Oracle® Agile Product Lifecycle Management for Process

Maintenance Pack Installation Guide

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Oracle Agile Product Lifecycle Management for Process Maintenance Pack Installation Guide, Release 6.0.0.6

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Preface

The *Agile Product Lifecycle Management for Process Maintenance Pack Installation Guide* contains instructions for installing Oracle Agile Product Lifecycle Management (PLM) for Process maintenance packs.

This preface contains these topics:

- Audience
- Variability of Installations
- Documentation Accessibility
- Related Documents
- Conventions

Audience

This guide is intended for end users who are responsible for creating and managing information in Agile PLM for Process. Information about administering the system resides in the *Agile Product Lifecycle Management for Process Administrator User Guide*.

Variability of Installations

Descriptions and illustrations of the Agile PLM for Process user interface included in this manual may not match your installation. The user interface of Agile PLM for Process applications and the features included can vary greatly depending on such variables as:

- Which applications your organization has purchased and installed
- Configuration settings that may turn features off or on
- Customization specific to your organization
- Security settings as they apply to the system and your user account

Documentation Accessibility

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Related Documents

For more information, see the following documents in the Agile PLM for Process Release documentation set:

- *Agile Product Lifecycle Management for Process Administrator User Guide*
- *Agile Product Lifecycle Management for Process Global Specification Management User Guide*
- *Agile Product Lifecycle Management for Process Supply Chain Relationship Management User Guide*
- *Agile Product Lifecycle Management for Process Document Reference Library User Guide*
- *Agile Product Lifecycle Management for Process Release Notes*. Up-to-date Release Notes and other documentation are posted on Oracle Technology Network (OTN) at this location:

  http://www.oracle.com/technetwork/documentation/agile-085940.html

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Installation

This chapter discusses Agile PLM for Process maintenance pack installation and includes the following topics:

- Installation Requirements
- Pre-Installation
- Installation

Overview

Installing Agile PLM for Process involves several steps, including:

- Understanding system requirements
- Performing pre-installation tasks (such as setting up the Web application server and database)
- Running the command prompt installation batch files
- Performing post-installation tasks, such as:
  - Configuring the remote container service
  - Performing some base application environment configurations
  - Testing the installation

> **Note:** Some tasks required to complete this installation are technical in nature. Please refer to Appendix B, "Skill Set Matrix" for a list of skills recommended for completing tasks included in this guide.

Checking for Latest Information and Instructions

Prior to installation please refer to the following URLs for the latest information and instructions:

1. Oracle Software Delivery Cloud: http://edelivery.oracle.com/. Oracle Software Delivery Cloud provides the latest copy of the core software, Release 6.1. (Please note the core software does not include all patches and hotfixes.)

   Because releases prior to 6.1 are no longer accessible on Oracle Software Delivery Cloud, you must call Oracle support at 1.800.223.1711 to have the physical media mailed to you. Please be ready with the answers to the following questions:

   a. Is this a physical software media shipment request?

Yes.

b. Which product line does the media request involve?

Oracle Agile Applications.

c. Are you requesting a required password for a patch download?

No.

d. Are you requesting a patch on CD/DVD?

No.

e. If requesting a patch on CD/DVD, please provide the patch number and OS/platform?

f. List the product name and version requested for physical media shipment? (Ex: E-business Suite 12.1.1)

Prodika PLM4P 6.0.0.3 install media

g. What is the OS/platform for the requested media? (Ex: Windows 32bit, Solaris SPARC 64bit)

Windows 32 bit

h. Are any languages required for this shipment?

Yes.

i. If language(s) required, please list them here.

English

2. Oracle Support: https://support.oracle.com. Oracle Support provides the latest patch releases and hotfixes. To gain access to the latest patches and hotfixes perform the following steps:

   a. Log into https://support.oracle.com. If you do not have a user ID please contact Oracle Support.

   b. Select a language from the **Language** drop-down, and then click **Sign-In**.

   c. Go to Patches & Updates.

   d. Under **Patch Search**, click "Product or Family (Advanced Search)"

   – Product is "Oracle Agile Product Lifecycle Management for Process."

