Oracle® Utilities Work and Asset Management

Upgrade Installation Guide

Release 1.9

E18223-02

February 2011

ORACLE®

Oracle® Utilities Work and Asset Management Upgrade Installation Guide for Release 1.9

Contents

Preface

This guide provides information needed to install Oracle Utilities Work and Asset Management.

Audience

This guide is intended for anyone upgrading to Oracle Utilities Work and Asset Management Release 1.9.

Related Documents

For more information on this release, please refer to the following related documentation.

- *Oracle Utilities Work and Asset Management Configuration Guide for Release 1.9*

- *Oracle Utilities Work and Asset Management Installation Guide for Release 1.9*

- *Oracle Utilities Work and Asset Management Online Help for Release 1.9*

- *Oracle Utilities Work and Asset Management Release Notes Guide for Release 1.9*

- *Oracle Utilities Work and Asset Management Upgrade Install Guide for Release 1.9*

- *Oracle Utilities Work and Asset Management User Guide for Release 1.9*

Conventions

The following text conventions are used:

Convention	Meaning
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.

Supported Platforms and Hardware Requirements

This section provides information regarding the operating systems and servers on which this release has been tested and certified.

Supported Platforms

The installation has been certified to operate on many operating system, application server, and database server combinations.

The following table details the browser, operating system and application server combinations on which this release has been tested and certified.

Operating System	Chipset	Application Server	Database Server
AIX 5.3 (64-bit) TL11 AIX 6.1 (64-bit) TL4	Power 64-bit	Not Supported	Supported Oracle Database versions include 10.2.0.4, 11.1.0.7, and 11.2.0.1, Enterprise or Standard Edition.
HP-UX 11.31 (64-bit)	Itanium	Not Supported	
Oracle Enterprise Linux 5.4 (64-bit) Red Hat Enterprise Linux 5.4 (64-bit)	x86_64	Oracle Application Server v10.1.2.3	
Sun Solaris 10 (64-bit)	SPARC	Not Supported	
Windows 2008 Server Enterprise Edition SP2 (64-bit)	x86_64	Not Supported	
Windows 2003 Server Enterprise Edition SP2 (64-bit and 32-bit)	x86_64 x86_32	Oracle Application Server v10.1.2.3	

Client Operating Systems
- Windows XP x86 SP3
- Windows Vista x86*
- Windows7 x86

Browsers
- Internet Explorer 7.x
- Internet Explorer 8.x

Java Virtual Machine (JVM)
- Sun Java Plug-in v1.6.0_18

VM Products
- Oracle VM 2.2

Notes
- Any combination of OS and browser is supported.
- Oracle VM may be used for to create a virtual machine for either the database or application server operating system.

  Refer to the Oracle VM Release 2.2 documentation for more information about using Oracle VM.

- Barcoding and Mobile are not supported on Linux.
- *Windows Vista to be de-supported in a future release.

Support for Software Patches and Upgrades

Due to the ongoing nature of software improvement, vendors will issue patches and service packs for the operating systems, application servers and database servers on top of specific versions that Oracle Utilities Work and Asset Management has been tested with.

If it is necessary to apply an upgrade, please do that in a test environment prior to updating the Oracle Utilities Work and Asset Management production environment.

The only exception from this rule is Hibernate software. For this the exact version mentioned in this guide must be installed. Please always check with Oracle Utilities Work and Asset Management support prior to installing Hibernate updates.

Always contact Oracle Utilities Work and Asset Management support prior to applying vendor updates that do not guarantee backward compatibility.

Upgrade Installation Guide

This document provides information and steps needed to upgrade to Oracle Utilities Work and Asset Management Release 1.9. Please refer to the *Oracle Utilities Work and Asset Management Release Notes for Release 1.9* for a listing of application changes and issues which may affect your use of the system after the upgrade.

It is advised that you review this entire guide before you begin installation.

- This guide applies for UPGRADE installations only.

  If you are applying a new installation please refer to the *Oracle Utilities Work and Asset Management Installation Guide for Release 1.9*. This describes how to install the Oracle 10g database prior to installing this Oracle Utilities Work and Asset Management release.

