Oracle® Retail Merchandising System

Installation Guide

Release 13.0.1 Patch

June 2008

ORACLE®

Oracle® Retail Merchandising System Installation Guide, Release 13.0.1 Patch

Value-Added Reseller (VAR) Language

(i) the software component known as **ACUMATE** developed and licensed by Lucent Technologies Inc. of Murray Hill, New Jersey, to Oracle and imbedded in the Oracle Retail Predictive Application Server – Enterprise Engine, Oracle Retail Category Management, Oracle Retail Item Planning, Oracle Retail Merchandise Financial Planning, Oracle Retail Advanced Inventory Planning and Oracle Retail Demand Forecasting applications.

(ii) the **MicroStrategy** Components developed and licensed by MicroStrategy Services Corporation (MicroStrategy) of McLean, Virginia to Oracle and imbedded in the MicroStrategy for Oracle Retail Data Warehouse and MicroStrategy for Oracle Retail Planning & Optimization applications.

(iii) the **SeeBeyond** component developed and licensed by Sun MicroSystems, Inc. (Sun) of Santa Clara, California, to Oracle and imbedded in the Oracle Retail Integration Bus application.

(iv) the **Wavelink** component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Store Inventory Management.

(v) the software component known as **Crystal Enterprise Professional and/or Crystal Reports Professional** licensed by Business Objects Software Limited ("Business Objects") and imbedded in Oracle Retail Store Inventory Management.

(vi) the software component known as **Access Via™** licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.

(vii) the software component known as **Adobe Flex™** licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

(viii) the software component known as **Style Report™** developed and licensed by InetSoft Technology Corp. of Piscataway, New Jersey, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

(ix) the software component known as **WebLogic™** developed and licensed by BEA Systems, Inc. of San Jose, California, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

(x) the software component known as **DataBeacon™** developed and licensed by Cognos Incorporated of Ottawa, Ontario, Canada, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

Contents

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

You can find more information about this product in these resources:

- Oracle Retail Merchandising System Patch Release Notes
- Oracle Retail Merchandising System Data Model
- Oracle Retail Merchandising System Online Help
- Oracle Retail Merchandising System User Guide
- Oracle Retail Merchandising System Operations Guide (Volumes 1, 2 and 3)
- Oracle Retail Sales Audit User Guide
- Oracle Retail Trade Management User Guide
- Oracle Retail Merchandising Batch Schedule
- Oracle Retail Merchandising Implementation Guide

Review Patch Documentation

For a base release (".0" release, such as 13.0), Oracle Retail strongly recommends that you read all patch documentation before you begin installation procedures. Patch documentation can contain critical information related to the base release, based on new information and code changes that have been made since the base release.

Oracle Retail Documentation on the Oracle Technology Network

In addition to being packaged with each product release (on the base or patch level), all Oracle Retail documentation is available on the following Web site:

http://www.oracle.com/technology/documentation/oracle_retail.html

Documentation should be available on this Web site within a month after a product release. Note that documentation is always available with the packaged code on the release date.

Customer Support

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

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."

> **Note:** This is a note. It is used to call out information that is important, but not necessarily part of the procedure.

```
This is a code sample
    It is used to display examples of code
```

A hyperlink appears like this.

1
Preinstallation Tasks

Implementation Capacity Planning

There is significant complexity involved in the deployment of Oracle Retail applications, and capacity planning is site specific. Oracle Retail strongly suggests that before installation or implementation you engage your integrator (such as the Oracle Retail Consulting team) and hardware vendor to request a disk sizing and capacity planning effort.

Sizing estimates are based on a number of factors, including the following:

- Workload and peak concurrent users and batch transactions
- Hardware configuration and parameters
- Data sparcity
- Application features utilized
- Length of time history is retained

Additional considerations during this process include your high availability needs as well as your backup and recovery methods.

Check Database Server Requirements

General Requirements for a database server running RMS include:

Supported on:	Versions Supported:
Database Server OS	UNIX based OS certified with Oracle RDBMS 10g Enterprise Edition
	Oracle Enterprise Linux 4 Patch 5
	Solaris 10 (SPARC)
	HP-UX 11.23 (Integrity)
	AIX 5.3
Database Server	Oracle RDBMS 10g Release 2 Enterprise Edition (minimum 10.2.0.3 patchset required) with the following patches and components:
	Patches:
	▪ 5397953 (ORA-07445: [KKPAPITGETALL()+2152] [SIGSEGV] [ADDRESS NOT MAPPED TO OBJECT] [0X34)
	▪ 5648872 (SCHEDULER ORA-07445 [OPIDSA()+321] WHEN SETTING UP CHAIN TEST)
	▪ 5921386 (WRONG RESULT WITH MERGE JOINT OUTER IN THE EXECUTION PLAN)
	RAC Only
	▪ 5721821 (ORA-7445[KGLOBCL] OCCURED AND INSTANCE WENT DOWN)
	Components:
	▪ Oracle Database 10g
	▪ Oracle Partitioning
	▪ Oracle Net Services
	▪ Oracle Call Interface (OCI)
	▪ Oracle Programmer
	▪ Oracle XML Development Kit
	ANSI compliant C compiler (certified with OS and database version)
	Perl compiler 5.0 or later
	x-Windows interface

