Oracle® Application Management Pack for Oracle E-Business Suite

Installation Guide

Release 3.1

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Oracle Application Management Pack for Oracle E-Business Suite Installation Guide, Release 3.1

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Preface

Intended Audience

Welcome to Release 3.1 of the *Oracle Application Management Pack for Oracle E-Business Suite Installation Guide.*

This book is intended for use by anyone who is responsible for installing or upgrading the Oracle Application Management Pack for Oracle E-Business Suite.

See Related Information Sources on page viii for more Oracle E-Business Suite product information.

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Structure

Related Information Sources

Oracle Application Management Pack for Oracle E-Business Suite User's Guide

This guide describes how to manage and monitor an Oracle E-Business Suite system with the Oracle Application Management Pack for Oracle E-Business Suite.

Oracle Application Change Management Pack for Oracle E-Business Suite User's Guide

This guide describes how to use the features of Patch Manager, Customization Manager, and Setup Manager in the Oracle Application Change Management Pack for Oracle E-Business Suite.

Oracle Enterprise Manager Concepts

This manual introduces Oracle Enterprise Manager and describes the concepts required to use the product effectively to manage your Oracle environment.

Oracle Enterprise Manager Grid Control Installation Guide

This guide is written for Oracle Database system administrators who want to install and configure Grid Control.

Oracle Enterprise Manager Grid Control Quick Start Guide

This guide is for a super administrator to efficiently perform common day-to-day administrative tasks with Enterprise Manager. It also provides recommended best practices for configuring Grid Control to achieve these tasks.

Do Not Use Database Tools to Modify Oracle E-Business Suite Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

1

Installing the Oracle Application Management Pack for Oracle E-Business Suite

Introduction

Oracle Application Management Pack for Oracle E-Business Suite (AMP) extends Enterprise Manager (EM) 10*g* Grid Control to help monitor and manage an Oracle E-Business Suite system more effectively. The pack integrates Oracle Applications Manager with Grid Control to provide a consolidated, end-to-end E-Business Suite management solution.

This pack is an upgrade release of the Oracle Application Management Pack for Oracle E-Business Suite Release 3.0. An upgrade path to Release 3.1 is provided from Release 3.0 only. Therefore it is mandatory for the existing installations to be at the Release 3.0 level before upgrading to Release 3.1. The pack can be used to manage both Oracle E-Business Suite Release 12 as well as Release 11i systems.

Oracle Application Management Pack for Oracle E-Business Suite Release 3.1 requires a minimum level of 10.2.0.5 of Oracle Enterprise Manager 10g Grid Control.

This document describes the system requirements and installation of this new pack for Grid Control.

> **Important:** Uninstalling Oracle Application Management Pack for Oracle E-Business Suite and Oracle Application Change Management Pack for Oracle E-Business Suite (ACP) Release 3.1 is not supported. Please back up the Enterprise Manager repository before applying AMP/ACP Release 3.1. Please contact Enterprise Manager Grid Support if you need more clarification on the backup procedure.

> **Note:** This document typically uses UNIX syntax. If using MS Windows, substitute the appropriate Windows syntax.

System Requirements

OS/User Group Requirement

Please ensure that the ORACLE and APPLMGR OS user groups that own the Oracle E-Business Suite System nodes file system are added to the EM Agent user group list that monitors the machine on which the node exists.

For example:

If the Oracle E-Business Suite System node being monitored by the EM Agent has a user "applmgr" and primary group "appsdba", and an "oracle" user with a primary group of "oradba", the EM Agent user "emagent" must have secondary and tertiary groups "appsdba" and "oradba" added to it such that cloning and certain monitoring tasks can be properly executed. If you are adding these now, the agent must be bounced before proper command execution can begin.

Before continuing with the installation as outlined below, please read and become familiar with the known limitations as described in the Oracle Application Management Pack for Oracle E-Business Suite User's Guide. These limitations are typically minor to most Oracle E-Business Suite Release 12 and Release 11i administrators; however, they might be of concern to longtime users of Oracle Enterprise Manager who are new to using the Application Management Pack plug-in for Oracle Enterprise Manager.

Preparing Oracle E-Business Suite Systems

Please refer to the Getting Started Guide for Oracle Application Management Pack for Oracle E-Business Suite Release 3.1, My Oracle Support (formerly Oracle*MetaLink*) Knowledge Document 982302.1, for steps on how to prepare the Oracle E-Business Suite systems.

Preparing Oracle Enterprise Manager 10*g* Grid Control 10.2.0.5 and Applying the Oracle Application Management Pack for Oracle E-Business Suite

Please refer to the Getting Started Guide for Oracle Application Management Pack for Oracle E-Business Suite Release 3.1, My Oracle Support Knowledge Document 982302.1, for steps on how to prepare Oracle Enterprise Manager 10*g* Grid Control 10.2.0.5 and apply the Oracle Application Management Pack for Oracle E-Business Suite.

2

Installation Procedures

Before You Begin

Download the Oracle Application Management Pack for Oracle E-Business Suite Patch 8333939 from My Oracle Support to the Enterprise Manager Oracle Management Server.

The Oracle Application Management Pack for Oracle E-Business Suite is installed using Oracle Universal Installer. To install this pack, you must have an existing Grid Control installation. The pack must be installed into each existing Grid Control Management Service and Management Agent that will be used for Oracle E-Business Suite.

> **Note:** When installing patch 8333939, the oraInst.loc must point to an oraInventory with correct permissions for the user that is running the installer.

> **Note:** Rollback of patches is not supported.

> **Important:** Uninstalling Oracle Application Management Pack for Oracle E-Business Suite and Oracle Application Change Management Pack for Oracle E-Business Suite (ACP) Release 3.1 is not supported. Please back up the Enterprise Manager repository before applying AMP/ACP Release 3.1. Please contact Enterprise Manager Grid Support if you need more clarification on the backup procedure.

Running Oracle Universal Installer

Please follow these steps to run Oracle Universal Installer.

1. Set up the Provisioning Frameworks Software library as mentioned in the Getting

Started Guide for Oracle Application Management Pack for Oracle E-Business Suite, My Oracle Support Knowledge Document 982302.1.

