

Oracle® Demand Planning

Installation and Configuration Guide

Release 11*i*

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Oracle Demand Planning Installation and Configuration Guide, Release 11i

Part No. A97372-01

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U.S.A.

If you would like a reply, please give your name, address, telephone number, and (optionally) electronic mail address.

If you have problems with the software, please contact your local Oracle Support Services.

Preface

What this manual is about

The *Oracle Demand Planning Installation and Configuration Guide* provides the information that you need to install Oracle Demand Planning.

Intended audience

This manual is intended for individuals who will install Demand Planning.

Demand Planning documentation set

This manual is part of a set of documentation, which also includes the following documents:

- *Oracle Demand Planning User's Guide* — Describes the Demand Planning user environment and provides detailed information about how to perform user tasks.
- *Oracle Advanced Supply Chain and Oracle Global ATP Server Implementation Manual* — Provides information for system administrators who set up the Advanced Supply Chain Planning application.
- *Oracle Advanced Supply Chain Planning and Oracle Global ATP Server User's Guide* — Provides procedural information for users of the Oracle Advanced Supply Chain Planning application.

- Online Help — Provides detailed procedural information for Demand Planning users and administrators. You can access Help by choosing the **Help** button in one of the following locations:
 - On an application toolbar.
 - In a dialog box.
- Release Notes — Highlight information for this version of Demand Planning, including release history, new features, product-specific functions, and known problems.

Structure of this document

The *Oracle Demand Planning Installation and Configuration Guide* is structured as follows:

- Chapter 1 describes the hardware and software prerequisites for installing Demand Planning and lists the installation configuration options.
- Chapter 2 provides steps for installing Demand Planning.
- Appendix A provides information about the Workflow Test Loop program, which tests the Workflow configuration settings.
- Appendix B provides details about the files that are installed for Demand Planning, along with the directories where the files are stored.
- Appendix C provides troubleshooting information for the initial login process and for Oracle Workflow.
- Appendix D provides information about Demand Planning Express Server settings.
- Appendix E provides information on using Apache Web Server with Demand Planning.

Conventions

Text conventions

You will find the following text conventions in this document

Convention	Usage
Boldface text	Indicates menu items, command buttons, options, field names, and hyperlinks. Bold text is also used for notes and other secondary information in tables (for example, Result).
Fixed-width text	Indicates folder names, file names, operating system commands, and URLs. Also indicates examples and anything that you must type exactly as it appears. For example: If you are asked to type <code>show eversion</code> , you would type all the characters exactly as shown in the fixed-width font.
<i>Italic</i> text	Indicates variables, including variable text. Variable text is used when dialog boxes or their components are unlabeled or have labels that change dynamically based on their current context. The wording of variable text does not exactly match what you see on your screen. Italic type is also used for emphasis, for new terms, and for titles of documents.
UPPERCASE text	Indicates Express commands and objects and acronyms.

Mouse usage

Always use the left mouse button unless you are specifically instructed to use the right mouse button.

The term “left mouse button” refers to the dominant button. If you have reconfigured your mouse to reverse the functions of the left and right buttons, then you will need to use the opposite button when you follow the procedures in this manual.

Formats for key combinations and sequences

Key combinations and key sequences appear in the following formats

Key combination format	Meaning
Key1+Key2,	Press and hold down the first key while you press the second key. For example: “Press Alt+Tab” means to press and hold down the Alt key while you press the Tab key.
Key1, Key2,	Press and release the keys one after the other. For example: “Press Alt, F, O” means to press and release the Alt key, press and release the F key, then press and release the O key.

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Before You Begin

Chapter summary

This chapter describes the requirements for installing Oracle® Demand Planning (hereinafter referred to as “Demand Planning”).

List of topics

This chapter includes the following topics:

- Prerequisite Hardware
- Prerequisite Software
- Demand Planning Installation Options
- Related Documentation

Prerequisite Hardware

Overview

Your system must meet specific hardware requirements in order for Demand Planning and Oracle Express Server (hereinafter referred to as “Express Server”), which underlies Demand Planning, to run properly.

Hardware requirements

For installation of Express Server and Demand Planning on Unix, the following minimum hardware requirements must be met:

- 512 MB of extended memory

- A machine with dual processors

For installation of Express Server and Demand Planning on Windows NT, the following minimum hardware requirements must be met:

- 128 MB of extended memory
- Pentium Pro with dual processors

Note: For hardware requirements related to the installation of Oracle Applications, which must be installed before Express Server and Demand Planning, refer to *Installing Oracle Applications, release 11i*.

Prerequisite Software

Overview

Your system must have a specific set of software installed in order for Demand Planning to run properly.

Software requirements

Server software

The following software must be installed and configured on the server before you install Demand Planning:

- Oracle Applications 11i
 - You must perform a full installation of the Oracle Applications 11i software, including the following products:
 - Oracle Applications Advanced Planning and Scheduling (APS) Planning Server
 - Oracle 8i
 - Oracle 8.0.5 or 8.0.6 Client Support Files
 - Oracle Workflow, which is used for controlling administrator functions for running alerts
- Oracle Express Server 6.3.4, including:

- The Structured N-Dimensional Application Programming Interface (hereinafter referred to as “SNAPI”)
- Oracle Express Web Agent 6.3.4
- The Net8*i* component, which is used to set up connections to the Oracle 8*i* instance for accessing the Demand Planning Server
- One of the following Web listeners:
 - Oracle (Web) Application Server 4.0.8.2
 - Oracle HTTP Server: Apache Server 1.3.12
 - Oracle 9*i* AS Portal (Oracle WebDB) 2.2
 - Oracle 9*i* AS Portal (Oracle WebDB) 3.0

Workstation software

One of the following Web browsers must be installed on the user workstation:

- Netscape Communicator 4.7.4 or higher
- Microsoft Internet Explorer 4.0.1 with JVM 5
- Microsoft Internet Explorer 5.0 with JVM 5

Demand Planning Installation Options

Installation configurations

You can install and configure your Demand Planning system using either of the following configuration options:

- You can install all software and components on a single server.
- You can distribute the Demand Planning functionality across multiple servers.

Important: If you choose to split the Demand Planning installation over multiple servers, you must ensure that the following pairs of software or components are installed on the same server:

- The Demand Planning Web listener files component and the Demand Planning Web listener.

- The Oracle OLAP Single Sign-On component and the Demand Planning Web listener.
- The Express PL/SQL SNAPI (EPS) component and the Oracle Applications 11*i* software
- The Demand Planning Express Files component and Express Server

Example of multiple server installation

You might split the Demand Planning installation between two servers, as follows:

First server

In this example the following software would be installed on the first server:

- Oracle Applications 11*i*
- Oracle 8*i* database
- Express PL/SQL SNAPI (EPS) component
- Web listener (for Oracle Applications)

Second server

In this example the following software would be installed on the second server:

- Express Server
- Express Server files that specifically support Demand Planning
- Demand Planning Web listener files
- Oracle OLAP Single Sign-On
- Web listener (for Demand Planning)
- Oracle 8.0.6 Client Support Files

Related Documentation

Overview

Before installing Demand Planning, you must install and configure Express Server. Detailed information about performing these installation and configuration tasks is provided by the documents listed in the following section.

Express Server installation documentation

The following documents provide installation information for Express Server:

- For installations on all platforms:
Oracle Express Server Release Notes for Windows 98, Windows NT, and Solaris
- For installations on the Windows NT platform:
Oracle Express Server Installation and Configuration Guide for Windows NT
- For installations on the Unix platform:
 - *Oracle Express Server Installation and Configuration Guide for Sun SPARC Solaris*
 - *Oracle Express Server Installation and Configuration Guide for HP 9000 Series HP-UX*
 - *Oracle Express Server Installation and Configuration Guide for Compaq Tru63 Unix*
 - *Oracle Express Server Installation and Configuration Guide for AIX-Based Systems*

Note: Instructions for viewing documentation available in the `readme.txt` file on the Oracle OLAP Express Server installation CD.

Installing Oracle Demand Planning Software

Chapter summary

This chapter describes how to install Demand Planning software.

List of topics

This chapter includes the following topics:

- Pre-Installation Tasks
- Installing Demand Planning
- Post-Installation Tasks
- Improving Performance on Internet Explorer with HTTP 1.0

Pre-Installation Tasks

1. You must have installed Oracle Applications 11*i*, including Oracle Workflow.

Ensure that your installation of Oracle Applications is operational by testing log in. This will test your Apache, SQL*Net, Jinitiator, forms server, etc.

2. You must have installed Oracle Express Server 6.3.4, which includes Oracle Express Web Agent 6.3.4 and Net8*i* for connecting to Oracle8*i*.

Ensure that your installation and configuration of Express Server is operational by starting and stopping the application.

Refer to Appendix D, "Verifying the Express Server Setup" for information on configuring Express Server correctly.

