Standalone Client, you do not have to deinstall the database first. However, if you previously had installed OEE 10g or you need to reinstall the 11gR2 database for some reason, follow the instructions in the section of this guide entitled: [Section 9.2, "Deinstalling the OEE Database \(optional\)"](#).
8. If you need to install the OEE database and the Microsoft Windows environment variable **ORACLE_HOME** exists, the OEE installer will delete it during the installation.

2.4 Microsoft Windows Internet Protocol Version 4 (IPv4)

Both the JD Edwards EnterpriseOne Standalone client and Development Client require Microsoft Windows Internet Protocol Version 4 (IPv4) for connectivity. Neither client can function using IPv6.

If your Standalone installation is not working as expected, use this procedure to determine if the problem is due to your Windows machine using IPv6 and if so, to remedy:

1. After installing the local Oracle database, use a text editor to open the `log.xml` file which is typically located in this directory

```
C:\Oracle\diag\tnslsnr\[MACHINE NAME]\listener\alert\.
```

2. Examine the contents of the `log.xml` file for indicators that the machine is using IPv6 addresses.

IPv6 addresses can be distinguished by alphanumeric digits separated by colons, rather than periods as in IPv4 addresses.

One example is if you see `host_addr='::1'>`. This indicates an IPv6 address, which in this case is the machine's local loopback address, whose equivalent IPv4 address is 127.0.0.1.

Another example that indicates the use of IPv6 is if this string exists:

```
host_addr='fe80::7045:1aba:cb6d:1b50%13'
```

3. If you see references to IPv6 addresses in the logs after installing the Oracle local database, then you may need to deinstall the Standalone Client and Oracle database as described in the chapter of this guide entitled: [Chapter 9, "Deinstalling the Standalone Client or the OEE Database \(optional\)"](#).

Also, you may possibly need to perform additional cleanup for the standalone client and Oracle Database as described in these appendices of this guide: [Appendix A, "Manual Cleanup of a Deinstalled Standalone Client"](#) and [Appendix B, "Manual Cleanup of a Deinstalled Oracle Database"](#).

4. After the deinstall and cleanup is complete, you must apply a software patch from Microsoft to disable IPv6 before reinstalling the Oracle local database and EnterpriseOne Standalone or Web Development Client. The Microsoft patch for disabling IPv6 is at the following link:

How to disable IPv6 or its components in Windows

<http://support.microsoft.com/kb/929852>

On the above Microsoft web page, click the link labelled **Disable IPv6** (Microsoft Fix it 50409).

5. After you apply the Microsoft patch to disable IPv6, you can reinstall the Oracle database and EnterpriseOne Standalone Client using the procedures in this guide.

Caution: MICROSOFT DISCLAIMER ON DISABLING IPV6

Important: Internet Protocol version 6 (IPv6) is a mandatory part of Windows Vista and later versions. We do not recommend that you disable IPv6 or its components, or some Windows components may not function. For more information, see the "What are Microsoft's recommendations about disabling IPv6?" question in IPv6 for Microsoft Windows: Frequently Asked Questions at this link:

<http://technet.microsoft.com/en-us/network/cc987595.aspx>

Installation Methods

This chapter contains the following topics:

- [Section 3.1, "Overview"](#)
- [Section 3.2, "Copying the Installation DVD"](#)
- [Section 3.3, "Downloading from the Oracle Software Delivery Cloud Site"](#)
- [Section 3.4, "Updating the tnsnames.ora File"](#)

3.1 Overview

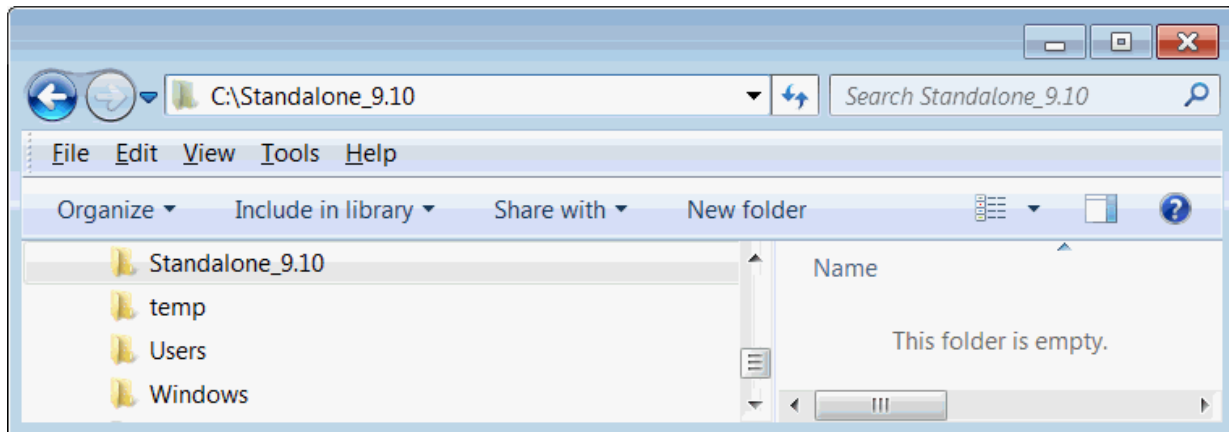
Depending on several factors, you can install the Standalone Client using one of these methods:

Method	Method Requirements
From a copy of a set of installation DVDs	You have a set of installation DVDs. Use the procedures described in the section in this chapter entitled: Chapter 3.2, "Copying the Installation DVD" .
From a Oracle Software Delivery Cloud download	You have access to the Oracle Software Delivery Cloud site. Use the procedures described in the section in this chapter entitled: Chapter 3.3, "Downloading from the Oracle Software Delivery Cloud Site" .

3.2 Copying the Installation DVD

Perform these steps if you are expanding a set of installation DVDs to a hard drive, either locally or to a network location. You may want to use a network location so additional users can install from a single location.

To copy the installation DVD



1. On the hard drive onto which you want to expand the installation DVDs, create a temporary installation directory. The recommended name is:
`\Standalone_9.10`
2. Expand the contents of the installation DVDs to the temporary installation directory you created in Step 1 above.
3. Place the expanded contents of the DVD(s) that contain the 64-bit Oracle database into this directory:
`\Standalone_9.10\ThirdParty\ORACLE`

Note: JDBC Drivers and JDK. All files necessary to perform the installation, including JDBC drivers and a JDK, now reside in the temporary installation directory. If you followed the recommendation, the directories are named:

`\Standalone_9.10\ThirdParty\WebDevFeature\OH4A\JDBC`
`\Standalone_9.10\ThirdParty\WebDevFeature\OH4A\JDK`

3.3 Downloading from the Oracle Software Delivery Cloud Site

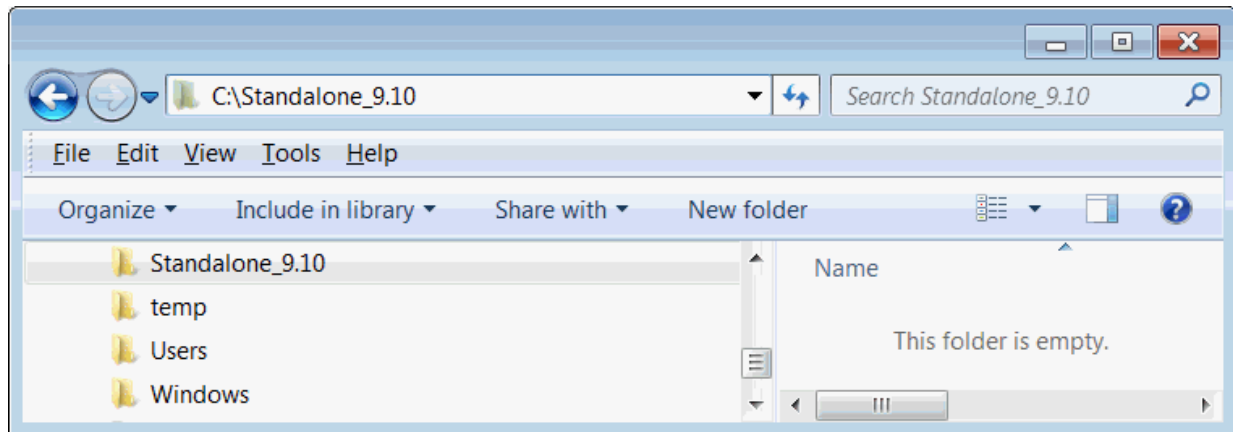
Complete these instructions if you are downloading the Standalone Client software from the Oracle Software Delivery Cloud site:

<http://edelivery.oracle.com>

If you are installing the Standalone Client from an expanded set of installation DVDs or a network share location, and therefore have performed the steps in the preceding section of this chapter, you can skip this section and proceed to [Section 3.4, "Updating the tnsnames.ora File"](#).

To download the Standalone Client from the Oracle Software Delivery Cloud:

1. On your client machine, create a temporary installation directory. The recommended name is:
`\Standalone_9.10`



2. Access the Oracle Software Delivery Cloud site, continue through the screens, and select these values on the Media Pack Search screen:
 - Select a Product Pack: **JD Edwards EnterpriseOne**
 - Platform: **Microsoft Windows x64 (64-bit)**
3. Click the Go button to display the results.
4. In the results grid, click the radio button next to the proper description. There are not separate downloads for English and non-English languages. The description is entitled:
 - **JD Edwards EnterpriseOne 9.1 Applications/9.1 Tools Media Pack for Microsoft Windows (64-bit)**
5. Click Continue.
6. Locate the item with the description:
 - **JD Edwards EnterpriseOne 9.1 English and Language Standalone**

or

 - **JD Edwards Applications 9.1 Update 2 Stand Alone**
7. Click the Download button next to the item that you wish to download. Make sure you have downloaded all the files for each CD image. For Standalone in English there are four (4) images. For Standalone with Languages, there is an additional image for a total of five (5) images.

Note: Multiple Parts Downloads. Due to the maximum file size restrictions for downloads on Oracle Software Delivery Cloud, you will need to download multiple parts for a selected part number.

8. Save the .zip files of the CD images to the temporary installation directory you created in Step 1. If you followed the recommendation, the directory is named
 \Standalone_9.10
9. After you finish downloading the first item, labeled (Part 1 of 4), select the corresponding row for the second item labeled (Part 2 of 4) and click the Download button. Do the same for the remaining parts 3, 4, and 5 (if downloading languages). The parts are organized as follows:

English Standalone (4 images)

Part 1 of 4 (download into the Standalone install location)

Part 2 of 4 (download into the Standalone install location)

Part 3 of 4 (download into the OEE install location)

Part 4 of 4 (download into the OEE install location)

Languages Standalone (5 images)

Part 1 of 5 (download into the Standalone install location)

Part 2 of 5 (download into the Standalone install location)

Part 3 of 5 (download into the Standalone install location)

Part 4 of 5 (download into the OEE install location)

Part 5 of 5 (download into the OEE install location)

10. Again, save the .zip file to the same directory where you saved the previous .zip file.
11. After you finish downloading all parts of your item, use your preferred unzip program to extract the contents of the first two parts (English Standalone) or the first three parts (Languages Standalone) to the temporary installation directory that you created in Step 1. If you followed the recommendation, the directory is named:

\Standalone_9.10

Note: Extract Option. When extracting, be sure to click in the check box to enable this option:

Use folder names

12. In the same manner, extract the final two .zip files (for English Standalone, parts 3 and 4; for Languages Standalone, parts 4 and 5), which contain the 64-bit Oracle database, into this directory:

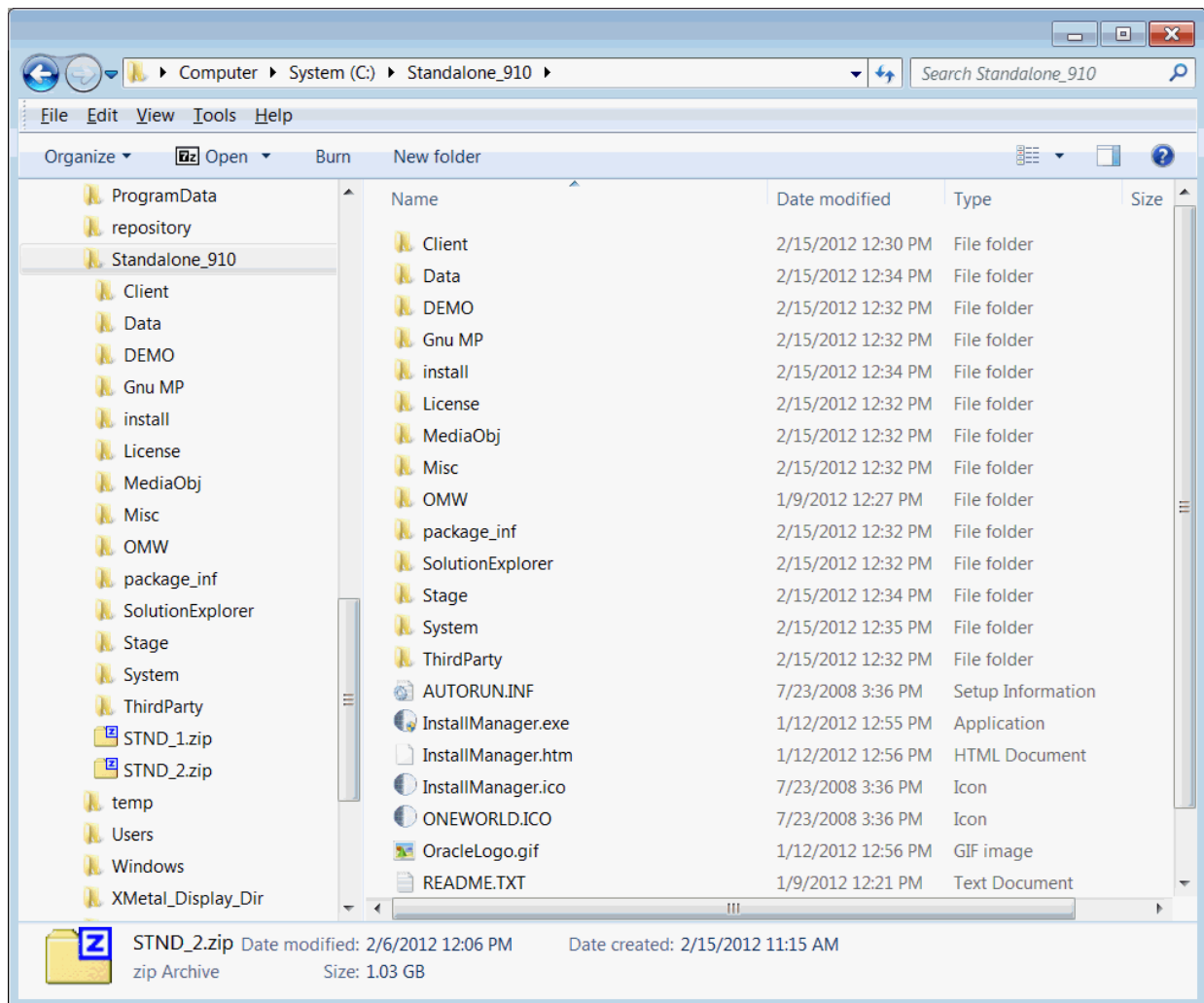
\Standalone_9.10\ThirdParty\ORACLE

Note: JDBC Drivers and JDK. All files necessary to perform the installation, including JDBC drivers and a JDK, now reside in the temporary installation directory. If you followed the recommendation, the directories are named:

\Standalone_9.10\ThirdParty\WebDevFeature\OH4A\JDBC

\Standalone_9.10\ThirdParty\WebDevFeature\OH4A\JDK

This example screen illustrates the directory structure when the .zip files are extracted into the recommended temporary installation directory (\Standalone_9.10):



3.4 Updating the tnsnames.ora File

The file `tnsnames.ora` contains information about how to connect to an Oracle database. A default `tnsnames.ora` file is provided in the `\Standalone_9.10\client` directory that provides the necessary information to connect to an Oracle database called **E1Local** that will be installed on the workstation where you are installing the Standalone Client.

If you have other Oracle databases installed on this machine, or if you access remote Oracle databases, you will have other `tnsnames.ora` files to define those connection parameters.

By design, the `tnsnames.ora` for the last installed Oracle database is used by any software running on your local machine to access all the Oracle databases. Because the **E1Local** database is normally installed during the installation of the Standalone Client, it is likely that it will be the last database installed. Therefore, in order to regain connectivity to other Oracle databases, you must update the `tnsnames.ora` file used by **E1Local** with the database connection information that is stored in the other `tnsnames.ora` files on your machine.

Later instructions in this document will have you copy the `tnsnames.ora` that resides in the `\Standalone_9.10\client` directory to various places on your workstation.

Because this file will be copied, you should update it before performing any copies or the installation of the Standalone Client.

To update the `tnsnames.ora` file:

1. Edit the new `tnsnames.ora` file located in this path:

`\Standalone_9.10\client\tnsnames.ora`

2. Edit the `tnsnames.ora` files on your machine for any other Oracle databases that you may access (whether remote or local databases). These `tnsnames.ora` files will be located in the `\NETWORK\ADMIN` path under the installation paths of the Oracle database clients. For example:

`C:\Apps\Mydb\oracle112\NETWORK\ADMIN\tnsnames.ora`

3. Copy the contents of these other **`tnsnames.ora`** files and append them to the version of the file that is in this directory:

`\Standalone_9.10\client`

Installing the Standalone Client

This chapter contains the following topics:

- [Section 4.1, "Overview"](#)
- [Section 4.2, "Understanding Destination Paths"](#)
- [Section 4.3, "Installing the Local Database"](#)
- [Section 4.4, "Installing the EnterpriseOne Client"](#)
- [Section 4.5, "Troubleshooting the Installation"](#)

4.1 Overview

Before You Begin

- Verify that your system meets the Minimum Technical Requirements.

You can install the Standalone Client from a copy of the installation DVDs or a download from Oracle Software Delivery Cloud. Refer to [Chapter 3, "Installation Methods"](#) for additional details.

Notes: **Assumptions.** Because you are installing from either a copy of the installation DVDs or a download from Oracle Software Delivery Cloud, the installation program will be in the directory into which you expanded the DVDs or downloaded files. If you followed the recommendation, this directory is:

C:\Standalone_9.10

As is the case with all installations on Microsoft Windows machines (including Microsoft Windows 7), in order to run the installer for the Standalone Client, you must be logged onto Microsoft Windows as a user with Administrator rights.

Installing the Standalone Client involves first installing a local database and then installing the actual EnterpriseOne Standalone Client. Follow the instructions in the next two sections to install the database and client.

4.2 Understanding Destination Paths

As of Tools Release 9.1, the Standalone Client is installed using the Oracle Universal Installer (OUI) version 11.2. In addition, the Web Client component is installed as a package feature using OUI.

Each Oracle product that is installed on a machine is installed into an Oracle Home directory or path. This is a directory that contains most of the files associated with the product. This path has a name as well. You can specify a name that is intuitive so you do not have to remember the path.

When you install the Oracle Enterprise Edition (OEE) database engine on the Standalone Client's workstation, by default the Oracle Home path will be:

`c:\Oracle\E1Local`

The value **E1Local** cannot be changed, but you may specify another drive and/or directory instead of the default value, which is `c:\Oracle`. The Oracle Home name for the OEE database is **E1Local**.

When you install the Standalone Client, you specify an **Oracle Home** path and name for that installation as well. For example, you may enter `C:\JDEdwards\E910` as the **Oracle Home** path and **JDE_Standalone_Home** as the **Oracle Home** name.

Caution: Do **not** specify a path with a space in its name.

Following the above examples, you would now have two Oracle Homes:

1. The first **Oracle Home** is the **Oracle Home** of the database; it has these properties:

- *Oracle Home Path*

`C:\Oracle\E1Local`

- *Oracle Home Name*

E1Local

2. The second Oracle Home is the Oracle Home of the Standalone Client; it has these properties:

- *Oracle Home Path*

`C:\JDEdwards\E910`

- *Oracle Home Name*

JDE_Standalone_Home

During the installation of a Standalone Client installation package, OUI will copy the files from the package to subdirectories under the Oracle Home path and then perform the necessary configurations. In addition, it places a copy of OUI into the Oracle Home Path.

OUI also creates a submenu of items in the Start > All Programs menu. This submenu is named "Oracle - <Oracle_Home_Name>" where <Oracle_Home_Name> is the name that the user specified during the installation. This submenu will include a link to the EnterpriseOne Solution Explorer and another submenu for Oracle Installation Products. Oracle Installation Products includes a link to the copy of OUI that is in the Oracle Home Path. Although you can run other copies of OUI to deinstall (remove) the EnterpriseOne Standalone Client, it is safest to deinstall using the link in Start > All Programs > Oracle - *Oracle_Home_Name* > Oracle Installation Products > Universal Installer.

4.3 Installing the Local Database

This release of the Standalone Client contains a 64-bit version of Oracle Enterprise Edition (OEE) 11gR2. Thirty-two bit OEE 11gR2 is not supported on 64-bit versions of

Windows. If you previously had installed 64-bit OEE 11gR2 as the local database and you are reinstalling the Standalone Client, you do not have to reinstall the database first. However, if you previously had installed OEE 10g or you need to reinstall the 11gR2 database for some reason, follow the instructions in the section of this guide entitled: [Section 9.2, "Deinstalling the OEE Database \(optional\)"](#).

Caution: It is very important that no files exist in the "E1Local" subdirectory when you next attempt to install the OEE database. If any files do exist, the OEE installation will probably fail.

When OEE is installed, it will be installed into a subdirectory called `E1Local` under a database target directory. By default, this database target directory is `C:\Oracle`. This means that the database will be installed into `C:\Oracle\E1Local` by default.

If you cannot delete the `E1Local` subdirectory because a file in that directory is locked, follow these steps:

1. Determine which file is locked and which process has the lock on the file. A freeware program called Process Explorer can be helpful in determining this information. You can obtain a free copy of Process Explorer from this web site:
<http://technet.microsoft.com/en-us/sysinternals>
2. Either kill the locking process with Process Explorer or Microsoft Windows Task Manager or, if the process was started as a Microsoft Windows service, change the Startup Type to Manual and reboot the computer again.
3. Try again to delete the `E1Local` subdirectory.

To run the local database installer:

1. Launch `InstallManager.exe` from the temporary installation directory. For example:

```
\Standalone_910
```

Note: When running the installation program and UAC is turned on, you must right click on the executable or shortcut and select **Run as Administrator**.



