Upgrade Utility Guide

Oracle Financial Services:

Anti-Money Laundering |Fraud| Trading Compliance |Broker Compliance |Energy and Commodity Trading Compliance|Enterprise Case Management| Know Your Customer |FATCA Management

Release 6.1.1
September 2013

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About this Guide

This guide provides comprehensive instructions for upgrading the Oracle Financial Services Enterprise Case Management (OFSECM) product to Oracle Financial Services Financial Crime and Compliance Management (OFSFCCM) which includes Oracle Financial Services Enterprise Case Management (OFSECM) and Oracle Financial Services Know Your Customer (herein referred to as OFSKYC). This chapter focuses on the following topics:

- Who Should Use this Guide

- Scope of this Guide

- Where to Find More Information

- Conventions Used in This Guide

Who Should Use this Guide

The *Upgrade Guide* is designed for use by the Application Installers and Administrators. Their roles and responsibilities include the following:

- **Application Installer:** This user installs and configures the Oracle Financial Services Alert and Enterprise Case Management and the client-specific solution sets at a deployment site.

- **System Administrator:** This user configures, maintains, and adjusts the utility and is usually an employee of a specific Oracle Financial Services client. The System Administrator maintains user accounts and roles, archives data, and loads data feeds.

Scope of this Guide

This guide provides instructions for upgrading and configuring the Oracle Financial Services Alert and Enterprise Case Management system, subsystem components, and the related third-party software needed to operate the system.

How this Guide is Organized

The *Upgrade Guide* includes the following chapters:

- Chapter 1, *Introduction* describes the Upgrade Utility and details the activities that occur prior to installing OFSFCCM.

- Chapter 2, *Upgrade Activities* provides step-by-step instructions for upgrading OFSECM

Where to Find More Information

The OFSFCCM installation is done in three stages. The names of three installation guides are listed below:

- *Installation Guide - Stage 1*: This installation guide provides instructions for installing Oracle Financial Services Scenarios and Data Ingestion & Detection Algorithms to support Behavior Detection.

- *Oracle Financial Services Analytical Applications Infrastructure Installation and Configuration Release 7.3*: This installation and configuration guide provides instructions for installing and configuring OFSAAI.

- *Installation Guide -Stage 3*: This installation guide provides instructions for installing and configuring OFSFCCM .

For more information about Oracle Financial Services FCCM, refer to the following documents:

- *Installation Guide - Stage 1*

- *Administration Guide*

- *Oracle Financial Services Analytical Applications Infrastructure Installation and Configuration Guide, Release 7.3*

- *Oracle Financial Services Analytical Applications Infrastructure User Manual, Release 7.3*

To find more information about Oracle Financial Services application and our complete product line, visit our web site at www.oracle.com/financialservices.

Conventions Used in This Guide

Table 1 lists the conventions used in this guide.

Table 1. Conventions Used in this Guide

Convention	Meaning
Italics	● Names of books, chapters, and sections as references ● Emphasis
Bold	● Object of an action (menu names, field names, options, button names) in a step-by-step procedure ● Commands typed at a prompt ● User input
Monospace	● Directories and subdirectories ● File names and extensions ● Process names ● Code sample, including keywords and variables within text and as separate paragraphs, and user-defined program elements within text
<Variable>	● Substitute input value

CHAPTER 1 | *Introduction*

This chapter provides an overview of the OFSFCCM Upgrade Utility and information about system hardware and software requirements, and the pre-installation and installation activities. This chapter includes the following topics

- About the Upgrade Utility
- Pre-requisites
- Environment Details
- Upgrade Checklist

About the Upgrade Utility

The Upgrade Utility upgrades existing OFSECM 6.1 to OFSECM 6.1.1 with respect to preserve data related to the investigations being performed on alerts or cases For example, actions performed, narrative added, documents attached, and so on. It describes the pre-requisites and process of migrating the data from one version to the other without losing existing data. The primary objectives of this utility are as follows:

- Removing redundant OFSECM 6.1 data.
- Upgrading OFSBDP
- Upgrading OFSECM

Note: The Upgrade Process has been divided into two separate parts. The information of these two parts has been divided into the following guides:

- OFSFCCM Upgrade Utility 6.1.1
- OFSFCCM Upgrade Utility 6.2

You must follow the steps provided in the *Upgrade Guide,* Release 6.1.1 and then follow the steps provided in *Upgrade Guide,* Release 6.2 sequentially to upgrade to OFSFCCM 6.2. If you are currently on OFSECM 6.1.1, you should start the Upgrade process by following the steps provided in *Upgrade Guide,* Release 6.2.

