

Oracle® Communications Billing and Revenue Management

Installation Guide



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Preface

This guide provides an overview of the ways to configure an Oracle Communications Billing and Revenue Management (BRM) system. This guide also describes the system requirements and procedures for installing and configuring BRM.

Audience

This guide is intended for system administrators and those involved in planning BRM systems.

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Part I

Getting Started with BRM Installation

This part provides information about getting started with your Oracle Communications Billing and Revenue Management (BRM) installation. It contains the following chapters:

- [BRM Installation Overview](#)
- [Database Configuration and Tuning](#)
- [System Requirements](#)

1

BRM Installation Overview

Learn about the high-level steps for installing your Oracle Communications Billing and Revenue Management (BRM) system.



Note:

If you are upgrading from an earlier BRM release to BRM 12.0, see "About Upgrading BRM Releases" in *BRM Upgrade Guide*.

Topics in this document:

- [About Planning and Installing a BRM System](#)
- [Types of BRM Systems](#)
- [Installation Overview](#)
- [Installing and Configuring a Localized Version of BRM](#)
- [Selecting the Database Character Encoding](#)

Before installing BRM, you must know the following information:

- Basic BRM concepts. See "BRM System Overview" in *BRM Concepts*.
- BRM system architecture. See "BRM System Architecture" in *BRM Concepts*.
- Basic database administration concepts. See your database documentation.

About Planning and Installing a BRM System

To install and use BRM, you must plan your system by performing the following tasks:

- Determine the services you want to provide (for example, email, telephony, and GSM wireless).
- Determine the type of events you want to rate and how you want to rate them (for example, online rating and offline rating).
- Determine whether you want your customers to prepay for the service or some services or post-pay for the services.
- Depending on the services you want to provide, the event types to rate (online or offline), and the payment type (prepaid or postpaid), decide on the BRM system to install and configure.
- Choose the components you want to install.
- Install BRM and the optional components.
- Configure each component to point to its peer on the server side. For example, configure the Connection Managers (CMs) to point to the Data Managers (DMs), and the DMs to point to the database.

Each BRM component includes a configuration file, such as a **pin.conf**, **.reg**, or **.properties** file, which you edit to set the environment variables and connection parameters. The configuration files include instructions for all the entries. See "Using Configuration Files to Connect and Configure Components" in *BRM System Administrator's Guide*.

By default, the BRM installer stores sensitive information, such as database and account passwords, in the Oracle wallet. BRM applications retrieve the passwords from the Oracle wallet.

Types of BRM Systems

The type of BRM system you install depends on your business needs and the licensing agreement you have with Oracle. For more information about BRM system architecture, see "BRM System Architecture" in *BRM Concepts*.

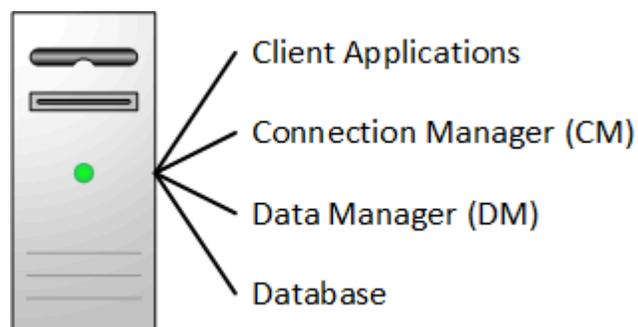
Note:

For more information about UNIX platform and software compatibility, see "[Overview of Hardware and Software Requirements](#)".

A BRM Demonstration System

For a simple demonstration system or a small application development environment, you can run all of the BRM components, including the database server, on a single computer as shown in [Figure 1-1](#).

Figure 1-1 Simple Demonstration System Configuration



For example, you can use a demonstration system for testing your business policies and product offerings. After you create test accounts, you can generate events to ensure that your product offerings are working correctly. For final preproduction testing, however, you should use a test system that mirrors your production system configuration.

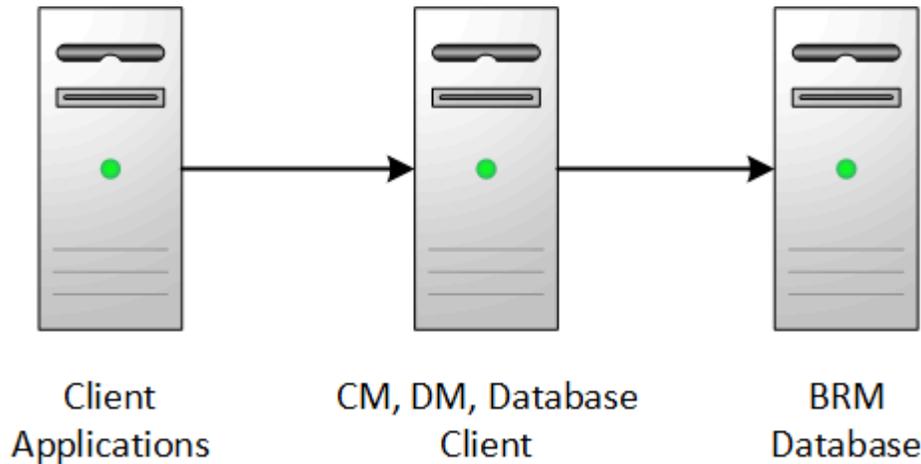
Note:

A single-computer configuration is not adequate for a typical production BRM system.

A BRM Production System

For best performance on a production system, you must distribute the BRM components among several computers as shown in [Figure 1-2](#).

Figure 1-2 Production System Configuration



By using this basic production configuration, you can expand your BRM system to meet your production needs. You can also add components while BRM is running.

- You can set up multiple machines that each run the CM and DM to increase reliability and performance and to ensure that you continuously have at least one copy of the processes running.
- For additional reliability, you can also set up CM Master Processes (CMMPs) that route requests to an alternate CM when a CM fails. For more information on CMMPs, see "About Connection Manager Master Processes (CMMPs)" in *BRM Concepts*.
- You can use redundant subnets for CM and DM systems, and CMs and DMs can share the same subnet. The only access point is the BRM database, which can be replicated as needed.

The following examples show how you can distribute these components across multiple computers.

Small Production System

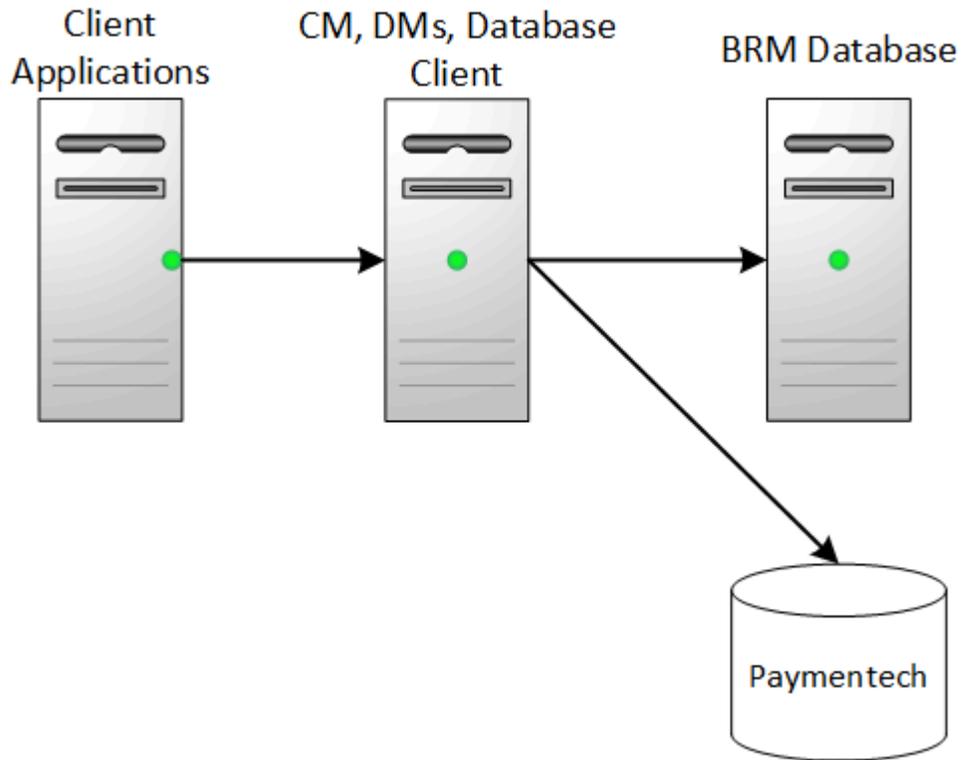
[Figure 1-3](#) shows the minimum level of distributed components. This is a typical configuration for a small number of customers.

- All BRM client applications, such as Billing Care or Customer Center, are installed on the same machine.
- The CM and DM are installed on the same machine to optimize performance.
- The database client is installed on the DM machine.

 **Note:**

If your database and DM are on separate machines, you must install the database client on the DM machine.

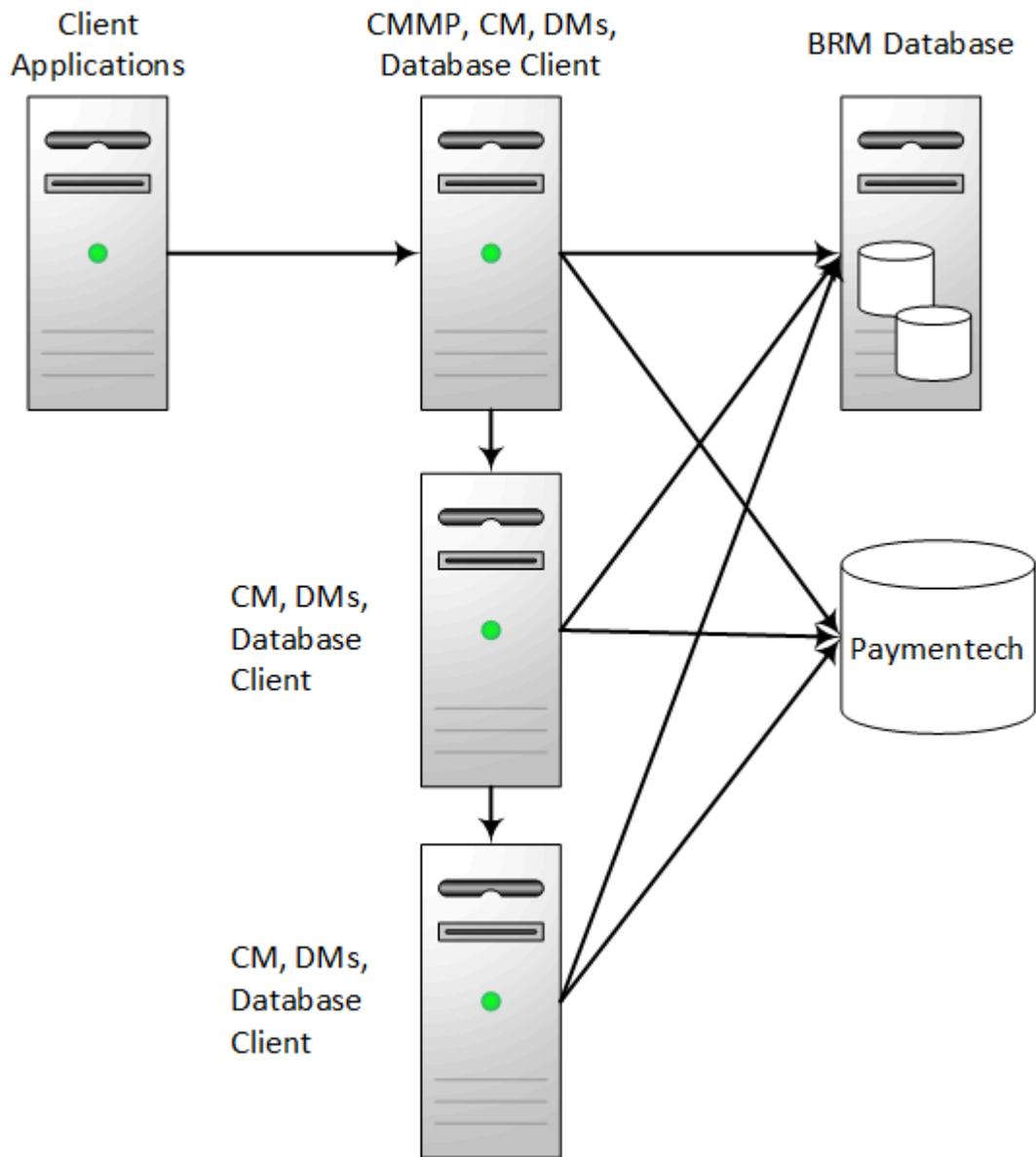
Figure 1-3 Minimum Level of Distributed Components



Mid-Size Production System

Figure 1-4 shows a typical mid-size production system that uses multiple machines for the CM and DM. A CMMP is added to route connections from the client applications to the different CMs.

Figure 1-4 Mid-Size Production System Distributed Components



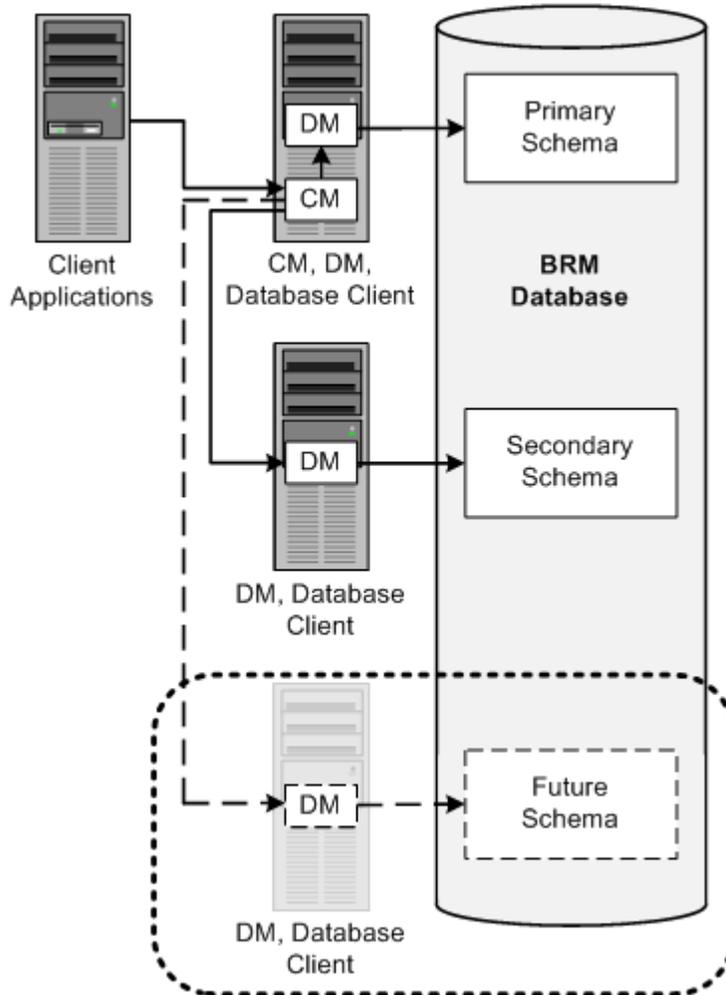
A High-Availability Production System

To create a high-availability system, you must install and configure *at least* two instances of each component and then connect each instance to all instances of the component's server-side peer. This ensures that if one instance of a component fails, another one is available to process data.

A BRM Multischema Production System

Although BRM works well with a single database schema for BRM data, you can improve scalability and support load balancing by distributing BRM data among multiple schemas as shown in [Figure 1-5](#).

Figure 1-5 BRM Multischema Production System



Designing the Optimal Multischema System

To optimize the benefits of a multischema system, you must decide the following when designing your multischema system:

- How to split BRM applications among multiple schemas
- How to split subscriber data among multiple schemas

To reduce contention at the primary database schema, Oracle recommends the following:

- Set every application to connect to the primary schema.

 **Note:**

Any application or utility that directly changes the configuration data, such as PDC, and Developer Center, must be connected to the primary schema.

- Distribute accounts among the secondary schemas.

In this configuration, all accounts and associated data are stored in the secondary schemas. Configuration, pricing, audit trail, and uniqueness data is stored and updated in the primary schema and then made available to the secondary schemas.

If the primary schema goes down, you can still access accounts in the secondary schemas. However, to ensure data integrity, you cannot make updates to the primary schema when it is down.

Assigning Accounts to a Database Schema

To set up account distribution for your multischema system, you must first understand that the Multidatabase Manager assigns accounts to a particular database schema based on account hierarchy, schema status, and schema priority.

Account Hierarchy

The Multidatabase Manager stores data as follows:

- All nonpaying child bill units (**/billinfo** objects) in the same schema as the accounts that own their paying parent bill units
- All sponsored accounts in the same schema as their sponsor group
- All accounts associated with a device in the same schema as the device

Therefore, the Multidatabase Manager assigns a child account to the same schema as the parent account, even if the schema has a status of closed or unavailable.

Database Schema Status

Database schemas are either open, closed, or unavailable. Open schemas are always available for account creation. At installation time, only the primary schema is set to open.

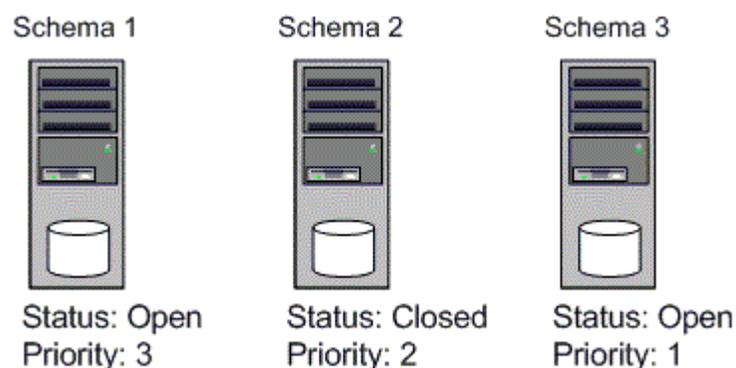
Closed schemas are not used for account creation under most circumstances. Accounts are created in a closed schema only if the account's parent, branded, or sponsoring account belongs to that schema or if all schemas are closed. If all schemas are closed, the Multidatabase Manager chooses a closed schema at random in which to create accounts and continues to create accounts in that schema until a schema becomes open. A schema's status can be manually changed to closed to limit the number of accounts created in the schema, or it can be automatically changed by the Multidatabase Manager when the schema reaches a predefined maximum limit.

Unavailable schemas are not used for account creation unless the schema contains the account's parent, sponsoring, or branded account. You can change a schema's status to unavailable at any time to suit your system requirements. You might do this, for example, to prevent accounts from being created in the primary schema.

For information on how to set the schema status, see "Setting Database Schema Status" in *BRM System Administrator's Guide*.

Database Schema Priority

Database schema priority determines when customer accounts are created on a particular schema relative to other schemas. The Multidatabase Manager assigns accounts to an open schema with the highest priority number. In the example shown in [Figure 1-6](#), the Multidatabase Manager assigns accounts to schema 3 because it has the highest priority number of all open schemas.

Figure 1-6 Multischema Account Creation Based on Status and Priority

If all schemas have the same priority, the Multidatabase Manager chooses an open schema at random each time it assigns an account. This distributes accounts evenly across all schemas.

For information on how to set the schema priority, see "Setting Database Schema Priorities" in *BRM System Administrator's Guide*.

Installation Overview

The BRM system uses a four-tier architecture. To set up this system, you must ensure that each component of the architecture connects to the other components. This section provides a high-level breakdown of the four-tier installation process.

Note:

This section provides guidance only on configuring the components of a BRM system. It does not discuss processes documented for the Oracle database.

To complete your four-tier BRM installation, follow these general steps:

1. Plan your installation. When planning your installation, you do the following:
 - Determine the scale of your implementation, for example, a small test system or a large production system.
 - Determine how many physical machines you need, and which software components to install on each machine.
 - Plan the system topology, for example, how the system components connect to each other over the network.
2. Review system requirements. System requirements include:
 - Hardware requirements, such as disk space
 - System software requirements, such as operating system versions
 - Information requirements, such as IP addresses and host namesSee "[Overview of Hardware and Software Requirements](#)".
3. Install and configure your database.

See "Installing and Configuring the Oracle Database".

4. Install and configure the BRM software.

See "Installing BRM".

5. Install the BRM client applications.

See "Installing BRM Thick Clients".

6. Tune the BRM software for optimal performance.

See "Improving BRM Performance" in *BRM System Administrator's Guide* and "Database Configuration and Tuning".

Installing and Configuring a Localized Version of BRM

For general information about using a localized version of BRM, see "Using BRM in International Markets" in *BRM Developer's Guide*.

Selecting the Database Character Encoding

For new BRM installations, use the appropriate database character sets when setting up your database.

For Oracle, select AL32UTF8 for the standard character set and for the national character set.

 **Note:**

BRM 12.0 supports **AL32UTF8** as its default character set. It also continues to support the **UTF8** character set for backward compatibility. The unicode character set **AL32UTF8** is recommended for all new BRM 12.0 deployments.

2

Database Configuration and Tuning

Learn about guidelines for configuring your Oracle Communications Billing and Revenue Management (BRM) database.

Topics in this document:

- [Generic Database Configuration](#)
- [Configuring Oracle Databases](#)
- [Maintaining a BRM Database](#)

Generic Database Configuration

The basic tasks involved in creating a BRM database are the following:

- [Selecting the Storage Device Type](#)
- [Estimating the Database Size](#)
- [Assigning Disks for the Operating System and for BRM](#)
- [Assigning Storage for Log Files, Rollback Segments, and Temporary Storage](#)
- [Selecting the Storage Model](#)
- [Creating Tablespace Storage](#)
- [Mapping Tablespaces to Logical Devices](#)
- [Creating Tablespaces](#)
- [Running Configuration Scripts to Create the BRM Database](#)

Selecting the Storage Device Type

Databases can be stored in raw devices (partitions) or files. Raw devices provide the best performance for most workloads, but file systems are easier to administer because of the availability of system administration utilities. However, depending on your system, the performance when using files can be almost equal to the performance when using raw partitions. For example, this is true of some disk arrays that are available.

In general, databases are stored in raw partitions on large systems.

Estimating the Database Size

The objects that require the most storage space in a default BRM installation are accounts, bills, and events. The tables that correspond to these objects are also the ones with the most activity:

- ACCOUNT_T
- ACCOUNT_BALANCE_T
- ACCOUNT_NAMEINFO_T

- PURCHASED_PRODUCTS_T
- BILL_T
- EVENT_T
- EVENT_TOTAL_T
- EVENT_BAL_IMPACTS_T
- ITEM_T

Service objects also require a lot of storage:

- SERVICE_T

Your customizations might create additional large tables. For example, if you store a lot of account profile data, you must account for data in the ACCOUNT_PROFILES_T table.

Your estimate should not include space gained by archiving.

It takes about 17 to 18 GB of disk space for one million accounts. Activities such as billing, invoicing, and rating result in the most disk space used.

International Version Sizing Considerations

English databases store VARCHARs as one byte per character. Localized versions of BRM can store these strings in AL32UTF8 or UTF8 format. BRM 12.0 uses the AL32UTF8 character set. Character strings such as names, addresses, descriptions, and notes that can be manipulated by BRM GUI tools can vary in size. To size the database, you must determine roughly what percentage of the database consists of strings that can vary in size.

Assigning Disks for the Operating System and for BRM

Allocate separate disks for the BRM software, operating system, and operating system SWAP space. These disks should not be used for any other purpose.

Assigning Storage for Log Files, Rollback Segments, and Temporary Storage

Use separate disks for redo log files, rollback segments, and temporary space. Do not use the disks for any other purpose.

The redo, rollback, and temporary storage database objects are not created or modified by the BRM configuration scripts. Use a separate script to create these objects.

To determine the amount of storage that is used for redo logs, rollback segments, and temporary space, use the following guidelines.

Assigning Storage for Redo Log Files

The redo log files are the most heavily used objects in the database system. You usually create two redo logs.

The redo log files should be large enough to avoid excessive switching between log files. Each switch triggers a checkpoint, which slows performance. For most implementations, the size of each redo log file should be 1 to 5 GB.

If you are not using database archiving, you can put both redo logs on one disk. If you are using archiving, you should use at least two redo logs, on separate disks. When archiving, the

redo log files should be large enough to enable each redo log file to be fully archived before it has to be active. You can increase the number of redo log files to allow enough space for archiving.

Assigning Storage for Rollback Segments

Rollback segments are the second-most used objects in Oracle databases. All rollback segments can be in a single tablespace. The number of rollback segments should be approximately equal to the number of Data Manager (DM) back ends.

To prevent the growing and shrinking of rollback statements, use the following declaration:

```
SQL> init 256K next 256K minextents 20 optimal 5120K
```

Assigning Storage for Temporary Storage

Temporary storage should be three to four times the size of the largest table (usually `EVENT_T`). In most cases, 1 GB is enough, since simulation programs and BRM do not sort this table.



Note:

By default, temporary storage is **TEMP**.

Selecting the Storage Model

Choose a storage model based on the total size of your database, which you can determine by summing your data, index, rollback, and temporary tablespaces.

- Use **Test** for test or demonstration databases smaller than 700 MB.
- Use **Small** for test or demonstration databases smaller than 1.5 GB.
- Use **Medium** for databases smaller than 30 GB.
- Use **Large** for databases larger than 30 GB.

You can set the storage option during installation. See "[Installing BRM](#)".

During installation, BRM tables are created using one of the storage models. Therefore, the default storage clause is not used at installation. (The default storage clause specifies the storage parameters to use if no storage clause is provided.) However, if you create custom tables, you must specify a storage clause, or else the default storage clause is used.

Creating Tablespace Storage

Tablespace storage is created from physical disks, however, the unit of storage assigned to a tablespace is a logical device (also called a logical drive or volume). A logical device can be an entire disk, a set of disks, or part of a disk.

You usually use a volume manager, a hardware-specific utility, or a hardware-level RAID manager to create logical devices. (Use either a volume manager or a RAID manager, but not both.) A disadvantage with using a RAID solution is the lack of controller redundancy.

There are various types of logical devices, for example, striped (RAID0), RAID1, and RAID5. Which one you choose depends on requirements for performance, availability, and price:

- RAID0 has the best performance and price, but provides no fault tolerance.
- RAID1 and RAID5 provide increased availability, but with reduced performance, especially for write operations.
- RAID0+1 provides the performance advantage of striping, and the availability of mirroring. However, the cost is higher because you use twice as much disk space.

Before determining the number of tablespaces and how to assign them to logical devices, determine the number of available logical devices.

The number of logical devices that can be created on a UNIX system depends on the number and size of stripes used to construct each logical device. Each logical device is normally constructed from several 32 KB or 64 KB stripes made over four to seven physical disks using a volume manager. Each logical device consists of multiple stripes over the same set of disks. One or more logical devices can be created on one set of disks. Fewer than four disks might be used in small- or medium-sized databases.

For best performance:

- Assign all logical devices created over the same set of disks to the same tablespace.
- Each logical device should be on independent disks and controller, usually 6 to 14 disks per controller. Only three or four disks per tablespace would still be a good configuration.

Indexes occupy approximately one third of the space required by the database. A good initial size for a tablespace is 2 GB. Logical devices can then be added in 2 GB or larger increments. Logical devices smaller than 2 GB can lead to reduced performance due to maintenance overhead, although they may be required in smaller databases where the number of available disks is limited. The ability to create logical devices larger than 2 GB depends on disk size and number of disks.

If possible, create very large (10 GB) initial tablespaces instead of small (less than 2 GB) tablespaces. Use the Tables Sheet and Indexes Sheet to determine the size of these initial tablespaces.

From the **pin_tables.values** file, determine which tables map to which tablespaces. Then sum the storage required for the tablespace. This can be done for the larger tables and tablespaces. The smaller tablespaces do not need more than a few Gigabytes for their initial storage. See "[Tablespace Priorities](#)".

The size of the database, in turn, determines the minimum number of disks required for the database. Remember to consider disk space required for other purposes, for example, the operating system, BRM, log files, temporary storage, and swap files.

You should have enough disks to avoid performance bottlenecks. In addition, you can increase performance by spreading the most-used tables over multiple disks.

 **Note:**

You can add disks and logical devices at any time after BRM has been installed.

After determining the number of disks available for the database, divide the tablespaces among those disks.

Half the remaining space will be used for mirroring. Put mirrors on different disks than their corresponding tables and indexes. The number of mirror logical devices will be equal, in number and size, to their corresponding table and index logical devices.

After allocating disk space for mirrors, divide the remaining disk space using the ratio of 2:1 between tables and indexes. That is, two-thirds of the space will be used for table logical devices and one-third of the space will be used for index logical devices.



