Oracle® Retail Warehouse Management System

Installation Guide
Release 13.0.5
E23306-01

June 2011

ORACLE

Oracle® Retail Warehouse Management System Installation Guide, Release 13.0.5

Copyright © 2011, Oracle. All rights reserved.

Primary Author: Donna Linde

Contributors: Nathan Young

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

This software and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications

The following restrictions and provisions only apply to the programs referred to in this section and licensed to you. You acknowledge that the programs may contain third party software (VAR applications) licensed to Oracle. Depending upon your product and its version number, the VAR applications may include:

(i) 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.

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

(iii) 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.

(iv) 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.

You acknowledge and confirm that Oracle grants you use of only the object code of the VAR Applications. Oracle will not deliver source code to the VAR Applications to you. Notwithstanding any other term or condition of the agreement and this ordering document, you shall not cause or permit alteration of any VAR Applications. For purposes of this section, "alteration" refers to all alterations, translations, upgrades, enhancements, customizations or modifications of all or any portion of the VAR Applications including all reconfigurations, reassembly or reverse assembly, re-engineering or reverse engineering and recompilations or reverse compilations of the VAR Applications or any derivatives of the VAR Applications. You acknowledge that it shall be a breach of the agreement to utilize the relationship, and/or confidential information of the VAR Applications for purposes of competitive discovery.

The VAR Applications contain trade secrets of Oracle and Oracle's licensors and Customer shall not attempt, cause, or permit the alteration, decompilation, reverse engineering, disassembly or other reduction of the VAR Applications to a human perceivable form. Oracle reserves the right to replace, with functional equivalent software, any of the VAR Applications in future releases of the applicable program.

Contents

Send Us Your Comments ..... **vii**

Preface ..... **ix**

Audience ix
Related Documents ix
Customer Support ix
Review Patch Documentation ix
Oracle Retail Documentation on the Oracle Technology Network ix
Conventions x

1 Preinstallation Tasks **1**

Check for the Current Version of the Installation Guide 1
Check Database Server Requirements 1
Verify Single Sign-On 2
Check Application Server Requirements 3
Check Web Browser and Client Requirements 3
Handheld Requirements 4
Supported Oracle Retail Products 4

2 Database Upgrade Instructions **5**

Before You Begin 5
Copy from the CD Directory 5
Bundled Hot Fix 13.0.4.1 5
Update RWMS Database Objects 6
Update Data for RWMS 6
Bundled Hot Fix 13.0.4.2 6
Update RWMS Database Objects 6
Update Data for RWMS 6
Bundled Hot Fix 13.0.4.3 6
Update RWMS Database Objects 6
Update Data for RWMS 7
Bundled Hot Fix 13.0.5 Delta 7
Update RIB Database Objects 7
Update RWMS Database Objects 7
Validate all Invalid Objects 7
Update Data for RWMS 7

3 Application Server Installation Tasks **9**

Compile RWMS Oracle Forms 9
Copy from the CD Directory 9
Set Environment Variables 9
RWMS Forms Installation 10

Send Us Your Comments

Oracle Retail Warehouse Management System Installation Guide, Release 13.0.5

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

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?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

> **Note:** Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Applications Release Online Documentation CD available on My Oracle Support and www.oracle.com. It contains the most current Documentation Library plus all documents revised or released recently.

Send your comments to us using the electronic mail address: retail-doc_us@oracle.com

Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.

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 Warehouse Management System Release 13.0.5 documentation set:

- *Oracle Retail Warehouse Management System Release Notes*

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, 13.0) or a later patch release (for example, 13.0.5). 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.