Environment Details

The OFSFCCM solution is installed using the hardware and software environments described in the following table:

Table 2. Environment Details

Back-End Environment	Hardware	Software
OEL 5.5 or RHEL 5.3 /5.5 or Sun Solaris 10 -64 Bit or AIX 6.1	64-bit x 86 architecture	Oracle 11g R2 (11.2.0.2.0) - 64 bit
		Java 1.6.0_[latest update] - 64 bit
		Websphere 7.0.0.[latest update]-64 bit or Weblogic 10.3.[latest update] - 64 bit
		OFSBDP 6.1.1
		OFSAAI 7.3 with all release patches
		OBIEE 11.1.1.6.7
Front-End Client Access		**Software**
Windows XP Service Pack 3 / Windows 7		Java Plug-in 1.6.0_[latest update]
		Microsoft Internet Explorer 8.0 / 9.0
		Microsoft Office 2007
		Adobe Reader 8.0 or later

Pre-requisites

Before upgrading to OFSECM 6.1.1, take a backup of the existing database. If you decide to rollback to the existing release part way through or after upgrading, you must restore the system using this database backup.

Upgrade Checklist

Table 3 lists the Installation Checklist to be completed for installing the OFSFCCM solution. Follow the checklist in the sequence mentioned below and perform the listed activities.

Table 3. Installation Checklist

Step No.	Task	Done
General		
1	Ensure that the required hardware and software are installed and configured. For more information on environment details refer to *Environment Details,* on page 2.	
OFSBDF 6.1		
2	Ensure that the OFSBDF 6.1 is installed and configured. Obtain the unix userid and password used for OFSBDF 6.1 installation Note: Make sure that `$FIC_HOME` is not the same as `<OFSBDF_Installed Directory>`.For more information, refer to the I*nstallation Guide - Stage 1*.	

Table 3. Installation Checklist

Step No.	Task	Done
3	Note down the following OFSBDF schemas with a valid User ID and Password and Role Names: • Business schema (business_schema_owner) • Market schema market_schema_owner) • Alert Management Schema (mantas_schema_owner) • Web Schema (web_user) • KDD Schema (kdd_schema_owner) • KDD MNR Schema (tools_user) • DB UTIL Schema (db_util_user) • Algorithm Schema(server_user) • Ingest Schema Ingest schema Owner) • Case Management Schema (case_schema_owner) **Note:** Refer to the `<OFSBDF Installed Directory>/database/db_tools/mantas_cfg/db_variables.cfg` file for schema names written against the variables provided in brackets of the respective schemas: • Algorithm Role (kdd_algorithm_role) • Analyst Role (kdd_analyst_role) • Data Loader Role (data_loader_role)	
4	Take a back up of the existing system. For more details, refer to the *Installation Guide- Stage 1*. **Note:** The backup must be kept until the successful installation of the solution.	
OFSAAI 7.3		
5	Ensure that OFSAAI 7.3 is installed and configured. For more details, refer to the *Oracle Financial Services Analytical Applications Infrastructure Installation and Configuration Release 7.3*. **Note:** Make sure that `$FIC_HOME` is not the same as `<OFSBDF_Installed Directory>`. Contact Oracle Support for installing any additional patches on top of OFSAAI, if required.	
6	Ensure that the ftpshare path of the OFSAAI Application Layer (APP), Data Base Layer (DB), and Web Application Layer (WEB) layers are configured and have recursive read/write/execute permission for the user installing OFSFCCM. For more details, refer to the *Oracle Financial Services Analytical Applications Infrastructure Installation and Configuration Release 7.3*. **Note:** If you have multiple installation of FCCM products then keep different ftpshare path for each installation.	
7	Ensure to configure OFSAAI WEB / APP / DB server as part of OFSAAI Installation.For more information, refer to *Oracle Financial Services Analytical Applications Infrastructure Installation and Configuration Release 7.3*.	
8	Ensure that the OFSAAI application server is up and running before installing the OFSFCCM Application Layer.	
9	Note the OFSAAI configuration schema User ID and Password.For more details, refer to the *Oracle Financial Services Analytical Applications Infrastructure Installation and Configuration Release 7.3*.	
10	Back up the following: • OFSAAI Configuration Schema ("Config" schema) • OFSAAI Installed directory ($FIC_HOME) For more details, refer to the *Oracle Financial Services Analytical Applications Infrastructure Installation and Configuration Release 7.3*. **Note**: The backup must be kept until the successful installation of the solution.	