- This release is compiled for Oracle Application Server 10g (10.1.2.3) – hereafter referred to as "Oracle 10g" and will not function on an application server that is running Oracle 9i Application Server (Oracle 9i AS).

  If you have customized SAPI library, it is recommended to recompile your customized library in Oracle 10g Developer Suite. If you have not previously upgraded to Oracle 10g, contact Customer Support for details.

- Please refer to the Supported Platforms and Hardware Requirements section to verify hardware, software and platforms compatible with this release.

Required Upgrade Tasks

The following major steps are required to correctly upgrade to Oracle Utilities Work and Asset Management Release 1.9 from Release 1.8.1.2 :

- Review the entire Upgrade Guide

- Complete Pre-Installation Tasks

  - Ensure that Oracle 10G is properly installed and configured
  - Make sure that the previous release of Oracle Utilities Work and Asset Management is installed
  - Reboot the Oracle Application server
  - Stop the Oracle OC4J Instance and Chart Server

- Upgrade WAM Application Server (SIA)

- Upgrade Oracle Application Server

- Upgrade Database server

- Install Barcode (Optional)

- Install GIS (Optional)

• Restart all components that were shut down prior to installation

Target Environment

Throughout this document, reference is made to a 'target environment'. An 'environment' is a complete Oracle Utilities Work and Asset Management application environment (Oracle Database instance, Oracle Application Server (forms and reports) instance, WAM Internet Architecture instance, Chart Server instance) configured for a 'purpose' such as 'training', 'test', 'production', etc. The installation program will ask you to select the target environment you wish to upgrade.

When upgrading the various components (potentially on different servers), it is essential that you **select the same target environment on each server**.

Install Components in Target Environment

During the upgrade, you will be asked to run the installation program which will prompt you to select the component that you wish to install.

> **Installation Program:** 'setup.exe' located in the folder where you have unzipped the downloaded service pack files.

There are a total of **five components** to be installed:

- • SIA Application Server 1.9
- • Oracle Application Server 1.9
- • Database Objects 1.9
- • Barcode 1.9 (Optional)
- • GIS 1.9 (Optional)

You can install the components in any order you choose, but each target environment needs to have all components installed and you can only install one component at a time.

Pre-Installation Considerations

Before you begin installation, please review the following:

- • Ensure that Oracle 10g is installed and configured.
- • Oracle Utilities Work and Asset Management Release 1.8.1.2 must be installed.

  IMPORTANT: If you upgraded to Oracle Database 11g, you will need to run 7426686.sql manually.

  In addition to 7426686, there are three additional scripts that you will need to run manually: admin_dbms_job.pkg

  admin_dbms_job.pkb

  and createPasswordResetUser.sql.

  See the section titled Manual Scripts on how to implement.

- • Upgrade the OAS (Oracle Application Server) to V10.1.2.3 and then apply patch 8727236. This is to address mouse focus issues.

- • Provide a grant execute to the following packages: (This must be done prior to executing manual scripts)

  - • SYS.DBMS_LOCK
  - • SYS.DBMS_CRYPTO
  - • SYS.DBMS_ASSERT

Log into the database to be upgraded as the sysdba owner and execute the following commands:

grant execute on dbms_lock to superuser;

grant execute on dbms_crypto to public;

grant execute on dbms_assert to public;

> This adds an "execute" privilege on each package to application users (directly or through a common role). Note that only the 'SYS' user is capable of granting privileges to the package.

> 'Superuser' is the role in the synergen schema. You can find this by executing the following sql statement in the synergen schema:

> select key_value from sa_installation_parameters where key_name like 'SUPER%';

• Reboot your Oracle Application Server and prevent users from accessing the application. **Important:** We strongly recommend that you re-boot your Oracle Application Server and prevent users from accessing the application until you have finished applying the patch. While not essential, this practice avoids the situation we have found occasionally where forms may be locked (and not replaced by the install program) but no errors are generated to alert you of this condition.

• Stop the Oracle Application Server OC4J instance and the Chart Server prior to applying the upgrade. Doing so will render the application unavailable to users, so you must schedule the application of this service pack at a time when the application can be taken out of service.