Verify Single Sign-On

If a Single Sign-On is to be used, verify the Oracle Infrastructure Server 10g version 10.1.2.2 server has been installed. Verify the Mid-Tier server hosting Oracle Forms is registered with the Infrastructure Oracle Internet Directory.

Check Application Server Requirements

General requirements for an application server capable of running RMS include:

Supported on:	Versions Supported:
Application Server OS	UNIX based OS certified with Oracle Application Server 10g version 10.1.2.2
	Oracle Enterprise Linux 4 Patch 5
	Solaris 10 (SPARC)
	HP-UX 11.23 (Integrity)
	AIX 5.3
Application Server	Oracle Application Server Forms and Reports 10g version 10.1.2.2
	Patches:
	▪ 5861907 (IAS 10.1.2.2 PATCHSET UPDATES ORACLEHOMEPROPERTIES.XML WITH WRONG ARU_ID & ARU_I)
	▪ 5632264 (NEED UPDATED TIMEZONE FILES (VERSION 4) FOR MORE DST RULE CHANGES)

Note: If installing on HP please refer to Metalink Note 367577.1.

Check Web Browser and Client Requirements

General requirements for client running RMS include:

Requirement	Version
Operating system	Windows 2000 or XP
Display resolution	1024x768
Processor	Pentium processor (minimum 450 MHz)
Memory	minimum of 256 MB RAM
Sun JRE Plug-in	1.4.1+
Microsoft Internet Explorer	version 5.5, 6.0 and higher

Supported Oracle Retail Products

Product	Version
Oracle Retail Active Retail Intelligence (ARI)	13.0.1
Oracle Retail Price Management (RPM)	13.0.1
Oracle Retail Allocation	13.0.1
Oracle Retail Invoice Matching (ReIM)	13.0.1
Oracle Retail Store Inventory Management (SIM)	13.0.1
Oracle Retail Warehouse Management System (RWMS)	13.0.1
Oracle Retail Data Warehouse (RDW)	13.0.1

Product	Version
Oracle Retail Predictive Application Server (RPAS)	13.0.1
Oracle Retail Advanced Inventory Planning (AIP)	13.0
Oracle Retail Strategic Store Solutions (ORSSS)	13.0.1

Supported Oracle Retail Integration Technologies

Integration Technology	Version
Oracle Retail Extract, Transform and Load (RETL)	13.0.1
Oracle Retail Integration Bus (RIB)	13.0.1
Oracle Retail Service Layer (RSL)	13.0.1

Create a UNIX user account to install the software

The following user should be created on both the application and database servers.

1. Create a UNIX group named "dev".
2. Create UNIX user named "oretail" and assign it to the "dev" group. This user will install the RMS software.

Create Staging Directory for RMS Database Schema Patch

1. Log into the database server as oretail.
2. Create a staging directory for the RMS database schema patch.
3. Copy the rms1301dbpatch.zip file from the RMS 13.0.1 release to the staging directory. This is referred to as DB_PATCH_DIR when installing database software.
4. Change directories to DB_PATCH_DIR and extract the rms1301dbpatch.zip file.

Create Staging Directory for RMS Batch Files

1. Log into the database server as oretail.
2. Create a staging directory for the RMS batch files.
3. Copy the rms1301batchpatch.zip file from the RMS 13.0.1 release to the staging directory. This is referred to as BATCH_PATCH_DIR when installing the RMS batch software.
4. Change directories to BATCH_PATCH_DIR and extract the rms1301batchpatch.zip file.

Create Staging Directory for RMS Application Server Files

1. Log into the application server as the oretail user.
2. Create a staging directory for the RMS application patch files.
3. Copy the file rms1301apppatch.zip from the RMS 13.0.1 release to staging directory. This will be referred to as APP_PATCH_DIR when installing application software.
4. Change directories to APP_PATCH_DIR and extract the file rms1301apppatch.zip.

2

Patch RMS Database

There are two different methods to use for installing the RMS 13.0.1 database schema patch. Option 1 uses the installer to apply the patch. Option 2 uses SQL*Plus directly. Option 1 is a new option that was added for the version 13 release. Both options are given in this chapter.