2. On **JD Edwards Install Manager**, click this link:

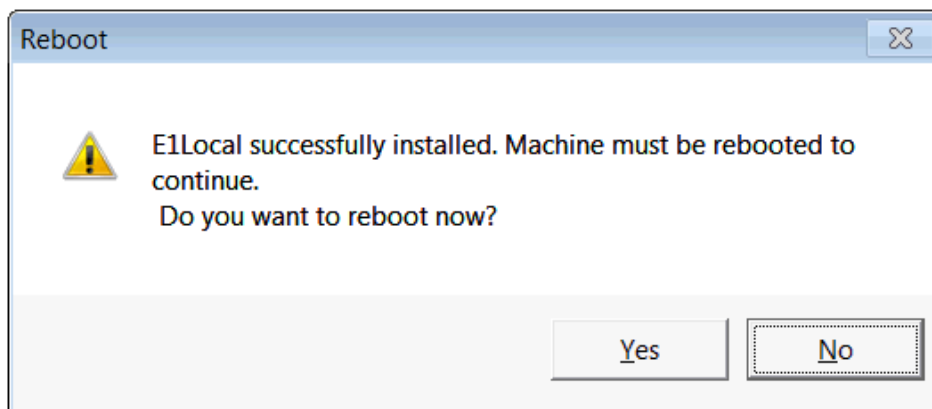
[EnterpriseOne Database Engine](#)

If the database is already installed, the program will display a message indicating that condition. If the database is not installed, you may be prompted for the target directory for the database. The default location is `C:\Oracle`. The database will be installed into a folder called `E1Local` under the target directory. For example:

`C:\Oracle\E1Local`

The `InstallManager.exe` decompresses the `.cab` files using the `OEESetup.exe` program. The status of the decompression is displayed in a Command window. If the decompression appears to hang, it may be because you did not run as an administrator, or you did not extract all the expected `.cab` files from the `.zip` files.

After the `.cab` files are decompressed, `OEESetup.exe` continues through various phases of the installation. This process can take quite awhile, perhaps up to 30 minutes. During these phases, multiple Command windows will open and close as the installation continues. Lastly the installation copies the database files and then performs Oracle database instance functions, while indicating progress. After the installation completes successfully, all Command windows are closed and this dialog is displayed:



3. When the installation of the database finishes, the Reboot dialog is displayed. You must reboot before you can continue with the installation of additional EnterpriseOne Standalone components.

Caution: Examine the Installer Logs. Even though the screen says that the installation was successful, you should perform a quick determination that all the database installation steps were successful before clicking **Exit**. Follow these steps:

1. From Control Panel, run Administrative Tools / Services.
2. In the list of Services, look for the services named OracleE1LocalTNSListener and OracleServiceE1LOCAL.
3. If either one of these is missing, there was a problem in completing all the installation and configuration steps. Examine these logs:

c:\OEEInstall.log

c:\Oracle\cfgtoollogs

c:\Oracle\E1Local\cfgtoollogs

You will probably need to deinstall the database engine using the steps in [Section 9.2, "Deinstalling the OEE Database \(optional\)"](#), reboot, and then reinstall the OEE database.

4. Reboot your machine.
5. Install 32-bit database drivers.

Note: 64- vs. 32-bit Oracle database drivers. Because JD Edwards EnterpriseOne is a 32-bit program, it needs to load 32-bit Oracle database driver DLLs; however, you should have installed a 64-bit Oracle database in the steps above. Therefore, you also need to install 32-bit Oracle database driver DLLs. These 32-bit DLLs are provided by a 32-bit Oracle database client. You can download the 32-bit Oracle database client from the Oracle Software Delivery Cloud:

<https://edelivery.oracle.com/>

From that site, search for:

Oracle Database 11g Release 2 Client (11.2.0.1.0) for Microsoft Windows (32-bit), Oracle part number **V20606-01**

When installing the database client, be sure to select "Runtime" on the Select Installation Type screen.

Caution: PATH environment variable. When you installed the 64-bit Oracle database, the installer placed the path to the database (for example, `c:\Oracle\E11local\bin`) at the start of the Windows PATH environment variable. Then when you installed the 32-bit Oracle database client, the installer placed the path to the database client (for example, `c:\Oracle\product\11.2.0\client_1\bin`) at the start of the Windows system PATH.

When EnterpriseOne runs, it looks for database drivers in each directory from start to finish in the PATH. The first occurrence of a driver DLL that EnterpriseOne finds will be loaded. This means that the path to the 32-bit Oracle database client must come **before** the path to the 64-bit Oracle database.

If you installed the 64-bit database and 32-bit database client in that order, the order in the PATH should be correct. However, if you installed them in the opposite order, you need to correct the order in the PATH.

To reverse the order of the 64-bit database and 32-bit database client paths in the Windows PATH, follow these steps:

1. From the Start button, select Control Panel and then System.
 2. On the left side of the window that comes up, click Advanced system settings.
 3. Click the Advanced tab.
 4. Click the Environment Variables... button.
 5. In the "System variables" box, highlight the variable Path and click the Edit... button.
 6. In the **Variable value** field, cut the 32-bit database client path and the following semicolon. For example:
`c:\Oracle\product\11.2.0\client_1\bin;`
 7. Paste the client path and semicolon at the start of the Path value.
 8. Click OK.
 9. Click OK to exit from the Environment Variables window.
 10. Click OK to exit from the System Properties window.
 11. Close the System window of the Control Panel.
-

Note: Multiple copies of the tnsnames.ora. Various components of EnterpriseOne and the Oracle database look for copies of tnsnames.ora in different paths. For EnterpriseOne and the Oracle database to work correctly all of these copies of tnsnames.ora must contain identical information.

The Standalone Client installer will copy the tnsnames.ora to the places that EnterpriseOne uses; however, it cannot copy them to the locations required by the 64-bit Oracle database and the 32-bit Oracle database client. You must manually copy the **tnsnames.ora** to locations under the Oracle database and the database client installation directories using these steps:

1. Copy the tnsnames.ora:
from: \Standalone_9.10\client\tnsnames.ora
to: <64-bit Oracle Database Install Dir>\network\admin
For example:
c:\Oracle\E1Local\network\admin
 2. Copy the tnsnames.ora:
from: \Standalone_9.10\client\tnsnames.ora
to: <32-bit Oracle Client Install Dir>\network\admin
For example:
c:\Oracle\product\11.2.0\client_1\network\admin
-

4.4 Installing the EnterpriseOne Client

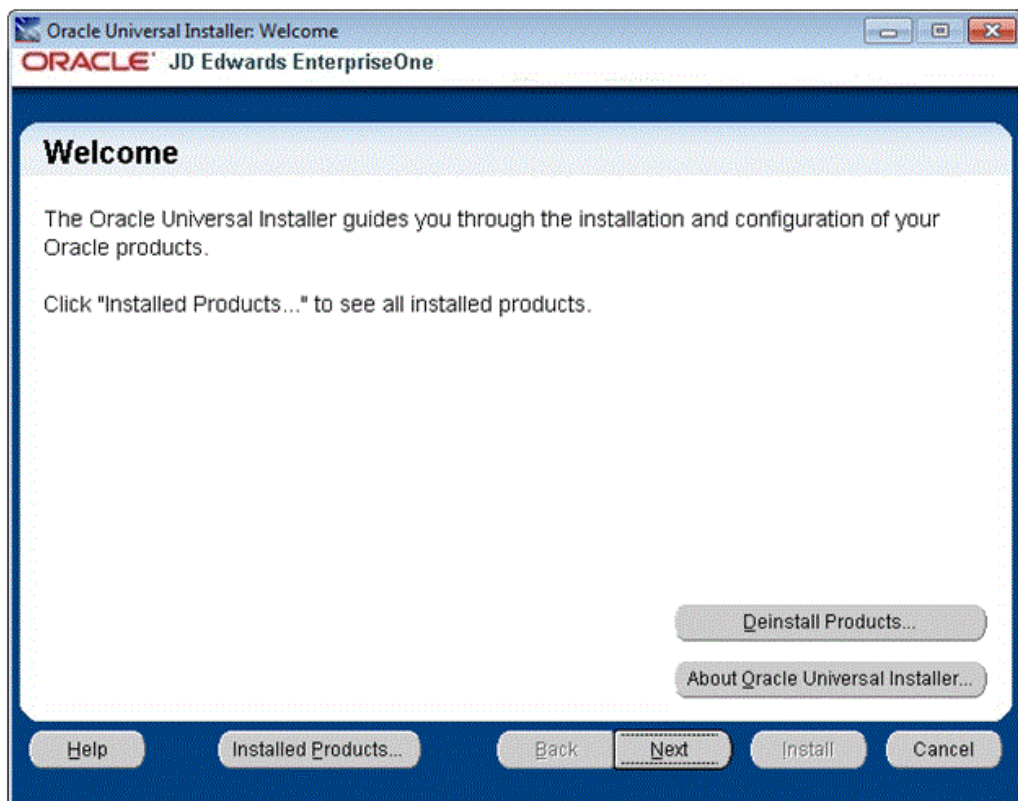
To run the EnterpriseOne Client installer

1. Launch InstallManager.exe from the temporary installation directory (for example, \Standalone_910).

Note: When running the installation program and UAC is turned on, you must right click on the executable or shortcut and select **Run as Administrator**.



2. On JD Edwards Install Manager, click this link:
EnterpriseOne E910 Standalone Client

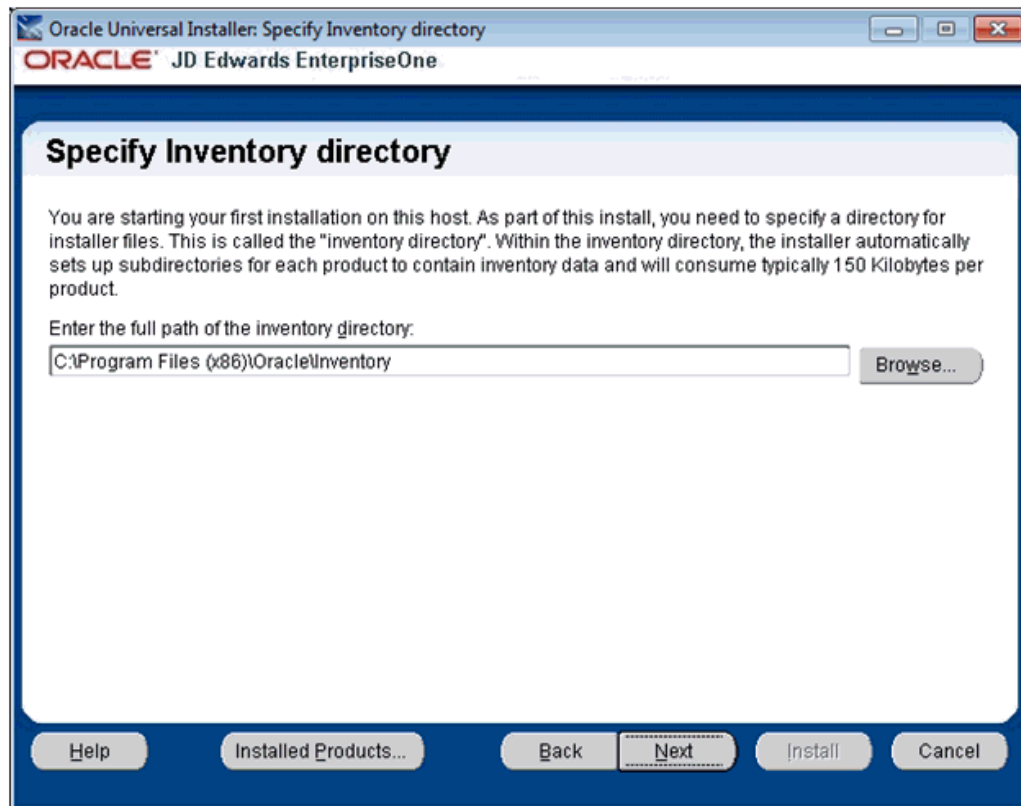


3. On **Welcome**, click the **Next** button.

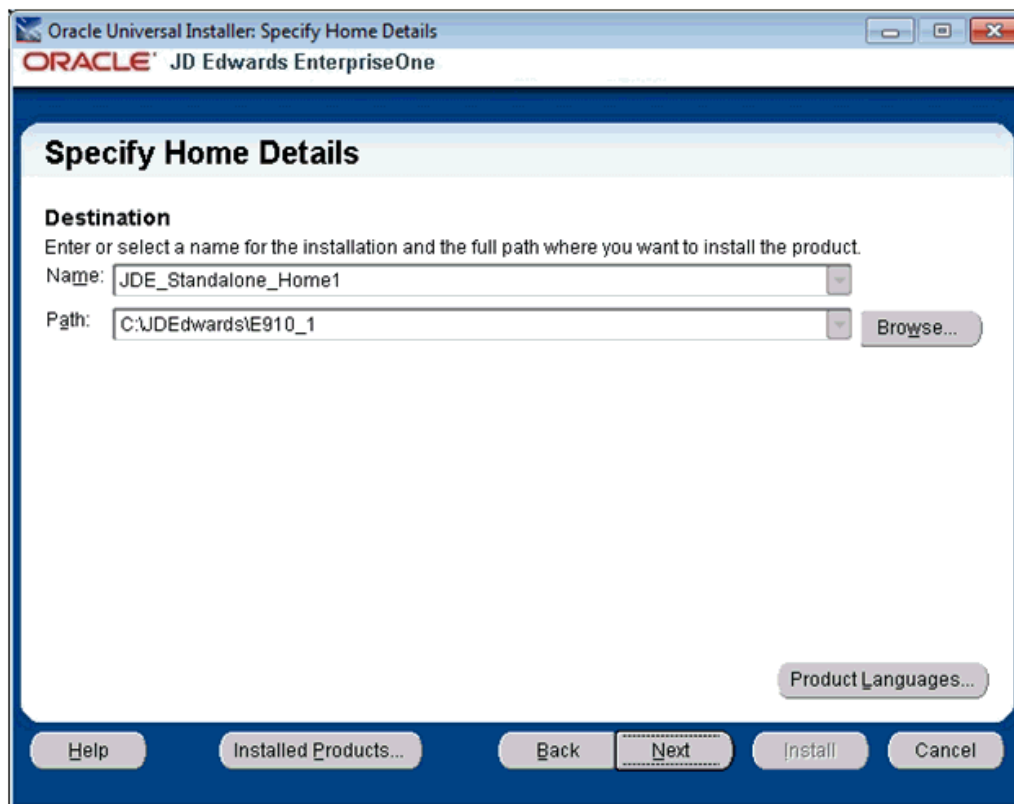


4. On **Oracle License Agreement**, if you accept the license click the appropriate button. You cannot continue with the installation unless you accept the license agreement.

Note: The following screen is displayed only the first time you run the Oracle Universal Installer (OUI) on this machine. Otherwise the next screen displayed will be entitled: **Specify Home Details**.



5. On **Specify Inventory directory**, you can accept the default path or specify a different path if you wish.
6. Click the **Next** button.



7. On **Specify Home Details**, you must specify an **Oracle Home** path and a name for that path. The default values are:

- *Name*
JDE_Standalone_Home

- *Path*
C:\JDEdwards\E910

Each Oracle product that is installed on a machine has what is termed an Oracle Home path. This path contains all the files for each Oracle product. This path has a user-specified name as well.

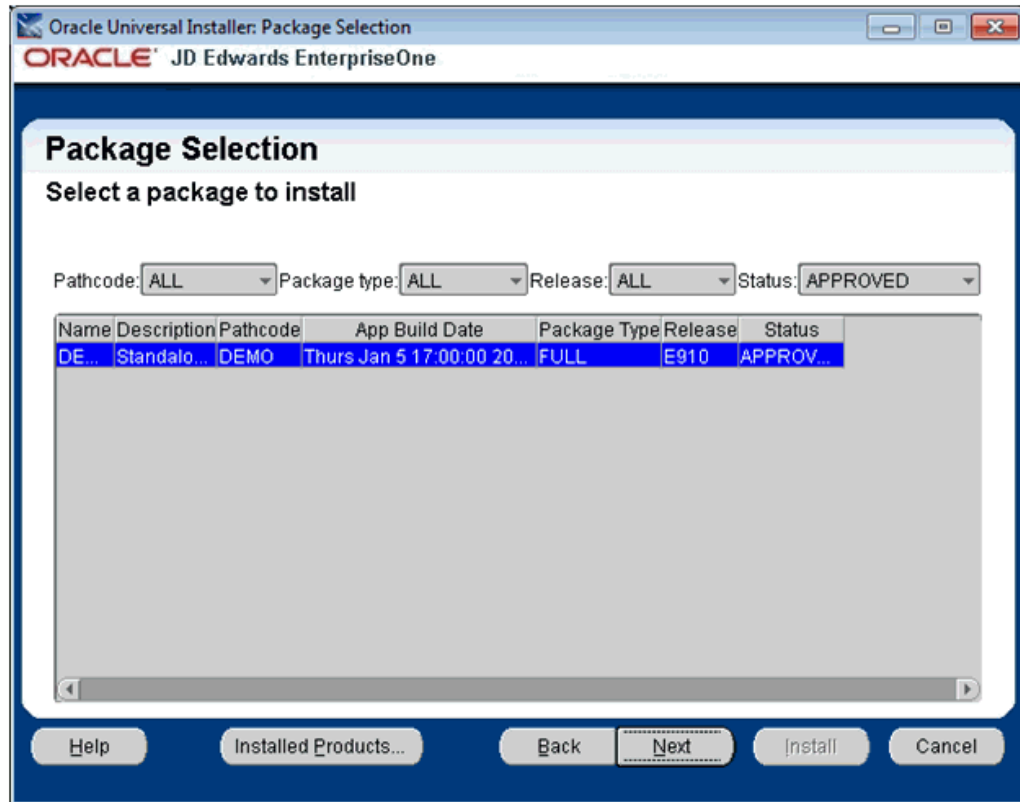
The path you enter here is for the **Oracle Home** path where the Standalone Client will be installed.

Caution: Do not specify the same **Oracle Home** name or path into which you installed the local database. However, you can specify a path that is at the same level as the **Oracle Home** of the database; that is, the Standalone Client and the database **Oracle Homes** can share the same parent directory.

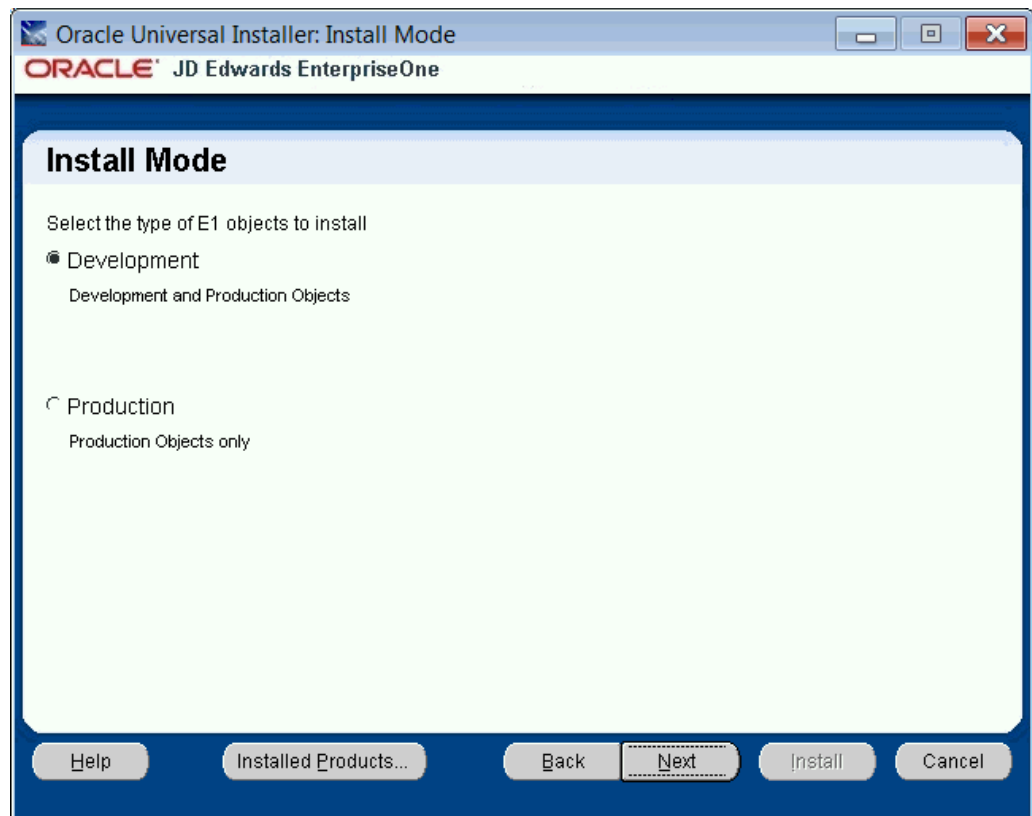
Do not specify a path with a space in its name.

Note: OUI appends a number to the end of the default **Oracle Home** name and path. This number is initially "1." If an Oracle Home already exists with the given default name and path, OUI will increment this number in both the name and path. You do not have to accept the default values; you can enter your own name and path values.

8. Click the **Next** button.



9. On **Package Selection**, only one package is shown for the Standalone Client. That package is called DEMO and is highlighted by default.
10. Click the **Next** button.



11. On **Install Mode**, select the type of EnterpriseOne objects to install:

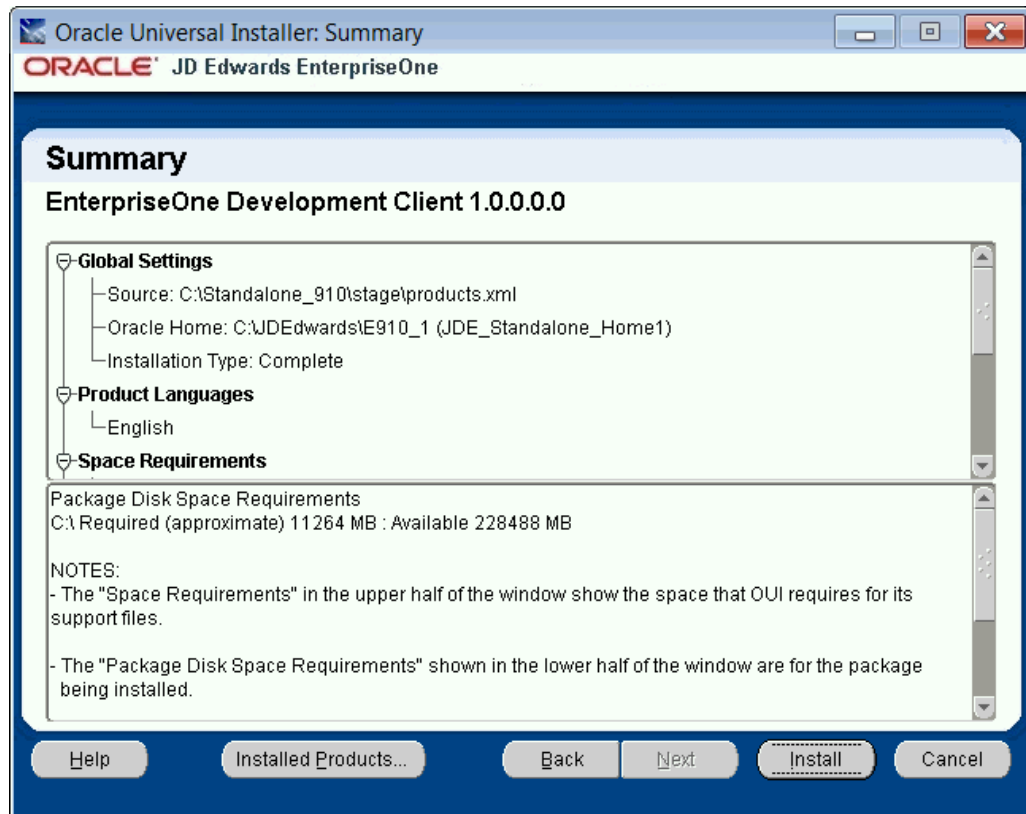
- **Development**

These are needed if you plan to modify EnterpriseOne objects such as business functions, applications, forms, and so on.