3. Create Express Server User Accounts:

- Installation user — This should be `oracle`. You should have an oracle account. that belongs to the DBA group. This user account is typically created before the install of Oracle Applications and should already exist.
- DBA user — This is typically `userid oesdba` and password `oesdba`. Each Express instance runs as the DBA user. All files created by Express instances will be owned, at least initially, by the DBA user for that service. The DBA user must have full access to all directories in which the Express service will create databases and other files. This would include the location of shared database files for the 8.1.6 `ORACLE_HOME`.
- Initialize user — This is typically `userid oesinit` and password `oesinit`. The optional persistent Session runs as the Initialize user. A Persistent Session is a special session that is active as long as the Express instance is running. It is a mechanism for periodically executing scripts of Express language commands. The Initialize user must have the file system and shell privileges that are needed for the Express language commands that are executed by the Persistent Session.
- Default user — This is typically `userid oesguest` and password `oesguest`. Anonymous sessions run as the Default user. An anonymous session is one for which the client does not provide a user name and password. The Default user must have the file system and shell privileges that are needed by anonymous Express sessions. Typically, the access rights of the Default user are limited with `RWX` privileges for Oracle utilities, Express, and Express programs.

4. Ensure that you are using supported Web browsers and servers.

Refer to Chapter 1, "Before You Begin" for a list of supported Web browsers

Web Browser Configuration

The following web browser settings must be set prior to using Demand Planning.

Internet Explorer

Set cache to compare documents to network every time

1. Select **Internet Options** from the Tools menu
2. Select the General tab.

3. Under Temporary Internet files choose **Settings**.
4. In the Settings dialog box under **Check for newer versions of stored pages**;, select **Every visit to the page**.
5. Click **OK**.
6. Click **OK**

Activate Java

1. Select **Internet Options** from the Tools menu
2. Select the Advanced tab.
3. Under Microsoft VM select **Java console enabled** and **JIT compiler for virtual machine enabled**.
4. Click **OK**
5. Restart browser

Permit Local Installation of CAB Files

1. Select **Internet Options** from the Tools menu
2. Select the Advanced tab.
3. Under Browsing, select **Enable Install On Demand**.
4. Click **OK**

Note: Local installation of CAB files is the default for the Demand Planning Administrator. Therefore, the permission to install the CAB files locally must be set on the workstation *prior to* the first login of the Demand Planning Administrator.

Tip: If you will be using Internet Explorer 5.0 or 5.5 to access Demand Planning over slow or unstable networks or you are not working directly on the same LAN as the host machine, you can improve performance by forcing the listener to use HTTP 1.0 instead of defaulting to HTTP 1.1.

Refer to “Improving Performance on Internet Explorer with HTTP 1.0” on page 2-15 for more information.

Netscape Navigator

Set cache to compare documents to network every time.

1. Select **Preferences** from the Edit menu.
2. In the Category tree select **Advanced** and then **Cache**.
3. In the “Document in cache is compared to document on network” box, choose **Every Time.**”
4. Click **OK**.

Accept all cookies

1. Select **Preferences** from the Edit menu.
2. In the Category tree select **Advanced**.
3. Under Cookies, select **Accept all cookies**.
4. Click **OK**.

Activate Java

1. Select **Preferences** from the Edit menu.
2. In the Category tree select **Advanced**.
3. Select **Enable Java** and **Enable JavaScript**
4. Click **OK**.

Permit Local Installation of JAR Files

1. Select **Preferences** from the Edit menu.
2. In the Category tree select **Advanced** and then **SmartUpdate**.
3. Select **Enable SmartUpdate**.
4. Click **OK**.

Note: Local installation of JAR files is the default for the Demand Planning Administrator. Therefore, the permission to install the JAR files locally must be set on the workstation *prior to* the first login of the Demand Planning Administrator

Installing Demand Planning

Procedure: Running the Demand Planning installation

Use the following steps to install Demand Planning:

1. Insert the installation CD into the CD-ROM drive, and perform one of the following actions:
 - If you are installing on Unix, then run the `runInstaller` program from the `/kit` directory, as follows:

```
$ ./runInstaller
```
 - If you are installing on Windows NT, then double-click the `setup.exe` file in the `/kit` directory.

Oracle Universal Installer (hereinafter referred to as “Installer”) displays the Welcome screen.

2. On the Welcome screen, click **Next**.
Installer displays the File Locations screen.
3. Under Destination on the File Locations screen, use one of the following methods to select the name and path of the Oracle home into which you want to install Demand Planning:
 - Type the name and location into the Name and Path boxes.
 - Click **Browse** to access the Choose Directory dialog box, which enables you to select the name and location of the Oracle home.
 - Click the arrows in the Name and Path boxes and choose a name and location from the lists that appear.

Note: You must specify a different Oracle home from the Oracle home into which Oracle *8i* is installed.

When you have completed this task, click **Next** to display the Installation Types screen.

4. On the Installation Types screen, select the type of installation that you want to perform. The installation types are as follows:

- **Single Node** — Select this option to perform a typical installation, which consists of all components of Demand Planning on a single server.
- **Multi Node** — Select this option if you want to install one or more components of Demand Planning on two or more servers.

When you have completed this task, click **Next** and do one of the following:

- If you select **Multi Node** installation type, then proceed to Step 5 in this procedure.
 - If you select **Single Node** installation type, then proceed to Step 6 in this procedure.
5. If you selected **Multi Node** in Step 4, Installer displays the Available Product Components screen. Select the product component or components that you want to include in this installation.

When you have completed this task, click **Next**.

6. Installer now displays any screens that correspond to the product components that you are installing. The specific screens that Installer displays depend on whether you have chosen to perform a single node or a multi node installation, and, in the case of a multi node installation, on which product components you have selected.

The following table lists the various product components and shows where to find related information about any of the corresponding screens.

Product Component	Related Installation Information
Express PL/SQL Snapi Interface	See “Express PL/SQL Snapi Interface installation” on page 2-7
Oracle Demand Planning Web Listener Files	See “Oracle Demand Planning Web Listener Files installation” on page 2-7
Oracle OLAP Single Sign-On	See “Oracle OLAP Single Sign-On installation” on page 2-8
Oracle Demand Planning Express Server Files	See “Oracle Demand Planning Express Server Files installation” on page 2-13

When you have completed your work in all of the screens that correspond to the product components that you are installing, Installer displays the Summary screen.

7. On the Summary screen, click **Install** to begin the installation process.

Installer displays the Install screen.

8. When the installation process is complete, click **Next**.

Installer displays the End of Installation screen. At this point, you can choose **Exit** to exit from Installer, or choose **Install** to perform another installation.

Express PL/SQL Snapi Interface installation

This section describes the Installer screen that pertains to the installation of the Express PL/SQL Snapi Interface product component.

Oracle Server 8i Home Directory screen

In the Path box, enter the path of the Oracle 8i Server home. You can type the path into the box, or you can click the **Browse** button to access the Choose Directory dialog box, where you can navigate to the appropriate location.

When you have completed this task, click **Next** to display the next screen in the installation process.

Oracle Demand Planning Web Listener Files installation

This section describes the Installer screens that pertain to the installation of the Oracle Demand Planning Web Listener Files product component.

Oracle Demand Planning Web Listener Files screen

Installer automatically checks whether the Web listener is installed on the machine where the application or component is currently being installed.

If Installer detects the Web listener, Installer displays the Oracle Demand Planning Web Listener Files screen, through which you can specify whether you want Installer to configure the Web listener automatically.

If you select **Yes**, then Installer does the following:

1. Creates a virtual directory named `odpweb` that maps to a physical subdirectory of an Oracle Home where Demand Planning Web components reside (for example, `<Oracle Home>/olap/odp100/odpweb`).
2. Sets the MIME types properly for JAR and CSV files.

If you select **No**, or if Installer does not detect the Web listener on the machine where the application or component is being installed, then Installer does not automatically configure the Web Server. Instead, Installer provides information

about how to configure the Web listener on the End of Installation screen, which appears at the end of the installation process.

When you have completed this task, click **Next** to display the next screen in the installation process.

Other installation screens for the Web Listener files

The Web Listener files installation also requires the installation of the Oracle OLAP Single Sign-On product component. The screens for the Oracle OLAP Single Sign-On product component are described in “Oracle OLAP Single Sign-On installation” on page 2-8.

Oracle OLAP Single Sign-On installation

This section describes the Installer screens that pertain to the installation of the Oracle OLAP Single Sign-On product component. Note that not all screens appear for all installations; the specific screens that Installer displays depend on the operating system that you are using and the installation choices that you make.

Required Support Files screen

In the Path box, specify the Oracle home where the Oracle 8.0.6 Required Support Files are located.

Important: These files must be installed before you can install the Single Sign-On component of Demand Planning.

You can use an Oracle home that Installer has located, you can type the path into the box, or you can click the **Browse** button to access the Choose Directory dialog box, where you can navigate to the appropriate location.

When you have completed this task, click **Next** to display the next screen in the installation process.

FND_TOP Environment Variable screen

In the Path box, specify the directory location to be stored in the FND_TOP environment variable.

Note: This environment variable contains the root directory path for the `/secure` directory, where the appropriate database connection (`.dbc`) file currently resides, or where a new database connection file will be created. The information in this file is used by Single Sign-On to make a connection to the Oracle Applications server database.

You can type the full path into the box, or you can click the **Browse** button to access the Choose Directory dialog box, where you can navigate to the appropriate location.

When you have completed this task, click **Next** to display the next screen in the installation process.

Select Database Connection File screen

If the `/secure` directory residing under the root path that you specified on the FND_TOP Environment Variable screen contains one or more database connection files, then Installer displays a screen (herein referred to as the *Select Database Connection File* screen) on which you can select an existing database connection file or specify that you want to create a new database connection file.

Do one of the following:

- To select an existing database connection file, select the desired file from the drop-down list in the Database Connection Files box.
- To create a new database connection file, select `<New.dbc>` from the drop-down list in the Database Connection Files box.

