

**Oracle® Application Management Pack for Oracle  
E-Business Suite**

Installation Guide

Release 4.0

**Part No. E18708-01**

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Oracle Application Management Pack for Oracle E-Business Suite Installation Guide, Release 4.0

Part No. E18708-01

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## **Oracle Application Management Pack for Oracle E-Business Suite Installation Guide, Release 4.0 Part No. E18708-01**

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- 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?

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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 Oracle E-Business Suite Release Online Documentation CD available on My Oracle Support and [www.oracle.com](http://www.oracle.com). It contains the most current Documentation Library plus all documents revised or released recently.

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# Preface

## Intended Audience

Welcome to Release 4.0 of the *Oracle Application Management Pack for Oracle E-Business Suite Installation Guide*.

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

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

## Deaf/Hard of Hearing Access to Oracle Support Services

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## Structure

- 1 Introduction to Installing the Oracle Application Management Pack for Oracle E-Business Suite**
- 2 Upgrade Installation Procedures**
- 3 Installation Procedures (Fresh Installation)**
- A Installation in a Shared Agent Environment**

## Related Information Sources

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

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

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

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

### **Oracle Enterprise Manager Concepts**

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

### **Oracle Enterprise Manager Grid Control Basic Installation Guide**

### **Oracle Enterprise Manager Grid Control Advanced Installation and Configuration Guide**

These guides are written for Oracle Database system administrators who want to install and configure Grid Control.

### **Oracle Enterprise Manager Administration**

This guide is an administrative reference that teaches you how to perform day-to-day



Enterprise Manager administrative tasks. The goal of this book is to help you understand the concepts behind Enterprise Manager. It teaches you how to perform all common administration tasks needed to effectively monitor and manage targets within your Enterprise Manager environment.

### **Oracle Enterprise Manager Administrator's Guide for Software and Server Provisioning and Patching**

This guide provides an introduction to the lifecycle management solutions offered by Enterprise Manager Grid Control.

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

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

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

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

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



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# Introduction to Installing the Oracle Application Management Pack for Oracle E-Business Suite

## Introduction

Oracle Application Management Pack for Oracle E-Business Suite (AMP) extends Enterprise Manager (EM) 11gR1 Grid Control to help monitor and manage an Oracle E-Business Suite system more effectively. The pack integrates Oracle Applications Manager with Grid Control to provide a consolidated, end-to-end E-Business Suite management solution.

The pack can be used to manage both Oracle E-Business Suite Release 12 as well as Release 11*i* systems.

This pack is available for fresh installations; that is, you do not need to have a version of the pack installed before installing Release 4.0.

If you have a version of the pack already installed, an upgrade path to Release 4.0 is provided from Release 3.1 only. Therefore it is mandatory for the existing installations to be at the Release 3.1 level before upgrading to Release 4.0.

Oracle Application Management Pack for Oracle E-Business Suite Release 4.0 requires the 11gR1 release of Oracle Enterprise Manager Grid Control.

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

**Important:** Uninstalling Oracle Application Management Pack for Oracle E-Business Suite and Oracle Application Change Management Pack for Oracle E-Business Suite (ACP) Release 4.0 is not supported. Please back up the Enterprise Manager repository before applying AMP/ACP Release 4.0. Please contact Enterprise Manager Grid Support

if you need more clarification on the backup procedure.

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

## System Requirements

### OS/User Group Requirement

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

For example:

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

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

### Preparing Oracle E-Business Suite Systems

Please refer to the *Getting Started Guide for Oracle Application Management Pack for Oracle E-Business Suite Release 4.0*, My Oracle Support (formerly OracleMetaLink) Knowledge Document 1224313.1, for steps on how to prepare the Oracle E-Business Suite systems.

### Preparing Oracle Enterprise Manager 11g Grid Control Release 1 (11.1.0.1.0), and Applying the Oracle Application Management Pack for Oracle E-Business Suite

Please refer to the *Getting Started Guide for Oracle Application Management Pack for Oracle E-Business Suite Release 4.0*, My Oracle Support Knowledge Document 1224313.1, for any additional steps on preparing Oracle Enterprise Manager 11g Grid Control Release 1 (11.1.0.1.0) and applying the Oracle Application Management Pack for Oracle E-Business Suite.

## Upgrading Oracle Enterprise Manager Grid Control

To upgrade Enterprise Manager Grid Control, follow the instructions in *Oracle Enterprise Manager Grid Control Advanced Installation and Configuration Guide 11g Release 1 (11.1.0.1.0)*. Note that you need to perform the step below for the management pack.

### Installation Step Specific for the Oracle E-Business Suite Management Packs

In the part "Upgrading Enterprise Manager System", are two chapters, "Upgrading Enterprise Manager System with Add-Ons Installed in Graphical Mode" and "Upgrading Enterprise Manager System with Add-Ons Installed in Silent Mode".

Choose the mode you wish to use and follow the steps in the appropriate chapter, with the following modification: After performing the steps in the section entitled "After You Install Add-Ons", apply the OPatch 10157438 to your system.

Then continue on to the steps in the section "Configure Enterprise Manager."



---

## Upgrade Installation Procedures

### Upgrade Installation Procedures for Oracle Application Management Pack for Oracle E-Business Suite Release 4.0

This section describes the upgrade installation steps for Oracle Application Management Pack for Oracle E-Business Suite. Release 4.0.

Note that the only supported upgrade path for Oracle Application Management Pack for Oracle E-Business Suite is from 3.1 to 4.0, so if you are using an earlier release of the pack, you must upgrade to Release 3.1 and then upgrade to Release 4.0. Oracle Application Management Pack for Oracle E-Business Suite Release 3.1 requires Enterprise Manager 10g Grid Control Release 5 (10.2.0.5). Because Oracle Application Management Pack for Oracle E-Business Suite Release 4.0 requires Enterprise Manager 11g Grid Control Release 1 (11.1.0.1), you must upgrade Enterprise Manager Grid Control as well.

#### Overview of Upgrade Installation Steps

The following is an overview of the steps involved for an upgrade installation. These steps are described in more detail in the following sections of this chapter.

You need to perform the following on the Oracle Management Service (OMS) side:

- Software-only installation of the OMS component of Enterprise Manager 11g Grid Control Release 1 (11.1.0.1.0)
- Software-only installation of the Oracle Application Management Pack for Oracle E-Business Suite Release 4.0
- Running the configuration scripts

On the Agent side, complete the following:

- Software-only installation of the Agent component of Enterprise Manager 11g Grid

Control Release 1 (11.1.0.1.0)

- Software-only installation of the Oracle Application Management Pack for Oracle E-Business Suite Release 4.0
- Running the configuration scripts

## A. Upgrading the OMS Component of the Enterprise Manager System to Release 11gR1 with Add-Ons Installed

1. To upgrade Enterprise Manager Grid Control, follow the instructions in Oracle Enterprise Manager Grid Control Advanced Installation and Configuration Guide 11g Release 1 (11.1.0.1.0), in Chapter 22, "Upgrading Enterprise Manager System with Add-Ons Installed in Graphical Mode", OR "Chapter 23: Upgrading Enterprise Manager System with Add-Ons Installed in Silent Mode".

Complete the steps described in the following sections:

- Overview
  - Prerequisites
  - Upgrade Enterprise Manager
2. For the section "Install Add-Ons", follow the steps described in this installation guide:
    1. Ensure that the OMS Repository is up and running.
    2. Export the 11gR1 OMS home as the new Oracle home ORACLE\_HOME.
    3. Perform the software-only installation of the Oracle Application Management Pack for Oracle E-Business Suite as described below.

```
<stage>/Disk1/runInstaller -noconfig
```