Note:

The logical devices may not be the same size, because some tablespaces will be more active than others. See "[Tablespace Priorities](#)".

Create the logical devices over the remaining physical disks using the above guidelines. The next step is mapping tablespaces to logical devices.

Mapping Tablespaces to Logical Devices

Logical-to-physical table and index mapping is defined in the *BRM_home/setup/scripts/pin_tables.values* file. This file lists 36 logical tablespaces for indexes and 36 logical tablespaces for data.

In the default BRM installation, all 72 BRM logical tablespaces map to two separate physical tablespaces: one for all the tables (`$PIN_CONF_DM_DB_TABLES_GROUP`) and one for all the indexes (`$PIN_CONF_DM_DB_INDEX_GROUP`). When you install BRM, the physical tablespace names PIN00 and PINX00 are substituted for the configuration variable names in the file.

The default logical-to-physical tablespace mappings defined in the `pin_tables.values` file are:

Default Tablespaces for Data

```
$PIN_CONF_TBSLSPACE0="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE1="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE2="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE3="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE4="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE5="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE6="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE7="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE8="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE9="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE10="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE11="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE12="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE13="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE14="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE15="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE16="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE17="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE18="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE19="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE20="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE21="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE22="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE23="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE24="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE25="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE26="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBSLSPACE27="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
```

```
$PIN_CONF_TBLSPACE28="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE29="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE30="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE31="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE32="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE33="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE34="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE35="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE36="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
```

Default Tablespaces for Indexes



Note:

You can customize the tablespaces to improve performance.

```
$PIN_CONF_TBLSPACEX0="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX1="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX2="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX3="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX4="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX5="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX6="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX7="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX8="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX9="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX10="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX11="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX12="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX13="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX14="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX15="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX16="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX17="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX18="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX19="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX20="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX21="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX22="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX23="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX24="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX25="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX26="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX27="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX28="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX29="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX30="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX31="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX32="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX33="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX34="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX35="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACEX36="$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
```

To map logical and physical devices, you modify the entries in the right-hand column. You can edit the file before or after creating the logical devices, however, you must create logical and

physical tablespaces before running the **pin_setup** script that uses the values in the **pin_tables.values** file.

Tablespace Priorities

BRM tablespaces are ranked according to highest level of activity. [Table 2-1](#) shows the default priority.

Table 2-1 Tablespace Priorities

Priority	Table	Index
1	tablespace5	tablespacex15
2	tablespace0	tablespacex14
3	tablespace15	tablespacex1
4	tablespace1	tablespacex0
5	tablespace6	tablespacex7
6	tablespace2	tablespacex11
7	tablespace3	tablespacex5
8	tablespace7	tablespacex12
9	tablespace4	tablespacex9
10	tablespace8	tablespacex6
11	tablespace14	tablespacex13
12	tablespace13	tablespacex2
13	tablespace12	tablespacex3
14	tablespace10	tablespacex10
15	tablespace11	tablespacex4
16	tablespace9	tablespacex8

In most cases you should not change table to tablespace mappings. Instead, change the tablespace priorities, the number of logical priorities, or both. Your goal should be to maintain the best performance based on your customizations and customer usage patterns.

To change table-to-tablespace mapping, use the same tablespace for tables whose sizes are a function of different parameters. In this way, tables grow at different rates, resulting in more efficient space allocation within one tablespace. If tablespaces are not large enough, they fill up and an error is returned to BRM. This usually happens with the event tables first.

For best results, 36 tablespaces have been provided for data and another 36 tablespaces for indexes in the **pin_tables.values** file. Depending on your installation size, available hardware, and the functionality you are implementing, such as using the Rated Event (RE) Loader, some or all of these tablespaces might be used for database. BRM recommends the use of at least 18 tablespaces for data and another 16 for indexes.

Note:

If you are using RE Loader, you may need additional tablespaces for related tables.

If there are fewer than 72 logical devices, you can choose your own method to map the logical tablespaces to the smaller number of physical tablespaces. For example, you can allocate a few physical tablespaces to the highest-priority logical tablespaces, and allocate the remaining logical tablespaces using round-robin. Or, you can simply map all tablespaces using round-robin.

For example, assume that you have 6 logical devices for tables, and 4 logical devices for indexes. These 10 logical devices are mapped to 10 physical tablespaces. The two highest priority tablespaces are mapped to their own physical tablespaces, using the priorities defined in the priority table. The remaining 30 logical tablespaces are then mapped to the remaining tablespaces using round-robin. To do this, first assign the physical tablespace to the physical tablespace configuration variable:

```
#=====
# default tablespace or filegroup names
#=====
$PIN_CONF_DM_DB_TABLES_GROUP = "pin00";
$PIN_CONF_DM_DB_TABLES_GROUP1 = "pin01";
$PIN_CONF_DM_DB_TABLES_GROUP2 = "pin02";
$PIN_CONF_DM_DB_TABLES_GROUP3 = "pin03";
$PIN_CONF_DM_DB_TABLES_GROUP4 = "pin04";
$PIN_CONF_DM_DB_TABLES_GROUP5 = "pin05";
$PIN_CONF_DM_DB_INDEX_GROUP = "pinx00";
$PIN_CONF_DM_DB_INDEX_GROUP1 = "pinx01"
$PIN_CONF_DM_DB_INDEX_GROUP2 = "pinx02"
$PIN_CONF_DM_DB_INDEX_GROUP3 = "pinx03"
```

Then change the default logical tablespace to physical tablespace mapping as follows, using the priority table:

For Data:

```
$PIN_CONF_TBLSPACE0 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP1";
$PIN_CONF_TBLSPACE1 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP3";
$PIN_CONF_TBLSPACE2 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP5";
$PIN_CONF_TBLSPACE3 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP2";
$PIN_CONF_TBLSPACE4 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP4";
$PIN_CONF_TBLSPACE5 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP";
$PIN_CONF_TBLSPACE6 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP4";
$PIN_CONF_TBLSPACE7 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP3";
$PIN_CONF_TBLSPACE8 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP5";
$PIN_CONF_TBLSPACE9 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP3";
$PIN_CONF_TBLSPACE10 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP5";
$PIN_CONF_TBLSPACE11 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP2";
$PIN_CONF_TBLSPACE12 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP4";
$PIN_CONF_TBLSPACE13 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP3";
$PIN_CONF_TBLSPACE14 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP2";
$PIN_CONF_TBLSPACE15 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_TABLES_GROUP2";
...
...
```

For Indexes:

```
$PIN_CONF_TBLSPACEX0 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP3";
$PIN_CONF_TBLSPACEX1 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP2";
$PIN_CONF_TBLSPACEX2 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP3";
$PIN_CONF_TBLSPACEX3 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACEX4 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP2";
$PIN_CONF_TBLSPACEX5 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP2";
```

```
$PIN_CONF_TBLSPACE6 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP1";
$PIN_CONF_TBLSPACE7 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACE8 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP3";
$PIN_CONF_TBLSPACE9 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
$PIN_CONF_TBLSPACE10 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP1";
$PIN_CONF_TBLSPACE11 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP1";
$PIN_CONF_TBLSPACE12 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP3";
$PIN_CONF_TBLSPACE13 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP2";
$PIN_CONF_TBLSPACE14 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP1";
$PIN_CONF_TBLSPACE15 = "$PIN_CONF_TABLESPACE_ID $PIN_CONF_DM_DB_INDEX_GROUP";
...
...
```

The details on changing configuration variables in the configuration scripts can be found in the comments in those scripts.

In test installations, where the total number of disks is constrained on the database server, it is often easier to configure a single tablespace or file group for data (PIN00) and one for indexes (PINX00). For example, if a database system has 12 physical drives available for data and indexes, you could configure the database as follows:

- Create 3 logical volumes (E:, F:, G:) of 4 striped drives
- Create the data tablespace PIN00 using a data file on E: and F:
- Create the index tablespace PINX00 using a data file on G:
- Map all the \$PIN_CONF_TBLSPACE* entries to PIN00 and all the \$PIN_CONF_TBLSPACEX* entries to PINX00

Since there are not enough disks to practically separate tablespaces into distinct logical volumes, it makes sense from a performance perspective to manage just 2 tablespaces. This way the operating system will manage the underlying parallel I/O operations.

Be sure to assign custom tables (new tables created for new objects that are not part of the default BRM installation) to explicit tablespaces. These can be new tablespaces that you create or existing ones. If you do not make a tablespace assignment for these tables, the new tables will go into a default tablespace which may cause performance or storage problems as the new tables grow or are accessed.

Creating Tablespaces

Create the actual tablespaces before running the **pin_setup** configuration script since they require existing tablespaces. Only the two default tablespaces must be created if you have not edited the **pin_tables.values** file to assign tables to nondefault tablespaces.

Running Configuration Scripts to Create the BRM Database

See "[Installing and Configuring the Oracle Database](#)" for information about creating the BRM database.

Configuring Oracle Databases

For information about configuring the Oracle database, see the Oracle documentation. To increase performance, experiment with database configuration options (for example, increase the number of processes, rollbacks, shared pool size, index space, shared memory, and buffers).

Examine the **init.ora** parameters in TPC-C full disclosure reports for your hardware platform. Compare those parameters with your installation. Understand why the examples might be different than your values, and experiment with different values.

Table 2-2 provides guidelines for some Oracle and operating system configuration options.

Table 2-2 Configuration Options for Operating Systems

Configuration Options	Guidelines
_b_tree_bitmap_plans	Set to FALSE for all BRM system configurations. This improves BRM database performance.
disk_async_io	Set to TRUE to enable asynchronous database updates. Using async I/O means that you only have one dbwriter process.
block size	Use a minimum 8KB block size for the database.
cursor_space_for_time	Set to TRUE to increase performance, although this uses slightly more disk space in the SGA.
db_block_buffers shared_pool_size	<p>In general, the size of the SGA should be less than or equal to one-half of real memory. The two major components of the SGA are shared_pool_size and db_block_buffers. In other words, the SGA in bytes is roughly equal to (shared_pool_size + (db_block_buffers * db_block_size)).</p> <p>Set the shared_pool_size to approximately 10 to 12 MB. On larger systems, you can set it to be twice as large. To find the optimal value for db_block_buffers, divide the size of available shared memory minus shared_pool_size by db_block_size.</p> <p>The amount of RAM available on the database server sets an upper bound on the size of the SGA. The SGA should be roughly one-half the available RAM. SGAs can be up to 2 GB for large installations. The number of buffers (db_block_buffers) can be up to approximately 300000 on large installations.</p> <p>Sample value setting for the db_block_buffers parameter: 340000.</p> <p>Sample value setting for the shared_pool_size parameter: 30000000.</p>
db_writer_processes	You can improve I/O performance by increasing the number of DB writer processes from the default, single process. Setting db_writer_processes between 5 and 10 (for the largest systems) can improve I/O throughput. If db_writer_processes is set, dbwr_io_slaves must not be specified.
DML locks	Use 5000 for DML locks for very heavy workloads. Sample value setting for the dml_locks parameter: 5000 .
freelist and pctfree	Consider creating tablespaces with additional room for inserting. The storage parameters are pctfree and freelist . Although using freelists requires more disk and memory, insert speed is greatly enhanced. The default is 1. The most active tables should be in tablespaces with at least 10 – 20 freelists, depending on the size of the installation.
log_buffer	Set the log_buffer option to approximately 2 MB. Sample value setting for the log_buffer parameter: 2621440 .
log_checkpoint_interval	Make the log_checkpoint_interval higher for performance and lower for recoverability. The log_checkpoint_interval should be set to 3600 for small workloads. A much larger number should be used for large configurations. The performance impact for checkpointing can be up to 20%.
logfile	Set the size of the logfile parameter to be between 1 and 5 GB for better performance. Configure at least two log groups and put them on the fastest disks in the system.

Table 2-2 (Cont.) Configuration Options for Operating Systems

Configuration Options	Guidelines
open_cursors	<p>A minimum number for open_cursors is 1080. There is no penalty, however, for having this parameter set to a high value.</p> <p>Set open_cursors to match the value of the stmt_cache_entries entry in the DM Oracle configuration (pin.conf) file. If using a statement cache size of 1080, for example, the stmt_cache_entries entry appears as follows in the DM pin.conf file:</p> <pre>- dm stmt_cache_entries -1080</pre> <p>The statement-handle caching performance feature requires a large number of open_cursors. Increase the open_cursors parameter to 4192 by adding the following line to the initSID.ora file.</p> <pre>open_cursors = 4192 (minimum value: statement cache size + number of dm_backends)</pre>
rollback segments	The ratio of shadow processes to rollback segments should be approximately the same. For example, if you use 142 shadow processes, you should create approximately 142 rollback segments. The number of shadow processes is the same as the number of DM back end processes. Because of the way BRM can multiplex client requests in the DMs, the client load on the database is usually under or close to 100, even on large installations.
session_cached_cursors	Set the session_cached_cursors option to a nonzero value to enable the database to maintain cursors used in the repeated parsing of SQL statements. Use 150 as a starting point.
shared pool size	Shared pool size should be close to 10000000 for high hit ratios. Twice this can be used on large installations.
db_files	Sample value setting for the db_files parameter: 300 to 1020 .
max_rollback_segments	Sample value setting for the max_rollback_segments parameter: 200 .
processes	Sample value setting for the processes parameter: 320 .
db_block_size	Sample value setting for the db_block_size parameter: 4096 .

The **shared_pool_size** is not the size of available shared memory. The SGA mainly consists of two pools (**shared_pool_size** and **db_block_buffers**) whose combined size is roughly the size of the SGA. The size of shared memory should be bigger than the result of the following formula:

$$\text{shared_pool_size} + (\text{db_block_buffer} * \text{db_block_size})$$

Example of a Large-Scale Oracle Installation

Table 2-3 shows the tablespace mapping to physical array groups for a large-scale Oracle installation.

Table 2-3 Tablespace mapping to physical array groups

Tablespace Name	Array Group (LUN)	Storage Size
PIN05	\$c0d1	20G
PIN00	\$c1d2	20G
PIN15	\$c2d1	20G
PIN01	\$c3d1	20G

Table 2-3 (Cont.) Tablespace mapping to physical array groups

Tablespace Name	Array Group (LUN)	Storage Size
PIN06	\$c0d3	15G
PIN02	\$c1d4	15G
PIN03	\$c2d3	15G
PIN07	\$c3d3	15G
PIN04	\$c0d5	15G
PIN08	\$c1d6	15G
PIN14	\$c2d5	15G
PIN13	\$c3d5	15G
PIN12	\$c0d7	15G
PIN10	\$c1d8	15G
PIN11	\$c2d7	15G
PIN09	\$c3d7	15G
PINX15	\$c0d9	10G
PINX14	\$c1d10	10G
PINX01	\$c2d9	10G
PINX00	\$c3d9	10G
PINX07	\$c0d11	10G
PINX11	\$c1d12	10G
PINX05	\$c2d11	10G
PINX12	\$c3d11	10G
PINX09	\$c0d13	10G
PINX06	\$c1d14	10G
PINX13	\$c2d13	10G
PINX02	\$c3d13	10G
PINX03	\$c0d15	10G
PINX10	\$c1d0	10G
PINX04	\$c2d15	10G
PINX08	\$c3d15	10G
RBS00	\$c4d0	10G
RBS01	\$c4d2	10G
REDO_LOGS1	\$c5d0 10G	NA
REDO_LOGS2	\$c5d2 10G	NA
SYSTEM	\$c5d4	1G
TEMP	\$c5d6	10G

Using Rule-Based Optimization versus Cost-Based Optimization

If you have *not* partitioned any tables in your BRM database, you can use rule-based optimization or cost-based optimization. If you have partitioned tables, you can use only cost-based optimization.

BRM indexes are designed to work best when you use rule-based optimization. To specify rule-based optimization, enter this line in the **init.ora** initialization file:

```
OPTIMIZER_RULE=RULE
```

The alternative to using rule-based optimization is using CHOOSE optimization. This is the default optimization method. It requires some initialization and maintenance to achieve consistently high performance.

Setting `OPTIMIZER_RULE=CHOOSE` in the **init.ora** file forces Oracle to use a cost-based optimization algorithm when tables in the query have statistics and the rule-based optimization when they do not. Cost-based optimization uses the actual relationship between data. To support cost-based optimization (which can be enabled by specifying HINTs in the query or running `ANALYZE` on a table), statistics must be updated by analyzing the actual data in the tables. This operation can take a long time on large tables, such as event tables. Cost-based optimization is used when an SQL statement accesses partitioned tables or indexes; rule-based optimization is not available for partitioned tables and indexes.

In addition, using `ANALYZE` requires table statistics to be periodically updated. Unless this occurs, the optimizer can choose a poorly performing access path, even though an index exists. In other words, the optimizer could actually skip an index if statistics are not updated

 **Note:**

After `ANALYZE` has been run on a table or set of tables, cost-based optimization is used. If the statistics are not kept up to date, the optimizer may not choose the best access plan and performance will be impacted.

About Oracle Parallel Server

Oracle Parallel Server (OPS) is a version of Oracle that runs on a cluster. A single database is accessed through multiple host systems, each of which is running its own instance of Oracle. This configuration can be used for high availability or performance. This configuration is not necessarily the best configuration for high availability because other solutions based on a cluster and a single Oracle instance are easier to install and administer. With strong DBA expertise, however, OPS might be an option. If OPS is used, single active instance (primary node/backup node) mode is recommend.

From a performance standpoint, an OPS configuration is not recommended for BRM installations where write workloads predominate. An OPS installation can get much better performance than a single instance on read-only or read-mostly workloads such as basic authentication and authorization or basic customer service representative (CSR) operations. However, performance for write workloads, like event processing, is only slightly better than it is on a single instance. For increased performance and scalability, consider using a multischema system. See "[A BRM Multischema Production System](#)".

About Using Virtual Columns

Oracle Database 11g, by default, supports virtual columns (columns whose values are defined by an expression, are computed when you query the data, and are not physically stored in the database). You can use virtual columns in the BRM database if you have Oracle Database 11g (or later).

Implementations of BRM have shown that a high percentage of the BRM database storage space can be used by the event tables. BRM can use virtual columns in a way that results in space savings for event records. To enable virtual columns in the BRM database, you convert event storable classes (**levent** and its subclasses) in the BRM schema. The savings in database storage applies to event data that the system creates *after* the virtual columns are generated (not to existing event data). Virtual column functionality is transparent to BRM.

For information about virtual columns in general, see the Oracle Database documentation.

For information about generating virtual columns on BRM event tables, see "Generating Virtual Columns on Event Tables" in *BRM System Administrator's Guide*.

Maintaining a BRM Database

You monitor and maintain the BRM database with standard database tools. For example, you can set up your database software to generate log files. For more information, see the documentation for your database software.

You can also use the **sar** utility to monitor performance.



Note:

Do not use SQL statements to insert, delete, or update BRM tables or objects. Always use the Portal Communications Module (PCM) interface, which guarantees the integrity of the BRM database.

For information about managing a multischema system, see "Managing a Multischema System" in *BRM System Administrator's Guide*.

Maintaining the Connection to the Database

If the connection to the database fails, BRM automatically attempts to reconnect using the database name listed in the DM configuration file. If BRM can reestablish the connection, BRM generally restarts the operation. If BRM is in the middle of a transaction, BRM reports a **PIN_ERR_STORAGE** error in the DM log file. If BRM cannot reestablish the connection, it reports a **PIN_ERR_STORAGE_DISCONNECT** error.

If BRM is running on an OPS to increase fault tolerance, the OPS database appears to a DM to be multiple logical databases, each with a different host name or SID. For the DM to be able to reconnect to a surviving host after a failure of one host, you must configure the DM to look for all hosts in an OPS system:

1. Open the DM configuration file (*BRM_home/sys/dm_oracle/pin.conf*).
2. For each host in the OPS system, add an **sm_database** configuration entry below the existing entry.

See the guidelines for that entry in the configuration file.

3. Stop and restart the DM.

The DM looks for OPS hosts in the order in which they appear in the configuration file.

For more information about failure recovery, see "Four-Tier Architecture and Failure Recovery" in *BRM Concepts*.

Scheduling Backups

You should back up the database every night. You can choose a backup solution from your database manufacturer or from a third party.

To keep your database always running, ready to respond to online events, use the database online backup utilities for routine backups.

You should also back up your system files (programs, scripts, source code, and documentation) and your data files and keep the backups in a secure, offsite location. To be safe, you should keep at least three iterations of your system backups and at least one month's worth of daily backups. Storage media are usually less expensive than customer problems.

Verify the data and system backup files to ensure that you can recover the data. At times, this secondary system can also serve as a fully functional test system. If BRM releases a patch that can significantly affect your installation, it is important to try it on a test system before installing it in your production system.

 **Note:**

The only way to verify the data and system backup files is to restore them to another location to ensure that there are no errors in reading, writing, or formatting.

Monitoring Database Space

Before you installed BRM, you set up your database based on estimates of the size of tables for your business activity. The planning process also included forecasts of how fast the tables would grow. You should monitor the growth of tables not only to ensure you maintain enough space on your system, but also to check for unexpected growth that would indicate some problem.

On a typical production system, you should check tables monthly. As part of this audit, you should match rows in each of the tables against the expected rows. If you spot discrepancies, checking the individual tables shows where the unexpected growth is coming from. For a list of the BRM tables, see "Storable Class-to-SQL Mapping" in *BRM Developer's Reference*.

If you have a multischema system, you can use growth information to revise your scheme for distributing accounts among your various schemas. See "Setting Database Schema Priorities" in *BRM System Administrator's Guide*.

Monitoring Oracle Tablespace Usage

You should monitor the growth of tables so that you can add more extents or data files before the tablespaces are filled. For information about adding data files to tablespaces, you should make a quick check of the free space remaining in the tablespaces. For example, you can use this SQL command:

```
SQL> select * from user_free_space;
```

This command produces data about the available blocks and bytes for each tablespace. Your database administrator should provide a maximum value. If a tablespace grows past that maximum, you (or an automated script) should notify the database administrator for remedial action.

Monitoring SQL Statements

You can collect debugging information by gathering the SQL statements generated by **dm_oracle** processes. The statements appear in the DM log file, and not the DM **pinlog** file.

To get the SQL statements for a specific operation or sequence of events:

1. In the environment from which **dm_oracle** will be started, set the environment variable **DM_DEBUG3** to **0xFFFF003F**.

Using the c-shell (**cs**):

```
setenv DM_DEBUG3 0xFFFF003F
```

Using the korn shell (**sh/ksh**):

```
DM_DEBUG3=0xFFFF003F  
export DM_DEBUG3
```

2. Clear the old log file.
3. Start the Oracle DM.
4. Run the DM operation you are debugging to generate SQL statements.
5. Stop the Oracle DM.
6. Use the **grep** command on the Oracle DM log file for the "SQL_STMT" string.
7. Unset the **DM_DEBUG3** environment variable. Otherwise, subsequent DM operations will generate huge log files.

Using the c-shell (**cs**):

```
unsetenv DM_DEBUG3
```

Using the korn shell (**sh/ksh**):

```
unset DM_DEBUG3
```

Rebuilding Indexes

The structure of indexes influences the speed at which BRM can find records in the database. While you are using BRM in a production environment, especially when there is intensive inserting in the database, these indexes can become unbalanced, impeding access to BRM records. For best efficiency, rebuild the indexes frequently. For example, if you have a heavily used production system, you might want to rebuild the indexes weekly.

Note:

Do *not* delete any of the standard BRM indexes without first consulting Oracle. Removing an index can lead to serious performance problems. Also, do *not* delete or change any of the standard stored procedures. Otherwise, the DM might malfunction.

3

System Requirements

Learn about the hardware and software requirements for an Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- [Overview of Hardware and Software Requirements](#)
- [About Network Performance](#)
- [About Oracle Exalogic and Oracle Exadata](#)
- [Additional Requirements](#)
- [Information Requirements for BRM Installation](#)



Note:

Before you configure your system, see "Improving BRM Performance" in *BRM System Administrator's Guide* and "[Database Configuration and Tuning](#)". These documents contain information about configuring hardware and software for optimal performance with BRM. They also contain a detailed description of memory configuration for the Connection Manager (CM) and Data Manager (DM) on all platforms.

Overview of Hardware and Software Requirements

Running BRM requires the following:

- A compatible operating system.
See "[Operating System Requirements](#)".
- Available disk space.
See "[Disk Space Requirements](#)".
- Database software.
See "[Database Requirements](#)".
- Network connections.
See "[Network Requirements](#)".

Operating System Requirements

The BRM software is available for the Linux and Solaris operating systems. To determine which versions of each operating system are currently supported by BRM, see "BRM Software Compatibility" in *BRM Compatibility Matrix*.



Note:

On Solaris operating systems, BRM requires the Forte compiler with the appropriate operating system patches. For the list of patches you must install, see

<https://docs.oracle.com/cd/E19683-01/806-5195/6je7ls07i/index.html>

About Critical Patch Updates

Install all Critical Patch Updates as soon as possible. To download Critical Patch Updates, find out about security alerts, and enable email notifications about Critical Patch Updates, see "Critical Patch Updates, Security Alerts and Bulletins" on the Oracle website.

Disk Space Requirements

Table 3-1 shows disk space requirements for the BRM server processes:

Table 3-1 Server Disk Space Requirements

BRM System Component	Required Disk Space
BRM server	300 MB
BRM database	2 to 5 GB per 10,000 customers per year. Note: This requirement varies greatly with the number of accounts and the amount of activity.

For information on determining your database requirements, see "Database Configuration and Tuning".

Hardware Guidelines

- Use large disk controller RAM size.
- Maximize the processor cache size on the database and DM servers. For best performance, use caches that are at least 1 MB.
- In most cases, performance is best when there are approximately one and a half times as many CPUs on the CM/DM systems as on the database server system.
- The total number of CM CPUs (regardless of the number of CMs) is approximately 25% - 33% of the total number of CPUs on the database server.
- CM and DM systems need less RAM than the database system.
- CM and DM systems have very low disk requirements. Disks are needed only for the operating system, BRM software, and swap space. Two 9-GB disks on each CM or DM system is usually enough, as long as these systems are not being used for non-BRM workloads.

Two disks are recommended so that access to temp space, the operating system, swap, and BRM code are not bottlenecked on a single disk.

CM and DM RAM and Swap Guidelines

Each CM system should have at least 128 MB of RAM. Too much more than 256 MB might not add additional performance unless there are a large number of connections to the CM.

DM RAM can be lower than 512 MB for smaller installations. For larger installations with eight or more DM CPUs on a single SMP box, 512 MB to 1 GB is recommended. Heavy usage of certain business policies and large searches can greatly increase CM memory requirements.

A typical requirement for swap on a CM/DM system is two to three times the amount of RAM, but this depends upon the operating system and the number of processes running on the CM/DM system.

Database Requirements

BRM supports Oracle databases on Linux and Solaris platforms.

To run BRM with an Oracle database, you need the following:

- Oracle Enterprise Edition.
- AL32UTF8 database character set.

Note:

BRM 12.0 supports **AL32UTF8** as its default character set. You use the unicode character set **AL32UTF8** for all new BRM 12.0 deployments.

- (Optional) Oracle Partitioning. You need this to partition the tables in your BRM database. See "Partitioning Tables" in *BRM System Administrator's Guide*.

To determine which versions of the Oracle software are currently supported by BRM, see "BRM Software Compatibility" in *BRM Compatibility Matrix*.

Network Requirements

To set up networking and communications channels, you need TCP/IP. You also need a permanent IP address for each computer that hosts a BRM process or application.

Any kind of network connection that supports TCP/IP supports BRM, for example, local area network, virtual private network, and PPP.

TCP/IP

BRM requires TCP/IP on every machine that runs a BRM component, including custom client programs.

Note:

BRM also needs very large bandwidth to handle traffic between the DM and the database. For more information, see "[Database Configuration and Tuning](#)".

IP Addresses

Every computer that runs a BRM component, including the database server, must have its own unique IP address.

**Note:**

BRM uses IP addresses to identify specific machines, so IP addresses cannot be dynamically allocated.

About Network Performance

Any kind of network connection that supports TCP/IP supports BRM (for example, local area network, virtual private network, and PPP).

The network bandwidth needs are relatively simple. BRM has an OLTP footprint (as opposed to Decision Support). This means that transactions are normally small and network traffic will consist of smaller packets. The only requirement for network connectivity is TCP/IP. The real constraint is to have enough bandwidth between the DM systems and the database server; otherwise, the network might become a bottleneck even under moderate loads.