When you have completed this task, click **Next** to display the next screen in the installation process.

New Database Connection File Configuration Information screen

If the location you specified on the FND_TOP Environment Variable screen contains no database connection files, or if you selected `<New.dbc>` on the *Select Database Configuration File* screen, then Installer displays the New Database Connection File Configuration Information screen.

Use this screen to specify the following connection configuration information:

- **File Name** — Specify the name of the database connection file that you are creating.

The default file name is `<machine_name_of_RDBMS>_SID.dbc`

- Connection String — Specify the SQL*Net name of the database. This name is also used as the label in the `tnsnames.ora` file, under which the information needed to connect to the RDBMS is to be stored.

Note: The `TWO_TASK` environment variable contains this information.

- FNDNAM — Specify the ID for the Application Objects Library (AOL) schema. This is also the Oracle User that will be used for connection to the Oracle database.

Note: The value for FNDNAM is usually `apps`.

- GWYUID — Specify the Oracle User/Password combination of the public account to be used for the initial Oracle Applications connection to the Oracle 8i database.

Note: The GWYUID Oracle User must have Oracle Applications privilege level `Public`.

- Server ID — If Application Server Security is enabled on this database, then specify the ID of the Oracle Applications server.

Note: If Application Server Security is not enabled, then this field can be left blank.

- Guest Application User — Specify the Applications User/Password of the Guest user.

Note: The Guest Application User is a public Applications user with no responsibilities assigned.

When you have completed this task, click **Next** to display the next screen in the installation process.

Communication Protocol screen (NT installations only)

If you are installing on NT, then Installer displays the Single Sign-On Communication Protocol screen.

Specify the communication protocol that is appropriate to your network from the following choices:

- MS-RPC (Remote Procedure Call) — Used for NT Web listener to NT Express Server installations.
- Remote Operations — Used for the following installations:
 - NT Web listener to Unix Express Server
 - Unix Web listener to NT Express Server
 - Unix Web listener to Unix Express Server

When you have completed this task, click **Next** to display the next screen in the installation process.

MS-RPC Connection Settings screen (NT installations only)

If you selected MS-RPC on the Communication Protocol screen, then Installer displays the MS-RPC Connection Settings screen.

Enter the following information:

- Instance Name — Specify the name for the instance of Express Server to which you want to connect. You can find the instance name using the Express Instance Manager.

Note: This name is the same value as that in the EAD Name field of the Planning Server Demand Plan Express Setup form for a given demand plan definition in Oracle Applications.

- Host — Specify the host name or IP address for the remote system on which Express Server is running.
- UUID — Specify the unique universal identifier (UUID) for a specific Express Server instance if multiple instances of Express Server are running on the server.

When you have completed this task, click **Next** to display the next screen in the installation process.

Remote Operation Connection Settings screen

If you are installing on Unix, or if you selected Remote Operations on the Communication Protocol screen, Installer displays the Remote Operation Connection Settings screen.

Enter the following information:

- Instance Name — Specify the name for the instance of Express Server to which you want to connect.

Note: This name is the same value as that in the EAD Name field of the Planning Server Demand Plan Express Setup form for a given demand plan definition in Oracle Applications.

- Host — Specify the host name or IP address for the remote system on which Express Server is running.
- RO Port — Specify the port number of the Remote Operations Listener.

Note: This is the value of `ROListenPort` parameter, which was set in the Express Instance Manager when you installed Express Server. For more information, refer to the EExpress Instance Manager online Help topics.

When you have completed this task, click **Next** to display the next screen in the installation process.

Single Sign-On Web Listener Files screen

Installer automatically checks whether the a 9i AS Web listener is installed on the machine where the application or component is currently being installed.

If Installer detects the Web listener, Installer displays a screen (herein referred to as the *Single Sign-On Web Listener Files* screen) on which you can specify whether you want Installer to automatically configure the Web listener for Single Sign-On.

If you select **Yes** on the *Single Sign-On Web Listener Files* screen, then Installer places a reference to the `sso.conf` file in the `oracle_apache.conf` file. The statements in the `sso.conf` file performs the following functions:

1. Create a virtual directory named `owa-bin` that maps to a physical subdirectory of an Oracle Home where the CGI program `xsoowaroas` resides (for example, `<Oracle Home>/olap/ssonnn/bin`, where `nnn` is the version number).
2. Ensure that the Unix environment variable `LD_LIBRARY_PATH` is set to the directory path containing the Oracle 8.0.6 Client Support libraries.

Note: In a Unix installation, the names of the Oracle 8.0.6 Client Support libraries may vary from platform to platform. For example, some file names are different for an HP-UX installation. Refer to Appendix B, "Installed Files" for more information on installed files.

3. Copies the following files to the directory referred to in Step 1:
 - An `env.sh` script that can be manually called to verify the environment for Unix systems for each demand plan.
 - A version of the `xsoowaroas` CGI program for debugging purposes.

The `sso.conf` file also includes second `SetEnv` statement, which is commented out. The statement appears as follows:

```
#SetEnv TNS_ADMIN / etc
```

This statement sets the Unix environment variable `TNS_ADMIN` to the path where the `tnsnames.ora` file resides. Normally, it is not necessary to use this statement. However, if Demand Planning is unable to find the `tnsnames.ora` file, you can uncomment this statement and replace `etc` with the path for the file.

If you select **No** on the *Single Sign-On Web Listener Files* screen, or if Installer does not detect the Web listener on the machine where the application or component is being installed, Installer does not automatically configure the Web Server for Single Sign-On. Instead, Installer provides information about how to configure the Web listener on the End of Installation screen, which appears at the end of the installation process.

When you have completed this task, click **Next** to display the next screen in the installation process.

Oracle Demand Planning Express Server Files installation

This section describes the Installer screens that pertain to the installation of the Oracle Demand Planning Express Server Files product component.

Oracle Express Server Home Required screen

If Installer is unable to locate an Express Server home, Installer displays this screen, through which you can specify the path for the Express Server home directory. This screen does not appear if Installer is able to locate an Express Server home.

You can type the full path for the Express Server home into the Path box, or you can click the **Browse** button to access the Choose Directory dialog box, where you can navigate to the appropriate location.

When you have completed this task, click **Next** to display the next screen in the installation process.

Oracle Express Server Instance screen

Use this screen to specify the Express Server instance that you would like to configure as a Demand Planning Express Server.

The appearance of this screen depends upon whether Installer has been able to locate any instances of Express Server, as follows:

- If Installer has been able to locate one or more instances of Express Server, Installer displays a list of available Express Server instances, from which you can select the desired Express Server instance.
- If Installer has not been able to locate any instances of Express Server, you must type the name of the Express Server instance into the Express Instance box.

When you have completed this task, click **Next** to display the next screen in the installation process.

Post-Installation Tasks

After you install the Demand Planning software, you must perform the following tasks to set up the Demand Planning environment for your users:

1. Log into Demand Planning and build the demand plan.
2. Log into the Demand Planning administrator page.
3. Establish default level settings for your Demand Planning system.
4. Assign data to your users.
5. Specify scenario properties.
6. Define comment reason codes.

7. Verify the default settings for the Express Server databases and modify them, if necessary.
8. Set up predefined reports for your users.
9. Customize the opening page for Demand Planning.
10. Verify the default settings for Oracle Workflow and modify them, if necessary.
11. View the Demand Planning batch log.

Information about how to perform each of these tasks is presented in Chapters 2 and 3 of the *Oracle Demand Planning User's Guide*.

Improving Performance on Internet Explorer with HTTP 1.0

If you are using Internet Explorer 5.0 or 5.5 to access Demand Planning, over slow or unstable networks or you are not working directly on the same LAN as the host machine, you can improve performance by forcing the listener to use HTTP 1.0 instead of defaulting to HTTP 1.1. HTTP 1.1 has a “keep alive” session feature that can reduce performance for each message sent between the browser and the server.

The change is simple to apply and the performance improvement can be significant.

The change can be made by editing the listener configuration file or by changing settings in the browser of each individual workstation. Either method has the same effect on performance.

Making the change in the browser of an individual workstation is a good way to test if this change will improve performance on a user's system. The improvement will be most significant for users on slow or degraded networks, so it is a good idea to run a test.

The main advantages of the listener method is that it is much easier to maintain, because it affects all users at once. Individual workstations do not need to be touched. Be aware, however that the “keep alive” session was added to HTTP 1.1 for a reason. It was designed so that pure HTML pages with many links back to the same server would run faster. By turning it off in the browser, all web pages viewed via the browser will be affected. Turning it off in the listener only affects the apps using that listener instance. If a customer dedicates a listener to our application it will only affect our application.

Modifying the Listener for Apache

To make the change to the listener, add the following line to the file `httpd.conf`:

```
BrowserMatch "MSIE [56]\.[^;]*; " nokeepalive downgrade-1.0 force-response-1.0
```

Modifying the Browser

To make the change in Internet Explorer, follow these steps:

1. In Internet Explorer, select **Internet Options** from the Tools menu.
2. In the Internet Options dialog box, select the Advanced tab.
3. Scroll down the list to **HTTP 1.1 settings** and make sure that both **Use HTTP 1.1** and **Use HTTP 1.1 through proxy connections** are unchecked.
4. Once the changes are made, restart Internet Explorer.