   – Release is "{The release you are interested in}", i.e. "Agile PLM for Process 6.0.0.0.0"

   – Platform is "Microsoft Windows (32-bit)"

   e. Click **Search**. The latest patches and hotfixes will be provided in the search results.

   f. Download the appropriate patch releases or hotfixes.

3. Oracle Technology Network (OTN): http://www.oracle.com/technetwork/indexes/documentation/index.html. OTN contains documentation for Agile PLM for Process.

   a. Access http://www.oracle.com/technetwork/indexes/documentation/index.html.

   b. Under the Oracle Applications section, scroll down to "Other Applications" and select the **Oracle Agile** link. A new window opens.

c. Click **Agile PLM for Process Documentation** to see a listing of available documentation.

4. Oracle Forums: https://forums.oracle.com/forums/forum.jspa?forumID=1401&start=0. Visit the Agile PLM For Process Forum for the latest technical posts from customers, partners, and Oracle regarding the PLM for Process product line.

Installation Requirements

The Agile PLM for Process Software Requirements table shows the operating system and the other software supported or required for each component.

Table 1–1 Software Requirements

Component	Operating System	Certified Software
Web Application Server	Microsoft Windows Server OS that is supported by the certified software	■ IIS 6.0 on Microsoft Windows 2003 Server SP2 32-bit ■ IIS 7.0 on Microsoft Windows 2008 Server SP1 32-bit/64-bit ■ IIS 7.5 on Microsoft Windows 2008 Server R2 64-bit
.NET Framework	Microsoft Windows Server OS that is supported by the certified software	Microsoft .NET Framework 3.5 + latest available service pack
Microsoft Database Server (Standard & Enterprise)	Microsoft Windows Server OS that is supported by the certified software	■ Microsoft SQL Server 2005 SP2 or higher ■ Microsoft SQL Server 2008 SP1 or higher ■ Microsoft SQL Server 2008 R2
Oracle Database Server (Standalone and RAC) Note: Oracle Standard Edition does not support RAC	Any server OS that is supported by the certified software	■ Oracle Database 10gR2 (ODP.NET client 11.1.0.6) ■ Oracle Database 11g (ODP.NET client 11.1.0.6) ■ Oracle Database 11gR2 (ODP.NET client 11gR2)
ODP.NET Client	Same as Application Server	■ Oracle ODP.NET 11.1.0.6 for 11g ■ Oracle ODP.NET 11gR2 for 11gR2 Note: Oracle does not support Oracle 11g client on Microsoft Windows 2008 Server R2
Microsoft SQL Reporting Services	Microsoft Windows Server OS that is supported by the certified software	■ Microsoft SSRS 2005 ■ Microsoft SSRS 2008
Oracle BI Publisher	Any server OS that is supported by the certified software	■ Oracle BI Publisher 10.1.3.4.1 ■ Oracle BI Publisher 11.1.1.5.0
Web Client Browser	Microsoft Windows OS that is supported by the certified software	■ Internet Explorer 7.0 ■ Internet Explorer 8.0 ■ Internet Explorer 9.0

Hardware Requirements

Minimum Requirements

The following table shows the minimum hardware needed to deploy Agile PLM for Process.

Web Application Server	Dual CPU Intel Xeon 3.0+ GHz 2 MB L2 Cache 4 GB RAM
DB Server	Dual CPU Intel Xeon 3.0+ GHz 2 MB L2 Cache 4 GB RAM Separate drives for data and log files
Remoting Container	Same as Web Application Server ***Note***: Remoting Container is lightweight and can be run on any existing application server.

Hardware Recommendations

The following table shows the typical hardware recommendations for production deployments of Agile PLM for Process.

Web Application Server	Quad Core, Dual CPU Intel Xeon 3.0+ GHz 2 MB L2 Cache 8 GB RAM
DB Server	Quad Core, Dual CPU Intel Xeon 3.0+ GHz 2 MB L2 Cache 16+ GB RAM Separate drives for data and log files
Remoting Container	Same as Web Application Server ***Note***: Remoting Container is lightweight and can be run on any existing application server.