- Use 100BaseT or FDDI between each DM system and the database server. 10 Mbit Ethernets have too little bandwidth to handle heavy DM-to-database-server traffic. To minimize any collisions, the DM-to-database connections should use a separate physical connection (or a switch) and each of these should be a separate network.
- For switch-connected systems, connect all systems in the BRM configuration by using a single switch. For the largest configurations, use gigabit connections.
- When the development systems have multiple network cards, verify that the operating system network routing tables are configured to avoid bottlenecks. By default (depending on the system), output from the database server system may go through one LAN card, even though you have several configured, and even though input comes in through the multiple cards from different DMs. Examine and fix the routing tables as necessary. Ensure that each DM-to-database-server connection is explicit so all traffic between the two machines goes through the single dedicated physical path. The most common environment where you might find this problem is when there are multiple paths between the same sets of systems.
- For best performance, ensure all the systems in the testing environment are connected to the same hub with no intermediate hops.

About Oracle Exalogic and Oracle Exadata

BRM is supported on Oracle Exalogic and Oracle Exadata systems. You can install BRM server and client software on an Oracle Exalogic system (with 32-bit libraries) on Oracle Linux 7.2 and the BRM database on an Oracle Exadata system.

You can install and configure the BRM database with Oracle RAC. See the Oracle Exadata documentation for more information about creating an Oracle RAC instance in Oracle Exadata.

When both Oracle Exalogic and Oracle Exadata are available and connected together using InfiniBand network, you can configure a database listener for the network to serve all

connection requests from BRM. See the discussion about setup listener on InfiniBand network using both SDP and TCP protocol (Doc ID 1580584.1) on the My Oracle Support website:

<https://support.oracle.com>

Additional Requirements

You need additional software packages to create a complete customer management and billing solution for your business. These packages allow you to take best advantage of BRM functionality:

- Internet software
- Credit card processing software
- Tax calculation software
- Invoice formatting software
- Compilers

You need the following third-party software for installing BRM:

- Latest certified version of Java Platform, Standard Edition (Java SE), containing Java Development Kit (JDK) and Java Runtime Environment (JRE). See "BRM Software Compatibility" in *BRM Compatibility Matrix*.

Important: To protect from security vulnerabilities, ensure you apply the latest critical patch updates. See "[About Critical Patch Updates](#)."

BRM is certified on Java SE 8 and you should regularly apply the latest patch set for Java SE 8 to ensure that Java has the latest security fixes.

For instructions on installing Java, see "[Installing Java](#)".

- Latest certified version of Perl. See "BRM Software Compatibility" in *BRM Compatibility Matrix*.

For instructions on installing Perl, see "[Installing Perl](#)".

- Latest certified version of Apache Kafka. See "BRM Software Compatibility" in *BRM Compatibility Matrix*.

For instructions on installing Apache Kafka, see "[Installing Apache Kafka](#)".

For a list of other third-party software supported by BRM, see "BRM Software Compatibility" in *BRM Compatibility Matrix*.

Information Requirements for BRM Installation

This section describes the information that you will be required to provide during the BRM server installation process.

Note:

Oracle recommends that you print the tables in this section and record the values for future reference.

Information Requirements for BRM Typical and Complete Installations

This section describes the information requirements common to both typical and complete BRM server installations.

In each section that follows, you can use the **Value** column of the tables to note the values of the fields for your specific installation.

BRM Database System User Details

[Table 3-2](#) lists the BRM database system user details required during the BRM server installation.

Table 3-2 BRM Database System User Details

Field	Description	Value
Host name	The host name or IP address of the machine on which the BRM database is installed.	-
Port number	The port number assigned to the BRM database service.	-
Database name	The BRM database alias.	-
User Name	The name of the BRM database system user This user should have the following capabilities on the BRM database: create user, grant any role, grant any privileges, select any table for Enterprise edition, and DBA for XE.	-
Password	The BRM database system user password.	-

BRM Database Connection Details

[Table 3-3](#) lists the BRM database connection details required during the BRM server installation.

Table 3-3 BRM Database Connection Details

Field	Description	Value
User Name	The BRM database schema user name.	-
Password	The BRM database schema user password.	-

BRM Connection Manager Details

[Table 3-4](#) lists the BRM Connection Manager (CM) details required during the BRM server installation.

Table 3-4 BRM Connection Manager Details

Field	Description	Value
User Name	The fully qualified host name or IP address of your CM machine.	-

Table 3-4 (Cont.) BRM Connection Manager Details

Field	Description	Value
Port Number	The port number for your CM.	-

Enterprise Application Integration Framework Details

[Table 3-5](#) lists the Enterprise Application Integration (EAI) framework details required during the BRM server installation.

Table 3-5 Enterprise Application Integration Framework Details

Field	Description	Value
Port Number	The port number for your EAI Manager.	-

Oracle Data Manager Details

[Table 3-6](#) lists the Oracle Data Manager (DM) details required during the BRM server installation.

Table 3-6 Oracle Data Manager Details

Field	Description	Value
Database Number	The DM database number.	-
Port Number	The port number for your DM.	-

BRM Table and Index Tablespace Details

[Table 3-7](#) lists the BRM table and index tablespace details required during the BRM server installation.

Table 3-7 BRM Table and Index Tablespace Details

Field	Description	Value
Table Tablespace	The name of your data tablespace.	-
Index Tablespace	The name of your index tablespace.	-

Additional Information Requirements for BRM Complete Installation

This section describes the additional information requirements for a complete BRM server installation.

In each section that follows, you can use the **Value** column of the tables to note the values of the fields for your specific installation.

Oracle Connection Manager Proxy Details

[Table 3-8](#) lists the CM proxy details required during the BRM server installation.

Table 3-8 Oracle Connection Manager Proxy Details

Field	Description	Value
Port Number	The port number for your CM Proxy.	-

Oracle Connection Manager Master Process Details

[Table 3-9](#) lists the CM Master Process (CMMP) details required during the BRM server installation.

Table 3-9 Oracle Connection Manager Master Process Details

Field	Description	Value
Port Number	The port number for your CMMP.	-

Pipeline Schema User Details

[Table 3-10](#) lists the Pipeline schema user details required during the BRM server installation.

Table 3-10 Pipeline Schema User Details

Field	Description	Value
User name	The name of the Pipeline schema user	-
Password	The Pipeline schema user password.	-
Table Tablespace	The name of the data tablespace for the pipeline schema.	-
Index Tablespace	The name of the index tablespace for the pipeline schema.	-

BRM Schema User Details

[Table 3-11](#) lists the Pipeline schema user details required during the BRM server installation.

Table 3-11 BRM Schema User Details

Field	Description	Value
User name	The name of the BRM database schema user	-
Password	The BRM database schema user password.	-
Table Tablespace	The name of your BRM data tablespace.	-
Index Tablespace	The name of your BRM index tablespace.	-

Part II

Installing BRM

This part describes how to install Oracle Communications Billing and Revenue Management (BRM) server and client components. It contains the following chapters:

- [Installing and Configuring the Oracle Database](#)
- [Installing BRM](#)
- [BRM Post-Installation Tasks](#)
- [Installing a Multischema System](#)
- [Installing BRM Thick Clients](#)
- [Installing Pipeline Configuration Center](#)
- [Installing BRM REST Services Manager](#)
- [Troubleshooting the BRM Installation](#)
- [Installing Multiple BRM Instances on One System for Testing](#)
- [Uninstalling BRM](#)

4

Installing and Configuring the Oracle Database

Learn how to configure and tune your Oracle database to work with the Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- [Collecting Information Before Installing the Oracle Database Software](#)
- [Before Installing Oracle Database Software](#)
- [Installing and Configuring Your Oracle Database: Task List](#)
- [Installing the Database and Oracle DM on Separate Machines](#)
- [Modifying Your Oracle Database Installation](#)

The person installing and configuring the Oracle database should be familiar with the following:

- UNIX commands and the UNIX operating system
- Database installation and configuration
- Network Management Systems
- SQL*Plus
- A UNIX text editor, such as **vi** or **vuepad**

Collecting Information Before Installing the Oracle Database Software

You will need the following documents while installing and configuring the Oracle database software:

- Oracle documentation:
 - Oracle operating system installation documentation.
 - The current release notes for your Oracle software.
 - The Oracle Administrator's Guide for instructions about configuring the network.
- A UNIX operating system reference guide.

About Capturing Information When Installing the Oracle Database Software

As you install the Oracle software, record the following important information. You will need this information later, when you install BRM.

- Host name of the Oracle database server.
- IP address of the Oracle database server.
- Port number of the Oracle database server.
- User login name and password.

- SID for the BRM database name (the BRM default is **pindbhostname**).
- Oracle database alias/Global Database Name (for example, **pindbhostname.example.com**).

Before Installing Oracle Database Software

Before installing the Oracle database software on your system, verify the following:

- Your system meets the minimum hardware and software requirements.
See "[System Requirements](#)".
- You have all the software required to run BRM with an Oracle database.
See "[Database Requirements](#)".
- You planned your Oracle database according to the guidelines in "Improving BRM Performance" in *BRM System Administrator's Guide* and "[Database Configuration and Tuning](#)".

Installing and Configuring Your Oracle Database: Task List

Installing and configuring your Oracle database for BRM includes these major tasks:



Note:

This list is not a substitute for the Oracle documentation or the most recent release notes for the database.

1. [Installing the Oracle Database Software](#)
2. [Creating your BRM Database](#)
3. [Setting Environment Variables](#)
4. [Setting Your Database for BRM](#)
5. (Optional) [Setting Up Oracle RAC](#)

Installing the Oracle Database Software

Install the Oracle database software according to the instructions in the Oracle documentation. When you install the software, pay particular attention to the following requirements.

- Install the **Oracle Enterprise Edition**.
- Choose a **Customized** installation. This option lets you configure Oracle with the AL32UTF8 database character set.

 **Note:**

If you installed your database before referring to this document and used the **Complete** installation option, your database might have been installed with another character set. See "[Modifying Your Oracle Database Installation](#)" for information on how to modify your existing database.

- To configure discounts in BRM, install the following Oracle components:
 - **Oracle XML DB**. For more information, see the Oracle documentation.
 - **Oracle XML Developer's Kit (XDK)**. For more information, see the Oracle documentation.
- Install Oracle JServer as part of the Oracle Database installation.
- To partition the tables in your BRM database, you must install the **Oracle Partitioning** component. See "Partitioning Tables" in *BRM System Administrator's Guide*.

Creating your BRM Database

Create your database by using the Oracle Database Configuration Assistant, which can be started automatically by the Oracle installer or started manually. If you start it manually, choose the **Custom** option.

 **Note:**

BRM 12.0 supports **AL32UTF8** as its default character set. It also continues to support the **UTF8** character set for backward compatibility. The unicode character set **AL32UTF8** is recommended for all new BRM 12.0 deployments.

As you create your database, pay particular attention to the following:

- Specify a **Global Database Name** using the format *DatabaseName.DomainName*, where *DatabaseName* is the database name and *DomainName* is the network domain in which the database is located. For example, **pindbhostname.example.com**. Most BRM databases use a *DatabaseName* of **pindbhostname**, but you can use another name.

 **Note:**

You can modify your machine's default domain name in the **\$ORACLE_HOME/network/admin/sqlnet.ora** file. For information, see your Oracle documentation.

- Specify a **System Identifier (SID)** for your database. For clarity, it should be the same as your Oracle database name. Most BRM databases are named **pindbhostname**, but you can use another name.
 - Set the **Character Set** to **AL32UTF8**.
 - Set the **National Character Set** to **AL16UTF16**.

For detailed instructions on how to create your database, see the Oracle documentation.

Setting Environment Variables

Set the 64-bit environment variables shown in [Table 4-1](#).

Table 4-1 Environment Variables (64-Bit)

Operating System	Environment Variable	Value
Solaris	LD_LIBRARY_PATH_64	\$ORACLE_HOME/lib
Linux	LD_LIBRARY_PATH	\$ORACLE_HOME/lib

Setting Your Database for BRM

You have the option to configure your database manually or let the BRM installer configure your database automatically. Set up your database using one of the following options:

- [Using the BRM Installer to Configure Your Database for Demonstration Systems](#)
- [Configuring Your Database Manually for Demonstration Systems](#)
- [Configuring Your Database Manually for Production Systems](#)

Using the BRM Installer to Configure Your Database for Demonstration Systems

The BRM installer provides the option to automatically configure your database for demonstration or development systems. The installer configures your database by creating one data, one index, and one temporary tablespace; creating the BRM user; and granting connection privileges to the BRM user. If you want the BRM installer to configure your database, your Oracle installation is complete and you can go directly to "[Installing BRM](#)".

Configuring Your Database Manually for Demonstration Systems

To configure your database so that it uses additional or larger tablespaces, you can perform the following general tasks:

- [Creating BRM Tablespaces](#)
- [Creating the BRM User for Oracle](#)



Note:

You can also create the additional tablespaces and the BRM user during the BRM server installation.

Creating BRM Tablespaces

For a simple demonstration BRM system, you must create a minimum of three tablespaces for BRM. The following section shows the steps required to create the following tablespaces:

- **pin00** (for data)
- **pinx00** (for indexes)
- **PINTEMP** (for a temporary tablespace)

To create your tablespaces:

1. Create a directory for the tablespaces, such as `/u02/oradata/pindb`.

This directory is referred to as `table_location`.

2. Connect to the Oracle database with SQL*Plus:

```
% sqlplus system@DatabaseAlias
Enter password: password
```

3. Create the data, index, and temporary tablespaces, making sure:

- Data tablespaces are at least 600 MB with an extent ("next") size of 64 KB.
- Index tablespaces are at least 400 MB with an extent size of 64 KB.
- Temporary tablespaces are at least 100 MB with an extent size of 64 KB.

```
SQL> create tablespace pin00 datafile 'table_location/pin00.dbf'
      size 600M reuse autoextend on extent management
      local uniform size 64K segment space management auto;
```

Tablespace created.

```
SQL> create tablespace pinx00 datafile 'table_location/pinx00.dbf'
      size 400M reuse autoextend on default
      storage( initial 64K next 64K pctincrease 0 );
```

Tablespace created.

```
SQL> create temporary tablespace PINTEMP tempfile
      'table_location/PINTEMP.dbf'
      size 100M reuse autoextend on maxsize unlimited
      storage(initial 64K next 64K pctincrease 0);
```

Tablespace created.

Creating the BRM User for Oracle

Create a new BRM user who can access the Oracle database. The Oracle Data Manager (DM) gains access to the Oracle database by using the Oracle user **pin**. This Oracle user owns all the tables created and used by BRM.

Note:

If you are installing a multischema system, the primary and secondary database schemas must *not* use the same user name. If they do, multischema installation will fail.

Usually, the BRM database is set up at the SQL*Plus command prompt with the user name **pin**, but you can choose another name.

To create the BRM user:

1. Connect to the Oracle database with SQL*Plus:

```
% sqlplus system@DatabaseAlias
Enter password: password
```

2. Create the Oracle user **pin**, grant the user the resource to connect to Oracle with the user name **pin**, and allow **pin** access to the **pin00** and **PINTEMP** tablespaces:

```
SQL> create user pin identified by password;

User created.

SQL> grant resource, connect, create synonym, create any synonym to pin;

Grant succeeded.

SQL> alter user pin default tablespace pin00;

User altered.

SQL> alter user pin temporary tablespace PINTEMP;

User altered.
```

3. Type **exit** to exit SQL*Plus.

Configuring Your Database Manually for Production Systems

To create a production system, you must create multiple tablespaces for the BRM data and indexes. For information on how to estimate your database size, create multiple tablespaces, and map the tablespaces to BRM tables, see "[Database Configuration and Tuning](#)".

Setting Up Oracle RAC

To configure Oracle RAC:

1. Set up an Oracle RAC instance for each database schema that you plan to create.
For more information, see your Oracle RAC documentation.
2. Configure Oracle database services.
See "[Configuring Oracle Database Services](#)".
3. Add entries for the Oracle database services to all **tnsnames.ora** files that will be referenced by the Oracle DMs in your system.
See "[Defining Connections to the Oracle Database Services](#)".

Configuring Oracle Database Services

You use Oracle database services to connect Oracle DMs to Oracle RAC instances. You must map each database service to one Oracle RAC instance.

Note:

Oracle RAC systems are typically configured for high availability, so a backup Oracle RAC instance is included in the examples in this section. The backup instance is not required, however, for a multischema system.

For example, for a single-schema system with two RAC instances, configure the database services as shown in [Table 4-2](#).

Table 4-2 Example Database Service Configuration (Single Schema)

Database Service	Oracle RAC Instance	Backup Oracle RAC Instance for High Availability
Service1	Oracle RAC instance 1	Oracle RAC instance 2

To create the services in [Table 4-2](#), log on to any Oracle RAC node as the Oracle database administrator, and run the following command:

```
srvctl add service -d racDatabaseName -s service1 -r racInstanceName1 -a
racInstanceName2 -P Basic
```

For a multischema system, the following example shows the setup for a system with four database schemas and five Oracle RAC instances. In this case, configure the database services as shown in [Table 4-3](#).

Table 4-3 Example Database Service Configuration (Multischema)

Database Service	Oracle RAC Instance	Backup Oracle RAC Instance for High Availability
Service1	Oracle RAC instance 1	Oracle RAC instance 5
Service2	Oracle RAC instance 2	Oracle RAC instance 5
Service3	Oracle RAC instance 3	Oracle RAC instance 5
Service4	Oracle RAC instance 4	Oracle RAC instance 5

To create the services in the preceding table, log on to any Oracle RAC node as the Oracle database administrator, and run the following commands:

```
srvctl add service -d racDatabaseName -s service1 -r racInstanceName1 -a
racInstanceName5 -P Basic
srvctl add service -d racDatabaseName -s service2 -r racInstanceName2 -a
racInstanceName5 -P Basic
srvctl add service -d racDatabaseName -s service3 -r racInstanceName3 -a
racInstanceName5 -P Basic
srvctl add service -d racDatabaseName -s service4 -r racInstanceName4 -a
racInstanceName5 -P Basic
```

For information about the **srvctl** command, see your Oracle RAC documentation.

Defining Connections to the Oracle Database Services

Perform the following procedure in the appropriate **tnsnames.ora** files.

To define connections to the Oracle database services:

1. Open the **tnsnames.ora** file in a text editor.
By default, that file is in the *Oracle_home/network/admin/* directory.
2. For each database service, add the following connect descriptor:

```
connectionString =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL = TCP) (HOST = primaryRacInstanceHostName) (PORT =
oraHostPortNo))
```

```

        (ADDRESS = (PROTOCOL = TCP) (HOST = backupRacInstanceHostName) (PORT =
oraHostPortNo))
        (LOAD_BALANCE = OFF)
        (CONNECT_DATA =
            (SERVER = DEDICATED)
            (SERVICE_NAME = serviceName)
            (FAILOVER_MODE =
                (TYPE = SELECT)
                (METHOD = BASIC)
                (RETRIES = 180)
                (DELAY = 5)
            )
        )
    )
)
)

```

where:

- *connectionString* is the connection name.

 **Note:**

The **sm_database** entry in the Oracle DM **pin.conf** file must match this entry. See "[Completing the Installation](#)" for single-schema systems or "[Installing BRM on the Primary Installation Machine](#)" and "[Installing BRM on a Secondary Installation Machine](#)" for multischema systems.

- **ADDRESS** defines a single listener protocol address. Add an entry for the primary Oracle RAC instance's listener and the backup Oracle RAC instance's listener.
- *primaryRacInstanceHostName* is the name of the computer on which the service's primary Oracle RAC instance resides.
- *backupRacInstanceHostName* is the name of the computer on which the service's backup Oracle RAC instance resides.
- *oraHostPortNo* is the port number for the Oracle database on the host computer. Typically, this number is 1521.
- **LOAD_BALANCE** specifies whether to distribute connection requests across the listeners specified in the **ADDRESS** entries. For high-availability BRM systems, set this to **OFF**.
- *serviceName* specifies the name of the database service.

 **Note:**

The **sm_svcname** entry in the Oracle DM **pin.conf** file must match this entry. It should match the **SERVICE_NAME** entry in the connect descriptor specified in the **connectionString** above.

- For **FAILOVER MODE**,
TYPE = SELECT specifies that work in progress is not lost when failover occurs from the primary to the backup Oracle RAC node.

METHOD = BASIC specifies that applications connect to a backup Oracle RAC node only *after* their connection to the primary Oracle RAC node fails. Backup connections are not established ahead of time.

 **Note:**

The **ADDRESS** line for the backup instance is not required if you do not have a backup instance.

3. Save and close the file.

Installing the Database and Oracle DM on Separate Machines

If you are installing your Oracle database and Oracle DM on separate machines, you must perform the following on the machine containing the Oracle DM:

1. Install the Oracle database client. For the list of supported database clients, see "BRM Software Compatibility" in *BRM Compatibility Matrix*.

 **Note:**

For BRM installation to be successful:

- Install the same version of the database server and database client software.
- Install the 32-bit version and 64-bit version of the Oracle database client.

2. Modify the `Oracle_home/network/admin/tnsnames.ora` file to include entries for connecting to your BRM database.

 **Note:**

If you are installing the BRM server and Pipeline Manager on separate machines, ensure that you include the database alias for connecting to the BRM database and the Pipeline Manager database in the `Oracle_home/network/admin/tnsnames.ora` file. The database alias for each database must be unique.

3. Use SQL*Plus to ensure that you can connect to your database.

For information, see the Oracle database software documentation.

Modifying Your Oracle Database Installation

If you installed your Oracle database before referring to this document and accepted the default options, your database installation might have defaulted to an unsupported character set. If this occurs, you must move your data to a database installation that supports the AL32UTF8 or the UTF8 character set. By default, BRM 12.0 uses the AL32UTF8 character set.



Note:

After you create a database, you *cannot change* the character set.

To export your existing data to a database installation that supports the AL32UTF8 character set:

1. Back up your existing database. See your Oracle documentation for details.
2. Uninstall your existing database. See your Oracle documentation for details.
3. Create a new Oracle database that supports the AL32UTF8 character set.
See "[Creating your BRM Database](#)".
4. Use the Oracle Import utility to import your existing data to the new database.
See your Oracle documentation for more information.

5

Installing BRM

Learn how to install the Oracle Communications Billing and Revenue Management (BRM) software on Linux and Solaris.



Note:

If you are upgrading from an earlier BRM release to BRM 12.0, see "About Upgrading BRM Releases" in *BRM Upgrade Guide*.

Topics in this document:

- [Preparing for BRM Installation](#)
- [About the BRM Installation Package](#)
- [Installing BRM: Task List](#)
- [Downloading the BRM Software](#)
- [Installing BRM in GUI Mode](#)
- [Installing BRM in Silent Mode](#)
- [Completing the Installation](#)

This chapter is for network administrators, database administrators, and engineers who install and configure the BRM software. The person installing the software should be familiar with the following topics:

- UNIX administration commands and the UNIX operating system
- Database configuration
- Network system management

Preparing for BRM Installation

To install BRM, you need the following:

- A directory with sufficient space for the BRM software (at least 440 MB).
- A user ID, such as **pin**, with the privileges to access the files under your BRM home directory and to run BRM and third-party applications.
- The BRM-related information that you noted when installing your database.

See "[About Capturing Information When Installing the Oracle Database Software](#)".

You also need to perform the following tasks before installing BRM:

- [Installing Java](#)
- [Installing Perl](#)
- [Installing Apache Kafka](#)

- [Obtaining ojdbc JAR File](#)
- (Optional) [Granting Execute Permission to pin_user](#)
- [Setting the BRM User's Environment](#)
- [Setting the Environment Variables](#)
- [Setting BRM Wallet Location in sqlnet.ora](#)

Installing Java

Install Java Platform, Standard Edition (Java SE), containing Java Development Kit (JDK) and Java Runtime Environment (JRE). JRE is required for the BRM installation. It is not included in the BRM 12.0 software pack.

See "BRM Software Compatibility" in *BRM Compatibility Matrix* for the compatible version of Java.

For instructions on installing Java, see Oracle Java documentation.

Installing Perl

Perl is required for the BRM installation. It is not included in the BRM 12.0 software pack. To install Perl:

- On Linux, see "[Installing Perl on Linux](#)".
- On Solaris, see "[Installing Perl on Solaris](#)".

Installing Perl on Linux

Before installing Perl (32 bit) on Linux, do the following:

1. Install the required 32-bit libraries by doing the following:
 - a. Go to the command prompt on the Linux server on which you want to install BRM.
 - b. Run the following commands:

```
yum -y install gdbm-devel.i686
yum -y install libdb-devel.i686
```

Note:

If you use a proxy server as an intermediary for Internet access, configure a proxy server to access the yum repository. See https://docs.oracle.com/cd/E37670_01/E37355/html/ol_yum_config.html#ol_proxy_config.

2. Set the environment variable for installing Perl by running the following command:

- For Bash shell:

```
export -n PATH
export -n LD_LIBRARY_PATH
export PATH=/usr/bin:/usr/local/bin:/bin
```
- For C shell:

```
unsetenv PATH
unsetenv LD_LIBRARY_PATH
setenv PATH /usr/bin:/usr/local/bin:/bin
```

To install Perl on Linux:

1. Download the source code for the compatible version of Perl to a temporary directory (*temp_dir*).

See *BRM Compatibility Matrix* for the compatible version of Perl.

2. Go to the *temp_dir* directory and unzip the source code by running the following command:

```
gunzip perl-version.tar.gz
tar xf perl-version.tar
```

where *version* is the compatible version of Perl.

3. Run the following command:

```
cd perl-version
sh Configure -des -Dcc="gcc -m32" -Dusethreads -Duserelocatableinc -
Dprefix='perl_path'
```

where *perl_path* is the path to the directory in which you want to install Perl.

Note:

If you receive errors, use this command instead, which unsets the `LD_LIBRARY_PATH` variable:

```
sh Configure -des -Dcc="gcc -m32 -D_FILE_OFFSET_BITS=64-
D_LARGE_FILE_SOURCE=1" -Dusethreads -Dusemorebits -Duselargefiles -
Duserelocatableinc -Dprefix='perl_path'
```

4. Run **make**.
5. Run **make test**.
6. Run **make install**.
7. Verify the Perl version by running the following command:

```
Perl -v
```

The Perl version is displayed.

If the latest version of Perl certified with BRM is not displayed, the latest Perl is not installed.

Installing Perl on Solaris

Before installing Perl (32 bit) on Solaris, do the following:

1. Install Oracle Developer Studio. See *Oracle Developer Studio Installation Guide* for instructions.
2. Comment the following entries in the **util.c** file:

```
if(UNLIKELY(got != need)) {
    bad_handshake:/* recycle branch and string from above */
        /* if(got != (void *)HSf_NOCHK)
            noperl_die("%s: loadable library and perl binaries are mismatched"
```

```
" (got handshake key %p, needed %p)\n",
    file, got, need); */
}
```

3. Set the environment variable for installing Perl by running the following command:

- For Bash shell:

```
export -n PATH
export -n LD_LIBRARY_PATH
export PATH=/usr/bin:/usr/local/bin:/bin
```

- For C shell:

```
unsetenv PATH
unsetenv LD_LIBRARY_PATH
unsetenv PERL5LIB
unsetenv PERL_HOME
setenv PATH /usr/bin:/usr/local/bin:/bin:/usr/ccs/bin:Oracle_dev_path
```

To install Perl on Solaris:

1. Download the source code for the compatible version of Perl to a temporary directory (*temp_dir*).

See *BRM Compatibility Matrix* for the compatible version of Perl.

2. Go to the *temp_dir* directory and unzip the source code by running the following command:

```
gunzip perl-version.tar.gz
tar xf perl-version.tar
```

where *version* is the compatible version of Perl.

3. Run the following command:

```
cd perl-version
sh Configure -des -Dcc="Oracle_dev_path" -Dusethreads -Dusemorebits -
Dprefix='perl_path'
```

where:

- *Oracle_dev_path* is the path to the directory in which the Oracle Developer Studio is installed.
- *perl_path* is the path to the directory in which you want to install Perl.

4. Run **make**.

5. Run **make test**.

6. Run **make install**.

7. Verify the Perl version by running the following command:

```
Perl -v
```

The Perl version is displayed.

If the latest version of Perl certified with BRM is not displayed, the latest Perl is not installed.

Installing Apache Kafka

Install the latest version of Apache Kafka, which is required for the BRM installation. It is not included in the BRM 12.0 software pack.

For the latest compatible version, see "BRM Software Compatibility" in *BRM Compatibility Matrix*.

For instructions on downloading and installing Kafka, see "[Apache Kafka Quickstart](#)" on the Apache Kafka website.

Obtaining ojdbc JAR File

Obtain the **ojdbc8.jar** file and save it in a directory on the machine on which you want to install BRM. Note the path to this directory; you are required to specify this path in the Specify Prerequisite Libraries Location screen during the BRM installation.

