

**Oracle® Retail Price Management**  
Installation Guide  
Release 13.0.4

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Oracle Retail Price Management, Installation Guide, Release 13.0.4

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Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
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# Preface

Oracle Retail Installation Guides contain the requirements and procedures that are necessary for the retailer to install Oracle Retail products.

## Audience

This Installation Guide is written for the following audiences:

- Database administrators (DBA)
- System analysts and designers
- Integrators and implementation staff

## Related Documents

For more information, see the following documents in the Oracle Retail Price Management Release 13.0.4 documentation set:

- *Oracle Retail Price Management Release Notes*
- *Oracle Retail Price Management Operations Guide*
- *Oracle Retail Price Management Data Model*
- *Oracle Retail Merchandising Batch Schedule*

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:  
<https://support.oracle.com>

When contacting Customer Support, please provide the following:

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

## Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 13.1) or a later patch release (for example, 13.1.2). If you are installing the base release and additional patch and bundled hot fix releases, read the documentation for all releases that have occurred since the base release before you begin installation.

Documentation for patch and bundled hot fix releases can contain critical information related to the base release, as well as information about code changes since the base release.

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## Oracle Retail Documentation on the Oracle Technology Network

Documentation is packaged with each Oracle Retail product release. Oracle Retail product documentation is also available on the following Web site:

[http://www.oracle.com/technology/documentation/oracle\\_retail.html](http://www.oracle.com/technology/documentation/oracle_retail.html)

(Data Model documents are not available through Oracle Technology Network. These documents are packaged with released code, or you can obtain them through My Oracle Support.)

Documentation should be available on this Web site within a month after a product release.

## Conventions

**Navigate:** This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement “the Window Name window opens.”

This is a code sample

It is used to display examples of code

# Preinstallation Tasks

RPM is a client-server-server application. Its client side code runs in a WebStart Java Virtual machine instance, while its server side code runs in the Oracle Application Server and accesses an Oracle Database server.

## Check Database Server Requirements

General Requirements for a database server running Oracle Retail Price Management include:

Supported on 10gR2 and 11gR2	Versions Supported:
Database Server OS	<p>OS certified with Oracle Database 10gR2 Enterprise Edition or Oracle Database 11g Release 2 Enterprise Edition. Options are:</p> <ul style="list-style-type: none"> <li>▪ AIX 5.3</li> <li>▪ AIX 6.1 TL04</li> <li>▪ Solaris 10 (Sparc) (Actual hardware or Logical Domains)</li> <li>▪ Oracle Enterprise Linux 4 Update 5 (x86-64)</li> <li>▪ Red Hat Enterprise Linux 4 Update 5 (x86-64)</li> <li>▪ Oracle Enterprise Linux 5 Update 3 (x86-64)</li> <li>▪ Red Hat Enterprise Linux 5 Update 3 (x86-64)</li> <li>▪ HP-UX 11.23 (Itanium 64-bit)</li> <li>▪ HP-UX 11.31 (Itanium 64-bit)</li> </ul>
Database Server (10gR2)	<p>Oracle Database 10g Release 2 Enterprise Edition (10.2.0.4 patchset required) with the following components:</p> <ul style="list-style-type: none"> <li>▪ Oracle Database 10g</li> <li>▪ Oracle Partitioning</li> <li>▪ Oracle Net Services</li> <li>▪ Oracle Call Interface (OCI)</li> <li>▪ Oracle Programmer</li> <li>▪ Oracle XML Development Kit</li> <li>▪ Database Vault (Optional)</li> <li>▪ DBConsole (if Database Vault is installed)</li> <li>▪ Companion CD</li> <li>▪ ANSI compliant C compiler (certified with OS and database version)</li> </ul> <p><b>Patches:</b></p> <ul style="list-style-type: none"> <li>▪ 10.2.0.4 patchset: 6810189</li> <li>▪ AIX oneoff patch: 6154596 (PRO*C THROWS PCC-2014 WHEN DIAGNOSTIC DIRECTIVE #WARNING IS USED).</li> </ul> <p><b>Database Vault specific patches:</b></p> <ul style="list-style-type: none"> <li>▪ 7639262 - TDE oneoff</li> <li>▪ 757685 - Export/DBMS_STATS/ dbms_outln oneoff -</li> </ul>

**Supported on 10gR2 and 11gR2****Versions Supported:**

Available on Linux (it is important to complete all steps of this patch).

**Others components:**

- Perl compiler 5.0 or later
- X-Windows interface

## Database Server (11gR2)

Oracle Database 11g Release 2 (11.2.0.1) Enterprise Edition with the following components:

- Oracle Partitioning
- Example CD
- ANSI compliant C compiler (certified with OS and database version)

**Patches:**

- 9582272 - ORA-600 [KKDLREADONDISKDEFVAL: ERROR] OCCURS WHEN ALTER TRIGGER IS EXECUTED.

The following two patches need to be applied together in order to correct the JDBC bug:

- 9367425 -- PROCESS CRASHED WHEN USING 11GR2 JDBC/OCI
- 9495959 -- HANG WHEN TWO THREADS TRY TO CREATE THE ENV HANDLE AT THE SAME

**Others components:**

- Perl compiler 5.0 or later
- X-Windows interface

---

**Note:** The RPM database objects are bundled with the RMS database schema installer. For Release 13.0.4, RPM supports the following options for enhanced data security:

- RPM 13.0.4 supports enhanced data protection using Oracle Database Vault with Oracle Database 10g Release 2.
- Oracle Retail Sales Audit (ReSA) 13.0.4 supports transparent data encryption (TDE) with Oracle Database 10g Release 2 and the Advanced Security option.

See the *Oracle Retail Merchandising System Installation Guide* for more information about using these security options.

---

## Check Application Server Requirements

General requirements for an application server capable of running the Oracle Retail Price Management application include:

Supported on:	Versions Supported:
Application Server OS	OS certified with Oracle Application Server 10g 10.1.3.4. Options are: <ul style="list-style-type: none"> <li>▪ AIX 5.3</li> <li>▪ AIX 6.1 TL04</li> <li>▪ Solaris 10 (Sparc) (Actual hardware or Logical Domains)</li> <li>▪ Oracle Enterprise Linux 4 Update 5 (x86-64)</li> <li>▪ Red Hat Enterprise Linux 4 Update 5 (x86-64)</li> <li>▪ Oracle Enterprise Linux 5 Update 3 (x86-64)</li> <li>▪ Red Hat Enterprise Linux 5 Update 3 (x86-64)</li> <li>▪ HP-UX 11.23 (Itanium 64-bit)</li> <li>▪ HP-UX 11.31 (Itanium 64-bit)</li> </ul>
Application Server	Oracle Application Server 10g 10.1.3.4 with the following patches: <ul style="list-style-type: none"> <li>▪ 5632264 (NEED UPDATED TIMEZONE FILES (VERSION 4) FOR MORE DST RULE CHANGES)</li> <li>▪ 4601861 (NEED TO EXPOSE NZOS_SETIOSEMANTICS)</li> </ul>

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**Note:** This release of RPM is only supported in a managed OC4J instance as part of OracleAS 10g. It is not supported on OC4J standalone

---

## Check Single Sign-On Requirements

If RPM will not be deployed in a Single Sign-On environment, skip this section.

If Single Sign-On is to be used, verify the Oracle Infrastructure Server 10g server has been installed. Verify the OAS HTTP server used to launch RPM has been registered with the Oracle Single Sign-On server and the mod\_osso module has been enabled within the HTTP Server's configuration.

For more details on this, see the *Oracle Single Sign-On Administration Guide*.

## Check Oracle Retail Software Dependencies

RMS 13.0.3 must be installed prior to installing RPM.

### Supported Oracle Retail Products

Requirement	Version
Oracle Retail Merchandising System (RMS)/Oracle Retail Trade Management (RTM)/Oracle Retail Sales Audit (ReSA)	13.0.4
Oracle Retail Allocation	13.0.4
Oracle Retail Data Warehouse (RDW)	13.0.2
Oracle Retail Store Inventory Management (SIM)	13.0.4
Oracle Retail Strategic Store Solutions (ORSSS)	13.0.4

### Supported Oracle Retail Integration Technologies

Requirement	Version
Oracle Retail Extract, Transform and Load (RETL)	13.0.4
Oracle Retail Integration Bus (RIB)	13.0.4
Oracle Retail Service Layer (RSL)	13.0.4

## Check Third-Party Software Dependencies

Hibernate 2.1.8 must be downloaded and the hibernate2.jar file just be extracted. The RPM application installation procedure specifies how to install this file.

## Check Client PC and Web Browser Requirements

Requirement	Version
Operating system	Windows 2000 or XP
Display resolution	1024x768 or higher
Processor	1GHz or higher
Memory	512MBytes or higher
Networking	intranet with at least 10Mbps data rate
Sun Java Runtime Environment	5.0 Update 11 or newer (1.5.0_11)
Browser	Microsoft Internet Explorer 7.0

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## RAC and Clustering

Real Application Cluster Database and Oracle Application Server Clustering for Oracle Retail Price Matching has been validated to run only on Linux:

The Oracle Retail products have been validated against a 10.2.0.3 RAC database. When using a RAC database, all JDBC connections should be configured to use OCI connections rather than THIN connections. It is suggested that when using OCI connections, the Oracle Retail products database be configured in the tnsnames.ora file used by the Oracle Application Server installations.

Clustering for Oracle Application Server 10.1.3 is managed as an Active-Active cluster accessed through a hardware Load Balancer. It is suggested that a VirtualHost be added to the OAS 10.1.3 reflecting the Virtual Server Name configured in the load balancer. It is also suggested that the OC4J select method be configured to prefer the use of local OC4J instances. The Oracle Retail products are currently not validated to be distributable at the application level in an OAS 10.1.3 cluster.