Test Loop for Oracle Workflow

Appendix summary

This appendix provides information about the Oracle Workflow test loop, which is used to test the Demand Planning Oracle Workflow configuration. The Demand Planning batch process that downloads data from the Planning Server depends on this configuration in order to run. When Demand Planning is newly installed, the test loop runs automatically before the first download. As a Demand Planning administrator, you can also set an option that will run the test loop before the batch process each time you download data from the Planning Server.

List of topics

This appendix includes the following topics:

- Overview of the Workflow Test Loop
- Test Loop Steps and Related Error Conditions

Overview of the Workflow Test Loop

Description

When a batch process to download data from the Planning Server is initiated, the test loop is activated. It runs before the batch process runs. It tests a series of Workflow connection points and activities that are necessary for successful processing. If a test point fails, an error message that explains the cause is displayed. The error message may include additional detail in the form of an ORA-XXXXX error condition, which aids in further pinpointing the problem.

Test Loop Steps and Related Error Conditions

Overview

The following sections describe the stages in the Workflow test loop and include the error conditions that may result at each stage if a test point fails.

Step 1: Open an OCI Connection

Description

An OCI connection is opened between the Demand Planning Express session and the Planning Server.

Error condition

APP:MSD-234333 OCI connection cannot be made. Check your login credentials and the database connection string.

Sub-error condition

ORA-01017: Invalid username/password, login denied.

Step 2: Fetch Plan Data

Description

The plan ID is obtained from the Demand Planning startup URL. A SQL cursor is opened to fetch the `Code DB Location`, `Shared DB Prefix and path`, and the `Express Connection String` from the `Express Setup` table. The plan data is used to build an MSD query, as described in Step 3, which follows.

Error condition

The following error conditions may result from this step:

- APP:MSD-234335 The plan ID has not been found. Check your DDemand Planning set up for this plan.

Explanation: The plan ID is NA. If this error condition is displayed, the problem extends beyond running Workflow.

- APP:MSD-234337 An attempt to fetch plan data has failed. Check the current plan's setup table.
Explanation: An ORA-XXXXX error message should accompany this message. It will provide further detail about the problem with the SQL query.
- APP:MSD-234334 One or more plan setup attributes cannot be found. Ensure that valid entries exist for Shared DB Prefix, Shared DB Location, Code Location and Express Connection String in the Express Setup table.
Explanation: If any of the fetched table entries has a value of NA, this message will appear. Check the Express Setup form for the current plan.

Step 3: MSD Query

Description

An MSD query is constructed using the data gathered in the previous step. This query is run on the Planning Server. It opens a SNAPI connection to a second Express Server session and runs two Express functions: `WF.SETACTIVITY` and `ODPWF.TEST.SHELL`.

Note: The activities of these functions are described in detail in the remaining steps.

When the functions have completed, the MSD query fetches back the results to the calling program `ODPWF.TEST.LOOP`.

Error condition

APP:MSD-234338 The EPS test call has failed. Check your ODP Workflow setup.

Explanation: Verify that the following areas have been properly set up:

- Check your Demand Planning Workflow setup.
- Ensure that the values entered for Code Location, Shared DB Prefix and Location and the Express Connection String in the Express Setup form are correct.
- Ensure that the Express Server service specified in the Express Connection String is the same service as that which is running the primary Demand Planning session.

- Ensure that the Required Security Level and Required Authentication Level for that service are set to a value of None.

Sub-error conditions

The following sub-error conditions may occur:

- ORA-20001: Failed to start Express Server.

Explanation: EPS cannot establish a SNAPI connection to Express Server. This is most likely because the SNAPI libraries cannot be loaded.

Verify that the following areas have been properly set up:

- Ensure that all required libraries are installed in a path specified by the LD_LIBRARY_PATH environment variable. Also verify that these libraries are not damaged.

Note: For HP-UX this environment variable is called SHLIB_PATH.

- Verify that the Express Server instance referenced by the Express Connection String in the Express Setup form is running.
- ORA-20002: Failed to open a connection to Express Server.
Explanation: Check the Express Connection String in the Express Setup form.
- ORA-20004: Failed to attach an Express database.
Explanation: The `odpcode.db` database cannot be attached. It is likely that the database is attached Read/Write by another Express Server instance.
- ORA-06520: PL/SQL: Error loading external library.

Explanation: EPS cannot be loaded. EPS must be installed into the Oracle `8i/lib` directory, and the path must be referenced by the LD_LIBRARY_PATH environment variable.

Note: For HP-UX this environment variable is called SHLIB_PATH.

- ORA-20008: Failed to attach an Express system database.

Explanation: One of the Express system databases could not be attached by Express Server. The likely database is either `xpdadmin.db` or `xpddcode.db`.

- ORA-28575: Unable to open RPC connection to external procedure agent.

Explanation: Initialization of a network connection to the `extproc` agent did not succeed. This can be caused by network problems, incorrect listener configuration, or incorrect transfer code. Check the listener configuration in the files `LISTENER.ORA` and `TNSNAMES.ORA` or the Oracle Names Server.

Step 4: MSD Call

Description

The MSD query runs two Express Server procedures:

1. The `WF.SETACTIVITY` function — This function runs first. It initializes the environment for the second function. No Workflow tests are made in the function, so no Workflow test errors are generated by this function.
2. The `ODPWF.TEST.SHELL` function — This function runs second. It tests several Workflow connections, which are described in subsequent steps. First the function must set up the environment by attaching required databases and setting environment variables.

Error condition

APP:MSD-234339 The plan's shared database has not been attached. Check the entries for `Shared DB Prefix` and `Shared DB Location` in the Express Setup table.

Sub-error conditions

The following sub-error conditions may occur:

- ORA-28576: Lost RPC connection to external procedure agent.

Explanation: A fatal error occurred in either an RPC network connection, the `extproc` agent, or the invoked 3GL after communication had been established successfully.

Verify the following:

- Verify that the SID names for the external procedure call set in the `TNSNAMES.ORA` and `LISTNER.ORA` files correspond.

- Verify that the SNAPI and EPS libraries that you are invoking have no network problems.
- The invoked “C” routine may be terminating abnormally. If all components appear to be normal but the problem persists, there could be an internal logic error in the transfer. Contact your customer support representative.
- ORA-28579: Network error during callback from external procedure agent.

Explanation: An internal network error occurred while trying to execute a callback to the Oracle Server from a SNAPI routine. Contact your customer support representative.

Installed Files

Appendix summary

This appendix provides information about the names and locations of files that are installed during the Demand Planning installation process.

List of topics

This appendix includes the following topics:

- Files installed during a Unix installation (other than HP-UX)
- Files installed during an HP-UX installation
- Files installed during a Windows NT installation

Files installed during a Unix installation (other than HP-UX)

Express PL/SQL SNAPI files

The following table displays the Express PL/SQL SNAPI files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
Oracle_8i_Home/lib	eps.so eps.ini epsus.msb
Oracle_8i_Home/olap/sql	eps_admin.sql eps_user.sql

SNAPI files

The following table displays the SNAPI files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
Oracle_8i_Home/lib	libncro2.so libsnlr.so libsnro.so

Oracle OLAP Single Sign-On files

The following table displays the Oracle OLAP Single Sign-On files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/ssonnn/bin (where <i>nnn</i> is the version number)	xsoowaroas
Oracle 8.0.6 Home/olap/mesg	ewaus.msb ewaus.msg
Oracle 8.0.6 Home/lib	libncro2.so

Oracle Demand Planning Web server files

The following table displays the Demand Planning Web server files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/odp100/odpweb	<ul style="list-style-type: none"> ■ multiple .gif and .html files ■ webdoc subdirectory ■ java subdirectory
ODP Oracle Home/olap/odp100/service directory	nsupdate.html

Oracle Demand Planning Express Server files

The following table displays the Demand Planning Express Server files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/odp100/service	ODPCODE.db odpen.db

Files installed during an HP-UX installation

Express PL/SQL SNAPI files

The following table displays the Express PL/SQL SNAPI files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
Oracle_8i_Home/lib	eps.sl eps.ini epsus.msb
Oracle_8i_Home/olap/sql	eps_admin.sql eps_user.sql

SNAPI files

The following table displays the SNAPI files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
Oracle_8i_Home/lib	libncro2.sl libsnlr.sl libsno.sl

Oracle OLAP Single Sign-On files

The following table displays the Oracle OLAP Single Sign-On files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/ssonnn/bin (where <i>nnn</i> is the version number)	xsoowaroas
Oracle 8.0.6 Home/olap/mesg	ewaus.msb ewaus.msg
Oracle 8.0.6 Home/lib	libncro2.sl

Oracle Demand Planning Web server files

The following table displays the Demand Planning Web server files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/odp100/odpweb	<ul style="list-style-type: none">▪ multiple .gif and .html files▪ webdoc subdirectory▪ java subdirectory
ODP Oracle Home/olap/odp100/service directory	nsupdate.html

Oracle Demand Planning Express Server files

The following table displays the Demand Planning Express Server files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/odp100/service	ODPCODE.db odpen.db

Files installed during a Windows NT installation

Express PL/SQL SNAPI files

The following table displays the Express PL/SQL SNAPI files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
Oracle_8i_Home/bin	eps.dll eps.ini epsus.msb

SNAPI files

The following table displays the SNAPI files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
Oracle_8i_Home/olap/osn631	xsncro32.dll xssn132.dll xssnro32.dll xssnr32.dll xwsnlr32.dll
Oracle_8i_Home/olap/sql	eps_admin.sql eps_user.sql

Oracle OLAP Single Sign-On files

The following table displays the Oracle OLAP Single Sign-On files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/ssonnn/bin (where <i>nnn</i> is the version number)	fndpub11.dll <ul style="list-style-type: none"> ■ For MS-RPC protocol: xsoowaas.exe ■ For Remote Operations protocol: xsoowaroas.exe
Oracle 8.0.6 Home/olap/mesg	ewaus.msb ewaus.msg
Oracle 8.0.6 Home/bin	xsncro32.dll

Oracle Demand Planning Web server files

The following table displays the Demand Planning Web server files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/odp100/odpweb	<ul style="list-style-type: none"> ■ multiple .gif and .html files ■ webdoc subdirectory ■ java subdirectory
ODP Oracle Home/olap/odp100/service directory	nsupdate.html

Oracle Demand Planning Express Server files

The following table displays the Demand Planning Express Server files that are installed, along with the directory into which they are installed.