You can download **ojdbc8.jar** from the following location:

<https://www.oracle.com/database/technologies/appdev/jdbc.html>

Granting Execute Permission to `pin_user`

You can create `pin_user` before installing BRM or during the BRM installation process. If you create `pin_user` before you install BRM, you must grant execute permission to `pin_user`.

To grant execute permission to `pin_user`:

1. Log in to your database as user **sysdba**:

```
% sqlplus system@databaseAlias AS SYSDBA
Enter password: password
```

where:

- `password` is the Oracle system database user password.
- `databaseAlias` is the Oracle system database alias.

2. Grant execute privileges to `pin_user`:

```
grant unlimited tablespaces to pin_user;
grant alter session to pin_user;
grant execute on dbms_lock to pin_user;
grant execute on dbms_aq to pin_user;
grant execute on dbms_aqadm to pin_user;
grant select on sys.gv_$aq to pin_user;
grant create public synonym , create synonym , drop public synonym ,
create view , create sequence , create table , create any index , create
procedure , resource, connect to pin_user;
```

Setting the BRM User's Environment

Create a BRM user and set the user's environment before installing BRM.

1. In the `.cshrc` file, set the **NLS_LANG** environment variable to **American_America.AL32UTF8**.

 **Note:**

You must use **American_America** as the language and territory, regardless of your locale, and the **UTF8** or **AL32UTF8** character set.

The other environment variables are set during BRM installation.

2. Update the environment for the current shell session:

```
% source .cshrc
```

Referencing Environment Variables in pin.conf Files

To prepare for migrating **pin.conf** files to other systems or platforms at a future time, you can reference certain environment variables from within the **pin.conf** files, as in this example:

```
- cm fm_module ${PIN_HOME}/lib/fm_utils/$  
{LIBRARYEXTENSION} fm_utils_config fm_utils_init pin
```

For more information, see "Preparing for Platform Migration by Using Variables in pin.conf Files" in *BRM System Administrator's Guide*.

Setting the Environment Variables

Before installing BRM, you must set the environment variables for the following third-party software:

- Java
- Perl
- Apache Kafka

 **Note:**

Apache Kafka is required for the Kafka Data Manager, which was added to BRM 12.0 in the Patch Set 4 release.

See "Additional BRM Software Requirements" in *BRM Compatibility Matrix* for the list of compatible software versions.

To set the environment variables, perform the following on the machine on which you want to install the BRM server:

1. Set the **JAVA_HOME** environment variable:

```
setenv JAVA_HOME java_path
```

where *java_path* is the path to the directory in which the latest version of Java certified with BRM is installed; for example, `/Linux/x86_64/packages/jdk/jdk1.8.0_144`.

2. Verify the Java version by running the following command:

```
java -version
```

The Java version is displayed.

If the latest version of Java certified with BRM is not displayed, the latest Java version is not installed.

3. Set the PERL_HOME environment variable:

```
setenv PERL_HOME Perl_path
```

where *Perl_path* is the path to the directory in which the latest version of Perl certified with BRM is installed; for example, `/perl_5_24.0/linux`.

4. Set the PATH environment variable:

```
setenv PATH $JAVA_HOME/bin:$PERL_HOME/bin:${PATH}
```

5. Set the HOSTNAME environment variable:

```
setenv HOSTNAME hostName
```

where *hostName* is the fully qualified domain name of the machine on which you want to install the BRM server.

6. Set the Kafka environment variables:

```
setenv KAFKA_HOME Kafka_path  
setenv KAFKA_BOOTSTRAP_SERVER_LIST KafkaHost1:port1,KafkaHost2:port2
```

where:

- *Kafka_path* is the path to the directory in which the Kafka library JARs are installed.
- *KafkaHost1:port1,KafkaHost2:port2* are the hosts and ports that the Kafka client will connect to in a bootstrap Kafka cluster the first time it starts. You can specify any number of hosts and ports in this list.
You can alternatively set this list in the `dm_kafka_config.xml`. See "Mapping Business Events to Kafka Topics" in *BRM Developer's Guide*.

Setting BRM Wallet Location in sqlnet.ora

To set the BRM wallet location in the `sqlnet.ora` file:

1. Open the `$ORACLE_HOME/network/admin/sqlnet.ora` file on the machine on which you want to install the BRM server.
2. Add the following entries:

```
SQLNET.WALLET_OVERRIDE = TRUE  
WALLET_LOCATION=(  
  SOURCE=(METHOD=FILE)  
  (METHOD_DATA=(DIRECTORY= $PIN_HOME/wallet/client))  
)
```

3. Save and close the file.

About the BRM Installation Package

The BRM installation package includes the BRM server and BRM client packages. The BRM server package includes all the required and optional BRM server components and applications. You can use the Installer to install one or more of the following individual BRM server components:

- Typical BRM server components. The following are the most commonly used BRM server components:
 - Connection Manager (CM)
 - Oracle Data Manager (DM)
 - Batch Controller
 - Billing and Invoicing utilities
- Connection Manager (CM) Proxy
- Connection Manager (CM) Master Process (CMMP)
- Invoice Data Manager

The Invoice Data Manager is supported only on Oracle databases. Before you install the Invoice Data Manager, make sure you have a separate database schema installed and available to use for storing invoices.

- Kafka Data Manager

 **Note:**

The Kafka Data Manager is supported by BRM 12.0 Patch Set 4 and later releases.

- Provisioning Data Manager
- Synchronization Queue Data Manager (AQ Data Manager)
- Email Data Manager
- BRM Optional Managers

You can install BRM with the following optional managers:

 **Note:**

You must install the CM and DM before installing the optional managers. Also, make sure that you install the optional managers on the same machine where the CM is installed.

- Account Migration Manager (AMM)
- Account Synchronization Manager
 - See "[Installing and Configuring Account Synchronization](#)" for more information.
- BRM Services Framework Manager

- BRM SDK

You can install BRM SDK independent of the BRM server, making it possible to isolate development activities from production servers. For example, you can install BRM SDK on each of the computers used by BRM developers at your site. These developers can share access to test and production BRM servers. However, there are some advantages of installing the BRM SDK on BRM servers. For example, installing the SDK on your BRM server gives you access to sample applications that are not included in the server installation.

- Conversion Manager

- Collections Manager

The BRM Collections Manager server components include opcodes, utilities, and storable classes.

- Content Manager

- EAI Manager

To ensure proper load balancing on your BRM system, you can install EAI Manager on a different machine. However, you must install this on the same machine where the CM is installed.

- Event Extraction Manager

- GPRS Manager

- GSM Manager

- Inventory Manager

- IP Address Manager

- JCA Resource Adapter

- LDAP Manager

- MultiDB manager

- Number Manager

- Paymentech Manager

- Partition Upgrade Manager

- Performance Manager

- Revenue Assurance Manager

- Rated Event Loader

- SIM Manager

- Roaming Settlement Package

- Suspense Manager

- Vertex Manager

- Voucher Manager

- Web Services Manager

Oracle recommends that you install Web Services Manager on the machine on which the typical BRM server components are installed. You must also increase the heap size used by the Java Virtual Machine (JVM) before installing Web Services Manager to avoid "Out of Memory" error messages in the log file.

- BRM Reports

- BRM Reports Optional Managers

You can install BRM Reports with the following optional managers:

- MultiDB Reports
- Collections Reports
- Content Manager Reports
- GPRS Reports
- Number Manager Reports
- Revenue Assurance Reports
- Roaming Reports
- SIM Card Manager Reports
- SMS Reports
- Suspense Reports
- Voucher Reports

- BRM Invoices

- Pipeline Manager

- Pipeline Manager Optional Managers

You can install Pipeline Manager with the following optional managers:

- CIBER Roaming Manager
- Interconnect Manager
- Pipeline Configuration Manager
- Pipeline PDK Manager
- TAP Roaming Manager

For information on the BRM client application package, see "[Installing BRM Thick Clients](#)".

Installing BRM: Task List

BRM installation must be performed by a user who has permissions to write to the **oraInventory** directory.

To install the BRM software:

1. Ensure that you can connect to your database using SQL*Plus without the user name and password. For example, if your database alias is **pindb**:

```
sqlplus /@pindb
```

The BRM installer requires the ability to connect to the database without a user name and password.

2. Download the BRM package and extract its contents. You can download a full version of BRM 12.0 or a full version of a BRM 12.0 Patch Set. See "[Downloading the BRM Software](#)".

3. Install the BRM software in either GUI mode or silent mode. Installing BRM in silent mode lets you perform a non-interactive installation of BRM. You can use silent mode to install BRM quickly.
 - [Installing BRM in GUI Mode](#)
 - [Installing BRM in Silent Mode](#)
4. Check your configuration entries and Oracle wallet. See "[Completing the Installation](#)".

Downloading the BRM Software

You can download the BRM software from the following locations:

- For BRM 12.0: From the Oracle software delivery website (<https://edelivery.oracle.com>)
- For a BRM 12.0 Patch Set: From the Oracle support website (<https://support.oracle.com>)

Search for and download the **Oracle Communications Billing and Revenue Management 12.0.0.x.0** software, where **x** is **0** for the 12.0 release, **1** for Patch Set 1, **2** for Patch Set 2, and so on. The Zip archive includes one of these installers:

- **brmsrver_12.0.0.0.0_platform_generic.jar** for performing a full installation of the BRM 12.0 software.
- **brmsrver_12.0.0.x.0_platform_generic_full.jar** for performing a full installation of a BRM 12.0 Patch Set.

Note:

If you are performing a full installation of BRM 12.0 Patch Set 4 or later and your existing BRM system contains BRM 12.0, 12.0 Patch Set 1, 12.0 Patch Set 2, or 12.0 Patch Set 3, you must perform some additional steps before you start the BRM installer. See "Installing the BRM Kafka DM" in *BRM Developer's Guide*.

Installing BRM in GUI Mode

To start the BRM GUI installer, go to the *temp_dir* directory and run one of these commands:

- To start the GUI installer:

```
Java_home/bin/java -jar jar_file
```

where:

- *Java_home* is the directory in which you installed the latest compatible Java version.
- *jar_file* is the BRM installer file. For example:

For BRM 12.0, enter:

```
brmsrver_12.0.0.0.0_platform_generic.jar
```

For a BRM 12.0 Patch Set, enter:

```
brmserver_12.0.0.x.0_platform_generic_full.jar
```

where *x* is the patch set number, and *platform* is **linux** or **solaris**.

- To start the GUI installer and install BRM using the **oralInventory** directory in a different location:

```
Java_home/bin/java -jar jar_file -invPtrLoc FilePath/oraInst.loc
```

where *FilePath* is the path to the directory in which the **oralnst.loc** file is located.

- To start the GUI installer and create a silent installer response file during the installation:

```
Java_home/bin/java -jar jar_file -record -destinationFile path
```

where *path* is the absolute path to the response file.

After the GUI installer starts, the steps for installing BRM depend on the BRM server components you choose to install:

- To install only the default BRM server components, select the **Typical** installation option. This option installs the most common BRM server components that are required by default. Recommended for most users. Use this option for evaluation, demonstration, and functional testing. See "[Installing a Typical BRM System](#)" for more information.
- To install all BRM server components, select the **Complete** installation option. See "[Installing All BRM Components](#)" for more information. This option installs all the BRM server components. Use this option for development and production systems.
- To choose one or more BRM server components to install each time you run the installer, select the **Custom** installation option. This option installs a subset of BRM server components that you select. Recommended for advanced users. Use this option for production systems. See "[Installing Individual BRM Components](#)" for more information. For an overview of the different ways to set up a production system, see "[Types of BRM Systems](#)".

Installing a Typical BRM System

The instructions in this section assume that you are installing all of the required BRM server components, including the database, on a single computer.

Note:

If you are installing BRM to replace an identical release (for example, to restore a clean version of the package), you must first uninstall the existing installation. See "[Uninstalling BRM](#)".

A typical BRM system is a self-contained version of BRM that contains only the most typically used BRM components. Use this option for evaluation and demonstration systems.

To install a typical BRM system, launch the installer and then answer the screen prompts:

1. In the Welcome screen, click **Next**.



Note:

If the **oralnst.loc** file is corrupt or not present, the Specify Inventory Directory and Credentials screen appears next. Otherwise, the Installation Location screen appears.

2. (Optional) In the Specify Inventory Directory and Credentials screen, enter the details listed in [Table 5-1](#) and then click **Next**.

Table 5-1 Specify Inventory Directory and Credentials

Field	Description
Inventory Directory	The full path to the inventory directory. The default location of the oralInventory directory is in the /etc/oralnst.loc (Linux) file or the /var/opt/oracle/oralnst.loc (Solaris) file.
Operating System Group Name	The name of the operating system group that has write permission to the inventory directory.

3. In the Installation Location screen, enter the full path or browse to the directory in which to install BRM and then click **Next**.
4. In the Installation Type screen, select **Typical** and then click **Next**.
5. In the Specify Prerequisite Libraries Location screen, enter the details listed in [Table 5-2](#) and then click **Next**.

Table 5-2 Specify Prerequisite Libraries Location

Field	Description
Prerequisite Libraries	The full path to the directory in which the prerequisite libraries are stored.
Enable SSL	Do one of the following: <ul style="list-style-type: none"> • To enable secure communication between BRM server components, select the Enable SSL check box. • To not use SSL between BRM server components, deselect the check box.

6. In the Specify Wallet Details screen, enter the details listed in [Table 5-3](#) and then click **Next**.

Table 5-3 Specify Wallet Details

Field	Description
Client Wallet Password	The password for the client Oracle wallet.

Table 5-3 (Cont.) Specify Wallet Details

Field	Description
Confirm Client Password	Enter the client Oracle wallet password again.
Root Wallet Password	The password for the root Oracle wallet.
Confirm Root Password	Enter the root Oracle wallet password again.
Server Wallet Password	The password for the server Oracle wallet.
Confirm Server Password	Enter the server Oracle wallet password again.

7. In the Specify BRM Log Location screen, enter the full path to the directory in which to store BRM log files and then click **Next**.
8. In the Database SSL Options screen, select one of the following:
 - If your database does not use SSL, select **No**, click **Next**, and proceed to step 10.
 - If your database uses one-way SSL, select **Yes One Way**, click **Next**, and proceed to the next step.
 - If your database uses two-way SSL, select **Yes Two Way**, click **Next**, and proceed to the next step.
9. In the Database SSL Information screen, enter the details listed in [Table 5-4](#) and then click **Next**.

Table 5-4 Database SSL Information

Field	Description
Truststore Type	The type of TrustStore file for the SSL connection: SSO , PKCS12 , or JKS .
Truststore Location	The directory in which the TrustStore file is located.
Truststore Password	The password required to access the certificates from the TrustStore.
Keystore Type	The type of KeyStore file that is used for the SSL connection: SSO or PKCS12 .
Keystore Location	The directory in which your KeyStore file is located.
Keystore Password	The password required to access the certificates from the KeyStore.

10. In the Create BRM Database Schema User screen, do one of the following and then click **Next**.
 - If you want to create a BRM database schema user during installation, select **Yes**.
 - If you do not want to create the BRM database schema user during installation, select **No**.
11. In the BRM Database System User Details screen, enter the details listed in [Table 5-5](#) for connecting to the BRM database and then click **Next**.

Table 5-5 BRM Database System User Details

Field	Description
Host Name	The host name or IP address of the machine on which the BRM database is installed.
Port Number	The port number assigned to the BRM database service.

Table 5-5 (Cont.) BRM Database System User Details

Field	Description
Database Name	The BRM database alias.
User Name	The name of the BRM database system user. This user should have the following capabilities on the BRM database: create user, grant any role, grant any privileges, select any table for Enterprise edition, and DBA for XE.
Password	The BRM database system user password.

 **Note:**

Ensure that the Oracle Database server is in **Running** state. The Installer connects to the Oracle Database server to verify that the information you entered is valid.

- In the BRM Database Schema Details screen, enter the details listed in [Table 5-6](#) and then click **Next**.

Table 5-6 BRM Database Schema Details

Field	Description
Host Name	The host name or IP address of the machine on which the BRM database is installed.
Port Number	The port number assigned to the BRM database service.
Database Name	The BRM database alias.
User Name	The BRM database schema user name.
Password	The BRM database schema user password.
Confirm Password	The BRM database schema user password again.

- In the BRM Root User Details screen, enter the details listed in [Table 5-7](#) and then click **Next**.

Table 5-7 BRM Root User Details

Field	Description
Root Password	The password for the BRM root user.
Confirm Root Password	The BRM root user password again.

- In the BRM Connection Manager (CM) Details screen, enter the details listed in [Table 5-8](#) for connecting to the CM and then click **Next**.

Table 5-8 BRM Connection Manager (CM) Details

Field	Description
Host Name	The host name or IP address of your CM machine.
Port Number	The port number for your CM.

15. In the Enterprise Application Integration (EAI) Framework Details screen, enter the port number for your EAI Manager and then click **Next**.
16. In the Oracle Data Manager (DM) Details screen, enter the details listed in [Table 5-9](#) for connecting to the DM database and then click **Next**.

Table 5-9 Oracle Data Manager (DM) Details

Field	Description
Database Number	The DM database number. The default value is 0.0.0.1 . Note: In BRM 12.0, you can use only the default Database Number for the primary schema.
Port Number	The port number to connect to your DM.

17. In the Select BRM Data Storage Model screen, set the size of your database and then click **Next**.
 - For test or demonstration databases smaller than 700 MB, select **Test**.
 - For demonstration databases smaller than 1.5 GB, select **Small**.
 - For production databases smaller than 30 GB, select **Medium**.
 - For production databases larger than 30 GB, select **Large**.
18. In the BRM Table and Index Tablespace Details screen, enter the details listed in [Table 5-10](#) and then click **Next**.

Table 5-10 BRM Table and Index Tablespace Details

Field	Description
Table Tablespace	The name of your data tablespace.
Index Tablespace	The name of your index tablespace.

19. In the Select Drop BRM Database Tables screen, do one of the following and then click **Next**.
 - To drop the BRM database tables and reinitialize the database, select **Yes**. Select this option for test systems.

 **Note:**

If you select **Yes**, the Installer drops all of the existing BRM database tables on your system. This results in irrecoverable loss of data. Ensure that you have backed up all of your existing data before selecting this option.

This does not impact the Pipeline Manager database tables.

- To retain the BRM database tables, select **No**.
The Installer uses your existing BRM database tables.
20. In the Select BRM Database Partitions screen, do one of the following and then click **Next**.

 **Caution:**

To partition tables, you must have Oracle Partitioning installed. If you select **Yes** but do not have Oracle Partitioning installed, the BRM setup program fails when it tries to create partitions. See "[Database Requirements](#)" for more information.

 **Note:**

If you are installing the BRM server for evaluation or demonstration, you can select **No** to disable partitioning of the database and you need not install Oracle Partitioning. For a production system, however, you must install Oracle Partitioning.

- To enable partitioning for all event tables in your database, select **Yes**.

 **Note:**

If you select **Yes**, the following classes are automatically enabled for partitioning: event, journal, journal master, newsfeed, and user activity.

This sets the \$ENABLE_PARTITION parameter to **Yes** in the **pin_setup.values** file.

If you plan to use Rated Event (RE) Loader to load prerated events, you must partition your event tables.

- If you do not want to enable partitioning during installation, select **No** and proceed to step 22.

You can also enable partitioning after installation. See the discussion about converting nonpartitioned classes to partitioned classes in *BRM System Administrator's Guide*.

21. In the BRM Database Partition Details screen, do one of the following and then click **Next**.

- To add 12 monthly partitions, a historic partition, and a last partition to your event tables, select **Monthly (12 partitions)**.

 **Note:**

This sets the \$SETUP_CREATE_PARTITIONS parameter to **Yes** in the **pin_setup.values** file.

In the **Non-event tables** field, add the class names for partitioning your non-event tables.

- To add only a historic partition and a last partition to the event tables, select **Default (2 partitions)**.

You can use this partitioning layout for a simple test or demonstration system. For a production system, however, you must add purgeable partitions after installation is complete and before the system generates events.

22. In the Select Running the `pin_setup` Script screen, do one of the following and then click **Next**.
 - To run the `pin_setup` script during installation, select **Yes**.
 - To prevent the `pin_setup` from running during installation, select **No**.

 **Note:**

If `pin_setup` fails due to invalid database alias or service name, see "[Problem: An Error Occurred When pin_setup is Run During Installation](#)".

23. In the Installation Summary screen, review your selections and then click **Install**.
24. The Installation Progress screen appears. When installation is complete, click **Next**.

 **Note:**

After the installation begins, you cannot stop or cancel the installation.

The installer checks for all required software and displays errors if it detects any missing or unavailable components or if any connectivity issues occur.

For information about BRM installer logs, see "[Troubleshooting the BRM Installation](#)".

25. In the Installation Complete screen, click **Finish**.

Installing All BRM Components

For a production system, you optimize BRM performance and availability by installing and running the BRM database on its own computer and the various processes on separate computers.

 **Note:**

If you are installing the Oracle DM and your database on separate machines, you must install a database client. For information, see "[Installing the Database and Oracle DM on Separate Machines](#)".

To install all BRM components, launch the installer and then answer the screen prompts:

1. In the Welcome screen, click **Next**.

 **Note:**

If the `oralnst.loc` file is corrupt or not present, the Specify Inventory Directory and Credentials screen appears next. Otherwise, the Installation Location screen appears.

- (Optional) In the Specify Inventory Directory and Credentials screen, enter the details listed in [Table 5-11](#) and then click **Next**.

Table 5-11 Specify Inventory Directory and Credentials

Field	Description
Inventory Directory	The full path to the inventory directory. The default location of the oralInventory directory is in the /etc/oralnst.loc (Linux) file or the /var/opt/oracle/oralnst.loc (Solaris) file.
Operating System Group Name	The name of the operating system group that has write permission to the inventory directory.

- In the Installation Location screen, enter the full path or browse to the directory in which to install BRM and then click **Next**.
- In the Installation Type screen, select **Complete** and then click **Next**.
- In the Specify Prerequisite Libraries Location screen, enter the details listed in [Table 5-12](#) and then click **Next**.

Table 5-12 Specify Prerequisite Libraries Location

Field	Description
Prerequisite Libraries	The full path to the directory in which the prerequisite libraries are stored.
Enable SSL	Do one of the following: <ul style="list-style-type: none"> To enable secure communication between BRM server components, select the Enable SSL check box. To not use SSL between BRM server components, deselect the check box.

- In the Specify Wallet Details screen, enter the details listed in [Table 5-13](#) and then click **Next**.

Table 5-13 Specify Wallet Details

Field	Description
Client Wallet Password	The password for the client Oracle wallet.
Confirm Client Password	Enter the client Oracle wallet password again.
Root Wallet Password	The password for the root Oracle wallet.
Confirm Root Password	Enter the root Oracle wallet password again.
Server Wallet Password	The password for the server Oracle wallet.
Confirm Server Password	Enter the server Oracle wallet password again.

- In the Specify BRM Log Location screen, enter the full path to the directory in which to store BRM log files and then click **Next**.
- In the Database SSL Options screen, select one of the following:
 - If SSL is disabled in your database, select **No**, click **Next**, and proceed to step [10](#).
 - If your database uses one-way SSL, select **Yes One Way**, click **Next**, and proceed to the next step.

- If your database uses two-way SSL, select **Yes Two Way**, click **Next**, and proceed to the next step.
9. In the Database SSL Information screen, enter the details listed in [Table 5-14](#) and then click **Next**.

Table 5-14 Database SSL Information

Field	Description
Truststore Type	The type of TrustStore file for the SSL connection: SSO , JKS , or PKCS12 .
Truststore Location	The directory in which the TrustStore file is located.
Truststore Password	The password required to access the certificates from the TrustStore.
Keystore Type	The type of KeyStore file that is used for the SSL connection: SSO or PKCS12 .
Keystore Location	The directory in which your KeyStore file is located.
Keystore Password	The password required to access the certificates from the KeyStore.

10. In the Create BRM Database Schema User screen, do one of the following and then click **Next**.
 - If you want to create a BRM database schema user during installation, select **Yes**.
 - If you do not want to create the BRM database schema user during installation, select **No**.
11. In the BRM Database System User Details screen, enter the details listed in [Table 5-15](#) for connecting to the BRM database and then click **Next**.

Table 5-15 BRM Database System User Details

Field	Description
Host Name	The host name or IP address of the machine on which the BRM database is installed.
Port Number	The port number assigned to the BRM database service.
Database Name	The BRM database alias.
User Name	The name of the BRM database system user. This user should have the following capabilities on the BRM database: create user, grant any role, grant any privileges, select any table for Enterprise edition, and DBA for XE.
Password	The BRM database system user password.

 **Note:**

Ensure that the Oracle Database server is in **Running** state. The Installer connects to the Oracle Database server to verify that the information you entered is valid.

12. In the Create BRM Database Schema Details screen, enter the details listed in [Table 5-16](#) and then click **Next**.

Table 5-16 Create BRM Database Schema Details

Field	Description
Host Name	The host name or IP address of the machine on which the BRM database is installed.
Port Number	The port number assigned to the BRM database service.
Database Name	The BRM database alias.
User Name	The BRM database schema user name.
Password	The BRM database schema user password.
Confirm Password	The BRM database schema user password again.

13. In the BRM Root User Details screen, enter the details listed in [Table 5-17](#) and then click **Next**.

Table 5-17 BRM Root User Details

Field	Description
Root Password	The password for the BRM root user.
Confirm Root Password	The BRM root user password again.

14. In the BRM Connection Manager (CM) Details screen, enter the details listed in [Table 5-18](#) for connecting to the CM and then click **Next**.

Table 5-18 BRM Connection Manager (CM) Details

Field	Description
Host Name	The host name or IP address of your CM machine.
Port Number	The port number for your CM.

15. The Enterprise Application Integration (EAI) Framework Details screen, enter the port number for your EAI Manager and then click **Next**.
16. The Oracle Connection Manager Proxy Details screen, enter the port number for your CM Proxy and then click **Next**.
17. In the Oracle Connection Manager Master Proxy Details screen, enter the port number for your CM Master Process (CMMP) and then click **Next**.
18. In the Oracle Data Manager (DM) Details screen, enter the details listed in [Table 5-19](#) for connecting to the DM database and then click **Next**.

Table 5-19 Oracle Data Manager (DM) Details

Field	Description
Database Number	The DM database number. The default value is 0.0.0.1 . Note: In BRM 12.0, you can use only the default Database Number for the primary schema.
Port Number	The port number to connect to your DM.

19. In the Select BRM Data Storage Model screen, set the size of your database and then click **Next**.

- For test or demonstration databases smaller than 700 MB, select **Test**.
 - For demonstration databases smaller than 1.5 GB, select **Small**.
 - For production databases smaller than 30 GB, select **Medium**.
 - For production databases larger than 30 GB, select **Large**.
20. In the BRM Table and Index Tablespace Details screen, enter the details listed in [Table 5-20](#) and then click **Next**.

Table 5-20 BRM Table and Index Tablespace Details

Field	Description
Table Tablespace	The name of your data tablespace.
Index Tablespace	The name of your index tablespace.

21. In the Select Drop BRM Database Tables screen, do one of the following and then click **Next**.
- To drop the BRM database tables and reinitialize the database, select **Yes**. Select this option for test systems.

 **Note:**

If you select **Yes**, the Installer drops all of the existing BRM database tables on your system. This results in irrecoverable loss of data. Ensure that you have backed up all of your existing data before selecting this option.

This does not impact the Pipeline Manager database tables.

- To retain the BRM database tables, select **No**.
The Installer uses your existing BRM database tables.

22. In the Select BRM Database Partitions screen, do one of the following and then click **Next**.

 **Caution:**

To partition tables, you must have Oracle Partitioning installed. If you select **Yes** but do not have Oracle Partitioning installed, the BRM setup program fails when it tries to create partitions. See "[Database Requirements](#)" for more information.

 **Note:**

If you are installing the BRM server for evaluation or demonstration, you can select **No** to disable partitioning of the database and you need not install Oracle Partitioning. For a production system, however, you must install Oracle Partitioning.

- To enable partitioning for all event tables in your database, select **Yes**.

 **Note:**

If you select **Yes**, the following classes are automatically enabled for partitioning: event, journal, journal master, newsfeed, and user activity.

This sets the \$ENABLE_PARTITION parameter to **Yes** in the **pin_setup.values** file.

If you plan to use Rated Event (RE) Loader to load prerated events, you must partition your event tables.

- If you do not want to enable partitioning during installation, select **No** and proceed to step 22.

You can also enable partitioning after installation. See the discussion about converting nonpartitioned classes to partitioned classes in *BRM System Administrator's Guide*.

23. In the BRM Database Partition Details screen, do one of the following and then click **Next**.

- To add 12 monthly partitions, a historic partition, and a last partition to your event tables, select **Monthly (12 partitions)**.