Clustering for Oracle Application Server 10.1.2.2 is managed as an Active-Active cluster accessed through a hardware Load Balancer. It is suggested that the Web Cache installation included with OAS 10.1.2.2 be configured to reflect all application server Mid-Tier installations. Validation has been completed utilizing a RAC 10.2.0.3 Oracle Internet Directory database with the OAS 10.1.2.2 cluster.

### References for Configuration:

- Oracle® Application Server High Availability Guide 10g Release 3 (10.1.3) Part Number B15977-02
- Oracle® Application Server High Availability Guide 10g Release 2 (10.1.2) Part Number B14003-05
- Oracle® Database Oracle Clusterware and Oracle Real Application Clusters Administration and Deployment Guide 10g Release 2 (10.2) Part Number B14197-03





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## Database Installation Tasks

The RPM database objects are bundled with the RMS database schema patch installer. To install the RPM database objects see the *RMS Database Installation - Patch* chapter in the *RMS Installation Guide*. Run the database schema patch installer, and select the RMS/RPM option on the product selection page.

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**Note:** Appendix A contains details on screens and fields in the RMS database schema patch installer.

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## Application Installation

Before proceeding you must install Oracle Application Server 10g 10.1.3.4 plus the patches listed in Chapter 1 of this document. The RPM application is deployed to an OC4J instance within the OracleAS10g installation.

It is assumed Oracle Database has already been configured and loaded with the appropriate RMS schema for your installation.

### Create a New OC4J Instance and Group for RPM

Skip to the next section if you are redeploying to an existing OC4J group in Oracle Application Server 10.1.3.4.

The RPM application must be deployed to its own dedicated OC4J group. For instructions on how to create a new OC4J group and instance(s), see Adding and Deleting OC4J Instances in the Reconfiguring Application Server Instances chapter of the *Oracle Application Server Administrator's Guide*.

1. Log into the server which is running your OracleAS10g installation. Set your ORACLE\_HOME environment variable to point to this installation.
2. Choose a name for the new OC4J instance and group.

---

**Example:** rpm\_oc4j  
rpm\_group

---

Create this OC4J instance and group as documented in the *Oracle Application Server Administrator's Guide*.

---

**Example:**  
\$ORACLE\_HOME/bin/createinstance  
-instanceName rpm\_oc4j -groupName rpm\_group

---

When prompted for the oc4jadmin password, provide the same administrative password you gave for the OracleAS installation. All OC4J instances running Oracle Retail applications must have the same oc4jadmin password.

3. (This step required only if RPM will be installed on AIX) Be aware that RPM requires an upgrade of the Java version when running on AIX. The version must be at least JRE version 1.5 SR7. If RPM will be installed on AIX, then you need to modify the \$ORACLE\_HOME/opmn/conf/opmn.xml to upgrade the Java version that RPM uses. Locate the OC4J instance you just created for RPM, and add or modify the "java-bin" within the "start-parameters" section

---

**Example:**

```
<process-type id="rpm_oc4j" module-id="OC4J"
status="enabled">

  <module-data>

    <category id="start-parameters">

      <data id="java-bin"
value="path/to/JAVA_HOME/bin/java" />

      ...
    
```

---

```
</category>
...
</module-data>
...
</process-type>
```

4. Force OPMN to reload the configuration file.

---

**Example:** `$ORACLE_HOME/opmn/bin/opmnctl reload`

---

5. Start the OC4J instance. You can do this through the Enterprise Manager web interface, or on the command line using the opmnctl utility:

---

**Example:** `$ORACLE_HOME/opmn/bin/opmnctl @cluster  
startproc ias-component=rpm_group`

---

6. Verify that the OC4J group was fully started. If you are using the Enterprise Manager web interface, the instance(s) should have a green arrow indicating that they are running. On the command line, verify that each instance has a status of "Alive".

---

**Example:** `$ORACLE_HOME/opmn/bin/opmnctl status`

---

If you are unable to start an OC4J instance after several attempts, try increasing the startup timeouts in `ORACLE_HOME/opmn/conf/opmn.xml`. If that does not help, consult the Oracle Application Server documentation for further assistance.

## Configure Apache for JNLP Files

If this is the first WebStart application that is being installed in the HTTP server, you need to configure the **mime.types** file with the jnlp file type. If you are using the Apache distribution that is included with OracleAS, this file can be found under `ORACLE_HOME/Apache/Apache/conf`. Add the following line to the file:

```
application/x-java-jnlp-file          jnlp
```

Restart the Apache server for this change to take effect. If you do not add this line then jnlp files are served as plain text and you are not able to launch the application.

---

**Example:** `$ORACLE_HOME/opmn/bin/opmnctl  
restartproc process-type=HTTP_Server`

---

## Expand the RPM Application Distribution

1. Log into the UNIX server as the user who owns the OracleAS 10g installation. Create a new staging directory for the RPM application distribution (`rpm13application.zip`). There should be a minimum of 160 MB disk space available for the application installation files.

---

**Example:** `$ORACLE_HOME/j2ee/rpm_oc4j/rpm-staging`

---

This location is referred to as `INSTALL_DIR` for the remainder of this chapter.

2. Copy `rpm13application.zip` to `INSTALL_DIR` and extract its contents.

## Provide the Hibernate Jar File

The RPM application requires the hibernate2.jar file to be installed. This file should be downloaded from <http://sourceforge.net/projects/hibernate/files/> and placed in the `INSTALL_DIR/rpm/application/hibernate` folder before the installer is launched. For RPM 13, Hibernate 2.1.8 should be used. You need to download the Hibernate distribution and extract the hibernate2.jar file from it.

The RPM application installer verifies that hibernate2.jar has been provided and that it is the correct version. If hibernate2.jar is missing or incorrect, the installer does not proceed.

The installer applies hibernate2.jar to the RPM application by placing it under the `ORACLE_HOME/j2ee/<oc4j-instance-name>/applications/<app-name>/lib` directory.

## Clustered Installations – Preinstallation Steps

Skip this section if you are not clustering the application server.

---

**Note:** Previous releases of RPM required the OC4J instance names and OC4J group name to be identical. This is no longer the case, as OC4J grouping has changed between OAS 10.1.3.0 and 10.1.3.4.

---

If you are installing the RPM application to a clustered Oracle Application Server environment, there are some extra steps you need to take before running the RPM application installer. In these instructions, the application server node whose `ORACLE_HOME` you used for the RPM installer is referred to as the *master node*. All other nodes are referred to as the *remote nodes*.

1. On each node, create the RPM task queue and factories in the OC4J JMS server by modifying the `$ORACLE_HOME/j2ee/<rpmoc4jinstance>/config/jms.xml` file. At the bottom of this file, before the closing `</jms-server>` tag, add the definition for the RPM task queue.

Example with `rpmTaskQueue` as the queue name:

```
<queue name="rpmTaskQueue" location="jms/rpmTaskQueue"
      Persistence-
file= »rpmTaskQueue.persistence.file »>
  <description>RPM Task Engine Queue</description>
</queue>
<queue-connection-factory location= »jms/Queue/myQCF » />
<xa-queue-connection-factory location= »jms/Queue/myXAQCF » />
</jms-server>
```

The RPM application installer asks you for this queue name. You must provide the same queue name that you used in `jms.xml`, without the `jms/` prefix.

Example: `rpmTaskQueue`

2. On each node, create the RPM XA wrapper object for the task queue by modifying `$ORACLE_HOME/j2ee/<rpmoc4jinstance>/config/oc4j-connectors.xml`. Nested within the `OracleASjms` connector, add this `adminobject-config` element:

```
<adminobject-config location="OracleASjms/rpmTaskQueue">
  <adminobject-
class>oracle.j2ee.ra.jms.generic.AdminObjectQueueImpl</adminobject-class>
  <config-property name="jndiName" value="jms/rpmTaskQueue"/>
  <config-property name="resourceProviderName" value="oc4jjms"/>
</adminobject-config>
```

3. All of the OC4J instances in the group should be restarted for the `jms.xml` and `oc4j-connectors.xml` changes to be picked up. Deployment of the RPM ear file fails if the JMS queue cannot be found by OC4J.

---

**Example:** `$ORACLE_HOME/opmn/bin/opmnctl @cluster  
restartproc ias-component=rpm_group`

---

## Run the RPM Application Installer

Once you have an OC4J instance that is configured and started, you can run the RPM application installer. This installer configures and deploys the RPM application and Java WebStart client files.

---

**Note:** Appendix B contains details on every screen and field in the application installer.

---

---

**Note:** It is recommended that the installer be run as the same UNIX account which owns the application server ORACLE\_HOME files. This method will take full advantage of the installer's capabilities. If the installer is run as a different user, the Manual Deployment Option must be selected.

---

1. Change directories to `INSTALL_DIR/rpm/application`.
2. Set the `ORACLE_HOME` and `JAVA_HOME` environment variables. `ORACLE_HOME` should point to your OracleAS installation. `JAVA_HOME` should point to the Java 5.0 (1.5.0) JDK located at `$ORACLE_HOME/jdk`.

---

**Note:** Java 1.5 (SR7) is required if you are using AIX.

---

3. If you are using an X server such as Exceed, set the `DISPLAY` environment variable so that you can run the installer in GUI mode (recommended). If you are not using an X server, or the GUI is too slow over your network, unset `DISPLAY` for text mode.
4. Run the `install.sh` script. This launches the installer. After installation is complete, a detailed installation log file is created (`rpm13install.<timestamp>.log`).