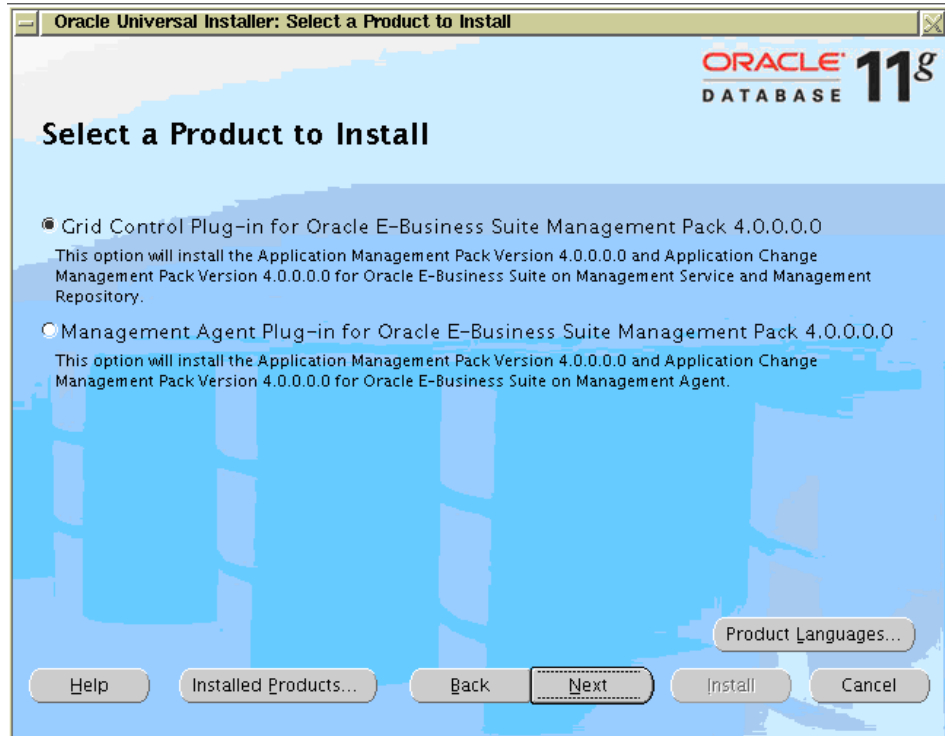
### Oracle Universal Installer Steps





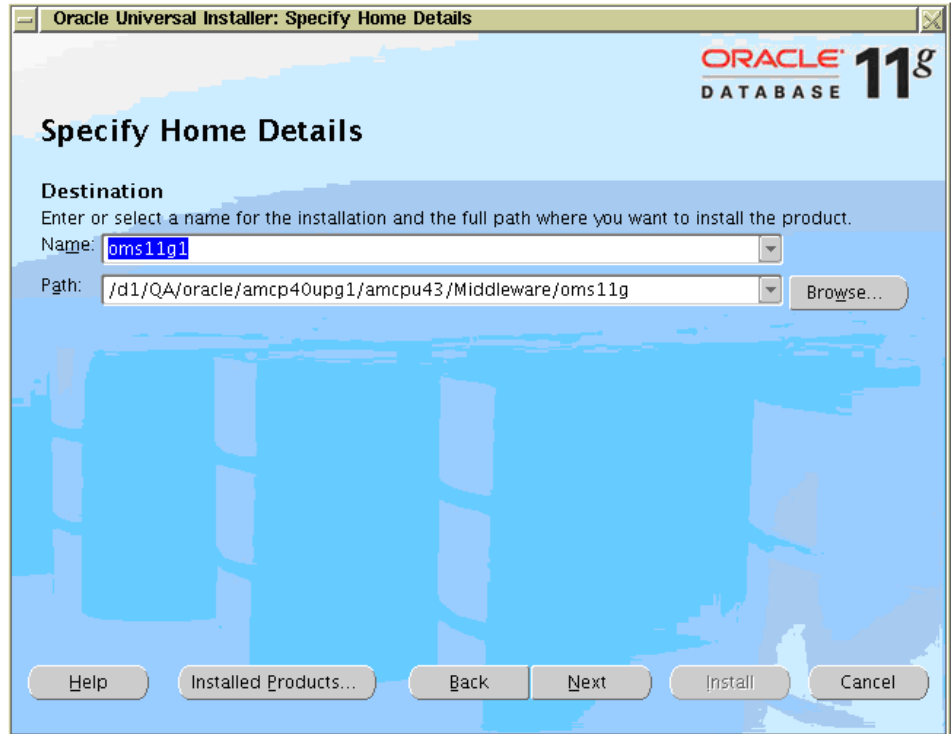
1.

At the Welcome screen, click **Next**.



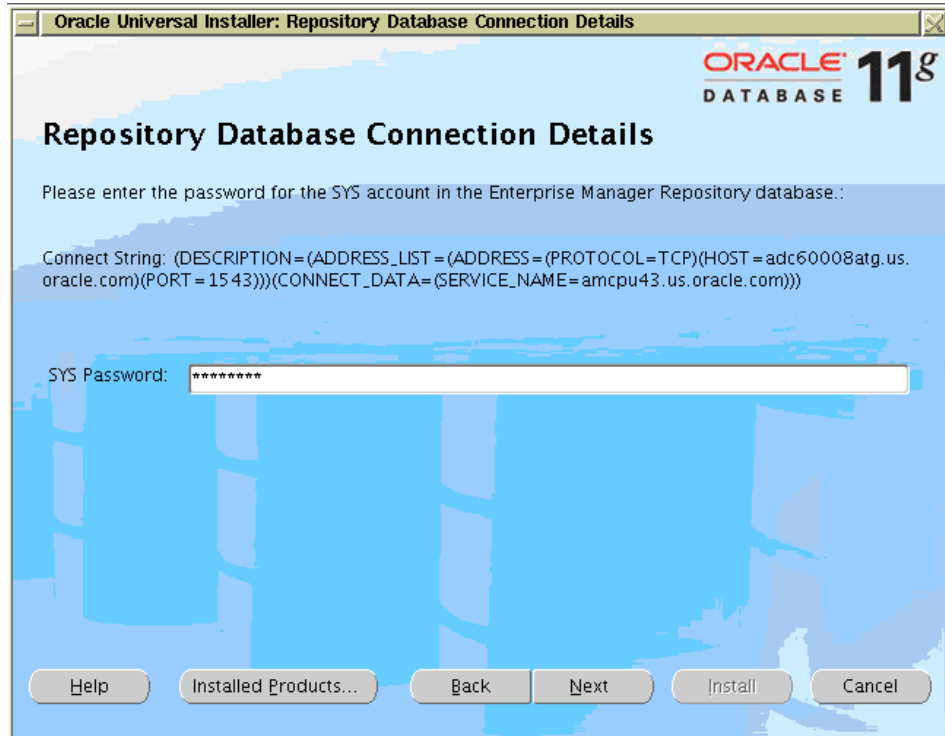
2.

Select the product to install and click **Next**.



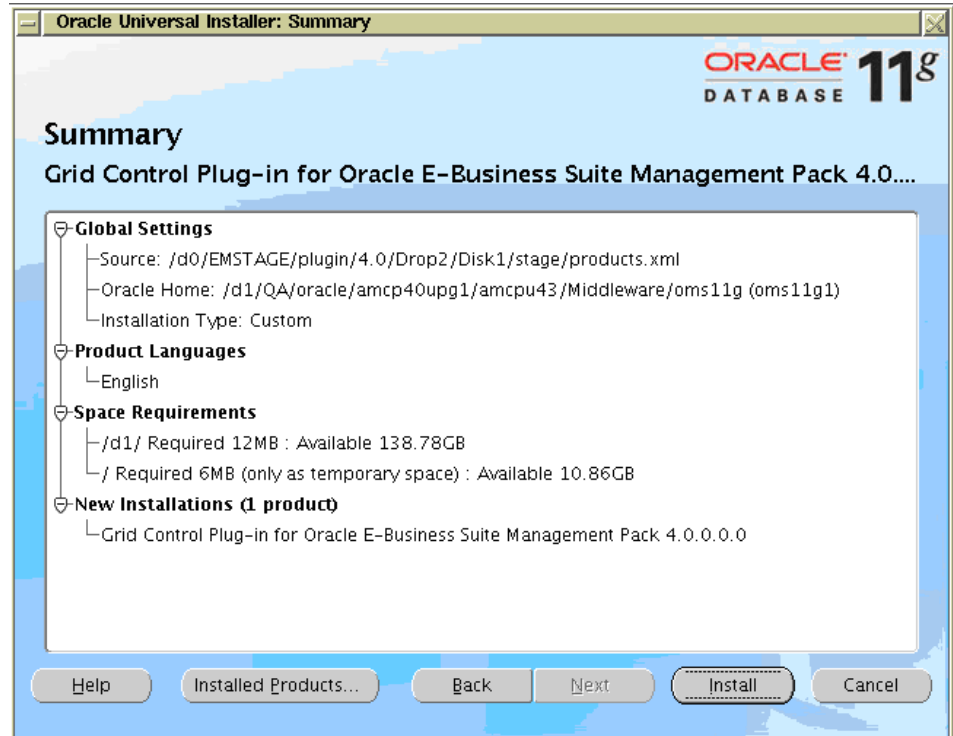
3.

Select the Home and click **Next**.



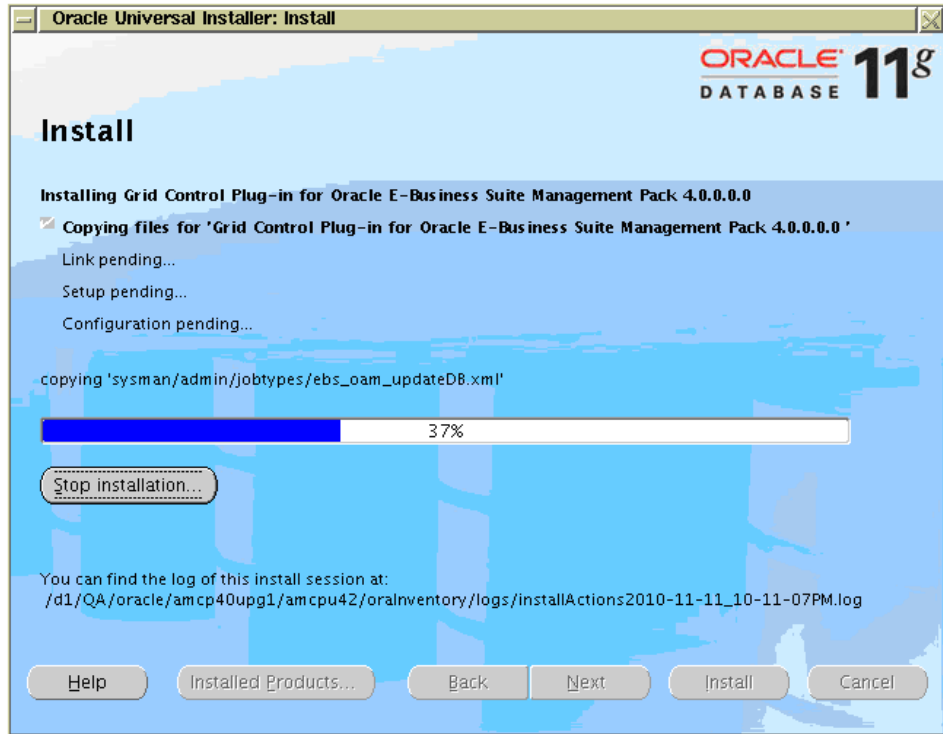
4.

Enter the SYS password and click **Next**.