 **Note:**

This sets the \$SETUP_CREATE_PARTITIONS parameter to **Yes** in the **pin_setup.values** file.

In the **Non-event tables** field, add the class names for partitioning your non-event tables.

- To add only a historic partition and a last partition to the event tables, select **Default (2 partitions)**.

You can use this partitioning layout for a simple test or demonstration system. For a production system, however, you must add purgeable partitions after installation is complete and before the system generates events.

24. In the **Non-Event Tables** field, add the class names for partitioning your non-event tables and then click **Next**.
25. In the Oracle Data Manager (DM) Email screen, enter the port number for the email DM and then click **Next**.
26. In the Oracle Data Manager (DM) Invoice screen, enter the port number for the invoice DM and then click **Next**.
27. In the Sample Pricing Data screen, do one of the following and then click **Next**.
- If you want to load the sample pricing data during installation, select **Yes**.
 - If you do not want to load the sample pricing data during installation, select **No**.
28. In the Select Running the pin_setup Script screen, do one of the following and then click **Next**.
- To run the **pin_setup** script during installation, select **Yes**.
 - To prevent the **pin_setup** from running during installation, select **No**.

 **Note:**

If **pin_setup** fails due to invalid database alias or service name, see "[Problem: An Error Occurred When pin_setup is Run During Installation](#)".

29. In the Create Pipeline Schema User screen, do one of the following and then click **Next**.
 - If you want to create a pipeline schema user during installation, select **Yes** and proceed to step 34.
 - If you do not want to create the pipeline schema user during installation, select **No** and proceed to step 36.
30. The Pipeline Database System User Details screen appears.
31. Enter the following information required to connect to the Pipeline Manager database:
 - a. In the **Host Name** field, enter the host name or IP address of the machine on which the Pipeline Manager database is installed.
 - b. In the **Port Number** field, enter the port number assigned to the Pipeline Manager database service.
 - c. In the **Database Name** field, enter the Pipeline Manager database alias.
 - d. In the **User Name** field, enter the system user name.
 - e. In the **Password** field, enter the system user password.
32. Click **Next**.

The BRM Database Schema Details screen appears.
33. Enter the following information required to connect to the BRM database schema:
 - a. In the **Host Name** field, enter the host name or IP address of the machine on which the BRM database is installed.
 - b. In the **Port Number** field, enter the port number assigned to the BRM database service.
 - c. In the **Database Name** field, enter the BRM database alias.
 - d. In the **User Name** field, enter the BRM database schema user name.
 - e. In the **Password** field, enter the BRM database schema password.
34. Click **Next**.

The Pipeline Schema User Details screen appears.
35. Enter the following information required to create a pipeline schema user and proceed to step 40:
 - a. In the **Host Name** field, enter the host name or IP address of the machine on which the Pipeline Manager database is installed.
 - b. In the **Port Number** field, enter the port number assigned to the Pipeline Manager database service.
 - c. In the **Database Name** field, enter the Pipeline Manager database alias.
 - d. In the **User Name** field, enter a pipeline schema user name.
 - e. In the **Password** field, enter a pipeline schema user password.
 - f. In the **Confirm Password** field, enter the pipeline schema user password again.

For information about BRM installer logs, see "[Troubleshooting the BRM Installation](#)".

42. Click **Finish** to complete the installation.

Installing Individual BRM Components

 **Note:**

If you already installed a component, you must uninstall its features before reinstalling them.

You can install a subset of BRM components, such as the CM and DM, on a single machine to save disk space.

 **Note:**

- If you are installing the CM and DM on separate machines, see "[Installing CM and DM on Separate Machines](#)" for instructions.
- If you are installing additional BRM instances with Pipeline Manager for configuring high availability, ensure that you also select the **Upgrade Manager Framework** in the Available Product Components screen. This ensures that a separate Pipeline Manager schema is not created and allows you to use the Pipeline Manager schema of the primary instance.

After installing the additional BRM instance, you can remove the upgrade files in the *BRM_home* directory.

To install individual BRM components, launch the installer and then answer the screen prompts:

1. In the Welcome screen, click **Next**.

 **Note:**

If the **oralnst.loc** file is corrupt or not present, the Specify Inventory Directory and Credentials screen appears next. Otherwise, the Installation Location screen appears.

2. (Optional) In the Specify Inventory Directory and Credentials screen, enter the details listed in [Table 5-21](#) and then click **Next**.

Table 5-21 Specify Inventory Directory and Credentials

Field	Description
Inventory Directory	The full path to the inventory directory. The default location of the oralInventory directory is in the /etc/orainst.loc (Linux) file or the /var/opt/oracle/orainst.loc (Solaris) file.
Operating System Group Name	The name of the operating system group that has write permission to the inventory directory.

3. In the Installation Location screen, enter the full path or browse to the directory in which to install BRM and then click **Next**.
4. In the Installation Type screen, select **Custom** and then click **Next**.
5. In the Available Product Components screen, select the components to install, and deselect any other components that you do not want to install. Click **Next**.

 **Note:**

You cannot deselect a component if it is required to install any of the selected components.

6. Do one of the following:
 - If a screen other than the Summary screen appears, provide the requested information and then click **Next**.

 **Note:**

If you are installing Pipeline Manager, ignore the following warning message that appears in the Specify Prerequisite Libraries Location screen and click **OK** if you have not selected **Enable SSL for BRM server** and Account Synchronization Manager (AccountSyncTool) is already installed:

```
Encountered Problem: SSL Option is not required for pipeline.
Encountered Problem: AccountSyncTool feature-set is required for
pipeline registry to start.
```

For the description of the fields displayed, see "[Installing All BRM Components](#)". Continue moving through the screens until the Summary screen appears.

Your responses are written to the *BRM_home/setup/pin_setup.values* file.

- If the Installation Summary screen appears, review your selections and then click **Install**.
7. The Installation Progress screen appears. When installation completes, click **Next**.
If the BRM database and Pipeline Manager database are installed on different machines, the Pipeline Manager database details will not appear in the installation summary.

 **Note:**

After the installation begins, you cannot stop or cancel the installation.

8. The Installation Complete screen appears. The installer checks for all required software and displays errors if it detects any missing or unavailable components or if any connectivity issues occur.
For information about BRM installer logs, see "[Troubleshooting the BRM Installation](#)".
9. Click **Finish** to complete the installation.

Installing CM and DM on Separate Machines

To install CM and DM on separate machines:

1. Install DM. For instructions, see "[Installing Individual BRM Components](#)".
2. If you enabled SSL for the DM, do the following:
 - a. Open the DM configuration file (*BRM_home/sys/dm/pin.conf*) file in a text editor.
 - b. Search for **enable_ssl** entry:

```
- dm enable_ssl 1
```
 - c. Set the **enable_ssl** entry to **0**:

```
- dm enable_ssl 0
```
 - d. Save and close the file.
3. Start all the DMs installed. See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.
4. Install CM with SSL enabled. For instructions, see "[Installing Individual BRM Components](#)".
5. On the machine on which you installed the DM in step 1, do the following:
 - a. Open the DM configuration file (*BRM_home/sys/dm/pin.conf*) file in a text editor.
 - b. Search for **enable_ssl** entry:

```
- dm enable_ssl 0
```
 - c. Set the **enable_ssl** entry to **1**:

```
- dm enable_ssl 1
```
 - d. Save and close the file.
6. Start the DM processes.
7. On the machine on which you installed the CM in step 4, start the CM processes.

For instructions on starting the DM and CM processes, see "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.

Installing BRM in Silent Mode

The silent installation uses a response file in which you have set installation information. To obtain the response file, you run the GUI installer for the first install. The GUI installer generates a response file that contains the key-value pairs based on the values that you

specify during the GUI installation. You can then copy and edit the response file to create additional response files for installing the BRM server on different machines.

Creating a Response File

To create a response file:

1. Create the response file by doing one of the following:
 - Create a copy of the response file that was generated during the GUI installation. See "[Installing a Typical BRM System](#)" for more information.

Note:

The GUI Installer does not store passwords provided during installation in the response file. You must manually add the passwords after creating a copy of the response file.

- Create a response file using the template by running the following command:

```
Java_home/bin/java -jar brmserver_12.0.0.0.0_platform_generic.jar -  
getResponseFileTemplates
```

where:

- *Java_home* is the directory in which you installed the latest compatible Java version.
- *platform* is **linux** or **solaris**.

A response file is created with the default values.

You can create as many response files as needed.

2. Open the file in a text editor.
3. Modify the response file you copied by specifying the key-value information for the parameters you want in your installation.

Note:

- The response file template contains guidelines and examples on how to enter the values in the parameters.
- The Installer treats incorrect context, format, and type values in a response file as if no value were specified.

4. Save and close the response file.

Performing a Silent Installation

To perform a silent installation:

1. Create a response file. See "[Creating a Response File](#)".
2. Copy the response file you created to the machine on which you run the silent installation.

3. On the machine on which you run the silent installation, go to the *temp_dir* directory to which you have downloaded the BRM server software pack, and run the following command:

```
Java_home/bin/java -jar brmserver_12.0.0.0.0_platform_generic.jar -debug -invPtrLoc  
Inventory_home/oraInventory/oraInst.loc [parameter=value] -responseFile path -silent
```

where:

- *path* is the absolute path to the response file.
- *parameter* is the name of an installation parameter.
- *value* is the value of the installation parameter.

For example:

```
Java_home/bin/java -jar brmserver_12.0.0.0.0_linux_generic.jar -debug -invPtrLoc  
Inventory_home/oraInventory/oraInst.loc INSTALL_TYPE=Complete -responseFile /tmp/  
brm_complete.rsp -silent
```

The installation runs silently in the background.

The Installer checks for all required software and writes errors to a log file if it detects any missing or unavailable components or if any connectivity issues occur.

For information about BRM installer logs, see "[Troubleshooting the BRM Installation](#)".

Completing the Installation

After BRM has been installed on each machine, check the configuration entries and the BRM root key stored in the client wallet. You can verify the entries by doing the following:

1. Go to the directory in which you installed the BRM server, and source the **source.me** file:

Bash shell:

```
source source.me.sh
```

C shell:

```
source source.me.csh
```

2. Run the following command:

```
orapki wallet display -wallet client
```

The entries stored in the client wallet appear.

If the entries do not appear, you must store the entries manually in the client wallet by using the **pin_crypt_app** utility.

3. Verify the following entries:

- The **dm_pointer** entry is stored for each DM in your system and they contain the DM machine's host name or IP address. Any additional **dm_pointer** entries include the correct host name.
- The DM (**sm_database**) points to the correct database.

Installation is now complete. If you encountered installation problems, verify that the settings in the **pin_setup.values** file on each computer point to the correct CM and DM.

6

BRM Post-Installation Tasks

Learn how to perform post-installation tasks, such as changing your database partitions and running the **pin_setup** script, after installing the Oracle Communications Billing and Revenue Management (BRM) software.

Topics in this document:

- [Post-Installation Tasks for a BRM Non-Production System](#)
- [Post-Installation Tasks for a BRM Production Installation](#)
- [What's Next?](#)

Post-Installation Tasks for a BRM Non-Production System

After installing the BRM server, if you have not performed the following tasks during installation, do the following and then run the **pin_setup** script. See "[Running the pin_setup Script](#)" for more information.

- (Optional) To further configure BRM, you can edit the *BRM_home/setup/pin_setup.values* file. See "[Editing the pin_setup.values File](#)" for more information.

Do the following *after* running the **pin_setup** script:

- (Optional) Change your database partitions as required. See "[Changing Your Database Partitions](#)" for more information.
- If you installed BRM server and Pipeline Manager on separate machines or directories, set the BRM_WALLET and PIN_HOME variables in the BRM server to point to the client wallet and **JARs** in the *Pipeline_home* directory, where *Pipeline_home* is the directory in which Pipeline Manager is installed. See "[Setting Environment Variables for Pipeline Manager](#)" for more information.
- If you installed BRM server and Pipeline Manager on separate machines, update the configuration entries for Pipeline Manager in the client wallet manually. See "[Updating Client Wallet for Pipeline Manager](#)" for more information.
- Copy the makefiles required for compiling the Connection Manager and Facilities Module instances. See "[Copying Files for Compiling CM and FM Modules](#)" for more information.
- Edit and load the event notification list. See "[Editing and Loading the Event Notification List](#)" for more information.
- Load the tailor-made stored procedure to create a tailor-made plan. See "[Loading the Tailor-Made Stored Procedure](#)" for more information.

Editing the pin_setup.values File

To further configure BRM, such as by changing the default currency and country, you edit the *BRM_home/setup/pin_setup.values* file. This file stores the information you provided to the installer and a number of database and add-on component parameters.

The entries you need to edit in the **pin_setup.values** file depend on which components you install on the current machine. For example, if you are installing the Email DM on the current machine, edit the **\$DM_EMAIL** entries.

The following examples show the important entries to check in three configurations:

- The Connection Manager (CM) and Data Manager (DM) reside on separate machines.
- The system contains multiple Oracle DMs connected to one database.
- Invoices are stored in a separate database schema.

Example 6-1 The CM and DM Reside on Separate Machines

Machines that contain a CM must include the correct port number and host name of each DM in the system. This is especially critical when DMs reside on separate machines from the CM.

For example, you might install the Oracle DM and Email DM on a separate machine from the CM. In this case, you must modify the parameters in the CM machine's **pin_setup.values** file as shown in [Table 6-1](#).

Table 6-1 CM Machine's pin_setup Values

Entry	Description
\$DM_ORACLE{'port'}	Must contain the port number of the Oracle DM.
\$DM_ORACLE{'hostname'}	Must contain the host name of the machine running the Oracle DM.
\$DM_EMAIL{'port'}	Must contain the port number of the Email DM.
\$DM_EMAIL{'hostname'}	Must contain the host name of the machine running the Email DM.

Example 6-2 The System Contains Multiple Oracle DMs Connected to One Database

When your system contains multiple Oracle DMs connected to one database, if not already performed during the BRM server installation, you must initialize the database and drop the tablespaces. You can perform this by modifying each DM machine's **pin_setup.values** file as shown in [Table 6-2](#).

 **Note:**
You can initialize the database and drop the tablespaces only *once*.

Table 6-2 DM Machine's pin_setup Values

Entry	Description
\$SETUP_INIT_DB	Must be set to Yes on the primary Oracle DM machine; on all other machines containing an Oracle DM, set to No .
\$SETUP_DROP_ALL_TABLES	Must be set to Yes on the primary Oracle DM machine; on all other machines containing an Oracle DM, set to No .

Example 6-3 Invoices Are Stored in a Separate Database Schema

Storing invoices in their own database schemas speeds up the invoicing process; enables you to store a large number of invoices; and enables you to view, email, and print invoices without affecting the performance of the main BRM schema.

If you are storing invoices in their own schemas, you must update the **pin_setup.values** file to include the correct pointers to the invoice schema. Therefore, you must modify the parameters listed in [Table 6-3](#) on the machine containing the Invoice DM.



Note:

The Invoice DM is supported only on Oracle databases.

Table 6-3 Invoice DM Machine's pin_setup Values

Entry	Description
\$INVOICE_DB{'user'}	Must contain the user name to log in to your invoice schema. This user name must be different from the one used for the main BRM schema.
\$INVOICE_DB{'alias'}	Must contain the database alias of the invoice schema.
\$INVOICE_DB{'Host'}	Must contain the host name of the machine running the invoice schema.
\$INVOICE_DB{'tables_group'}	Must contain the name of the data tablespace.
\$INVOICE_DB{'indexes_group'}	Must contain the name of the index tablespace.
\$DM_INVOICE{'port'}	Must contain the port number of the Invoice DM. For guidelines, see "Guidelines for Database and Port-Number Entries" in <i>BRM System Administrator's Guide</i> .
\$DM_INVOICE{'db_num'}	Must contain the database number for the invoice schema.

Running the pin_setup Script

The **pin_setup** script reads the **pin_setup.values** and **pin_tables.values** files and configures BRM by:

- Configuring your various configuration (**pin.conf**) files.
- Setting up database tables and indexes.

To run the **pin_setup** script:

1. Go to the **BRM_home\setup** directory and enter the following command:

```
% ./pin_setup
```

2. If you receive a notification that you must append information to the CM **pin.conf** file:
 - a. Append the lines from the **BRM_home\append_to_cm_pin_conf** file to the CM machine's **BRM_home\sys\cm\pin.conf** file.
 - b. Stop and restart the CM process.

You receive the notification shown below when you install a DM component on a separate machine from the CM component:

```
Warning: File not found: BRM_home/sys/cm/pin.conf
To complete the install, append the following
file to the sys/cm/pin.conf file and then restart the CM
process:
"BRM_home/append_to_cm_pin_conf"
```

3. Check the **pin_setup.log** file for status and errors.

 **Note:**

After you run **pin_setup**, the **cm.pinlog** file erroneously contains several **PIN_ERROC_FLIST** and **PIN_ERRCLASS_SYSTEM_DETERMINATE** error messages. You can safely ignore these messages.

By default, the **pin_setup** script configures only the last installed product by reading the **pin_setup.values** file. You can also do the following:

- Use the **-all** parameter to configure BRM and all the optional components present in the **@COMPONENTS** section of **pin_setup.values**. Before using the **-all** parameter to configure BRM, ensure that the following entry is commented:

```
#@COMPONENTS
```

For example, go to the **BRM_home/setup** directory and enter the following command:

```
pin_setup -all
```

To configure additional set of components using the **-all** parameter, add the **@COMPONENT_LIST= (" ");** entry in the **pin_setup.values** file.

Changing Your Database Partitions

If you *did not* enable partitioning during installation, skip this section.

If you *did* enable partitioning for one or more storable classes during installation, the tables for those storable classes are now divided into the following partitions:

- **Event tables**

- If you chose to add 12 fixed partitions to your event tables, those tables were divided into 12 monthly partitions, a historic partition, and a last partition. See "About the Default Partitioning Scheme" in *BRM System Administrator's Guide*.
- If you chose *not* to add 12 fixed partitions to your event tables, those tables were divided into a historic partition and a last partition (which stores *all* purgeable objects for the table). This partitioning scheme is sufficient for a test or demonstration system. For a production system, however, you must create purgeable partitions.

- **Item tables**

Tables for item storable classes were divided into a historic partition and a last partition.

- **Tables for all other storable classes in @CLASSES_TO_BE_PARTITIONED**

Tables for all storable classes listed in the **pin_setup.values** file's **@CLASSES_TO_BE_PARTITIONED** entry *except* the item storable class were given only one partition, **partition_last**. See "About Objects Stored in **partition_last** and **partition_last_pin**" in *BRM System Administrator's Guide*. For a production system, you must create purgeable partitions.

 **Note:**

- To test partitioning, you must add at least one purgeable partition.
- To change your partitioning scheme (for example, by adding purgeable partitions), do so *before* any objects are stored in the partitions you want to modify. *Do not modify a partition after BRM adds objects to the partition.*

For information about changing your partitioning scheme, see "Partitioning Tables" in *BRM System Administrator's Guide*.

Setting Environment Variables for Pipeline Manager

If you installed BRM server and Pipeline Manager on separate machines or directories, on the machine on which you installed the BRM server, set the environment variables to point to the client wallet and **JARs** in the *Pipeline_home* directory (where *Pipeline_home* is the directory in which Pipeline Manager is installed) by running the following command:

```
setenv BRM_WALLET Pipeline_home/wallet/client
setenv PIN_HOME Pipeline_home/jars
```

Updating Client Wallet for Pipeline Manager

If you installed BRM server and Pipeline Manager on separate machines, on the machine on which you installed the BRM server, update the values for the following configuration entries in the client wallet manually:

- **oracle.security.client.connect_string***n*
- **oracle.security.client.username***n*
- **oracle.security.client.password***n*

where *n* is the database or database schema number. For example:

oracle.security.client.connect_string1.

To update configuration entries in the client wallet, see "About Oracle Wallet" in *BRM System Administrator's Guide*.

Copying Files for Compiling CM and FM Modules

To copy the required files for compiling CM and FM modules:

1. Copy the following files from the *BRM_home/lib* directory to the *BRM_home/PortalDevKit/source/sys/cm* directory:
 - **libcmpin.so**
 - **libdmpin.so**
2. Copy the **cm.cpp** file from the *BRM_home/source/sys/cm* directory to the *BRM_home/PortalDevKit/source/sys/cm* directory.
3. Copy the contents from the *BRM_home/PortalDevKit/include* directory to the *BRM_home/include* directory.
4. Open the *BRM_home/PortalDevKit/source/samples/env.unix* file in a text editor.
5. Add or modify the following environment variables:

```
LIBDIR = BRM_home/PortalDevKit/lib
RW_INCDIR = PortalDevKit_hostname/rwWorkspace
INCDIR = BRM_home/PortalDevKit/include
PCM_JAR = BRM_home/jars/pcm.jar
JDK_HOME = jdk_path
PCMEXT_JAR = BRM_home/jars/pcmext.jar
```

where:

- *hostname* is the name of the machine on which the BRM server is installed.
- *jdk_path* is the path to the directory in which the latest version of JRE certified with BRM is installed. For example: /Linux/x86_64/packages/jdk/jdk1.8.0_144.

6. Save and close the file.

Editing and Loading the Event Notification List

To edit and load the event notification list:

1. Open the BRM event notification file (*BRM_home/sys/data/config/pin_notify*) in a text editor.
2. Search for the following entries and remove them:

```
2354 0 /event/billing/settlement/notify
2355 0 /event/billing/dispute/notify
```

3. Save and close the file.
4. Load the updated file into the database by running the **load_pin_notify** utility:

```
load_pin_notify -v event_notification_file
```

where *event_notification_file* is the path to the BRM event notification file.

See "Loading the Event Notification List" for more information.

Loading the Tailor-Made Stored Procedure

If you use the Tailor-Made Plan feature, you must load its stored procedure.

To load the stored procedure:

1. Ensure the following:
 - BRM and Pipeline Manager are installed.
 - The BRM schema and the Pipeline Manager schema reside on the same database.
2. Connect to the Oracle database with SQL*Plus:

```
% sqlplus system@databaseAlias
Enter password: password
```

3. Grant access of the pipeline schema to user **pin** by doing the following:
 - a. Run the SQL grant select, update, insert, and delete command on the specified Pipeline Manager tables:

```
SQL> grant select, update, insert, delete on tableName to pin;
```

where *tableName* is the name of the Pipeline Manager table. Run the command on the following tables:

- ifw_rateplan

- ifw_rateplan_cnf
- ifw_rateplan_ver
- ifw_model_selector
- ifw_selector_detail
- ifw_selector_rule
- ifw_selector_rule_Ink
- ifw_selector_ruleset
- ifw_pricemodel
- ifw_pricemdl_step

- b. Run the SQL grant select command on the specified Pipeline Manager tables:

```
SQL> grant select on tableName to pin;
```

Run the command on the following tables:

- ifw_service
- ifw_timezone
- ifw_timemodel
- ifw_impact_cat
- ifw_zonemodel
- ifw_calendar

- c. Run the SQL grant select command on the specified Pipeline Manager sequences:

```
SQL> grant select sequenceName to pin;
```

where *sequenceName* is the name of the Pipeline Manager sequence. Run the command on the following sequences:

- ifw_seq_selectordetail
- ifw_seq_selectorrule
- ifw_seq_modelselector
- ifw_seq_pricemodel
- ifw_seq_rateplan

4. Type **exit** to exit SQL*Plus.
5. Go to the *IFW_home/database/Oracle/Scripts* directory, where *IFW_Home* is the pipeline install directory.
6. Enter the following command to open SQL*Plus:

```
% sqlplus pin@database_Name  
Enter password: password
```

where *database_Name* is the service name or database alias of the Oracle database.

7. Enter the following command to load the stored procedure:

```
SQL>@create_pricing_tailormadeplan_procedures.plb
```

8. Type **exit** to exit SQL*Plus.

Post-Installation Tasks for a BRM Production Installation

After installing the BRM server, if you have not performed the following tasks during installation, do the following and then run the **pin_setup** script. See ["Running the pin_setup Script"](#) for more information.

- (Optional) To further configure BRM, you can edit the *BRM_home/setup/pin_setup.values* file. See ["Editing the pin_setup.values File"](#) for more information.
- (Optional) If you did not create multiple tablespaces during the BRM server installation, create additional tablespaces and map the BRM tables to the tablespaces. See ["Editing the pin_tables.values File"](#) for more information.
- (Optional) If you enabled partitioning during BRM installation, the following classes are automatically partitioned: journal, journal master, newsfeed, and user activity. See ["Enabling Different Classes for Partitioning during Installation"](#) for more information. This task is common to both typical and complete BRM server installations.

Do the following *after* running the **pin_setup** script:

- (Optional) Change your database partitions as required. See ["Changing Your Database Partitions "](#) for more information.
- If you installed the BRM server and Pipeline Manager on separate machines or directories, set the BRM_WALLET and PIN_HOME variables in the BRM server to point to the client wallet and **JARs** in the *Pipeline_home* directory, where *Pipeline_home* is the directory in which Pipeline Manager is installed. See ["Setting Environment Variables for Pipeline Manager"](#) for more information.
- If you have installed the BRM server and Pipeline Manager on separate machines, update the configuration entries for Pipeline Manager in the client wallet manually. See ["Updating Client Wallet for Pipeline Manager"](#) for more information.
- If you installed any optional components on a separate machine from the CM, edit the optional component's configuration entries. See ["Editing Optional Components Configuration Entries"](#) for more information.
- Copy the makefiles required for compiling the Connection Manager instances. See ["Copying Files for Compiling CM and FM Modules"](#) for more information.
- Edit and load the event notification list. See ["Editing and Loading the Event Notification List"](#) for more information.
- Load the tailor-made stored procedure to create a tailor-made plan. See ["Loading the Tailor-Made Stored Procedure"](#) for more information.

Editing the pin_tables.values File

If you install BRM with the default settings, BRM data is stored in a single tablespace (**pin00**), and BRM indexes are stored in a second tablespace (**pinx00**). Although you can run and test BRM with just these tablespaces, you need multiple tablespaces for optimal performance on a production system.

If your BRM database contains multiple tablespaces, you must use the *BRM_home/setup/scripts/pin_tables.values* file to map the BRM tables to the tablespaces you created in Oracle. For information on how to map your tables, see ["Mapping Tablespaces to Logical Devices"](#).

Enabling Different Classes for Partitioning during Installation

To enable partitioning for different storable classes, you must edit the **pin_setup.values** file and then run the **pin_setup** script.

To enable different storable classes for partitioning during installation:

1. Open the *BRM_home/setup/pin_setup.values* file.
2. Ensure that the \$ENABLE_PARTITION parameter is set to **Yes**.
3. In the @CLASSES_TO_BE_PARTITIONED entry, add or remove storable classes. The default list is shown below:

```
@CLASSES_TO_BE_PARTITIONED = ("/journal:local", "/journal master:local", "/newsfeed:local", "/sepa:local", "/user_activity:local");
```

To add classes for partitioning, use the following format:

```
"/class_name:index_type"
```

where:

- *class_name* is the name of a base storable class. Add only base storable classes to the list.

The event storable class is never added to the list. If partitioning is enabled (\$ENABLE_PARTITION = **Yes**), the event tables are always partitioned.

- *index_type* is one of the following index types available for non-event partitions (all event indexes are local):
 - **:local** — Maintenance can be done without shutting down BRM, but performance may suffer. Search operations are more time consuming because searches must hit every local index.
 - **:global** — Search operations are fast, but BRM services must be shut down before adding or dropping partitions. Tables with global indexes require the indexes to be rebuilt.

Note:

When **pin_setup** is run, the tables of storable classes enabled for partitioning get an initial partition. Because BRM does not provide a tool to revert partitioned tables to nonpartitioned tables, these partitions cannot easily be removed after data starts being stored in them.

4. Save and close the file.

Editing Optional Components Configuration Entries

If you install any optional components on a separate machine from your CM, manually edit the component's configuration entries to include the following:

- The correct CM port number.
- The correct host name for the CM machine.

- Any component-specific Facilities Module (FM) entries. For information, see "Syntax for Facilities Module Entries" in *BRM System Administrator's Guide*.

For updating the configuration entries in the Oracle wallet, see "About Oracle Wallet" in *BRM System Administrator's Guide*.

What's Next?

After completing the post-installation tasks, set up your product offerings, business policies, and customer accounts in BRM. To do so, you must install the BRM client applications, including the BRM web-based client applications, such as Billing Care, Business Operations Center, and Pricing Design Center (PDC):

- To set up BRM, install core BRM client applications. See "[Installing BRM Thick Clients](#)" for more information.
- To create and manage customer accounts, install the Billing Care application. See *Billing Care Installation Guide* for more information.
- To create, schedule, and view the results of business operations, install the Business Operations Center application. See *Business Operations Center Installation Guide* for more information.
- To create product offerings, install PDC. See *PDC Installation Guide* for more information.