2. Stop all the Management Services before installing the pack to a Management Service. Management Services will be restarted automatically after the pack has been installed.

   1. Stop the OMS.

      ```
      $PROMPT> $ORACLE_HOME/bin/emctl stop oms
      ```

   2. Stop the Application Server Control Console, which is used to manage the Oracle Application Server instance used to deploy the Management Service.

      ```
      $PROMPT> $ORACLE_HOME/bin/emctl stop iasconsole
      ```

   3. Stop all the application server components, such as Oracle HTTP Server and OracleAS Web Cache.

      ```
      $PROMPT> $ORACLE_HOME/opmn/bin/opmnctl stopall
      ```

   4. Wait 4 to 5 minutes to ensure that all OPMN processes are stopped and the TCP ports are released.

   5. Change directory to the home directory for the Oracle Management Agent and stop the Management Agent.

      ```
      $PROMPT> AGENT_HOME/bin/emctl stop agent
      ```

   6. As a sanity check, from the OMS repository database, run the following query to ensure that no middle tier component has a lock over the database session. The following query should return the count as 0 (zero).

      ```
      Select count(*) FROM dba_jobs_running run_job; gv$session sess
      WHERE sess.sid = run_job.sid AND sess.schemaname = 'SYSMAN'
      ```

      Note: If your EM Repository (EM Database) is on the same machine, it must be left running. Only OMS and Agent services need to be taken down.

3. Set the environment variable ORACLE_HOME to ORACLE_HOME of Management Service 10.2.0.5 as shown here:

   ```
   export ORACLE_HOME=/d1/oracle/em10g/oms10g
   ```

4. Unzip the p8333939_31_LINUX.zip and run the *runInstaller* command as shown here. (Please check the appropriate plugin patch numbers for the other platforms when available.)

   ```
   <stage>/Disk1/runInstaller
   ```

   The installer will then run a series of tests. If all of the tests succeed, then the

installation will open a new window.

From this window, you can choose to install the Grid Control extensions for Enterprise Manager Repository and Management Service or the Management Agent extensions for managing Oracle E-Business Suite. Press **Next** to continue with the installation.

Install Grid Control Extensions for Enterprise Manager Repository and Management Service

To install Grid Control Extensions for Enterprise Manager Repository and Management Service:

Please follow these steps to install Grid Control Extensions for Enterprise Manager Repository and Management Service.
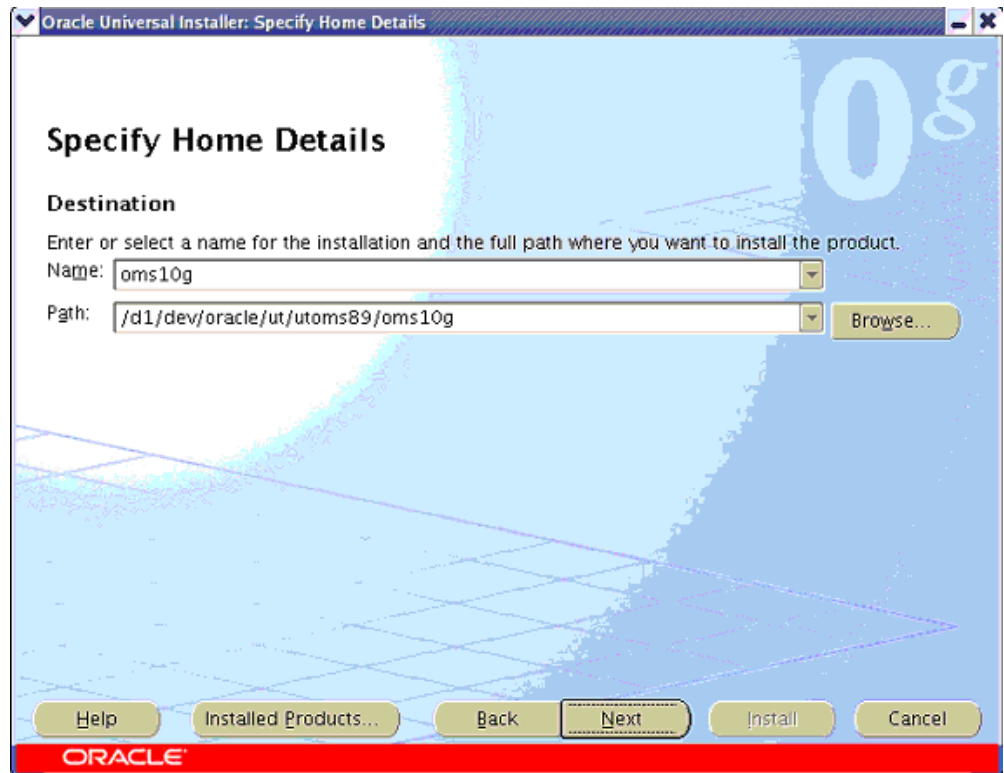
1. Specify the product to install.
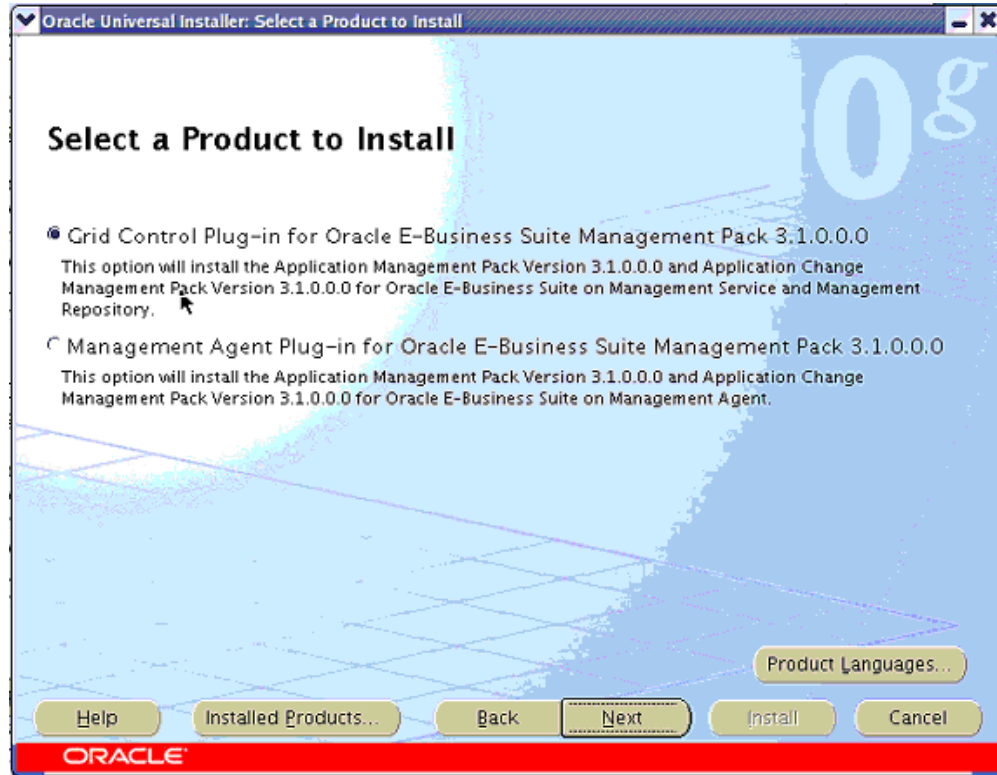
Choose **Grid Control Plug-in for Oracle E-Business Suite Management Pack 3.1.0.0.0** and click **Next** to continue.