Option 1: Installer

The RMS 13.0 database schema installer may be used to apply RMS patches. The entire 13.0.1 RMS patch may be installed by re-running the installer used with the RMS 13.0 full release.

The installer should only be used to apply patches if the schema being patched does not contain customizations or hotfixes. The patch may also be applied using SQL*Plus. *See chapter 2B: Patch RMS Database Using SQL*Plus* for details on this method.

In this section, INSTALL_DIR refers to the location where the RMS 13.0 database schema installer was originally expanded. The installer files from the original RMS 13.0 installation can be re-used or a new directory can be created with a fresh copy of the RMS 13.0 database schema installer.

Before you apply the RMS 13.0.1 patch:

- Make a backup of all your objects and database schema.
- Check that RMS 13.0 is installed.
- Review the enclosed RMS 13.0.1 Patch Release Notes (rms-1301-rn.pdf).
- Review each of the enclosed defect documents.

Before copying over any files:

- Note whether customizations have been made to the module. If so, then 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).
- Copy the original files to a different directory before copying over them in case they need to be referred to at a later date.

Manual Edits to SQL Scripts

Modify the dbstart.sql file that will be used by the installer

Example: DB_PATCH_DIR/mom-dbpatch/13.0.1/rms/dbstart.sql

Make the following changes:

1. Locate the primary and secondary language data scripts. These sets of data scripts will be commented out in the SQL file using 2 preceding dash characters. Uncomment the scripts that pertain to your language settings. There can only be one primary language. Leave all primary language scripts commented out for English.
2. Examine the rest of the SQL script to see all of the files that are included in the patch.

Run the RMS Database Schema Installer

1. Change directories to INSTALL_DIR/rms/dbschema.

2. Source the oraenv script to set up the Oracle environment variables (ORACLE_HOME, ORACLE_SID, PATH, etc)

> **Example:** prompt$. oraenv
> ORACLE_SID = [] ? mydb
> prompt$

Verify the ORACLE_HOME and ORACLE_SID variables after running this script.

> **Example:** prompt$ echo $ORACLE_HOME
> /u00/oracle/product/mydbversion
> prompt$ echo $ORACLE_SID
> mydb

3. Set and export the following environment variables. These variables are needed in addition to the environment variables set by the oraenv script above.

> **Note:** The SQLPATH environment variable is critical for a patch installation to be successful.

Variable	Description	Example
SQLPATH	Locations to which SQL*Plus will look for referenced SQL scripts. It is important that SQLPATH include the path to the patch directory where dbstart.sql resides.	SQLPATH=<DB_PATCH_DIR>/mom-dbpatch/13.0.1/rms
NLS_LANG	Locale setting for Oracle database client	NLS_LANG=AMERICAN_AMERICA.UTF8 export NLS_LANG
DISPLAY	Address and port of X server on desktop system of user running install. Optional for dbschema installer	DISPLAY=<IP address>:0 export DISPLAY

4. If you are going to run the installer in GUI mode using an X server, you need to have the XTEST extension enabled. This setting is not always enabled by default in your X server. See Appendix A: Common Installation Errors for more details.

5. If the installer has already been run in this location you may wish to back up the ant.install.properties file. The settings from the RMS 13.0 full install might be in this file, and running the installer again for the patch will clear out some of the settings that aren't used by the installer's patch mode.

6. Run the install.sh script to start the installer.

> **Note:** Below are the usage details for install.sh. The typical usage for GUI mode is no arguments.
>
> install.sh [text | silent]

If prompted about resuming previous installation, respond with "no".

Select the "Patch" option on the "Full Install or Patch Option" screen.

7. On the "Apply an RMS DB Patch" page, provide the path to the DB_PATCH_DIR/mom-dbpatch/13.0.1/rms/. This directory should contain a dbstart.sql file, which the installer runs to apply the RMS 13.0.1 patch.

8. After the installer is complete, you can check its log file: rms-install-dbschema.<timestamp>.log.

9. The installer leaves behind the ant.install.properties file for future reference and repeat installations. This file contains all inputs you provided, including passwords. As a security precaution, make sure that the file has restrictive permissions.

> **Example:** `chmod 600 ant.install.properties`

Resolving Errors Encountered During Database Schema Installation

Errors encountered during patch installation should be resolved outside of the installer using SQL*Plus. The installer's resume function is only useful for full installs.

Option 2: SQL*Plus

While the installer can be used to apply the entire RMS database patch, there are situations in which it is better to use SQL*Plus directly with the scripts released in the patch. The installer calls a single start-all script named dbstart.sql which runs all of the files in the patch. If there are any customizations or hotfixes in the schema then certain statements in the patch may result in errors. In this situation it is better to investigate where the conflicts are and fix the SQL scripts accordingly.