• Reset Password Functionality: If you choose to enable reset password functionality (see release notes 8481185), complete the following: (Please refer to Add a Second Datasource to OC4J for more information.)

    • Ensure that the installation parameter key, ENABLE PASSWORD RESET is set to ON.
    • Add a second datasource to the OC4J instance. The datasource must us the name "alterrolesynergen."

If you choose not to use this functionality make sure that the installation parameter is set to OFF.

• GIS Interface: If you use the GIS asset interface, you likely have a custom database view configured to synchronize GIS features with Oracle Utilities Work and Asset Management assets. This installation delivers the same database view which will override your custom database and cause the interface to fail. To safe-guard against this failure, save the GIS View, SV_GIS_LAYOUT, then restore the view from the backup after installing this release.

• Saved Results of Search Layouts: If your users typically utilize the functionality which allows them to rearrange and sort columns on results of search screens then save these layouts, be advised that this upgrade will overwrite those settings. Please refer to the section titled "Saved Results of Search Layouts" for more information.

Upgrade Steps

Complete the following steps to install the upgrade.

1.0   Stop the Oracle OC4J Instance

The target OC4J instance created in the Oracle 'mid-tier' needs to be stopped before starting the installation of Oracle Utilities Work and Asset Management. The upgrade requires access to several installed forms and libraries, which may be unavailable if you do not stop the target OC4J instance before continuing.

By shutting down the OC4J instance, you are also shutting down access to SIA and Oracle Forms.

1.1 **To stop the Oracle OC4J Instance:**

   1.1.1 Open the Oracle EM web site in an internet browser

      This is located on the Oracle Application Server.

   1.1.2 Select the target OC4J instance from the mid-tier section.

   1.1.3 Click "Stop" and "Yes" when prompted to confirm that you want to stop the instance.

2.0   Stop the Chart Server Website

The chart server website must be stopped to allow for files and folders associated with the target environment to be replaced during the upgrade.

2.1 Open the Internet Services Manager on the server associated with the target environment you are upgrading.
Select Internet Services Manager from Programs->Administrative Tools.
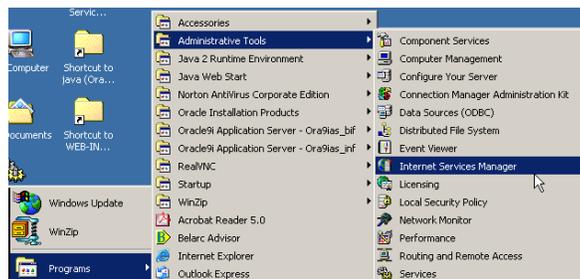
2.2 Right click the website associated with the target environment you are upgrading and select "Stop" to stop the site.
Select the correct web site name. If you do not know your Chart Website name, you can open the file "app.xml" and look for the tag "ASPURL" which contains the host machine server name and port number.
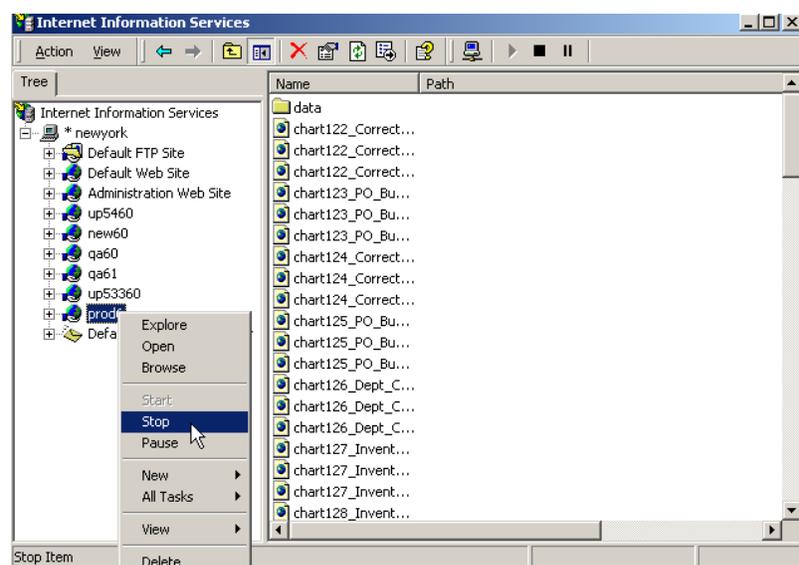
3.0   Upgrade the SIA Application Server to WAM Release 1.9

3.1   Run the WAM Release 1.9 Installation Program

Run Setup.exe from the downloaded service pack and choose the SIA Application Server 1.9 component.