2. Specify Oracle Home (of Management Service) details.

The Application Management Pack must be installed into each existing Grid Control Management Service and Repository. To perform this installation, begin by choosing the name and location of the Oracle Home of the Management Service into which you want to install the plug-in.

Once you have properly chosen the name and location of the Management Service's Oracle Home, click **Next** to continue.

3. Specify Repository Database Connection details.
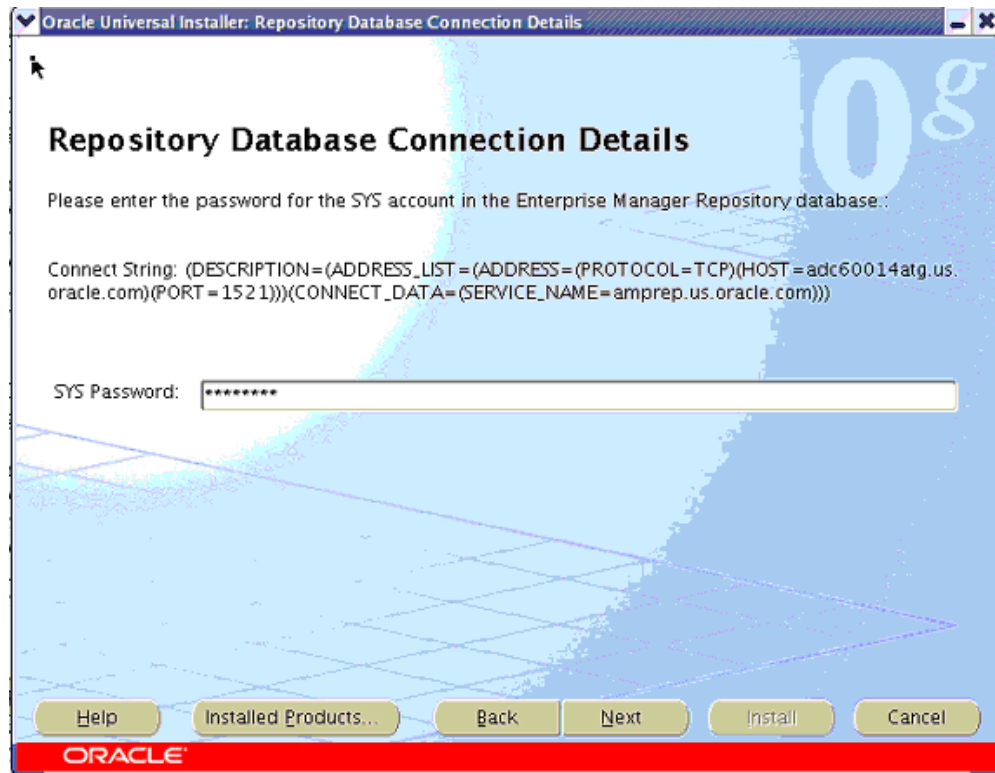
You will be prompted to enter the password for the SYS user account in the Enterprise Manager Repository database. After you enter the password, click **Next** to continue.

> **Note:** When installing the management pack in a Grid Control environment in which the Management Repository was not a new database created by the Grid Control installer, you may see the connect string blanked out in the Universal Installer. This is a known display-only limitation and does not prevent successful installation of the management pack.

4. View the Install Summary.
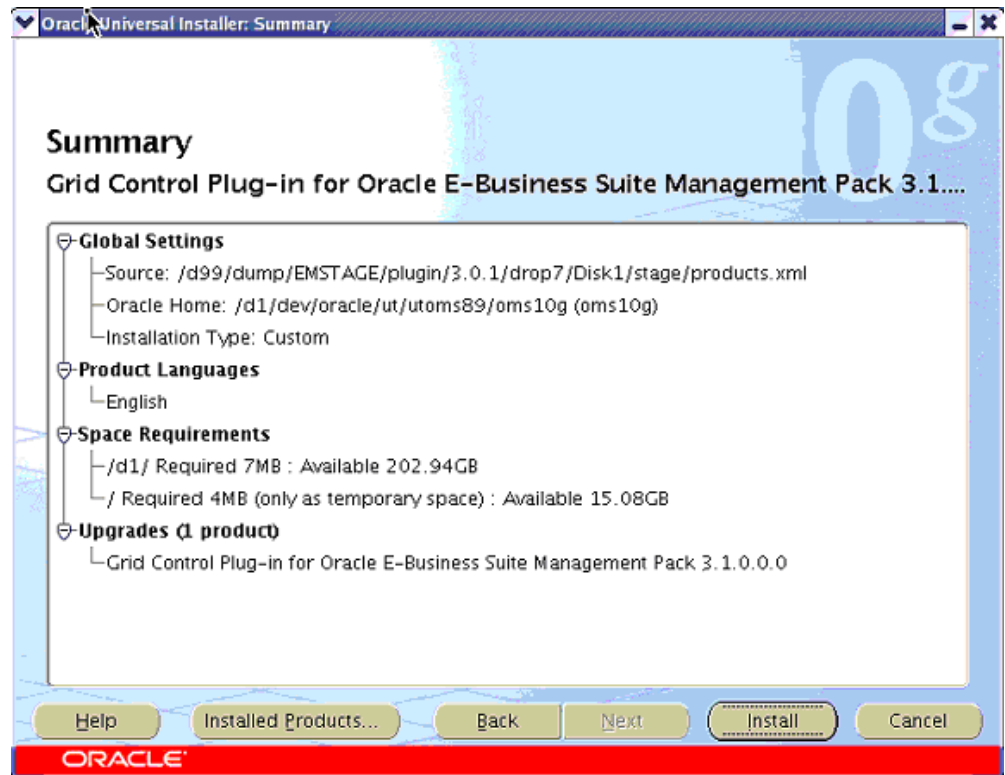
The next page will present a summary of what will be installed. Click **Install** to continue with the installation.