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

(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
```

1

Preinstallation Tasks

Check for the Current Version of the Installation Guide

Corrected versions of Oracle Retail installation guides may be published whenever critical corrections are required. For critical corrections, the rerelease of an installation guide may not be attached to a release; the document will simply be replaced on the Oracle Technology Network Web site.

Before you begin installation, check to be sure that you have the most recent version of this installation guide. Oracle Retail installation guides are available on the Oracle Technology Network at the following URL:

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

An updated version of an installation guide is indicated by part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-**02** is an updated version of an installation guide with part number E123456-**01**.

If a more recent version of this installation guide is available, that version supersedes all previous versions. Only use the newest version for your installation.

Check Database Server Requirements

General Requirements for a database server running RWMS include:

Supported on 10gR2 and 11gR2	**Versions Supported:**
Database Server OS	OS certified with Oracle Database 10gR2 Enterprise Edition. Options are: ▪ AIX 5.3 ▪ AIX 6.1 (Actual hardware or LPARs) ▪ Solaris 10 Sparc (Actual hardware or Logical Domains) ▪ Oracle Linux 4 Update 5 for x86-64 (Actual hardware or Oracle virtual machine) ▪ Red Hat Enterprise Linux 4 Update 5 (RHEL 4.5) for x86-64 (Actual hardware or Oracle virtual machine) ▪ Oracle Linux 5 Update 3 for x86-64 (Actual hardware or Oracle virtual machine) ▪ Red Hat Enterprise Linux 5 Update 3 (RHEL 5.3) for x86-64 (Actual hardware or Oracle virtual machine) ▪ HP-UX 11.23 (Integrity 64-bit) ▪ HP-UX 11.31 (Integrity 64-bit)
Database Server (10gR2)	Oracle Database 10g Release 2 Enterprise Edition (10.2.0.5 patchset required) with the following components: ▪ Oracle Database 10g ▪ Oracle Partitioning ▪ Oracle Net Services ▪ Oracle Call Interface (OCI)

Supported on 10gR2 and 11gR2	Versions Supported:
	▪ Oracle Programmer ▪ Oracle XML Development Kit ▪ Companion CD **Patches:** ▪ 10.2.0.5 patchset: 8202632 **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 **Patches:** ▪ 9582272 - ORA-600 [KKDLREADONDISKDEFVAL: ERROR] OCCURS WHEN ALTER TRIGGER IS EXECUTED. ▪ 9130054 - MASSIVE ORA-2051 SIGNALLED DURING SOA TEST AGAINST 11.2.0.1/2 DATABASE ▪ 9932143 - [CTS] 3 FAILURES IN JMS/AQ RUN DIDN'T GET EXPECTED MSG BACK AND REDELIVERED FLAG ▪ 9010222 - APPS ST 11G ORA-00600 [KKSFBC-REPARSE-INFINITE-LOOP]. ▪ 9100882 - ORA-600[kkdlReadOnDiskDefVal: error] occurs when ALTER TRIGGER is executed. ▪ 9861859 - ORA-600 [kkmupsViewDestFro_4] can occur parsing a MERGE statement with join elimination happening. ▪ 9367425 -- PROCESS CRASHED WHEN USING 11GR2 JDBC/OCI ▪ 9495959 -- HANG WHEN TWO THREADS TRY TO CREATE THE ENV HANDLE AT THE SAME **Note:** Patches 9367425 and 9495959 must be applied together. **Others components:** ▪ 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 server has been installed. Verify that 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 RWMS include:

Supported on:	Versions Supported:
Application Server OS	OS certified with Oracle Application Server 10g version 10.1.2.2. Options are: ▪ AIX 5.3 ▪ AIX 6.1 (Actual hardware or LPARs) ▪ Solaris 10 Sparc (Actual hardware or Logical Domains) ▪ Oracle Linux 4 Update 5 for x86-64 (Actual hardware or Oracle virtual machine) ▪ Red Hat Enterprise Linux 4 Update 5 (RHEL 4.5) for x86-64 (Actual hardware or Oracle virtual machine) ▪ Oracle Linux 5 Update 3 for x86-64 (Actual hardware or Oracle virtual machine) ▪ Red Hat Enterprise Linux 5 Update 3 (RHEL 5.3) for x86-64 (Actual hardware or Oracle virtual machine) ▪ HP-UX 11.23 (Integrity 64-bit) ▪ HP-UX 11.31 (Integrity 64-bit)
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 the following document on My Oracle Support: Doc ID 367577.1.

Check Web Browser and Client Requirements

General requirements for client running RWMS include:

Requirement	Version
Operating system	Windows 2000 or XP
Display resolution	1024x768
Processor	Pentium processor (minimum 450 MHz)
Memory	minimum of 256 MB RAM