3.2   Select Oracle Home

When asked to 'Select Oracle Home from the options below', you should confirm which Oracle home contains your Oracle 10g mid-tier components. The installation program will attempt to determine the correct home, but you must verify the home selected.

3.3   Select the location of the WAM Root

When asked to "Please select the location of the Oracle Utilities Work and Asset Management instance root for the instance currently being upgraded", use the browse button to locate the instance root for the target environment you are upgrading. For example, if the instance name is "Prod6", and you installed this instance to "d:\synergen", then browse to "d:\synergen\Prod6".

3.4   Confirm the WAM Release 1.9 Root Location

Click 'Yes' to confirm you have selected the correct Oracle Utilities Work and Asset Management installed root path, and then click 'Next' to continue.

3.5   Click Install

Clicking Install initiates the upgrade process. The installation program will back up existing Oracle Utilities Work and Asset Management SIA modules (by renaming existing folders) and delete all previously renamed folders and install Oracle Utilities Work and Asset Management Release 1.9 SIA, copying your existing settings to the new environment and applying necessary changes.

Note: If you receive an error indicating that files cannot be backed up or directories could not be renamed, the likely cause is that you did not stop the Chart Web Server site in IIS. If you continue to receive this message after stopping the Chart Web Server site in IIS, you may need to stop the IIS Admin Service in the Windows Services Applet, and begin the upgrade process for the SIA component again.

3.6   Review the Installation Variables

The 'Installation Variable Review' screen is a confirmation of information provided to the installation program. This information is also written to a file in the directory selected above.

3.7   Click Finish

When the installation finishes, the installation program displays a message confirming the process successfully completed. Click Finish to exit the install program.

4.0   Upgrade the Oracle Application Server to WAM Release 1.9

4.1   Run the WAM Release 1.9 Installation Program

Run Setup.exe from the downloaded service pack and choose the 'Oracle Application Server 1.9' component.

4.2   Select Oracle Home

When asked to 'Select Oracle Home from the options below', you should confirm which Oracle home contains your Oracle 10g mid-tier components. The installation program will attempt to determine the correct home, but you must verify the home selected.

4.3 Select the location of the WAM Root

When asked to "Please select the location of the Oracle Utilities Work and Asset Management instance root for the instance currently being upgraded", use the 'browse' button to locate the instance root for the target environment you are upgrading. For example, if the instance name is "Prod6", and you installed this instance to "d:\synergen", then browse to "d:\synergen\Prod6".

4.4 Confirm the WAM Release 1.9 Root Location

Click Yes to confirm you have selected the correct Oracle Utilities Work and Asset Management installed root path, and click 'Next' to continue. The install program will not continue until you give the correct path to the associated Oracle Utilities Work and Asset Management installation.

4.5 Click Install to initiate the installation process.

4.6 Review the installation variables

4.7 Click Finish.

When the installation finishes, the installation program displays a message confirming the process successfully completed. Click Finish to exit the install program.

5.0   Add a Second Datasource to OC4J

5.1 Add a second datasource to the OC4J instance and run the manual script as described in Section Upgrade the Database Server to WAM Release 1.9, 4.4.2 createPasswordResetUser.sql.

Note: The datasource name MUST be "alterrolesynergen"

The values for the second datasource are:

Name = alterrolesynergen

Data Source Class = com.evermind.sql.DriverManagerDataSource

JDBC URL = jdbc:oracle:thin:@<database server name>:1521:<database name>

JDBC Driver = oracle.jdbc.driver.OracleDriver

Schema = SYNERGEN

Username = [password reset user name]

Use Cleartext Password with the password being associated with the password reset user

Location = jdbc/alterrolesynergenLo

Transactional (XA) Location=jdbc/alterrolesynergenXA

EJB Location=jdbc/alterrolesynergen

Connection Retry Interval (seconds) =2

Max Connection Attempts=4

Cached Connection Inactivity Timeout (seconds) =900

Maximum Open Connections=60

Minimum Open Connections=5

Wait For Free Connections Timeout (seconds) =20

6.0   Upgrade the Database Server to WAM Release 1.9

6.1   Copy the WAM Release 1.9 Database Scripts onto the Database Server

6.1.1 Run the WAM Release 1.9 Installation Program

Run Setup.exe from the downloaded service pack and choose the 'Database Objects 1.9' component.