Table 3. Installation Checklist

Step No.	Task	Done
OFSFCCM Pre Installation		
11	Prior to installation, ensure that sufficient free temp space (minimum 1 GB free) is available in /tmp directory of unix server hosting OFSAAI.	
12	Ensure that the Oracle database instance is up and running.	
13	Ensure that the database instance parameter processes is set to a minimum value of 1000. For more information, refer to the Installation Guide - Stage 1.	
OFSFCCM Installation		
14	OFS FCCM 6.1 Should be installed with all the patches released	
15	Ensure that the Setup.bin, Setup.sh, validateXMLinputs.jar,log4j.xml, GRCInstall_Config.xml, and Data_Model folders containing DataModel files are copied to the machine that hosts OFSAAI and have 740 permissions. All other files must be copied in binary mode. Setup.sh and GRC_InstallConfig.xml must be copied in text mode.	
16	Create a copy of GRC_InstallConfig.xml as GRC_InstallConfig.xml.bak in the same directory and add values in GRC_InstallConfig.xml as system specific details.	
17	Populate GRC_InstallConfig.xml. For more information, refer to section *Populating the GRC_InstallConfig.xml File,* on page 6.	
18	Install OFSFCCM solution. For more information, refer to section *Upgrade OFSECM solution in Silent Mode,* on page 18.	
19	Verify Installation logs for any error. For more information, refer section *Verification of Upgrade Logs,* on page 19.	
OFSFCCM Post Installation		
20	Perform post-installation steps. .	
21	Create users to access OFSFCCM solution and other administrative activities. For more information, refer to *Administration Guide.*	
22	Ensure to access OFSFCCM URL with server's Fully Qualified Domain Name (FQDN) while opening OFSFCCM UI.	

Populating Uninstall.properties

This section explains the steps to populate the ECM61_CLEANUP\Uninstall_AMCM\Uninstall.properties file. Open the Uninstall.properties from the path given above and enter the required input parameters as per the instructions.

Uninstall.properties contains placeholders, in the format `##<PLACEHOLDER Name>##`, wherever user input is required. Replace these placeholders with the corresponding values as shown below against each of these placeholders.

Table 4. Uninstall.properties Placeholders

Placeholder	Description
##INFODOM_1##	This variable is used to specify the Alert Management Information Domain (Infodom) name Sample: `<Variable name="INFODOM_NAME">AMINFO</Variable>`
##SEGMENT_1##	This variable is used to specify the Alert Management Segment Code. Sample: `<Variable name="SEGMENT_CODE">AMSEG</Variable>`
##INFODOM_2##	This variable is used to specify the Case Management Information Domain (Infodom) name. Sample: `<Variable name="INFODOM_NAME">CMINFO</Variable>`
##SEGMENT_2##	This variable is used to specify the Case Management Segment Code. Sample: `<Variable name="SEGMENT_CODE">AMSEG</Variable>`
##FICMASTER_DRIVER##	Replace this placeholder with the OFSAAI Configuration Schema Database Driver for connection purposes. Sample: `<Variable name="FICMASTER_DRIVER">oracle.jdbc.driver.OracleDriver</Variable>` **Note:** Refer to the value of the DEFAULT_DRIVER parameter in the DynamicServices.xml file under $FIC_APP_HOME/conf for value of this parameter.
##FICMASTER_URL##	Replace this placeholder with the OFSAAI Configuration Schema Database URL for connection purposes. Sample: `<Variable name="DATABASE_URL">jdbc:oracle:thin:@DBSERVER.ORACLE.COM:1521:ORCL</Variable>` **Note:** Refer to value of the DEFAULT_CONNECTION_URL parameter in the DynamicServices.xml file under $FIC_APP_HOME/conf for value of this parameter
##FICMASTER_USER##	Replace this placeholder with the value of the OFSAAI Configuration Schema user. Sample: `<Variable name="FICMASTER_USER">REVELEUS</Variable>`

##FTPSHARE##	This variable is used to identify the common share area path
	Replace this placeholder with the same path as configured during OFSAAI Installation
	Sample:
	`<VariableGroup name="LOCAL_FTPSHARE_PATH">`
	`<Variable name="FTPSHARE_PATH">/home/ftpshare</Variable>`
	`</VariableGroup>`

Populating the GRC_InstallConfig.xml File

This section explains the steps to populate the GRC_InstallConfig.xml file. Open the GRC_InstallConfig.xml under the Upgrade Utility kit directory and enter the required input parameters as per the instructions.