- **Production**

Select this type if you do not plan to modify EnterpriseOne objects.

12. Click the **Next** button.



13. On **Summary**, verify that what will be installed is what you expect, keeping in mind that the summary is segmented into two parts, where:
- **Space Requirements** in the upper half of the window show the space that OUI requires for its support files. This space does not include the size of the package that you selected. You may need to use the vertical scroll bar for this segment to view the contents in its entirety.
 - **Package Disk Space Requirements** shown in the lower half of the window are for the package being installed. You may need to use the vertical scroll bar for this segment to view the contents in its entirety.

Note: The following checks determine if enough disk space is available and the required database is installed:

- **Available Disk Space**

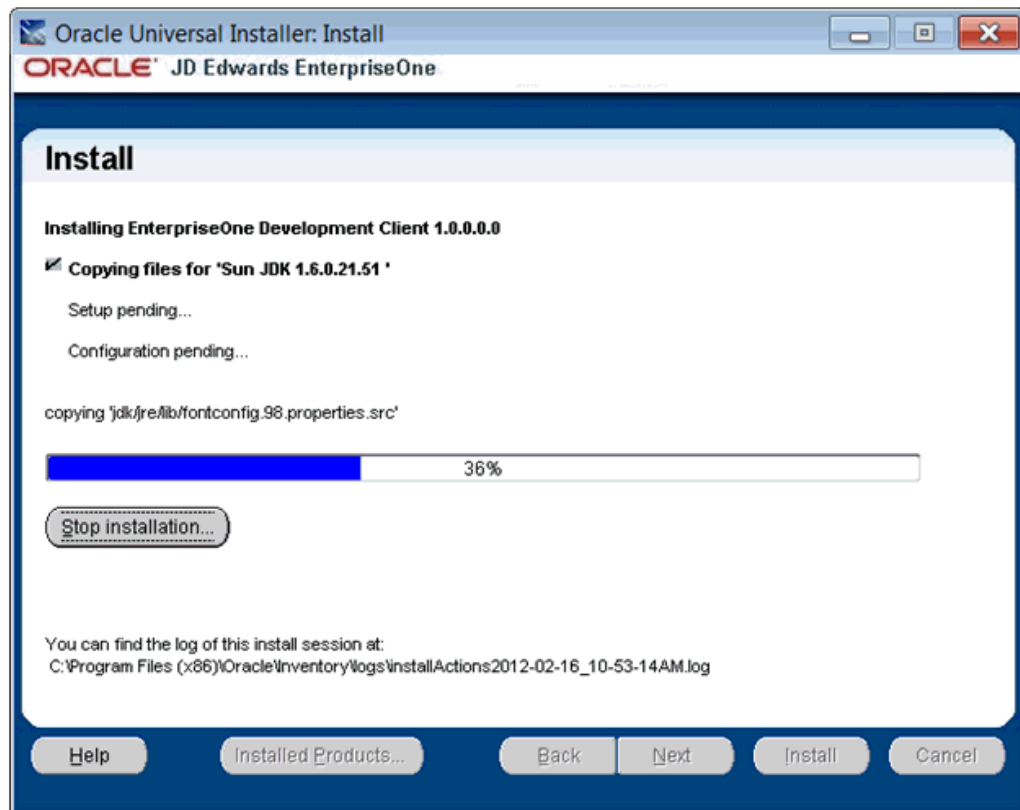
After you click Install, the installer compares the selected package size with the amount of free disk space of the destination path. If not enough free disk space exists, the installer displays a warning. The size of the selected package applies to a new installation of all components of the package. If you are sure that enough disk space really exists (perhaps a file deletion is in progress and has not finished), you can ignore the warning and continue with the installation; otherwise, free up the necessary disk space or use the Back button to back up to the Specify Home Details screen to select a different drive onto which the Standalone Client will be installed. You can then continue with the installation.

- **Available Database**

If you have not installed the OEE database engine prior to attempting to install the Standalone Client, you will receive an error message at this time. If that occurs, use the Cancel button to exit OUI. This will take you to the InstallManager screen where you can select the option to install the Database Engine. When that installation completes, you will need to reboot your machine, rerun InstallManager, and select the option to install the Standalone Client.

14. Click the *Install* button.

The progress screen shows the progress of the installation.

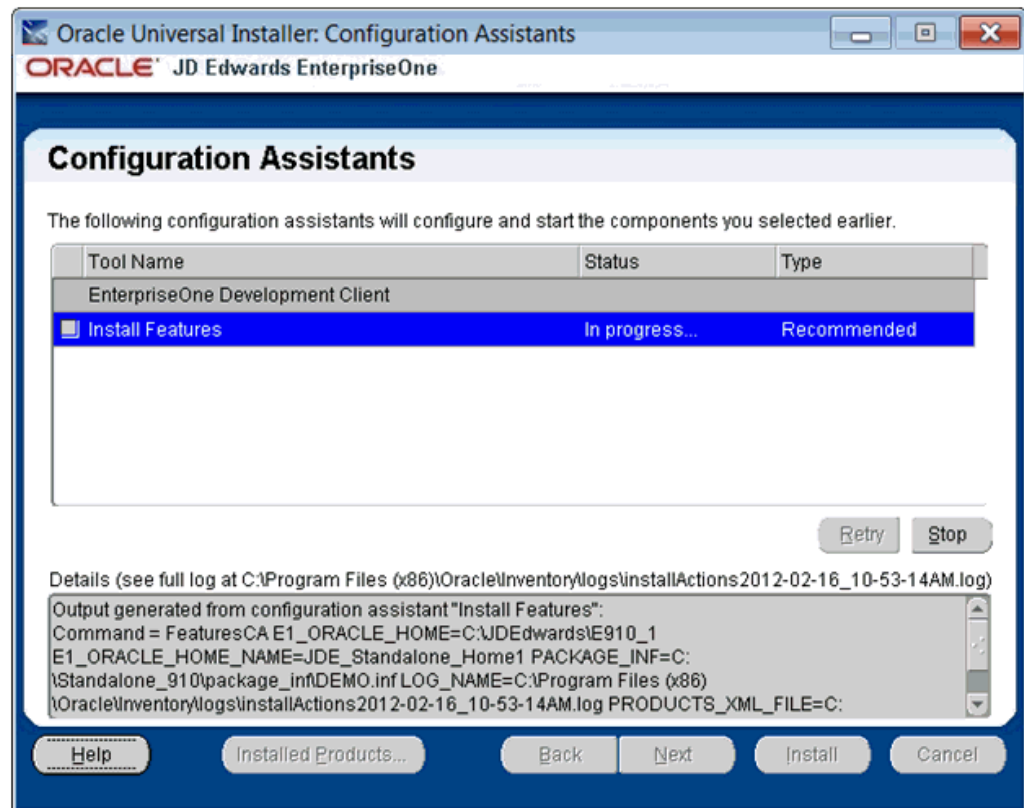


The bottom portion of the progress screen shows the name of the log file. For example:

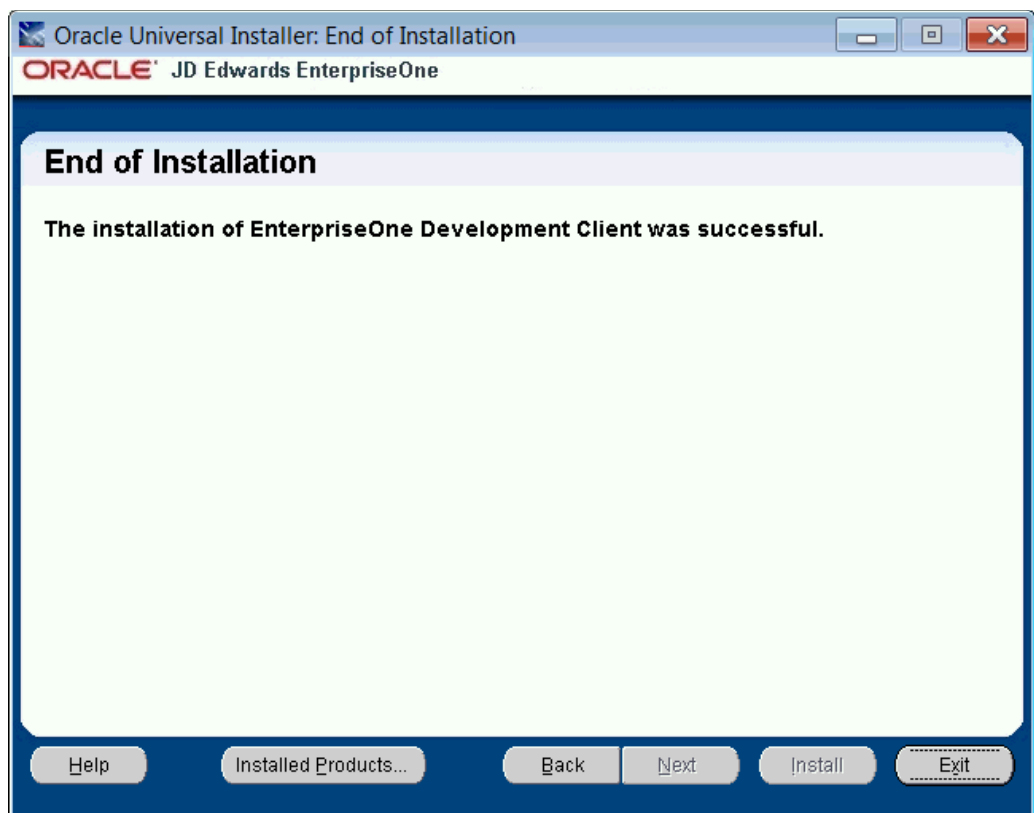
You can find the log of this install session at:
C:\Program Files (x86)\Oracle\Inventory\logs\installActions2012-02-16_10-53-14AM.log

Note: The elapsed time to complete the Standalone installation can be considerable, perhaps upwards of 30 minutes.

After the main part of the installation completes, OUI will spawn a second OUI window to run Configuration Assistants with a Status of In progress... For example:



After the Configuration Assistants process is complete, that OUI window closes and the original OUI displays the **End of Installation** screen.



Caution: Examine the Installer Logs. Regardless of whether you get the above message indicating the Standalone Client installer succeeded, you should always check the logs **before** you attempt to run the Standalone Client. Examine the logs specified in [Section 4.5, "Troubleshooting the Installation"](#).

15. Click the **Exit** button.
16. Perform the tasks in the section of this guide entitled: [Section 5.2, "Post Installation - Set Up Media Object Queues"](#).

4.5 Troubleshooting the Installation

Whether the installation appears to finish successfully or not, you should always examine the log files. The reason is because not all errors are propagated up to OUI where the main Graphical User Interface can display an error message box.

These are the keywords on which you should search for within the log files:

- **SEVERE**

This indicates that an error occurred that should not be ignored.

- **Exception**

Some of these may be ignored. You have to determine if they are serious enough to warrant concern. For example, an exception that occurs when copying a file may not be of concern to you because you will not use the Standalone Client functionality associated with that file. If you are in doubt whether or not you can ignore an error, contact Oracle Global Customer Support.

This section discusses these troubleshooting topics:

- [Section 4.5.1, "Standalone Client"](#)
- [Section 4.5.2, "OEE Local Database"](#)

4.5.1 Standalone Client

Because the Standalone Client installer runs as a 32-bit program, its installation logs on 64-bit versions of Microsoft Windows are located at:

```
C:\Program Files (x86)\Oracle\inventory\logs
```

When the installation completes, the logs relevant to the current installation are copied to this directory:

```
<Oracle_Home_dir>\cfgtoollogs
```

4.5.2 OEE Local Database

The log for OEESetup.exe which spawns the OEE database installer (OUI) is:

```
c:\OEEInstall.log
```

Because the 11.2 OEE database installer runs as a 64-bit program, its installation logs on 64-bit versions of Microsoft Windows are located in this directory:

```
C:\Program Files\Oracle\inventory\logs
```

Because the 32-bit OEE database client installer runs as a 32-bit program, its installation logs are located in this directory:

C:\Program Files (x86)\Oracle\inventory\logs

When the installation completes, the logs relevant to the current installation are copied to this directory:

<Oracle_Home_dir>\cfgtoollogs

Starting the Standalone Client

This chapter contains the following topics:

- [Section 5.1, "Overview"](#)
- [Section 5.2, "Post Installation - Set Up Media Object Queues"](#)
- [Section 5.3, "Troubleshooting Standalone Client Startup Errors"](#)

5.1 Overview

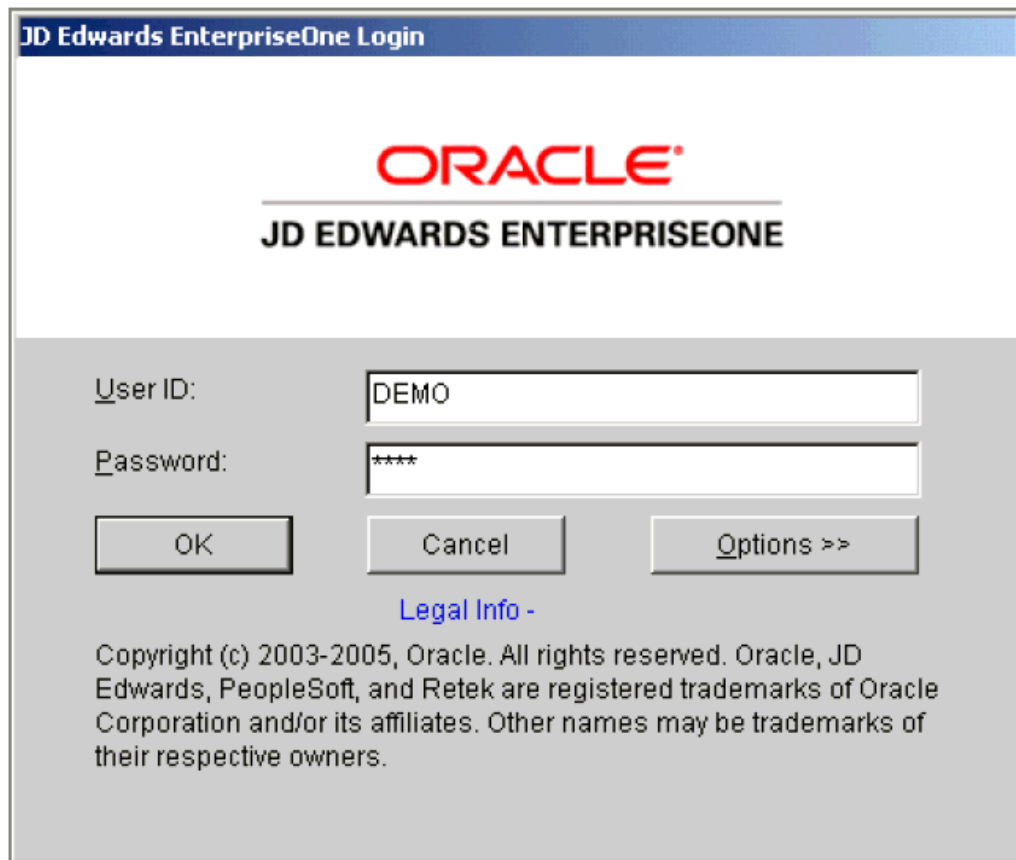
To start the Standalone Client

1. Launch the Standalone Client by double clicking the shortcut EnterpriseOne Solution Explorer either on your desktop or under this navigation: Start > All Programs > Oracle - *JDE_Standalone_Home* where *JDE_Standalone_Home* is the name of the Oracle Home that you designated when installing the EnterpriseOne client.

Optionally, you can run the program `activConsole.exe` from this path:

`C:\JDEdwards\E910\system\bin32`

Note: When running `activConsole.exe` and UAC is turned on, you must right click on the executable or shortcut and select **Run as Administrator**.



2. On **JD Edwards EnterpriseOne Login**, enter the default user ID, which is **DEMO** and the default password, which is also **DEMO**. If the environment and role fields are shown, you can accept the defaults, which are environment **DEMO910** and role ***ALL**.
3. If you have installed any Oracle Business Accelerators (OBA), click the Options button to display the environment and role fields. In this case, you should enter the role: **DEMOROLE** and take the default environment: **DEMO910**.
4. Click the **OK** button to log in to the Standalone Client.

Note: Startup Time. You should allow sufficient startup time for the JD Edwards EnterpriseOne background process `jdenet_n.exe`, which acts as the security server on the Standalone Client. Ensure this program has completed its initialization steps before you click **OK** on the logon screen.

Depending on machine resources, you may have to wait up to 30 seconds before signing in. If you get an error indicating failure to connect to the Security Server, exit from EnterpriseOne and then retry running `activConsole.exe` giving a bit more time before clicking **OK** on the logon screen.

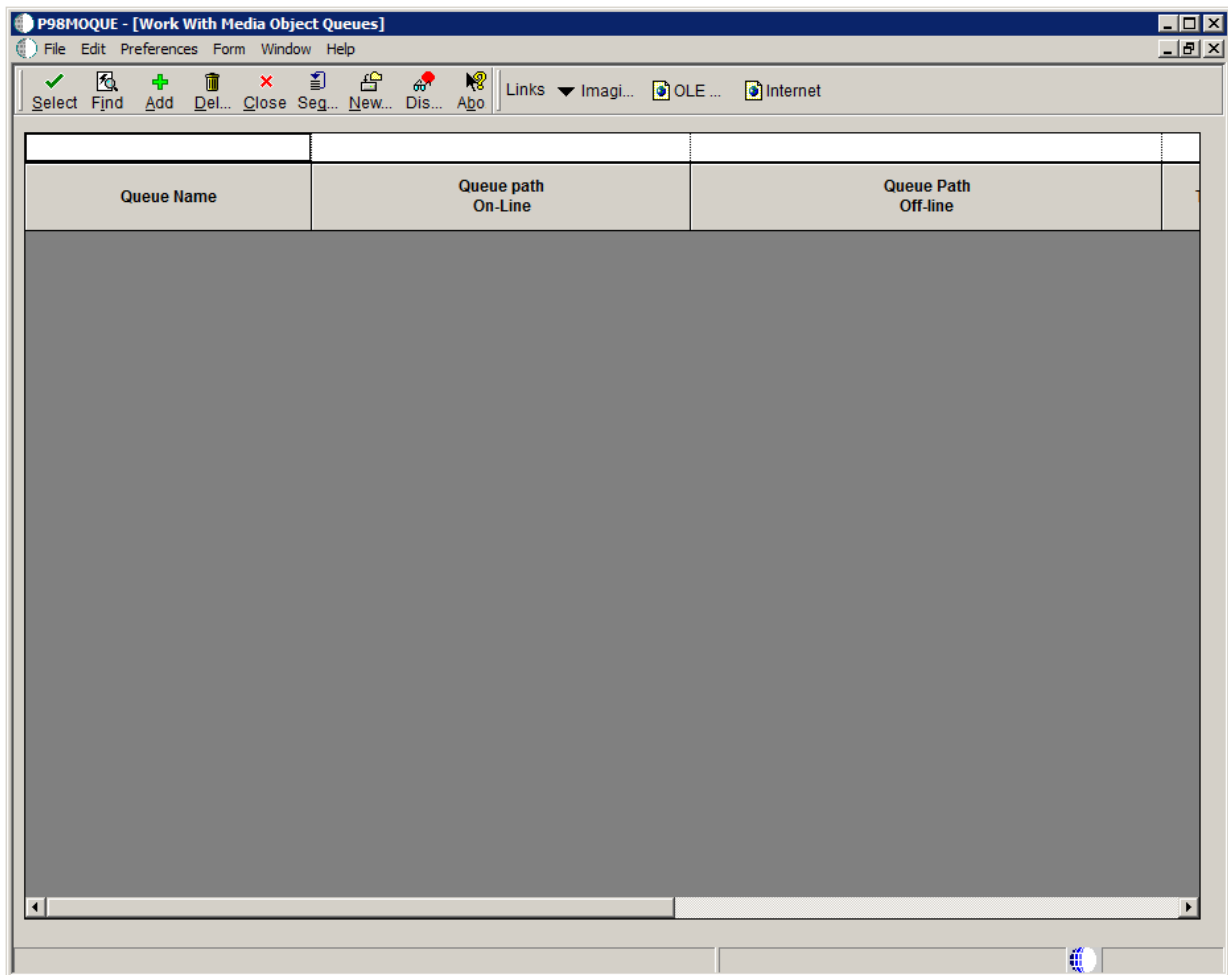
5.2 Post Installation - Set Up Media Object Queues

Table F98MOQUE contains the path to media objects; however, this table is shipped with generic paths. The table must be manually updated to include the correct paths

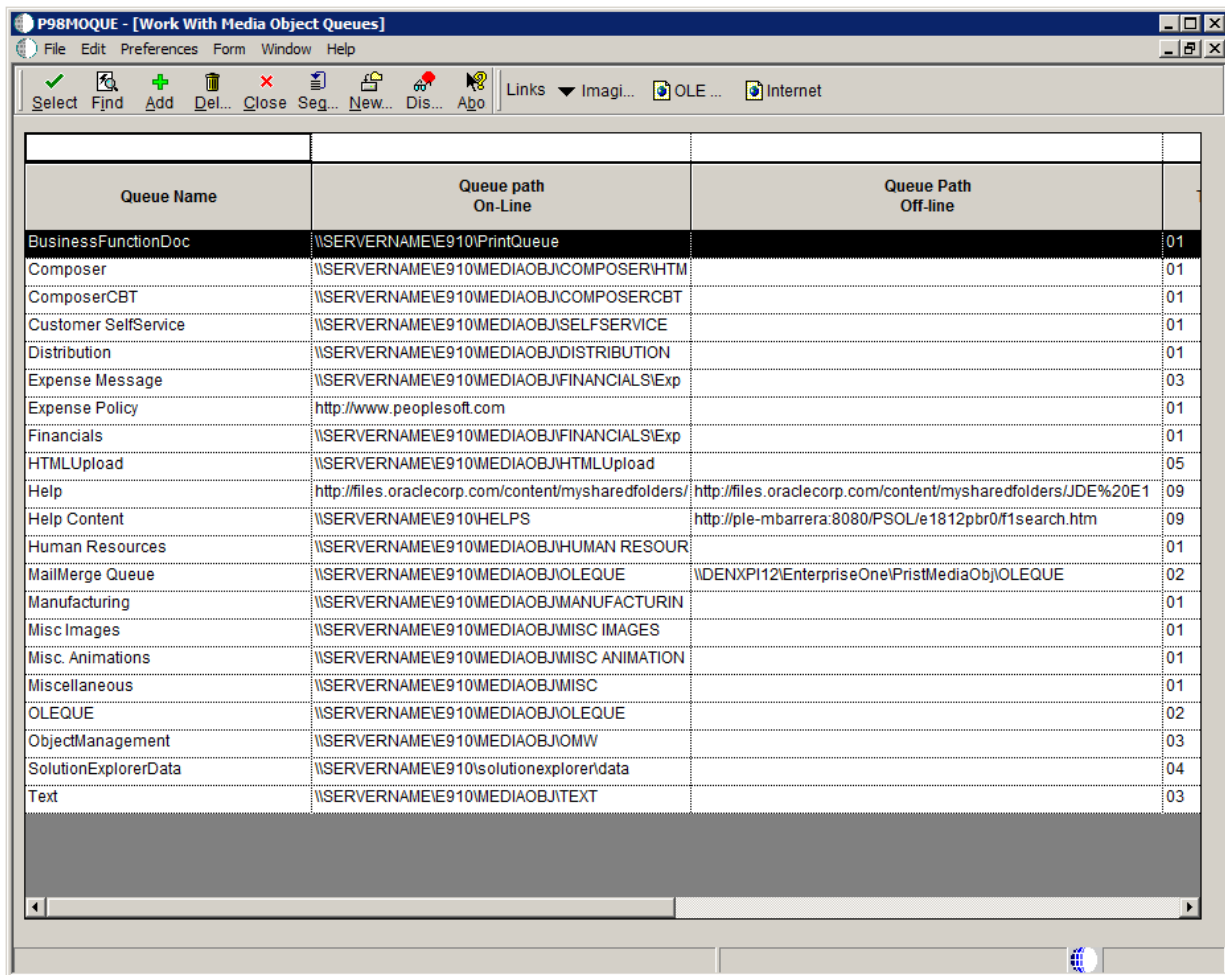
for your installation. If this table is not updated, you will receive errors when attempting to access media objects.