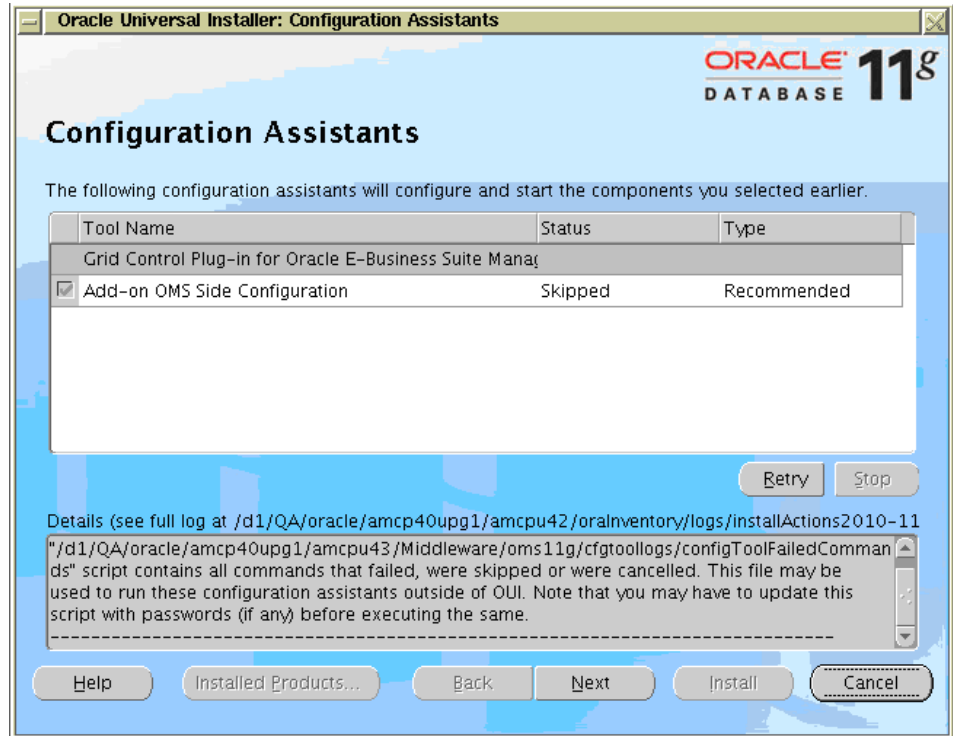
5.

Review the Summary and click **Install**.



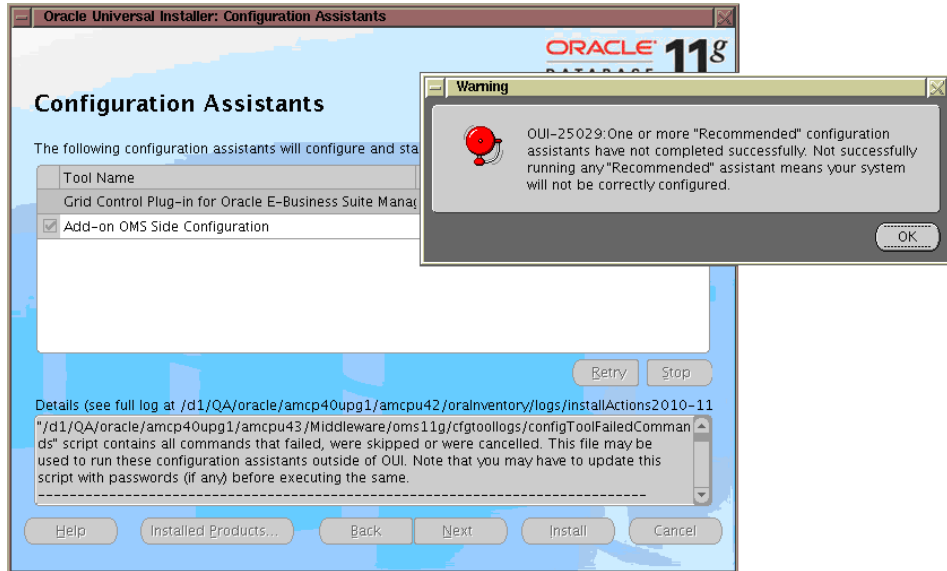
6.

You can review the progress of the installation in the next screen.



7.

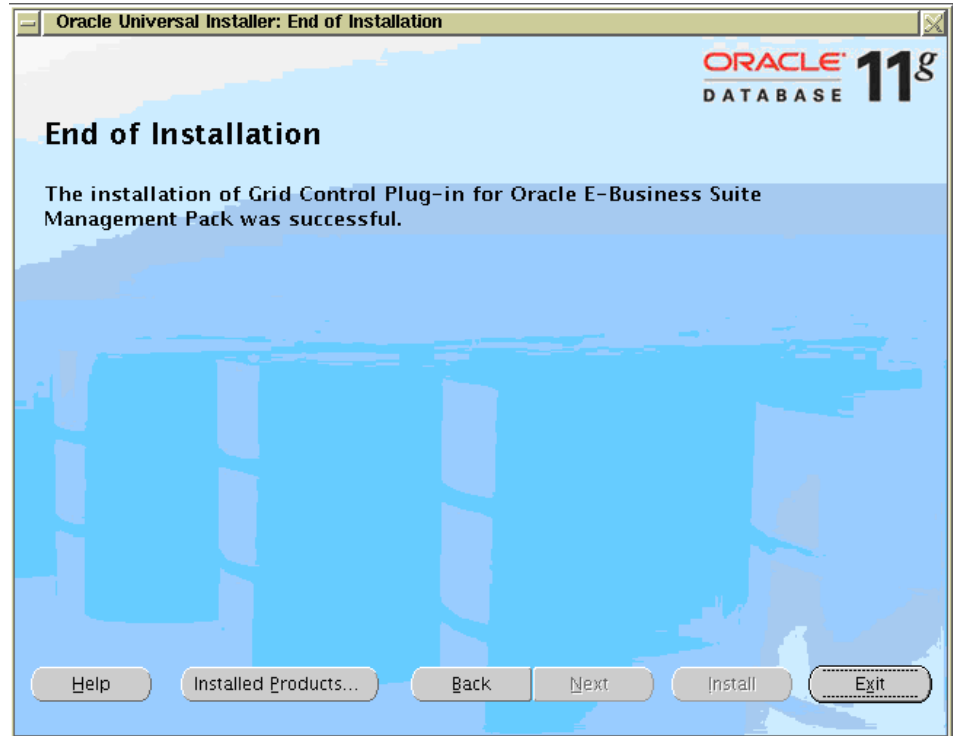
In the Configuration Assistants screen, click **Next**.



8.

Confirm your configuration by clicking **OK**. (The warning is acceptable here because this installation is a software-only installation.) Then click **Next** to continue.





9.

At the end of the installation, click **Exit**.

3. Apply the OPatch 10157438.
4. Complete your installation. From the section "After You Install Add-Ons", complete the rest of the section in *Oracle Enterprise Manager Grid Control Advanced Installation and Configuration Guide 11g Release 1 (11.1.0.1.0)* under Chapter 22, "Upgrading Enterprise Manager System with Add-Ons Installed in Graphical Mode", OR Chapter 23, "Upgrading Enterprise Manager System with Add-Ons Installed in Silent Mode".

## B. Upgrading the Agent Component of the Enterprise Manager System to 11gR1 with Add-Ons Installed

1. To upgrade Enterprise Manager Grid Control, follow the instructions in *Oracle Enterprise Manager Grid Control Advanced Installation and Configuration Guide 11g Release 1 (11.1.0.1.0)*, Chapter 28, "Upgrading Oracle Management Agent with Add-Ons". Complete the following sections:
  - Overview
  - Before You Begin

- Prerequisites
- Upgrade Management Agent

2. For the section "After You Upgrade", do the following:

1. Create a response file titled `addon_agent.rsp`, and specify the following details:

```
RESPONSEFILE_VERSION=2.2.1.0.0
FROM_LOCATION=<full path of products.xml>
DEINSTALL_LIST={"<add-on agent component name>","<add-on agent
component version>"}
TOPLEVEL_COMPONENT={"<add-on agent component name>","<add-on
agent component version>"}
ORACLE_HOME=<Agent OracleHome>
ORACLE_HOME_NAME=<name of the Oracle Home>
b_upgrade=false
b_silentInstall=true
ACCEPT_LICENSE_AGREEMENT=true
```

Example:

```
RESPONSEFILE_VERSION=2.2.1.0.0
FROM_LOCATION=<full path of products.xml>
DEINSTALL_LIST={"oracle.apps.agent_extn","4.0.0.0"}
TOPLEVEL_COMPONENT={"oracle.apps.agent_extn","4.0.0.0"}
ORACLE_HOME=<11.1.0.1.0 Agent Home>
ORACLE_HOME_NAME=<11.1.0.1.0 Agent Home Name>
b_upgrade=false
b_silentInstall=true
ACCEPT_LICENSE_AGREEMENT=true
```

2. Export the 11gR1 Agent home as the new Oracle home `ORACLE_HOME`.
3. Run the following command from the Oracle home of the Management Agent and pass the response file to install the add-ons:

```
<stage>/Disk1/runInstaller -noconfig -silent -responseFile
<absolute_path_to_Location of addon_agent.rsp>
```

3. Complete the rest of the steps in the section "Configuration Procedure" in Chapter 28, "Upgrading Oracle Management Agent with Add-Ons", in *Oracle Enterprise Manager Grid Control Advanced Installation and Configuration Guide 11g Release 1 (11.1.0.1.0)*.

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## Installation Procedures (Fresh Installation)

### Installing Enterprise Manager 11g Grid Control Release 1 for Oracle Application Management Pack for Oracle E-Business Suite Release 4.0 (Fresh Install)

This chapter describes the steps for performing a "fresh install" of Enterprise Manager 11g Grid Control Release 1 (11.1.0.1.0) for Oracle Application Management Pack for Oracle E-Business Suite Release 4.0. This section assumes that you do not have an earlier version of the management pack for Oracle E-Business Suite installed already on your system.

**Note:** Enterprise Manager 11g Grid Control Release 1 is required for Oracle Application Management Pack for Oracle E-Business Suite Release 4.0. No other version of Enterprise Manager Grid Control is supported with this release of the pack.

Follow the steps in the *Oracle Enterprise Manager Grid Control Basic Installation Guide 11g Release 1 (11.1.0.1.0)* for information on installing Enterprise Manager 11g Grid Control Release 1.

On the OMS side, complete the following:

- Installation of the OMS component of Enterprise Manager 11g Grid Control Release 1 (11.1.0.1.0)
- Installation of Oracle Application Management Pack for Oracle E-Business Suite Release 4.0

On the Agent side, complete the following:

- Installation of the Agent component of Enterprise Manager 11g Grid Control Release 1 (11.1.0.1.0)

- Installation of Oracle Application Management Pack for Oracle E-Business Suite Release 4.0

## Before You Begin

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

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

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

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

**Important:** Uninstalling Oracle Application Management Pack for Oracle E-Business Suite and Oracle Application Change Management Pack for Oracle E-Business Suite (ACMP) Release 4.0 is not supported. Please back up the Enterprise Manager repository before applying AMP/ACP Release 4.0. Please contact Enterprise Manager Grid Support if you need more clarification on the backup procedure.