For a production installation, to implement BRM with the required software products for charging, billing, and revenue management, you must install and configure the required software products before you implement BRM.

See the product documentation of the required software products for instructions on installing and configuring those products. For example, if you are using Elastic Charging Engine (ECE) for usage charging, install ECE. See *ECE Installation Guide* for more information.

7

Installing a Multischema System

Learn how to install Oracle Communications Billing and Revenue Management (BRM) in a multischema system.

Topics in this document:

- [Before Installing a Multischema System](#)
- [Multischema Installation Overview](#)
- [Installing a Multischema System: Task List](#)
- [What's Next?](#)

Before Installing a Multischema System

Before you install a multischema system, verify the following:

- Your system meets the minimum hardware and software requirements.
See "[System Requirements](#)".
- You have all the software required to run BRM with an Oracle database in an Oracle Real Application Clusters (Oracle RAC) system.
See "[Database Requirements](#)".
- All database schemas in your system use the following:
 - A unique schema name
 - The same tablespace names

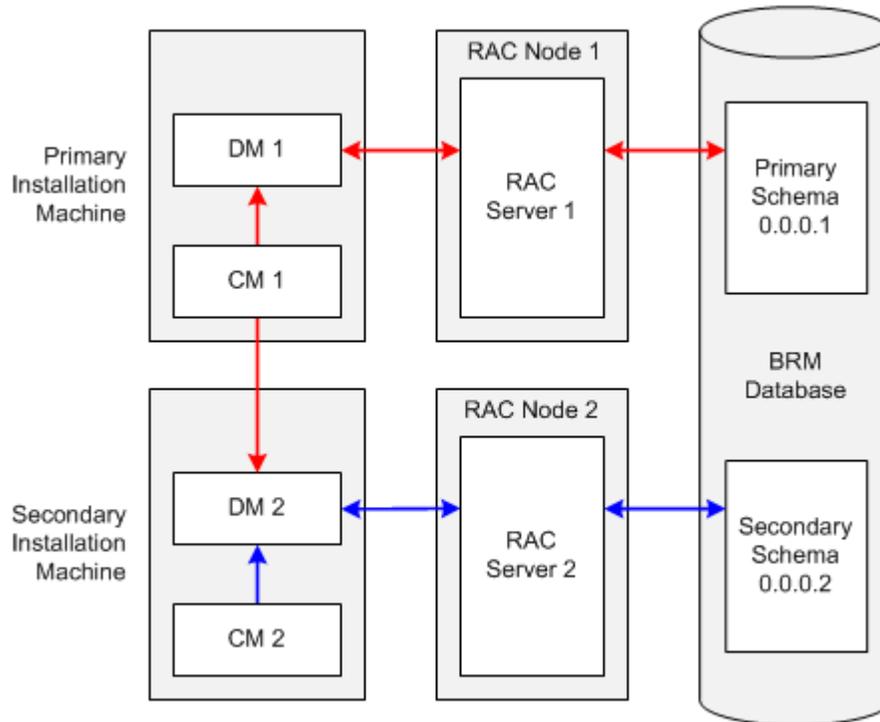
Multischema Installation Overview

You can distribute BRM data among multiple database schemas to increase scalability and availability. For more information about multischema systems, see "[A BRM Multischema Production System](#)".

Typically, a multischema system includes one or more database schema machines and several machines running BRM. You configure the additional BRM machines so that each Oracle Data Manager (DM) process communicates with one particular schema across the network.

For example, [Figure 7-1](#) shows a multischema system with two BRM installation machines and two schemas.

Figure 7-1 Two-Schema BRM Multischema Environment



In a multischema system:

- The *primary installation machine* must contain, at a minimum, the primary Connection Manager (CM), the primary Oracle DM, and a database client. The primary CM communicates with both primary and secondary Oracle DMs, and the primary DM is dedicated to the primary database schema.
- The *secondary installation machine* must contain, at a minimum, a secondary DM and a database client. In [Figure 7-1](#), it also contains a secondary CM. The secondary CM communicates with the secondary DM, and the secondary DM is dedicated to the secondary database schema. Although the secondary CM is not required, it enables you to perform dedicated operations, such as billing, on the secondary database schema.
- The *primary database schema* contains all the configuration, pricing, audit trail, and uniqueness objects. Modifications to configuration, pricing, and audit trail objects are always performed by the primary DM in the primary database schema. Secondary DMs can modify uniqueness objects in the primary database schema by using schema qualifications. The primary database schema also contains subscriber data, such as events and account objects.
- The *secondary database schema* contains subscriber data. Each secondary database schema also has access to the configuration, pricing, audit trail, and uniqueness objects stored in the primary database schema.

Installing a Multischema System: Task List

This section provides an overview of the tasks you must perform to install and configure a multischema system.

1. Install an Oracle database across all the servers in your Oracle RAC system.

For more information, see the following:

- [Installing and Configuring the Oracle Database](#)
 - Oracle RAC documentation
2. Through one Oracle RAC node, create the primary database schema.
See "[Creating the BRM User for Oracle](#)".

 **Note:**

The term "BRM user" is synonymous with the term "database schema."

3. Through each of the other Oracle RAC nodes, create a secondary database schema.
See "[Creating the BRM User for Oracle](#)".
4. Configure each database schema in your system to connect to all the other database schemas, and verify that the connections work.

 **Note:**

This enables the database links created when you run the **pin_multidb.pl** script (see step 17) to work across the schemas.

For information, see your Oracle database documentation.

5. For each database schema, grant execute permission for **dbms_lock**.
See "[Granting Execute Permission to pin_user](#)".
6. On your primary installation machine, install the PERL libraries and the JRE required to install BRM components.
7. On each of your secondary installation machines, install the PERL libraries and the JRE required to install BRM components.
8. On your primary installation machine, install BRM.
See "[Installing BRM on the Primary Installation Machine](#)".
9. On your secondary installation machines, install BRM.
See "[Installing BRM on a Secondary Installation Machine](#)".
10. Verify that the BRM installation machines can connect to all the schemas.
See "[Verifying That the Installation Machines Connect to All Schemas](#)".
11. Install Multidatabase Manager on the primary installation machine.
See "[Installing and Configuring Multidatabase Manager on the Primary Installation Machine](#)".
12. (Optional) Disable the creation of uniqueness objects.
See "[Disabling Creation of Uniqueness Objects](#)".
13. Edit the **pin_multidb.conf** file on the primary installation machine.
See "[Configuring pin_multidb.conf on the Primary Installation Machine](#)".

14. Edit the client wallet on the primary installation machine.
See "[Configuring Client Wallet on the Primary Installation Machine](#)".
15. If your system includes an SSL-enabled Oracle database, edit the SSL database wallet on the primary installation machine. See "[Connecting to SSL-Enabled Oracle Database](#)".
16. Grant Oracle database system privileges to each database schema in your system.
See "[Granting System Privileges to Each Database Schema](#)".
17. Run the `pin_multidb.pl` script on the primary installation machine.
See "[Running pin_multidb.pl on the Primary Installation Machine](#)".
18. (Optional) Make custom tables available to all the schemas in your system.
See "Creating Custom Tables That Are Available to All Database Schemas" in *BRM System Administrator's Guide*.
19. (Optional) Configure BRM to enforce the creation of unique account numbers.
See "[Enforcing the Creation of Unique Account Numbers](#)".

Installing BRM on the Primary Installation Machine

The primary installation machine must contain, at a minimum, the primary CM, the primary Oracle DM, and a database client.



Note:

The database client is required because the primary Oracle DM and the primary database schema are installed on different machines.

To set up the primary installation machine:

1. Install BRM. See "[Installing BRM](#)".
2. Connect the Oracle DM to the primary Oracle RAC instance:
 - a. Open the Oracle DM configuration file in a text editor:
`BRM_home/sys/dm_oracle/pin.conf`
 - b. Set the `sm_database` entry to the connect descriptor configured for the primary Oracle RAC instance:

```
- dm sm_database connectionString
```


`connectionString` must match the `connectionString` entry for the primary Oracle RAC instance in the `tnsnames.ora` file.
 - c. Add the following entry:

```
- dm sm_svcname serviceName
```


`serviceName` must match the `SERVICE_NAME` entry in the connect descriptor specified in the preceding step.
 - d. Save and close the file.
 - e. Stop and restart the Oracle DM.
3. Configure the primary database client to connect to each secondary database schema.

For information, see "[Installing the Database and Oracle DM on Separate Machines](#)".

4. Install the optional components you purchased that might add tables to your database.

 **Note:**

- You must install optional components *before* you run the **pin_multidb.pl** script to ensure that configuration objects from your optional component tables are made available to your secondary database schemas. See "[Running pin_multidb.pl on the Primary Installation Machine](#)".
- If you are installing optional managers, such as GSM Manager, you must run the "[object_auditing](#)" script *after* you run the **pin_multidb.pl** script. Otherwise, object auditing for that optional manager's storable classes will fail.

Installing BRM on a Secondary Installation Machine

A secondary installation machine must contain, at a minimum, an Oracle DM and a database client.

 **Note:**

- The database client is required because a secondary installation machine and its corresponding secondary database schema machine (which is in an Oracle RAC system) are different machines.
- You must install all of the BRM software on all machines that run a BRM process, even if you run only a CM or a DM on a particular machine.

To set up a secondary installation machine:

1. Copy the BRM wallet from your primary installation machine to your secondary installation machine.
2. Set the BRM_WALLET and BRM_CONF_WALLET environment variables to the location of your BRM wallet on the secondary installation machine:

```
setenv BRM_WALLET BRM_home/wallet/client
setenv BRM_CONF_WALLET BRM_home/wallet/client
```

3. Install BRM. See "[Installing BRM](#)".
4. Connect the Oracle DM to a secondary Oracle RAC instance:
 - a. Open the Oracle DM configuration file (*BRM_home/sys/dm_oracle/pin.conf*) in a text editor.
 - b. Set the **sm_database** entry to the connect descriptor configured for a secondary Oracle RAC instance:

```
- dm sm_database connectionString
```

connectionString must match the *connectionString* entry for a secondary Oracle RAC instance in the **tnsnames.ora** file.

- c. Add the following entry:

```
- dm sm_svcname serviceName
```

serviceName must match the **SERVICE_NAME** entry in the connect descriptor specified in the preceding step.
- d. Save and close the file.
- e. Stop and restart the Oracle DM.
5. Configure the secondary database client to connect to the primary database schema. For information, see "[Installing the Database and Oracle DM on Separate Machines](#)".
6. Install the same optional components that you installed on the primary installation machine.
7. On the primary installation machine, generate the root key by running the following command:

```
pin_crypt_app -genrootkey
```

The root key is generated.
8. On both primary and secondary installation machines, set the generated primary root key in the Oracle DM configuration file (*BRM_home/sys/dm_oracle/pin.conf*).

Verifying That the Installation Machines Connect to All Schemas

Verify that BRM was installed and set up properly on your installation machines by connecting to the primary and secondary database schemas.

Using testnap to Verify Access to Your Schemas

The BRM **testnap** utility tests your installation machine's connection to the database schema by establishing a Portal Communications Module (PCM) connection with the CM and executing PCM opcodes using that connection. For more information, see "testnap" in *BRM Developer's Reference*.

Verifying Access between Primary Installation Machine and Primary Schema

Perform the following procedure on the primary installation machine to verify that it can connect to the primary database schema:

1. Log in as user **pin**, go to the *BRM_home/sys/test* directory, and open the **pin.conf** file in a text editor such as **vi**:

```
su - pin
cd BRM_home/sys/test
vi pin.conf
```

2. Modify the following entries in the **pin.conf** file:

```
- nap cm_ptr ip primary_hostname port_number
- nap login_name login_name
```

where:

- *primary_hostname* is the host name of the primary installation machine.
- *port_number* is the port number of the primary CM.
- *login_name* is the login for the primary CM (the default is **root.0.0.0.1**).

3. Run the **testnap** utility from the *BRM_home/sys/test* directory, and check for connection errors:

```
testnap
====>database 0.0.0.1 from pin.conf "userid"
q
```

Verifying Access between Secondary Installation Machines and Secondary Schemas

Perform the following procedure on each secondary installation machine to verify that it can connect to its secondary database schema:

1. Log in as user **pin**, go to the *BRM_home/sys/test* directory, and open the **pin.conf** file in a text editor such as **vi**:

```
cd BRM_home/sys/test
vi pin.conf
```

2. Modify the following entries in the **pin.conf** file:

```
- nap cm_ptr ip secondary_hostname port_number
- nap login_name login_name
```

where:

- *secondary_hostname* is the host name of the secondary installation machine.
- *port_number* is the port number of the secondary CM.
- *login_name* is the login for the secondary CM (the default is **root.0.0.0.2**).

3. Run the **testnap** utility from the *BRM_home/sys/test* directory, and check for connection errors:

```
testnap
====>database 0.0.0.2 from pin.conf "userid"
q
```

Installing and Configuring Multidatabase Manager on the Primary Installation Machine

To install and configure Multidatabase Manager, perform the following procedure on the primary installation machine:

1. Stop all BRM processes if running. See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.
2. Install Multidatabase Manager. See "[Installing Individual BRM Components](#)".
3. Go to the *BRM_home/setup* directory, and run the **pin_setup** script.
4. Log in as user **pin** and copy the Multidatabase Manager configuration file (*BRM_home/apps/multi_db/pin.conf*) to the *BRM_home/setup/scripts* directory:

```
su - pin
cp BRM_home/apps/multi_db/pin.conf BRM_home/setup/scripts
```

5. Go to the *BRM_home/setup/scripts* directory, and open the **pin.conf** file in a text editor such as **vi**:

```
cd BRM_home/setup/scripts
vi pin.conf
```

6. Modify the following entries in the **pin.conf** file:

```
- nap cm_ptr ip primary_hostname port_number
- nap login_name login_name
```

where:

- *primary_hostname* is the host name of the primary installation machine.
- *port_number* is the port number of the primary CM.
- *login_name* is the login for the primary CM (the default is **root.0.0.0.1**).

7. Start the CM and Oracle DM processes.

See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.

8. Run the **testnap** utility from the *BRM_home/setup/scripts* directory, and check for connection errors:

```
testnap
====>database 0.0.0.1 from pin.conf "userid"
q
```

Disabling Creation of Uniqueness Objects

BRM requires unique service login names. The **/uniqueness** objects maintain a list of unique login names across multiple database schemas. The list is used during authentication. You can disable creation of **/uniqueness** objects. For example, you might want to disable creation of **/uniqueness** objects if you use your own authentication software.

To disable creation of **/uniqueness** objects:

1. Open the CM configuration file (*BRM_home/sys/cm/pin.conf*).
2. Edit the following entry:

```
-cm uniqueness_login 1
```

where:

- **0** does not create uniqueness objects.
- **1** creates uniqueness objects. This is the default.

3. Save the file.
4. Stop and restart the CM.

Configuring pin_multidb.conf on the Primary Installation Machine

You must enter configuration parameters for your multischema setup in the **pin_multidb.conf** file.

Note:

This file is accessible only if you installed Multidatabase Manager for the appropriate platform. See "[Installing and Configuring Multidatabase Manager on the Primary Installation Machine](#)".

To configure a BRM multischema system:

1. Open the `BRM_home/setup/scripts/pin_multidb.conf` file in a text editor such as `vi`:

```
vi BRM_home/setup/scripts/pin_multidb.conf
```

2. Modify the configuration entries listed in [Table 7-1](#).

 **Note:**

Include a set of `$PIN_MD_SECONDARY*[x]` entries for each secondary database schema in your system. For example, if your system contains three secondary database schemas, the file should contain a set of `$PIN_MD_SECONDARY*` entries ending in `[0]`, a set ending in `[1]`, and a set ending in `[2]`.

Table 7-1 `pin_multidb.conf` File Entries

Entry	Description
<code>\$JDBC_JAR_FILE</code>	Specify the location of the JDBC Library (<code>ojdbc8.jar</code>).
<code>\$PIN_MD_SQL_PLATFORM</code>	Specify the database software your multischema system uses. Enter 'Oracle' .
<code>\$PIN_MD_SQL_BASE</code>	Set this to <code>\$ORACLE_HOME</code> .
<code>\$PIN_MD_INFRANET_BASE</code>	Specify the directory in which you installed BRM on your primary installation machine. You must change this value if you installed BRM in a directory other than the default directory.
<code>\$PIN_MD_CM_HOST</code>	Enter the machine name where the primary CM is running.
<code>\$PIN_MD_CM_PORT</code>	Enter the primary CM's port number. The default is 11960 . Check the port number by looking in the <code>BRM_home/sys/cm/pin.conf</code> file.
<code>\$PIN_MD_PRIMARY_DBNO</code>	Enter the primary database number. The default is "0.0.0.1" .
<code>\$PIN_MD_PRIMARY_OWNER</code>	Enter the name of the primary database schema. The default is "PIN" . This value must match the <code>\$PIN_MD_SECONDARY_PARENT_SCHEMA [x]</code> value.
<code>\$PIN_MD_PRIMARY_DBNAME</code>	Enter the database alias for the primary database schema.
<code>\$PIN_MD_PRIMARY_HOSTNAME</code>	Enter the machine name where the primary Oracle DM is running.
<code>\$PIN_MD_PRIMARY_PORT</code>	Enter the port number for the primary DM. The default is 12950 .

Table 7-1 (Cont.) pin_multidb.conf File Entries

Entry	Description
\$PIN_MD_SECONDARY_START_INST	<p>Specify the \$PIN_MD_SECONDARY*[x] array number for the first secondary database schema to add to your system, where x is the array number.</p> <p>For example:</p> <ul style="list-style-type: none"> When initially setting up a multischema system containing three secondary database schemas, set this entry to "0" and set \$PIN_MD_SECONDARY_STOP_INST to "2". This tells the pin_multidb.pl script to configure secondary database schemas based on arrays 0, 1, and 2. When adding secondary database schemas to an existing multischema system, enter the \$PIN_MD_SECONDARY*[x] array number for the first schema being added to the system. For example, if your system contains three secondary database schemas (0, 1, and 2) and you are adding two more schemas, set this entry to "3" and set \$PIN_MD_SECONDARY_STOP_INST to "4". This tells the pin_multidb.pl script to configure secondary database schemas based only on arrays 3 and 4 and to ignore arrays 0, 1, and 2. <p>Note: You must include a set of \$PIN_MD_SECONDARY*[x] entries for each secondary database schema in your system. For example, if your system contains three secondary database schemas, the pin_multidb.conf file should contain a set of \$PIN_MD_SECONDARY* entries ending in [0], a set ending in [1], and a set ending in [2].</p> <p>The default is "0".</p>
\$PIN_MD_SECONDARY_END_INST	<p>Specify the \$PIN_MD_SECONDARY*[x] array number for the last secondary database schema to add to your system, where x is the array number.</p> <p>For example, when you initially set up a multischema system containing three secondary database schemas, enter "2".</p> <p>When adding secondary database schemas to an existing multischema system, enter the \$PIN_MD_SECONDARY*[x] array number for the last schema being added to the system. For example, if your system contains three secondary database schemas (corresponding to arrays 0, 1, and 2) and you are adding two more schemas, enter "4".</p> <p>The default is "0".</p>
\$PIN_MD_SECONDARY_DBNO [x]	Enter the secondary database number. The default is "0.0.0.2".
\$PIN_MD_SECONDARY_OWNER [x]	Enter your user name for the secondary database schema. The default is "PINB".
\$PIN_MD_SECONDARY_DBNAME [x]	<p>Enter the database alias for the secondary database schema.</p> <p>Note: Ensure that you enter a unique database alias for each secondary database schema.</p>
\$PIN_MD_SECONDARY_HOSTNAME [x]	Enter the machine name where the secondary Oracle DM is running.
\$PIN_MD_SECONDARY_PORT [x]	Enter the DM port number for the secondary database schema.
\$PIN_MD_SECONDARY_PARENT_DBNO [x]	Enter the database number of the primary database schema. The default is "0.0.0.1".
\$PIN_MD_SECONDARY_PARENT_SCHEMA [x]	<p>Enter the name of the primary database schema.</p> <p>This value must match the \$PIN_MD_PRIMARY_OWNER [x] value.</p>

Configuring Client Wallet on the Primary Installation Machine

On your primary installation machine, enter the configuration parameters for your multischema setup in the client wallet by using the **pin_crypt_app** utility. See "pin_crypt_app" in *BRM Developer's Guide* for more information about the utility's syntax and parameters.

To configure the client wallet, perform the following on the primary installation machine for each secondary database schema:

1. Go to the *BRM_home/bin* directory.
2. Add or modify the values in the client wallet by running the following command:

```
pin_crypt_app -setconf -wallet clientWalletLocation -parameter configEntry -value
value
```

where:

- *clientWalletLocation* is the path to the client wallet.
- *configEntry* is the configuration entry in the client wallet. See [Table 7-2](#) for the entries to be added or modified.
- *value* is the value of the configuration entry to store in the client wallet.

Note:

Ensure that you add or modify the entries listed in [Table 7-2](#) for each secondary schema.

Table 7-2 Client Wallet Entries

Entry	Description
oracle.security.client.connect_stringx where x is the array number of the secondary database schema. For example, if your system contains three secondary database schemas, the client wallet should contain a set of schema entries ending in [0] , a set ending in [1] , and a set ending in [2] .	Enter the database alias for the secondary database schema. Note: Ensure that you enter a unique database alias for each secondary database schema.
oracle.security.client.usernamex	Enter your user name for the secondary database schema. The default is " PINB ".
oracle.security.client.passwordx	Enter your password for the secondary database schema.
0.0.0.x_user_password	Enter the database password.

The configuration entries are stored in the client wallet.

Connecting to SSL-Enabled Oracle Database

You connect your BRM multischema system to an SSL-enabled Oracle database by updating the SSL database wallet. To do so, you use the **pin_crypt_app** utility to add the following configuration entries to the SSL database wallet:

- **oracle.security.client.connect_stringX**: Specifies the database alias for a secondary database schema.
- **oracle.security.client.usernameX**: Specifies the user name for a secondary database schema.
- **oracle.security.client.passwordX**: Specifies the password for the secondary database schema.

where *X* is the secondary database schema number. That is, **1** for the first secondary database schema, **2** for the second secondary database, and so on.

For example, if your multischema system contains a primary database schema and two secondary database schemas, you would add the following configuration entries:

```
oracle.security.client.connect_string1
oracle.security.client.username1
oracle.security.client.password1
oracle.security.client.connect_string2
oracle.security.client.username2
oracle.security.client.password2
```

To add configuration entries to the SSL database wallet, do the following:

1. Go to the *BRM_home/bin* directory.
2. Run the following command for each configuration entry:

```
pin_crypt_app -setconf -wallet DBWalletLocation -parameter configEntry -value value
```

where:

- *DBWalletLocation* is the path and file name of the SSL database wallet.
- *configEntry* is the name of the configuration entry.
- *value* is the value of the configuration entry.

When the prompt appears, enter the password for the wallet.

Granting System Privileges to Each Database Schema

You must grant Oracle database system privileges to the primary database schema and each secondary database schema in your system.

To grant system privileges to each database schema, perform the following on the primary BRM installation machine:

1. Log in to your database as user **sysdba**:

```
% sqlplus system@databaseAlias as sysdba
Enter password: password
```

where:

- *password* is the Oracle system database user password.
- *databaseAlias* is the Oracle system database alias.

2. Grant system privileges by running the following command separately for each database schema:

```
SQL> grant create table, create view, create trigger to schemaUserName identified by schemaPassword;
```

Grant succeeded.

```
SQL> commit;
```

Commit complete.

where:

- *schemaUserName* is the user name for the schema to which you are granting privileges.
- *schemaPassword* is the password for the specified schema user name.

Running pin_multidb.pl on the Primary Installation Machine

The **pin_multidb.pl** script initializes and configures your primary and secondary database schemas.

Running pin_multidb.pl -i

Running the **pin_multidb.pl** script with the **-i** parameter initializes the primary and secondary database schemas. See "pin_multidb" in *BRM System Administrator's Guide*.

To run **pin_multidb -i**, perform the following procedure on the primary installation machine:

1. Log in as user **pin**, go to the *BRM_home/apps/multi_db* directory, and open the **config_dist.conf** file in a text editor such as **vi**:

```
su - pin
cd BRM_home/apps/multi_db
vi config_dist.conf
```

2. Change the status of all secondary database schemas to **OPEN**.

Note:

If your system contains multiple secondary database schemas, create a new set of entries for each additional secondary database schema.

```
DB_NO = "0.0.0.1" ;           # 1st database config block.
PRIORITY = 1 ;
MAX_ACCOUNT_SIZE = 100000 ;
STATUS = "OPEN" ;
SCHEMA_NAME = "pin111x" ;

DB_NO = "0.0.0.2" ;           # 2nd database config block.
PRIORITY = 1 ;
```

```
MAX_ACCOUNT_SIZE = 100000 ;
STATUS = "OPEN" ;
SCHEMA_NAME = "pin112x" ;
```

3. Go to the `BRM_home/setup/scripts` directory, and run `pin_multidb.pl -i`:

```
cd BRM_home/setup/scripts
perl pin_multidb.pl -i
```

This starts a series of interactive prompts. Follow the instructions on the screen.

 **Note:**

When a prompt instructs you to set up schema qualifications, see "[Setting Up Schema Qualifications](#)" for more information.

4. At the command prompt, enter the BRM wallet password.
5. Verify that `pin_multidb.pl` created the MD_PRIMARY database link between the primary database schema and each secondary database schema by performing the following procedure on *each* secondary database schema:

- a. Log in to the secondary database schema:

```
% sqlplus schema_user_name@database_alias
Enter password: password
```

where:

- `schema_user_name` is the user name for the secondary database schema.
- `password` is the password for the specified schema user name.
- `database_alias` is the BRM database alias of the secondary database schema.

- b. Enter the following SQL command:

```
SQL> select poid_id0 from uniqueness_t@MD_PRIMARY where poid_id0=1;
```

If the command is successful, the following lines are returned:

```
poid_id0
-----
1
```

If an error is returned, re-create the MD_PRIMARY database link and then rerun the SQL query:

- i. Log in to the secondary database schema:

```
% sqlplus schema_user_name@database_alias
Enter password: password
```

where:

- `schema_user_name` is the user name for the secondary database schema.
- `password` is the password for the specified schema user name.
- `database_alias` is the BRM database alias of the secondary database schema.

- ii. Enter the following SQL command to create the database link:

```
SQL> CREATE DATABASE LINK MD_PRIMARY CONNECT TO $PIN_MD_PRIMARY_OWNER
IDENTIFIED by $PIN_MD_PRIMARY_PASSWD USING '$PIN_MD_PRIMARY_DBNAME';
```

For information about the \$ entries, see [Table 7-1](#).

- iii. Enter the following SQL command to verify that the link was created:

```
SQL> select * from all_db_links;
```

If the command is successful, the MD_PRIMARY database link and any other database links created in the database are returned.

If the command fails, consult your Oracle systems administrator.

6. Check the primary CM's configuration file (*BRM_home/sys/cm/pin.conf*):
 - a. In the following line, verify that *DM_machine* represents the host name of the primary installation machine:

```
- cm dm_pointer 0.0.0.1 ip DM_machine 12950
```

- b. In the following line at the end of the file, verify that *DM_machine* represents the host name of the secondary installation machine:

```
- cm primary_db 0.0.0.1 / 0
- cm dm_attributes 0.0.0.2 scoped,assign_account_obj,searchable
- cm dm_pointer 0.0.0.2 ip DM_machine 12950
```

Note:

Your **pin.conf** file must contain a **dm_pointer** entry for each secondary DM in your system. Verify that any additional **dm_pointer** entries include the correct host name.

Running pin_multidb.pl -f

Note:

Complete all on-screen instructions for **pin_multidb.pl -i** before running **pin_multidb.pl -f**.

Running the **pin_multidb.pl** script with the **-f** parameter completes the multischema installation process. It starts the **pin_config_distribution** process, which runs at the frequency you specify.

To complete the multischema installation:

1. On *each* secondary installation machine, do the following:
 - a. Open the Oracle DM configuration file (*BRM_home/sys/dm_oracle/pin.conf*) in a text editor such as **vi**.
 - b. Make the data dictionary objects writable by setting the following entries to **1**:


```
- dm dd_write_enable_fields 1
- dm dd_write_enable_objects 1
- dm dd_write_enable_portal_objects 1
```
2. On the primary installation machine, go to the *BRM_home/setup/scripts* directory, and run the following command:

```
cd BRM_home/setup/scripts  
perl pin_multidb.pl -f
```

This starts a series of interactive prompts. Follow the instructions on the screen.