This file contains the following sections:

- Layer - GENERAL

- Layer - APPLICATION

- Layer - DATABASE

- Layer - WEB

The GRC_InstallConfig.xml contains placeholders, in the format `##<PLACEHOLDER Name>##`, wherever user input is required. Replace these placeholders with the corresponding values as mentioned against each one of these placeholders.

Note:

1. In single-tier installation, all layers sections are mandatory.

2. In multi-tier installation, while performing individual tier installation, GENERAL layer section information is mandatory for all layers.

Layer - GENERAL

The Layer GENERAL (`<Layer name="GENERAL">`) contains the following placeholders to provide parameter values specific to the users' system.

Table 5. Placeholders in Layer - GENERAL

Placeholder	Description	Example
##CUST_ID##	This variable is used to store the Customer ID. Replace this placeholder with Customer Code used during OFSAAI Installation.	`<VariableGroup name="OFSAA_INFRASTRUCTU RE_CUSTOMER_CODE"> <Variable name="CUSTID">OFSAAICUST ID</Variable> </VariableGroup>`
##INFODOM_1##	This variable is used to specify the Alert Management Information Domain (Infodom) name. Replace this placeholder with the Alert Management Infodom name in either of the following cases: ● If already created from OFSAAI front end Or: ● To be created by the Installer Consider the following while creating a new infodom: ● Information Domain name specified must be at least 6 characters long ● Information Domain name must not contain any special characters or extra spaces ● Information Domain name must be less than or equal to 20 characters	`<Variable name="INFODOM_NAME">AMIN FO</Variable>`
##SEGMENT_1##	This variable is used to specify the Alert Management Segment Code. Replace this placeholder with Alert Management Segment Code in either of the following cases: ● If already created from OFSAAI front end Or ● To be created by the Installer Consider the following while giving a new Segment Code: ● The segment code must be unique ● There must be no special characters and extra spaces in the code entered ● The maximum length of Segment Code must be less than or equal to of 10 characters	`<Variable name="SEGMENT_CODE">AMSE G</Variable>`

Table 5. Placeholders in Layer - GENERAL

Placeholder	Description	Example
##INFODOM_2##	This variable is used to specify the Case Management Information Domain (Infodom) name. Replace this placeholder with the Case Management Infodom name in either of the following cases: ● If already created from OFSAAI front end Or: ● To be created by the Installer Consider the following while creating a new infodom: ● Information Domain name specified must be at least 6 characters long ● Information Domain name must not contain any special characters or extra spaces ● Information Domain name must be less than or equal to 20 characters	`<Variable name="INFODOM_NAME">CMIN FO</Variable>`
##SEGMENT_2##	This variable is used to specify the Case Management Segment Code. Replace this placeholder with Case Management Segment Code in either of the following cases: ● If already created from OFSAAI front end Or ● To be created by the Installer Consider the following while giving a new Segment Code: ● The segment code must be unique ● There must be no special characters and extra spaces in the code entered ● The maximum length of Segment Code must be less than or equal to of 10 characters	`<Variable name="SEGMENT_CODE">CMSE G</Variable>`
##FTPSHARE_PATH##	This variable is used to identify the common share area path. Replace this placeholder with the same path as configured during OFSAAI Installation.	`<VariableGroup name="LOCAL_FTPSHARE_PAT H"> <Variable name="FTPSHARE_PATH">/ho me/ftpshare</Variable> </VariableGroup>` **Note**: If having multiple installation of FCCM products on same server, then keep different ftpshare path for this installation.