## Resolving Errors Encountered During Application Installation

If the application installer encounters any errors, it halts execution immediately. You can run the installer in silent mode so that you do not have to retype the settings for your environment. See Appendix C of this document for instructions on silent mode.

See Appendix D of this document for some common installation errors.

Since the application installation is a full reinstall every time, any previous partial installs are overwritten by the successful installation.

## Oracle Configuration Manager

The Oracle Retail OCM Installer packaged with this release installs the latest version of OCM.

The following document is available through My Oracle Support (formerly MetaLink). Access My Oracle Support at the following URL:

<https://metalink.oracle.com>

*Oracle Configuration Manager Installer Guide (Doc ID: 835024.1)*

This guide describes the procedures and interface of the Oracle Retail Oracle Configuration Manager Installer that a retailer runs near the completion of its installation process.

### OCM Documentation Link

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

## Clustered Installations – Post-Installation Steps

If you are installing the RPM application to a clustered Oracle Application Server environment, there are some extra steps you need to take to complete the installation. In these instructions, the application server node whose ORACLE\_HOME you used for the RPM installer is referred to as the *master node*. All other nodes are referred to as the *remote nodes*.

1. The RPM client files should be copied from the master node to each of the remote nodes under the same path as on the master node. For example, you should take the files under \$ORACLE\_HOME/Apache/Apache/rpm and copy them onto the remote nodes under the same path.
2. All jnlp files in the RPM client need to be modified so that the correct host name is used on each node.
3. The RPM batch files should be copied from the master node to each of the remote nodes under the same path as on the master node. You should take the \$ORACLE\_HOME/j2ee/<rpminstance>/rpm-batch directory and copy it onto the remote nodes under the same path.
4. The launchRpmBatch.sh script should be modified on each remote node to point to the local RPM instance. The RPM URL is set in the PROVIDER\_URL variable. This script is located at \$ORACLE\_HOME/j2ee/<rpminstance>/rpm-batch/scripts/launchRpmBatch.sh.
5. By default, after installation all remote RPM instances are pointing to the RSM install on the master node. Update the RSM URL in the jndi\_providers.xml file on each remote node so that each RPM instance uses its own local RSM instance. This file is located at \$ORACLE\_HOME/j2ee/<oc4jinstance>/applications/<rpmappname>/conf/retek/jndi\_providers.xml.
6. All of the OC4J instances in the group should be restarted for the jndi\_providers.xml changes to be picked up.

---

**Example:** \$ORACLE\_HOME/opmn/bin/opmnctl @cluster  
restartproc ias-component=rpm\_group

---

## Review and/or Configure Oracle Single Sign-On

Skip this section if you are not using Single Sign-On for user identification and authentication.

Single Sign-On is applicable only to the JnlpLaunch Servlet. The JnlpLaunch Servlet is a dynamically protected application. The JnlpLaunch Servlet causes the RPM client application to execute under the SSO user name with a temporary password.

---

**Note:** The JnlpLaunch servlet may be configured for either an SSO or non-SSO environment.

---

**HTTP Server configuration requirements:** The HTTP Server must be registered with the Oracle Single Sign-On server and the mod\_osso module enabled. The registration process typically involves running the ssoreg.sh script at the OSSO server installation and copying the output osso.conf file to the HTTP Server. This process is documented in the Oracle Single Sign-On administration documentation.

**JnlpLaunch requirements:** The JnlpLaunch Servlet uses the configuration file, "JnlpLaunch.properties", to control its behavior. Due to security considerations, this file must not be published or readable to the general public.

JnlpLaunch.properties has the following configuration entries that apply to Single Sign-On:

- secret.key – Used to create the temporary password, this property should contain a random string. If JnlpLaunch is deployed in a different JVM than the RPM Server EJBs, this string must be an exact match between the JnlpLaunch Servlet and the one available to the RPM EJBs. For security purposes, each separate instance of the RPM application (e.g. test versus development) should have a different secret key.
- user.validation.timeout – Number of seconds the RPM Server uses to determine if a temporary password is still valid.

The JnlpLaunch.properties file is initialized by the RPM installer and should contain valid entries for SSO when the "Enable Single Sign-On in RPM?" prompt was answered by a 'Y' or 'Yes'. However, an administrator may want to alter the user.validation.timeout or other property after the initial installation.

## Manual Deployment Option

Skip this section if you chose the default option of allowing the installer to complete installation to the application server.

The installer includes the option to configure the application locally and skip deployment to the application server. If this option is chosen, the installer makes the configured application files available under <INSTALL\_DIR>/rpm/application/rpm13/configured-output/.

If you chose this installer option, you can complete the installation by following these steps:

1. Make sure there have not been any application server configuration changes since the installer was run. You can do this by comparing the backup files created by the installer in the staging area to the same files in the application server.

---

**Example:** diff <INSTALL\_DIR>/rpm/application/rpm13  
/configured-  
output/appserver/ORACLE\_HOME/j2ee/myinstance/conf  
ig/jms.xml.200610300919  
\$ORACLE\_HOME/j2ee/myinstance/conf/jms.xml

---



If there are changes to the application server's configuration file, they should be merged into the local copy under configured-output before proceeding to the next step.

2. Inspect the contents of the <INSTALL\_DIR>/rpm/application/rpm13/configured-output/appserver/ORACLE\_HOME directory, and then overlay the files in the application server's ORACLE\_HOME, using the same directory structure. This installs library files required by the application and required application server configuration changes.
3. Restart the OC4J instance(s) where RPM will be deployed.

---

**Example:** \$ORACLE\_HOME/opmn/bin/opmnctl  
restartproc ias-component=rpm\_group

---

4. Deploy the RPM ear file to the OC4J group using the Enterprise Manager web interface. The configured ear file is located at <INSTALL\_DIR>/rpm/application/rpm13/configured-output/rpm13.ear. When deploying the ear file, you should provide the same application name you gave to the installer. These values were stored in the <INSTALL\_DIR>/rpm/application/ant.install.properties file by the installer for later reference.

## Sign the RPM Client Configuration Jar File

There is some client-side configuration that the installer performs which results in a modified rpm\_client\_config.jar file after installation. Because of this, the jar file cannot be pre-signed by Oracle. The user must sign this jar file after the installer has completed.

To create an example key called "foo", the following command can be run:

```
$JAVA_HOME/bin/keytool -genkey -alias foo
```

This command prompts you for a keystore password along with organizational info.

Once complete, the keystore alias resides in the default location in the user's home directory (i.e., ~/.keystore). If you get an error message saying that the keystore has been tampered with, try renaming or deleting the ~/.keystore file and running the keytool command again.

The rpm\_client\_config.jar is located in the \$ORACLE\_HOME/j2ee/<oc4j-instance>/applications/<rpm-app-name>/JnlpLaunchServlet/lib directory.

To sign the rpm\_client\_config.jar file using your alias and keystore, run the jarsigner utility.

---

**Example:** \$JAVA\_HOME/bin/jarsigner  
rpm\_client\_config.jar foo

---

If you are clustering the application server you need to copy the signed rpm\_client\_config.jar file to the same path under \$ORACLE\_HOME on all remote nodes.

Consult the "jarsigner" documentation from Sun for further information on the JAR signing process.

## Backups Created by Installer

The RPM application installer backs up previous batch, JMS bindings, and WebStart client installations by renaming them with <timestamp> suffixes. This is done to prevent the removal of any custom changes you might have. These backup directories can be safely removed without affecting the current installation.

---

**Examples:** rpm-batch.200605011726, sbynjndi.200605011726,  
rpm.200605011726

---

## Test the RPM Application

After the application installer completes you should have a working RPM application installation. To launch the application client, open a web browser and access the JnlpLaunchServlet, naming the RPM JNLP template file (rpm\_jnlp\_template.vm).

---

**Example:** [http://myhost:7777/rpm-client/  
launch?template=rpm\\_jnlp\\_template.vm](http://myhost:7777/rpm-client/launch?template=rpm_jnlp_template.vm)

---

RPM also includes a status page application which can be used to verify the installation. For details see the *RPM Operations Guide*, under the *Price Management Status Page* section. Oracle Retail provides test cases that allow you to smoke test your installation. Refer to the *Oracle Retail Merchandising Installation Test Cases* document; Metalink Note 559560.1.

## RPM Batch Scripts

The RPM application installer configures and installs the batch scripts under ORACLE\_HOME/j2ee/<instance>/rpm-batch.

---

**Note:** Make sure that JAVA\_HOME is set to the Java 5.0 (1.5.0) JDK located at \$ORACLE\_HOME/jdk from the application server before running the RPM batch programs.

---

---

**Note:** Java 1.5 (SR7) is required if you are using AIX 5.3.

---

## Help Files

The application installer automatically copies the help files to the proper location. They are accessible from the help links within the application.