Pre-Installation

Verify Environment Settings

Application Pool Settings

Verify all of your application pools have the following parameters set properly.

IIS 7.x Parameter	IIS 6.0 Parameter	Value
Enable 32-Bit Applications	n/a	True
Managed Pipeline Mode	n/a	Classic
Queue Length	Request queue limit	4000
Identity (Custom Account)	Identity (Configurable)	PLM4P_AppUser
Idle Time-Out	n/a	0
Regular Time Interval	Recycle worker process	0 (uncheck)
Ping Enabled	Enable pinging	False
Rapid-Fail Protection	Enable rapid-fail protection	False

Compression and Caching

It is highly recommended to enable caching and compression for the PLM for Process web application. The customer is responsible for determining the best place to enable this based on the network and server infrastructure. Some locations include: Internet Information Services (IIS), Reverse Proxy, Load Balancer, etc.

We recommend caching the following:

Object to Cache	Format	IIS Location
Images	.jpg .gif	`<app>\images\...`
Content style sheets	.css	`<app>\css\...`

javascript	.js	`<app>\WebCommon\ComponentArt\...`
		`<app>\WebCommon\JScripts\...`
		`<app>\WebCommon\scripts\...`

Set Up the Installation Environment

Unzip the maintenance pack zip archive to a temporary directory (i.e.; c:\INSTALL_HOME). You will have the following top-level directory structure.

Core.zip

FileCompressionHelper.exe

<DIR>Installer

MP-ALL.zip

Oracle Agile Product Lifecycle Management for Process Release Notes 6_1_0_1.pdf

Readme.txt

Follow the directions detailed below for Core/Media Pack Installation.

Installation

Overview

A maintenance pack is not a major release. It is a delta package, meaning, it is not a full install package. Customers are always encouraged to upgrade to the latest maintenance pack as soon as possible.

A maintenance pack always includes the following:

- All hot fixes from the previous release
- Customer and internally submitted bugs that were not hot fixed

A maintenance pack does NOT include the following:

- New features
- Customer enhancement requests

Installation Tasks

Installation consists of the following tasks:

- Stopping Services and Backing Up Files
- Clearing Temporary ASP.NET Files
- Installing Software and Scripts
- Starting Services

Stopping Services and Backing Up Files

1. Stop Internet Information Services (IIS).

```
C:\> iisreset /stop
```

2. Stop the `RemoteContainerService` service.

```
C:\> net stop remotecontainerservice
```

> **Note:** Your service may be named differently.

3. Perform a full backup of the database.
4. Back up the PRODIKA_HOME directory (excluding \XDocuments and \Logs).

Clearing Temporary ASP.NET Files

Delete all files in the following directory:

```
C:\Windows\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files
```

Installing Software and Scripts

Setting Up PRODIKA_HOME

> **Note:** This step needs to be done only once per web site instance. If you have multiple instances of the Agile PLM suite running on the same server, you will need to perform this step once per instance.

1. Create a folder (e.g. c:\PLM) into which to install the application. For instructional purposes, this folder will be called PRODIKA_HOME.

Installing the Core Bundle

Throughout the instructions below, the place where you extracted the media bundle zip will be referred to as INSTALLER_HOME.

1. Extract `Core.zip` located in INSTALLER_HOME to INSTALLER_HOME\temp.

> **Note:** This will give you a directory structure of INSTALLER_HOME\temp\Apps, INSTALLER_HOME\temp\Config, etc.

2. Copy `FileCompressionHelper.exe` from INSTALLER_HOME to INSTALLER_HOME\temp.

3. From a command prompt, run the following from INSTALLER_HOME\temp:

   ```
   FileCompressionHelper.exe -d
   ```

4. When the distribution is complete, move the contents of INSTALLER_HOME\temp to PRODIKA_HOME.
5. Delete all remaining files from INSTALLER_HOME\temp.

Installing the Media Pack Bundle

1. Unzip `MP-ALL.zip` to INSTALLER_HOME\temp.

   Note: This will give you a directory structure of INSTALLER_HOME\temp\config, INSTALLER_HOME\temp\Web.