5. View the progress of the installation.
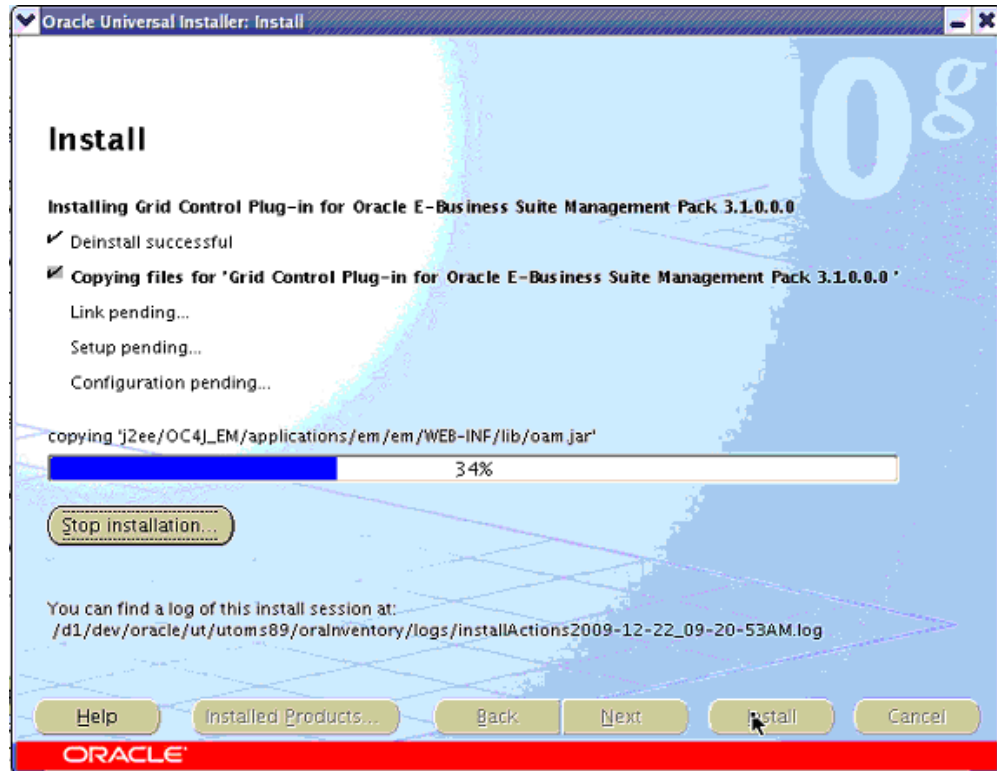
You can then view the progress of the installation in the Install window. Once all of the installation steps have completed, the Configuration Assistants window will display automatically.

6. View the Configuration Assistants (Upgrade and Restart Service).
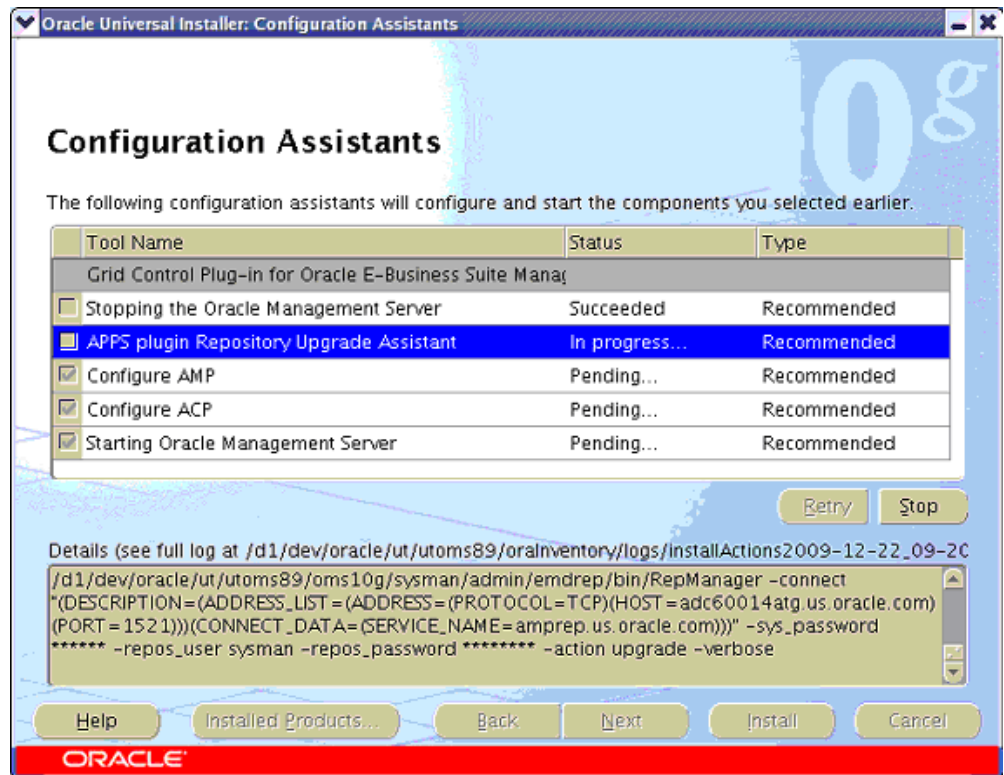
The configuration assistants will complete the upgrade of the Grid Control Repository and restart the Management Service. You can view the progress of the configuration assistants in this window.