## Running Oracle Universal Installer

Please follow these steps to run Oracle Universal Installer.

1. Set up the software library in the provisioning framework. See the *Oracle Enterprise Manager Administrator's Guide for Software and Server Provisioning and Patching* for more information.
2. Stop all the Management Services before installing the pack to a Management Service. Management Services will be restarted automatically after the pack has been installed.

Stop the OMS.

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

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

3. Set the environment variable ORACLE\_HOME to ORACLE\_HOME of Management Service 11.1.0.1 as shown here:

```
export ORACLE_HOME=/d1/oracle/em11g/oms11g
```

4. Unzip the p8333939\_40\_LINUX.zip and run the *runInstaller* command as shown here. (Please check the appropriate plugin patch numbers for the other platforms when available.)

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

The installer will then run a series of tests. If all of the tests succeed, then the installation will open a new window.



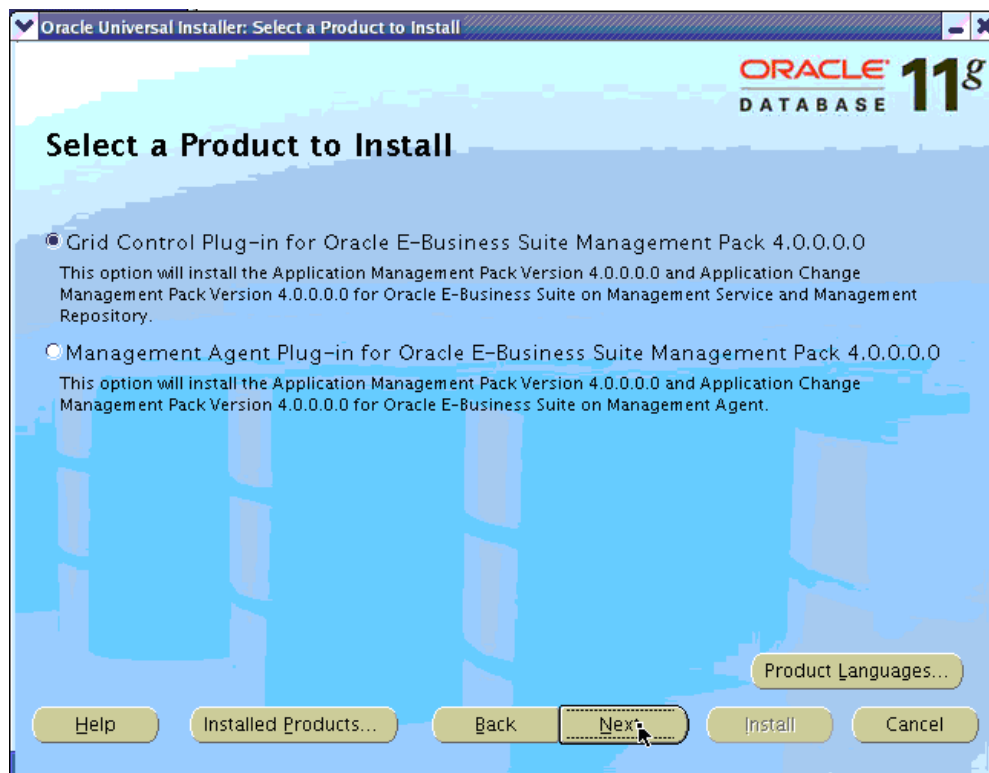
From this window, you can choose to install the Grid Control extensions for Enterprise Manager Repository and Management Service or the Management Agent extensions for managing Oracle E-Business Suite. Press **Next** to continue with the installation.

## A. Installing the Grid Control Plug-in for Oracle E-Business Suite Management Pack

### To install the Grid Control Plug-in for Oracle E-Business Suite Management Pack:

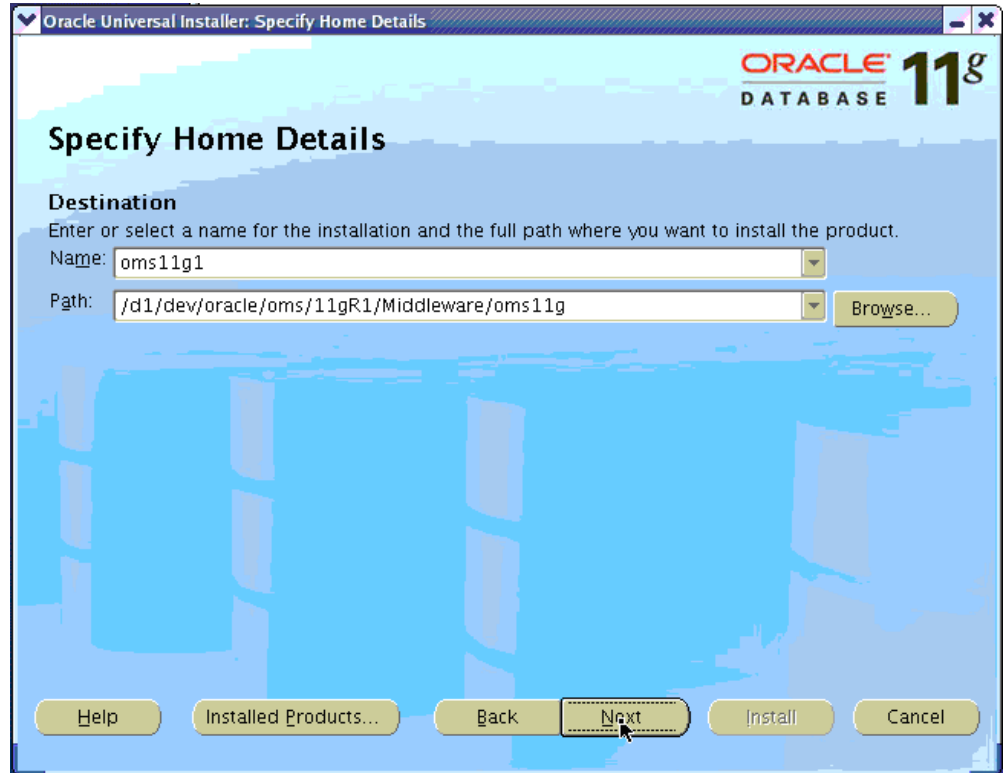
Please follow these steps to install the Grid Control Plug-in for Oracle E-Business Suite Management Pack.

1. Specify the product to install.



Choose **Grid Control Plug-in for Oracle E-Business Suite Management Pack 4.0.0.0.0** and click **Next** to continue.

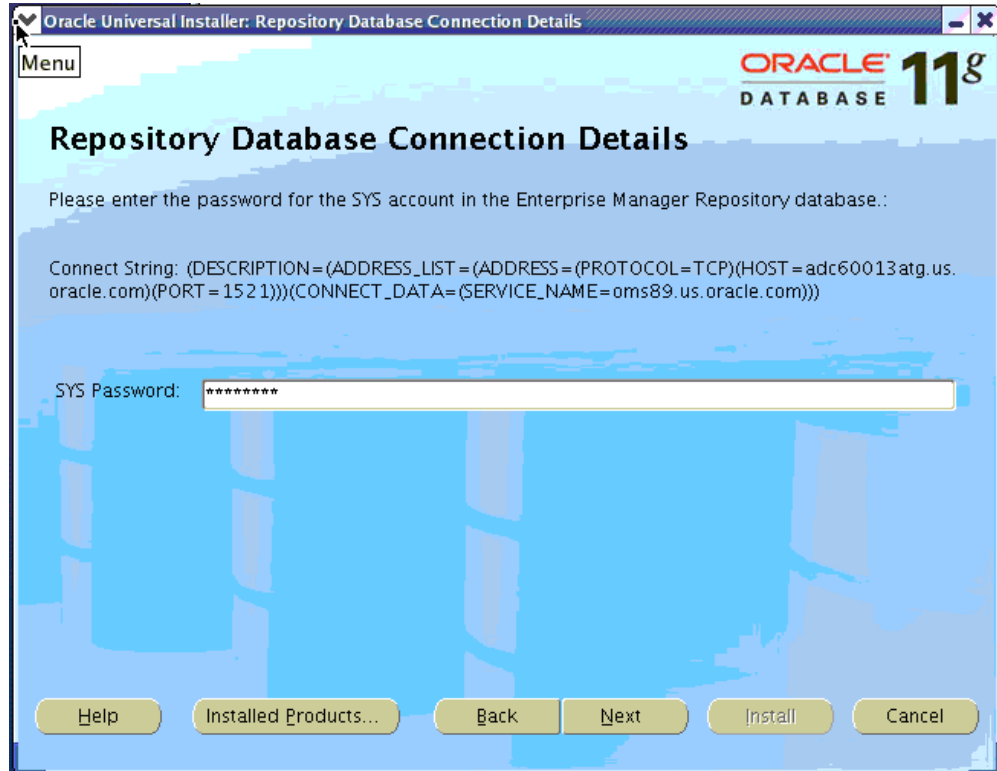
2. Specify Oracle Home (of Management Service) details.