2. Copy `FileCompressionHelper.exe` from INSTALLER_HOME to INSTALLER_HOME\temp.
3. From a command prompt, run the following from INSTALLER_HOME\temp:

   ```
   FileCompressionHelper.exe -d
   ```

4. When the distribution is complete, move the contents of INSTALLER_HOME\temp to PRODIKA_HOME.
5. Delete all remaining files from INSTALLER_HOME\temp.

Restoring Custom Configurations

You must diff and merge any configuration files that were included with 6.0.0.6.

Applying Install Database Scripts

1. Open a command prompt and browse to the INSTALLER_HOME\Installer\ApplyScripts directory.
2. Apply the install scripts using the ApplyScripts.exe utility:
   - If running the SQL Server database upgrade:

     ```
     ApplyScripts -c "server=<database_
     server>;uid=<user>;password=<password>;database=<database>" -f v6.0.0.6.xml
     ```

   - If running the Oracle database upgrade:

     ```
     ApplyScripts -c "user id=<user>;password=<password>;data source=<TNS
     Entry>" -dbvendor orcl -f v6.0.0.6-orcl.xml
     ```

3. A list of unique IDs will be listed out as they are applied to the database. This will take a variable amount of time based on the environment and the amount of updates needed to be performed against your specific database.
4. If the script update is successful you will see the following as the last line before the program exits:

   ```
   Processed - with no errors
   ```

Applying NLS Database Scripts

1. Apply the NLS pack scripts using the `ApplyScripts.exe` utility.

Microsoft SQL Server

v6.0.0.6_German_LangPack.xml

v6.0.0.6_Italian_LangPack.xml

v6.0.0.6_Chinese_LangPack.xml

v6.0.0.6_ChineseTW_LangPack.xml

v6.0.0.6_French_LangPack.xml

v6.0.0.6_Korean_LangPack.xml

Oracle

v6.0.0.6_German_LangPack-orcl.xml for German-NLS language

v6.0.0.6_Italian_LangPack-orcl.xml for Italian-NLS language

v6.0.0.6_Chinese_LangPack-orcl.xml for Chinese-NLS language

v6.0.0.6_ChineseTW_LangPack-orcl.xml for ChineseTW-NLS language

v6.0.0.6_French_LangPack-orcl.xml for French-NLS language

v6.0.0.6_Korean_LangPack-orcl.xml for Korean-NLS language

Starting Services

1. Start the RemoteContainerService service:

```
C:\> net start remotecontainerservice
```

> **Note:** Your service may be named differently.

2. Start Internet Information Services (IIS):

```
C:\> iisreset /start
```

Cleanup

Delete the INSTALLER_HOME directory.

Verifying the Installation

You will probably have your own methods for verifying an installation, including User Acceptance Testing (UAT). However, please refer to Appendix A, "Verification Tests,"for a basic checklist.

A

Verification Tests

Verification Tests

Perform the following verification tests after installation or upgrade.

- Global Specification Management Test
- Printing Test
- Attachment Test
- Reporting Test
- Supply Chain Relationship Management Test
- Nutrition Surveillance Management Test
- eQuestionnaire Test
- New Product Development Test
- Product Quality Scorecard Test
- Component Catalog Test
- Computer Aided Compliance Screening Test
- Supplier Portal Test
- User Group Administration Test
- Workflow Administration Test
- Manage Core Data Test
- Manage Data Caches Test

Login Information

In order to perform the recommended Agile verification tests, you will need the user name and password for an Agile user account having access to all Agile applications. The standard username and password that ships with the certified database is:

Username: prodikaadmin

Password: agile

Warning: After first login, you will be prompted to assign a new password.

User access is managed using the User Group Management (UGM) application. For more information on user management, see the *Agile Product Lifecycle Management for Process Administrator User Guide*.

To verify installation:

1. Turn on Agile PLM for Process.
2. Access the Agile application using Internet Explorer. Use the following Fully Qualified Domain Name (FQDN) URL:

   `https://server.domain.tld/portal`

   Warning: Be sure to use a fully qualified domain name rather than just a servername. Example: `https://app.prodika.com/portal` **vs.** `https://app/portal`.