JAVA	JRE 1.4.1+
Browser	Microsoft Internet Explorer version 7.0

Handheld Requirements

Windows CE 5.0 handhelds with the following screen sizes

- Hand held: 240 x 320
- Wrist mount: 320 x 240
- Truck mount – full screen: 800 x 600
- Truck mount – half screen: 800 x 320

Software Required on Handhelds

- Remote Desktop Client (aka Microsoft Terminal Services Client)
- DataWedge (software provided by and maintained by Motorola for use with the barcode scanners)

Supported Oracle Retail Products

Requirement	Version
Oracle Retail Merchandising System (RMS)	13.0.5
SIM	13.0.5

2

Database Upgrade Instructions

This chapter describes how you can upgrade the RWMS database with this patch release.

Before You Begin

Before you apply the RWMS 13.0.5 patch:

- Make a backup of all your objects and database schema.
- Check that RWMS 13.0.4 is installed.

> **Note:** In error, the RWMS 13.0.4 patch did not contain all the bundled hot fixes. It contained only the delta between the last bundled hot fix, 13.0.3.4, to 13.0.4. Apply or ensure that all 13.0.4 bundled hot fixes plus the 13.0.4 delta are installed before patching to 13.0.5.

- Review the enclosed RWMS 13.0.5 Release Notes.

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.
- All hot fix bundles from 13.0.4 to 13.0.5 are included in this patch. Determine the last bundled hot fix(es) applied to the environment and start the database patch with the first hot fix bundle after the latest hot fix bundle applied in the environment.

> **Note:** These instructions refer to RWMS13DEV as the Oracle owning schema.

Copy from the CD Directory

1. Copy the rwms1305dbpatch.zip file from the CD/dbserverunix directory to a newly created staging directory on your UNIX server.
2. Unzip the file using the following command:
   ```
   unzip rwms1305dbpatch.zip
   ```

Bundled Hot Fix 13.0.4.1

Start here if the environment is a base RWMS 13.0.4 environment with no bundled hot fixes applied.

Update RWMS Database Objects

1. Change directories to the <staging area>/13.0.4.1/db_objects.
2. Log on to SQL* Plus as RWMS13DEV, and run the following command:
   `SQL> @patch13041rwms.sql`
3. Check the log file patch13041rwms.log for any errors.

Update Data for RWMS

> **Note:** Ensure that your NLS_LANG has been set to a valid UTF8.

1. Change directories to the <staging area>/13.0.4.1/data.
2. Log on to SQL*Plus as RWMS13DEV, and run the following command:
   `SQL> @patch13041data.sql`
3. Check the log file patch13041data.log for any errors.

Bundled Hot Fix 13.0.4.2

Start or continue here if the environment has 13.0.4.1 bundled hot fixes applied.

Update RWMS Database Objects

1. Change directories to the <staging area>/13.0.4.2/db_objects.
2. Log on to SQL* Plus as RWMS13DEV, and run the following command:
   `SQL> @patch13042rwms.sql`
3. Check the log file patch13042rwms.log for any errors.

Update Data for RWMS

> **Note:** Ensure that your NLS_LANG has been set to a valid UTF8.

1. Change directories to the <staging area>/13.0.4.2/data.
2. Log on to SQL*Plus as RWMS13DEV, and run the following command:
   `SQL> @patch13042data.sql`
3. Check the log file patch13042data.log for any errors.

Bundled Hot Fix 13.0.4.3

Start or continue here if the environment has 13.0.4.1 and 13.0.4.2 bundled hot fixes applied.

Update RWMS Database Objects

1. Change directories to the <staging area>/13.0.4.3/db_objects.
2. Log on to SQL* Plus as RWMS13DEV, and run the following command:
   `SQL> @patch13043rwms.sql`
3. Check the log file patch13043rwms.log for any errors.

Update Data for RWMS

> **Note:** Ensure that your NLS_LANG has been set to a valid UTF8.

1. Change directories to the <staging area>/13.0.4.3/data.
2. Log on to SQL*Plus as RWMS13DEV, and run the following command:
   `SQL> @patch13043data.sql`
3. Check the log file patch1305data.log for any errors.

Bundled Hot Fix 13.0.5 Delta

Start or continue here if the environment contains the 13.0.4.1, 13.0.4.2, and 13.0.4.3 bundled hot fixes.

Update RIB Database Objects

1. Change directories to the <staging area>/13.0.5_delta/rib_objects.
2. Log on to SQL* Plus as RWMS13DEV, and run the following command:
   `SQL> @InstallAndCompileAllRibOracleObjects.sql`
3. Please follow the instructions given by the script.

Update RWMS Database Objects