Installation Directory	Installed Files
ODP Oracle Home/olap/odp100/service	odpcode.db odpen.db

Troubleshooting

Appendix summary

This appendix provides information about the most common types of errors that you may encounter as you start or use Demand Planning, as well as solutions for correcting them.

List of topics

This appendix includes the following topics:

- Troubleshooting the Initial Login Process
- Troubleshooting Oracle Workflow

Troubleshooting the Initial Login Process

Issue 1

Problem

The user cannot log into Demand Planning.

Solution

Ensure that the user is defined in Oracle Applications.

Issue 2

Problem

Demand Planning responsibilities are not selectable after the user logs in.

Solution

Verify that the Demand Planning Manager, Demand Planning User, and Demand Planning Administrator responsibilities exist in the Define Responsibility dialog box in Oracle Applications.

Depending on what you discover, take the appropriate action, as follows:

- If the responsibilities are not present, look for the appropriate patch on MetaLink and run it.
- If the responsibilities are present, verify that they are assigned to the appropriate users.

Issue 3

Problem

After choosing the Demand Planning user responsibility, the Select Demand Plan page is not displayed.

Solution

Look for the appropriate patch on MetaLink and run it.

Issue 4

Problem

No demand plans are listed on the Select Demand Plan page.

Solution 1

The demand plan does not exist.

Use the following steps to create the demand plan:

1. Log into Oracle Applications.

2. Choose the Demand Planning Integration Administrator responsibility.
3. Click the **Demand Plan** menu item and create the new demand plan.
4. Log in under the Manufacturing and Distribution Manager responsibility.
5. Click **Inventory** —> **Setup** —> **Organization Setup** —> **Org Access**.
6. In the form that opens, associate the demand plan's organization with each of the Demand Planning responsibilities.

Note: If you are using Oracle Applications release 11.5.2 or higher, performing Steps 4 through 6 is unnecessary.

Solution 2

You are using a release previous to Oracle Applications release 11.5.2, and no organization was associated with the Demand Planning responsibilities during setup.

Use the following steps to correct this problem:

1. Log into Oracle Applications.
2. Choose the Manufacturing and Distribution Manager responsibility.
3. Click **Inventory** —> **Setup** —> **Organization Setup** —> **Org Access**.
4. In the form that opens, associate an organization with each of the Demand Planning responsibilities.

Issue 5

Problem

Selecting a plan produces an incorrect URL, causing the server to fail to respond.

Solution

If you receive the message *Server not responding*, verify that the Express Setup form in the Planning Server has the correct Express Server entries.

To verify whether Express Server is correctly set up in Oracle Applications, access the Express Setup form and verify that the following parameters have been set correctly.

Note: In order to access the Express Setup form, you must be able to access Oracle Applications with one of the following responsibilities:

- Demand Planning Integration Administrator
- Demand Planning System Administrator

Following is the list of parameters and their settings:

- Demand Plan parameter — This parameter should be set to the name of the demand plan as it was previously defined on the Demand Plan Setup form.
- Shared DB Prefix parameter — This parameter should be set to the unique set of alphanumeric characters that are to be used in naming the Express Server databases that are generated for use by Demand Planning.

Note: The value of the Shared DB Prefix parameter must be no more than six alphanumeric characters in length. The first character must be alphabetic, and all alphabetic characters must be in uppercase.

Note: The characters that make up the Shared DB Prefix parameter appear *within* the names of generated Express databases; they do not appear at the beginning of the name of all Express databases. For example, if the value of the Shared DB Prefix parameter were ADA, a set of Express Server databases with the following names would be generated:

- ADA.db — A data database, which contains data downloaded from Oracle Applications, as well as data that will be uploaded to the Oracle 8i Planning Server database.
 - MADA.db — A master database, which contains system settings for managing the Express Server component of Demand Planning.
 - MMADA.db — A public database, which contains public documents or objects that will be distributed to Demand Planning planner databases.
-
-

- **Code Location parameter** — This parameter should specify the directory where the Express Server component code and language databases (ODPCODE.db, odpen.db) reside.

Notes:

- This parameter is usually set to the following value:
`../<Oracle_Home>/olap/odp100/service`
 - The Express Server component consists of a set of database (.db) files, which contain application-specific structures for Demand Planning, along with other support files.
 - This setting is primarily used by the EPS component of Demand Planning.
-
-

- **Shared DB Location parameter** — This parameter should specify the directory location for the shared Express Server databases that are created by Demand Planning. These databases contain configuration information and raw data for the demand plan.
- **Express Port parameter** — This parameter should be set to the machine name and port number of the Web listener. The value for this parameter has the following format:
`<machine_name>:<port_number>`
- **OWA Virtual Path parameter** — This parameter should specify the virtual path to the physical Web listener directory where the Demand Planning Single Sign-On CGI program and its associated CGI program are located. For example, `cgi-bin/xsoowaroas`.

Notes:

- The virtual path to this Web listener directory is often `cgi-bin`.
 - The CGI program for the Unix platform is named `xsoowaroas`.
-
-

- **EAD Name parameter** — This parameter should be set to the Express Access Descriptor (EAD) name, which is the name of the instance of Express Server that Demand Planning will be using.

Note: The EAD name should be the same as the name that is used in the configuration file for the Demand Planning Single Sign-On CGI program. The configuration file is called `xsoowaroas.cfg`.

- **Express Connect String parameter** — This parameter should be set to the communication settings that EPS will use to allow PL/SQL programs to call Express Server programs. It allows EPS to form a SNAPI connection to Express Server.

Format:

The format for this parameter is as follows:

```
server=<SNAPI_bind_string>/sl=0/st=1/ct=0/sv=1
```

where:

The SNAPI_bind string is formatted as follows:

```
:protocol:host[endpoint]
```

Example:

```
server=ora_ro_tcp:my.us.oracle.com[12287]/sl=0/st=1/ct=0/sv=1
```

Issue 6

Problem

You are unable to access a demand plan after selecting it on the Demand Plan Selection page.

Solution for NT installations

Verify that the Express Setup form in the Planning Server has the correct Express Server entries.

Note: For detailed information, refer to the solution for “Issue 5” on page C-3.

Solution for Unix installations

Perform the following tasks:

1. Verify that the Express Setup form in the Planning Server has the correct Express Server entries:

Note: For detailed information, refer to the solution for “Issue 5” on page C-3.

2. Create a file called `env.sh`, give it the following contents, and place it in a CGI directory.

```
#!/bin/sh
echo Content-type: test/plain
echo
env
```

3. Ensure that the file has a mode that allows it to be executed.

Note: Run the file at the command line to make sure that it produces the expected results.

4. Access a browser and execute the following URL:

```
http://<hostname>/<cgi-bin>/env.sh
```

5. Verify whether the `LD_LIBRARY_PATH` environment variable references the directory that contains the Oracle 8.0.6 client support files.

Notes:

- The Oracle 8.0.6 client support files must be specified first in the path referenced by the `LD_LIBRARY_PATH` environment variable. If it is not, correct the path specification.
 - For HP-UX this environment variable is called `SHLIB_PATH`.
-
-

Issue 7

Problem

The first time you select the demand plan, you receive an OLAP Web authentication error.

Solution

If this behavior is happening only with Netscape browsers, there is a problem with the `cookie.txt` file, which is located in the following directory:

```
<Netscape_installation_directory_
path>/Netscape/users/<current_user>
```

Rename the `cookie.txt` file. This will cause Netscape to create a new `cookie.txt` file, which should correct the Express Web Agent authentication anomaly.

Note: The problem with the `cookie.txt` file does not occur with Internet Explorer. If this behavior is happening on both Netscape and Internet Explorer, follow the instructions in “Issue 6” on page C-6.

Issue 8

Problem

Single Sign-On will not authenticate an Oracle Applications 11i user. The following error message is received: EWA-01014: Web Authentication Failure.

Solution 1

Run the `env.sh` script (referred to in “Issue 6” on page C-6 above) to view the CGI environment. Notice that the `HTTP_COOKIE` environment variable is either null or is not listed. This is because the cookie has not been sent to the client browser.

By default, the Applications Object Library will only send the session cookie to requesters in the same domain. The domain should be part of the demand plan URL in the Demand Plan Selections page.

Ensure that the domain is specified in the Planning Server Express Setup form in the `Express Port` field.

Solution 2

Perform the following tasks:

1. Log into the Oracle Applications schema using SQL*Plus.
2. From within SQL*Plus, run the following SQL command:

```
>select session_cookie_domain from ICX_PARAMETERS;
```

Note: If the value for this row is NULL, the Applications Object Library will only send the cookie to the requesters in the same domain as the initializing URL.