Before you apply the RMS 13.0.1 patch:

- Make a backup of all your objects and database schema.
- Check that RMS 13.0 is installed.
- Review the enclosed RMS 13.0.1 Patch Release Notes (rms-1301-rn.pdf).
- Review each of the enclosed defect documents.

Before copying over any files:

- Note whether customizations have been made to the module. If so, then 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).
- Copy the original files to a different directory before copying over them in case they need to be referred to at a later date.

Steps:

1. Change directories to DB_PATCH_DIR/mom-dbpatch/13.0.1/rms.

2. Source the oraenv script to set up the Oracle environment variables (ORACLE_HOME, ORACLE_SID, PATH, etc)

> **Example:** prompt$. oraenv
> ORACLE_SID = [] ? mydb
> prompt$

Verify the ORACLE_HOME and ORACLE_SID variables after running this script.

> **Example:** prompt$ echo $ORACLE_HOME
> /u00/oracle/product/mydbversion
> prompt$ echo $ORACLE_SID
> mydb

3. Set and export the NLS_LANG environment variable.

Example:	NLS_LANG=AMERICAN_AMERICA.UTF8
	export NLS_LANG

4. Log into SQL*Plus as the RMS schema owner (Example: RMSDEV) and run the following command:

```
SQL> @dbstart.sql
```

> **Note:** This dbstart.sql script installs the entire patch. It is recommended that you open this file and review all of the scripts that are being called. Some files may require modification for a successful installation.

3

Batch Installation Tasks

Compile RMS Batch Libraries and Programs

> **Note:** Warning messages may appear during the compilation of the batch. These warnings can be ignored if the batch executables are successfully generated.

Set Environment Variables

> **Note**: RMS_DIR is the location where RMS 13 batch was installed.

Make sure the following variables are set. The RMS 13.0 batch installer should have created a batch.profile file located at RMS_DIR/batch.profile. This profile script can be used to set all of the environment variables listed below.

> **Example:** cd <RMS_DIR>
> . ./batch.profile

Variables set by batch.profile:

- PATH must include make, makedepend and the C compiler
- MMHOME=RMS_DIR/rms
- MMUSER=RMS Schema Owner
- PASSWORD=RMS Schema Owner Password
- ORACLE_HOME=Location of Oracle install
- ORACLE_SID=The Oracle Sid for the RMS database

AIX:

- LIBPATH=$ORACLE_HOME/lib:$MMHOME/oracle/lib/bin:$LDPATH
- OBJECT_MODE=64
- LINK_CNTRL=L_PTHREADS_D7

HP:

- SHLIB_PATH=$ORACLE_HOME/lib:$MMHOME/oracle/lib/bin:
- $SH_LIBPATH

Solaris:

- LD_LIBRARY_PATH=$ORACLE_HOME/lib:
  $MMHOME/oracle/lib/bin:$LD_LIBRARY_PATH

Oracle Enterprise Linux:

- LD_LIBRARY_PATH=$ORACLE_HOME/lib:
  $MMHOME/oracle/lib/bin:$LD_LIBRARY_PATH

Compile Batch Libraries

1. Copy the files from BATCH_PATCH_DIR/batch/lib/src to RMS_DIR/rms/oracle/lib/src.

2. Change directories to RMS_DIR/rms/oracle/lib/src.

3. Create library dependencies.

   a. For UNIX, run this command:

   ```
   make –f retek.mk depend 2>&1 | tee libdpnd.log
   ```

   b. For Oracle Enterprise Linux run this command:

   ```
   make –f retek.mk –r depend 2>&1 | tee libdpnd.log
   ```

   c. Check the libdpnd.log file for errors.

4. Create the batch libraries.

   a. For UNIX, run this command:

   ```
   make –f retek.mk retek rms resa 2>&1 | tee libretek.log
   ```

   b. For Oracle Enterprise Linux run this command:

   ```
   make –f retek.mk –r retek rms resa 2>&1 | tee libretek.log
   ```

   c. Check the libretek.log file for errors.

5. Install the batch libraries.

   ```
   make –f retek.mk install
   ```

   The batch libraries should now be in RMS_DIR/rms/oracle/lib/bin.

Compile Batch Source Code

1. Copy the files from BATCH_PATCH_DIR/batch/proc/src to RMS_DIR/rms/oracle/proc/src.

2. Copy the files from BATCH_PATCH_DIR/batch/proc/bin to RMS_DIR/rms/oracle/proc/bin.

3. Change directories to RMS_DIR/rms/oracle/proc/src.

4. Create dependencies.

   a. For UNIX, run the following command:

   ```
   make –f mts.mk rms-depend recs-depend rtm-depend resa-depend 2>&1 | tee
   srcdpnd.log
   ```

   b. For Oracle Enterprise Linux run this command:

   ```
   make –f mts.mk –r rms-depend recs-depend rtm-depend resa-depend 2>&1 | tee
   srcdpnd.log
   ```

   c. Check the srcdpnd.log file for errors.