Note: You should run the installation program on the database server itself if possible (or map a network drive such that a drive on the database server is visible as a local drive on the machine where you are running the installation program). This is so that all the log files will be created on the server, which aids in future review and troubleshooting.

Note: For non-Windows users, you should run the installation program on a Windows platform, then copy the resulting directory structure 'as is' to your non-Windows database server.

6.1.2 Select the location of the WAM Root

When asked to "Please select the location of the Synergen 6 instance root for the instance currently being upgraded", use the 'Browse' button to locate the instance root for the target environment you are upgrading. For example, if the instance name is "Prod6", and you installed this instance to "d:\synergen", then browse to "d:\synergen\Prod6".

6.1.3 Confirm the WAM Release 1.9 Root Location

Click Yes to confirm you have selected the correct Synergen 6 installed root path, and click 'Next' to continue.

6.1.4 Click Install

When you click Install, the system copies the objects to the appropriate location.

6.1.5 Review the Installation Variables

The 'Installation Variable Review' screen is a confirmation of information provided to the installation program. This information is also written to a file in the directory selected above.

6.1.6 Click Finish

When the installation finishes, the installation program displays a message confirming the process successfully completed. Click "Finish" to exit the install program.

Once the appropriate database scripts have been copied from the CD to your database server, you are ready to execute the scripts.

6.2   Execute the Database Scripts

6.2.1 Launch SQL Plus

On the database server, launch the SQL*Plus program and connect to the target instance as the existing WAM table owner. Use 'File/Open' to navigate to the directory where you copied the upgrade scripts; for example, for 'Prod6', navigate to d:\synergen\Prod6\server\ServicePack19\server and open the file **servpk1900.sql**, to set the default file folder for the current session.

6.2.2 Execute the scripts

At the SQL> prompt, enter **@servpk1900.sql**.

Note: You must run all WAM scripts directly from within the folder containing the scripts; you cannot run the scripts by referencing the scripts using directory

paths – for example, you cannot execute "@d:\synergen\Prod6\server\ServicePack19\server\servpk1900.sql" – you **must** set the default directory to d:\synergen\Prod6\server\ServicePack19\server, then run "@servpk1900" – the reason is that our scripts dynamically generate additional scripts, and these scripts are then launched from within the session, and all scripts need to be in the same directory.

Respond as appropriate when asked the following questions:

6.2.3 Enter value for user

Enter your name – this name is stored in the database to provide an audit trail of who applied the Service Pack.

6.3 Import WAM Tables

On the database server, launch a command prompt and navigate to the appropriate directory for the environment you wish to configure. Next, navigate to the specific sub-folder for your current Synergen version – for example, for Prod6, you would navigate to:

d:\synergen\Prod6\server\ServicePack19\server

Execute the following command:

Imp <TableOwner>/<Password>@<dbalias> parfile=19.par

For example, you would enter:

Imp Synergen/password@prod6 parfile=19.par

When you receive a message that the import completed without warnings, you can now close the command prompt window.

6.4 Manual Scripts

The following scripts must be run manually:
Note: You must run all scripts directly from within the folder containing the scripts; you cannot run the scripts by referencing the scripts using directory paths – for example, you cannot execute "@d:\synergen\Prod6\server\ServicePack19\server\configuration.sql" – you must set the default directory to d:\synergen\Prod6\server\ServicePack19\server, then run "@7426686" – the reason is that our scripts dynamically generate additional scripts, and these scripts are then launched from within the session, and all scripts need to be in the same directory.