7. End of Installation.
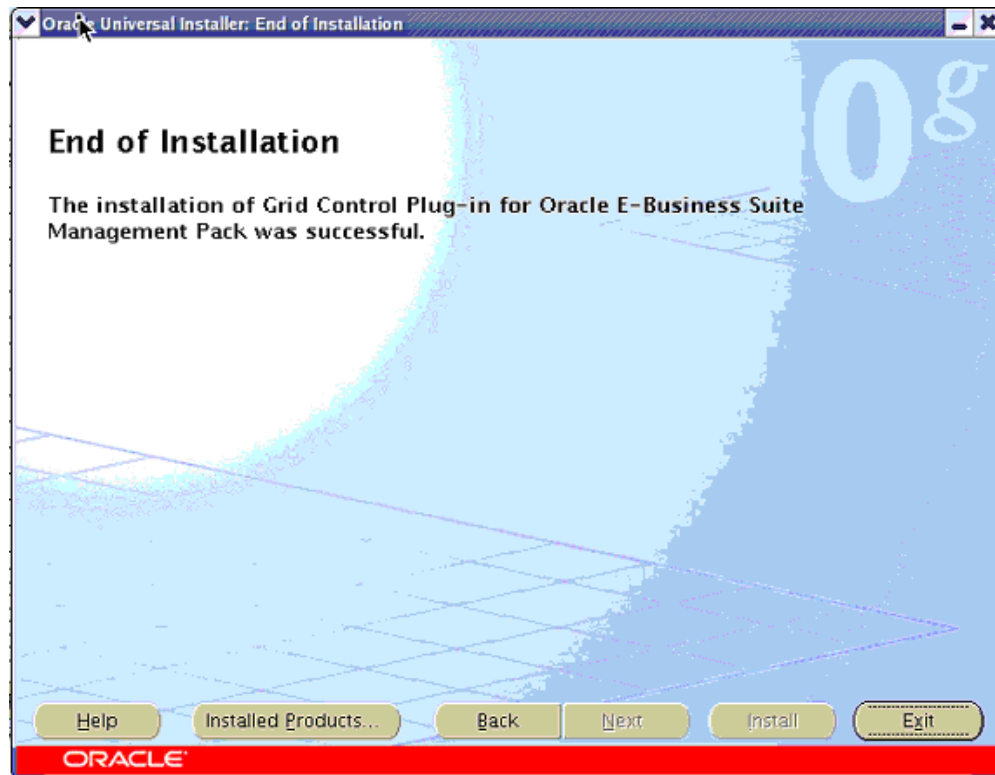
Once the installation is complete, click **Exit** to end your session.

Post-install Steps for the OMS tier:

> **Note:** The following steps need to be repeated as appropriate in the case of multi-OMS tier configurations.

1. Copy Apache POI 3.2 Libraries to the OMS tier.

   The Application Change Management Pack for Oracle E-Business Suite's Setup Manager product has a dependency on Apache POI 3.2 libraries.

   Download the Apache POI libraries from http://archive.apache.org/dist/poi/release/bin/poi-bin-3.2-FINAL-20081019.zip and unzip the content to copy the poi-3.2-FINAL-20081019.jar to <OMS_ORACLE_HOME>/j2ee/OC4J_EM/applications/em/em/WEB-INF/lib location.

2. Stop all the Management Services.

   1. Stop the OMS.

      ```
      $PROMPT> $ORACLE_HOME/bin/emctl stop oms
      ```

2. Stop the Application Server Control Console, which is used to manage the Oracle Application Server instance used to deploy the Management Service.

```
$PROMPT> $ORACLE_HOME/bin/emctl stop iasconsole
```

3. Stop all the application server components, such as Oracle HTTP Server and OracleAS Web Cache.

```
$PROMPT> $ORACLE_HOME/opmn/bin/opmnctl stopall
```

4. Wait 4 to 5 minutes to ensure that all OPMN processes are stopped and the TCP ports are released.

3. Start the OMS.

```
$PROMPT> $ ORACLE _HOME/bin/emctl start oms
```

Installing the Management Agent Plug-in

Download patch **8333939** to your Oracle Enterprise Manager (EM) Agent host.

Please follow these instructions to install the Management Agent Plug-in.

Running Oracle Universal Installer:

Please follow these steps to run Oracle Universal Installer.

1. First set the environment variable ORACLE_HOME to the ORACLE_HOME of the EM Agent 10.2.0.5.

```
export ORACLE_HOME=/d1/oracle/em10g/agent10g
```

2. Unzip the p8333939_31_LINUX.zip and run the runInstaller.

```
<stage>/Disk1/runInstaller
```

(Please check the appropriate plug-in patch numbers for the other platforms when available.)

3. The installer will then run a series of tests. If all of the tests succeed, then the installation will open a new window. Next, follow the steps described in the next section.

Installing the Management Agent Plug-in:

Please follow these steps to install Management Agent Plug-in.