5. Create batch programs.

   a. For UNIX, run the following commands in the order stated.

   ```
   make –f rms.mk PRODUCT_PROCFLAGS=dynamic=ansi ditinsrt
   make –f mts.mk rms-ALL recs-ALL resa-ALL rtm-ALL 2>&1 | tee srcall.log
   ```

   b. For Oracle Enterprise Linux run the following commands:

   ```
   make –f rms.mk –r PRODUCT_PROCFLAGS=dynamic=ansi ditinsrt
   make –f mts.mk –r rms-ALL recs-ALL resa-ALL rtm-ALL 2>&1 | tee srcall.log
   ```

   c. Check the srcall.log file for errors.

6. Install the batch programs.

   ```
   make –f mts.mk rms-install recs-install resa-install rtm-install
   ```

   The batch programs should now be in RMS_DIR/rms/oracle/proc/bin.

4

Application Server Installation Tasks

Set Environment Variables

Note: RMS_DIR is the location where RMS 13 forms were installed.
ORACLE_HOME is the location where Oracle Application Server 10g (10.1.2.2) has been installed.

Make sure the following variables are set. The RMS 13.0 forms installer should have created a forms.profile file located at RMS_DIR/base/forms.profile. This profile script can be used to set all of the environment variables listed below.

Example: cd <RMS_DIR>/base
           . ./forms.profile

Variables set by forms.profile:

- ▪ **All OS Platforms**
  - – DISPLAY=<IP address of X server>:0.0
  - – PATH=$ORACLE_HOME/bin:$ORACLE_HOME/opmn/bin:$ORACLE_HOME/dcm/bin:RMS_DIR/base/forms_scripts:$PATH
  - – CLASSPATH=$ORACLE_HOME/jlib/importer:
    $ORACLE_HOME/jlib/debugger.jar:$ORACLE_HOME/jlib/utj.jar:$ORACLE_HOME/jlib/ewt3.jar:$ORACLE_HOME/jlib/share.jar:$ORACLE_HOME/jlib/dfc.jar:$ORACLE_HOME/jlib/help4.jar:$ORACLE_HOME/jlib/oracle_ice.jar:$ORACLE_HOME/jlib/jewt4.jar
  - – FORMS_BUILDER_CLASSPATH=$CLASSPATH
  - – FORMS_PATH=RMS_DIR/base/toolset/bin:RMS_DIR/rms/forms/bin:$ORACLE_HOME/forms
  - – TK_UNKNOWN==$ORACLE_HOME/guicommon/tk/admin
  - – UP=<RMS schema owner>/<RMS schema password>@<RMS database>

Note: Verify that TNS is set up correctly by using the UP variable to successfully log in to the RMS 13 schema.

Example: /u00/oracle> sqlplus $UP

- **Solaris**
  - LD_LIBRARY_PATH=$ORACLE_HOME/lib:$ORACLE_HOME/jdk/jre/lib/sparc:$ORACLE_HOME/jdk/jre/lib/sparc/native_threads
- **HP-UX**
  - SHLIB_PATH=$ORACLE_HOME/lib32:$ORACLE_HOME/lib:$ORACLE_HOME/jdk/jre/lib/PA_RISC:$ORACLE_HOME/jdk/jre/lib/PA_RISC/server
- **AIX**
  - LD_LIBRARY_PATH=$ORACLE_HOME/lib:$ORACLE_HOME/lib32:$ORACLE_HOME/jdk/jre/lib
  - LIBPATH=$LD_LIBRARY_PATH
- **Oracle Enterpirse Linux**
  - LD_LIBRARY_PATH=$ORACLE_HOME/lib:$ORACLE_HOME/lib32:$ORACLE_HOME/jdk/jre/lib

RMS Toolset Installation

1. Make a backup copy of the existing RMS_DIR/base/toolset and RMS_DIR/base/forms directories.

2. Copy the contents of the RMS application patch into the above locations. APP_PATCH_DIR/base/toolset into RMS_DIR/base/toolset and APP_PATCH_DIR/base/forms into RMS_DIR/base/forms.

3. Copy all libraries (.pll files) in the RMS_DIR/base/toolset/src directory to the RMS_DIR/base/toolset/bin directory.

4. Change directories to RMS_DIR/base/toolset/bin.

5. Verify that the PATH variable contains the path RMS_DIR/base/forms_scripts. The forms.profile script should have set this up already.