To setup up media object queues:

1. Launch the Standalone Client and log in.
2. Run the EnterpriseOne application P98MOQUE.



3. On Work With Media Object Queues, click the **Find** button.



Queue Name	Queue path On-Line	Queue Path Off-line	
BusinessFunctionDoc	\\SERVERNAME\E910\PrintQueue		01
Composer	\\SERVERNAME\E910\MEDIAOBJ\COMPOSER\HTM		01
ComposerCBT	\\SERVERNAME\E910\MEDIAOBJ\COMPOSERCBT		01
Customer SelfService	\\SERVERNAME\E910\MEDIAOBJ\SELFSERVICE		01
Distribution	\\SERVERNAME\E910\MEDIAOBJ\DISTRIBUTION		01
Expense Message	\\SERVERNAME\E910\MEDIAOBJ\FINANCIALS\Exp		03
Expense Policy	http://www.peoplesoft.com		01
Financials	\\SERVERNAME\E910\MEDIAOBJ\FINANCIALS\Exp		01
HTMLUpload	\\SERVERNAME\E910\MEDIAOBJ\HTMLUpload		05
Help	http://files.oraclecorp.com/content/mysharedfolders/	http://files.oraclecorp.com/content/mysharedfolders/JDE%20E1	09
Help Content	\\SERVERNAME\E910\HELPS	http://ple-mbarrera:8080/PSOL/e1812pbr0/f1search.htm	09
Human Resources	\\SERVERNAME\E910\MEDIAOBJ\HUMAN RESOUR		01
MailMerge Queue	\\SERVERNAME\E910\MEDIAOBJ\OLEQUE	\\DENXP112\EnterpriseOne\PristMediaObj\OLEQUE	02
Manufacturing	\\SERVERNAME\E910\MEDIAOBJ\MANUFACTURIN		01
Misc Images	\\SERVERNAME\E910\MEDIAOBJ\MISC IMAGES		01
Misc Animations	\\SERVERNAME\E910\MEDIAOBJ\MISC ANIMATION		01
Miscellaneous	\\SERVERNAME\E910\MEDIAOBJ\MISC		01
OLEQUE	\\SERVERNAME\E910\MEDIAOBJ\OLEQUE		02
ObjectManagement	\\SERVERNAME\E910\MEDIAOBJ\IOMW		03
SolutionExplorerData	\\SERVERNAME\E910\solutionexplorer\data		04
Text	\\SERVERNAME\E910\MEDIAOBJ\TEXT		03

Most of the records found should be prefixed with the string below in the **Queue path On-Line** column:

\\SERVERNAME\E910

- You must manually replace the string \\SERVERNAME\E910 in **Queue path On-Line** with the installation path of the Standalone Client. For example, if one of the entries is:

\\SERVERNAME\E910\MEDIAOBJ\SELFSERVICE

And the installation directory is c:\E910_1, change the entry to:

C:\E910_1\MEDIAOBJ\SELFSERVICE

- Click the **Close** button to exit the application.

5.3 Troubleshooting Standalone Client Startup Errors

This section describes these troubleshooting tasks:

- Section 5.1, "Overview"
- Section 5.2, "Post Installation - Set Up Media Object Queues"
- Section 5.3, "Troubleshooting Standalone Client Startup Errors"

5.3.1 General

If you have any trouble running the Standalone Client, turn on additional logging and rerun the Standalone Client.

1. Run the Microsoft Windows Task Manager.
2. Click the **Processes** tab.
3. If the column titled **PID** is not displayed, use this procedure to turn it on:
 - a. In the menu, go to View > Select Columns...
 - b. Turn on the check box next to PID (Process Identifier).
 - c. Click OK.

4. Kill these processes if they are running:

- activConsole.exe
- jdenet_n.exe

5. Edit this file:

c:\Windows\jde.ini

6. In the [DEBUG] section, change the value of the **Output** key to **FILE**, as shown below:

```
[DEBUG]
Output=FILE
```

7. Note the names of the log files specified for the JobFile and DebugFile keys in the Debug section so you can locate them when needed. If no directory is specified, the files will reside in the root directory.

8. Run activConsole.exe from this directory:

C:\JDEdwards\E910\system\bin32

9. Attempt to sign into the Standalone Client.

Logs are generated in the directory specified by the **JobFile** and **DebugFile** keys in the [DEBUG] section of the jde.ini. However, the names of the files will be of the forms jde_pid_mmddyy.log and jdedebug_pid_mmddyy.log where:

- pid is the ID of the process generating the log.
- mmddyy is the month, day, and year in which the log was generated.

You can determine which process ID belongs to each EnterpriseOne process by noting the process IDs and names shown in the Microsoft Windows Task Explorer and by examining the first few lines of the generated logs.

5.3.2 Cannot Connect to the Security Server

Problem:

You get an error (either in a pop-up window or in the logs) indicating that the Standalone Client could not connect to the security server.

Resolution:

Try the following:

1. Try again to sign on. The security server (process **jdenet_n.exe**) may have simply been slow in starting causing the activConsole.exe to time out.

2. By default, the Standalone Client attempts to start the web client at the same time that `activConsole.exe` starts. This could cause the security server (process `jdenet_n.exe`) to take too long to start causing the `activConsole.exe` to time out.

You can specify that the web client should start only when you attempt to bring up the Web menu (described in the next section entitled: Still Cannot Connect to the Security Server). To do so, follow these steps:

- a. Run the Microsoft Windows Task Manager.
- b. Kill these processes if they are running:
`activConsole.exe`
`jdenet_n.exe`
- c. Edit the `c:\windows\jde.ini` file.
- d. Change the value of the **StartAppServer** key in the [LOCALWEB] section to **ONDEMAND**. For example:

```
[LOCALWEB]
StartAppServer=ONDEMAND
```
- e. Rerun `activConsole.exe`.

5.3.3 Still Cannot Connect to the Security Server

Problem:

After doing the above, you again get an error (either in a pop-up window or in the logs) indicating that the Standalone Client could not connect to the security server.

Resolution:

Verify that the local database services are running using this procedure:

1. Go to Start > Control Panel > Administrative Tools > Services.
2. Verify that the statuses of these services are **Started**:
 - **OracleServiceE1LOCAL**
 - **OracleE1LocalTNSListener**

If not, for each stopped service click **Action > Start** in the menu.
3. Try to sign in again by following these steps:
 - a. Run the Microsoft Windows Task Manager.
 - b. Kill these processes if they are running:
`activConsole.exe`
`jdenet_n.exe`
 - c. Rerun the `activConsole.exe` program.

Starting the Standalone Web Client

This chapter contains the following topics:

- [Section 6.1, "Overview"](#)
- [Section 6.2, "Troubleshooting Standalone Web Client Startup Errors"](#)

6.1 Overview

To start Standalone Client Web Applications

1. Follow the steps in this section of this guide entitled: [Chapter 5, "Starting the Standalone Client"](#).
2. From the menu on the main screen, select Tools > EnterpriseOne Menu.

The Standalone Client should automatically sign you into the Standalone Web Client.

6.2 Troubleshooting Standalone Web Client Startup Errors

This section discusses these troubleshooting topics:

- [Section 6.2.1, "General"](#)
- [Section 6.2.2, "Cannot Connect to the Security Server"](#)

6.2.1 General

If you have any trouble running the Web Client, look at the Web Client logs.

1. In Microsoft Windows Explorer, drill down to the location of the Web Client logs. By default, the logs are located in this directory:

`C:\JDEdwards\E910\system\OC4J\j2ee\home\log`

2. Examine any logs that were recently created, especially logs that are prefixed with either:

- **jas**
- **jde**

3. If you do not find any logs with the above prefixes, the logs may be in another folder. Use this procedure to determine the location of those logs:

- a. In Microsoft Windows Explorer, drill down to this directory:

`C:\JDEdwards\E910\system\OC4J\j2ee\home\applications\webclient.ear\webclient\WEB-INF\classes`

- b. Edit the file `jdelog.properties`.

Note: The information at the top of the `jdelog.properties` file explains the uses and possible values of all the keys in the file.

Search through the file and note the value of the **FILE** key. In each of the sections that describe a log file there are section headers that are enclosed in square brackets ([and]). If a section header or the **FILE** key is commented out with a pound or hash sign (#), you can ignore that section. For example:

```
# [E1LOG]
```

or

```
# File=log\jderoot.log
```

The value of the **FILE** key in each section is the name and path of a log file associated with that section. For example:

```
File=log\jderoot.log
```

The actual file name will be the value of the **FILE** key with an underscore and the current date appended. For example:

```
jderoot_020512.log
```

If a log file name and path starts with a drive letter followed by a colon and slash, the path is absolute. This means that the log file will be located on the specified drive in the specified directory. For example:

```
File=c:\standalone_logs\jas_020512.log
```

If a log file name and path starts with a slash, the path is also absolute. This means that the log file will be located on the drive on which the E1 Standalone Client is installed and in the specified directory. For example:

```
File=log\jderoot_020512.log
```

If a log file name and path start with neither a drive letter nor a backslash, the path is relative to this folder:

```
C:\JDEdwards\E910\system\OC4J\j2ee\home
```

For example, if the value for the **FILE** key is `log\jas.log` and the Standalone Client is installed in `C:\JDEdwards\E910`, the log file is written to:

```
C:\JDEdwards\E910\system\OC4J\j2ee\home\log
```

6.2.2 Cannot Connect to the Security Server

Problem:

After starting the Standalone Web Client from the Standalone Client, you get an error on the screen indicating that the Web Client could not connect to the security server.

Resolution:

Verify that the local database services are running using this procedure:

1. Go to Start > Control Panel -> Administrative Tools -> Services.
2. Verify that the statuses of these services are **Started**:
 - **OracleServiceE1LOCAL**

- **OracleE1LocalTNSListener**

If not, for each stopped service click **Action > Start** in the menu.

3. Try to sign in again by following these steps:
 - a. Exit from the Standalone Web Client and Standalone Client.
 - b. Run the Microsoft Windows Task Manager.
 - c. Wait for these processes to die:
 - `activConsole.exe`
 - `jdenet_n.exe`
 - `java.exe`

Note: The `java.exe` program is used by a variety of programs written in the Java programming language. One of these programs is the Standalone Web Client; however, it could be running for any number of other Java programs. It is difficult to tell in Microsoft Windows Task Manager if the `java.exe` is associated with the Standalone Web Client or with some other program. If you wait for a minute or more and a `java.exe` remains running, you can assume that it is associated with a Java program other than the Standalone Web Client. In that case, continue to the next step.

- d. Rerun `activConsole.exe` to restart the Standalone Client, sign in, and start the Standalone Web Client (select **Tools > EnterpriseOne Menu from the Standalone Client**).

Replacing the JD Edwards EnterpriseOne Tools Release Component

The JD Edwards EnterpriseOne Applications Release 9.1/Tools Release 9.1 Standalone Client is shipped with a specific release of the Tools component, for example, 9.1. (The Tools component of the Standalone Client is also known as "system" or "foundation" code.) You can determine this particular release by examining the contents of this file:

`C:\JDEdwards\E910\system\bin32\ptf.log`

If Global Customer Support instructs you to update the Tools component to a newer release, follow the instructions in this chapter.

Notes: Because you are replacing files that the Standalone Client installer uses, you will need to either copy the installer from a DVD to a hard drive or download the installer from Oracle Software Delivery Cloud. Follow the instructions in the section [Downloading from the Oracle Software Delivery Cloud Site](#).

For the following instructions, it is assumed that the folder where the Standalone Client installer resides is:

`<drive>:\Standalone_9.10`

- To Replace the Tools component
 1. If EnterpriseOne is running, stop it.
 2. Use Task Manager to verify these processes are stopped:
 - `activConsole.exe`
 - `jdenet_n.exe`

If either or both of these processes are running, either wait for them to finish or kill them via Task Manager.

3. Download the appropriate Tools Release WINCLIENT from the Update Center. The download is transferred to your machine as a `.par` file. This file may be opened with the standard 7-Zip or WinZip program.

Caution: Improper Unzipping. You should **not** open the .par file by double clicking on it. It is a self-extracting file that is normally installed on a deployment server. If you double-click on it, it will assume that your workstation is a deployment server and attempt to install it in an incompatible manner.

4. Open the .par file with 7-Zip or WinZip.
5. Inside the .par file are multiple .CAB files in the Disk1\System folder. The files are called SystemX.CAB where X is either nonexistent or a whole number. Extract these .CAB files into the "system" folder where you placed the temporary installation directory (for example, \Standalone_9.10\system).
6. You can either:
 - a. Deinstall the existing Standalone Client and reinstall using the new foundation, or
 - b. Backup the existing system directory and reinstall the Standalone Client in the same Oracle Home path.

If you are backing up your existing system directory in your installed Standalone Client, simply rename the system directory. For example, rename C:\JDEdwards\E910\system to C:\JDEdwards\E910\system_old.

Note: Unable to Rename. If Microsoft Windows does not allow you to rename the directory, one or more running java.exe processes may have the directory locked. In this case, either reboot your machine or use Microsoft Windows Task Manager to kill the java.exe process(es).

7. Follow the instructions in [Section 4.4, "Installing the EnterpriseOne Client"](#).
8. After reinstalling the client, it is best to clear the cache in your browser using these browser-dependent procedures:

Microsoft Internet Explorer

- a. Go to Tools > Internet Options.
- b. On the **General** tab, click the **Delete Files...** button.
- c. Click the **OK** button.
- d. Click the **OK** button.
- e. Exit Internet Explorer.

Mozilla Firefox

- a. Go to Tools > Options.
 - b. On the **Network** tab and in the **Cache** section, click the **Clear Now** button.
 - c. Click the **OK** button.
 - d. Exit Mozilla Firefox.
9. Launch EnterpriseOne by following the instructions in the section of this guide entitled: [Chapter 5, "Starting the Standalone Client"](#).

Working With SnapShot on the Standalone Client

Note: **Tools Release 9.1 Update 2.** This entire chapter is revised to support a significantly enhanced version of SnapShot that is available with Tools Release 9.1 Update 2 and higher.

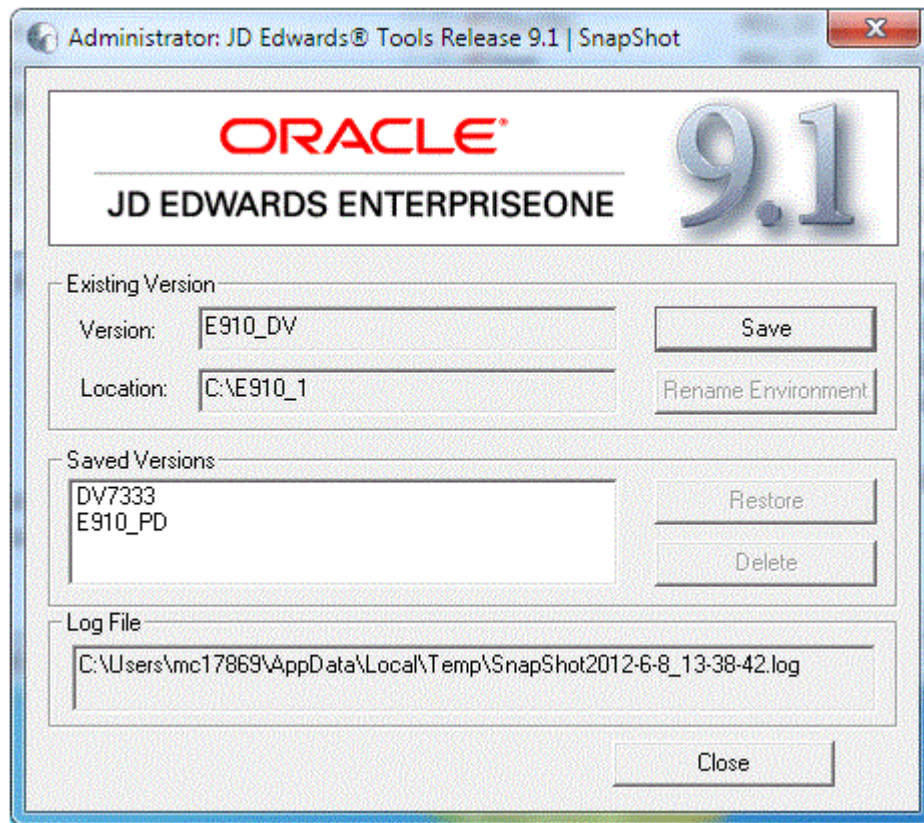
This section discusses these topics:

- [Section 8.1, "Understanding SnapShot"](#)
- [Section 8.2, "Prerequisites"](#)
- [Section 8.3, "Using Snapshot on the Standalone Client"](#)
- [Section 8.4, "Renaming an Environment"](#)
- [Section 8.5, "Manually Backing Up Files and Settings"](#)
- [Section 8.6, "Set Logging for SnapShot Using the Registry"](#)

8.1 Understanding SnapShot

The SnapShot program manages multiple instances of the JD Edwards EnterpriseOne Development or Standalone Client on a single machine. Using this program you can save and restore copies of an installed Development or Standalone Client.

Below is an example of SnapShot managing multiple tools releases including B7333 (DV7333) and two installations of E910 (E910_DV and E910_PD).



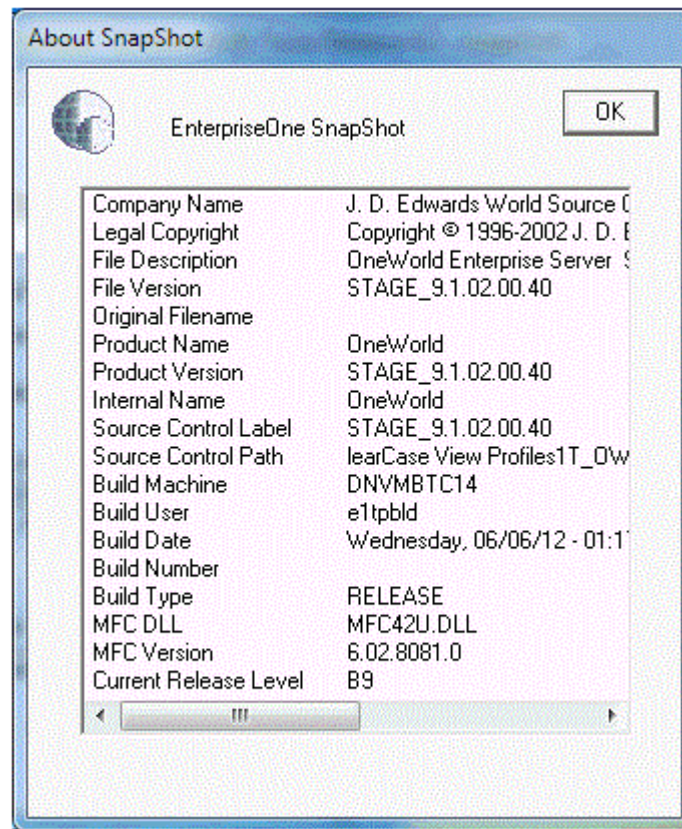
The preceding image shows the JD Edwards main SnapShot window. The main features of this window, from top to bottom, include:

- *Close (icon)*

The Close icon is located in the upper right hand corner. Click this icon to exit SnapShot.exe.

- *System (icon)*

The System icon is located in the upper left hand corner. Click on this icon or right-click on the title bar to display a drop-down menu that contains "About EnterpriseOne SnapShot...." Selecting this item displays version and build information about SnapShot as shown below:



- *Existing Version*

The **Existing Version** area contains these fields and buttons:

- *Version*

The **Version** field lists the existing installed Standalone Client. Initially, this is the release specified in the installed package. After you save and then restore a SnapShot, this field will be the name that you gave the SnapShot when you saved it.

- *Location*

The **Location** field shows the JD Edwards EnterpriseOne installation directory.

- *Save*

Use the **Save** button to save the installed JD Edwards EnterpriseOne to a SnapShot.

- *Rename*

Use the **Rename Environment** button to rename the path code and environment names of the installed JD Edwards EnterpriseOne.