1. Specify the product to install.
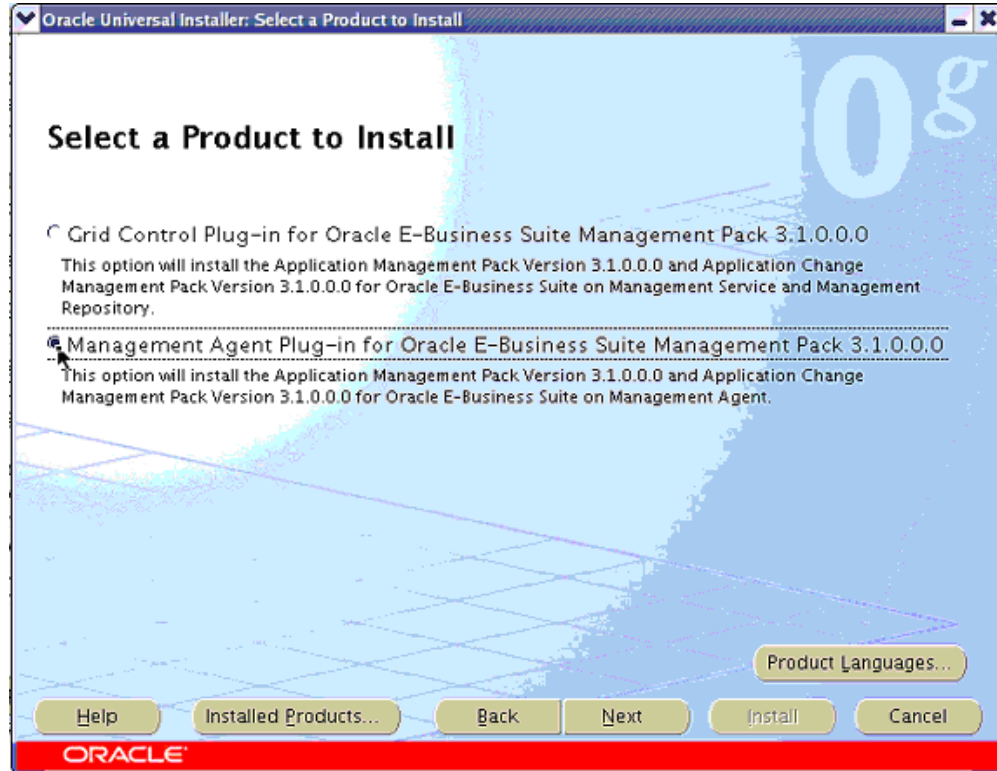
Begin the installation of the Management Agent Plug-in by running the Oracle Universal Installer (as described in Running Oracle Universal Installer, page 2-1) on the respective host. Choose the Management Agent Plug-In for Oracle E-Business Suite Management Pack 3.1.0.0.0 option to install the Management Agent plug-in. Click **Next** to continue.
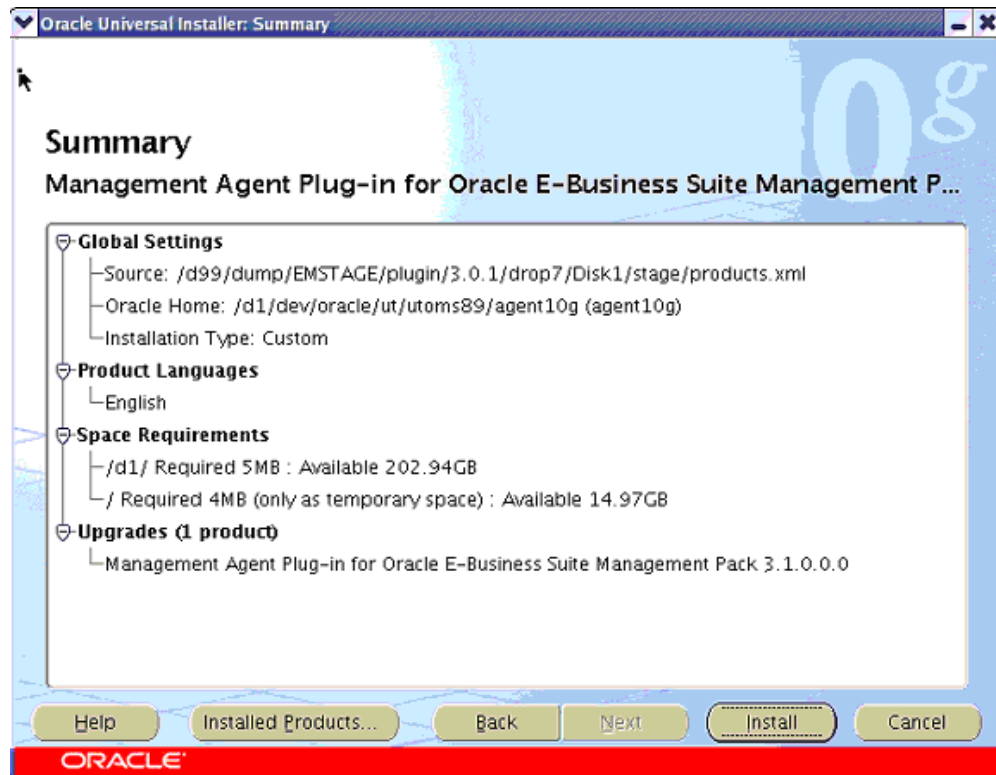
2. Specify the Agent's Oracle Home details.
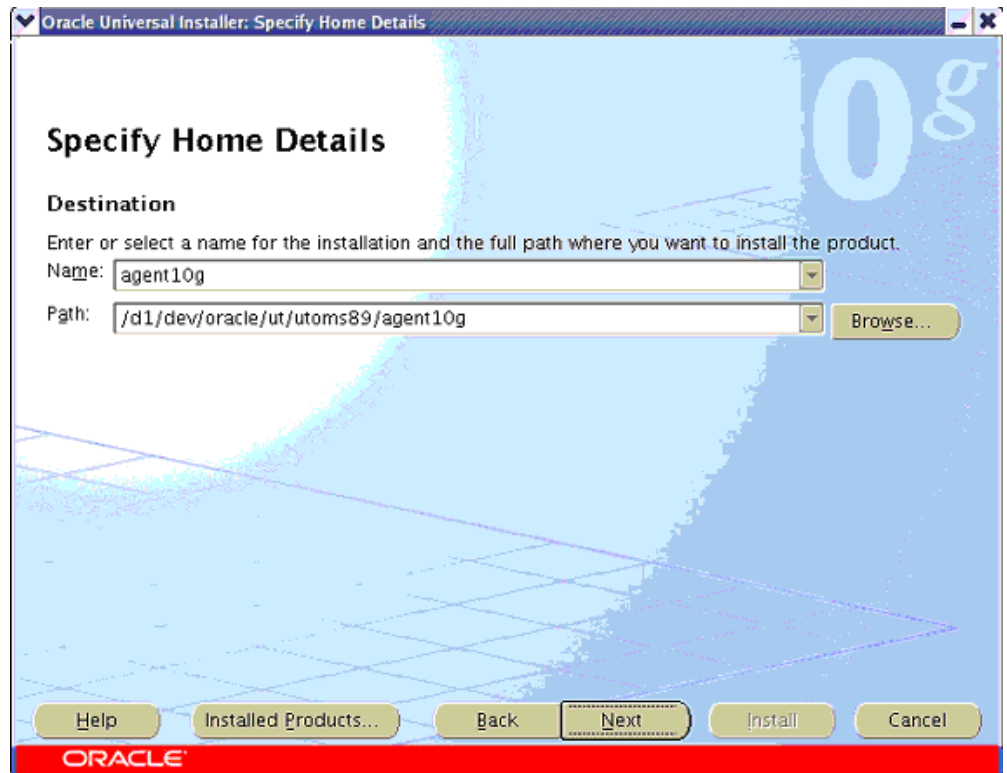
Next choose the correct name and location of the Oracle Home of the EM Agent into where you want to install the plug-in. Click **Next** to continue with the installation.