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

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

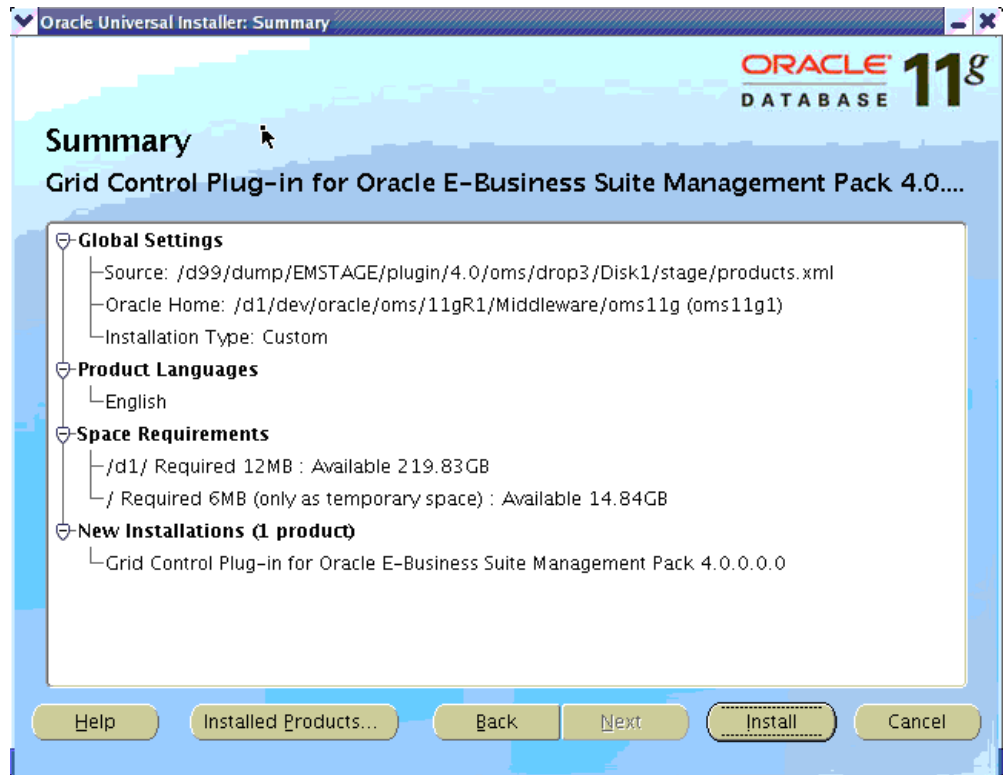
3. Specify Repository Database Connection details.



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

4. View the Install Summary.





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

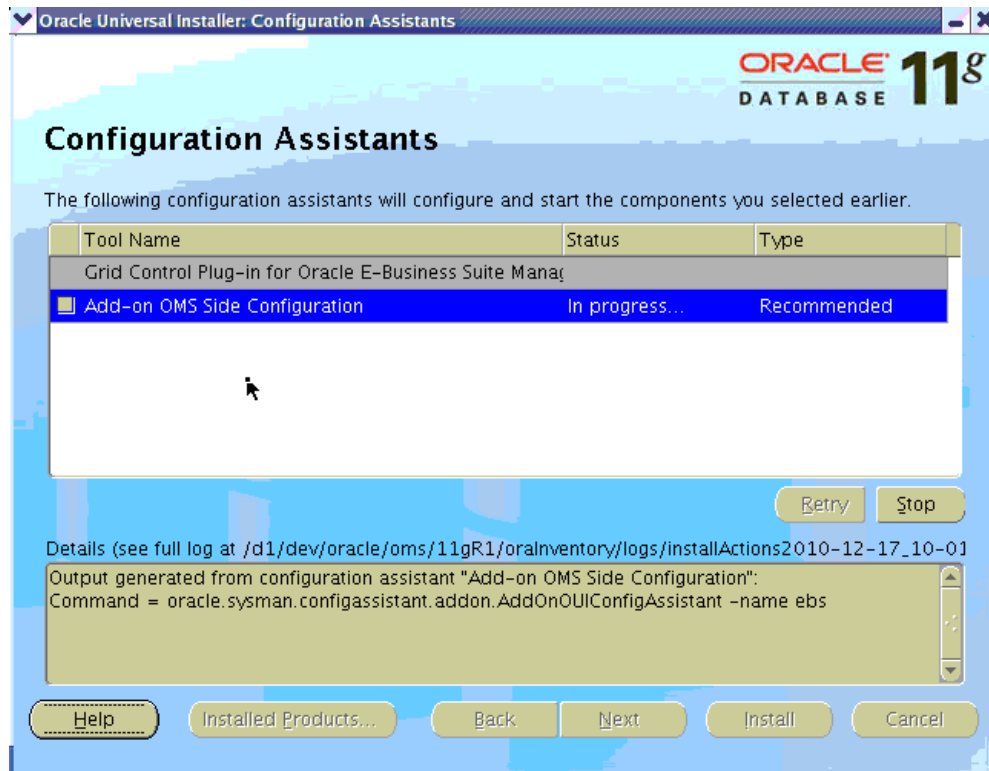
5. Review the progress of the installation.

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

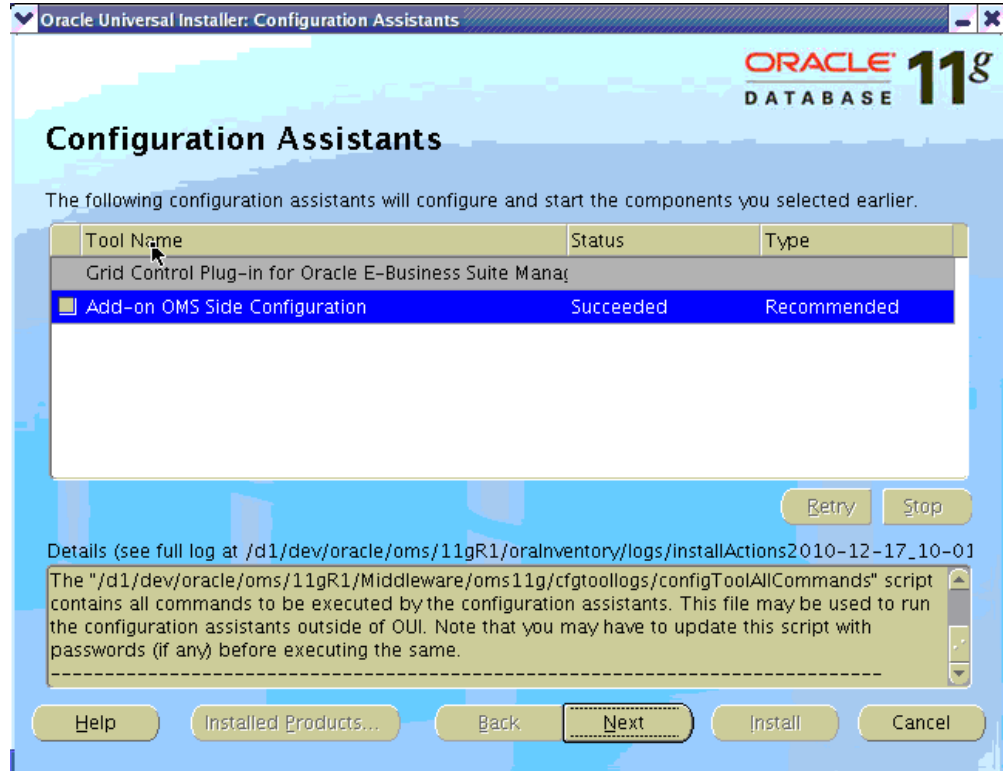
6. View the Configuration Assistants (Upgrade and Restart Service).

The configuration assistants will complete populating all the metadata related to the Oracle Application Management Pack for Oracle E-Business Suite to the Grid Control Repository and restart the Management Service. You can view the progress of the configuration assistants in this window.

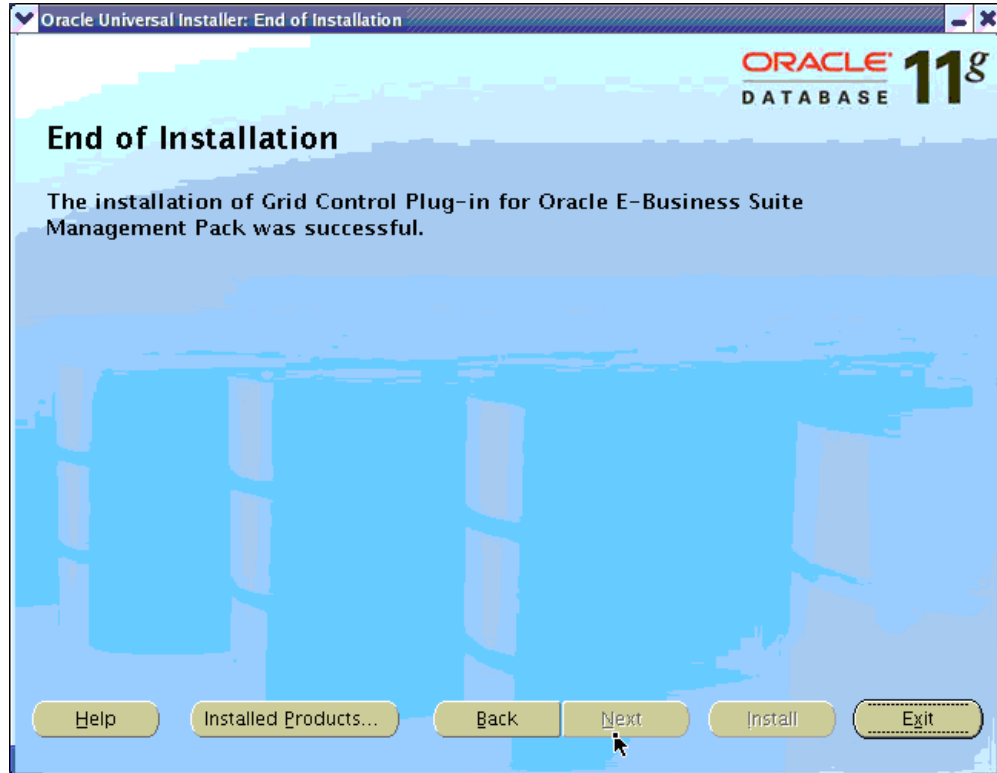
While the configuration is being done for a component, its status is listed as "In progress..." as shown in the figure below.



When the configuration is completed, the status is listed as "Succeeded" as shown in the figure below.



7. End of Installation.



Once the installation is complete, click **Exit** to end your session.

## B. Installing the Management Agent Plug-in as a Fresh Install

There are several different ways to install the Management Agent Plug-in. They are:

- Using Oracle Installer (GUI)
  - From the stage of patch 8333939
  - From the stage of the Agent-only patch 9757683
- Using a silent installation procedure
  - Silent installation from the stage of 8333939
  - Silent installation from the stage of the Agent-only patch 9757683
- Deploying the agent from the Enterprise Manager console

### **Installing the Management Agent Plug-in from the stage of 8333939:**

Follow these steps if you are installing the agent from the GUI mode from the stage of

8333939.