Table 5. Placeholders in Layer - GENERAL

Placeholder	Description	Example
##FICMASTER_DRIVER##	Replace this placeholder with the OFSAAI Configuration Schema Database Driver for the connection purpose. **Note:** Refer to value of DEFAULT_DRIVER parameter in the file- DynamicServices.xml under `$FIC_APP_HOME/conf` for value of this parameter	`<Variable name="FICMASTER_DRIVER"> oracle.jdbc.driver.Oracl eDriver</Variable>`
##FICMASTER_USER##	Replace this placeholder with the value of OFSAAI Configuration Schema user.	`<Variable name="FICMASTER_USER">RE VELEUS</Variable>`

Layer - APPLICATION

The Layer APPLICATION (<Layer name="APPLICATION">) consist of the following placeholders, which must be replaced for installation of Application Layer as one of its component..

Table 6. Placeholders in Layer - APPLICATION

Placeholder	Description	Example
##APP_LAYER##	This variable is used to identify FCCM Application Layer component to be installed on this machine, as per the OFSAAI Installation option (or Multi-tier) followed while installing OFSAAI platform. Allowable values for this placeholder are 0 and 1. Replace this placeholder with 1 - if Application Layer component is to be installed 0 - if Application Layer component is not to be installed ● If OFSAAI was installed as single tier mode, replace the place holder with 1 ● If OFSAAI was installed as multi -tier mode, this value needs to be set according to OFSAAI application layer installed on this machine ● Replace the placeholder with 1 for the machine hosting OFSAAI application layer ● Replace the placeholder with 0 for the machine not hosting OFSAAI application layer **Note:** For installing FCCM, the application layer must be installed first, followed by Database and Web layer installation.	`<Layer name="APPLICATION" flag="1">`
##ALERT_MANAGEMENT_USER##	This variable is used to identify the first Atomic Schema. For FCCM, the first Atomic schema is Alert Management Schema. Replace the placeholder with Alert Management Schema Name. Refer to the Installation Checklist Step 4 for the schema name	`<VariableGroup name="ALERT_MANAGEMENT_DB_ DETAILS"> <Variable name="ATOMIC_SCHEMA_USER_N AME">AM</Variable> </VariableGroup>`

Table 6. Placeholders in Layer - APPLICATION

Placeholder	Description	Example
##CASE_MANAGEMENT_USER##	This variable is used to identify the second Atomic Schema. For FCCM, the second Atomic schema is Case Management Schema. Replace the placeholder with Case Management Schema Name. Refer to the Installation Checklist, Step 4 for the schema name	`<VariableGroup name="CASE_MANAGEMENT_DB_DETAILS">` `<Variable name="ATOMIC_SCHEMA_USER_NAME">CM</Variable>` `</VariableGroup>`
##APP_LOG_PATH##	This variable is used to identify Application Layer log path to store logs for all front-end and back-end components that will be created by OFSAAI. For example, Information Domain. Replace this placeholder with an absolute path.	`<Variable name="APP_LAYER_LOG_PATH">/home/ftpshare/APP_logs</Variable>`
##DB_LOG_PATH##	This variable is used to identify the Database Layer log path to store logs for all front-end and back-end components that will be created by OFSAAI.	`<Variable name="DB_LAYER_LOG_PATH">/home/ftpshare/DB_logs</Variable>`
##INFODOM_DESC_1##	This variable is used to identify the Alert Management Information Domain description. This value is required only if ##INFODOM_FLAG_1## and ##PRE_INSTALL## has been replaced by 1. Replace this placeholder with a description for Alert Management Information Domain by following these conventions: ● Ensure that the description field is not empty ● Ensure that the description field should not exceed 50 characters	`<Variable name="INFODOM_DESCRIPTION">Alert Management Infodom</Variable>`
##DB_NAME_1##	This variable is used to identify the Database Name for Alert Management Information Domain. This value is required only if ##INFODOM_FLAG_1## and ##PRE_INSTALL## has been replaced by 1. Replace this placeholder with a name for the Alert Management Database by following these conventions: ● There are no special characters and extra spaces in the name ● The length of database Name must not exceed 20 characters	`<Variable name="DATABASE_NAME">AMDB</Variable>`

Table 6. Placeholders in Layer - APPLICATION

Placeholder	Description	Example
##INFODOM_DESC_2##	This variable is used to identify the Case Management Information Domain description. This value is required only if ##INFODOM_FLAG_2## and ##PRE_INSTALL## has been replaced by 1. Replace this placeholder with a description for Case Management Information Domain by following these conventions: ● Ensure the description field is not empty ● Ensure the description field should not exceed 100 characters	`<Variable name="INFODOM_DESCRIPTION" >Case Management Infodom</Variable>`
DATABASE_NAME_2	This variable is used to identify the Database Name for Case Management Information Domain. This value is required only if ##INFODOM_FLAG_2## and ##PRE_INSTALL## has been replaced by 1. Replace this placeholder with a name for the Case Management Database by following these conventions: ● There are no special characters and extra spaces in the name ● The length of database name must not exceed 20 characters	`<Variable name="DATABASE_NAME">CMDB< /Variable>`

Layer - DATABASE

The Layer DATABASE (<Layer name="DATABASE">) contains the following placeholders, which must be configured for installation of Database Layer as one of its component..