3. Verify that the **pin_config_distribution** process is running. See "pin_config_distribution" in *BRM System Administrator's Guide*.
4. Check the **pin_multidb.log** file for errors.
5. Verify that the following entries are in the configuration file (*BRM_home/sys/cm/pin.conf*) of each secondary CM that needs access to all the schemas in your system.

If they are not in the configuration file, add them to it.

```
- cm primary_db 0.0.0.1 / 0  
- cm dm_attributes 0.0.0.1 scoped,assign_account_obj,searchable  
- cm dm_pointer 0.0.0.1 ip DM_primary_machine 12950  
- cm dm_pointer 0.0.0.x ip DM_secondary_machine 12950
```

where:

- *DM_primary_machine* represents the host name of the primary installation machine.
- *DM_secondary_machine* represents the host name of a secondary installation machine other than the one on which the CM you are configuring resides.

**Note:**

Your **pin.conf** file must contain a **dm_pointer** entry for each secondary DM in your system. Verify that any additional **dm_pointer** entries include the correct host name.

All BRM applications now have multischema capability.

Enforcing the Creation of Unique Account Numbers

You can configure BRM to enforce the creation of unique account numbers. Similar to the **/uniqueness** object, the **/unique_account_no** object maintains a list of unique account numbers across all BRM database schemas.

To enforce the creation of unique account numbers, perform the following procedure for each CM that you want to have access to all schemas in your system:

1. Open the CM configuration file (*BRM_home/sys/cm/pin.conf*).
2. Edit the following entry:

```
-cm uniqueness_account_no 0
```

where:

- **0** does not enforce unique account numbers. This is the default.
 - **1** enforces unique account numbers.
3. Save the file.
 4. Stop and restart the CM.

Setting Up Schema Qualifications

To set up a multischema system, create schema qualifications that connect each secondary database schema to the primary database schema.



Note:

Multidatabase Manager still creates database links between the schemas, but they are used only by the **pin_multidb** utility.

To set up schema qualifications:

1. On the primary Oracle DM machine:
 - a. Open the Oracle DM configuration file (*BRM_home/sys/dm_oracle/pin.conf*) in a text editor.
 - b. For each secondary database schema in your system, add the following entry:

```
- dm schema db_no schema_name
```

where *db_no* is the database number of the schema, and *schema_name* is the name of the schema.

For example, if your system has two secondary database schemas named **pin02** and **pin03**, add the following entries:

```
- dm schema 0.0.0.2 pin02  
- dm schema 0.0.0.3 pin03
```

- c. Save and close the file.
 - d. Go to the *BRM_home/sys/dm_oracle/data* directory and run the following commands:

```
sqlplus login@ORACLE_SID  
Enter password: password  
  
SQL>create_procedures_character_set.plb  
SQL>grant_permissions_oracle.plb  
SQL>call grant_permissions('secondary_schema_name');
```

where:

- *login* is the user name for the primary database schema.
- *password* is the password for the specified user name.
- *ORACLE_SID* is the BRM database alias of the primary database schema.
- *character_set* specifies the database character set of either **UTF8** or **AL32UTF8**.
- *secondary_schema_name* is the name of the secondary database schema to which you are granting permissions.

 **Note:**

Execute **call grant_permissions('secondary_schema_name')** separately for each secondary database schema in your system.

For example, if your system has primary database schema **pin01** and two secondary database schemas named **pin02** and **pin03**, log in to schema **pin01**, and execute the **call** command twice: once for **pin02** and once for **pin03**.

- e. Stop and restart the primary DM.
2. On *each* secondary Oracle DM machine:
 - a. Open the Oracle DM configuration file (*BRM_home/sys/dm_oracle/pin.conf*) in a text editor.
 - b. For the primary database schema and each of the other secondary database schemas in your system, add the following entry:

```
- dm schema db_no schema_name
```

where *db_no* is the database number of the schema, and *schema_name* is the name of the schema.

For example, if your system has schemas named **pin01** (primary), **pin02** (secondary), and **pin03** (secondary), add the following entries:

In the schema pin02 DM configuration file:

```
- dm schema 0.0.0.1 pin01
- dm schema 0.0.0.3 pin03
```

In the schema pin03 DM configuration file:

```
- dm schema 0.0.0.1 pin01
- dm schema 0.0.0.3 pin02
```

- c. Delete or comment out any **db_link** entries to the primary database schema. For example:

```
# - dm db_link MD_PRIMARY
```

 **Note:**

A secondary DM cannot access the primary database schema by using both a schema qualification and a database link. If both entries are set, the DM reports an invalid configuration error.

- d. Save and close the file.
- e. Run the **grant_permissions_oracle.plb** script from the UNIX prompt:

```
cd BRM_home/sys/dm_oracle/data
sqlplus login/password@ORACLE_SID < grant_permissions_oracle.plb
call grant_permissions('schema_name');
```

where:

- *login* is the user name for the secondary database schema associated with the DM you are configuring.
- *password* is the password for the specified user name.
- *ORACLE_SID* is the unique BRM database alias of the secondary database schema.
- *schema_name* is the name of the schema to which you are granting permissions.

 **Note:**

Execute **call grant_permissions('schema_name')** separately for the primary database schema and for each of the other secondary database schemas in your system.

For example, if your system has schemas named **pin01** (primary), **pin02** (secondary), and **pin03** (secondary), do the following:

- Log in to **pin01**, and run the call command for **pin02** and then for **pin03**.
- Log in to **pin02**, and run the call command for **pin01** and then for **pin03**.
- Log in to **pin03**, and run the call command for **pin01** and then for **pin02**.

- f. Stop and restart the secondary DM.

What's Next?

Your BRM system now has multischema capability. You can install the BRM client applications and start creating your accounts. See "[Installing BRM Thick Clients](#)".

For information on how to manage your multischema system, such as setting database schema priority and status, see "Managing a Multischema System" in *BRM System Administrator's Guide*.

8

Installing BRM Thick Clients

Learn how to install applications that provide graphical user interfaces to the data in the Oracle Communications Billing and Revenue Management (BRM) database.

Topics in this document:

- [About Installing BRM Clients](#)
- [About the BRM Client Package](#)
- [Installing Self-Care Manager](#)
- [Installing Customer Center](#)
- [Installing Pricing Center](#)
- [Installing Suspense Management Center](#)
- [Downloading the BRM Client Software](#)
- [Installing BRM Clients in GUI Mode](#)
- [Installing BRM Clients in Silent Mode](#)
- [Configuring the Localization SDK on Windows](#)
- [Granting Administrative Privileges to Pricing Center Users](#)
- [Starting a BRM Client Application on UNIX](#)
- [Starting a BRM Client Application on Windows](#)
- [Starting a BRM Client Application from Java Web Start](#)
- [Problems Installing BRM Client Applications](#)
- [What's Next?](#)

Note:

- Before installing BRM thick clients, you must first install BRM. See "[Installing BRM](#)".
- If you upgraded BRM 12.0 to a BRM 12.0 patch set, install the BRM 12.0 patch set client applications. See "[Downloading the BRM Client Software](#)".
- BRM thick clients (such as Customer Center and Pricing Center) are supported by BRM 12.0 Patch Set 2 and later releases. If you want to use these clients, install the BRM 12.0 Patch Set 2 client software. For information on the clients supported from BRM 12.0 Patch Set 2, see the discussion about new features in BRM in *BRM Patch Set Release Notes*.
- Localized versions of BRM thick clients are supported by BRM 12.0 Patch Set 3 and later releases. The following languages are supported: French, Italian, Spanish, Japanese, Korean, Chinese Simplified, Chinese Traditional, Russian, and Portuguese Brazilian.

About Installing BRM Clients

You can install the BRM clients in GUI mode or in silent mode. Installing the BRM clients in silent mode lets you perform a noninteractive installation of BRM. You can use silent mode to install the clients quickly.

BRM clients installation must be performed by a user who has permissions to write to the **oralInventory** directory.

For installation instructions, see the following sections:

- [Installing BRM Clients in GUI Mode](#)
- [Installing BRM Clients in Silent Mode](#)

About the BRM Client Package

The BRM Install Package includes the BRM server and BRM client packages. The BRM client package includes all the BRM client applications. You can use the Installer to install one or more of the following individual BRM client applications:

- Business Configuration Center (referred as Field Validation Editor)
- Revenue Assurance Center
- Developer Center
- Customer Center (including GSM Manager: Customer Center Extension)

GSM Manager: Customer Center Extension enables support for assigning SIM cards and telephone numbers in Customer Center. See the discussion about setting up GSM services in Customer Center Help.

 **Note:**

You must install the GSM Manager Customer Center Extension on a system on which Customer Center is installed.

- Customer Center SDK

You can use JBuilder (for example, Borland JBuilder) for various tasks such as creating WAR files for Self-Care Manager and custom pages for Customer Center.

- Collection Center
- Collections Configuration Center
- IP Address Administration Center
- Number Administration Center
- Permissioning Center
- Payment Tool

 **Note:**

You can install Payment Tool only on Windows. To run Payment Tool, you must have the following Microsoft Windows libraries in the **C:\Windows\SysWow64** directory:

- msvcrt71.dll
- mfc110.dll
- msvcrt110.dll

- Payment Center
- Pricing Center

 **Note:**

When you install Pricing Center, you automatically install the Resource Editor and the Zone Mapper.

- Self-Care Manager
- SIM Administration Center
- Voucher Administration Center
- Suspense Management Center
- Localization (L10N) SDK

For installing Customer Center, Pricing Center, Self-Care Manager, or Suspense Management Center, see:

- [Installing Customer Center](#)
- [Installing Pricing Center](#)
- [Installing Self-Care Manager](#)
- [Installing Suspense Management Center](#)

For installing other BRM client applications, see "[Installing BRM Clients in GUI Mode](#)".

Installing Self-Care Manager

To use Self-Care Manager, you must install a third-party application server before installing Self-Care Manager. Supported application servers include Tomcat and WebLogic. For more information, see the vendor installation instructions for the application server you are using.

 **Note:**

You must install the application server and Self-Care Manager on the same system. The Connection Manager (CM) can be on the same system as Self-Care Manager or on a different system.

For instructions on installing Self-Care Manager, see "[Installing Individual BRM Clients](#)". After installing Self-Care Manager, configure the application server to work with Self-Care Manager.

Installing Customer Center

You must install Customer Center on a system that includes the following:

- A third-party Web server. BRM currently supports Apache Tomcat. For supported versions, see "Additional BRM Software Requirements" in *BRM Compatibility Matrix*.
- Java Web Start technology with SSL enabled. See "Enabling SSL for Web Start Deployment" in *BRM System Administrator's Guide*.

You then use the Web server and Java Web Start technology to distribute Customer Center to your CSRs.

To use Customer Center, CSRs download it from the Web server to their Windows client systems. When CSRs run Customer Center, they run their local versions that communicate directly with the BRM database.

Each time a CSR runs Customer Center, the application uses Java Web Start to check the Web server for updates and automatically download new versions.



Note:

You can *install* Customer Center on either a UNIX or Windows system, but Customer Center can be *run* only on a Windows system.

Install Customer Center on the directory on which Apache Tomcat is installed; for example, `Tomcat_home\webapps\ROOT`. For instructions on installing Customer Center, see "[Installing Individual BRM Clients](#)". After installing Customer Center, configure the application server to work with Customer Center.

Installing Pricing Center

Pricing Center can be installed as a standalone application or on a system with a Web server.

- If you will use Pricing Center as a standalone application on a single system, install the standalone version.
- If you are installing with a Web server, you use the Web server and Java Web Start technology to distribute Pricing Center to your CSRs. You must install the third-party application server (Apache Tomcat) before installing Pricing Center. You must also enable SSL for Java Web Start. See "Enabling SSL for Web Start Deployment" in *BRM System Administrator's Guide*.

To use Pricing Center, CSRs download it from the Web server to their Windows client systems. When CSRs run Pricing Center, they run their local versions that communicate directly with the BRM database.

Each time CSRs run Pricing Center, the application uses Java Web Start to check the Web server for updates and to automatically download any new versions it finds.

Install Pricing Center on the directory on which Apache Tomcat is installed; for example, `Tomcat_home\webapps\ROOT`. For instructions on installing Pricing Center, see "[Installing Individual BRM Clients](#)". After installing Pricing Center, configure the application server to work with Pricing Center.

Installing Suspense Management Center

Suspense Management Center can be installed as a standalone application or on a system with a Web server.

- If you will use Suspense Management Center as a standalone application on a single system, install the standalone version.
- If you are installing with a Web server, you use the Web server and Java Web Start technology to distribute Suspense Management Center to your CSRs. You must install the third-party application server (Apache Tomcat) before installing Suspense Management Center. You must also enable SSL for Java Web Start. See "Enabling SSL for Web Start Deployment" in *BRM System Administrator's Guide*.

To use Suspense Management Center, CSRs download it from the Web server to their Windows client systems. When CSRs run Suspense Management Center, they run their local versions that communicate directly with the BRM database.

Each time a CSR runs Suspense Management Center, the application uses Java Web Start to check the Web server for updates and automatically download new versions.

Install Suspense Management Center on the directory on which Apache Tomcat is installed; for example, `Tomcat_home\webapps\ROOT`. For instructions on installing Suspense Management Center, see "[Installing Individual BRM Clients](#)". After installing Suspense Management Center, configure the application server to work with Suspense Management Center.

Downloading the BRM Client Software

You can download the BRM client software from the following locations:

- For release 12.0: From the Oracle software delivery website (<https://edelivery.oracle.com>)
- For a 12.0 Patch Set: From the Oracle support website (<https://support.oracle.com>)

Search for and download the **Oracle Communications Billing and Revenue Management 12.0.0.x.0** software, where *x* is **0** for the 12.0 release, **1** for Patch Set 1, **2** for Patch Set 2, and so on. Unzip the `pPatchNumber_12.0.0.x.0_Generic.zip` file. The Zip archive includes one of these JAR files for installing BRM clients:

- `brmclients_12.0.0.x.0_generic.jar` contains the client software in English.
- `brmclients_all_12.0.0.x.0_generic.jar` contains the localized version of the client software.

Installing BRM Clients in GUI Mode

The steps for installing BRM clients in GUI mode depend on the clients you choose to install:

- To install *all* BRM clients, select the **Complete** installation option.
See "[Installing All BRM Clients](#)" for more information.
- To choose one or more BRM clients to install each time you run the installer, select the **Custom** installation option.

This option installs only the clients that you select. This option is recommended for advanced users.

See "[Installing Individual BRM Clients](#)" for more information.

Installing All BRM Clients

You can install Developer Center and Self Care Manager on UNIX, and the other BRM clients on Windows.

To install all BRM clients:

1. Obtain the BRM clients software. See "[Downloading the BRM Client Software](#)".
2. Go to the *temp_dir* directory, do one of the following:

On UNIX, run one of the following commands:

- To start the GUI installer:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar
```

where:

- *Java_home* is the directory in which you installed the latest supported Java version.
- *v* is the BRM version; for example, *v* is **0** for BRM 12.0, **1** for BRM 12.0 Patch Set 1, and **2** for BRM 12.0 Patch Set 2.
- To start the GUI installer and install the application using the **oralInventory** directory in a different location:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar -invPtrLoc FilePath/oraInst.loc
```

where *FilePath* is the path to the directory in which the **oralnst.loc** file is located.

- To start the GUI installer and create a silent installer response file during the installation:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar -record -destinationFile path
```

where *path* is the response file location and name.

On Windows, run one of the following commands:

- To start the GUI installer:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar
```

where *v* is the BRM version; for example, *v* is 0 for BRM 12.0, 1 for BRM 12.0 Patch Set 1, and 2 for BRM 12.0 Patch Set 2.

- To start the GUI installer and install the application using the **oralInventory** directory in a different location:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar FilePath/oraInst.loc
```

where *FilePath* is the path to the directory in which the **oralnst.loc** file is located.

- To start the GUI installer and create a silent installer response file during the installation:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar -record -destinationFile path
```

where *path* is the absolute path to the response file.

The Welcome screen appears.

3. Click **Next**.

The Installation Location screen appears.

4. Enter the full path or browse to the directory in which to install BRM.
5. Click **Next**.

If the Language Selection screen appears, ensure that the default language (English) is selected and click **Next**.

 **Note:**

If the "Select at least one language" error appears, click **OK** and then proceed to next step.

The Installation Type screen appears.

6. Select **Complete**, and click **Next**.

If you are installing BRM 12.0 clients, the SSL Authentication screen appears. Proceed to step 13.

If you are installing BRM 12.0 Patch Set 1 clients, the Suspense Management Center Installation Type screen appears. Proceed to step 11.

If you are installing clients from BRM 12.0 Patch Set 2 or later releases, the Customer Center Installation Type screen appears. Proceed to step 7.

7. (From BRM 12.0 Patch Set 2 only) Select the standalone or Web server installation option and click **Next**.

The Customer Center Web Server screen appears.

8. (From BRM 12.0 Patch Set 2 only) In the **Web Server URL** field, enter the complete URL of the Customer Center Web server and click **Next**.

The Pricing Center Installation Type screen appears.

9. (From BRM 12.0 Patch Set 2 only) Select the standalone or Web server installation option and click **Next**.

The Pricing Center Web Server screen appears.

10. (From BRM 12.0 Patch Set 2 only) In the **Web Server URL** field, enter the complete URL of the Pricing Center Web server and click **Next**.

The Suspense Management Center Installation Type screen appears.

11. (From BRM 12.0 Patch Set 1 only) Select the standalone or Web server installation option and click **Next**.

The Suspense Manager Web Server screen appears.

12. (From BRM 12.0 Patch Set 1 only) In the **Web Server URL** field, enter the complete URL of the Suspense Management Web server and click **Next**.

The SSL Authentication screen appears.

13. Do one of the following:
 - If you do not want to enable secure communication for BRM clients, deselect the **Enable SSL** check box.

- To enable secure communication for BRM clients, leave the **Enable SSL** check box selected.
14. In the **Oracle Client Wallet Password** field, enter a password for the Oracle client wallet.
 15. In the **Confirm Wallet Password** field, enter the Oracle client wallet password again.
 16. Enter the client wallet password again.
 17. Click **Next**.
The Installation Summary screen appears.
 18. Review your selections, and click **Install**.
The Installation Progress screen appears, and the installation begins.

 **Note:**

After the installation begins, you cannot stop or cancel the installation.

When the installation is done, click **Next**, the Installation Complete screen appears.

The installer checks for all required software and displays errors if it detects any missing or unavailable components or if any connectivity issues occur.

For information about BRM installer logs, see "[Troubleshooting the BRM Installation](#)."

Installing Individual BRM Clients

You can install a subset of BRM client applications (for example, Developer Center and Revenue Assurance Center) on UNIX or Windows.

 **Note:**

If you already have a client application installed, you must uninstall it before installing the new version.

To install individual BRM clients:

1. Obtain the BRM clients software. See "[Downloading the BRM Client Software](#)".
2. Go to the *temp_dir* directory and then do one of the following:

On UNIX, run one of the following commands:

- To start the GUI installer:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar
```

where:

- *Java_home* is the directory in which you installed the latest supported Java version.
- *v* is the version of the patch set; for example, *v* is 0 for BRM 12.0, 1 for BRM 12.0 Patch Set 1, and 2 for BRM 12.0 Patch Set 2.

- To start the GUI installer and install the application using the **oralInventory** directory in a different location:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar FilePath/oraInst.loc
```

where *FilePath* is the path to the directory in which the **oralnst.loc** file is located.

- To start the GUI installer and create a silent installer response file during the installation:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar -record -  
destinationFile path
```

where *path* is the response file location and name.

On Windows, run one of the following commands:

- To start the GUI installer:

```
Java_home/bin/java -jar brmclients_12.0.0.V.0_generic.jar
```

where *v* is the version of the patch set; for example, *v* is 0 for BRM 12.0, 1 for BRM 12.0 Patch Set 1, and 2 for BRM 12.0 Patch Set 2.

- To start the GUI installer and install the application using the **oralInventory** directory in a different location:

```
Java_home/bin/java -jar brmclients_12.0.0.v.0_generic.jar FilePath/oraInst.loc
```

where *FilePath* is the path to the directory in which the **oralnst.loc** file is located.

- To start the GUI installer and create a silent installer response file during the installation:

```
Java_home/bin/java -jar brmclients_12.0.0.v.0_generic.jar -record -  
destinationFile path
```

where *path* is the response file location and name.

The Welcome screen appears.

3. Click **Next**.

The Installation Location screen appears.

4. Enter the full path or browse to the directory in which to install the BRM clients.

 **Note:**

If you already have a client application installed and installing a new client application, enter the full path or browse to the directory in which the existing client application is installed.

5. Click **Next**.

If the Language Selection screen appears, ensure that the default language (English) is selected and click **Next**.

 **Note:**

If the "Select at least one language" error appears, click **OK** and then proceed to next step.

The Installation Type screen appears.

6. Select **Custom**, and click **Next**.

The Feature Sets Selection screen appears.

7. From the clients list, select the clients to install.
8. Click **Next**.

If you are installing BRM 12.0 clients, the SSL Authentication screen appears. Proceed to step 11.

If you are installing BRM 12.0 Patch Set 1 clients, the Suspense Management Installation Type Screen appears if you selected to install Suspense Management Center. Otherwise, the SSL Authentication screen appears. Proceed to step 11.

If you are installing other patch set clients, the corresponding Installation Type screen appears. For example, if you selected to install Customer Center, the Customer Center Installation Type Screen appears.

9. (BRM 12.0 patch set installation only) Select the standalone or Web Server installation option and click **Next**.

The corresponding Web Server screen appears.

10. (BRM 12.0 patch set installation only) In the Web Server URL field, enter the complete URL of the client's Web server and click **Next**.

The SSL Authentication screen appears.

11. Do one of the following:

- If you do not want to enable secure communication for BRM clients, deselect the **Enable SSL** check box.
- To enable secure communication for BRM clients, leave the **Enable SSL** check box selected.

12. In the **Client Wallet Password** field, enter a password for the client Oracle wallet.

13. Click **Next**.

The Installation Summary screen appears.

14. Review your selections, and click **Install**.

The Installation Progress screen appears, and the installation begins.

 **Note:**

After the installation begins, you cannot stop or cancel the installation.

When the installation is done, click **Next**, the Installation Complete screen appears.

The installer checks for all required software and displays errors if it detects any missing or unavailable components or if any connectivity issues occur.

For information about BRM installer logs, see "[Troubleshooting the BRM Installation](#)".

Installing BRM Clients in Silent Mode

The silent installation uses a response file in which you have set installation information. To obtain the response file, you run the GUI installer for the first install. The GUI installer generates a response file that contains the key-value pairs based on the values that you specify during the GUI installation. You can then copy and edit the response file to create additional response files for installing the BRM client applications on different machines.

Creating a Response File

To create a response file:

1. Create the response file by doing one of the following:
 - Create a copy of the response file that was generated during the GUI installation. See "[Installing BRM Clients in GUI Mode](#)" for more information.

Note:

The GUI Installer does not save passwords provided during installation in the response file. You must manually add the passwords after creating a copy of the response file.

- Go to the *temp_dir* directory in which you downloaded the BRM client software pack, and create a response file by doing one of the following:

- On UNIX, run the following command:

```
Java_home/bin/java -jar brmclients_12.0.0.v.0_generic.jar -record -  
destinationFile path/SilentInstall.rsp
```

- On Windows, run the following command:

```
java -jar brmclients_12.0.0.v.0_generic.jar -getResponseFileTemplates
```

v is the BRM version; for example, *v* is 0 for BRM 12.0, 1 for BRM 12.0 Patch Set 1, and 2 for BRM 12.0 Patch Set 2.

A response file is created with the default values. You can create as many response files as needed.

2. Open the file in a text editor.
3. Modify the response file you copied by specifying the key-value information for the parameters you want in your installation.
4. Save and close the response file.

Performing a Silent Installation

To perform a silent installation:

1. Create a response file. See "[Creating a Response File](#)".

2. Copy the response file you created to the machine on which you will run the silent installation.
3. On the machine on which you will run the silent installation, go to the *temp_dir* directory in which you downloaded the BRM client software pack, and do one of the following:

- On UNIX, run the following command:

```
Java_home/bin/java -jar brmclients_12.0.0.v.0_generic.jar -debug -invPtrLoc
Inventory_home/oraInventory/oraInst.loc [parameter=value] -responseFile path -
silent
```

where:

- *v* is the BRM version; for example, *v* is 0 for BRM 12.0, 1 for BRM 12.0 Patch Set 1, and 2 for BRM 12.0 Patch Set 2.
- *path* is the location and name of your response file.
- *parameter* is the name of an installation parameter.
- *value* is the value of the installation parameter.

For example:

```
Java_home/bin/java -jar brmclients_12.0.0.2.0_generic.jar -debug -invPtrLoc Ora/
oraInventory/oraInst.loc INSTALL_TYPE=Complete -responseFile /tmp/
brm_complete.rsp -silent
```

The installation runs silently in the background.

- On Windows, run the following command:

```
java -jar brmclients_12.0.0.v.0_generic.jar -debug -invPtrLoc Inventory_home/
oraInventory/oraInst.loc [parameter=value] -responseFile path -silent
```

where:

- *v* is the BRM version; for example, *v* is 0 for BRM 12.0, 1 for BRM 12.0 Patch Set 1, and 2 for BRM 12.0 Patch Set 2.
- *parameter* is the name of an installation parameter.
- *value* is the value of the installation parameter.
- *path* is the location and name of your response file.

For example:

```
java -jar brmclients_12.0.0.2.0_generic.jar -debug -invPtrLoc Ora/oraInventory/
oraInst.loc INSTALL_TYPE=Complete -responseFile /tmp/brm_complete.rsp -silent
```

The installation runs silently in the background.

The Installer checks for all required software and writes errors to a log file if it detects any missing or unavailable components or if any connectivity issues occur.

For information about BRM installer logs, see "[Troubleshooting the BRM Installation](#)".

Configuring the Localization SDK on Windows

After installing the localization (L10N) SDK, you must configure the SDK on Windows. See "[Installing Individual BRM Clients](#)" for installing the Localization SDK.

To configure the localization SDK on Windows, in a command window, use the **subst** command to substitute the drive letter for the build tree directory of the SDK.

If you installed the SDK in the default location, enter the command as follows:

```
subst W: "C:\Oracle_Home\LocalizationSDK"
```

Granting Administrative Privileges to Pricing Center Users

You use the **pricing_admin.pl** script to grant administrative privileges to Pricing Center users. Users with administrative privileges are called pricing admins.

To grant administrative privileges to Pricing Center users, perform the procedures in the following sections:

1. [Modifying the Database Configuration File](#)
2. [Modifying the pricing_admin.pl Script Configuration File](#)
3. [Setting Up the Database Server for the Pipeline Manager Administrator](#)
4. [Initializing the Pricing Admin Configuration Object](#)
5. [Specifying Administrative Privileges for Pipeline Manager Users](#)
6. [Removing Pricing Admins](#)

Modifying the Database Configuration File

1. Go to the DM directory:

```
cd BRM_home/sys/dm_oracle
```

2. Back up the database configuration file (**pin.conf**).

Note:

You will be restoring the **pin.conf** file later in the procedure.

3. Open the **pin.conf** file with a text editor.
4. If the **dd_write_enable_objects** entry is set to **0**, set the entry to **1**.
5. If the **crypt** entry is commented out, uncomment it and configure it according to the notes that precede this entry:

```
- crypt Encrypt_method| BRM_home/lib/Encryption_library "Secret_key"
```

where:

- *Encrypt_method* is the type of encryption method, which is either **aes** or **ozt**.
- *Encryption_library* is the path and filename of the encryption library. The prefix for the library is **lib** for Solaris and Linux, or **null ""** for Windows. The extension for the library is **.so** for Solaris and Linux, and **.dll** for Windows.
- *Secret_key* is your encrypted AES or OZT key.

For more information, see "Configuring the Data Manager for AES Encryption" or "Configuring the Data Manager for Oracle ZT PKI Encryption" in *BRM Developer's Guide*.

6. Save and close the file.
7. Stop and restart the DM and CM. See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.

Modifying the pricing_admin.pl Script Configuration File

1. Go to the `BRM_Home\setups\scripts` directory.
2. Open the setup configuration file (`pin.conf`) file with a text editor.
3. Check that the following entries are specified in the `pin.conf` file:

```
- nap login_type 1
- - userid 0.0.0.1 /service/admin_client 1
```

4. Specify appropriate values for the `login_name` and parameters:

```
- nap login_name login_name
- nap login_pw password
```

For example:

```
- nap login_name integrate
- nap login_pw integrate
```

5. Enter the host name and port number of your server in the `cm_ptr` entry:

```
- nap cm_ptr ip host_name port_number
```

6. If you are using Pipeline Manager, specify values for the entries described in [Table 8-1](#). These entries specify Pipeline Manager configuration data used by the `pricing_admin.pl` script to set up and maintain pricing admins and the Pipeline Manager database for Pricing Center.

Table 8-1 Pipeline Manager Configuration Data

Entry	Description
<code>default_table_space_name</code>	The tablespace that newly created Oracle users are assigned to. The default is INTEGRATE_TS_1_DAT . If the default tablespace is not available in the Pipeline Manager database, use an available existing tablespace or create a new one. Important: You must specify a value for <code>default_table_space_name</code> before you run the <code>pricing_admin.pl</code> script with the <code>-set</code> parameter.
<code>database_role_name</code>	The role that provides select, insert, delete, and update privileges on IFW_* and JSA_* tables. The default is INTEGRATE_ROLE_ALL . If the default role is not available in the Pipeline Manager database, use an existing role that provides these privileges or create a new role. If you use the <code>-init</code> parameter, the entry is optional.
<code>host</code>	The host name for the server where the Pipeline Manager database is located and running.
<code>port</code>	The port number used by the Pipeline Manager database listener.

Table 8-1 (Cont.) Pipeline Manager Configuration Data

Entry	Description
db	The name of the Pipeline Manager database instance. Note: You must set the db value to the ORACLE_SID value. If you set the db value to the SERVICE_NAME value, BRM does not generate an error when creating the /config/pricing_admin object; however, you cannot connect to the Pipeline Manager database from Pricing Center.
db_type	The name of the database vendor. The value should be one of the system database driver groups of entries in the jsaconf.properties file, for example, oracle .
login_name	The default Pipeline Manager database user name. Important: You must specify a value for login_name before you run the pricing_admin.pl script with the -init parameter.
login_pw	The password of the default Pipeline Manager database user. Important: You must specify a value for login_pw before you run the pricing_admin.pl script with the -init parameter.
admin	The DBA on the Pipeline Manager database that has user creation privileges.
admin_pw	The password of the DBA account.
db_alias	The alias used to log in to the Pipeline Manager database. Important: Ensure that the tnsnames.ora file also contains an entry with this alias.

Following is a sample **pin.conf** entry value:

```
- pipeline default_table_space_name    INTEGRATE_TS_1_DAT
- pipeline database_role_name          INTEGRATE_ROLE_ALL
- pipeline host                         ttal-013
- pipeline port                         1521
- pipeline db                          pindb
- pipeline db_type                      oracle
- pipeline login_name                  integrate
- pipeline login_pw                    integrate
- pipeline admin                       system
- pipeline admin_pw                    manager
- pipeline db_alias                    ttal
```

 **Note:**

To ensure that Pricing Center can connect to the server, add the name and IP address of the Pipeline Manager host system to the host file of each machine running Pricing Center.

7. Save and close the file.

Setting Up the Database Server for the Pipeline Manager Administrator

To set up an Oracle database server for the Pipeline Manager administrator:

1. Edit the **tnsnames.ora** file to specify **HOST**, **PORT**, and **SERVICE_NAME** values. Use the same values that you used for the **host**, **port**, and **db** entries in the setup configuration file (*BRM_home\setup\scripts\pin.conf*).

The following is the required name entry in the **tnsnames.ora** file that corresponds to the sample **pin.conf** file shown in "[Modifying the pricing_admin.pl Script Configuration File](#)."

 **Note:**

The database alias in the following example is **ttal-013**, the port name is **1521**, and the Pipeline Manager database name (**SERVICE_NAME**) is **pindb**. Be sure to change these values to match your environment.