1. Change directories to the <staging area>/13.0.5_delta/db_objects.
2. Log on to SQL* Plus as RWMS13DEV, and run the following command:
   `SQL> @patch1305rwms.sql`
3. Check the log file patch1305rwms.log for any errors.

Validate all Invalid Objects

> **Note:** Deadlocked objects may appear when running this script. Run the script until no more invalid objects remain.

1. Change directories to <INSTALL_DIR>/utility.
2. Log on to SQL*Plus as RWMS13DEV, and run the following command:
   `SQL> @inv_obj_comp.sql`
   You may need to run this script more than once.

Update Data for RWMS

> **Note:** Ensure that your NLS_LANG has been set to a valid UTF8.

1. Change directories to the <staging area>/13.0.5_delta/data.
2. Log on to SQL*Plus as RWMS13DEV, and run the following command:
   `SQL> @patch1305data.sql`
3. Check the log file patch1305data.log for any errors.

3

Application Server Installation Tasks

> **Note:** INSTALL_DIR is the directory where the RWMS files are extracted from its tar file.
>
> ORACLE_HOME is the location where Oracle Application Server 10g (10.1.2.2) has been installed

It is assumed that Oracle Application Server 10g version 10.1.2.2 (OAS) has already been installed.

Compile RWMS Oracle Forms

This patch contains all the bundled hot fixes from 13.0.4 to 13.0.5

Check that RWMS 13.0.4 is installed.

> **Note:** In error, the RWMS 13.0.4 patch did not contain all the bundled hot fixes. It contained only the delta between the last bundled hot fix, 13.0.3.4, to 13.0.4. Apply or ensure that all 13.0.4 bundled hot fixes plus the 13.0.4 patch are installed before patching to 13.0.5.

All bundled hot fixes from 13.0.4 to 13.0.5 are included in this patch. Determine the last bundled hot fix(es) applied to the environment and start the application patch with the first bundled hot fix after the last bundled hot fix applied in the environment.

Copy from the CD Directory

1. Copy the rwms1305apppatch.zip file from the CD/appserverunix directory to a newly created staging directory on your UNIX server.
2. Unzip the file using the following command:
   `unzip rwms1305apppatch.zip`

Set Environment Variables

> **Note:** ORACLE_HOME is the location where Oracle Application Server 10g (10.1.2.2) has been installed.

1. Logon to the application server as the oretail user,
2. Set the DISPLAY variable to the IP address plus ":0.0" (i.e.: 10.1.1.1:0.0) of the application server.
3. Set the following variables:

   All OS Platforms

   - PATH=$ORACLE_HOME/bin:$ORACLE_HOME/opmn/bin:$ORACLE_HOME/dcm/bin:INSTALL_DIR/forms_scripts:$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/d

fc.jar:$ORACLE_HOME/jlib/help4.jar:$ORACLE_HOME/jlib/oracle_ice.jar:$ORACLE_HOME/jlib/jewt4.jar

- FORMS_BUILDER_CLASSPATH=$CLASSPATH
- FORMS_PATH=INSTALL_DIR/rwms/forms/bin:$ORACLE_HOME/forms
- REPORTS_PATH=INSTALL_DIR/rwms/reports/bin:$ORACLE_HOME/forms
- TK_UNKNOWN==$ORACLE_HOME/guicommon/tk/admin
- UP=<RWMS schema owner>/<RWMS schema password>@<RWMS database>

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

Example: /u00/oracle> sqlplus $UP

RWMS Forms Installation

1. If the environment is at base 13.0.4 with no bundled hot fixes applied to forms, copy all the forms (*.fmb file) in the <staging area> to the INSTALL_DIR for each bundled hot fix plus the delta which is the difference between the last bundled hot fix, 13.0.4.3 and 13.0.5.
2. If the environment is not at base 13.0.4 but contains some bundled hot fixes for forms, copy only the bundled hot fixes that have not been applied.
3. The bundled hot fixes for forms are contained in the following directories. Copy into the INSTALL_DIR in this order:
   - Copy the form (*.fmb file) in the <staging area>/13.0.4.1/forms/src directory to the INSTALL_DIR/rwms/forms/bin directory.
   - Copy the form (*.fmb file) in the <staging area>/13.0.4.2/forms/src directory to the INSTALL_DIR/rwms/forms/bin directory.
   - Copy the form (*.fmb file) in the <staging area>/13.0.4.3/forms/src directory to the INSTALL_DIR/rwms/forms/bin directory.
   - Copy the form (*.fmb file) in the <staging area>/13.0.5_delta/forms/src directory to the INSTALL_DIR/rwms/forms/bin directory.
4. Run forms.fmb.sh (in INSTALL_DIR/rwms/forms/bin) to generate the RWMS runtime form – .fmx's.
5. Check to make sure that the form .fmb file has a corresponding .fmx file.