6. Run toolset.pll.sh to compile all Toolset .pll's.

> **Note:** If the toolset.pll.sh script is not used and the libraries are compiled individually, then they must be compiled in the following order (which is noted in the toolset.pll.sh script):

- messge45.pll
- ariiflib.pll
- stand45.pll
- calend45.pll
- find45.pll
- item45.pll
- tools45.pll
- mblock45.pll
- mview45.pll
- nav45.pll
- work45.pll
- itnumtype.pll

- ▪ hierfilter.pll
- ▪ rmslib.pll

7. Check to make sure that each .pll file has a corresponding .plx (to ensure that all .pll's compiled successfully).

8. Remove all newly created .plx files.

9. Copy all forms (*.fmb files) in the RMS_DIR/base/toolset/src directory to the RMS_DIR/base/toolset/bin directory.

10. Run forms.fm_fmb.sh to compile the Toolset reference forms, clean fm_*.fmx files and generate Toolset runtime forms (*.fmx).

11. Check to make sure that each non-reference form (.fmb file) has a corresponding .fmx file.

> **Note:** Disregard fm_*.fmx files should they be created.
> These files should be removed. They should NOT exist in
> the RMS_DIR/base/toolset/bin directory.

12. Remove all non-reference forms from RMS_DIR/base/toolset/bin; the following syntax leaves all reference forms (fm_*.fmb) in the bin directory, while removing all other forms:

```
> for PROG in `ls *.fmb | grep -v fm_`
> do PROGNAME=`echo $PROG`
> rm $PROGNAME
> done
```

13. Copy all menus (*.mmb files) in the RMS_DIR/base/toolset/src directory to the RMS_DIR/base/toolset/bin directory.

14. Run menus.mmb.sh to generate Toolset runtime menus – .mmx's.

15. Check to make sure that each .mmb file has a corresponding .mmx file.

> **Note:** .err files may be created by the compilation scripts
> above. These files are logs of the compilation process and
> can be removed.

16. Remove all .mmb files from RMS_DIR/base/toolset/bin.

RMS Forms Installation

1. Copy all the files from APP_PATCH_DIR/base/forms/src to RMS_DIR/base/forms/src.

2. Copy all libraries (.pll files) in the RMS_DIR/base/forms/src directory to the directories to the RMS_DIR/base/forms/bin directory.

3. Change directories to RMS_DIR/base/forms/bin.

4. Run forms.pll.sh to compile all RMS .pll's.

5. Check to make sure that each .pll file has a corresponding .plx (to ensure that all .pll's compiled successfully). Remove all newly created .plx files.

6. Copy all forms (*.fmb files) in the RMS_DIR/base/forms/src directory to the RMS_DIR/base/forms/bin directory.

7. Run forms.fm_fmb.sh to compile the RMS reference forms.

8. Remove all newly created fm_*.fmx files (reference forms should not have executable files).

9. Run forms.fmb.sh to generate RMS runtime forms – .fmx's.

10. Check to make sure that each non-reference form .fmb file has a corresponding .fmx file.

> **Note:** Disregard fm_*.fmx files should they be created. These files should be removed. They should NOT exist in the RMS_DIR/base/forms/bin directory.

11. Remove all non-reference form forms from RMS_DIR/base/forms/bin; the following syntax will leave all reference forms (fm_*.fmb) in the bin directory, while removing all other forms:

```
> for PROG in `ls *.fmb | grep -v fm_`
> do PROGNAME=`echo $PROG`
> rm $PROGNAME
> done
```

12. Copy all menus (*.mmb files) in the RMS_DIR/base/forms/src directory to the RMS_DIR/base/forms/bin directory.

13. Run menus.mmb.sh to generate RMS runtime menus – .mmx's.

14. Check to make sure that each .mmb file has a corresponding .mmx file.

15. Remove all .mmb files from RMS_DIR/base/forms/bin.

> **Note:** .err files may be created by the compilation scripts above. These files are logs of the compilation process and can be removed.

Verify and Update Helpfile Installation

If there is a new web_html.zip file provided with this RMS patch release, follow these instructions to install it.

1. Unzip web_help.zip from APP_PATCH_DIR/webhelp at this spot:

    <RMS_DIR>/base/web_html

Help file structure should be something similar to:
<RMS_DIR>/base/web_html/helpfiles/english/rms

2. Make sure that rhelp.pl has execute permissions:

> **Example:** chmod 755
> <RMS_DIR>/base/web_html/helpfiles/help/rhelp.pl
> <RMS_DIR>/base/web_html/helpfiles/english/rms/web_html/help/rhelp.pl

RMS Reports Installation

RMS Reports are included in the RMS Application patch: rms1301apppatch.zip in the reports directory. To install the reports files, copy them from APP_PATCH_DIR/reports to the reports directory created during RMS 13.0 installation. See the RMS 13.0 installation guide for the instructions for initial setup of Oracle BI Publisher for RMS reports.