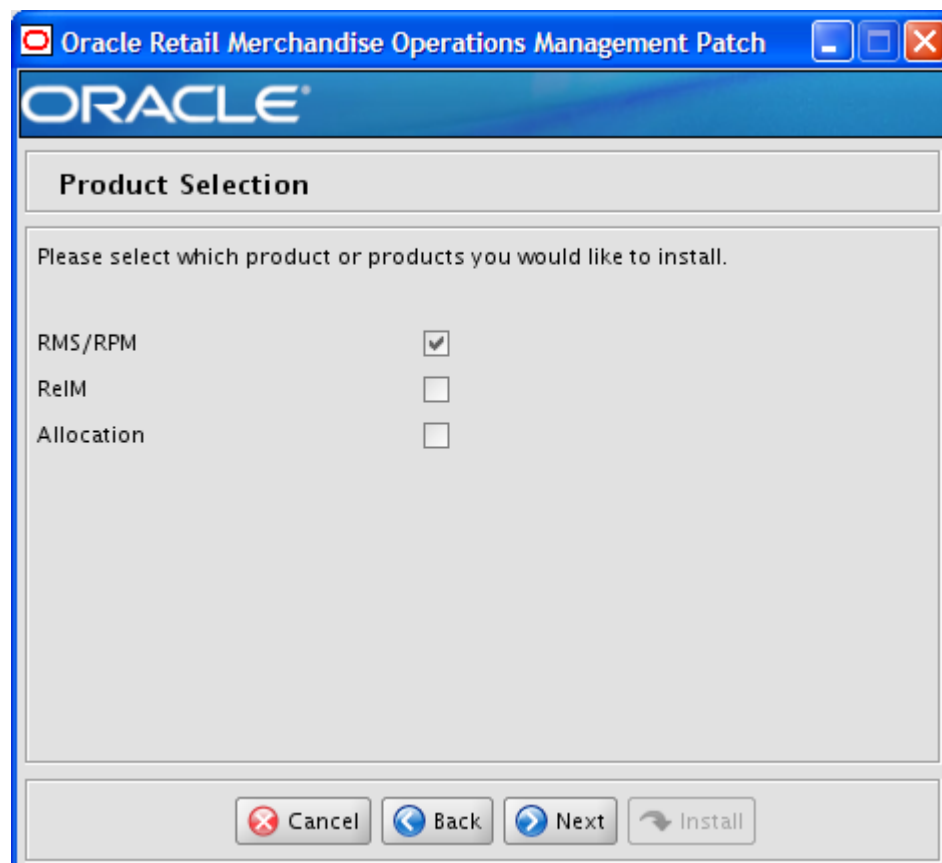
---

## Appendix: RMS DB Patch Installer Screens

---

You need the following details about your environment for the installer to successfully patch the ReIM database schema.

### Screen: Product Selection



### Fields on this screen:

Field Title	Product Selection
Field Description	By default the RMS database schema patch installer creates the database objects for RMS/ReSA/RTM and RPM. Optionally, the database objects for ReIM and/or Allocation may be installed at the same time or later.
Example	RMS/RPM

**Screen: RMS Database Schema Details**

The screenshot shows a Windows-style window titled "Oracle Retail Merchandise Operations Management Patch". The window has a blue header bar with the Oracle logo. Below the header, the title "RMS Database Schema Details" is displayed in a grey box. The main area contains a text prompt: "Please provide information on a pre-existing database user for this RMS installation. The installer will authenticate as this user and create the RMS database objects." Below this prompt are three input fields: "RMS schema" with the value "RMSUSER", "RMS schema password" with masked characters "\*\*\*\*\*", and "RMS Oracle SID" with the value "mydb". At the bottom of the window is a button bar with four buttons: "Cancel" (with a red X icon), "Back" (with a left arrow icon), "Next" (with a right arrow icon), and "Install" (with a circular arrow icon).

**Fields on this screen:**

<b>Field Title</b>	RMS schema
<b>Field Description</b>	Provide the RMS database user here. The installer logs into the database as this user to patch the RMS schema. This user must already exist in the database when the RMS database schema patch installer is run.
<b>Example</b>	RMSUSER
<b>Field Title</b>	RMS schema password
<b>Field Description</b>	Database password for the RMS schema Owner.

<b>Field Title</b>	RMS Oracle SID
<b>Field Description</b>	Oracle system identifier for the database where the RMS patch will be applied.
<b>Example</b>	mydb

The database settings provided are validated by the installer when you advance to the next screen.

**Screen: Apply an RMS and RPM DB Patch**

The screenshot shows a window titled "Oracle Retail Merchandise Operations Management Patch". Inside, the Oracle logo is at the top. Below it, the title "Apply an RMS and RPM DB Patch" is displayed. The main text area contains the following instructions:

You have chosen to apply a patch. The installer will run the rms\_controller.ksh and rpm\_controller.ksh scripts provided with the patch you have downloaded separately.

This directory must contain an rms\_controller.ksh script

RMS Patch Directory

This directory must contain an rpm\_controller.ksh script

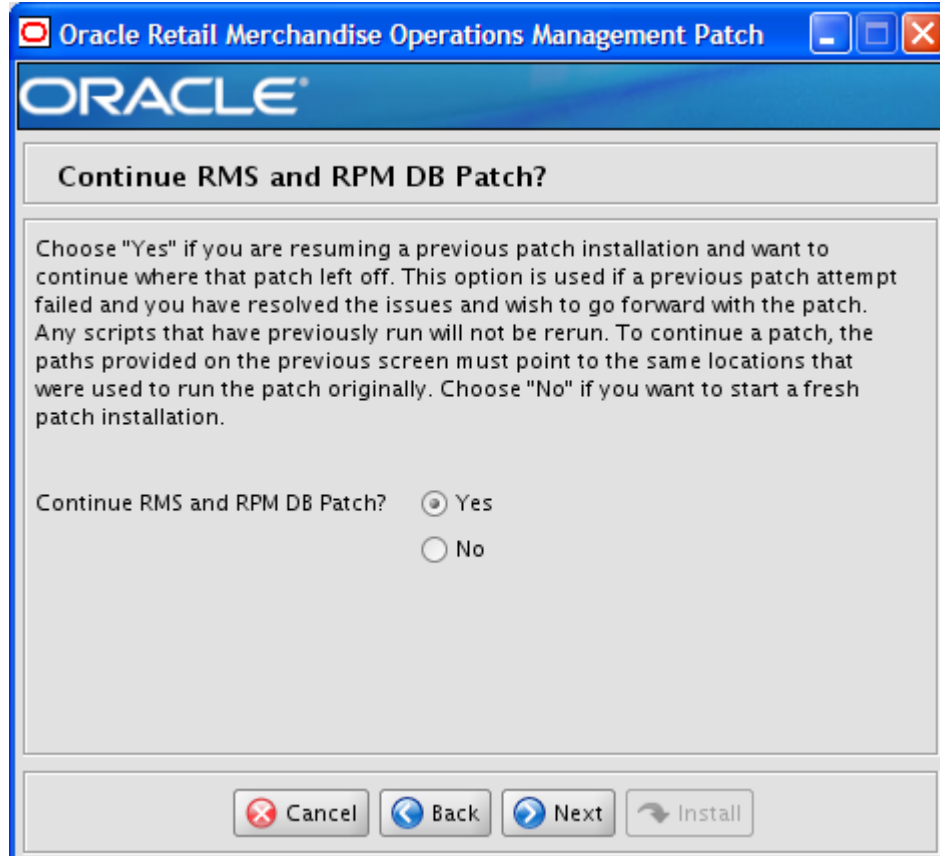
RPM Patch Directory

At the bottom, there are four buttons: "Cancel", "Back", "Next", and "Install".

**Fields on this Screen:**

Field Title	RMS Patch Directory
<b>Field Description</b>	Provide the directory path to the RMS patch you want to install. The installer runs only the patch you provide. <b>Note:</b> The directory you choose must contain an rms_controller.ksh file.
<b>Example</b>	/path/to/rms/dbschemapatch/mom-dbpatch for all 13.0.x patches <b>Note:</b> The patch option is intended for patches starting with 13.0.3.1.

Field Title	RPM Patch Directory
Field Description	Provide the directory path to the RPM patch you want to install. The installer runs only the patch you provide. <b>Note:</b> The directory you choose must contain an rpm_controller.ksh file.
Example	/path/to/rms/dbschemapatch/mom-dbpatch for all 13.0.x patches <b>Note:</b> The patch option is intended for patches starting with 13.0.3.1.

**Screen: Continue RMS and RPM DB Patch**


The screenshot shows a window titled "Oracle Retail Merchandise Operations Management Patch" with the Oracle logo. Below the logo is a section titled "Continue RMS and RPM DB Patch?". The text inside reads: "Choose 'Yes' if you are resuming a previous patch installation and want to continue where that patch left off. This option is used if a previous patch attempt failed and you have resolved the issues and wish to go forward with the patch. Any scripts that have previously run will not be rerun. To continue a patch, the paths provided on the previous screen must point to the same locations that were used to run the patch originally. Choose 'No' if you want to start a fresh patch installation." Below this text are two radio buttons: "Continue RMS and RPM DB Patch?" followed by "Yes" (selected) and "No". At the bottom of the window are four buttons: "Cancel", "Back", "Next", and "Install".

**Fields on this Screen:**

Field Title	Continue RMS and RPM DB Patch?
<b>Field Description</b>	<p>The patch process allows you to continue a previously run patch if it stopped before completion or failed. If "Yes" is selected, any scripts that were previously run for the RMS and RPM patch will be skipped. If "No" is selected, the patch will start from the beginning.</p> <p><b>Note:</b> To continue a patch, the content of the "processed" directories in the RMS Patch Directory and RPM Patch Directory chosen on the previous screen must be the same as it was after the previous patch was stopped. If you choose "No", this directory will be cleared, and you will not be able to continue this patch in the future.</p>



**B**

## Appendix: RPM Application Installer Screens

You need the following details about your environment for the installer to successfully deploy the RPM application. Depending on the options you select, you may not see some screens or fields.