- *Saved Versions*

The **Saved Versions** area contains a field that lists saved versions (also called SnapShots). The example in this image shows the following versions: DV7333 and E910_PD.

- *Restore*

Use the **Restore** button to restore a saved version (SnapShot) to a runnable JD Edwards EnterpriseOne installation.

- *Delete*

Use the **Delete** button to remove a saved version (SnapShot).

- *Log File*

The **Log File** area displays the log file path and name.

- *Close*

Use the Close button to exit SnapShot.exe.

8.2 Prerequisites

Before saving or restoring a JD Edwards EnterpriseOne installation using SnapShot, be sure that:

- You are signed into Microsoft Windows using an account with sufficient privileges (for example: read, write, execute) to the registry and to the JD Edwards EnterpriseOne installation and saved directories.
- All JD Edwards EnterpriseOne programs are closed.
- No applications (for example, Windows Explorer) have a file or subfolder open in either the installation or the saved directory or one of their subdirectories.
- The SnapShot.exe that you are running is not in either the installation or the saved directory or one of their subdirectories.
- The database(s) that both the JD Edwards EnterpriseOne installation and the saved SnapShot use is installed and running.
- Ensure that the Oracle product JDeveloper is not running.

Additional considerations:

- Before installing a new Standalone Client into a new Oracle Home, make sure you do not have any previous versions in the **Existing Version** field of SnapShot. All versions must be saved and should appear in the **Saved Versions** field.

8.3 Using Snapshot on the Standalone Client

To use SnapShot with multiple releases of the JD Edwards EnterpriseOne applications, you must use the most current version of SnapShot when switching between different releases of JD Edwards EnterpriseOne. For example, if you install the foundation code for both JD Edwards EnterpriseOne Applications Release 9.1 and Applications Release 8.12, you must use the version of SnapShot corresponding to the most current JD Edwards EnterpriseOne tools release, in this case, Tools Release 9.1.

This section describes these tasks:

- [Section 8.3.1, "Starting SnapShot"](#)
- [Section 8.3.2, "Saving a SnapShot"](#)
- [Section 8.3.3, "Restoring a SnapShot"](#)
- [Section 8.3.4, "Deleting a SnapShot"](#)

8.3.1 Starting SnapShot

Caution: Be sure to follow the guidelines in the preceding sections of this guide entitled: [Section 2.2, "Windows Security"](#).

As noted in this section, with the Tool Release 9.1 Update 2 and later version of SnapShot, you do not have to right click on the SnapShot.exe icon and select "Run as administrator." This is because these versions of SnapShot.exe are designed to automatically attempt to start with the elevated permissions. If you are not signed into Windows with an administrative account, you will be prompted to enter the credentials for an administrative account.

The SnapShot utility is delivered with the installation of the JD Edwards EnterpriseOne Development or Standalone Client. It is located in this directory:

```
<dev_client_installation_directory>\System\Bin32
```

To run the most current version of SnapShot for multiple releases, you must copy the SnapShot.exe program to a directory outside the Development or Standalone Client installation directory. For example, the installation directory might be c:\E910. If you attempt to run SnapShot from within the Development or Standalone Client installation directory (for example, c:\E910), SnapShot will fail to rename the installation directory.

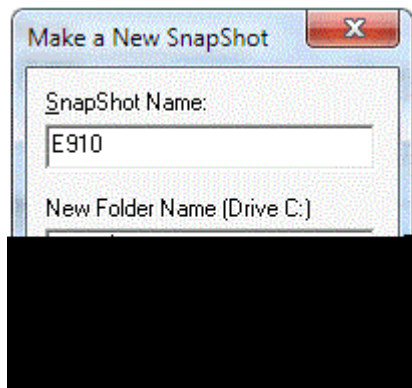
Tip: You can create a shortcut to SnapShot.exe, but you still must copy SnapShot.exe to a location outside the original installation directory where it was delivered.

8.3.2 Saving a SnapShot

To save a SnapShot:



1. On the main SnapShot window, click the Save button.



2. On Make a New SnapShot, complete this field:

- *SnapShot Name*

Enter a name for the SnapShot that will be saved. You may choose any name with the exceptions that the name cannot be empty and it cannot contain a backslash ('\\'). A recommended scheme is to make it release specific, for example, Xe, B9, or E910.

- *New Folder Name*

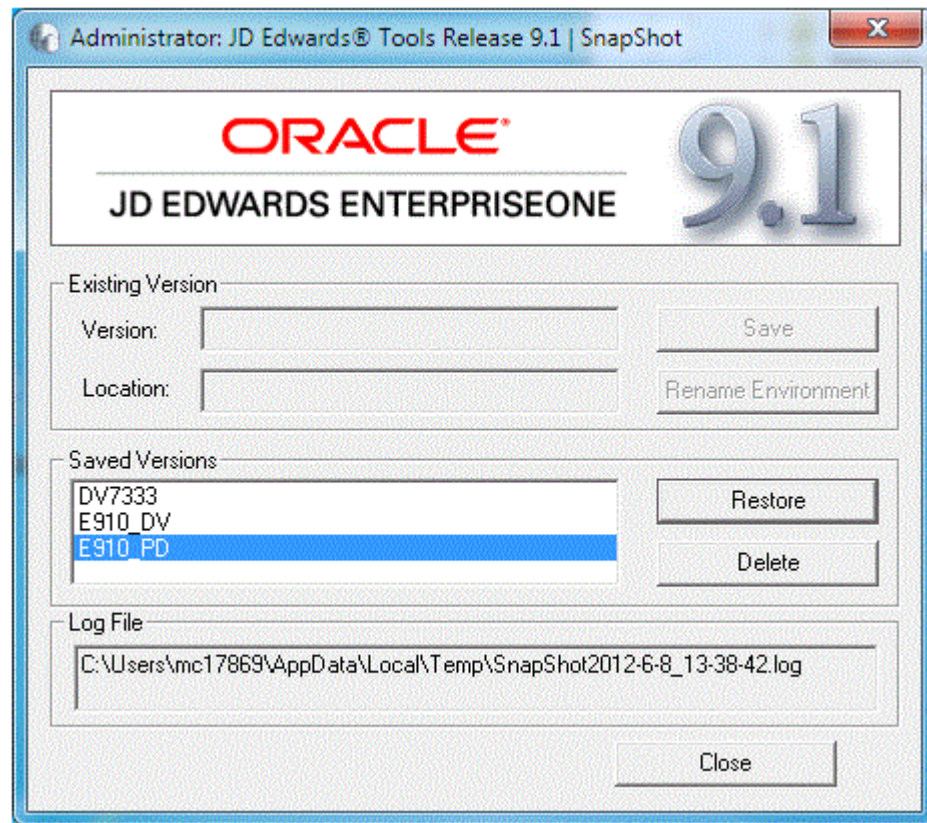
Provide a directory in which the snapshot will be saved. The directory should start with a backslash and be a valid Windows directory name. It will be created on the indicated drive.

3. Click the **OK** button.

SnapShot saves a snapshot of the Standalone Client.

8.3.3 Restoring a SnapShot

To restore a SnapShot:

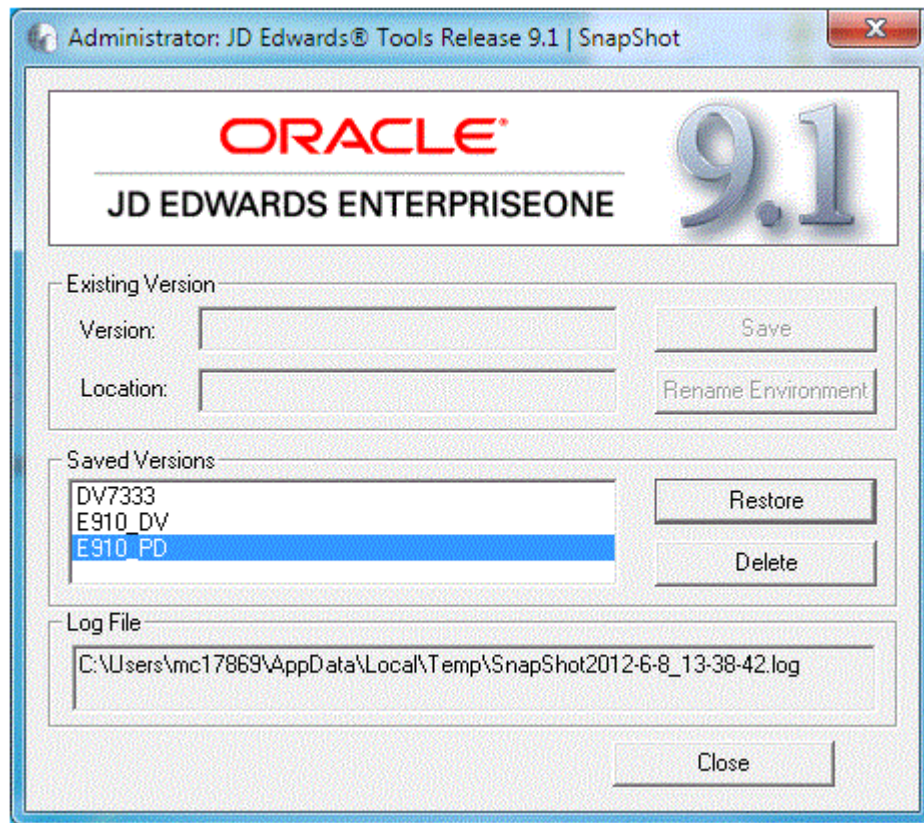


1. On the main SnapShot window and in the Saved Versions section, highlight the saved instance that you want to restore.
2. Click the **Restore** button.

SnapShot restores the selected instance of JD Edwards EnterpriseOne and makes it active.

8.3.4 Deleting a SnapShot

To delete a SnapShot:



1. On the main SnapShot window and in the Saved Versions section, highlight the instance that you want to delete.
2. Click the **Delete** button.

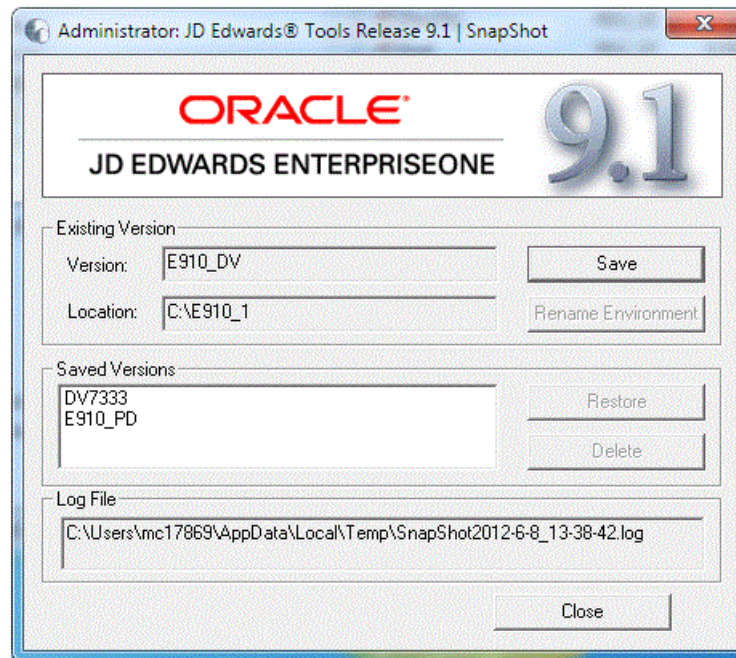
SnapShot completely removes the saved instance from the JD Edwards EnterpriseOne Standalone Client.

8.4 Renaming an Environment

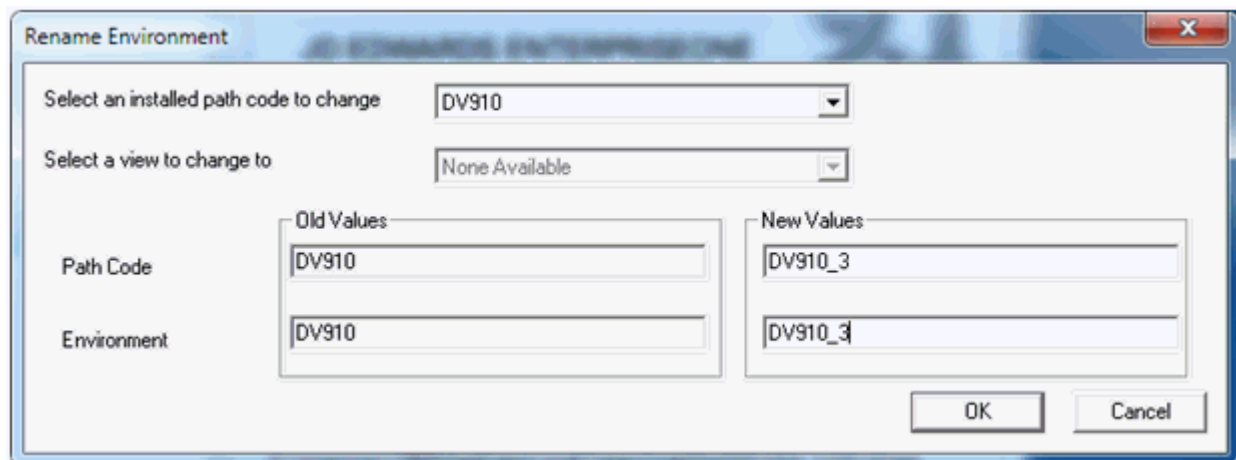
You can use SnapShot to rename the installed JD Edwards EnterpriseOne environment and path code. An example of a use case for this functionality is when a JD Edwards EnterpriseOne administrator needs to promote one path code/environment combination to another.

Note: When you use SnapShot the program does not update the database tables with the new path code and environment names. Instead, it simply updates the path code directory name and occurrences of the path code and environment in various files (for example, `jde.ini`, `jdbj.ini`, `jas.ini`, and `pathcode.inf`). If the new path code or environment does not exist in the JD Edwards EnterpriseOne system tables, you will need to update those tables yourself either through JD Edwards EnterpriseOne or by using a database editing tool such as Oracle SQLPlus.

To rename an environment in SnapShot:



1. On the main SnapShot window, ensure that an existing version of JD Edwards EnterpriseOne is active.
2. Click the **Rename Environment** button.



3. On Rename Environment, use the **Select an installed path code to change** drop-down to select the path code that you want to rename.

Note: The **Old Values** section on the left side of the window displays old path code and environment names.

4. In the New Values section of the window, enter the new names for the environment you want to rename.
5. Click the **OK** button.

Note: The section of the screen entitled **Select a view to change to** is only available to JD Edwards EnterpriseOne internal application developers.

8.5 Manually Backing Up Files and Settings

Once you have saved a SnapShot for the Development or Standalone Client, it is a good idea to manually backup the saved directory to ensure that your settings for that Development or Standalone Client are secure.

The files and subdirectories that need to be backed up are found in the folder of each saved snapshot. You should backup these files and subdirectories only while the SnapShot.exe program is not running. These files contain the information necessary to restore registry values and settings for each SnapShot.

8.6 Set Logging for SnapShot Using the Registry

The version of SnapShot that is shipped with Tools Release 9.1 Update 2 and later always outputs the maximum amount of logging information. Furthermore, by design there is no way to turn off logging. You can specify the name and location of the log file that is generated by adjusting a single registry setting.

Caution: Changes made to the Microsoft Windows registry happen immediately, and no backup is automatically made. Do not edit the Windows registry unless you are confident about doing so.

Microsoft has issued the following warning with respect to the Registry Editor:

"Using Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct them. Microsoft cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk."

By default, the SnapShot log is located in the temp directory of the Microsoft Windows user. This is the directory pointed to by the TEMP environment variable. You can determine the value of this TEMP variable in a number of ways including:

1. Control Panel > System
2. In a command prompt window, enter this command:

```
echo %TEMP%
```
3. In the Address Bar of Windows Explorer, enter this string:

```
%TEMP%
```

The default log file name is SnapShot_<date-time>.log.

Both the directory and name of the SnapShot log can be specified by editing the registry; however, the date-time stamp will always be inserted immediately before the period.

To change the log file directory and/or name:

1. Open the registry by clicking on Windows Start button and entering regedit in the search field.

2. Navigate to this node:

`\HKEY_LOCAL_MACHINE\Software\Wow6432Node\JDEdwards\SnapShot`

The first time that you run SnapShot, it creates a value (shown on the right-hand pane in regedit) called **LogFileName** with the default value **SnapShot.log**. You can change this value or, if it does not exist yet, you can add the value with name LogFileName, type string value, and the directory and/or file name of your choice.

3. The rules listed below are used for determining the final log file directory and name based on the value of LogFileName:

- In all cases, the date and time that SnapShot.exe is run will be inserted immediately before the period in the extension of the file name.
- If the value of **LogFileName** does not contain any backslashes, the name represents only the file name. The value of the Windows TEMP variable will be used as the directory.
- If the value of **LogFileName** contains backslashes but does not start with a drive letter or a backslash, everything up to the last backslash represents a subdirectory or hierarchy of subdirectories below the directory designated by the Windows TEMP variable. Everything after the last backslash is the file name.
- If the value of **LogFileName** starts with a backslash, it represents a subdirectory below the root directory of the drive (that is, directory "\"). The drive letter is derived from the drive specified in the Windows TEMP variable.
- If the value of **LogFileName** starts with a letter followed by a colon and backslash, the letter is considered the drive letter where the log will reside. Any other applicable rule in the preceding rules above then apply.

The following are examples of values of the **LogFileName** registry entry and the resulting log file path and name. In these examples, the assumed value of the TEMP variable is C:\Users\John\AppData\Local\Temp and assumes the log was created on June 5, 2012, at 3:46:9 PM.

Value for LogFileName	Resulting Log File
SnapShot.log	C:\Users\John\AppData\Local\Temp\SnapShot_2012-6-5_15-46-9.log
MyFile.txt	C:\Users\John\AppData\Local\Temp\MyFile_2012-6-5_15-46-9.txt
MyTempDir\MyFile.txt	C:\Users\John\AppData\Local\Temp\MyTempDir\MyFile_2012-6-5_15-46-9.txt
MyTempDir\MyFile.txt	C:\MyTempDir\MyFile_2012-6-5_15-46-9.txt
D:\MyTempDir\MyFile.txt	D:\MyTempDir\MyFile_2012-6-5_15-46-9.txt

4. Save the changes and exit the registry.

8.7 Troubleshooting

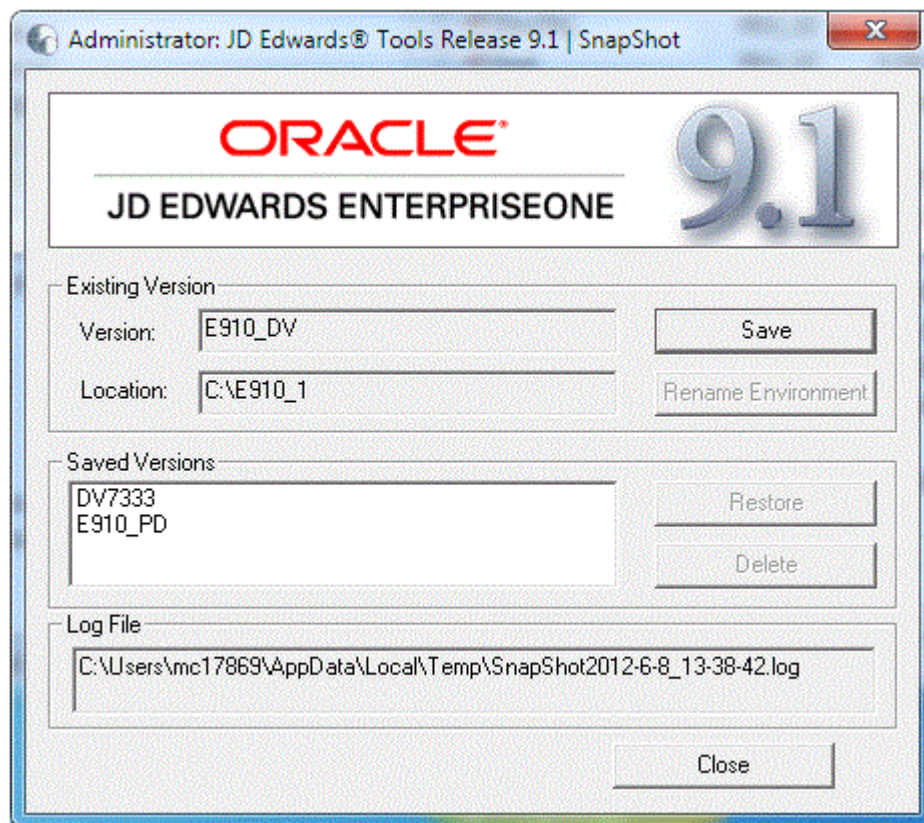
If SnapShot encounters a problem when trying to perform an action, it is designed to attempt to rollback the actions performed up to the point of failure. This means that during a save operation, SnapShot attempts to restore the JD Edwards EnterpriseOne instance back to a runnable state. If a failure occurs during a restore action, SnapShot attempts to resave the JD Edwards EnterpriseOne snapshot so you can correct the problem and then retry the action.

Caution: If a second error occurs when SnapShot is attempting to rollback changes, the error will likely result in either a non-runnable instance of JD Edwards EnterpriseOne or a saved snapshot that is corrupt. In either case, you will probably need to reinstall JD Edwards EnterpriseOne.