3. Type your use name and password, and press the **Enter** key. You will be prompted to change your password.
4. Type a new password in the **Password** field, and again in the **Repeat Password** field, and press the **Enter** key.

   Note: The following installation verification tests assume that you have installed the entire Agile application suite. If this is not the case, omit tests for applications that you have not installed.

   Warning: You must be assigned the correct Agile roles to perform these installation verification tests. For more information on roles, see the *Agile Product Lifecycle Management for Process Administrator User Guide*.

Global Specification Management Test

Before performing this test, note that specifications, once created, cannot be deleted from GSM. Therefore, creating specifications for verification purposes contributes to the proliferation of meaningless specifications. If specifications already exist in the system, you may wish to skip this test.

The purpose of this test is to verify that GSM is properly functioning.

To perform the GSM test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **GSM > Material Specifications**.
3. Click **Create New**. A new material specification is displayed.
4. Type a specification name in the **Spec Name** field.
5. Complete the Approved for Use In section at the bottom of the page.
6. Click **Save & Close**.
7. From the left navigation panel, select **GSM > Material Specifications**.

8. Conduct a blind search by clicking **Reset** and then **Search** or specify search criteria to retrieve the specification that you just created.
9. In the Search Results table, click the row containing the specification you created. The selected specification is displayed.
10. Click **Workflow**.
11. Type any value in the **Comments** field.
12. Click the move step forward icon (). If additional dialog boxes appear, it confirms that GSM is functioning.

> **Note:** To remove the test data in a production environment, restore your database, restart the Remoting Container, and then restart the application pools. This returns the environment to the default installation state.

Printing Test

The purpose of this test is to verify that the Agile Printing Service is correctly functioning.

To perform the Printing test:

1. Log in to Agile Product Lifecycle Management for Process.
2. From the left navigation panel, select **GSM > Material Specifications**.
3. Search for the specification that you created in "Global Specification Management Test" on page A-2.
4. Click **Print** in the action menu.
5. In the resulting Print dialog box under Current Specification > Sections, select any check box.
6. Click **Print** again. The specification is rendered in PDF format in a separate window.
7. Close the window once the PDF is successfully displayed and proceed to the next test. If the PDF does not appear, double-click the file `Prodika\Scripts\Installation\ApocEntry.reg` and retry this test.

Attachment Test

The purpose of this test is to verify that the Attachments feature is correctly functioning.

To perform the Attachment test:

1. Navigate to any trade specification in GSM.
2. Select the Supporting Documents tab.
3. Click **Edit** to put the specification in edit mode.
4. Select the Attachments/Procedures link under Supporting Documents.
5. Click **Add New** button.
6. In the **Title** field, type `test`.

7. Click the **Browse…** button, select a file, and then select **Open**.

> **Note:** The size of the selected file must be less than the designated limit.

8. Click the **Upload** button. The first upload may take up to 30 seconds to complete.
9. Click **Done** in the Attachment Detail window.
10. Click **Done** in the Attachment/Procedures window.

Reporting Test

The purpose of this test is to verify that the Prodika Reporting Service is correctly functioning.

To perform the Reporting test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, click **RPT (Reporting)**.
3. Search for the specification that you created in "Global Specification Management Test" on page A-2.
4. Click **Generate Report**.
5. In the resulting dialog, type a report name in the **Report Name** field and then click **Save**.
6. In the left navigation panel, select **Ad Hoc Reports > Reports Queue**.
7. The resulting Reports Queue should contain an entry for your report. Refresh this view periodically by toggling from Reports Queue to Reporting and back, to see the status of your report update. If the report status fails to update, there is likely a problem with the Reporting Service.
8. When the report status indicates `Complete`, click the hyperlinked name of the report to download the report.

Supply Chain Relationship Management Test

The purpose of this test is to verify that the SCRM application is correctly functioning.

To perform the SCRM test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **SCRM > Company Profiles**.
3. Conduct a blind search and select any company profile from the Search Results table to verify that it is displayed correctly.
4. If the company profile is displayed, click **Cancel** and proceed to the next test.