1. First set the environment variable ORACLE\_HOME to the ORACLE\_HOME of the EM Agent 11.1.0.1.

```
export ORACLE_HOME=/d1/oracle/em11g/agent11g
```

2. Unzip the p8333939\_40\_LINUX.zip and run the runInstaller command.

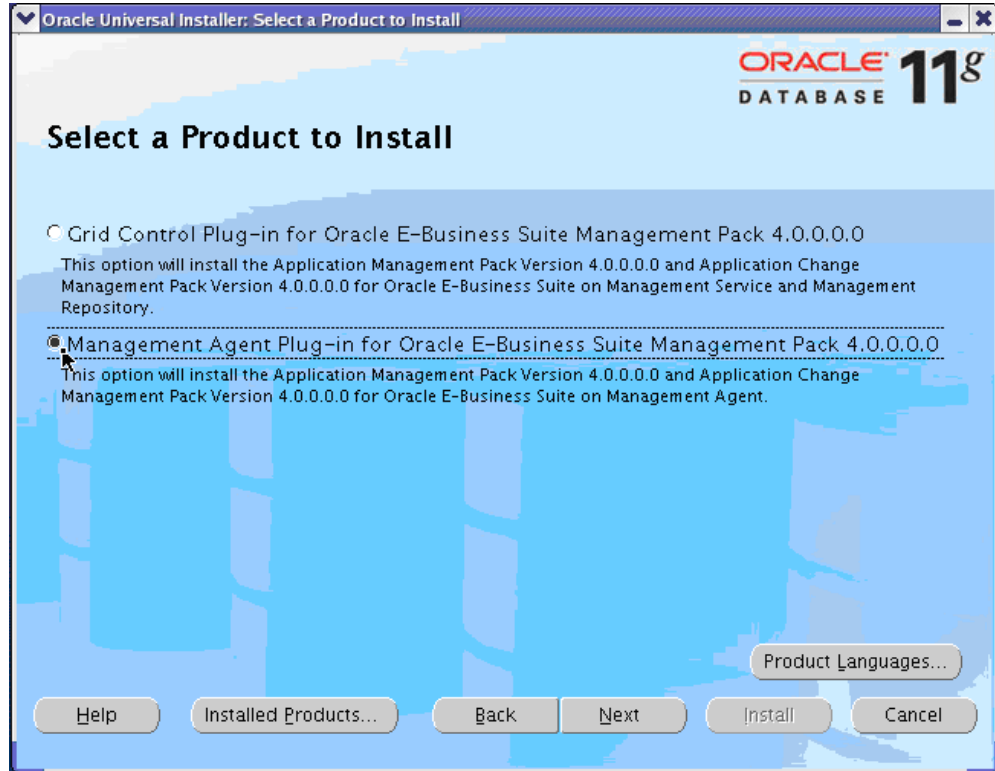
```
<Stage Location>/Disk1/runInstaller
```

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

3. The installer will then run a series of tests. If all of the tests succeed, then the installation will open a new window.

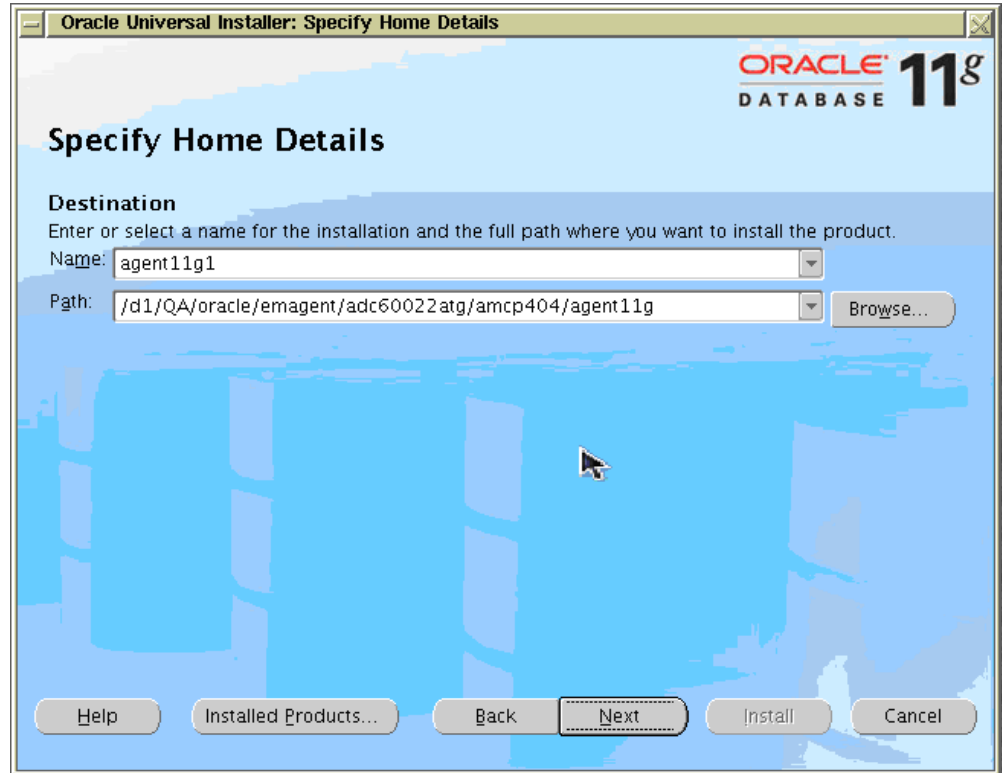


4. Specify the product to install.



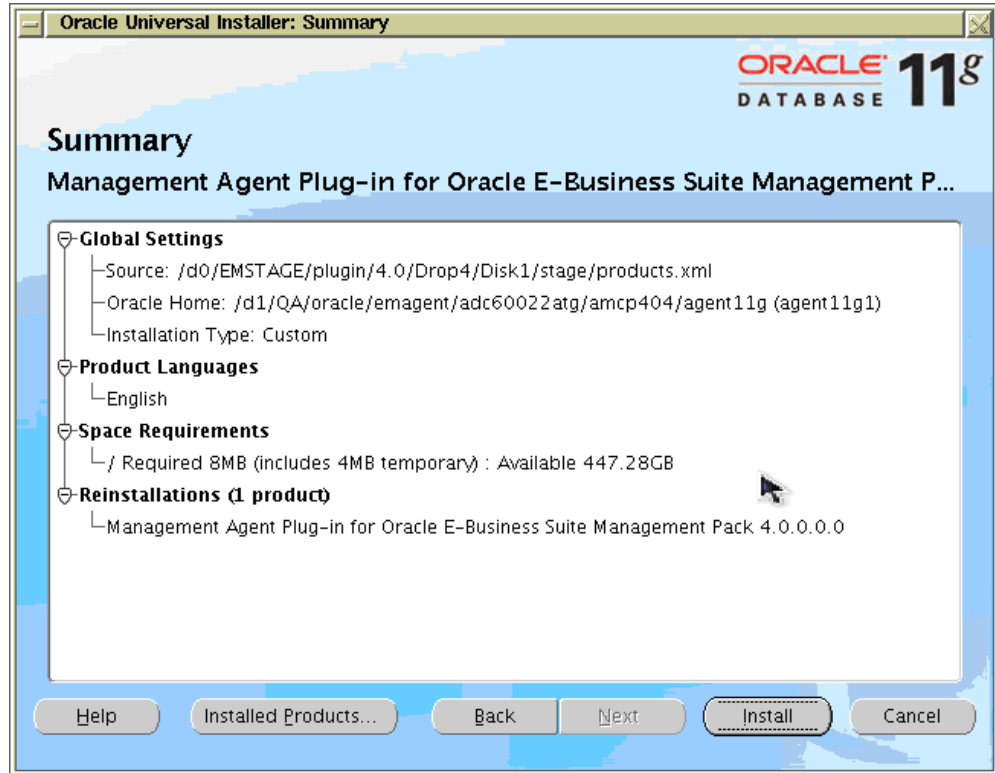
Begin the installation of the Management Agent Plug-in by running the Oracle Universal Installer (as described in *Running Oracle Universal Installer*, page 3-2) on the respective host. Choose the Management Agent Plug-In for Oracle E-Business Suite Management Pack 4.0.0.0.0 option to install the Management Agent plug-in. Click **Next** to continue.

5. Specify the Agent's Oracle Home details.



Next choose the correct name and location of the Oracle Home of the EM Agent into where you want to install the plug-in. Click **Next** to continue with the installation.

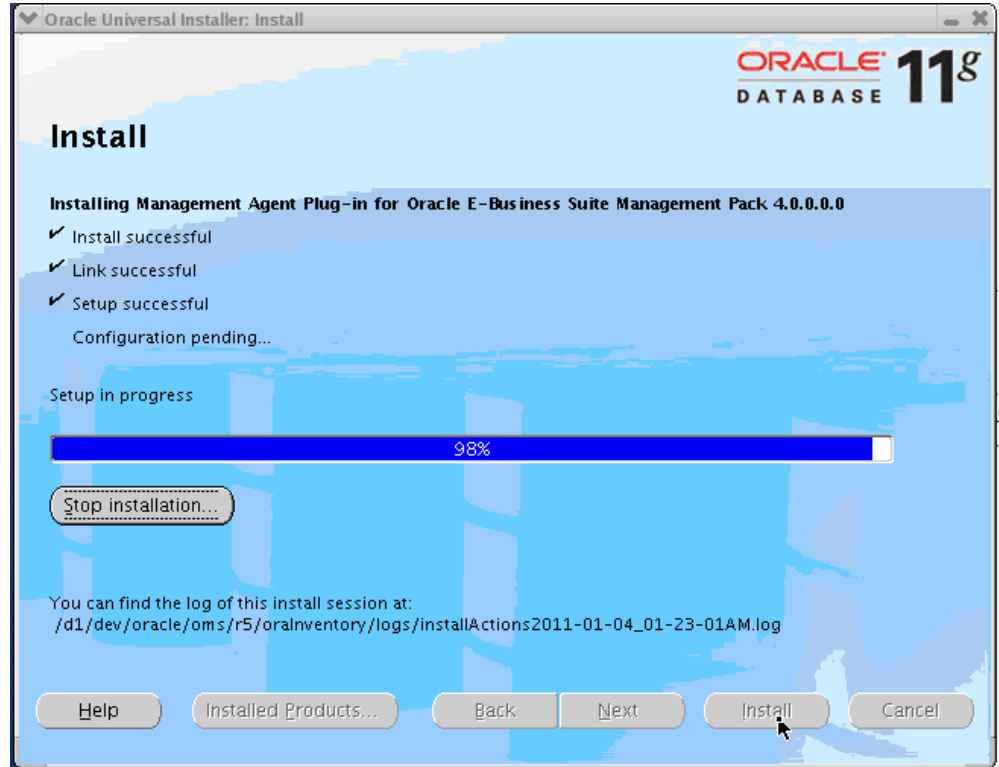
6. View the Install Summary.