Table 7. Placeholders in Layer - DATABASE

Placeholder	Description	Example
##DB_LAYER##	This variable is used to Identify FCCM Database Layer component to be installed on this machine, as per the OFSAAI Installation option (or multi- tier) followed while installing the OFSAAI platform. Allowable values for this placeholder are 0 and 1. Replace this placeholder with ● 1 - if DATABASE Layer component is to be installed. ● 0 - if DATABASE Layer component is not to be installed Replace the place holder with 1 in case OFSAAI was installed as single - tier mode If OFSAAI was installed as multi -tier mode, this value needs to be set according to the OFSAAI DATABASE layer installed on this machine: ● Replace the placeholder with 1 for the ● machine hosting OFSAAI DATABASE layer ● Replace the placeholder with 0 for the machine NOT hosting OFSAAI DATABASE layer	`<Layer name="DATABASE" flag="1">`
##DB_URL##	Replace this placeholder with OFSAAI Configuration Schema Database URL for the connection purpose.	`<Variable name="DATABASE_URL">jdbc:oracle:thin:@DBSERVER.ORACLE.COM:1521:ORCL</Variable>` **Note:** Refer to the value of DEFAULT_CONNECTION_URL parameter in the file-DynamicServices.xml under `$FIC_APP_HOME/conf` for value of this parameter.
##DB_DRIVER##	Replace this placeholder with the OFSAAI Configuration Schema Database Driver for the connection purpose.	`<Variable name="FICMASTER_DRIVER">oracle.jdbc.driver.OracleDriver</Variable>` Note: Refer to the value of DEFAULT_DRIVER parameter in the file- DynamicServices.xml under `$FIC_APP_HOME/conf` for value of this parameter.
##CONFIGURATION _USER##	Replace this placeholder with the value of OFSAAI Configuration Schema user.	`<Variable name="FICMASTER_USER">REVELEUS</Variable>` Refer to the Installation Checklist,Step 10 for the schema name.

Table 7. Placeholders in Layer - DATABASE

Placeholder	Description	Example
##BUSINESS_USER ##	This variable is used to identify the Business Schema name. Replace the placeholder with BUSINESS Schema Name.	`<Variable name="BUSINESS_SCHEMA_USER ">BUSINESS</Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##KDD_WEB_USER##	This variable is used to identify the WEB Schema name. Replace the placeholder with WEB Schema Name.	`<Variable name="KDD_WEB_SCHEMA_USER" >KDD_WEB</Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##KDD_USER##	This variable is used to identify the KDD Schema name. Replace the placeholder with KDD Schema Name.	`<Variable name="KDD_SCHEMA_USER">KDD </Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##KDD_MNR_USER##	This variable is used to identify the KDD MNR Schema name. Replace the placeholder with MNR Schema Name.	`<Variable name="KDD_MNR_SCHEMA_USER" >KDD_MNR</Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##DB_UTIL_USER##	This variable is used to identify the DB UTIL Schema name. Replace the placeholder with DB UTIL Schema Name.	`<Variable name="DB_UTIL_USER">DB_UTI L_USER</Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##KDD_ALG_USER##	This variable is used to identify the Algorithm Schema name. Replace the placeholder with Algorithm Schema Name.	`<Variable name="KDD_ALG_SCHEMA_USER" >KDD_ALG</Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##KDD_ALG_ROLE##	This variable is used to identify the Algorithm Role name. Replace the placeholder with Algorithm Role Name.	`<Variable name="KDD_ALGORITHM">KDD_A LGORITHM</Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##ADMIN_TOOLS_C ONTEXT##	Replace this placeholder with a string to be used as context name for Admin Tools, for deployment purpose.	`<Variable name="ADMIN_CONTEXT_NAME"> admin_tools</Variable>`

Layer - WEB

The Layer WEB (<Layer name="WEB">) contains the following placeholders which must be configured for installation of WEB layer as one of its component:..