3. View the Install Summary.

The next page will present a summary of what will be installed. Click **Install** to continue with the installation.

4. View the progress of the installation.
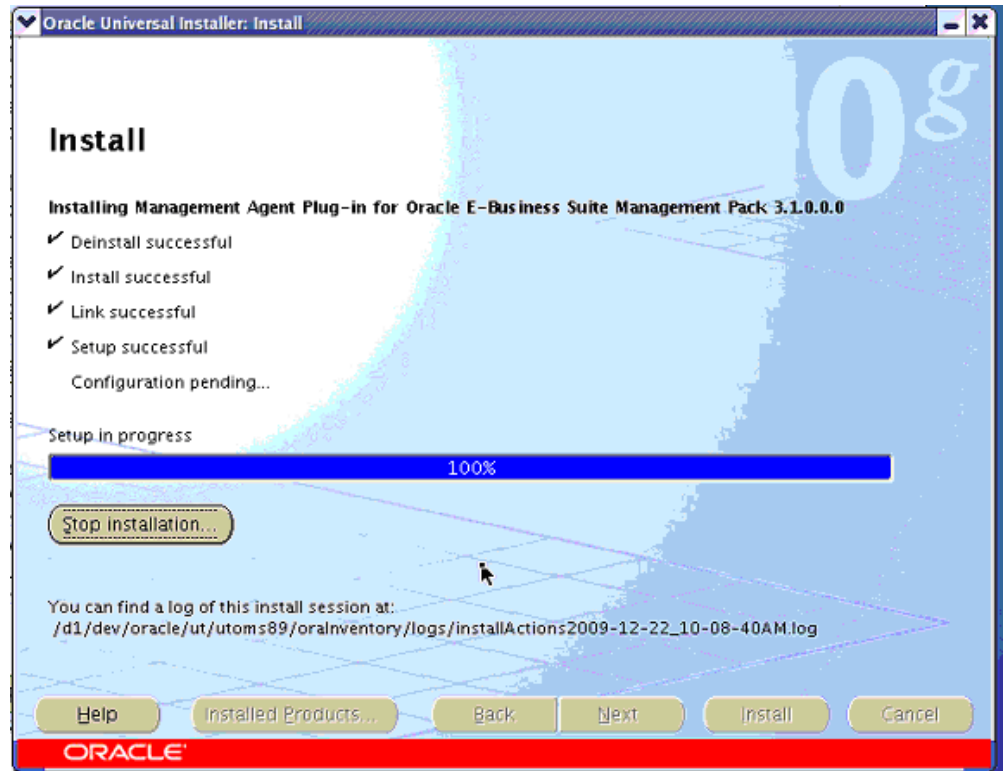
You can then view the progress of the installation in the Install window. Once all of the installation steps have completed, the Configuration Assistants window will display automatically.

5. View the Configuration Assistant (Stop and Start Agent).
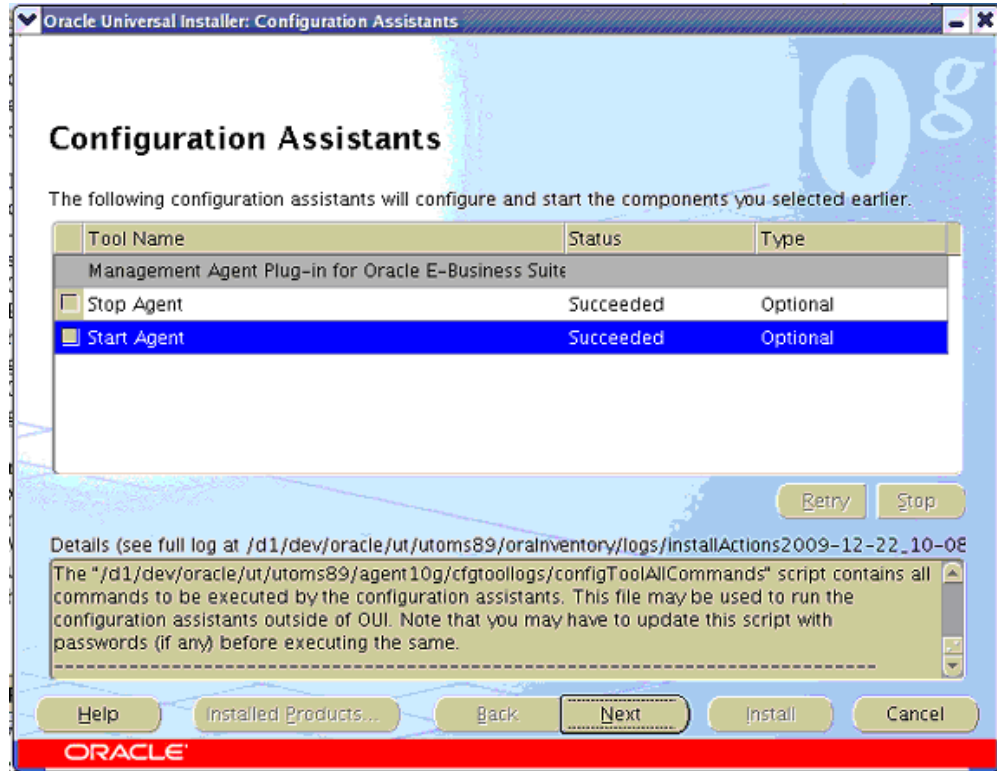
The configuration assistants will stop and restart the agent for you. You can monitor their progress in this window.