This section describes these topics:

- [Section 8.7.1, "Examining the Log File"](#)
- [Section 8.7.2, "Error Handling"](#)
- [Section 8.7.3, "Remedial Actions"](#)

8.7.1 Examining the Log File



When an error is encountered in SnapShot, the first thing that you should do is to carefully examine any on screen error messages for an indication of what went wrong and why. If you are not able to determine the cause and possible resolution of an error by examining the error message on the screen, examine the log file. As shown in the preceding screen example, the location and name of the log file is specified in the **Log File** section near the bottom of the main SnapShot window.


```

1 Snapshot Log
2 -----
3 Time      Level Type  Message
4 -----
5 01:36:56  S  INFO  CSnapShotApp::VerifyAdminPermissions()-----
6 01:36:56  S  INFO  CSnapShotApp::GetProcessElevation()-----
7 01:36:56  S  INFO  CMainSnapDlg::OnInitDialog()-----
8 01:36:56  S  INFO  CMainSnapDlg::_loadSnapshotList()-----
9 01:36:56  S  INFO  CMainSnapDlg::_setDefaultButton()-----
10 01:36:56  S  INFO  COWInstallation::Init()-----
11 01:36:56  S  INFO  Initializing ow installation. Version:-----
12 01:36:56  S  INFO  COWInstallation::_readINI()-----
13 01:36:56  S  INFO  Attempting to read ini file.-C:\windows\jde.ini-----
14 01:36:56  S  INFO  INI read.-DefaultSystem=system-----
15 01:36:56  S  INFO  CFiles::_dirExist()-C:\Program Files (x86)\JDEdwards\B7-----
16 01:36:56  S  INFO  CFiles::_dirExist()-C:\Program Files (x86)\JDEdwards\B7\system-----
17 01:36:56  S  INFO  CFiles::_dirExist()-C:\Program Files (x86)\JDEdwards\B7-----

```

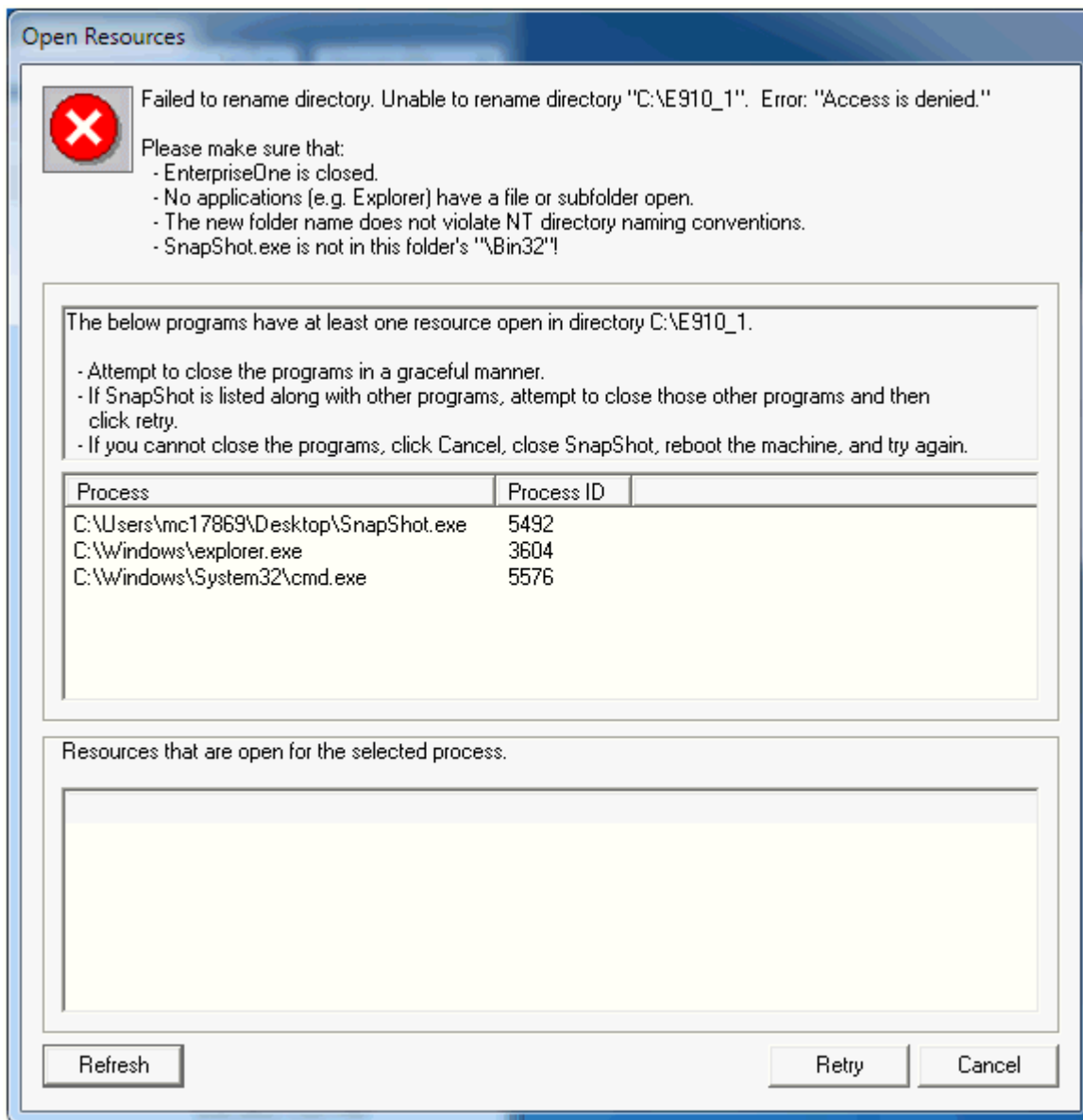
Above is an example of a SnapShot log file. When troubleshooting within the SnapShot log file, you should scan the **Type** column for a status of **ERR**, which indicates an error. If the error message itself is insufficient to isolate the cause of the problem, examine the messages immediately before and after the error for hints as to the root cause.

8.7.2 Error Handling

This section discusses these topics:

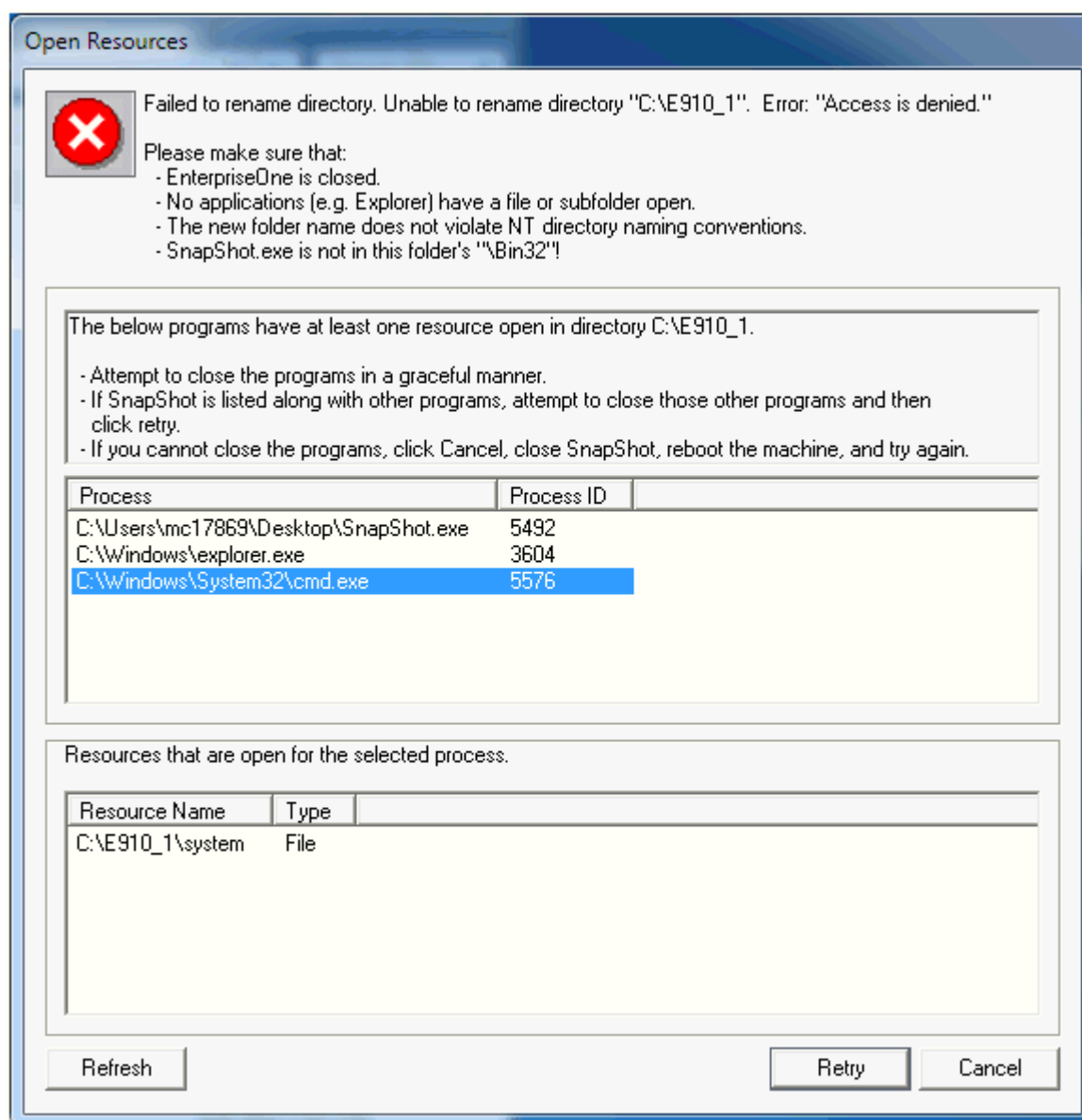
- [Section 8.7.2.1, "Locked Resources Prevent Directory Renaming"](#)
- [Section 8.7.2.2, "Other Causes of Directory Renaming Failure"](#)

8.7.2.1 Locked Resources Prevent Directory Renaming



If an error occurs during a directory rename operation (for example, when saving or restoring a snapshot), the preceding window may appear.

The reason for the failure is displayed at the top of the window followed by some suggested remedies. In a box immediately below that are some recommendations to resolve the error. Another box lists processes running on the workstation that have one or more resources (for example, files, directories, handles, and so on) locked that prevented the directory rename action from succeeding—resulting in the **Access is denied** error. Click on a process in the list to get a list of open resources for that particular process.



When you highlight a Process, the list of resources in the **Resources that are open for the selected process** section at the bottom of the window shows the type as **File** for both files and directories.

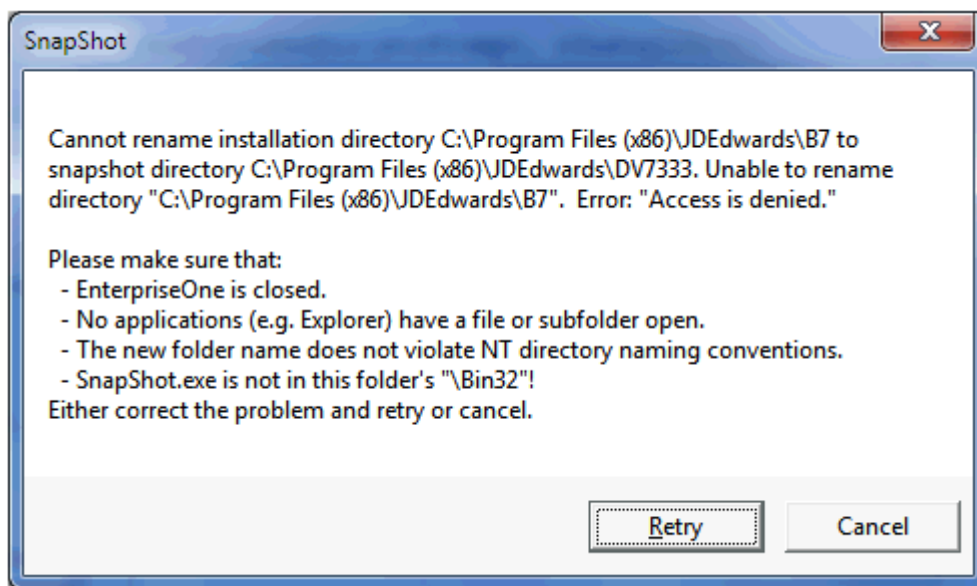
It is important that you follow these steps to resolve the file or directory locking problem:

1. Attempt to gracefully close the programs that have a resource open. That is, close the program in the normal manner such as selecting File > Exit from the program's main menu. You can attempt to close just the resource, but many programs continue to hold a lock on a resource (such as a file) even after closing that resource. Freeing the resource may require closing the actual program. For example, you may have to close Microsoft Word instead of simply closing the file from within Microsoft Word.
2. If the program does not terminate, you may have to resort to forcefully terminating it using Microsoft Task Manager.

3. The `SnapShot.exe` program may appear in the list of active programs either by itself or along with other processes that are locking resources. First, be sure that you are not running `SnapShot.exe` from within either the installation or the save directory or one of their subdirectories.
4. If the `SnapShot.exe` program is listed with other programs, try to close those other programs and then click **Retry**.
5. If the **SnapShot.exe** is the lone program listed, simply click **Retry**. Many times, the rename action will continue after the second Retry.
6. Not all 64-bit programs are automatically shown in the list of locking processes. You may need to examine all the running programs on your system to determine which one may be preventing the rename action from succeeding.
7. If you cannot close the program(s) that holds the lock(s) on the necessary resource(s) or determine which program(s) holds a lock, click **Cancel**, exit from `SnapShot`, reboot the machine, run `SnapShot` and try the action again.

8.7.2.2 Other Causes of Directory Renaming Failure

Besides locked resources described in the preceding section, there are other reasons that can cause a directory rename operation to fail.



The preceding window may appear during a directory rename operation (that is, when saving or restoring a snapshot). In this case, either `SnapShot` could not determine which processes hold locks on resources in the installation or save directories or some other reason caused the directory rename to fail. For example, perhaps the user did not have read or write permissions on one of the affected directories or subdirectories.

8.7.3 Remedial Actions

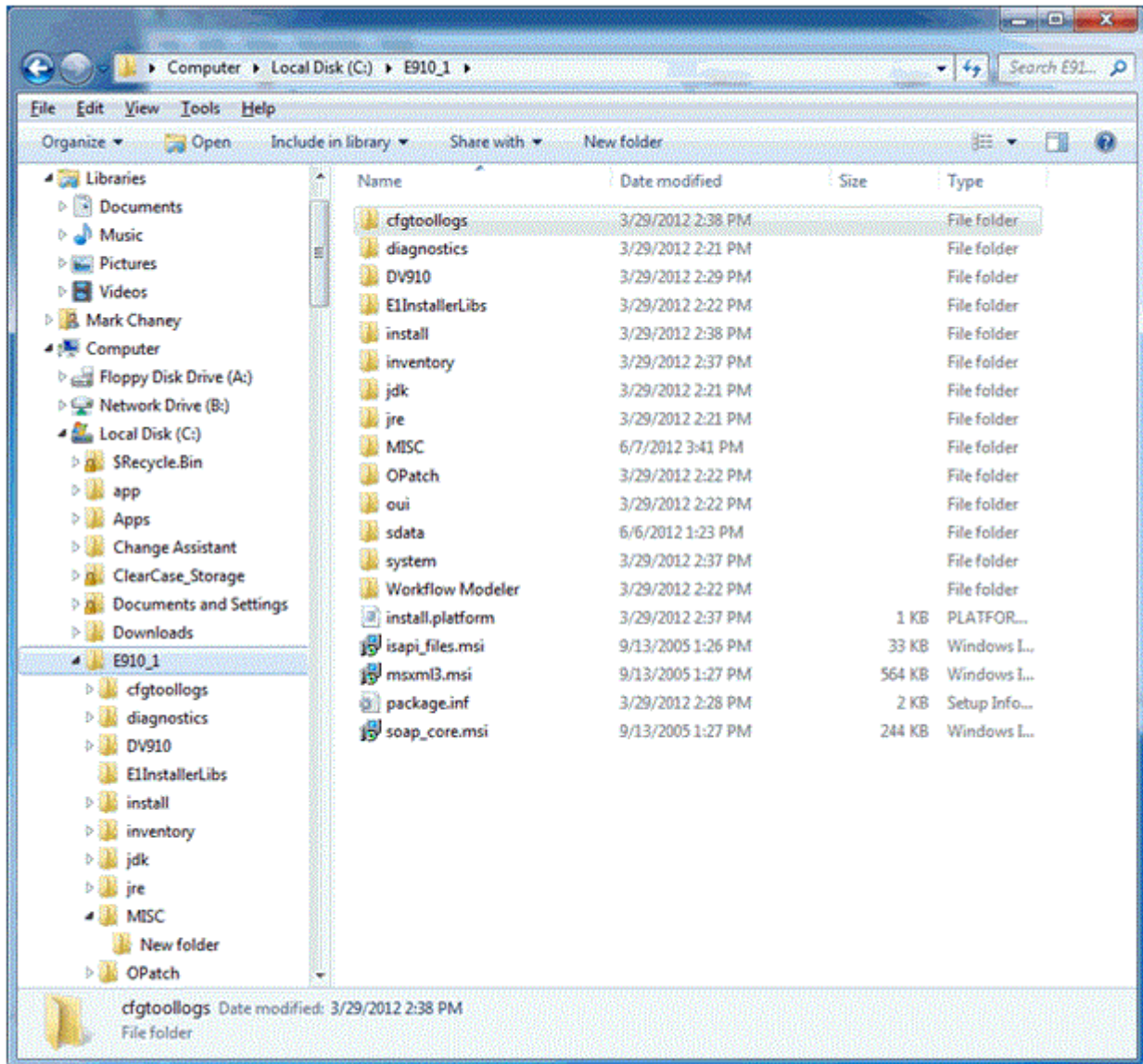
In some cases, `SnapShot` may not be able to recover from errors that occur during a save or restore action. You may be able to salvage either the JD Edwards EnterpriseOne installation or the saved instance. If these operations fail, you will need to reinstall JD Edwards EnterpriseOne.

This section describes these topics:

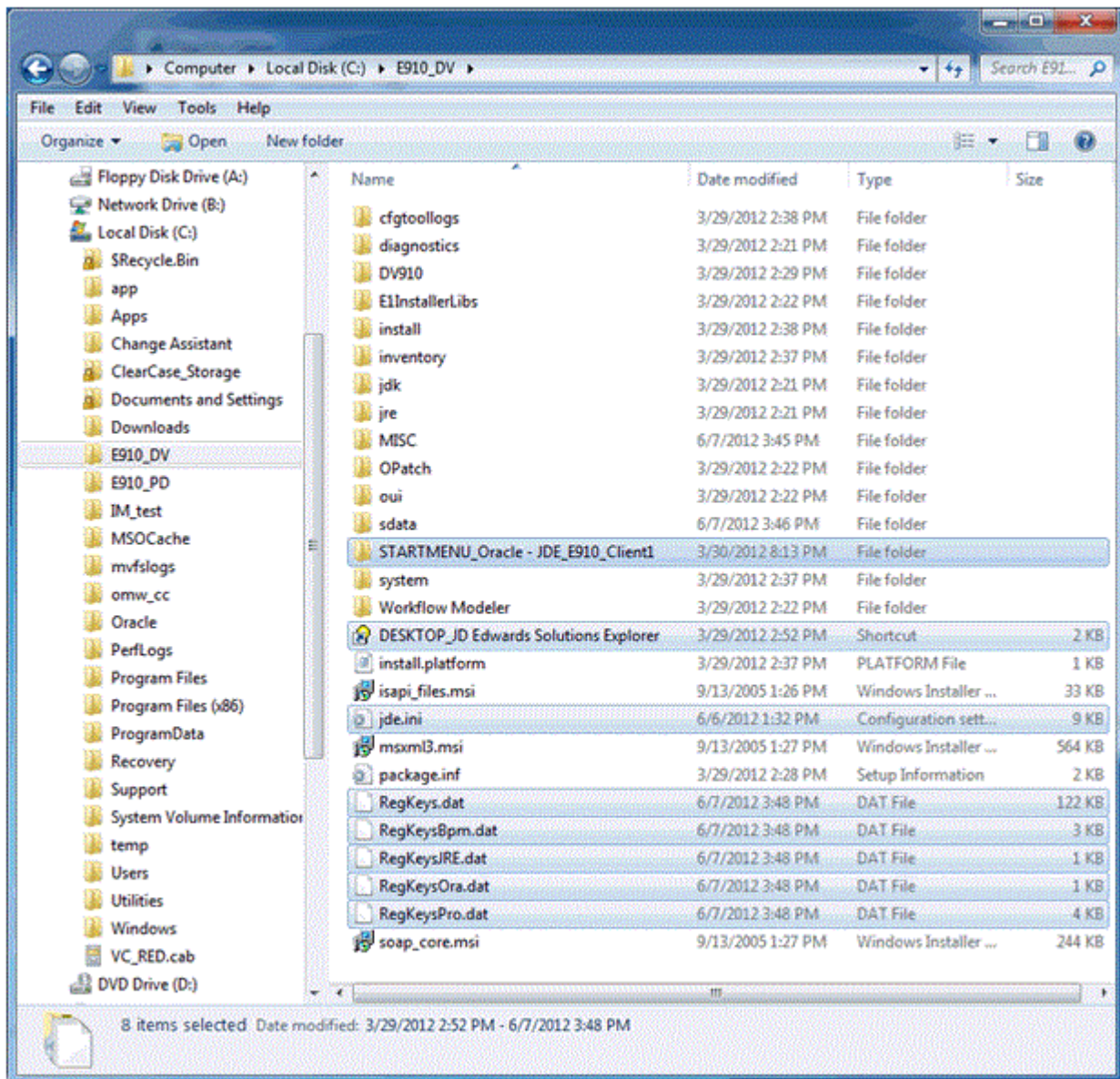
- [Section 8.7.3.1, "Examples of Healthy Environments"](#)
- [Section 8.7.3.2, "Simple Fixes"](#)

8.7.3.1 Examples of Healthy Environments

This section illustrates a healthy JD Edwards EnterpriseOne installation and saved snapshot directories and registry settings.



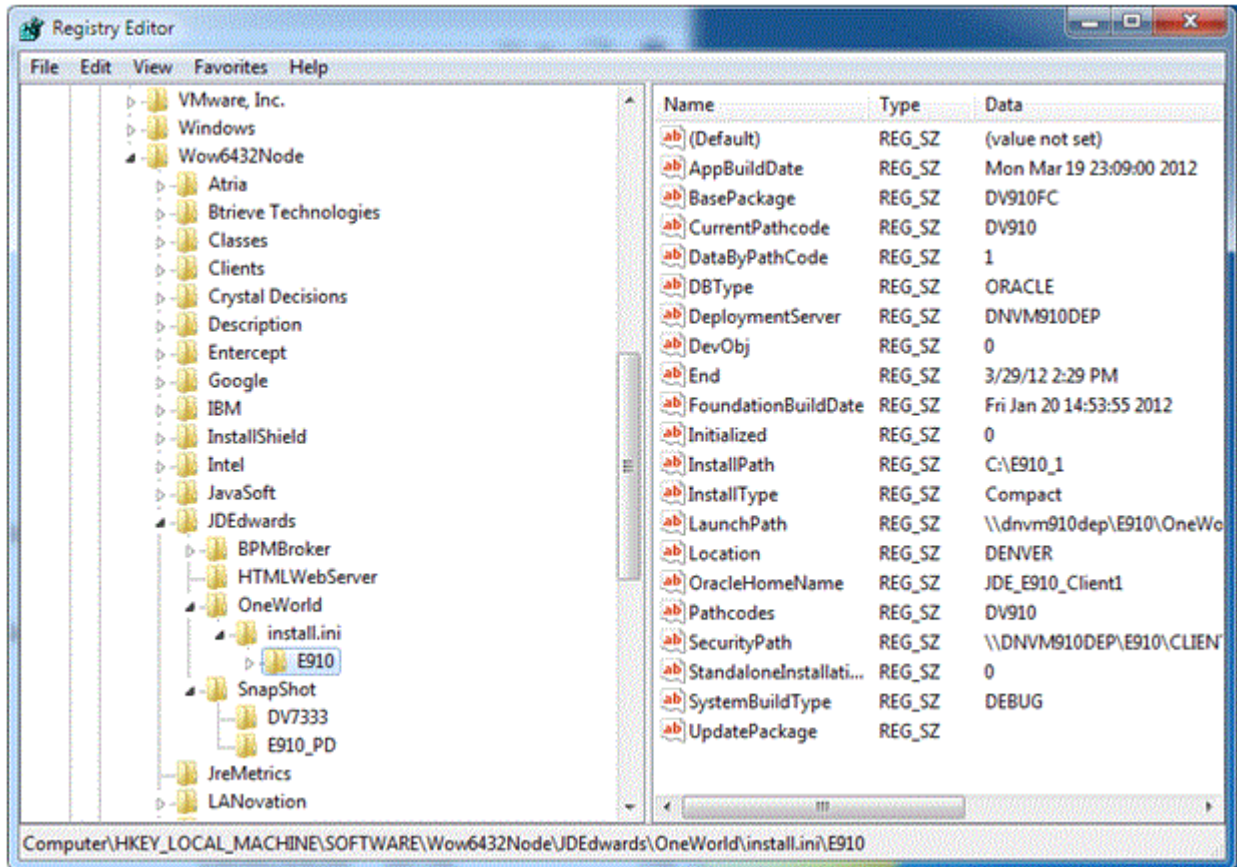
The preceding shows the installation directory of a healthy JD Edwards EnterpriseOne instance.