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

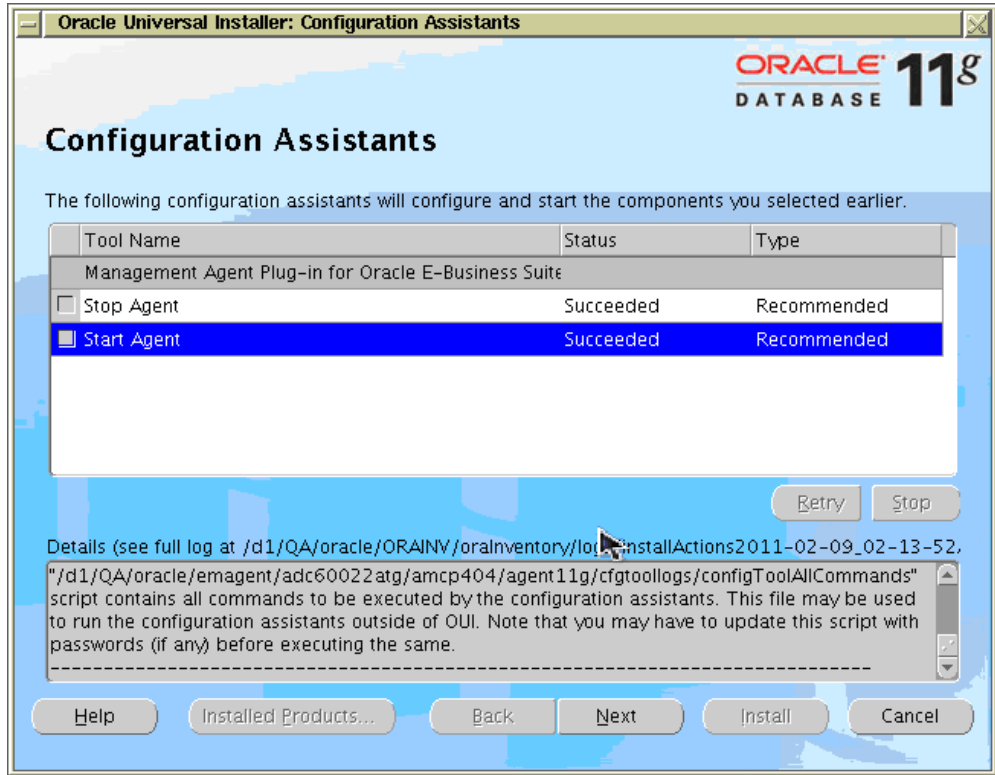
7. View the progress of the installation.





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

8. View the Configuration Assistant (Stop and Start Agent).



The configuration assistants will stop and restart the agent for you. You can monitor their progress in this window.

9. End of Installation.



Once the installation is complete, click **Exit** to end your installation.

### **Installing the Management Agent Plug-in from the stage of Agent-only Patch 9757683:**

Follow these steps if you are installing the agent from the GUI mode from the stage of patch 9757683.

1. First set the environment variable ORACLE\_HOME to the ORACLE\_HOME of the EM Agent 11.1.0.1.

```
export ORACLE_HOME=/d1/oracle/em11g/agent11g
```

2. Unzip the p9757683\_40\_LINUX.zip and run the runInstaller command.

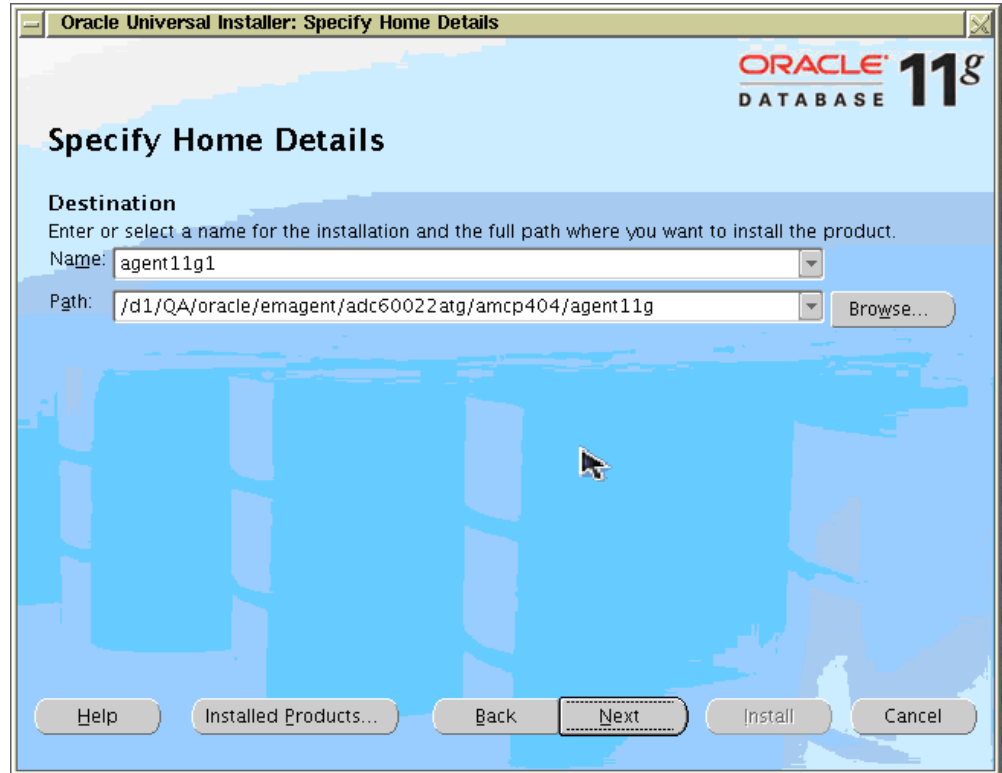
```
<Stage Location>AgentOnly/Disk1/runInstaller
```

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

3. The installer will then run a series of tests. If all of the tests succeed, then the installation will open a new window.