6. End of Installation.
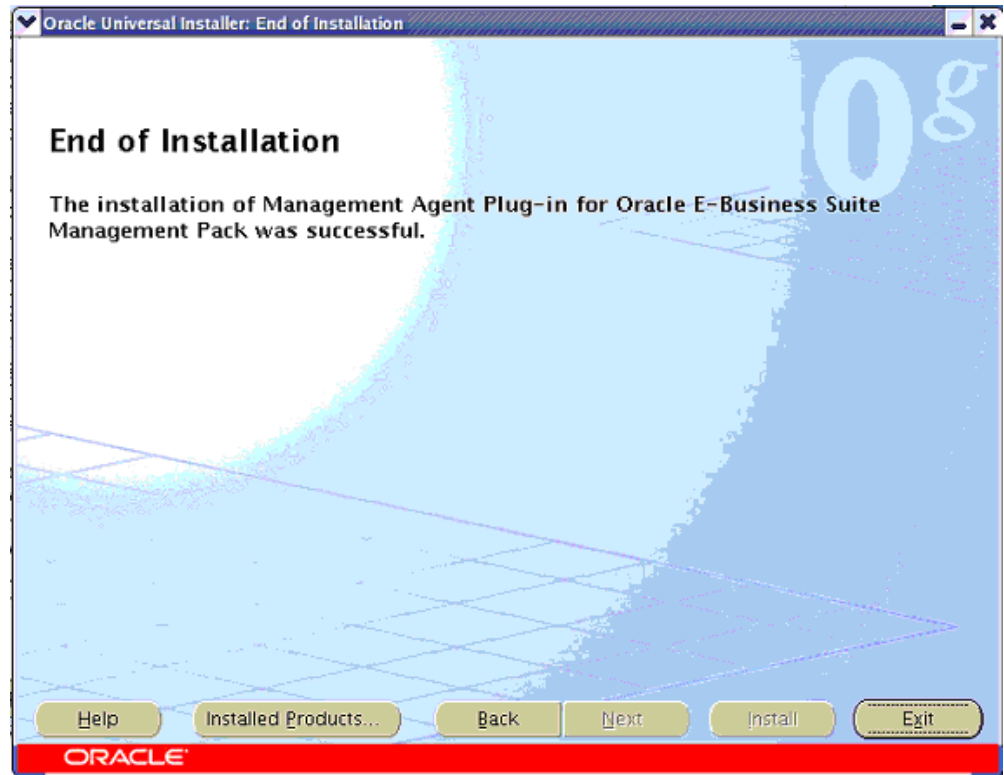
Once the installation is complete, click **Exit** to end your installation.

Silent Installation of the Management Agent Plug-in:

1. Unzip the p8333939_31_LINUX.zip file

2. Modify the template by substituting with correct values in the oracle.apps.agent_extn.Custom.rsp template located under <stage>Disk1/stage/Response

3. Run the installer using the command

```
<stage>/Disk1/runInstaller -silent -responseFile
<stage>Disk1/stage/Response/oracle.apps.agent_extn.Custom.rsp
```

A

Installation in a Shared Agent Environment

Installation in a Shared Agent Environment

> **Note:** Shared Agent configurations are currently not supported with the Application Management Pack on Windows platforms.

1. **Read the official documentation to become familiar with this process.**

    Read "Installing Management Agent Using nfsagentinstall Script", *Oracle Enterprise Manager Grid Control Installation Guide.*

    What follows in this guide is an expansion and clarification of the documentation listed above. There are a few points in the above document that warrant special attention.

2. **Perform the installation.**

    Install a Release 10.2.0.5 agent to the master system. This installation is very straightforward, but please be mindful of the following: The ORACLE_HOME must be mounted on the shared hosts on the exact same path. Example: Agent ORACLE_HOME is /u01/oracle/agent10g on the master, therefore it must also be mounted as /u01/oracle/agent10g on the slaves. Secondly, make sure that your users and groups are consistent between master and slaves; and that ultimately, the agent belongs in the same group as the Oracle E-Business Suite instances to be monitored. As an example, the target Oracle E-Business Suite instances run under a user called "applrt" with a group of "g680" the uid was 20001 and the gid 680. Therefore, on the master agent system, there should be a user called "applrt" with a group of "g680" and uid/gid of 20001/680. This replication of UNIX username and group associations isn't strictly necessary as long as, ultimately, the agent on the slaves runs under the same group and has appropriate permissions to read, write, and execute files under the Oracle E-Business Suite.

3. **Apply the Oracle Application Management Pack patch (patch 8333939) to the**

master.

4. **Apply the latest Oracle Application Management Pack patchset to the master.**

   See Chapter 1, "Installing Oracle Application Management Pack for Oracle E-Business Suite" for details on the latest patchset available on My Oracle Support.

5. **Share out the Agent $ORACLE_HOME as read-only.**

   This assumes that your Master agent server already has the NFS server installed and running.

   In /etc/exportfs on the Master agent server, add a line similar to the following:

   ```
   /u01/oracle/agent10g   *(ro)
   ```

   This is only an example. In fact, this configuration is not very secure, despite setting the read-only ("ro") flag. Please set your export options as appropriate for your security requirements.

   You should now re-export your shares:

   ```
   /usr/sbin/exportfs -r
   ```

6. **Mount the Agent $ORACLE_HOME on each slave.**

7. **On the master AND slaves, create the EM states directory.**

   The states directory is the local directory to which configuration files and logs are written. For example, if your remote agent home is mounted as /u01/oracle/agent10g, you could create a directory /u01/oracle/emstate on the slave.

   ```
   mkdir /u01/oracle/emstate
   ```

8. **On the Master, run the $ORACLE_HOME/sysman/install/nfsagentinstall script IN the states directory:**

   ```
   cd /u01/oracle/emstate
   $ORACLE_HOME/sysman/install/nfsagentinstall -s /u01/oracle/emstate
   ```

   > **Important:** It is absolutely critical that the nfsagentinstall script is NOT executed from the remote home (in our example, /u01/oracle/agent10g). This will cause the script to fail because it cannot write out its log, which is always written to the current working directory.

9. **Repeat Step 8 for each slave.**

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