Table 8. Placeholders in Layer - WEB

Placeholder	Description	Example
##WEB_LAYER##	This variable is used to identify OFSFCCM Web Layer component to be installed on this machine, as per the OFSAAI installation option (or multi- tier) followed while installing OFSAAI platform. Allowable values for this placeholder are 0 and 1. Replace this placeholder with 1 - if WEB Layer component is to be installed 0 - if WEB Layer component is not to be installed ● If OFSAAI was installed as single - tier mode, replace the place holder with 1. ● If OFSAAI was installed as multi-tier mode, this value needs to be set according to the OFSAAI Web layer installed on this machine: ■ Replace the placeholder with 1 for the machine hosting OFSAAI Web layer ■ Replace the placeholder with 0 for the machine not hosting OFSAAI Web layer **Note:** For installing OFSFCCM, APP layer installation happens first and then followed by Database and Web layer.	`<Layer name="WEB" flag="1">`
##CONFIGURATION _USER##	Replace this placeholder with the value of OFSAAI Configuration Schema user.	`<Variable name="FICMASTER_USER">R EVELEUS</Variable>` **Note:** Refer to the Installation Checklist, Step 10 for the schema name.
##BUSINESS_USER ##	This variable is used to identify the Business Schema name. Replace the placeholder with BUSINESS Schema Name.	`<Variable name="BUSINESS_SCHEMA_U SER">BUSINESS</Variable >` **Note:**Refer to the Installation Checklist, Step 4 for the schema name.
##MARKET_USER##	This variable is used to identify the Market Schema name. Replace the placeholder with Market Schema Name.	`<Variable name="MARKET_SCHEMA_USE R">MARKET</Variable>` **Note:**Refer to the Installation Checklist, Step 4 for the schema name.
##ALERT_MANAGEM ENT_USER##	This variable is used to identify the Alert Management Schema name. Replace the placeholder with the Alert Management Schema name.	`<Variable name="ALERT_MANAGEMENT_ SCHEMA_USER">AM</Variab le>` **Note:**Refer to the Installation Checklist, Step 4 for the schema name.

Table 8. Placeholders in Layer - WEB

Placeholder	Description	Example
##KDD_WEB_USER##	This variable is used to identify the WEB Schema name. Replace the placeholder with WEB Schema Name.	`<Variable name="KDD_WEB_SCHEMA_USER" >KDD_WEB</Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##KDD_USER##	This variable is used to identify the KDD Schema name. Replace the placeholder with KDD Schema Name.	`<Variable name="KDD_SCHEMA_USER">KDD </Variable>` Refer to the Installation Checklist, Step 4 for the schema name.
##KDD_MNR_USER##	This variable is used to identify the KDD MNR Schema name. Replace the placeholder with MNR Schema Name.	`<Variable name="KDD_MNR_SCHEMA_USER" >KDD_MNR</Variable>` Refer to the Installation Checklist, Step 4 for the schema name.

CHAPTER 2 *Upgrade Activities*

This chapter covers the following topics:

- Removing Redundant OFSECM6.1 Data

- Upgrade OFSBDF

- Upgrade OFSECM solution in Silent Mode

- Verification of Upgrade Logs

Removing Redundant OFSECM6.1 Data

For cleaning OFSECM in a particular OFSAAI Layer, follow these steps. If your implementation has multi-tier architecture, the OFSECM cleanup must be run on all servers hosting an OFSAAI Layer.

1. Before starting the OFSECM cleanup, execute .profile to set the environment variables using the following command:

   ```
   $ ksh
   ```

   ```
   $ ../.profile
   ```

2. Copy Migration Uninstall_AMCM from ECM61_CLEANUP to the FCCM 6.1 $<FIC_HOME> directory

3. Replace the following place holders in respective Files:

   ```
   ##CMINFODOM##-Case Management Infodom at path $<FIC_HOME>\Uninstall_AMCM\CM
   ```

   ```
   ##AMINFODOM##-Alert Management Infodom at path $<FIC_HOME>\Uninstall_AMCM\AM
   ```

4. Grant chmod 755 permission to Uninstall_App.sh.

5. Run Uninstall_App.sh.

Upgrade OFSBDF

This assumes that you are currently upgrading from a 5.x Mantas release then you have already upgraded yourself to OFSBDF 6.1 GA release. There is no need to apply any stage 1 Database patches released on top of 6.1 GA. The following steps will bring you up to 6.1.1 version (including all patches released on top of that).