Launch SQL Plus

On the database server, launch the SQL*Plus program and connect to the target instance as the existing Synergen table owner. Use 'File/Open' to navigate to the directory where you copied the upgrade scripts; for example, for 'Prod6', navigate to d:\synergen\Prod6\server\ServicePack19\server and open the file 7426686.sql, to set the default file folder for the current session.

6.4.1 7426686.sql

This script is necessary only if the database version is 11g. This script enables calls to systems outside the database environment.

Execute the script

At the SQL> prompt, enter **@7426686.sql**.

6.4.2 createPasswordResetUser .sql (required)

Run this script if you intend to enable Reset Password for your users. (See release notes 8481185). This script creates the database user that will be used to reset the passwords of the application users. The script prompts for the username and password for this database user. You cannot use an existing username, this must be a new user.

The created database user has roles limited to "CREATE SESSION" and "ALTER USER".

Note: Please note that to use reset password you should have also added a new datasource to the OC4J instance. (See Add a Second Datasource to OC4J for data source values).

Execute the script

At the SQL> prompt, enter **@createPasswordResetUser.sql**.

If you prefer to use an existing user:

.Manually grant the "CREATE SESSION" and "ALTER USER" permissions to the existing user.

Add the existing user to the new datasource in the Username field.

6.4.3 admin_dbms_job.pkg

On the database server, launch the SQL*Plus program and connect to the target instance as the sysdba user. Use 'File/Open' to navigate to the directory where you copied the upgrade scripts; for example, for 'Prod6', navigate to d:\synergen\Prod6\server\ServicePack19\server and open the file admin_dbms_job.pkg, to set the default file folder for the current session.

6.4.4 admin _dbms_job.pkb

On the database server, launch the SQL*Plus program and connect to the target instance as the sysdba user. Use 'File/Open' to navigate to the directory where you copied the upgrade scripts; for example, for 'Prod6', navigate to d:\synergen\Prod6\server\ServicePack19\server and open the file admin_dbms_job.pkb, to set the default file folder for the current session.

6.4.5 admin_dbms_job.pkg

On the database server, launch the SQL*Plus program and connect to the target instance as the sysdba user. Use 'File/Open' to navigate to the directory where you copied the upgrade scripts; for example, for 'Prod6', navigate to d:\synergen\Prod6\server\ServicePack19\server and open the file **admin_dbms_job.pkg**, to set the default file folder for the current session.

6.4.6 admin_dbms_job.pkb

On the database server, launch the SQL*Plus program and connect to the target instance as the sysdba user. Use 'File/Open' to navigate to the directory where you copied the upgrade scripts; for example, for 'Prod6', navigate to d:\synergen\Prod6\server\ServicePack19\server and open the file **admin_dbms_job.pkb**, to set the default file folder for the current session.

6.5 Component Replication Functionality

An "execute" privilege on the DBMS_LOCK package should be given to application users (directly or through a common role). Note that only the 'SYS' user is capable of granting privileges to the package.

6.5.1 Launch SQL Plus

On the database server, launch the SQL*Plus program and connect to the target instance as the existing sys user. Execute the following sql statement:

grant execute on DBMS_LOCK to superuser;

Note that 'superuser' is the role in the synergen schema. You can find this by executing the following sql statement in the synergen schema:

select key_value from sa_installation_parameters where key_name like 'SUPER%';

7.0   Barcode 1.9 (Optional)

7.1   Run the Oracle Utilities Work and Asset Management Release 1.9 Installation Program

Run Setup.exe from the downloaded service pack and choose the Barcode 1.9 (Optional) component.

7.2   Select the Location of the Work and Asset Management Root

When asked to "Please select the location of the Work and Asset Management instance root for the instance currently being upgraded", use the browse button to locate the instance root for the target environment you are upgrading. For example, if the instance name is "Prod6", and you installed this instance to "d:\synergen", then browse to "d:\synergen\Prod6".

7.3   Confirm the Oracle Utilities Work and Asset Management Release 1.9 Root Location

Click on 'Yes' to confirm you have selected the correct Work and Asset Management installed root path, and then click on 'Next' to continue.

7.4   Click on Install

Clicking on Install initiates the installation process.

7.5   Review the Installation Variables

The 'Installation Variable Review' screen is a confirmation of information provided to the installation program. This information is also written to a file in the directory selected above.