Nutrition Surveillance Management Test

The purpose of this test is to verify that the NSM application is correctly functioning.

To perform the NSM test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **NSM > Nutrient Analysis**.

3. Click **Create New**.
4. If the Nutrient Analysis template is displayed, click **Cancel** and proceed to the next test.

eQuestionnaire Test

The purpose of this test is to verify the eQ application is correctly functioning.

To perform the eQ test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **eQ > Material Questionnaires**.
3. Click **Create New**.
4. If the eQuestionnaire page is displayed, click **Cancel** and proceed to the next test.

New Product Development Test

The purpose of this test is to verify that the NPD application is correctly functioning.

To perform the NPD test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **NPD > New Product Development > Projects**.
3. Conduct a blind search and select any project from the Search Results table to verify that it is displayed correctly. If so, NPD has passed the test.
4. If no projects are found, click **Create New**.
5. Select a business unit and project type in the resulting dialog box and then click **Done**.
6. If the NPD (Stage 1) template is displayed, click **Cancel** and proceed to the next test.

Product Quality Scorecard Test

The purpose of this test is to verify that the PQS application is correctly functioning.

To perform the PQS test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **PQS > Lot Samples**.
3. Click **Create New**. The Lot Sample page loads.
4. In the **Code Data or Sample ID** field, type any text.
5. Click **Next**. The Select Specification page loads.
6. In the Specification section, click the search icon () next to the **Specification** field. A Specification Search dialog box appears.
7. In the resulting Search dialog box, type criteria to find and select the material specification that you created in "Global Specification Management Test" on page A-2.
8. If the material specification is displayed, the test has succeeded.
9. Click **Close**, and proceed to the next test.

Component Catalog Test

The purpose of this test is to verify that the Component Catalog service is correctly functioning.

To perform the Component Catalog test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **GSM > Component Catalog**.
3. Conduct a blind search and select any catalog term from the Search Results table.
4. If the catalog term is displayed successfully, click **Cancel** and proceed to the next test.
5. If no catalog terms are found, click **Create New**.
6. Type a name for the catalog term in the **Component Catalog** field.
7. Click **Save & Close**.

Computer Aided Compliance Screening Test

The purpose of this test is to verify that the CACS application is correctly functioning.

To perform the CACS test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **CACS**.
3. Conduct a blind search and select any computer aided compliance screen from the Search Results table to verify that it is displayed correctly.
4. If no computer aided compliance screens are found, click **Create New**.
5. Type a name for the screen in the **Title** field and a description in the **Description** field.
6. Click **Save & Close**.

Supplier Portal Test

The purpose of this test is to verify that the Supplier Portal application is correctly functioning. First, log in to Supplier Portal and create a new registrant request:

To register with Supplier Portal:

1. Access Supplier Portal at https://server.domain.tld/supplierportal.
2. Select a **Language**, and on the login page click **click HERE if you have not registered with this site**.
3. Follow the screens, filling out all required data. Once you are done, click **Submit**. You have now submitted a registration request. Make note of your User Name and Password.

To perform the SPA test:

1. Log in to Agile PLM for Process as a Supplier Portal administrator.
2. From the left navigation panel, select **SPA > New Registrations**.

3. The registration request you just submitted should be displayed.

> **Note:** You need to be a supplier portal administrator to log in to SPA. Refer to the Agile PLM for Process Extensibility Pack documentation to find out how to create a supplier portal administrator user. You can find this documentation in the *Agile Product Lifecycle Management for Process Data Administration Toolkit Guide*.

User Group Administration Test

The purpose of this test is to verify that the UGM application is correctly functioning.

To perform the UGM test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **UGM > Groups**.
3. Conduct a blind search and select any group from the Search Results table to verify that it is displayed correctly.

Workflow Administration Test

The purpose of this test is to make sure that the WFA application is correctly functioning.

To perform the WFA test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, click **WFA (Workflow Administration)**.
3. Click **Create New**.
4. If the process template is displayed successfully, click **Cancel** and proceed to the next test.

Manage Core Data Test

The purpose of this test is to verify that the ADMN (Manage Core Data) application is correctly functioning.