Follow the steps mentioned in the *Installation Guide - Stage 1* to install BDF 6.2 into a <<OFSBDF Installed Directory>> directory that is separate from the existing Mantas / OFSBDF installation base directory. During this

process it is important to skip the steps listed in section *Installing the Data Model* under chapter 3 of the *Installation Guide - Stage 1*. Also make sure that you have updated the db_variables.cfg file under <<OFSBDF Installed Directory>>/database/db_tools/mantas_cfg folder. *Appendix D* of the *Installation Guide - Stage 1* describes the parameters in this file.

The upgrade scripts are executed using the DB Builder utility. There is only one command line for the mantas schema upgrade and one command for the business/market schema upgrade for each OFSBDF version.

To apply all the 6.1 patches released on top of 6.1 GA, run the following:

Change the directory to `$ECM_HOME/database/mantas_schema/delta/oracle/6.1` and execute the following command:

`../../../../db_tools/bin/run_dbbuilder_utility.sh mantas6.1_delta.cfg`

Change the directory to `$ECM_HOME/database/bus_mkt_schema/delta/oracle/6.1` and execute the following command:

`../../../../db_tools/bin/run_dbbuilder_utility.sh delta_plat6.1.cfg`

Then to come up to 6.1.1 version, run the following:

Change the directory to `$ECM_HOME/database/mantas_schema/delta/oracle/6.1.1` and execute the following command:

`../../../../db_tools/bin/run_dbbuilder_utility.sh mantas6.1.1_delta.cfg`

Change the directory to `$ECM_HOME/database/bus_mkt_schema/delta/oracle/6.1.1` and execute the following command:

`../../../../db_tools/bin/run_dbbuilder_utility.sh delta_plat6.1.1.cfg`

Note: If you have applied hotfix 6.1.0.1.5 in an ECM6.1 environment, comment out `PR_14810694.mantas.sql` in the `delta_plat6.1.1.cfg` folder.

Upgrade OFSECM solution in Silent Mode

OFS FCCM comprises the components that are installed in the OFSAAI DB, APP and WEB layers. If OFSAAI is installed in a Multi -Tier architecture, then OFS FCCM Upgrade must be invoked on each machine that hosts different tiers. This section describes the upgrade process in which the OFSAAI is upgraded using Single -Tier option.

For a Single-Tier Upgrade, the upgrade utility is required to be invoked only once on the machine that hosts all the OFSAAI Platform tiers.

Important: For a Multi-Tier Upgrade, the installation should be done in the following order (any two layer can be done collectively):

- Application Layer (first)
- Database Layer or Web Layer (in any order after Application layer)

To upgrade OFS FCCM in Silent Mode, follow these steps:

Important: Make sure to perform all steps in the *Upgrade Checklist,* on page 2.

1. Before starting the OFS FCCM upgrade, execute .profile to set the environment variables using below command:

```
    $ ksh

    $ ../.profile
```

2. Navigate to the OFS FCCM upgrade kit directory.

3. Execute the below command :

    ```
    $ ./Setup.sh SILENT
    ```

4. Enter the respective passwords asked by the installer during the upgrade process.

Note:

In case of single Tier upgrade, upgrade utility will NOT ask Config Schema Password.

Subsequently, the Upgrade process starts and after a successful upgrade, Installation Complete message appears on the screen.

Verification of Upgrade Logs

Once you complete installation, check all the installation logs for any errors.

- SolutionSetup_InstallLog.log, which is created in OFSFCCM installed directory ($FIC_HOME).
- SolutionsLOG.log , which is created in OFSFCCM installed directory ($FIC_HOME).
- *.log file , which will be created at the path from where installation is triggered.
- ECM6.1_UnInstall.log inside Uninstall_AMCM folder .

Note: IIf you observe fatal errors reported in either of the logs, notify the OFSECM support personnel. Do not proceed with the installation process until all the issues are addressed and ignore any warnings/non fatal errors/exceptions/ORA error.

Note: If you are upgrading from OFSECM 6.1 to OFSFCCM 6.2, proceed with the Upgrade Utility 6.2 Guide to complete the Upgrade activity from OFSECM 6.1 to OFSFCCM 6.2.