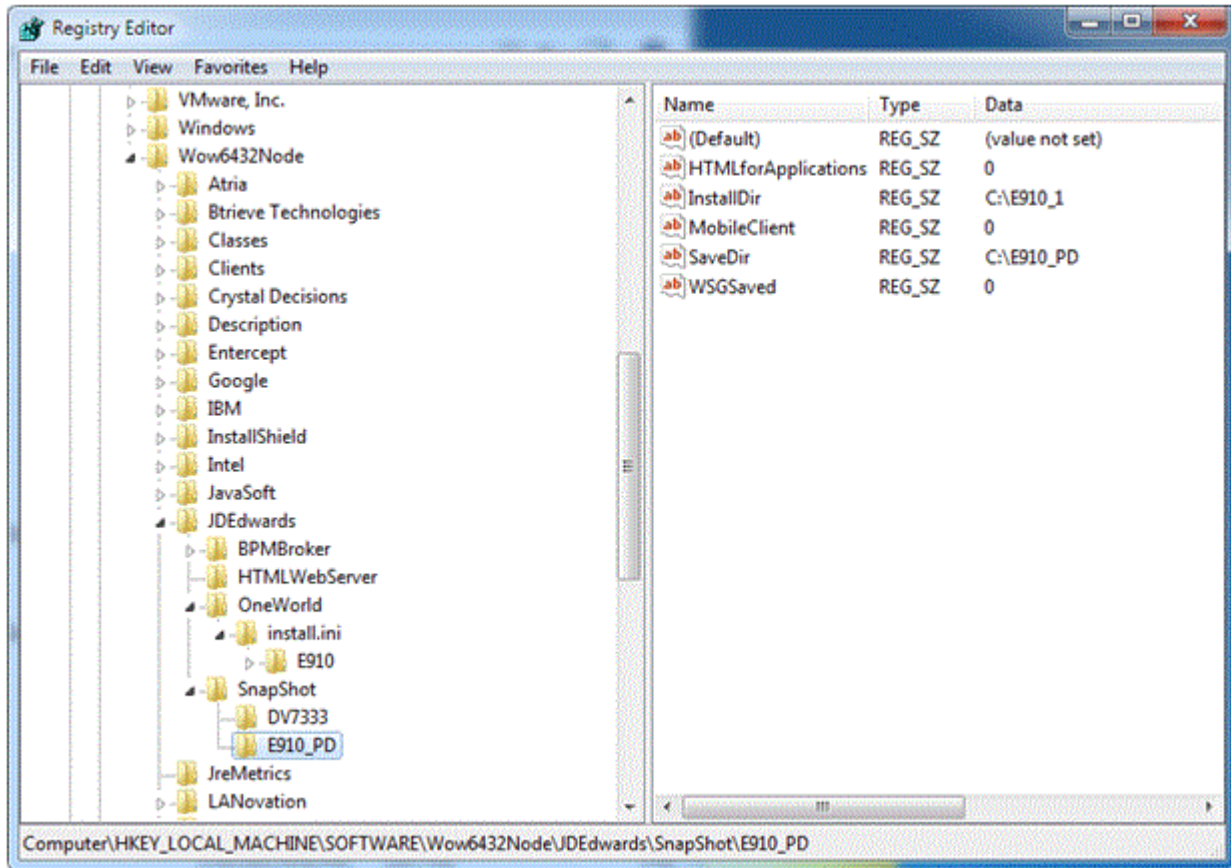
In the preceding example screen, note that when you save a snapshot of the JD Edwards EnterpriseOne installation, the highlighted files and subdirectory shown above are created. Here are brief descriptions of the new files and subdirectory.

- *STARTMENU*.**
The subdirectory that is prefixed with STARTMENU is the folder in the Start menu for the original installation.
- *DESKTOP*.**
The file that starts with DESKTOP is the shortcut to JD Edwards EnterpriseOne that was on the desktop of the workstation.
- *jde.ini*
The jde.ini file is the same file that was in the c:\Windows directory.
- *RegKeys*.**

The files that are prefixed with RegKeys are binary files that contain the saved registry entries.



The preceding image shows the registry entries for a healthy JD Edwards EnterpriseOne Standalone Client installation.



The preceding image shows the registry keys for a saved JD Edwards EnterpriseOne snapshot.

8.7.3.2 Simple Fixes

Not all issues can be resolved by simple steps. However this section describes a few simple fixes for these conditions:

- [Section 8.7.3.2.1, "Missing Version Information"](#)
- [Section 8.7.3.2.2, "Missing Saved Version"](#)

8.7.3.2.1 Missing Version Information

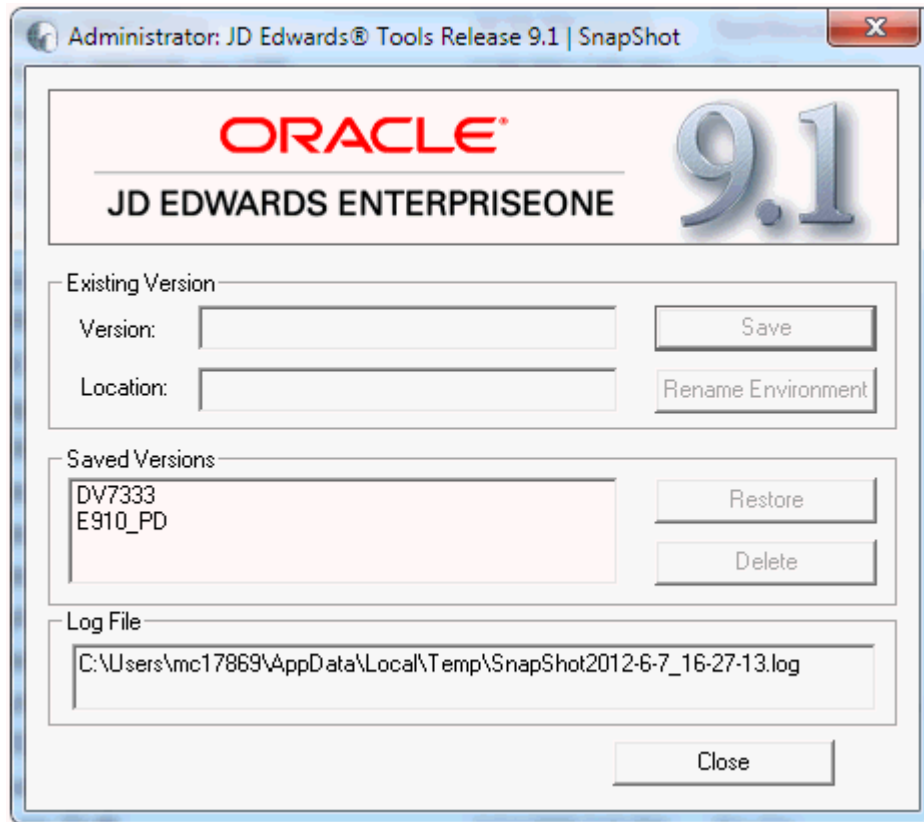


If the **Existing Version** fields are empty when you run `SnapShot.exe` and you are certain that a JD Edwards EnterpriseOne instance is active, it is likely that this file is missing:

`c:\Windows\jde.ini`

If you happened to save a copy of the `jde.ini` file when you last saved a snapshot of this installation, you can copy that `jde.ini` file into the `c:\Windows` directory and rerun `SnapShot.exe`.

8.7.3.2.2 Missing Saved Version

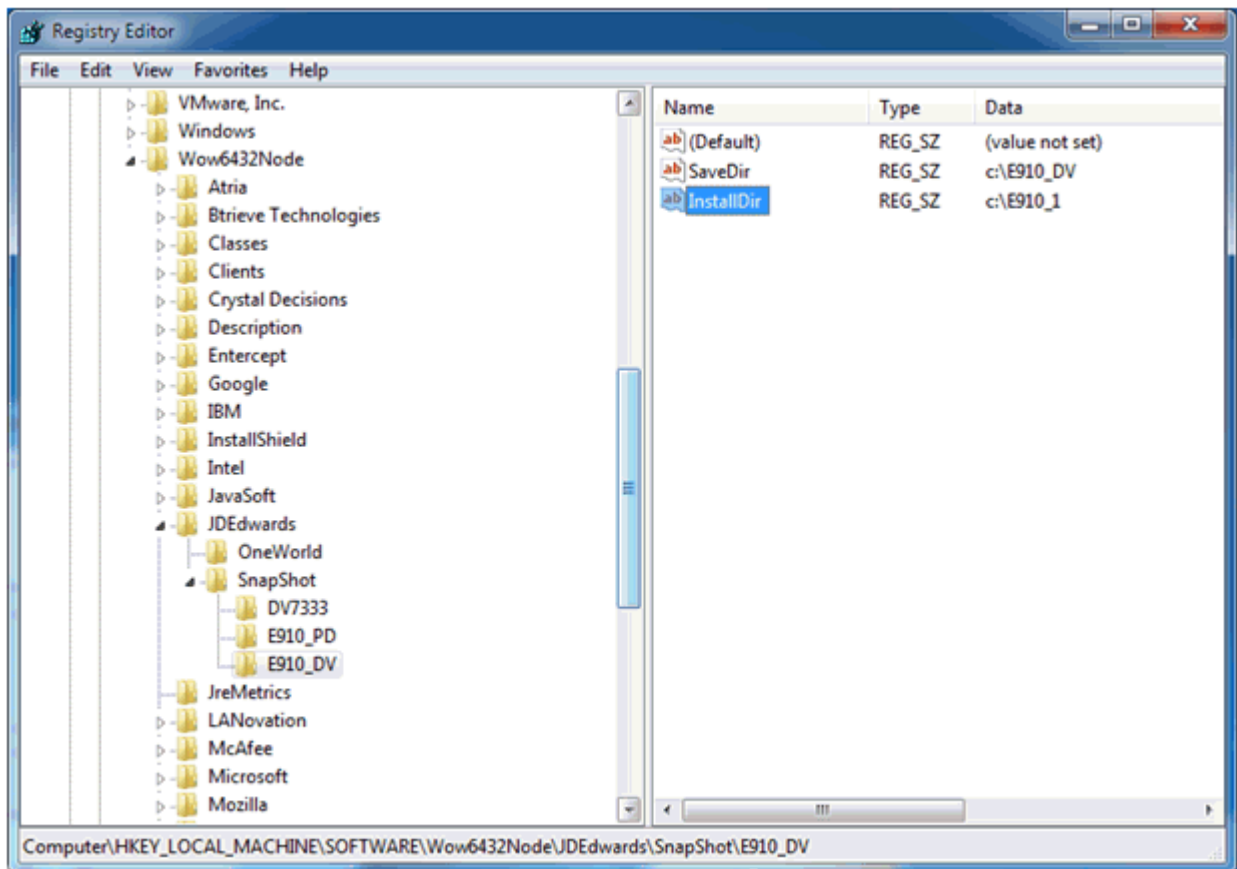


If a saved snapshot is not listed in the **Saved Versions** field and you know that the saved snapshot exists, some registry entries are probably missing or pointing to the wrong directory.

To resolve this issue, perform these steps:

1. Edit the registry with `regedit.exe`.
2. Create a subkey under this path:
`\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\JDEdwards\SnapShot`
 The name that you give for the subkey should be the name of the saved snapshot.
3. Click on the subkey that you just created.
4. Create a string value called **SaveDir**.
5. Set the value data for this to the directory where the saved snapshot is stored.
6. Create a second string value called **InstallDir**.
7. Set the value data for this to the installation directory (that is, the directory in which the saved snapshot will be restored).

The following image illustrates properly configured registry entries.



Deinstalling the Standalone Client or the OEE Database (optional)

This chapter contains the following topics:

- [Section 9.1, "Deinstalling the Standalone Client"](#)
- [Section 9.2, "Deinstalling the OEE Database \(optional\)"](#)

Caution: To minimize the possibility that the Standalone Client installer or deinstaller or Snapshot might fail due to locked files, follow these guidelines:

1. Exit from all running programs. You can use Microsoft Windows Task Manager to verify that the programs are stopped. In particular, be sure that EnterpriseOne, JDeveloper, and SQL Developer are stopped, but other programs may also need to be stopped. Exceptions to this rule include the database service(s) which should be running when deinstalling or saving a snapshot of the Standalone Client.
 2. Verify that no files in the Standalone Client installation directory or subdirectories are open in any file editors.
 3. Verify that neither the installation directory nor any of its subdirectories are open in Microsoft Windows Explorer.
 4. Verify that no Command Prompt window has as its current working directory either the Standalone Client installation directory or any of its subdirectories. Verify that neither the installation directory nor any of its subdirectories are open in Microsoft Windows Explorer.
-

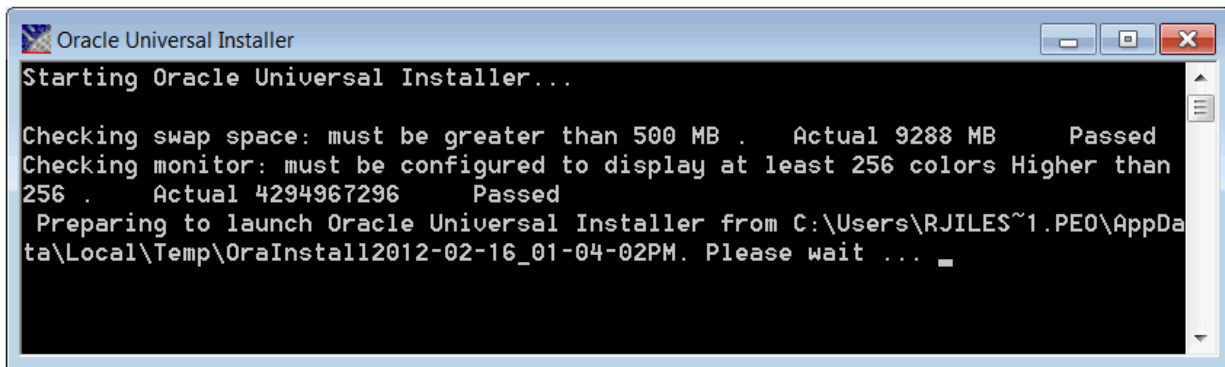
9.1 Deinstalling the Standalone Client

To deinstall the Standalone Client

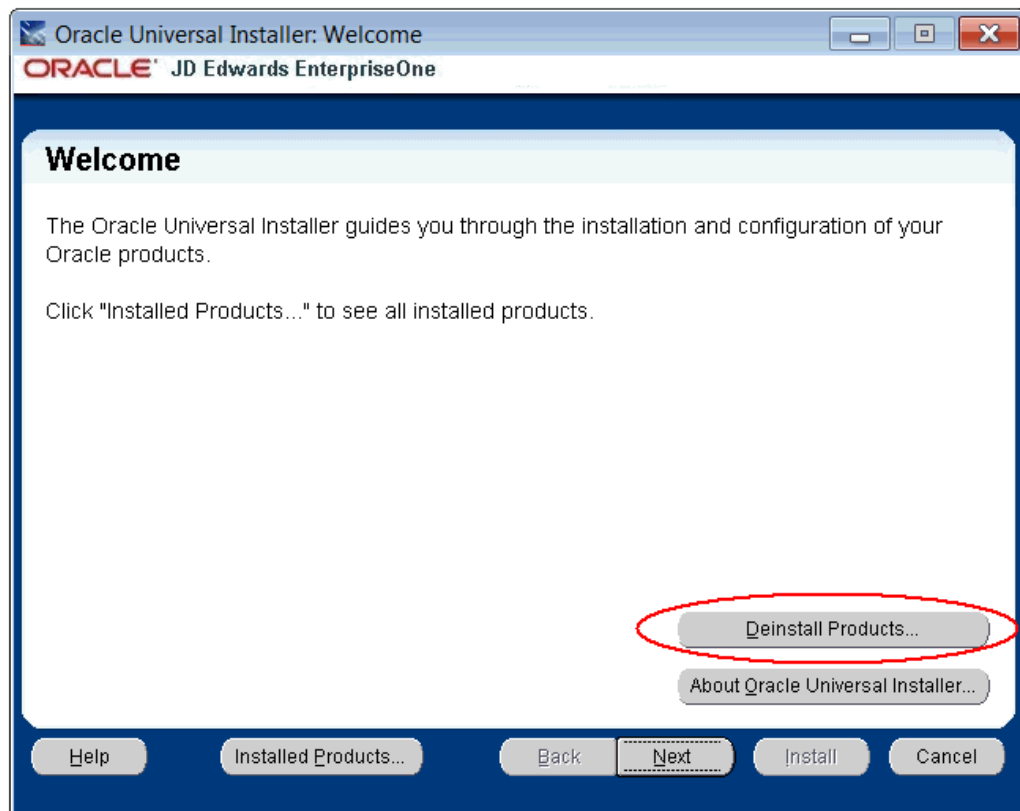
1. If EnterpriseOne is running, stop it.
2. Use Task Manager to verify these processes are stopped:
 - `activConsole.exe`
 - `jdenet_n.exe`

If either or both of these processes are running, either wait for them to finish or kill them via Task Manager.

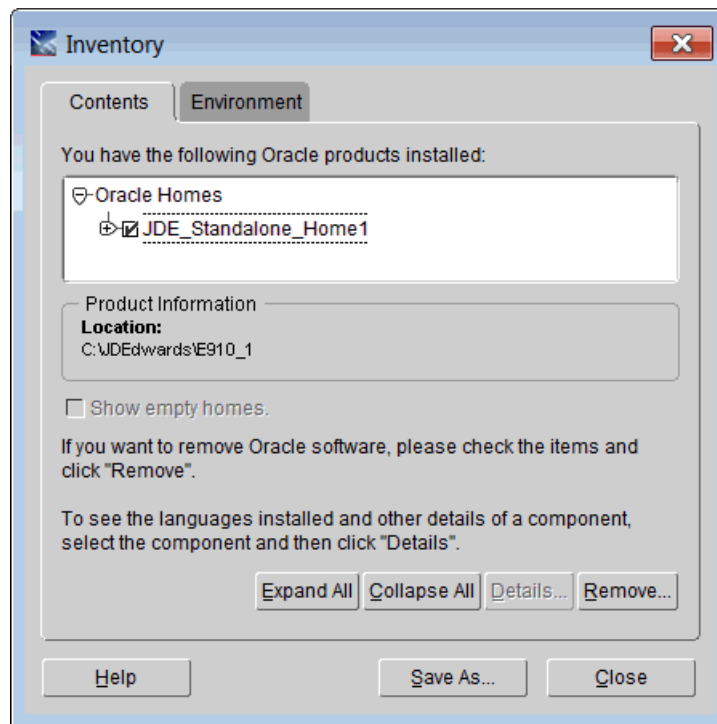
3. Go to Start > All Programs > Oracle - JDE_Standalone_Home > Oracle Installation Products > Universal Installer.



A Windows Command prompt displays as OUI initiates.



4. On Welcome, click the **Deinstall Products...** button.

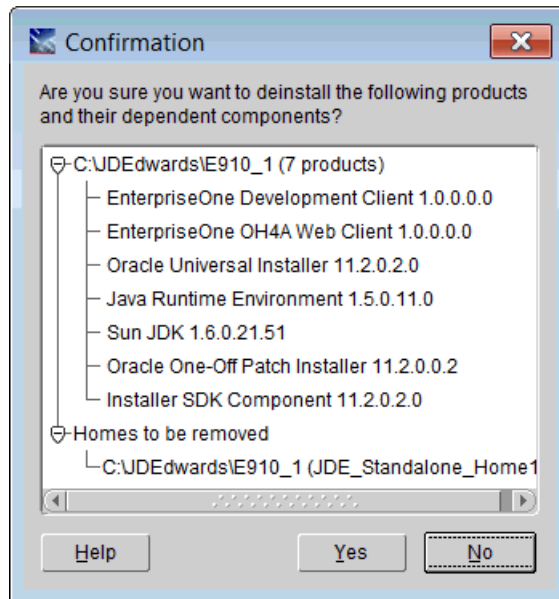


5. On Inventory, click the check box next to the item with the Oracle Home name that you gave to your E1 client. For example, **JDE_Standalone_Home1**.

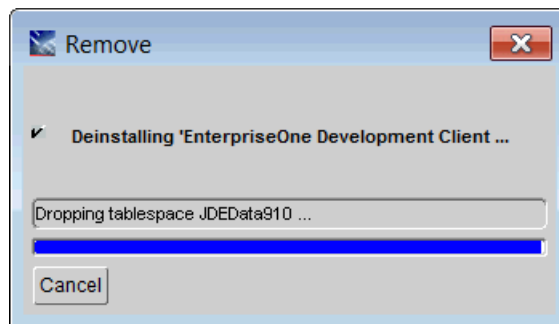
Note: ADo not drill down to select individual components to remove.

Caution: At this step, you should select only the Oracle Home that is associated with this particular OUI. That is, the Oracle Home name that you select on this screen should match the Oracle Home name that you selected from Start > Programs.