3. To specify that the cookie be sent to a specific domain, run the following commands:

```
>update ICX_PARAMETERS
```

```
>set session_cookie_domain = <your_org_domain>;
```

Note: A value of NULL for this row will cause the Applications Object Library to broadcast the cookie to all requesting listeners. Note that this is not true for Oracle Applications 11i when using Netscape.

Issue 9

Problem

A relatively long process, such as creating a new forecast, copying a forecast, or copying a history, does not seem to finish correctly, but does not give an error message.

Solution

The Web listener may be timing out when a process runs too long without giving any response to the listener. This can be fixed by increasing the timeout parameter of the Web listener.

Troubleshooting Oracle Workflow

Note

Demand Planning provides you with Workflow notifications. If you receive a notification indicating that an ODP problem has occurred, you may receive one of the error messages in this section. If you are a Workflow administrator, you may also see these messages if an activity receives an exception.

Issue 1

Problem

The Workflow process normally completes, but this time it keeps running and does not complete.

The Demand Planning engine uses Workflow background engines to process deferred activities. If something interferes with the running of Workflow background engines, and thus no background engine is available to run a deferred activity, that activity will remain in an open and deferred state until a background engine is started, enabling the activity to complete.

Through concurrent programs (Demand Planning Workflow Engine Manager requests), which can be monitored through Oracle Applications Navigator, Workflow background engines are started and managed for each Workflow process launched by the Demand Planning engine. Note that Concurrent Manager must be running for these requests to be processed.

Solution

Using Oracle Applications Navigator, choose Requests and use the Find Requests form to monitor the status of the Demand Planning Workflow Engine Manager request. Contact your system administrator in the event of any of the following:

- Concurrent Manager is not running
- The request is pending
- There is an error related to the request

Issue 2

Problem

The Workflow process starts but the Demand Planning log file, `dpbatch.log`, is not created, and the process never completes.

Solution

Using Oracle Applications Navigator, choose Requests and use the Find Requests form to monitor the status of the Demand Planning Workflow Engine Manager request. Contact your system administrator in the event of any of the following:

- Concurrent Manager is not running
- The request is pending
- There is an error related to the request

Issue 3

Problem

The following error message is received: `ORA-2002: Failed to open a connection to an Express Server.`

Likely cause

Express Server is not running, or something is not set correctly in the Express Connection string.

Issue 4

Problem

The following error message is received: `ORA 20001: Failed to start Express Server.`

Note: This problem usually results when EPS makes unsuccessful attempts to use SNAPI.

Likely cause

EPS cannot find SNAPI, either because it is not set correctly in the LD_LIBRARY_PATH environment variable (note that for HP-UX this environment variable is called SHLIB_PATH), or because one of the three SNAPI files is damaged or missing and cannot be loaded. It is also possible that Express Server is not started or something is not set correctly in the Express Connection string.

Issue 5

Problem

The following error message is received: ORA-20004: Failed to attach an Express database.

Likely cause

The Code Location parameter in the Planning Server Express Setup form is incorrect, or the ODP CODE .db database cannot be attached.

Issue 6

Problem

The following error message is received: ORA-20008: Failed to attach an Express system database.

Likely cause

One of the Express Server system databases was not attached by Express Server when it was started by SNAPI. The databases that are likely to be causing the problem are xpdadmin.db or xpddcode.db. Check the ServerDBPath setting to verify that one of its paths contains these databases. Following is the path usually specified, where *nnn* is the version number:

```
<Oracle_Home>/olap/oesnnn/service/oecnnn
```

Issue 7

Problem

The following error message is received: ORA-06520: PL/SQL: Error loading external library.

Likely cause

EPS should be located in the Oracle `8i/lib` directory, which should be referenced by the `LD_LIBRARY_PATH` environment variable.

Note: For HP-UX this environment variable is called `SHLIB_PATH`.

Verifying the Express Server Setup

Appendix summary

This appendix provides information about a set of Express Server settings that must be correctly configured in order for the Demand Planning software to function properly. It also explains how to access the Express Instance Manager, where you can modify the settings.

List of topics

This appendix includes the following topics:

- Opening Express Instance Manager
- Verifying the Express Server Settings for Demand Planning

Opening Express Instance Manager

Overview

Express Instance Manager provides the ability to view and set parameters that govern how Demand Planning will function.

Accessing Express Instance Manager

The following procedure explains how to open Express Instance Manager.

For Unix installations, use the following steps:

1. Log into the computer where Express Instance Manager was installed.

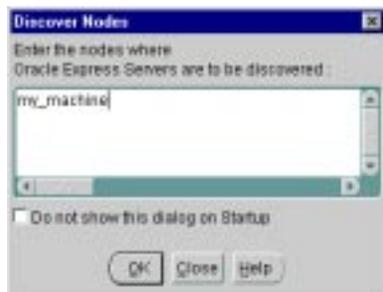
Note: In order to do so, your account must comply with the following requirements:

- It must be on the same network as the instance of Express Server that you are working with.
 - It must have execute privileges for programs in Oracle home.
 - For Unix installations, it must be running OpenWindows or another X-Windows system.
-
-

2. Run the following command, where *nnn* is the version number:

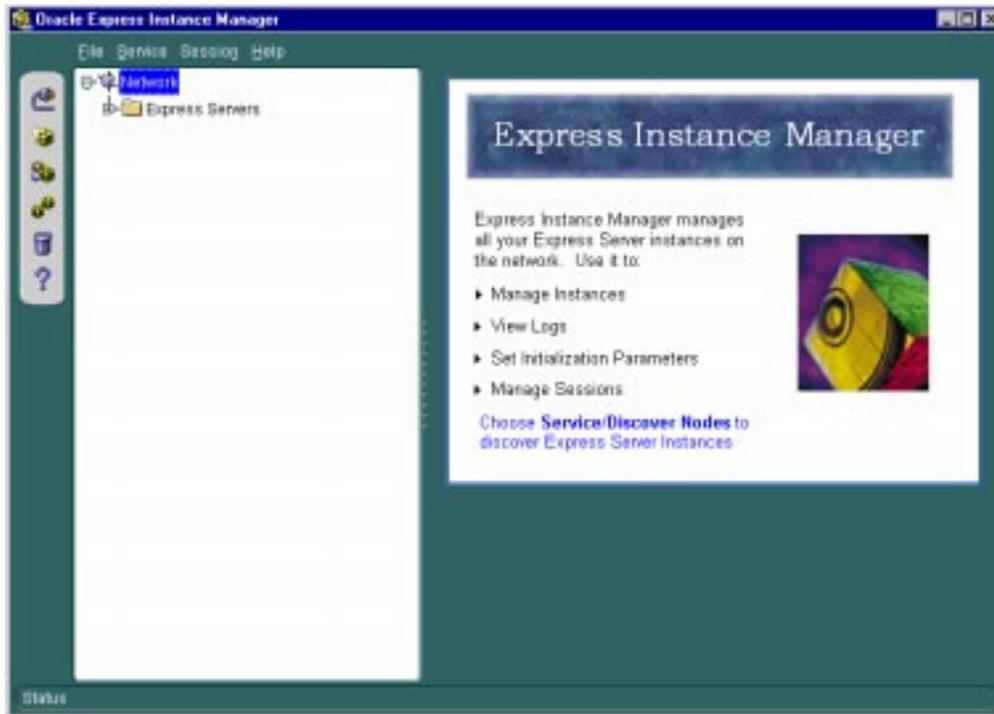
```
$ORACLE_HOME/olap/oesnnn/eim.sh
```

Result: The Discover Nodes dialog box appears.



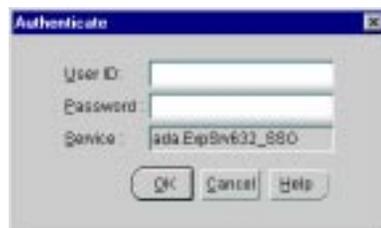
3. Enter the name of the server where the instance of Express Server that you want to manage is installed.
4. Click **OK**.

Result: Express Instance Manager opens. All instances of Express Server that are installed on the server you specified in Step *c* appear in the Navigator on the left side of the screen.



5. Click the plus icon beside the instance of Express Server that you are working with.

Result: The Authenticate dialog box appears.