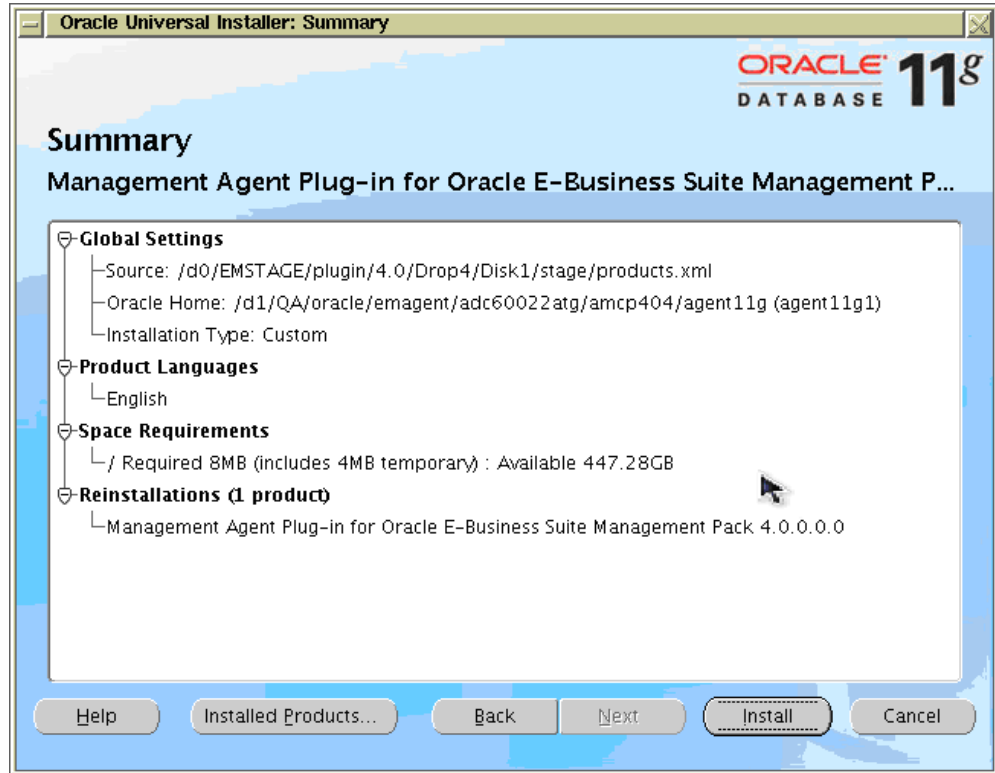


4. Specify the Agent's Oracle Home details.



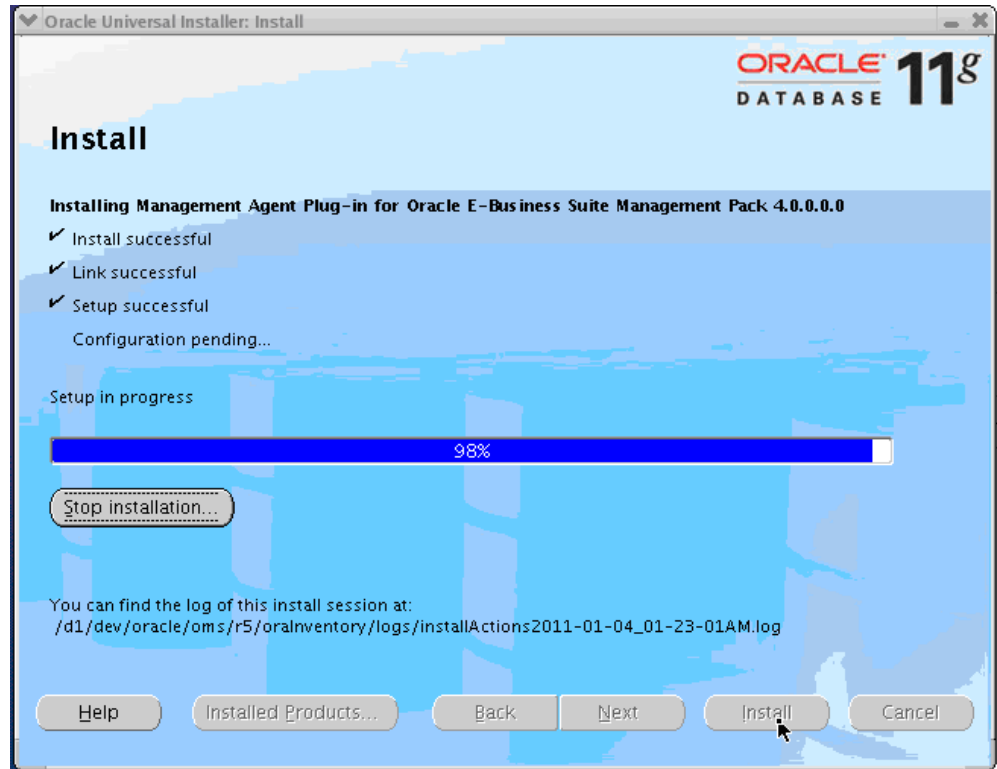
Next choose the correct name and location of the Oracle Home of the EM Agent into where you want to install the plug-in. Click **Next** to continue with the installation.

5. View the Install Summary.



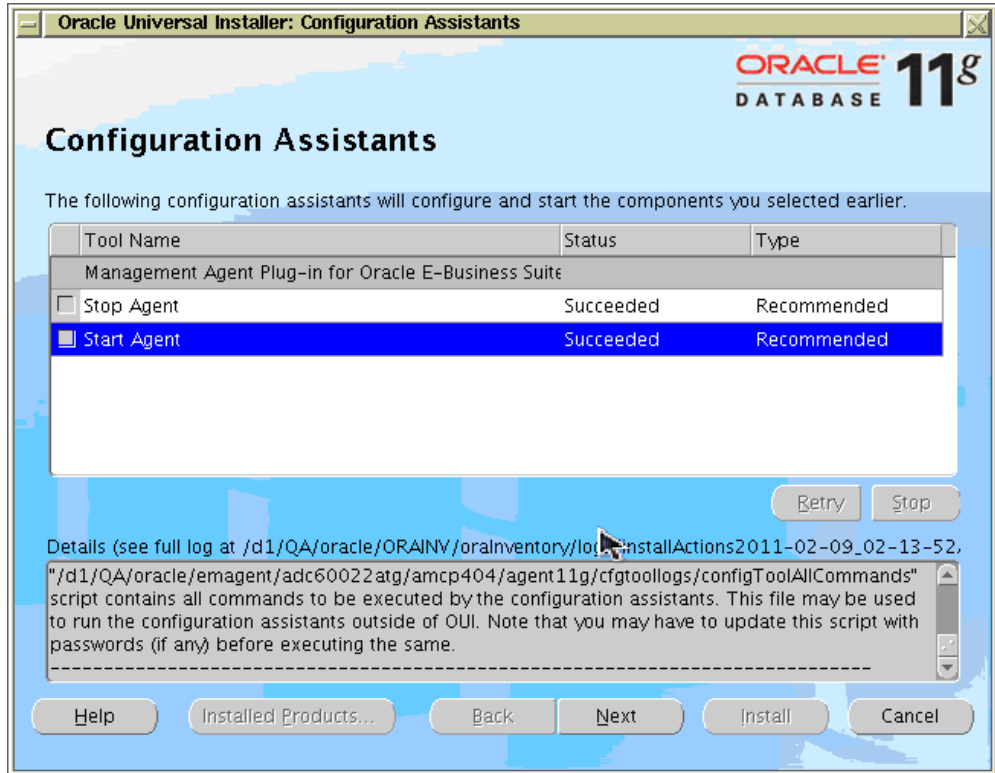
The next page will present a summary of what will be installed. Click **Install** to continue with the installation.

6. View the progress of the installation.



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

7. View the Configuration Assistant (Stop and Start Agent).



The configuration assistants will stop and restart the agent for you. You can monitor their progress in this window.

8. End of Installation.





Once the installation is complete, click **Exit** to end your installation.

### **Silent Installation of the Management Agent Plug-in from the Stage of Patch 8333939:**

1. Unzip the p8333939\_40\_LINUX.zip file

2. From the stage of 8333939, run the runInstaller command.

```
<Stage Location>/Disk1/runInstaller -silent responseFile <Location of the response file>
```

The template response file can be picked up from <Stage Location>/Disk1/stage/Response/oracle.apps.agent\_extn.Custom.rsp. Fill the template with appropriate values, including those for ORACLE\_HOSTNAME, ORACLE\_HOME, ORACLE\_HOME\_NAME.

3. Modify the template by substituting with correct values in the oracle.apps.agent\_extn.Custom.rsp template located under <stage>Disk1/stage/Response
4. Run the installer using the runInstaller command

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

## Silent Installation of the Management Agent Plug-in from the Stage of Agent-only Patch 9757683:

1. Unzip the p9757683\_40\_LINUX.zip file

2. From the stage of 9757683, run the runInstaller command:

```
<Stage Location>AgentOnly/Disk1/runInstaller -silent responseFile  
<Location of the response file>
```

The template response file can be picked up from <Stage Location>AgentOnly/Disk1/stage/Response/oracle.apps.agent\_extn.Custom.rsp. Fill the template with appropriate values, including those for ORACLE\_HOSTNAME, ORACLE\_HOME, ORACLE\_HOME\_NAME.

3. Modify the template by substituting with correct values in the oracle.apps.agent\_extn.Custom.rsp template located under <stage>Disk1/stage/Response

4. Run the installer using the runInstaller command:

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

## Deploying the Management Agent from the Enterprise Manager Console:

Follow these steps to deploy the agent from the Enterprise Manager console. Note that you need to have downloaded patch 9757683 (Oracle E-Business Suite Management Agent Only Patch) from My Oracle Support first.

### Upload the Oracle E-Business Suite Management Agent-Only Patch in the Enterprise Manager Console

1. Navigate to the Deployments page.
2. Go to View/Upload Patch.
3. Enter the following:
  - Product Family - Oracle System Management Products
  - Product - Intelligent Agent
  - Select Type of Patch - Patch
  - Check the box corresponding to "Add Patch File to Patch Cache"
  - Upload the downloaded file by browsing the explorer
  - Release - 11.1.0.1.0

**Note:** If Release 11.1.0.1.0 is not shown, run the out-of-box job "Refresh From My Oracle Support" to populate the box with this value.

- Patch Number - 9757683
- Platform - Choose the appropriate platform
- Language - Choose the appropriate language

### **Deploy the Oracle E-Business Suite Management Agent-Only Patch**

**Note:** Before beginning the deployment, ensure that in the host, `oraInventory location` is set to the EM Agent Inventory location.

4. Navigate to the Deployments page.
5. Go to View/Upload Patch.
6. Choose the Uploaded patch corresponding to a column "Storage" of type "Patch Cache".
7. Click the **Patch** button.
8. The Select Destination Page shows the Agent Targets that do not have this patch applied. Choose the required Agent target and move to it from the "Available Required" list.  
Click **Next**.
9. Provide the host credential in the "Patch: Set Credentials" step. Click **Next**.
10. Choose the option "Apply" in "Patch: Stage or Apply" step. Click **Next**.
11. Provide the required details in the "Patch: My Oracle Support Details" page. Click **Next**.
12. Schedule the job in the "Patch: Schedule" step.
13. Review the information the "Patch: Summary" Page. Click **Finish**.
14. Monitor the Job Activity page to view the status of the submitted job.



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# Installation in a Shared Agent Environment

## Installation in a Shared Agent Environment

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

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

Read "Installing Oracle Management Agent Using Shared Oracle Home Using nfsagentinstall Script," *Oracle Enterprise Manager Grid Control Advanced Installation and Configuration Guide*.

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

- 2. Perform the installation.**

Install a Release 11.1.0.1 agent to the master system. This installation is very straightforward, but please be mindful of the following: The ORACLE\_HOME must be mounted on the shared hosts on the exact same path. Example: Agent ORACLE\_HOME is /u01/oracle/agent11g on the master, therefore it must also be mounted as /u01/oracle/agent11g on the slaves. Secondly, make sure that your users and groups are consistent between master and slaves; and that ultimately, the agent belongs in the same group as the Oracle E-Business Suite instances to be monitored. As an example, the target Oracle E-Business Suite instances run under a user called "applr" with a group of "g680" the uid was 20001 and the gid 680. Therefore, on the master agent system, there should be a user called "applr" with a group of "g680" and uid/gid of 20001/680. This replication of UNIX username and group associations isn't strictly necessary as long as, ultimately, the agent on the slaves runs under the same group and has appropriate permissions to read, write, and execute files under the Oracle E-Business Suite.

3. **Apply the Oracle Application Management Pack patch (patch 8333939) to the master.**
4. **Apply the latest Oracle Application Management Pack patchset to the master.**  
See Chapter 1, "Installing Oracle Application Management Pack for Oracle E-Business Suite" for details on the latest patchset available on My Oracle Support.
5. **Share out the Agent \$ORACLE\_HOME as read-only.**

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

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

```
/u01/oracle/agent11g * (ro)
```

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

You should now re-export your shares:

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

6. **Mount the Agent \$ORACLE\_HOME on each slave.**
7. **On the master AND slaves, create the EM states directory.**

The states directory is the local directory to which configuration files and logs are written. For example, if your remote agent home is mounted as /u01/oracle/agent11g, you could create a directory /u01/oracle/emstate on the slave.

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

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

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

**Important:** It is absolutely critical that the nfsagentinstall script is NOT executed from the remote home (in our example, /u01/oracle/agent11g). This will cause the script to fail because it cannot write out its log, which is always written to the current working directory.

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

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