### Screen: Data Source Details

**Price Management 13 Installer - Oracle Retail**

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**Data Source Details**

Provide the details for the RPM data source

RMS 13 JDBC URL

RMS 13 schema

RMS 13 schema password

Enter the RMS schema owner. This is usually the same as the RMS schema entered above

RMS 13 schema owner

**Fields on this screen:**

---

<b>Field Title</b>	RMS 13 JDBC URL
<b>Field Description</b>	URL used by the RPM application to access the RMS database schema. See Appendix E: URL Reference for expected syntax. <b>Note:</b> The RPM database tables are a part of the RMS schema.
<b>Destination</b>	data-sources.xml
<b>Examples</b>	jdbc:oracle:thin:@myhost:1525:mydatabase jdbc:oracle:oci:@mydatabase

---

---

<b>Field Title</b>	RMS 13 schema
<b>Field Description</b>	Database user where the RMS database schema was installed.
<b>Destination</b>	data-sources.xml
<b>Example</b>	RMS13

---

---

<b>Field Title</b>	RMS 13 schema password
<b>Field Description</b>	Password for the RMS schema user.
<b>Destination</b>	data-sources.xml

---

---

<b>Field Title</b>	RMS 13 schema owner
<b>Field Description</b>	Database user which owns the RMS tables. This is usually the same as the RMS 13 schema above.
<b>Destination</b>	rpm.properties
<b>Example</b>	RMS13

---

**Screen: JMS Provider**

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**JMS Provider**

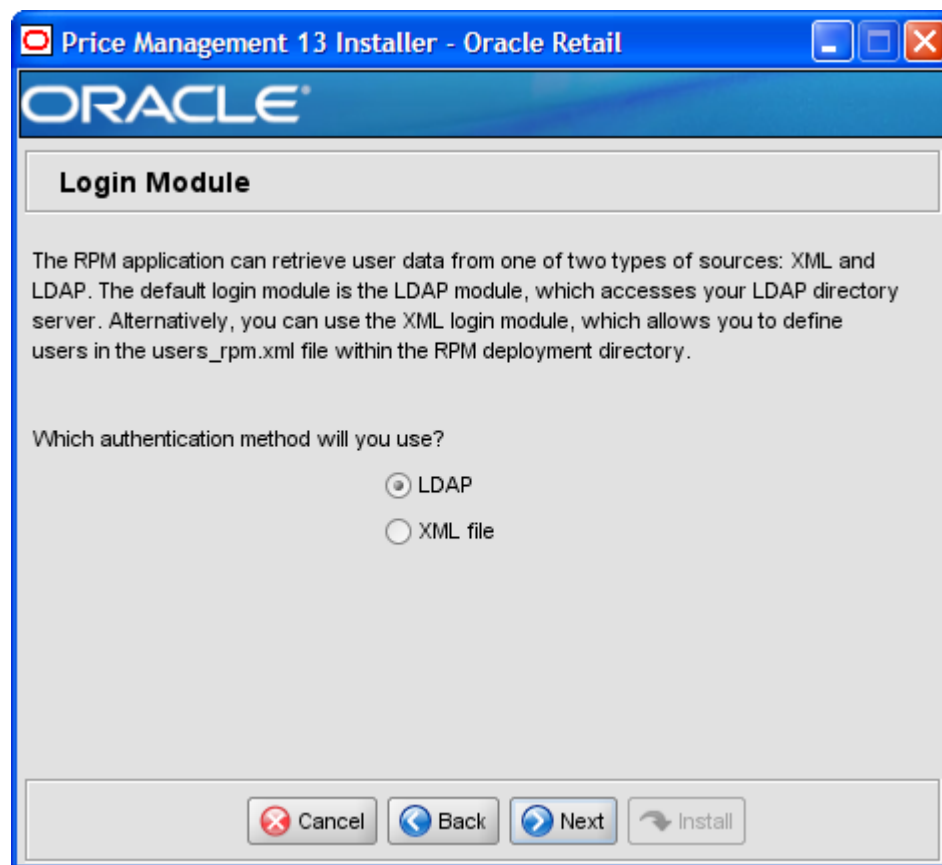
The RPM application uses OracleAS JMS for its task queue. OracleAS JMS is built into the OC4J instance in which the RPM application will run.

Enter the name for the queue used by this RPM application. This is not a fully qualified JNDI name. The JNDI name will be constructed using this queue name. The default value is given as an example.

Task Queue Name

**Fields on this screen:**

<b>Field Title</b>	Task Queue Name
<b>Field Description</b>	<p>Name by which the task queue will be identified. If this is a new RPM environment, choose a queue name that is not already in use in the JMS server. If you have already created the queue in the JMS server as part of the Clustering Preinstallation steps, you must provide the same name in this field (without the jms/ prefix).</p> <p><b>Note:</b> This is not a complete JNDI name. The value provided will be appended to jms/ to form the full JNDI name for the queue in the OC4J JMS server.</p>
<b>Destination</b>	system.properties, oc4j-connectors.xml, orion-ejb-jar.xml (platform-mdb.jar), , jms.xml
<b>Example</b>	rpmTaskQueue

**Screen: Login Module****Fields on this screen:**

<b>Field Title</b>	Which authentication method will you use?
<b>Field Description</b>	Choose whether the RPM application will authenticate users against an LDAP directory or an XML file on the server.
<b>Destination</b>	security.properties, dao_rpm.xml
<b>Example</b>	LDAP

**Screen: LDAP directory server details**

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**LDAP directory server details**

LDAP server URL

Enter the search user DN. RPM will authenticate to the LDAP directory as this entry.

Search User DN

Search User Password

**Fields on this screen:**


---

<b>Field Title</b>	LDAP server URL
<b>Field Description</b>	URL for your LDAP directory server. See Appendix E: URL Reference for expected syntax.
<b>Destination</b>	security.properties
<b>Example</b>	ldap://myhost:389/

---



---

<b>Field Title</b>	Search User DN
<b>Field Description</b>	Distinguished name of the user that RPM uses to authenticate to the LDAP directory.
<b>Destination</b>	security.properties
<b>Example</b>	cn=admin,dc=mycompany,dc=com

---

---

<b>Field Title</b>	Search User Password
<b>Field Description</b>	Password for the search user DN.
<b>Destination</b>	security.properties

**Screen: LDAP directory server searches**

**Price Management 13 Installer - Oracle Retail**

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**LDAP directory server searches**

Enter the search base DN. This is a directory entry under which RPM will search for user entries

LDAP search base DN

Enter the LDAP search filter for RPM to use when performing LDAP searches

LDAP search filter

Please provide the attributes that RPM should use to obtain the names associated with a user

attribute for first names

attribute for last names

attribute for usernames

**Fields on this screen:**


---

<b>Field Title</b>	LDAP search base DN
<b>Field Description</b>	Distinguished name of the LDAP directory entry under which RPM should search for users.
<b>Destination</b>	security.properties
<b>Example</b>	cn=Users,dc=mycompany,dc=com

---



---

<b>Field Title</b>	LDAP search filter
<b>Field Description</b>	LDAP filter that determines which entries are returned to RPM when it conducts a directory search under the search base DN.
<b>Destination</b>	security.properties
<b>Example</b>	(&(objectclass=retailUser) %v)

---

---

<b>Field Title</b>	attribute for first names
<b>Field Description</b>	LDAP attribute where RPM should look for a user's first name
<b>Destination</b>	security.properties
<b>Example</b>	givenname

---

---

<b>Field Title</b>	attribute for last names
<b>Field Description</b>	LDAP attribute where RPM should look for a user's last name
<b>Destination</b>	security.properties
<b>Example</b>	sn

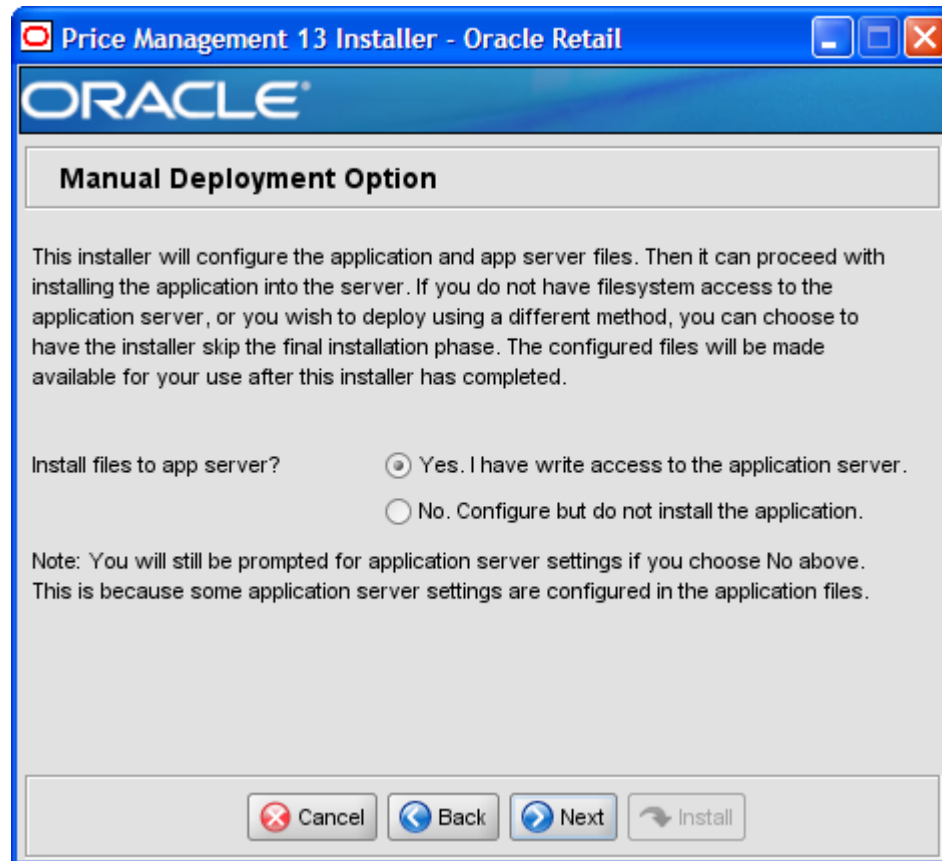
---

---

<b>Field Title</b>	attribute for usernames
<b>Field Description</b>	LDAP attribute where RPM should look for a user's username
<b>Destination</b>	security.properties
<b>Example</b>	uid

---



**Screen: Manual Deployment Option****Fields on this screen:**

<b>Field Title</b>	Install files to app server?
<b>Field Description</b>	If you do not have write access under ORACLE_HOME, you can still use the installer to gather your settings and configure the RPM files locally in the staging area. Then, at a later time, an administrator can manually copy over the RPM files and deploy the ear file. If you select this option, instructions are printed to the console and the installer log file for the steps needed to complete the installation.