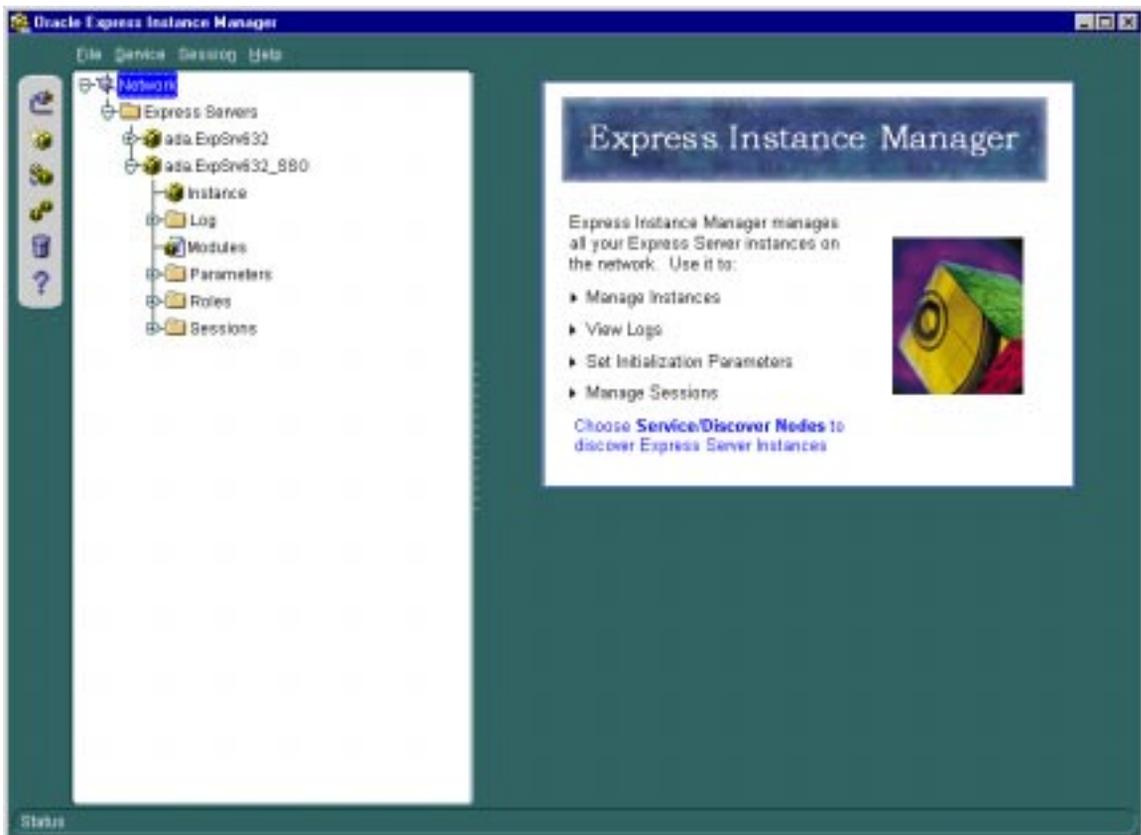


6. In the User ID box, enter the user ID for the Express Server Administrator account.

Note: The user ID for this account is usually oesdba for Unix, or OESDBA for NT.

7. In the Password box, enter the password for the Express Server Administrator account.
8. Click **OK**.

Result: A list of manageable areas related to the Express Server instance that you selected opens below it in the Navigator.



For NT installations, use the following steps:

1. Install Express Instance Manager from the Express Server CD.
2. Access Instance Manager from the Start menu or from a desktop icon.

Verifying the Express Server Settings for Demand Planning

Overview

The following procedure enables you to access the Express Instance Manager and verify whether the Express Server settings that support the Demand Planning software are properly set.

Note: The following information applies to both Unix and Windows NT installations, except where specified.

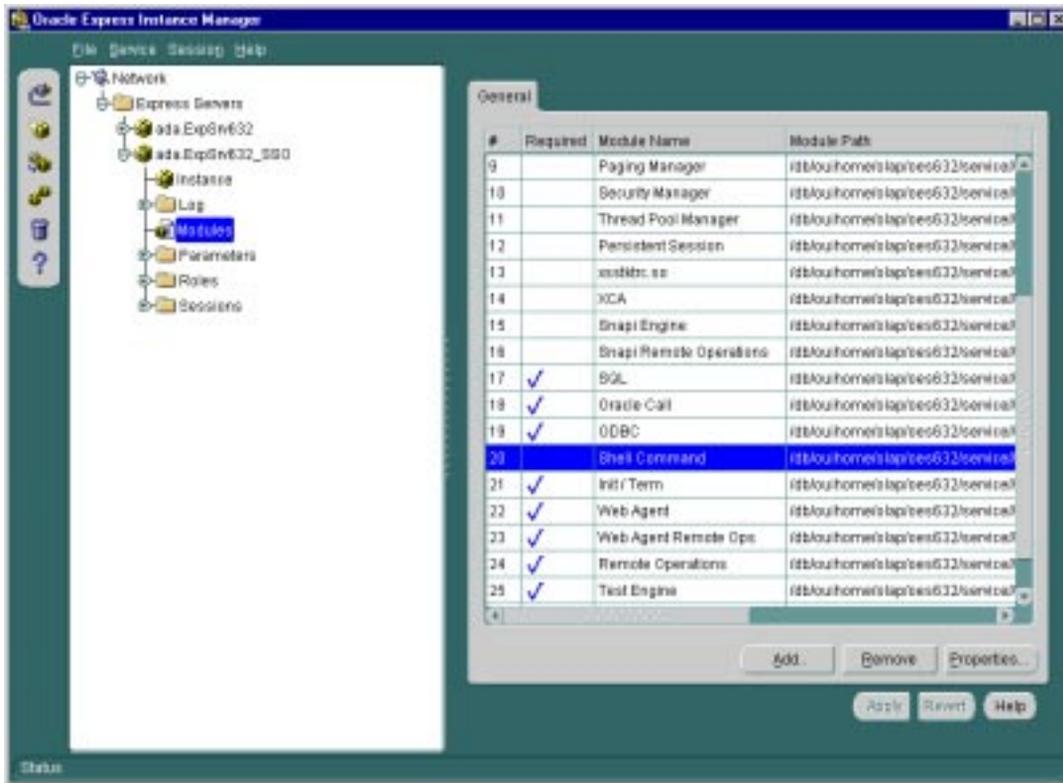
Procedure: Verifying Express Server settings

Use the following steps to verify the settings:

1. Open Express Instance Manager.

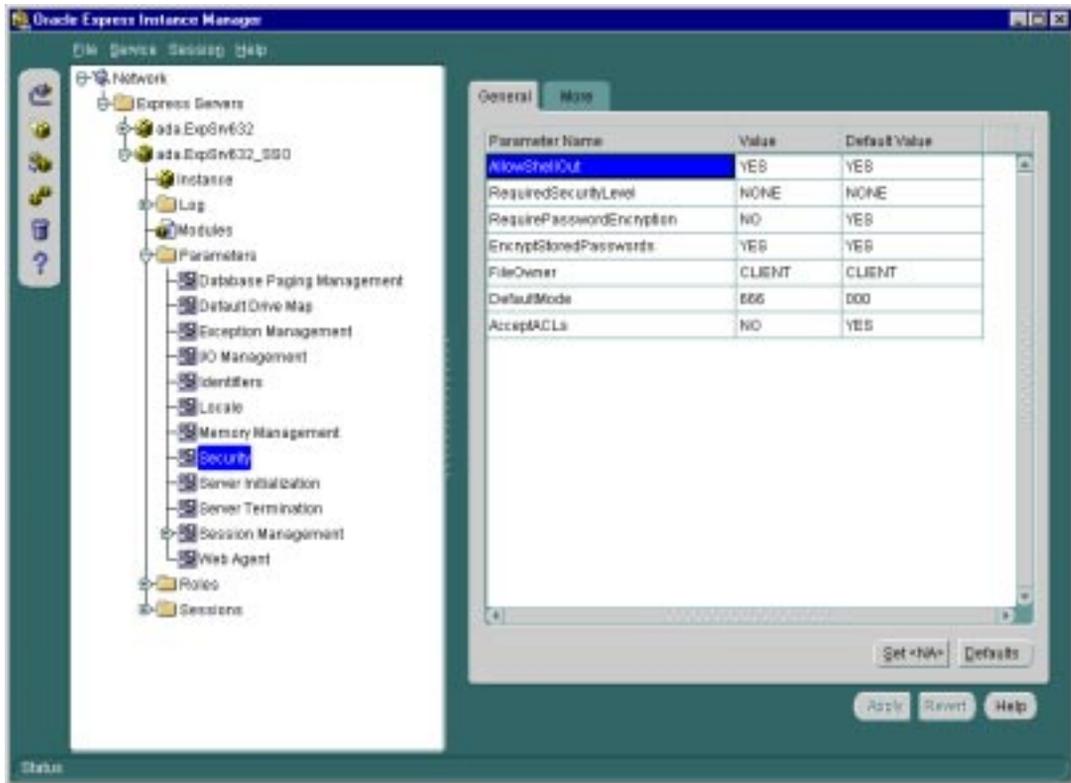
Note: For detailed information, refer to “Opening Express Instance Manager” on page D-1.

2. Verify that the `SHELL` command is loaded, as follows:
 - a. In the Navigator under the selected instance, click **Modules**.
Result: The General tab appears on the right side of the screen. It contains information about the installed modules of the Express Server instance.



- b. In the Module Name column of the General tab, verify that there is pathing information beside the Shell Command module.
3. Verify that the AllowShellOut, RequiredSecurityLevel, RequirePasswordEncryption, AcceptACLs, and DefaultMode parameters are correctly set, as follows:
 - a. In the Navigator under the selected instance, click **Security**.

Result: The General tab displays a set of parameters related to security, along with their current values and their default values.



- b. Ensure that the settings in the Value column are specified as indicated below for the following parameters:
- * AllowShellOut parameter — The value must be set to YES.
 - * RequiredSecurityLevel parameter — The value must be set to NONE.
 - * RequirePasswordEncryption parameter — The value must be set to NO.
 - * AcceptACLs parameter (for Unix installations only) — The value must be set to NO.
 - * DefaultMode parameter (for Unix installations only) — The value must be set to 666.