To perform the ADMN test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, select **ADMN > GSM Compliance > Additives**.
3. If the additives currently in the system are displayed successfully, click **Cancel** and proceed to the next test.

Manage Data Caches Test

The purpose of this test is to verify that the CACHE application is correctly functioning.

To perform the CACHE test:

1. Log in to Agile PLM for Process.
2. From the left navigation panel, click **CACHE (Manage Data Caches)**.
3. If the Schedule Cache Flush page is displayed successfully, the test has succeeded.

You can now use the scheduled Cache Flush Queue feature to see details for the different applications that been flushed. For more information, refer to the *"Using CACHE to Manage Caches"* chapter of the *Agile Product Lifecycle Management for Process Administrator User Guide*.

B

Skill Set Matrix

Skill Set Matrix

Refer to the following matrix for guidance on what skills are recommended for members of your technology team.

Figure B–1 Skill set matrix

Skills Matrix					
Basic Skill Sets	Systems Administrator	SQL Server DBA	Oracle DBA	Extensions	Printing
	IT			**Dev**	
Windows Server Administration	R				
Implement/Manage IIS 6.0/7.0	R				
Implement/Manage SQL Server DB	O	R			
Implement/Manage Oracle DB	O		R		
T/SQL		O		O	
PL/SQL			O	O	
C#				R	
XML				R	R
XSD					R
[R]equired [O]ptional					

C

Installation Troubleshooting

This appendix contains a list common issues that may occur after installation.

Troubleshooting Tips

The following list details common issues and suggestions for solving them.

1. How can I compare my recent build with an older build to see if configuration values have changed?

   Tip: Use the Config Rollup URL to check the rolled up configuration settings for various applications. The URL is:

   `http://<serverName>/<appName>/WebCommon/AdminForms/ConfigRollup.aspx`

2. Clicking upload when adding a DRL attachment causes the window to simply blink.

   Tip: Ensure you've waited at least 30 seconds on the first attempt.

   Tip: Ensure the machine.config for your .NET version has the machine key entry.

3. Message displayed is "trust relationship could not be established".

   Tip: Verify that the Web site your using has a signed certificate.

   Tip: If not testing SSL DRL attachments, configure them to use HTTP and ensure the "Prodika.GSMInterApp.URL" property is using HTTP.

4. Message displayed is "The remote certificate is invalid according to the validation procedure."

   Tip: Be sure to configure the **DRL.WebServices.Login** and **DRL.WebServices.Password** credentials using the Setup Assistant tool. The user specified should be an Agile PLM for Process user. For more information, refer to the *Agile Product Lifecycle Management for Process Configuration Guide*.

5. NPD edit-in-place documents are read-only.

   Tip: The user connecting to the IIS share does not have permissions to the underlying folder on the server. Grant full permissions by assigning the 'Everyone' permission setting on that folder. If that solves the problem, lock down the folder with tighter permissions.

6. The Browser keeps redirecting to incorrect URLs or keeps jumping from HTTPS to HTTP.

   Tip: Make sure that the environmentvariables.config file has the right URLs.

   Tip: You can only have one HTTPS site on one machine. If you have more than one, it bounces back and forth between the two sites

   Tip: Make sure that you are not using HTTPS in the URL to access a http Web site. Using https in your URL will make the Server redirect your request to the default https Web site.

   Tip: Conversely, if the environmentvariables.config file is using https to access a http Web site, you would be redirected to the default https Web site incorrectly

7. Navigation to any page in the application results in a blank page after migrating to another version or a new version of .NET is installed.

   Tip: The wrong ASP.NET version may be registered with IIS. Run the "aspnet_ regiis.exe" utility with the "-r" flag.

8. The rich text dialog box is prompting me with security issues concerning scripts.

   Tip: Ensure the page event and request validation are turned off.

9. What is drl.prodika.com?

   Tip: Make sure that you have the new URLs and https:.

10. I am prompted to login to every application.

    Tip: Is the remoting container running?

    Tip: Ensure you are using the trust bridge in "EnvironmentSettings.config".