**Screen: RPM UI Client**

**Price Management 13 Installer - Oracle Retail**

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**RPM UI Client**

Please enter the web context root for the RPM client files.

Client Context Root

Use Oracle Single Sign-On for user identification and authentication?

☒ Yes. OSSO will provide the user name.

☐ No. The user will provide this information.

Oracle Single Sign-On must be installed separately and the HTTP Server used to download the RPM client must be registered with the OSSO server before you can use it.

**Fields on this screen:**

<b>Field Title</b>	Client Context Root
<b>Field Description</b>	<p>The Client Context Root determines how the RPM client will be accessed from users' web browsers. The RPM client URL has the following format:</p> <p>http://&lt;host&gt;:&lt;port&gt;/&lt;rpm_client_ctx_root&gt;/launch?template=rpm_jnlp_template.vm</p> <p>Example, with RPM Client Context Root value of "rpm-client":</p> <p>http://myhost:7777/rpm-client/launch?template=rpm_jnlp_template.vm</p>
<b>Example</b>	rpm-client

<b>Field Title</b>	Use Oracle Single Sign-On for user identification and authentication?
<b>Field Description</b>	This version of RPM has the option to use Oracle Single Sign-On (OSSO) technology to authenticate users. If OSSO is being used in your environment, choose "Yes". A choice of "No" will configure RPM to use its own LDAP directory settings for authentication.
<b>Destination</b>	JnlpLaunch.properties
<b>Example</b>	Yes

---

**Screen: Application Server Details**

**Price Management 13 Installer - Oracle Retail**

**ORACLE**

**Application Server Details**

Host

The OPMN request port is found in ORACLE\_HOME/opmn/conf/opmn.xml

OPMN request port

**Fields on this screen:**

<b>Field Title</b>	Host
<b>Field Description</b>	Host name of the application server
<b>Example</b>	myhost
<b>Field Title</b>	OPMN request port
<b>Field Description</b>	Port on which OPMN listens for requests to forward on to OC4J instances. This port can be found in the ORACLE_HOME/opmn/conf/opmn.xml file: <pre>&lt;port local="6100" remote="6200" request="6003"/&gt;</pre> The value presented in the installer is obtained from the environment.
<b>Example</b>	6003

**Screen: Application Deployment Details**

**Price Management 13 Installer - Oracle Retail**

**ORACLE**

**Application Deployment Details**

Provide the following details for the RPM application being installed. The default values shown below are examples.

RPM 13 OC4J instance

The OC4J instance(s) for RPM must belong to an OC4J group created specifically for this RPM deployment. This installer will deploy the RPM application into all instances in the group. If you are not clustering the application across multiple OC4J instances then you should have an RPM group with just one member OC4J instance. Do NOT use default\_group in this field.

RPM 13 OC4J group

RPM 13 app deployment name

**Fields on this screen:**

<b>Field Title</b>	RPM 13 OC4J instance
<b>Field Description</b>	Name of the OC4J instance that was created for this RPM application.
<b>Example</b>	rpm_oc4j

<b>Field Title</b>	RPM 13 OC4J group
<b>Field Description</b>	Name of the OC4J group that was created for this RPM application. The OC4J instance given for the RPM OC4J Instance field should be a member of this group. The installer deploys the RPM application to all OC4J instances which are members of this group. For this reason, you should not use default_group. A new group dedicated to RPM should be created instead.
<b>Example</b>	rpm_group

<b>Field Title</b>	RPM 13 app deployment name
<b>Field Description</b>	Name by which this RPM application is identified in the application server
<b>Example</b>	rpm13

## Screen: Other Oracle Retail Applications – OracleAS Enterprise

**Price Management 13 Installer - Oracle Retail**

**ORACLE**

**Other Oracle Retail Applications**

The default values shown below are examples

Provide the following details for the other apps that will integrate with RPM.

RIBforRPM 13 OC4J instance: rib-rpm-oc4j-instance

RIBforRPM 13 deployment name: rib-rpm

RIBforRPM 13 OC4J JNDI user: oc4jadmin

RIBforRPM 13 OC4J JNDI pwd:

Buttons: Cancel, Back, Next, Install

## Fields on this screen:

<b>Field Title</b>	RIBforRPM 13 OC4J instance
<b>Field Description</b>	Name of the OC4J instance running the RIBforRPM application. RIBforRPM provides the connection between RPM and the RIB (Retail Integration Bus), and is optional. See the <i>RPM Operations Guide</i> for details on how to configure RPM without the RIB.
<b>Example</b>	rib-rpm-oc4j-instance

<b>Field Title</b>	RIBforRPM 13 deployment name
<b>Field Description</b>	Application deployment name of the RIBforRPM application. See the above note about RIBforRPM under RIBforRPM 13 OC4J Instance.
<b>Example</b>	rib-rpm

<b>Field Title</b>	RIBforRPM 13 OC4J JNDI user
<b>Field Description</b>	In order to make RMI calls into the RIBforRPM OC4J instance, RPM must use a JNDI username and password.
<b>Example</b>	oc4jadmin riboc4jadmin

<b>Field Title</b>	RIBforRPM 13 OC4J JNDI password
<b>Field Description</b>	Password for the RIBforRPM 13 OC4J JNDI user



**Screen: OC4J Administrative User**

Price Management 13 Installer - Oracle Retail

**ORACLE**

**OC4J Administrative User**

Enter the administrative user and password for the OC4J instance to which the RPM application will be deployed.

OC4J admin user

OC4J admin password

**Fields on this screen:**

<b>Field Title</b>	OC4J admin user
--------------------	-----------------

<b>Field Description</b>	Username of the admin user for OC4J instance to which the RPM application is being deployed.
--------------------------	--

<b>Example</b>	oc4jadmin
----------------	-----------

<b>Field Title</b>	OC4J admin password
--------------------	---------------------

<b>Field Description</b>	Password for the OC4J admin user. You chose this password when you created the OC4J instance (managed OC4J) or when you started the instance for the first time (standalone OC4J).
--------------------------	--

**Screen: Batch User Configuration**

The screenshot shows a window titled "Price Management 13 Installer - Oracle Retail". Inside the window, there is a blue header bar with the "ORACLE" logo. Below the header, the title "Batch User Configuration" is displayed. A text box contains the instruction: "Enter the user and password for running RPM batch. This will be added to rpm\_client\_config.jar." Below this, there are two input fields. The first is labeled "RPM Batch User" and contains the text "alain.freon". The second is labeled "RPM Batch Password" and is empty. At the bottom of the window, there are four buttons: "Cancel", "Back", "Next", and "Install".

**Fields on this screen:**

---

<b>Field Title</b>	RPM Batch User
<b>Field Description</b>	Username of the batch user if you want to configure batch_user.properties in rpm_client_config.jar
<b>Example</b>	alain.freon

---

---

<b>Field Title</b>	RPM Batch Password
<b>Field Description</b>	Password of the batch user if you want to configure batch_user.properties in rpm_client_config.jar

---

## Screen: Oracle Retail Application URLs

**Price Management 13 Installer - Oracle Retail**

**ORACLE**

**Oracle Retail Application URLs**

Provide or modify the URLs for other Oracle Retail applications below

RPM 13 JNDI provider URL

RIBforRPM 13 JNDI provider URL

## Fields on this screen:

---

<b>Field Title</b>	RPM 13 JNDI provider URL
<b>Field Description</b>	URL which the RPM client uses to find the RPM application. See Appendix E: URL Reference for expected syntax.
<b>Destination</b>	rpm.jnlp, launchRpmBatch.sh
<b>Example</b>	opmn:ormi://myhost:6003:rpm_oc4j/rpm13

---



---

<b>Field Title</b>	RIBforRPM 13 JNDI provider URL
<b>Field Description</b>	URL which the RPM application uses to find the RIBforRPM application. See Appendix E: URL Reference for expected syntax. RIBforRPM provides the connection between RPM and the RIB (Retail Integration Bus), and is optional. See the <i>RPM Operations Guide</i> for details on how to configure RPM without the RIB.
<b>Destination</b>	jndi_providers.xml
<b>Example</b>	opmn:ormi://myhost:6003:rib-rpm-oc4j-instance/rib-rpm

---



---

## Appendix: Installer Silent Mode

### Repeating an Installation Attempt

In addition to the GUI and text interfaces of the RPM installer, there is a silent mode that can be run. This mode is useful if you wish to run a repeat installation attempt without going through the installer screens again.

The installer runs in two distinct phases. The first phase involves gathering settings from the user. At the end of the first phase, a properties file named `ant.install.properties` is created with the settings that were provided. Then the second phase begins, where this properties file is used to provide your settings for the installation.

To skip the first phase and re-use the `ant.install.properties` file from a previous run, follow these instructions:

1. Edit the `ant.install.properties` file and correct any invalid settings that may have caused the installer to fail in its previous run.
2. Run the installer again with the silent argument.

---

**Example:** `install.sh silent`

---



---

## Appendix: Common Installation Errors

This section provides some common errors encountered during installation of RPM.

