

**Oracle® Integrated Store Operations
Installation Guide
Release 11.0.2
January 2006**

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Customer Support

- <https://metalink.oracle.com>

When contacting Customer Support, please provide:

- Product version and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step-by-step instructions to recreate.
- Exact error message received.
- Screen shots of each step you take.

Begin Installation

Server Installation Instructions

Before you install the ISO 11.0.2 patch software:

1. Make a complete backup of your entire database and source code.
2. Read through this entire document and the associated documentation. Many of the scripts referenced will require that you make modifications to be compatible with your environment.
3. Note whether any customizations have been made to the module. If there are any, the customizations must be reapplied over the new version of the module or the fix may need to be applied to the custom version of the code.
4. ISO 11.0.2 is a cumulative patch that should be applied on top of the ISO 11.0.1 release.
5. There are two components to installing this patch, each detailed below:
 - Client Install
 - Server Install
6. To install this ISO patch:
Shut down your server and any clients that might be connected to it.

Review All Documentation

Before installing, review the following key documents that are included with this patch:

- ISO 11.0.2 Patch Release Notes: iso-1102-rn.doc.

Unpack Compressed Files

1. Log in to the ISO UNIX server as `retek`.
2. Create a staging directory on your server:
`%mkdir <ISO_STAGING_AREA>`
3. In binary mode, FTP the file `iso1102_install.zip` to `<ISO_STAGING_AREA>`
4. Change directory to the `<ISO_STAGING_AREA>`.
5. Uncompress and extract the `iso1102_install.zip` file in the staging area by typing:
`%unzip iso1102_install.zip`

The following directory structure(s) will exist under the `<ISO_STAGING_AREA>`:

```
<ISO_STAGING_AREA> /serverUnix.zip  
                  /clientWindows.zip  
                  /developer.zip
```

ISO Modification Instructions

Update ISO Client

1. Copy the clientWindows.zip to ISO_INSTALL_DIR/client<Platform>
2. Unzip clientWindows.zip in this directory - the patch will update the necessary files by overwriting them with newer versions.
3. Review any files in the /classes/retrek folder. 'Hot fixes' released as individual class files by support that are included in the current patch should be removed.

Update ISO Server

1. Copy the serverUnix.zip to ISO_INSTALL_DIR/server<Platform>
2. Unzip serverUnix.zip in this directory - the patch will update the necessary files by overwriting them with newer versions.
3. The following two files, located at ISO_INSTALL_DIR/server<Platform>/retrek/sim/files/prod/config, will need to be updated
 - dao.cfg
 - jdbc.cfg
4. Change directories to ISO_INSTALL_DIR/1102/dbcs. Open a SQLPlus session as the ISO database user. Run the following script:
 - patch1102dbcs.sql
5. Change directories to ISO_INSTALL_DIR/server<Platform>/1102/db_objects.
6. Open a SQLPlus session as the ISO database user. Run the following script:
 - patch1102iso.sql
7. Change directories to ISO_INSTALL_DIR/server<Platform>/1102/utility.
8. Open a SQLPlus session as the ISO database user. Run the following script:
 - inv_obj_comp.sql
9. Review any previously applied 'Hot fixes' in the /classes/retrek folder. 'Hot fixes' are released as individual class files by support. If these are included in the current patch, these class files should now be removed.
10. To upgrade help files pick the correct zip file from <ISO_STAGING_AREA> and unzip in
 - ISO_INSTALL_DIR/server<Platform>/retrek/sim/prod/OnlineHelp/WebHelp or
 - ISO_INSTALL_DIR/server<Platform>/retrek/sim/prod/OnlineHelp/WebHelp-FR
11. After all components of the patch have been installed, restart the ISO application server.