- c. If the value for any parameter is incorrect, click the cell beside it in the Value column and type the correct setting in the cell.
 4. Verify that the `ServerDBPath` parameter is correctly set, as follows:
 - a. While working in the I/O Management area, locate the `ServerDBPath` parameter in the Parameter Name column.
 - b. Verify that the value for this parameter specifies the location of the Express Server files that support the Demand Planning software.
 - c. If the value for the `ServerDBPath` parameter is incorrect, click the cell beside it in the Value column and type the correct setting into the cell.
 5. Verify that the `WebAuthenticationType` parameter is set correctly, as follows:
 - a. In the navigation frame under the selected instance, click **Web Agent**.
Result: The General tab displays a set of parameters related to Web functionality, along with their current values and their default values.
 - b. Locate the `WebAuthenticationType` parameter in the Parameter Name column.
 - c. Verify that the parameter is set to a value of `NONE` in the Value column.
 6. To apply any changes that you have made, click the **Apply** button.
 7. If you have applied any changes, shut down and restart Express Server so that your changes will take effect.

Using Apache Web Server with Demand Planning

Appendix Summary

This appendix describes how to install and configure the Apache Web Server (version 1.3.12) for use with Demand Planning and Express Web Agent.

List of Topics

- Obtaining Apache Web Server Software
- Installing Apache Web Server
- Configuring Express Web Agent for Use with Apache
- Configuring Apache
- Operating the Apache Web Server
- Testing Apache

Obtaining Apache Web Server Software

Apache Web Server software can be downloaded from the Apache Web site as either a fully compiled, ready to install product, or as an uncompiled set of files requiring configuring and compiling before it can be installed. The instructions below assume you are using the fully compiled software. If you would prefer to customize your installation software by configuring and compiling it yourself, please refer to the documentation on the Apache Web site prior to downloading the software.

Procedure: Downloading Apache Web Server

Use the following procedure to download Apache Web Server

1. Using a browser, go to the Apache Web site: <http://www.apache.org>.
2. Locate the appropriate Apache software bundle for the type of operating system you are using. For example, the bundle for Solaris might be **apache_1.3.12.tar.Z** and the bundle for Windows NT might be **apache_1_3_12_win32.exe**
3. Save the file to your system.

Note: Since the downloaded software described above is in the form of compressed files that must be expanded in order to perform the installation, we recommend that they be placed into an empty directory prior to extraction and expansion.

Installing Apache Web Server

Procedure: Installing Apache Web Server in a Unix Environment

Use the following procedure to install the Apache Web Server in a Unix environment.

1. Place the downloaded file (for this example: `apache_1.3.12.tar.Z`) in an empty directory on your UNIX server and expand it as follows:

```
uncompress apache_1.3.12.tar.Z
tar -xvf apache_1.3.12.tar
```

2. Log in as root. (This may be done via `su`.)
3. From the `apache_1.3.12` directory, run "`install-bindist.sh`" as follows.

```
$ ./install-bindist.sh
```

Procedure: Installing Apache Web Server on Windows NT

Use the following procedure to install the Apache Web Server in an NT environment.

1. Place the downloaded file in an empty directory on your Windows NT server and run the file.

2. You will be prompted for the following:
 - **Installation directory:** The default is \Program Files\Apache Group\Apache.
 - **Start menu name:** The default is "Apache Web Server."
 - **Installation type:** "Typical" is recommended.

Configuring Express Web Agent for Use with Apache

For information regarding Express Instance Manager and its settings, please refer to the appropriate documentation:

- *Oracle Express Server Installation and Configuration Guide for Windows NT*
- *Oracle Express Server Installation and Configuration Guide for Sun SPARC Solaris*
- *Oracle Express Server Installation and Configuration Guide for HP 9000 Series HP-UX*
- *Oracle Express Server Installation and Configuration Guide for Compaq Tru63 Unix*
- *Oracle Express Server Installation and Configuration Guide for AIX-Based Systems*
- *Oracle Express Web Products Installation Guide*
- *Oracle Express Web Agent User's Guide*

Procedure:Configuring Express Web Agent for Use with Apache

1. Using the Express Instance Manager, ensure that the following parameters are set to the appropriate values:

```
[Software\ORACLE\OLAP\ExpressServer\ExpSrv634\Security]
AllowShellOut = "YES"
RequiredSecurityLevel = "NONE"
RequiredAuthenticationLevel = "NONE"
RequirePasswordEncryption = "NO"
EncryptStoredPasswords = "YES"
FileOwner = "CLIENT"
DefaultMode = "666"
AcceptACLs = "NO"
```

```
[Software\ORACLE\OLAP\ExpressServer\ExpSrv634\WebAgent]
  UseCookie = "NO"
  WebAuthenticationType = "NONE"

I/O Management
/data4/oes634home/olap/oes634/owa634;
/data2/odphome/olap/odp100/service/
```

2. Once the Apache configuration has been successfully completed and tested, it is important to test the Express Web Agent software by running the Express Web Agent samples. However, the Express Web Agent samples are only configured for cartridge mode. Since Apache is a CGI mode listener, you will need to modify the Express Web Agent samples for this mode. These settings are in the `index.html` file in the `owa634/sample` directory. Examples of the settings required for each platform are contained within the `index.html` file.

For additional information, please refer to the appropriate documentation

- *Oracle Express Web Products Installation Guide*
- *Oracle Express Web Agent User's Guide*

Configuring Apache

Editing the Apache Configuration File

Upon startup, the Apache Web Server reads the `httpd.conf` file that is located in the `/apache_1_3_9/conf` directory. This file contains all the configuration settings for running Apache.

Note: The Apache configuration file discussed in this section is named "`httpd.conf`" in Sun Solaris and Windows NT operating systems. It may go by a different name in other types of UNIX environments. Please refer to the instructions included with your Apache software for the correct name of this file.

Also, the variables described here are for the Sun Solaris and Windows NT operating systems. If you are using another type of Unix operating system, please refer to your operating system's documentation to determine the correct commands and variables to use.

In order to run Demand Planning or Express Web Agent with Apache, you must make changes and additions to the configuration file in the following sections:

- Alias
- ScriptAlias
- Directory Container
- ServerName
- Port
- Environment (Env)

Tip: These changes must be made manually with a text editor such as NotePad on Windows NT or vi on Unix.

- In the following examples, substitute the actual path for "*/path to application name/*".

Alias Settings

For the Express Web Agent Samples, you will need to add the following, where *nnn* is the version number:

```
Alias /oew-install/"path to oesnnn/owannn directory/"
Alias /sample/"path to oesnnn/owannn/sample directory/"
```

For Demand Planning, you will need to add the following.

```
Alias /odpweb/"path to odp100/odpweb/"
```

ScriptAlias Settings

ScriptAlias must be set for ows-bin and cgi-bin to the *ssonnn/tools* directory, where *nnn* is the version number. This is the home of oowa and oowaro.

For example:

```
ScriptAlias/cgi-bin/"path to sso640/bin/"
ScriptAlias/ows-bin/"path to sso640/bin/"
```

Note: he /ows-bin/ ScriptAlias can be set to anything you like. However, you must make sure that any references to it are adjusted accordingly, for example in the index.html file for the Express Web Agent samples. Typically we recommend using /oowa-bin/ to signify we are using the Express Web Agent CGI program.

Directory Container

The Directory Container section should be set to the oes nnn /tools directory (where nnn is the version number) since that is the directory that Express Server identifies as its CGI-BIN directory.

For example:

```
<Directory "Path to ORACLE_HOME/olap/sso640/bin">
AllowOverride None
Options None
</Directory>
```

ServerName

The ServerName setting identifies the server's Internet HostName.

For example:

```
ServerName MyServer.domain
```

Port

The Port setting is 80 by default. If port 80 is being used by another service on the machine, you must change the port setting here. Remember, if you change the port setting here, you must specify the correct port number when accessing the URL.

For example:

```
http://www.myserver.com:81
```

Environment (Env)

Environment variables can be passed to CGI scripts and SSI's in Apache by use of the env module. In order for Single Sign-On (SSO) to work, you must set env to recognize the path to the Oracle 8.0.6 Library files.

```
SetEnv LD_LIBRARY_PATH /path to Oracle Client Files/lib
```

Configuring Mime Type

The mime.types file is used to identify services and their associated file extensions. It is located in the .../apache_1.3.12/conf directory. These mime type settings allow users to export to spreadsheets and to use Netscape SmartUpdate.

Edit the mime.types file using a text editor (NotePad on Windows NT, vi on UNIX) and add the following lines to the end of the file:

```
application/csv          csv
application/java-archive jar JAR
```

Operating the Apache Web Server

Unix

Starting and stopping Apache in Unix can only be done from the .../apache_1.3.12/bin directory while logged in as root. Use the following commands to operate Apache:

1. ./apachectl start
2. ./apachectl stop
3. ./apachectl restart

Note: There is no status command for Apache. If you try to start Apache while it is already running, Apache will inform you of your mistake

Windows NT

Once Apache has been installed and configured on a Windows NT server, it should be operated as a service on that server.

Install Apache as a service by using the "Install Apache as Service" icon in the "Apache Web Server" program group.

Apache can now be started and stopped from the "Services" window in Windows NT's Control Panel.

Testing Apache

Once the Apache Web Server is up and running, use your browser to navigate to `http://localhost`, where *"localhost"* is the name of your Web server. If the installation and configuration have been successful, you will see the following message on the Web page:

```
"It worked! The Apache Web Server is installed on this Web Site!"
```

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