### SeeBeyond JMS Unavailable

**Error message:**

```
[1013AS_1.mspdev27] 06/04/29 23:23:46 Notification ==>application: rpm13 is in failed state
```

```
[1013AS_1.mspdev27] 06/04/29 23:23:46 Notification ==>Operation failed with error:
```

```
Could not connect to host: mspdev33, port: 27053
```

```
[Summary] There are total 1 instances in the operation.
```

```
[Summary] Operation failed on 1013AS_1.mspdev27
```

```
[Summary] Operation on cluster FAILED since 1 instanced failed!
```

**Solution:**

Make sure the SeeBeyond e\*Gate JMS server is running and that you provide the correct JMS host and port values when you install RPM. Pay special attention to the `input.taskqueue.jmshost` and `input.taskqueue.jmsport` properties in `ant.install.properties`. If you need to make a correction, you can run the installer again with this file as input by running silent mode (see Appendix C of this document).

### Keystore Errors When Signing `rpm_client_config.jar`

**Error message:**

```
keytool error: java.io.IOException: Keystore was tampered with, or password was incorrect
```

This message may be encountered when you use the **keytool** utility to create an alias for signing the `rpm_client_config.jar` file. This usually happens when the alias for which you are generating a key already exists in the keystore file.

**Solution:**

Delete or rename the `~/.keystore` file and run the `keytool` command again. This creates a fresh keystore file.

### Unreadable Buttons in the Installer

If you are unable to read the text within the installer buttons, it could mean that your `JAVA_HOME` is pointed to an older version of the JDK than is supported by the installer. Set `JAVA_HOME` to `$ORACLE_HOME/jdk` from the Oracle Application Server 10.1.3 installation and run the installer again.

## “Unable to get a deployment manager” Message

### Symptom:

The application installer quits with the following error message:

```
[oracle:deploy] Unable to get a deployment manager.  
[oracle:deploy]  
[oracle:deploy] This is typically the result of an invalid deployer URI format  
being supplied, the target server not being in a started state or incorrect  
authentication details being supplied.  
[oracle:deploy]  
[oracle:deploy] More information is available by enabling logging -- please see  
the Oracle Containers for J2EE Configuration and Administration Guide for details.
```

### Solution:

This error can be caused by any of the following conditions:

- OC4J instance provided is not running.
- Incorrect OC4J instance name provided
- Incorrect OC4J administrative username and/or password
- Incorrect OPMN request port provided.

Make sure that the OC4J instance is running, and then check the **ant.install.properties** file for entry mistakes. Pay close attention to the `input.deployer.uri` (see Appendix E: URL Reference), `input.oc4j.instance`, `input.admin.user`, and `input.admin.password` properties. If you need to make a correction, you can run the installer again with this file as input by running silent mode (see Appendix C of this document).

## Left-Side Menu Buttons Missing in RPM Client

### Symptom:

You can log into the RPM application but the left-side menus do not show up on the screen.

### Solution:

The RSM (Security Manager) schema has not been loaded with RPM security data. There is a set of RPM data scripts that is shipped with RMS 13.0.2 (See Chapter 2 of this document). Run these scripts in the RSM schema and try logging into RPM again.

## “Could not create system preferences directory” Warning

### Symptom:

The following text appears in the installer Errors tab:

```
May 22, 2006 11:16:39 AM java.util.prefs.FileSystemPreferences$3 run  
WARNING: Could not create system preferences directory. System preferences are  
unusable.  
May 22, 2006 11:17:09 AM java.util.prefs.FileSystemPreferences  
checkLockFile0ErrorCode  
WARNING: Could not lock System prefs. Unix error code -264946424.
```

### Solution:

This is related to Java bug 4838770. The `/etc/.java/.systemPrefs` directory may not have been created on your system. See <http://bugs.sun.com> for details.

This is an issue with your installation of Java and does not affect the Oracle Retail product installation.



## ConcurrentModificationException in Installer GUI

### Symptom:

In GUI mode, the errors tab shows the following error:

```
java.util.ConcurrentModificationException
    at
java.util.AbstractList$Itr.checkForComodification(AbstractList.java:448)
    at java.util.AbstractList$Itr.next(AbstractList.java:419)
... etc
```

### Solution:

You can ignore this error. It is related to third-party Java Swing code for rendering of the installer GUI and does not affect the retail product installation.

## “Couldn't find X Input Context” Warnings

### Symptom:

The following text appears in the console window during execution of the installer in GUI mode:

```
Couldn't find X Input Context
```

### Solution:

This message is harmless and can be ignored.

## Error while unpacking the rpm13.ear

### Symptom:

The following text appears in the console window during execution of the installer:

```
07/12/19 10:53:17 Notification ==>Error while unpacking rpm13.ear
java.util.zip.ZipException: error in opening zip file
```

### Solution:

This is a known bug (BugID 6330834) related to Solaris and NFS in Oracle Application Server 10.1.3.4. Follow the workaround documented for this bug: in the opmn.xml file in \$ORACLE\_HOME/opmn/conf to add the following parameter to the java-options for the instance you are installing.

```
-Doc4j.autoUnpackLockCount=-1
```

After making this change you should reload OPMN, restart the affected OC4J instance(s), and retry the retail application installation.



---

## Appendix: URL Reference

The application installer for the RPM product asks for several different URLs. These include the following.

### JDBC URL for a Database

Used by the Java application and by the installer to connect to the database.

Thick Client Syntax: jdbc:oracle:oci:@<sid>

<sid>: system identifier for the database

---

**Example:** jdbc:oracle:oci:@mysid

---

Thin Client Syntax: jdbc:oracle:thin:@<host>:<port>:<sid>

<host>: hostname of the database server

<port>: database listener port

<sid>: system identifier for the database

---

**Example:** jdbc:oracle:thin:@myhost:1521:mysid

---

### HTTP URL for a WebStart Client

Used within a web browser to access the application client.

Syntax: http://<host>:<port>/<path>

- <host>: hostname of the OracleAS environment
- <port>: HTTP port for the Oracle Http Server (OHS). This can be found in the Listen parameter in the ORACLE\_HOME/Apache/Apache/conf/httpd.conf file, or in the output of opmnctl status -l.
- <path>: Path to the JNLP file, relative to the document root of the HTTP server. The document root for the Oracle Http Server is located at <ORACLE\_HOME>/Apache/Apache/htdocs.

---

**Example:**  
 <ORACLE\_HOME>/Apache/Apache/htdocs/rpm/rpm.jnlp

---

http://myhost:7777/rpm/rpm.jnlp

### JNDI Provider URL for an Application

Used by the application client to access the application running in the server. This is also used by other applications for server-to-server calls.

Syntax: opmn:ormi://<host>:<port>:<instance>/<app>

- <host>: hostname of the OracleAS environment
- <port>: OPMN request port of the OracleAS environment. This can be found in the <ORACLE\_HOME>/opmn/conf/opmn.xml file.
- <instance>: Name of the OC4J instance running the application
- <app>: Deployment name for the application.

---

**Example:** opmn:ormi://myhost:6003:rpm\_oc4j/rpm13

---

**Note:** The JNDI provider URL can have a different format depending on your cluster topology. Consult the Oracle Application Server documentation for further details.

---

## Deployer URI

The deployer URI is used by the Oracle ANT tasks to deploy an application to an OC4J group. The application installer does not ask the user for this value; it is constructed based on other inputs and written to the ant.install.properties file for input to the installation script. For repeat installations using silent mode, you may need to correct mistakes in the deployer URI in ant.install.properties.

---

**Note:** There are several different formats for the deployer URI depending on your cluster topology. Consult the Deploying with the OC4J Ant Tasks chapter of the OC4J Deployment Guide for further details.

---

Syntax (managed OC4J): deployer:cluster:opmn://<host>:<port>/<group>

- <host>: hostname of the OracleAS environment
- <port>: OPMN request port of the OracleAS environment. This can be found in the <ORACLE\_HOME>/opmn/conf/opmn.xml file.
- <group>: Name of the OC4J instance where the application will be deployed.

---

**Example:**  
deployer:cluster:opmn://myhost:6003/rpm\_group

---

Syntax (standalone OC4J): deployer:oc4j:<host>:<port>

- <host>: hostname of the OracleAS environment
- <port>: RMI port of the OC4J server. This can be found in the ORACLE\_HOME/j2ee/home/config/rmi.xml file.

---

**Example:** deployer:oc4j:myhost:23791

---

## Appendix: Configuration Files

For the RPM application to work properly in an application server environment there are many configuration files that must be customized. Some of these files are configuration files of the Oracle Application Server and others are specific to the RPM application. The RPM application installer takes care of configuring all of these files so for a default install you do not need to manually inspect and fix the files listed in this appendix. However, for reference and troubleshooting purposes, here is a listing of the configuration files and parameters modified by the RPM application installer.

### Oracle Application Server Resource Configuration

The following files are part of Oracle Application Server and are modified by the RPM application installer.

#### jms.xml

\$ORACLE\_HOME/j2ee/<rpm\_instance>/config/jms.xml

If you select OracleAS JMS as the JMS provider for RPM then the installer adds these lines to the OC4J jms.xml file (reformatted for readability):

```
<queue name="rpmTaskQueue"
      location="jms/rpmTaskQueue"
      persistence-file="rpmTaskQueue.persistence.file">
  <description>RPM Task Engine Queue</description>
</queue>
<queue-connection-factory location="jms/Queue/myQCF" />
<xa-queue-connection-factory location="jms/Queue/myXAQCF" />
```

This is the definition within the JMS server in OC4J for the non-XA RPM task queue and the XA and non-XA JMS queue connection factories.