Appendix: Common Installation Errors

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

Database Installer Hangs on Startup

Symptom:

When the database schema installer is run, the following is written to the console and the installer hangs indefinitely:

```
Running pre-install checks
Running tnsping to get listener port
```

Solution:

The installer startup script is waiting for control to return from the **tnsping** command, but tnsping is hanging. Type Control+C to cancel the installer, and investigate and solve the problem that is causing the **tnsping <sid>** command to hang. This can be caused by duplicate database listeners running.

Unreadable Buttons in the Installer

If you are unable to read the text within the installer buttons, it probably means that your JAVA_HOME is pointed to a pre-1.4.2 JRE or JDK. Set JAVA_HOME to a Java runtime environment of version 1.4.2 or later and run the installer 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.

"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.

Unresponsive Country and Currency Drop-Downs

Symptom:

In GUI mode, when you click on the drop-down list selection for the primary country or currency, the list does not appear, and this message appears in the console window:

```
XTEST extension not installed on this X server: Error 0
```

Solution:

To run the RMS installer in GUI mode you must have the XTEST extension enabled in your X server.

Enabling XTEST in Exceed:

1. Open Xconfig to edit Exceed configuration

2. Go to the X Server Protocol settings

3. Click on the Extensions tab

4. Make sure that the XTEST extension is selected:
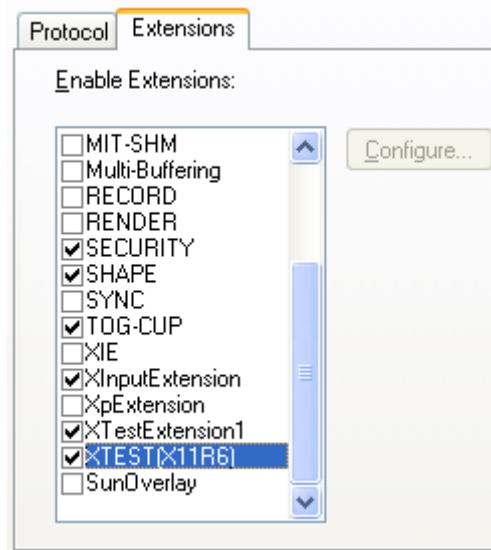
5. Restart the X Server and re-run the RMS installer.

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.

FRM-30064: Unable to parse statement select while compiling fm_ituda.fmb

Symptom:

When running the application installer you get the following error:

```
FRM-30064: Unable to parse statement select vu.uda_desc,  vu.uda_id  from v_uda vu
where get_primary_lang = get_user_lang  and vu.display_type = 'LV' union all
select nvl(t.translated_value, vu.uda_desc),  vu.uda_id  from tl_shadow t,  v_uda
vu  where get_primary_lang != get_user_lang and upper(vu.uda_desc) = t.key(+) and
get_user_lang = t.lang(+) and vu.display_type = 'LV' order by 1.
ORA-28112: failed to execute policy function
Record Group RG_UDA_LOV
Form: FM_ITUDALST

FRM-30085: Unable to adjust form for output.

Form not created
```

Solution:

Disable the database filter policies by running drop_filter_policy.sql, run the application installer again and then run add_filter_policy.sql. Both files can be located with the database installer.

ORA-04031 (unable to allocate memory) error during database schema installation

Symptom:

When running the database schema installer you get the following error one or more times:

```
[ora:sqlplus] alter package
[ora:sqlplus] *
[ora:sqlplus] ERROR at line 1:
[ora:sqlplus] ORA-04031: unable to allocate 92120 bytes of shared memory ("shared
[ora:sqlplus] pool","unknown object","PL/SQL MPCODE","BAMIMA: Bam Buffer")
```

Solution:

There was not enough available memory in the shared pool on the database at the time of compilation. There are several choices to get past this error:

- Log into the database and attempt to recompile invalid objects in the database schema. Subsequent attempts to compile the same object(s) can be successful.
- Have a DBA increase the shared pool size on the database and re-run the installer from scratch on a new schema user.

X Error of failed request: BadWindow (invalid Window parameter)

Symptom:

When compiling forms during the application installation you receive this error one or more times:

```
X Error of failed request:  BadWindow (invalid Window parameter)
  Major opcode of failed request:  18 (X_ChangeProperty)
  Resource id in failed request:  0x1800002
  Serial number of failed request:  432
  Current serial number in output stream:  437
```

Solution:

This error occurs when there are too many requests made to the X server. If this error occurs manually recompile the form.

Example:

```
frmpcmp.sh userid=$UP module_type=form module=FORM_OR_MENU
```

SP2-0310: unable to open file Error During Patch Mode

Symptom:

When using the installer to apply a database patch, this error message appears repeatedly:

```
[ora:sqlplus] SP2-0310: unable to open file "pricing/dbcs/0021_rpm_promo_dtl.sql"
```

Solution:

SQLPATH is not set properly. Review the instructions for running the installer. SQLPATH must contain the patch directory.