7.6   Click Finish

When the installation finishes, the installation program displays a message confirming the process successfully completed. Click Finish to exit the install program.

7.7   Verify

Navigate to the location of the Work and Asset Management instance root to confirm the new RFGen.mdb file has been deployed. The file will be in the instance root under the directories addons\Barcode. For example, if the instance name is "Prod6", and you installed this instance to "d:\synergen", then browse to "d:\synergen\Prod6\addons\Barcode".

7.8   Deploy RFGen.mdb file

To deploy the new RFGen.mdb file, do the following:

On the server where RFGen is running, stop the RFGen server

Make a backup of the existing RFGen.mdb file. This file is located in the program files\rfgen directory

Copy the new RFGen.mdb file to the program files\rfgen directory

Start the RFGen server

8.0   GIS 1.9 (Optional)

8.1   Run the Oracle Utilities Work and Asset Management Release 1.9 Installation Program

Run Setup.exe from the downloaded service pack and choose the GIS 1.9 (Optional) component.

8.2   Select the Location of the Work and Asset Management Root

When asked to "Please select the location of the Work and Asset Management instance root for the instance currently being upgraded", use the browse button to locate the instance root for the target environment you are upgrading. For example, if the instance name is "Prod6", and you installed this instance to "d:\synergen", then browse to "d:\synergen\Prod6"

8.3   Confirm the Oracle Utilities Work and Asset Management Release 1.9 Root Location

Click on 'Yes' to confirm you have selected the correct Work and Asset Management installed root path, and then click on 'Next' to continue.

8.4   Click Install

Clicking on Install initiates the installation process.

8.5   Review the Installation Variables

The 'Installation Variable Review' screen is a confirmation of information provided to the installation program. This information is also written to a file in the directory selected above.

8.6   Click Finish

When the installation finishes, the installation program displays a message confirming the process successfully completed. Click Finish to exit the install program.

8.7   Verify

Navigate to the location of the Work and Asset Management instance root to confirm the new GIS files have been deployed. The file will be in the instance root under the directories addons\GIS. For example, if the instance name is "Prod6", and you installed this instance to "d:\synergen", then browse to "d:\synergen\Prod6\addons\GIS".

8.8   Installation

Refer to the install guides for each GIS ESRI product for further installation instructions.

9.0   Restart all Components Shut-Down during Prior Steps

As a pre-installation task you stopped the Oracle OC4J instance and the Chart Server Website. When you have completed the application of the Service Pack, these components need to be restarted.

9.1 **Restart the Chart Server Website**

The restart process for the Chart Server Website is the reverse of the shutdown process given under Stop the Chart Server Website.

9.2 **Restart the Oracle OC4J instance**

It is recommended that you restart the entire Oracle Application Server mid-tier component. To do this, use the following commands:

start/programs/oracle10g Application Server-<ora mid-tier home>/Oracle HTTP server/Stop HTTP Server

start/programs/oracle10g Application Server-<ora mid-tier home>/Oracle HTTP server/Start HTTP Server

Alternatively, you may find it more convenient to re-boot the entire Application Server.

10.0 Saved Results of Search Layouts

Due to changes to all results of search blocks, saved column layouts have been reset to defaults. Users who have customized results views by rearranging columns will need to recreate their custom layouts and save.

The system administrator can run the sql query indicated below to copy the information related to RESULTS DEFAULTS from the user profiles of all users into a temporary table. Although the data in this table cannot be directly imported back into V1.9, it can be used as reference if a user would like to know their previous configuration.

Run the following sql to create the table and back-up the default settings:

```
create table SAVE19_SA_USER_PROFILE_KEY

 (plant varchar2(3),

  username varchar2(30),

  key_name varchar2(30),

  key_value varchar2(30),

  key_desc varchar2(2000)

 )

/


insert into SAVE19_SA_USER_PROFILE_KEY

 (plant,

  username,

  key_name,

  key_value,

  key_desc)

 select

   plant,

   username,

   key_name,

   key_value,

   key_desc
```

```
  from sa_user_profile_key

  where key_value like '%RESULT%'

/

commit

/
```