#### oc4j-connectors.xml

\$ORACLE\_HOME/j2ee/<rpm\_instance>/config/oc4j-connectors.xml

If you select OracleAS JMS as the JMS provider for RPM then the installer adds these lines to the OC4J oc4j-connectors.xml file (reformatted for readability):

```
<adminobject-config location="OracleASjms/rpmTaskQueue">
  <adminobject-
class>oracle.j2ee.ra.jms.generic.AdminObjectQueueImpl</adminobject-class>
  <config-property name="jndiName" value="jms/rpmTaskQueue" />
  <config-property name="resourceProviderName" value="oc4jjms" />
</adminobject-config>
```

This admin object is an XA wrapper for the RPM task queue defined in jms.xml.

## RPM Application Deployment Descriptors

### application.xml (J2EE standard)

Inside of rpm13.ear and deployed to  
\$ORACLE\_HOME/j2ee/<rpm\_instance>/applications/<rpm\_app>/META-INF/application.xml

### orion-application.xml (OC4J proprietary)

Inside of rpm13.ear and deployed to  
\$ORACLE\_HOME/j2ee/<rpm\_instance>/applications/<rpm\_app>/META-INF/orion-application.xml

### oc4j-connectors.xml (OC4J proprietary)

Inside of rpm13.ear and deployed to  
\$ORACLE\_HOME/j2ee/<rpm\_instance>/applications/<rpm\_app>/META-INF/oc4j-connectors.xml

The @task.queue@ string is replaced by the task queue name by the RPM application installer.

---

---

**Note:** There are two oc4j-connectors.xml files: this one at the RPM application level, and another one at the OC4J instance level which is documented above in the Oracle Application Server Resource Configuration section of this appendix.

---

---

### data-sources.xml (OC4J proprietary)

Inside of rpm13.ear and deployed to  
\$ORACLE\_HOME/j2ee/<rpm\_instance>/applications/<rpm\_app>/META-INF/data-sources.xml

When the rpm13.ear file is deployed to OC4J it contains a configured data-sources.xml file modified by the installer. This file contains the database settings that are used by RPM. The installer configures the following lines in data-sources.xml (reformatted for readability):

```
<!-- Underlying connection pool for XA DataSource -->
<connection-pool name="RPMConnectionPool">
  <connection-factory
    factory-class="oracle.jdbc.pool.OracleDataSource"
    user="@data_source.user@"
    password="@data_source.password@"
    url="@data_source.url@">
  </connection-factory>
</connection-pool>

<!-- XA DataSource -->
<managed-data-source
  name="RPMXADataSource"
  connection-pool-name="RPMConnectionPool"
  jndi-name="jdbc/RPMXADataSource"/>

<!-- Non-XA DataSource -->
<native-data-source
  name="RPMNonXADataSource"
  jndi-name="jdbc/RPMNonXADataSource"
  description="RPM Non-XA DataSource"
```

```

data-source-class="oracle.jdbc.pool.OracleDataSource"
user="@data_source.user@"
password="@data_source.password@"
url="@data_source.url@"
</native-data-source>

```

The **@token.name@** strings are replaced with data source settings by the RPM application installer.

---

**Note:** There are two data-sources.xml files: this one at the RPM application level, and another one at the OC4J instance level. RPM does not use the file at the OC4J instance level (\$ORACLE\_HOME/j2ee/<rpm\_instance>/config/data-sources.xml).

**Note:** After deployment, the RPM data source settings are also modifiable through the Enterprise Manager in the ASControl application. See the **Data Source Configuration in Container** section in the RPM operations guide document.

---

## RPM Application Configuration Files – Server Side

### rpm.properties

Inside of rpm13.ear and deployed to  
\$ORACLE\_HOME/j2ee/<rpm\_instance>/applications/<rpm\_app>/conf/rpm.properties

This is the primary RPM application configuration file. It contains settings related to the database, security, and JMS.

```

schema_owner=@schema.owner@
security_source=RSM
delete_staged_rib_payloads=@delete.staged.rib.payloads@
hibernate_xa_resource=/hibernate.xa.cfg.xml
hibernate_non_xa_resource=/hibernate.non-xa.cfg.xml
xa_queue_connection_factory=@jms.queue.connection.factory.xa@
non_xa_queue_connection_factory=@jms.queue.connection.factory.non-xa@
xa_queue_for_publish=@jms.queue.task.xa@
non_xa_queue_for_publish=@jms.queue.task.non-xa@
queue_for_subscribe=@jms.queue.task.non-xa@

```

The **@token.name@** strings are replaced with settings based on user input by the RPM application installer.

## jndi\_providers.xml

Inside of rpm13.ear and deployed to  
\$ORACLE\_HOME/j2ee/<rpm\_instance>/applications/<rpm\_app>/conf/retek/jndi\_providers.xml

RPM uses the jndi\_providers.xml file to locate the RIBforRPM application that it integrates with. The JNDI provider URL and JNDI username and password for RIBforRPM are placed in this file by the installer.

```
<!-- RIB for RPM -->
<provider app="rib-app">
  <context-property name="java.naming.factory.initial"
    value="@rib.context.factory@" />
  <context-property name="java.naming.provider.url"
    value="@rib.service.url@" />
  <context-property name="java.naming.security.principal"
    value="@rib.username@" />
  <context-property name="java.naming.security.credentials"
    value="@rib.password@" />
</provider>
```

The @token.name@ strings are replaced with settings based on user input by the RPM application installer. The context factories are always set to the OC4J setting of **oracle.j2ee.rmi.RMIInitialContextFactory**.

## log4j.xml

Inside of rpm13.ear and deployed to  
\$ORACLE\_HOME/j2ee/<rpm\_instance>/applications/<rpm\_app>/conf/log4j.xml

This log4j configuration file determines the log level of the RPM application. There are several places in this file where the installer sets the log level. The RPM application installer is hard-coded to always set a log level of ERROR. You can raise or lower this level by manually editing log4j.xml after deployment.

---

---

**Note:** RPM log messages are sent as console output from the OC4J server. This output is captured in the log files located under \$ORACLE\_HOME/opmn/logs. See the Logging section of the Backend System Administration and Configuration chapter of the *RPM Operations Guide* for more details.

---

---

## RPM Application Configuration Files – Batch Client Side

### launchRpmBatch.sh

Installed to \$ORACLE\_HOME/j2ee/<rpm\_instance>/rpm-batch/scripts/launchRpmBatch.sh

launchRpmBatch.sh is the script that is invoked by every RPM batch program to set up the classpath of the batch client and connect to the RPM application running in OC4J. This file is a shell script but there is a configuration setting for the application URL that is modified by the installer.

```
PROVIDER_URL=-Djava.naming.provider.url=opmn:ormi://myhost:6003:rpm_oc4j/rpm13
```

The PROVIDER\_URL line above is modified by the RPM application installer to contain the JNDI provider URL for the RPM application. This is the setting that points the RPM batch client to the deployed RPM application in OC4J.



## RPM Application Configuration Files – GUI Client Side

### JnlpLaunch.properties

Installed to

`$ORACLE_HOME/j2ee/<rpmoc4jinstance>/applications/<rpmapp>/conf/.`

The main RPM JNLP file which launches the application client is provided to the user's web browser by a servlet called JnlpLaunchServlet. JnlpLaunchServlet uses a template file, `rpm_jnlp_template.vm` (see below), and dynamically updates its content based on the settings in `JnlpLaunch.properties`.

The RPM application installer configures `JnlpLaunch.properties` with several values:

- HTTP URL to the RPM client files (`token.rpm_download` property):  
`token.rpm_download_url=http://myhost:7777/rpm-client`
- The JNDI provider URL to the RPM application (`token.rpm_provider_url` property)  
`token.rpm_provider_url=opmn:ormi://myhost:6003:rpm_oc4j/rpm13`
- JnlpLaunch secret key (`secret.key` property)  
`secret.key=jkxveqX$25tvu9gZY4qL&!3L*rAMrYUEOk0s!m.N6u$ARYLN5CQsDZ5OmMIEPBXuB$e$δ0J3`
- JnlpLaunch User Validation Class (`user.validation.class` property)  
`user.validation.class=oracle.retail.sso.uservalidation.SimpleUserValidation`
- Oracle Single Sign-On enabled/disabled setting (`osso_used` and `token.sso_enabled` properties)  
`osso_used=false`  
`token.sso_enabled=false`
- Velocity Log Directory (`velocity.log_path` property)  
`velocity.log_path=/u01/oracle/product/10.1.3/OracleAS_1/j2ee/rpm_oc4j/log`
- Default User for Non-OSSO (`default_user` property)  
`default_user=rpmuser`

### rpm\_jnlp\_template.vm

(Formerly `rpm.jnlp`)

The application installer no longer modifies this file. At time of user access, JnlpLaunchServlet filters this file based on settings in `JnlpLaunch.properties`. There are velocity tokens (`$name`) that are substituted by JnlpLaunchServlet at runtime.

Installed to

`$ORACLE_HOME/j2ee/<rpmoc4jinstance>/applications/<rpmapp>/JnlpLaunchServlet/client/.`

## **rpmconfig.jnlp**

Installed to \$ORACLE\_HOME/j2ee/<rpmoc4jinstance>/applications/<rpmapp>/JnlpLaunchServlet/.

This is a secondary JNLP file that pulls the rpm\_client\_config.jar file into the RPM client classpath. This second JNLP file exists so that rpm\_client\_config.jar may be signed by any certificate and still be allowed by WebStart to run with the Oracle-signed jars listed in rpm\_jnlp\_template.vm.

The installer configures the HTTP URL to the RPM client files in the codebase attribute of the root level <jnlp> element:

```
<jnlp codebase="http://myhost:7777/rpm-client" spec="1.0+" href="rpmconfig.jnlp">
```