Example:

```
SQLPATH=/path/to/mom-dbpatch/13.0.1/rms; export SQLPATH
```

B

Appendix: Single Sign-On Resource Access Descriptors

Oracle Forms applications such as RMS use database connections for authentication and authorization purposes. Oracle Single Sign-On, however, uses the Oracle Internet Directory (OID) user ID and password for this purpose. The Forms framework maps OID user IDs to database connections via information stored in Resource Access Descriptors (RADs). A user will have one RAD for each application accessed.   RADs may be created by an administrator or by an LDIF script. Depending on the Oracle Internet Directory and/or the formsweb.cfg configuration, RADs may also be created by the user.

A user is prompted for the database connection information whenever formsweb.cfg file specifies ssoMode = true and createDynamicResources = true for an application and no valid RAD exists. RADs may become invalid when passwords have expired or have been changed.

RADs may be created by administrators or users via the Delegated Administration Services application. Note: users can create new RADs only if one or more RADs already exist.

RADs may be created and via LDIF scripts as well. Documentation on this may be found in the Metalink document number 244526.1.

C

Appendix: Data Conversion

Install Data Conversion Scripts

1. The following directories need to be created:

   INSTALL_DIR/external/scripts

   INSTALL_DIR/external/data

   INSTALL_DIR/external/logs

2. Change directories to DB_PATCH_DIR/mom-dbpatch/13.0.1/rms/data_conversion_scripts/external_table_scripts.

3. Copy the external directory to INSTALL_DIR/external/scripts.

   ```
   > cp –R * INSTALL_DIR/external/scripts
   ```

4. Change directories to DB_PATCH_DIR/mom-dbpatch/13.0.1/rms/data_conversion_scripts/data_load_scripts.

5. Copy the external directory to INSTALL_DIR/external/scripts.

   ```
   > cp –R * INSTALL_DIR/external/scripts
   ```

6. Log into sqlplus as SYSTEM and run the following commands:

   ```
   SQL> create or replace directory rms13dev_ext_data as
   'INSTALL_DIR/external/data';
   SQL> create or replace directory rms13dev_ext_logs as
   'INSTALL_DIR/external/logs';
   ```

   > **Note:** You need to replace INSTALL_DIR with your INSTALL_DIR and you can rename the external data and log directory.
   >
   > **Note:** The user that creates these directories owns them.
   >
   > **Note:** The data and logs directories should be chmoded 777.

7. Log into sqlplus as SYSTEM and grant access to them by running the following commands:

   ```
   SQL> grant read on directory rms13dev_ext_data to public;
   SQL> grant read, write on directory rms13dev_ext_logs to public
   ```

D

Appendix: Installation Order

This section provides a guideline as to the order in which the Oracle Retail applications should be installed. If a retailer has chosen to use some, but not all, of the applications the order is still valid less the applications not being installed.

1. Oracle Retail Merchandising System (RMS), Oracle Retail Trade Management (RTM), Oracle Retail Sales Audit (ReSA)
2. Oracle Retail Service Layer (RSL)
3. Oracle Retail Extract, Transform, Load (RETL)
4. Oracle Retail Active Retail Intelligence (ARI)
5. Oracle Retail Warehouse Management System (RWMS)
6. Oracle Retail Allocation
7. Oracle Retail Invoice Matching (ReIM)
8. Oracle Retail Price Management (RPM)

> **Note:** During installation of RPM, you are asked for the RIBforRPM provider URL. Since RIB is installed after RPM, make a note of the URL you enter. If you need to change the RIBforRPM provider URL after you install RIB, you can do so by editing the jndi_provider.xml file.

9. Oracle Retail Central Office (ORCO)
10. Oracle Retail Back Office (ORBO) or Back Office with Labels and Tags (ORLAT)
11. Oracle Retail Store Inventory Management (SIM)

> **Note:** During installation of SIM, you are asked for the AIP provider URL. Since AIP is installed after SIM, make a note of the URL you enter. If you need to change the AIP provider URL after you install AIP, you can do so by editing the jndi_providers_ribclient.xml file.

12. Oracle Retail Predictive Application Server (RPAS)
13. Oracle Retail Advanced Inventory Planning (AIP)
14. Oracle Retail Integration Bus (RIB)
15. Oracle Retail Point-of-Service (ORPOS)
16. Oracle Retail Mobile Point-of-Service (ORMPOS)
17. Oracle Retail Analytics Applications
18. Oracle Retail Data Warehouse (RDW)
19. Oracle Retail Workspace (ORW)