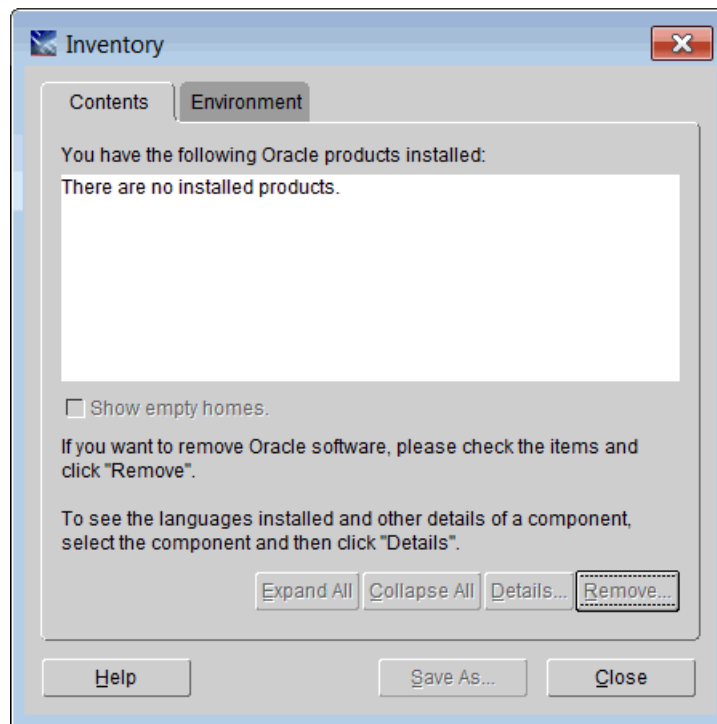
6. With the Oracle Home for JDE Standalone selected with a check mark in the associated check box, click the **Remove** button.



7. On Confirmation, click the **Yes** button.

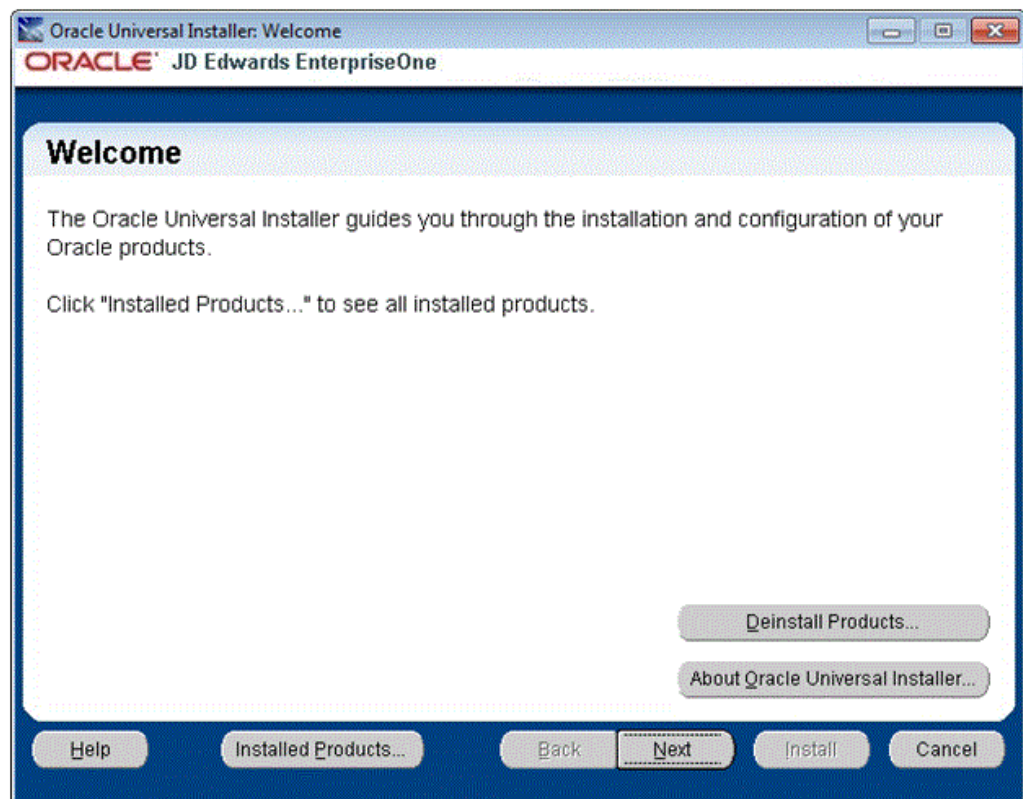


The Remove dialog indicates the deinstall is dropping the Oracle tablespaces and directories that were installed for JD Edwards EnterpriseOne Standalone.



When the deinstall is complete, the Inventory panel is displayed confirming that the JDE_Standalone product is not installed.

8. On Inventory, click the **Close** button, which returns you to the Welcome screen of the OUI installer.



9. On Welcome, click the **Cancel** button to exit from the Oracle Universal Installer.
10. In Windows Explorer, verify that the installation directory (Oracle Home) has been deleted. If it still exists, you can delete it. For example, if this directory exists you can delete it:

C:\JDEdwards\E910

Once the JD Edwards Standalone Client is deinstalled, you can deinstall the OEE database if you so desire. For instructions, refer to [Section 9.2, "Deinstalling the OEE Database \(optional\)"](#).

9.2 Deinstalling the OEE Database (optional)

Note: **Ensure Standalone Client is Deinstalled.** If the Standalone Client is installed, you must deinstall it before deinstalling the database. Refer to the section in this guide entitled: [Section 9.1, "Deinstalling the Standalone Client"](#).

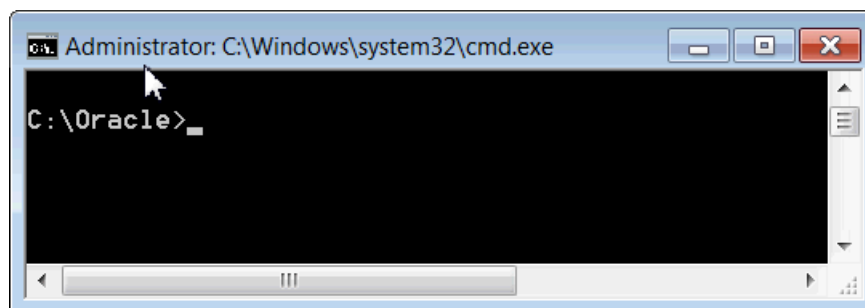
This section contains these tasks:

- [Section 9.2.1, "Deinstalling the OEE 11gR2 Database"](#)
- [Section 9.2.2, "Verifying the Database Deinstallation"](#)

9.2.1 Deinstalling the OEE 11gR2 Database

When OEE was installed, it was installed into a subdirectory called "E1Local" under a database target directory. By default, this database target directory was C:\Oracle. This means that the database was installed into c:\Oracle\E1Local by default. This path is used in the deinstall steps listed below.

1. Stop the database services from Control Panel > Administrative Tools > Services:
OracleE1LocalTNSListener
OracleServiceE1LOCAL
2. Be sure no Oracle processes from the c:\Oracle\E1Local directory are running.
3. From the c:\Oracle directory, right click and choose:
CMD Prompt Here as Administrator

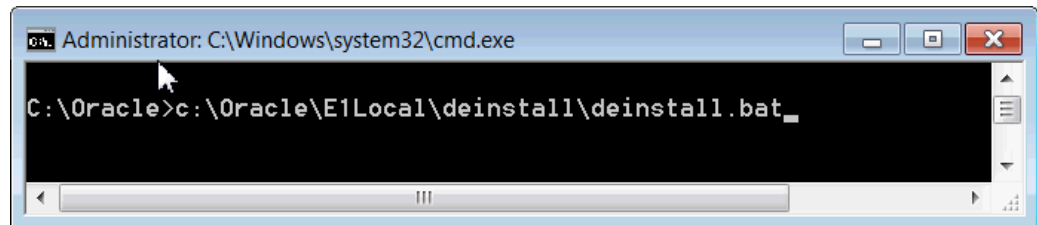


Note: Confirm that "Administrator:" is displayed in the title of the command window.

Caution: It is important that you do not "cd" to any directory below c:\Oracle to run this command. If you do make one of these directories the current directory, the OUI deinstaller will not be able to delete that directory.

4. Run this program:

```
c:\Oracle\E1Local\deinstall\deinstall.bat
```



5. During installation, the OEE installer program should have created several files in the c:\Oracle\E1Local\deinstall directory. If the files were successfully created, the deinstall.bat program will not prompt for any input from the user. If for some reason the files were not created or no longer exist, the deinstall.bat program will prompt the user for information needed to deinstall the database. You can take the default values (shown in square brackets) for most of the prompts. These are the prompts:

- a. Specify all Single Instance listeners that are to be de-configured [LISTENER]:
- b. Specify the list of database names that are configured in this Oracle home [E1LOCAL]:
- c. Specify the type of this database (1.Single Instance Database | 2.Oracle Restart Enabled Database) [1]:
- d. Specify the diagnostic destination location of the database [c:\Oracle\diag\rdbms\e1local]:
- e. Specify the storage type used by the Database ASM | FS []:

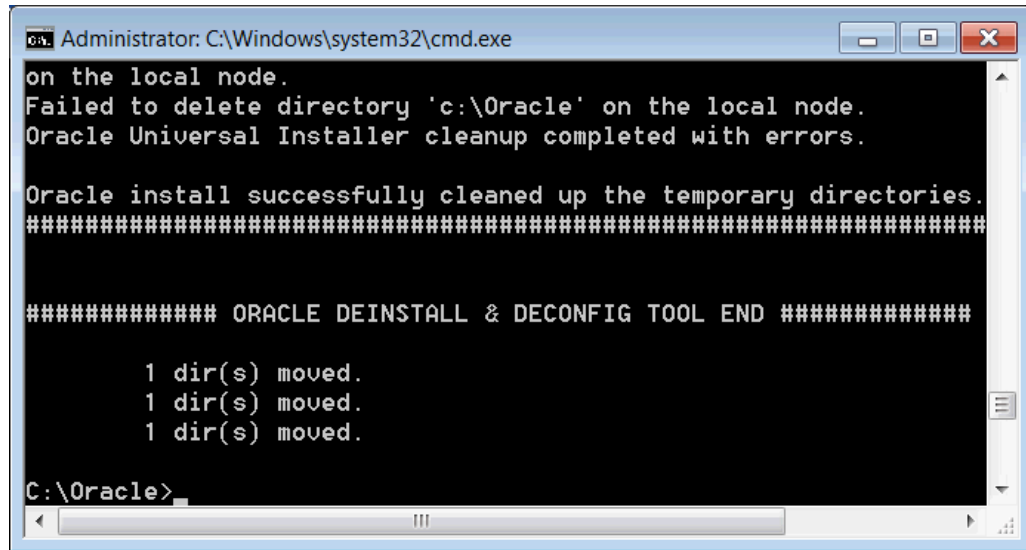
Note: This prompt requires a response. Enter FS.

- f. Specify the list of directories if any database files exist on a shared file system. If 'E1LOCAL' subdirectory is found, then it will be deleted. Otherwise, the specified directory will be deleted. Alternatively, you can specify list of database files with full path []:
- g. Specify the flash recovery area location, if it is configured on the file system. If 'E1LOCAL' subdirectory is found, then it will be deleted. []:
- h. Specify the database spfile location []:
- i. Do you want to continue (y - yes, n - no)? [n]:

Note: This prompt requires a response. Enter "y".

Caution: After you go through the above prompts, you also need to manually delete this registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ORACLE\KEY_E1Local



```
Administrator: C:\Windows\system32\cmd.exe
on the local node.
Failed to delete directory 'c:\Oracle' on the local node.
Oracle Universal Installer cleanup completed with errors.

Oracle install successfully cleaned up the temporary directories.
#####

##### ORACLE DEINSTALL & DECONFIG TOOL END #####

      1 dir(s) moved.
      1 dir(s) moved.
      1 dir(s) moved.

C:\Oracle>
```

6. When the deinstall finishes, be sure that this directory no longer exists:

c:\Oracle\E1Local

If the directory exists, you should manually delete it.

Caution: It is very important that no files exist in the "E1Local" subdirectory when you next attempt to install the OEE database. If any files do exist, the OEE installation will probably fail.

If the database does not deinstall cleanly for some reason, you will need to manually remove it. Follow the instructions in the Appendix of this guide entitled: [Appendix B, "Manual Cleanup of a Deinstalled Oracle Database"](#).

7. Perform the steps in the section below entitled: [Section 9.2.2, "Verifying the Database Deinstallation"](#).

9.2.2 Verifying the Database Deinstallation

Use this procedure to verify that the proper keys were removed from the registry:

1. Go to Start > Run....
2. In the Open field, enter this command to start the Registry Editor:
regedit
3. Click on and expand these keys:
HKEY_LOCAL_MACHINE\SOFTWARE\Oracle
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Oracle
4. If the sub-key **KEY_E1Local** exists under either of the above keys, delete it.

5. Click on and expand this key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services
6. If the keys **OracleE1LocalTNSListener** or **OracleServiceE1LOCAL** exist, delete them.
7. Exit the regedit program.
8. Reboot the computer.
9. Delete this folder:

C:\Oracle\E1Local

Note: No Files Can Exist In This Folder. It is very important that no files exist in this folder when you next attempt to install the OEE database. If any files do exist, the next OEE installation will probably fail.

10. If you cannot delete the folder because a file in that folder is locked, follow these steps:

Determine which file is locked and which process has the lock on the file. A freeware program called **Process Explorer** can be helpful in determining this information. You can obtain a free copy of **Process Explorer** from this web site:
www.sysinternals.com

Either kill the locking process with **Process Explorer** or **Microsoft Windows Task Manager** or, if the process was started as a Microsoft Windows service, change the Startup Type to Manual and reboot the computer again.

Try again to delete the folder.

Manual Cleanup of a Deinstalled Standalone Client

Caution: To minimize the possibility that the Standalone Client's installer or deinstaller or SnapShot might fail due to locked files, follow these guidelines:

1. Exit from all running programs. You can use the Microsoft Windows Task Manager to verify that the programs are stopped. In particular, be sure that EnterpriseOne, JDeveloper, and SQL Developer are stopped, but other programs may also need to be stopped. Exceptions to this rule include the database service(s) which should be running.
 2. Verify that no files in the Standalone Client installation directory or subdirectories are open in any file editors.
 3. Verify that neither the installation directory nor any of its subdirectories are open in Microsoft Windows. Explorer.
 4. Verify that no Command Prompt window has as its current working directory either the Standalone Client installation directory or any of its subdirectories.
-

If the deinstallation of the Standalone Client fails for some reason, you need to perform the manual steps in this procedure to completely remove the old installation before reinstalling the Standalone Client.

1. Drop the OEE tablespaces.
 - a. Decrypt the database password by running this program:

`c:\E910\system\bin32\ReconfigureMSDE.exe`

Note: When running the program and UAC is turned on, you must right click on the executable or shortcut and select Run as Administrator.

- b. Near the top, select the type of local database.
 - c. Under Change from password, turn on "Encrypted E1 Password."
 - d. In the To password field, enter a password that you will remember.
 - e. Click OK.
 - f. Perform the below steps.

i. Open a command prompt window with "Run as administrator."

ii. Enter this command:

```
set ORACLE_HOME=c:\Oracle\E1Local
```

iii. Enter this command:

```
sqlplus sys as sysdba
```

iv. When prompted, enter the password that you specified in ReconfigureMSDE.exe.

v. Enter this command:

```
select unique tablespace_name from all_tables;
```

vi. Note the EnterpriseOne tablespace names.

vii. Repeat this command for each E1 tablespace:

```
drop tablespace <tablespace_name> including contents and datafiles;
```

viii. Enter this command:

```
shutdown;
```

ix. Enter this command:

```
startup;
```

x. Exit the command prompt window.

2. Delete the following registry keys, where <JDE_Client_Oracle_Home_Name> is the name of the Oracle Home for the Standalone Client that you specified during installation.

```
\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ORACLE\KEY_<JDE_Client_Oracle_Home_Name>
```

3. Delete the following registry keys:

```
\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\JDEdwards\BPMBroker
```

```
\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\JDEdwards\HTMLWebServer
```

```
\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\JDEdwards\OneWorld
```

4. Delete the installation directory for the Standalone Client (for example, c:\E910).

If you cannot delete the installation directory because a file in that directory is locked, follow these steps:

- a. Determine which file is locked and which process has the lock on the file. A freeware program called Process Explorer can be helpful in determining this information. You can obtain a free copy of Process Explorer from this web site:

<http://technet.microsoft.com/en-us/sysinternals>

- b. Either kill the locking process with Process Explorer or Microsoft Windows Task Manager or, if the process was started as a Microsoft Windows service, change the Startup Type to Manual and reboot the computer.

- c. Try again to delete the E1Local subdirectory.

5. Remove the 32-bit Oracle inventory entries.

- a. With a text editor (such as Notepad), edit this file:

```
c:\Program Files (x86)\Oracle\inventory\ContentsXML\inventory.xml
```


-
- b. Delete any lines that start with:

```
<HOME NAME="JDE_Client_Home_Name"
```


where JDE_Client_Home_Name is the name that you gave the installation directory when you installed the Standalone Client.
 - c. Save the file.
6. Remove the entry from the Windows PATH.
- a. From Windows' Start button, go to Control Panel / System.
 - b. Click **Advanced** system settings on the left.
 - c. Click **Environment Variables...** near the bottom.
 - d. In the System variables box near the bottom, highlight Path and click the **Edit...** button.
 - e. In the Variable value field, delete <JDE_Client_Home>\system\bin32 where <JDE_Client_Home> is the path that you specified when you installed the Standalone Client. Be sure to remove the semicolon as well.
 - f. In the Variable value field, delete <JDE_Client_Home>\DEMO\bin32 where DEMO is the name of the installed pathcode. Be sure to remove the semicolon as well.
 - g. Click OK.
7. Remove the JDE_B9_ICU_DATA Windows environment variable.
- a. Navigate to Control Panel > System.
 - b. Click Advanced system settings on the left.
 - c. Click **Environment Variables...** near the bottom.
 - d. In the System variables box near the bottom, highlight JDE_B9_ICU_DATA and click Delete.
 - e. Click OK.

Manual Cleanup of a Deinstalled Oracle Database

If the deinstallation of the OEE database fails for some reason, you need to perform the manual steps in this procedure to completely remove the old installation before reinstalling the database.

1. Deinstall the Standalone Client.

Be sure the Standalone Client is deinstalled before attempting to deinstall the database. This should ensure that no EnterpriseOne tablespaces are imported (attached) to the EnterpriseOne database.

2. Delete the following registry keys:

`\HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\KEY_E1Local`

`\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ORACLE\KEY_E1Local`

`\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\`(see **Keys** below)

Keys. Delete any keys with names that start with "Oracle" and contain "E1Local".

3. Delete this directory:

`c:\Oracle\E1Local`

If you cannot delete the E1Local subdirectory because a file in that directory is locked, follow these steps:

- a. Determine which file is locked and which process has the lock on the file. A freeware program called Process Explorer can be helpful in determining this information. You can obtain a free copy of Process Explorer from this web site:

<http://technet.microsoft.com/en-us/sysinternals>

- b. Either kill the locking process with Process Explorer or Microsoft Windows Task Manager or, if the process was started as a Microsoft Windows service, change the Startup Type to Manual and reboot the computer again.

- c. Try again to delete the E1Local subdirectory.

4. Remove the 64-bit Oracle inventory entries.

- a. With a text editor (such as Notepad), edit this file:

`c:\Program Files\Oracle\inventory\ContentsXML\inventory.xml`

- b. Delete any lines that start with:

`<HOME NAME="E1Local"`

- c. Save the file.

-
5. Remove the entry from the Windows PATH.
 - a. Navigate to Control Panel > System.
 - b. Click **Advanced** system settings on the left.
 - c. Click **Environment Variables...** near the bottom.
 - d. In the System variables box near the bottom, highlight Path and click the **Edit...** button.
 - e. In the Variable value field, delete this value:
c:\Oracle\E1Local\bin
Be sure to remove the semicolon as well.
 - f. Click OK.
 6. Remove the ORACLE_HOME Windows environment variable.
 - a. Navigate to Control Panel > System.
 - b. Click **Advanced** system settings on the left.
 - c. Click **Environment Variables...** near the bottom.
 - d. In the System variables box near the bottom, highlight **ORACLE_HOME** and click Delete.
 - e. Click OK.

Glossary

This glossary provides descriptions of terms and acronyms used in this document.

Database driver

A set of code used to connect to a database.

Oracle Software Delivery Cloud

An Oracle site from which applications can be downloaded.

H4A (HTML for Applications)

The Standalone Web Client.

Install Manager

The JD Edwards EnterpriseOne program that starts the Standalone Client installer. The actual program name is Installmanager.exe.

Java Development Kit (JDK)

A set of tools and Java code used to develop Java applications.

Java Runtime Environment (JRE)

A set of tools used when running Java applications.

JDBC driver

A database driver that is used by Java programs to connect to a database.

Local database

A database that resides on the workstation on which the Standalone Client is installed.

Minimum Technical Requirements (MTRs)

The minimum software and hardware requirements needed to install and run the Standalone Client.

Oracle Enterprise Edition (OEE)

A version of the Oracle database product. The particular version of OEE that is used and installed by the Standalone Client is a stripped down version intended only for JD Edwards EnterpriseOne client and deployment server installations.

Oracle Universal Installer (OUI)

A program that is used to install Oracle products. This version of the Standalone Client is installed using OUI. OEE is also installed by OUI.

Root folder

The base-level folder of a computer drive whether that drive is a hard drive or a DVD. It is designated by the drive letter, a colon, and a backslash or, if the drive letter can be assumed, simply by a single backslash.

Snapshot

A JD Edwards EnterpriseOne tool used to save and restore installations of JD Edwards EnterpriseOne products such as standalone clients, development clients, and deployment servers.

Software Protection Codes (SPCs)

Encrypted alphanumeric strings used to designate the number and expiration date of licenses used to run previous versions of JD Edwards EnterpriseOne, including standalone clients, development clients, and deployment servers. The 9.1 release of the Standalone Client does not require SPCs.

Spec database

A database that contains information ("specifications" or descriptions) about JD Edwards EnterpriseOne objects such as database tables, applications, and components of applications (forms, event rules, etc.).

SQL Server 2005 Express Edition (SSE or SSEE)

The version of the Microsoft SQL Server database product intended to run on individual client Microsoft Windows workstations.

Standalone Client

A JD Edwards EnterpriseOne Applications Release 9.1/Tools Release 9.1 client that does not require any of these associated EnterpriseOne servers:

- Deployment Server
- Enterprise Server (also known as host or logic server)
- HTML Web Server
- Database Server

Standalone Web Client

The web browser based component of the JD Edwards EnterpriseOne Standalone Client.

Tools component

The JD Edwards EnterpriseOne component of the Standalone Client that provides mid-level functionality to the EnterpriseOne applications. Also known as JD Edwards EnterpriseOne Tools Release or "system" code or "foundation" code.