```
TTAL-013 =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = TCP) (HOST = ttal_013) (PORT = 1521) )
    )
    (CONNECT_DATA =
      (SERVICE_NAME = pindb)
    )
  )
```

2. To ensure that the **pin.conf** entries for **admin**, **admin_pw**, **db_alias**, and **host** are correct, try connecting to the Pipeline Manager database using the following command:

```
sqlplus admin/admin_pw@db_alias
```

Initializing the Pricing Admin Configuration Object

Initialize the pricing admin configuration object by running the **pricing_admin.pl** script:

1. Go to the *BRM_home\setup\scripts* directory.
2. Run the **pricing_admin.pl** script with the **-init** parameter:

```
perl pricing_admin.pl -init
```

If initialization is successful, the system returns this line:

```
Initialized config object for pricing admin.
```

3. Restore the original database configuration file (**pin.conf**) that you backed up in "[Modifying the Database Configuration File](#)".

4. Stop and restart the DM to apply the new settings. See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.

Specifying Administrative Privileges for Pipeline Manager Users

To specify administrative privileges for Pipeline Manager users:

1. Ensure that every Pipeline Manager user who will be a pricing admin has a CSR account in BRM (an account using the **admin_client** service). You create CSR accounts in Customer Center by using the CSR Plan. See information about the Account Creation wizard's Contact page in Customer Center Help.
2. Create a text file that has the user name and password (in that order) of each pricing admin on a separate line. User names and passwords must be separated by a space. For example:

```
john_jones password
mary_allen password
```

Note:

BRM user names (login names) are case sensitive, but Pipeline Manager user names are not. Therefore, type the names exactly as specified in Customer Center, but avoid using names that are too similar. For example, do not create two accounts with the user names "Smith" and "smith" because they will both be logged in to Pipeline Manager as "SMITH."

3. Go to the *BRM_home\setup\scripts* directory.
4. Run the **pricing_admin.pl** script with the **-set** parameter:

```
perl pricing_admin.pl -set < text_file
```

where *text_file* is the name of the file you created in Step 2.

5. Delete the text file if security is a concern.

Removing Pricing Admins

This section describes how to remove single and multiple users from the Pipeline Manager database.

Removing One Pricing Admin

To remove one pricing admin from the database:

1. Go to the *BRM_home\setup\scripts* directory.
2. Run the **pricing_admin.pl** script with the **-remove** parameter:

```
perl pricing_admin.pl -remove
```

3. When prompted, enter the user name to be deleted.

For each pricing admin removed, the system responds with this line:

```
Removed pricing admin user_name
```

4. Repeat Step 3 until all appropriate user names are removed.

Removing Multiple Pricing Admins

To remove multiple pricing admins from the database:

1. Go to the `BRM_home\setup\scripts` directory.
2. Create a text file (*text_file*) containing only the user names that you want to remove. Put each user name on a separate line, as in this example:

```
john_jones  
mary_allen
```

3. Run the `pricing_admin.pl` script with the `-remove` and `text_file` parameters:

```
perl pricing_admin.pl -remove < text_file
```

Starting a BRM Client Application on UNIX

You can install Developer Center and Self Care Manager on UNIX only.

To start a BRM client application on UNIX:

1. Go to the `install_dir` directory, where `install_dir` is the directory in which you installed the BRM clients.
2. Grant permissions for the BRM client application by running the following command:

```
chmod 755 applicationName.sh
```

where `applicationName` is the name of the BRM client application you want to start.

3. Run the following command:

```
./applicationName.sh
```

Starting a BRM Client Application on Windows

To start a BRM client application on Windows:

1. From the start options, choose `ProductName`, where `ProductName` is the name of the BRM client application you want to start.
The Login dialog box appears.
2. Enter your login name and password.
For information about login names and passwords for client applications, see "Implementing System Security" in *BRM System Administrator's Guide*.
3. To connect to a database other than the one specified during installation, click **Connection Info** and enter the host name and port number.
4. Click **OK**.

Starting a BRM Client Application from Java Web Start

To start Customer Center, Pricing Center, or Suspense Management Center from the Java Web Start Application Manager:

1. Start Java Web Start from the start options.

2. If you do not see Customer Center listed in the Application Manager, choose **View - Downloaded Applications**.
3. Select Customer Center and click **Start**.

Problems Installing BRM Client Applications

This section describes problems you might encounter when installing BRM client applications and their solutions.

Problem: Cannot Start a Client Application after Installation

You cannot start one of the client applications, even though the installation appeared to be successful.

Possible Cause

BRM could not add the client application to your Windows path because the path is too long. Therefore, Windows cannot find it.

Solution

Review your path statement and delete references to obsolete programs. For more information, see your Windows documentation. Reboot the system before you try restarting the client application.

What's Next?

After installing the BRM client applications, you can test BRM with your business models:

- For an overview of setting up product offerings, see "About Creating Product Offerings" in *BRM Creating Product Offerings*.
- For an overview of setting up billing, see "Configuring Billing" in *BRM Configuring and Running Billing*.
- For an overview of setting up customer account creation and managing customer accounts, see "Customizing Account Creation" in *BRM Managing Customers*.

9

Installing Pipeline Configuration Center

Learn how to install Pipeline Configuration Center (PCC), which is a Web-based application that serves as the user interface for Pipeline Manager, on top of the Oracle Communications Billing and Revenue Management (BRM) software.

Note:

Localized versions of PCC are supported by BRM 12.0 Patch Set 3 and later releases. The following languages are supported: French, Italian, Spanish, Japanese, Korean, Chinese Simplified, Chinese Traditional, and Portuguese Brazilian.

Topics in this document:

- [PCC Installation Overview](#)
- [PCC System Requirements](#)
- [Overview of Pre-Installation Tasks](#)
- [Installing PCC](#)
- [PCC Post-Installation Tasks](#)
- [Verifying the PCC Installation](#)
- [Uninstalling PCC](#)
- [Administering PCC](#)
- [Troubleshooting PCC](#)
- [Secure Deployment Checklist](#)

PCC Installation Overview

Note:

If you install a BRM patch set, you must install the same version of PCC 12.0 patch set.

PCC installation should be performed only by experienced system administrators. You must be familiar with the following before you begin the installation:

- UNIX operating system
- Oracle WebLogic Server administration
- Oracle Database 12c administration

Additionally, you should have experience installing Java-related packages.

To learn more about PCC installation, see the following:

- [About the PCC Architecture](#)
- [Overview of the PCC Installation Procedure](#)
- [Performing a Secure PCC Installation](#)
- [Ensuring a Successful PCC Installation](#)

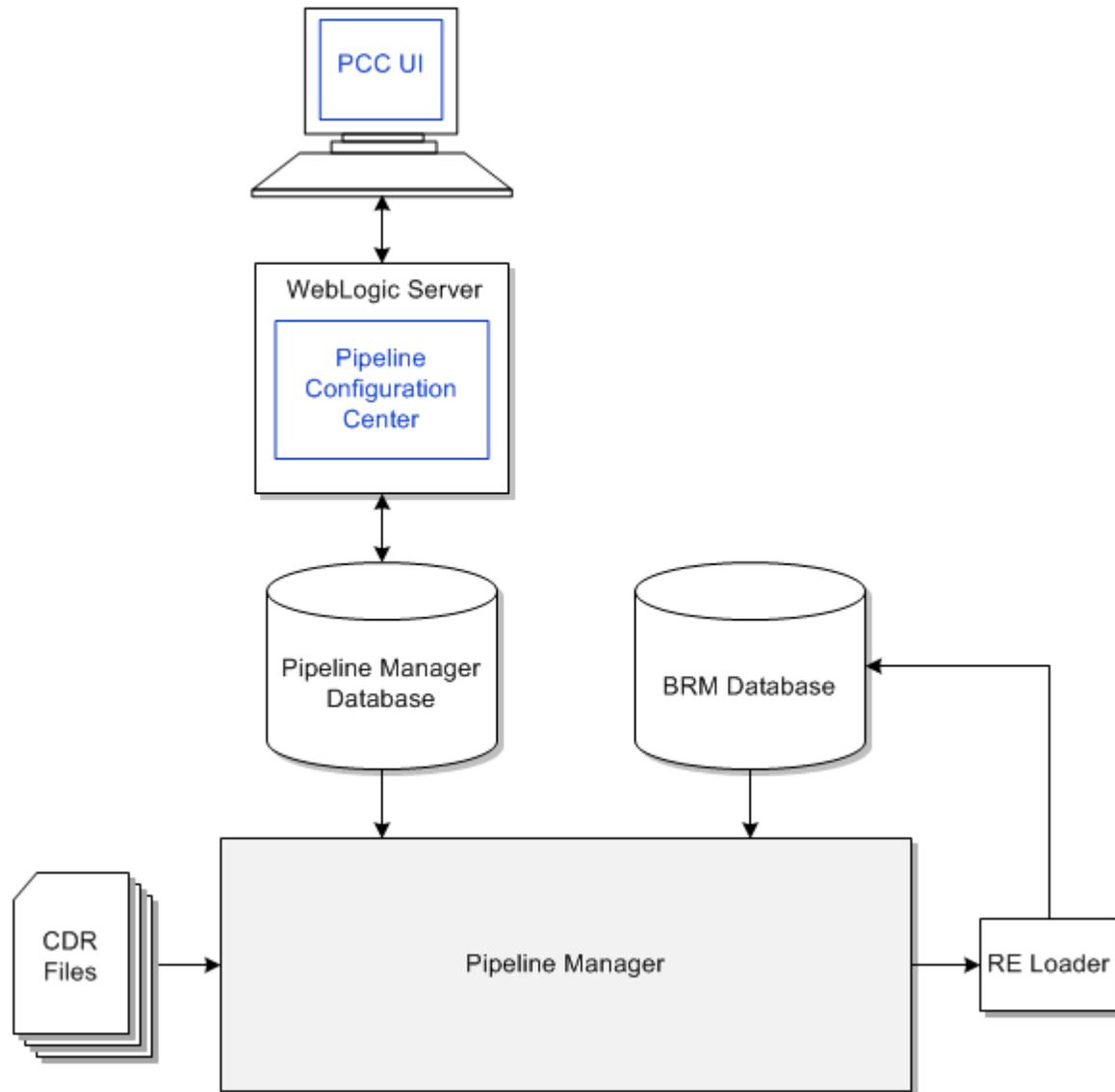
About the PCC Architecture

PCC is a Web-based BRM application that serves as the user interface for Pipeline Manager.

PCC runs on a managed server in an Oracle WebLogic Server domain. To interact with PCC, users enter the PCC login page URL in a browser and then enter their PCC user name and password in the login page. After a user is authenticated, the PCC home page appears in the browser.

[Figure 9-1](#) shows how PCC and Pipeline Manager are integrated.

Figure 9-1 PCC and Pipeline Manager Integrated Architecture



Overview of the PCC Installation Procedure

The following is an overview of the PCC installation procedure:

1. Plan your installation. Planning an installation involves the following:
 - Determining the scale of your implementation (for example, is it a small test system or a large production system?).
 - Assessing how many physical computers you need and which software components to install on which computers.
2. Review system requirements.
3. Perform the following pre-installation tasks:
 - Install and configure Oracle WebLogic Server.
 - Set the JAVA_HOME environment variable.

- Install and configure BRM.
 - Configure Oracle Database advanced security encryption and integrity algorithms for a secure connection from the installer.
4. Install PCC.
 5. Perform the post-installation configuration tasks.
 6. Verify the installation.

Performing a Secure PCC Installation

You can install PCC in the following modes:

- GUI mode
- Silent mode

Oracle recommends that you install PCC using Secure Sockets Layer (SSL) in a production environment. See "[Installing PCC](#)" for more information.

The silent mode installation is not meant for production environments. It should be used only in test environments and only for setting up quickly or backing up the properties for later use in another test environment.

See "[Secure Deployment Checklist](#)" for information about the checklist to deploy PCC securely.

Ensuring a Successful PCC Installation

To ensure that the PCC installation is successful, follow these guidelines:

- As you install each component (for example, the WebLogic Server), verify that the component is installed successfully before continuing the installation process.
- Pay close attention to the system requirements.

Before you begin installing the application, ensure that your system has the required software. In addition, ensure that you know all the required configuration values, such as host names and port numbers.

- Make a note of any new configuration values as you create them.

You will be required to enter configuration values later.

PCC System Requirements

Before you install and run PCC, ensure that you have installed and configured the required external software, hardware, server, and database systems:

- [Software Requirements](#)
- [Hardware Requirements](#)

Software Requirements

PCC is supported on Linux (both Oracle Linux and Red Hat Enterprise Linux), Oracle Solaris for SPARC, Windows 8.1 (browser only), and Windows 10 (browser only). PCC is also deployed on an Oracle WebLogic Server domain.

You must install and connect all required software for optimal performance. For the list of supported software versions, see "PCC Software Compatibility" in *BRM Compatibility Matrix*.

Hardware Requirements

The number and configuration of the computers that you employ for your PCC installation depend on the scale and the kind of deployment you have planned.

[Table 9-1](#) provides the minimum hardware requirements for PCC installed on a single managed server in a domain.

Table 9-1 PCC Minimum Hardware Requirements

Component	Requirement
Hard disk	1.5 GB of free disk space. Note: A minimum of 1.5 GB should be free in the domain home.
Processor	Oracle recommends using twin cores, each running at 1.5 GHz CPU.
Memory	A minimum of 4 GB physical memory and 4 GB swap. If you plan to install the database on the same server as PCC, the minimum memory requirements increase to 6 GB physical memory and 6 GB swap.

Overview of Pre-Installation Tasks

Pre-installation tasks for PCC consists of the following steps:

1. Install and configure Oracle WebLogic Server. See "[Installing and Configuring Oracle WebLogic Server](#)".
 - Enable SSL for the target Oracle WebLogic Server server domain, configure the server KeyStore certificate, and get the client KeyStore trusted certificate (**.p12** [recommended] or **.jks** file).
 - If SSL is enabled, ensure that the KeyStore file is created in a secure drive and access is strictly limited to the user account.
2. Set the JAVA_HOME environment variable. See "[Setting the JAVA_HOME Environment Variable](#)".
3. Download and save the **ojdbc8.jar** file to your PCC system. See "[Obtaining the Oracle JDBC Driver File](#)".
4. Install and configure BRM. See "[Installing and Configuring BRM](#)".
5. Configure Oracle Database advanced security encryption and integrity algorithms for a secure connection from the installer. See the Oracle Database documentation for advanced security configuration parameters. This is required for the PCC installer to make a secured (encrypted) database connection over the network.
6. Download the PCC software. See "[Downloading the PCC Software](#)".

Installing and Configuring Oracle WebLogic Server

This section describes procedures related to installing Oracle WebLogic Server and configuring the Oracle WebLogic Server domain on which you will deploy PCC.

Installing Oracle WebLogic Server

Oracle WebLogic Server is available as a component of the Oracle Fusion Middleware software. For more information on supported versions, see *BRM Compatibility Matrix*.

Download Oracle WebLogic Server from the Oracle software delivery website:

<http://edelivery.oracle.com>

For information on installing Oracle WebLogic Server, see the Oracle WebLogic Server documentation.

Installing and Configuring Oracle Application Development Runtime

Oracle Application Development Runtime must be installed on the computer on which you install PCC. You can download Oracle Application Development Runtime from the Oracle software delivery website:

<http://edelivery.oracle.com>

For information on installing Oracle Application Development Runtime, see the Oracle Application Development Runtime documentation.



Note:

The Oracle Fusion Middleware Application Developer installer installs both Oracle Application Development Runtime and Oracle Enterprise Manager.

See *Oracle Fusion Middleware Fusion Developer's Guide for Oracle Application Development Framework* for more information on Application Development Framework.

Creating an Oracle WebLogic Server Domain

To create a domain on which to deploy PCC, see the Oracle WebLogic Server documentation.

You must create the domain with at least one managed server and one administration server. Oracle recommends that you deploy PCC on a managed server in a production environment.

[Table 9-2](#) shows the values to choose when creating the domain for PCC.

Table 9-2 Oracle WebLogic Server Domain Configuration Values

Configuration Value	Description
Domain Source	Select Generate a domain configured automatically to support the following BEA products . From the list, select Oracle JRF - 12.2.1 [oracle_common] .
Domain Mode Configuration	Select Production Mode .
Optional Configuration	Select Administration Server, Managed Servers, Clusters and Machines and Deployments and Services .

Table 9-2 (Cont.) Oracle WebLogic Server Domain Configuration Values

Configuration Value	Description
Administration Server Listen Address	Use a listen address that is equal to a resolvable DNS host or IP address. Do not use localhost or 127.0.0.1 . Those addresses interfere with clustered servers.
Managed Server Listen Address	Enter a listen address that is equal to a resolvable DNS host or IP address.
Target Deployments to Clusters or Servers	Add all libraries to both the managed server target and the Administration Server.
Target Services to Clusters or Servers	Add all services to the managed server target.

See *Oracle Fusion Middleware Installation Guide for Oracle Enterprise Content Management Suite* for more information on Oracle WebLogic Server domains.

You can now start the domain administration server manually and log in to WebLogic Server Administration Console.

Configuring SSL for the Oracle WebLogic Server Domain

To enable secure communication for PCC, you must configure secure socket layer (SSL) for the domain on which you want to deploy PCC.

To configure SSL for the domain:

1. Generate the server-side keystore file using the **keytool** utility.
See the *Key and Certificate Management Tool* online documentation for more information.
2. Export the public certificate from the server-side keystore file using the **keytool** utility.
See the *Key and Certificate Management Tool* online documentation for more information.
3. Generate the client-side keystore file from the exported public certificate using the **keytool** utility.
See the *Key and Certificate Management Tool* online documentation for more information.

Note:

Note the path of the client-side keystore file. You must provide this path during the PCC installation if you choose to use SSL.

4. In WebLogic Server Administration Console, configure SSL for the domain managed server on which you want to deploy PCC.

See the Oracle WebLogic Server Administration Console Help for more information.

Setting the JAVA_HOME Environment Variable

You must set the JAVA_HOME environment variable to the latest version of JRE/JDK 1.8 on the machine on which you want to deploy PCC and for the WebLogic Server domain.

To set the JAVA_HOME environment variable on the machine on which you want to deploy PCC:

1. On the machine on which you want to deploy PCC, set the JAVA_HOME environment variable to the directory in which JRE/JDK 1.8 is installed.

See "[Software Requirements](#)" for the supported JDK 1.8 version.

2. Verify the Java version by running the following command:

```
$JAVA_HOME/bin/java -version
```

The Java version is displayed.

If the version displayed does not start with **1.8.0_**, the update was not successful.

To set the JAVA_HOME environment variable for the WebLogic Server domain:

1. On the machine on which Oracle WebLogic Server is installed, go to the *WebLogic_home/user_projects/domains/Domain_Name/bin* directory.

where:

- *WebLogic_home* is the directory in which you installed the WebLogic Server.
- *Domain_Name* is the domain directory in which PCC will be deployed.

2. Open the **setDomain.sh** file in a text editor.
3. Add or modify the following entries before the **EXTRA_JAVA_PROPERTIES** entry:

```
JAVA_HOME="${JAVA_HOME}"  
export JAVA_HOME
```

4. Save and close the file.
5. Restart Oracle WebLogic Server. See the Oracle WebLogic Server documentation for more information.
6. Verify the Java version used by Oracle WebLogic Server. The Java version is displayed when the WebLogic server is started.

If the version displayed does not start with **1.8.0_**, the update was not successful. See the Oracle WebLogic Server documentation for more information.

Obtaining the Oracle JDBC Driver File

Obtain the Oracle JDBC driver file (**ojdbc8.jar**) and save it in a directory on the machine on which you want to install PCC. Note the path to this directory, because you are required to specify this path in the Specify Prerequisite Libraries Location screen during PCC installation.

You can download the **ojdbc8.jar** file from the following location:

<https://www.oracle.com/database/technologies/appdev/jdbc.html>

Installing and Configuring BRM

To install and configure BRM:

1. Install BRM. See "[Installing BRM](#)" for more information.
2. Set the **PriceDesignCenterInst** business parameter. See "[Setting Up the Business Parameter](#)" for more information.

Setting Up the Business Parameter

To use PCC with PDC, you must set up the **PriceDesignCenterInst** business parameter.

To set up **PriceDesignCenterInst**:

1. Go to *BRM_home/sys/data/config* and run the following command, which creates an editable XML file from the pricing instance of the */config/business_params* object.

```
pin_bus_params -r BusParamsPricing bus_params_pricing.xml
```

This directory includes the support files used by the **pin_bus_params** utility.

This command creates the XML file named **bus_params_pricing.xml.out** in your working directory. If you do not want this file in your working directory, specify the path as part of the file name.

2. Search for the following line in the XML file:

```
<PriceDesignCenterInst>disabled</PriceDesignCenterInst>
```

By default, **PriceDesignCenterInst** is set to **disabled**.

3. Change **disabled** to **enabled**.
4. Save the file as **bus_params_pricing.xml**.
5. Use the following command to load this updated file into the */config/business_params* object:

```
pin_bus_params bus_params_pricing.xml
```

6. Read the object with the **testnap** utility or Object Browser to verify that all fields are correct.

Downloading the PCC Software

You can download and install full versions of the PCC 12.0 or PCC 12.0 Patch Set software.



Note:

If you install a BRM 12.0 Patch Set, you must install the same version of the PCC 12.0 Patch Set.

To download the PCC package, go to the Oracle support website (<https://support.oracle.com>). Search for and download the **Oracle Communications Billing and Revenue Management 12.0.0.x.0** software, where *x* is **1** for Patch Set 1, **2** for Patch Set 2, and so on.

Unzip the **pPatchNumber_12.0.0.x.0_Generic.zip** file. The Zip archive includes the **PipelineConfigurationCenter_12.0.0.x.0_generic.jar** file for installing PCC.

Installing PCC

Before installing PCC, read the following:

- [PCC Installation Overview](#)
- [PCC System Requirements](#)

- [Overview of Pre-Installation Tasks](#)

You can install PCC in the following modes:

- **GUI mode:** Use GUI mode when you want to interact with the PCC installer GUI during installation. See "[Installing PCC in GUI Mode](#)".
- **Silent mode:** Use silent mode when you install PCC using the same configuration repeatedly. Silent install mode does not use the GUI, and it runs in the background. See "[Installing PCC in Silent Mode](#)".

The PCC installer must be launched from the computer hosting the Oracle WebLogic Server domain. PCC installation must be performed by the user who has permissions to write to the Oracle Inventory (**oralInventory**) directory and the *WebLogic_home*/**user_projects/domains** directory, where *WebLogic_home* is the directory in which you installed the WebLogic Server.

For more information about the **oralInventory** directory, see the Oracle documentation:

<http://docs.oracle.com>

Installing PCC in GUI Mode



Note:

To perform a GUI installation, install a GUI application, such as X Windows, and set the DISPLAY environment variable before you install PCC.

To install PCC in GUI mode:

1. Ensure that the Pipeline Manager database server is running.
2. Start the Oracle WebLogic Server domain administration server and managed server on which you want to deploy PCC.
3. Obtain the PCC software. See "[Downloading the PCC Software](#)".
4. Go to the *temp_dir* directory, and run one of the following commands:

- To start the GUI installer:

```
Java_home/bin/java -jar PipelineConfigurationCenter_12.0.0.v.0_generic.jar
```

where:

- *Java_home* is the directory in which you installed the latest supported Java version.
- *v* is the PCC version. For example, 0 is the version for PCC 12.0 and 1 is the version for PCC 12.0 Patch Set 1.
- To start the GUI installer and install PCC in the **oralInventory** directory in a different location:

```
Java_home/bin/java -jar jar_file -invPtrLoc FilePath/oraInst.loc
```

where *FilePath* is the path to the directory in which the **oralInst.loc** file is located.

- To start the GUI installer and create a silent installer response file during the installation:

```
Java_home/bin/java -jar jar_file -record -destinationFile path
```

where *path* is the absolute path to the response file.

5. In the Welcome screen, click **Next**.
6. If the **oralnst.loc** file is corrupt or not present, the Specify Inventory Directory and Credentials screen appears. The default location of the **oralInventory** directory is in the **/etc/oralnst.loc** (Linux) file or the **/var/opt/oracle/oralnst.loc** (Solaris) file.

This screen displays the path to the default inventory directory and the default operating system group name.
7. (Optional) To change the default inventory directory details, do the following:
 - a. Enter the full path of the inventory directory.
 - b. Specify the name of the operating system group that has write permission to the inventory directory.
 - c. Click **Next**.
8. In the Installation Location screen, enter the full path or browse to the directory in which to install PCC. Click **Next**.
9. In the Feature Sets Selection screen, select **Pipeline Configuration Center** and then click **Next**.
10. In the Prerequisite Libraries Location screen, enter the full path or browse to the directory in which the **ojdbc8.jar** file is located. Click **Next**.
11. In the WebLogic Server Details screen, enter the details listed in [Table 9-3](#) for the domain on which you want to deploy PCC. Click **Next**.

Table 9-3 WebLogic Server Details Screen

Field Name	Description
Host Name	Enter the IP address or the host name of the computer on which the domain is configured.
Port Number	Enter the port number assigned to the domain administration server.
Username	Enter the domain administrator user name.
Password	Enter the password for the domain administrator user.
WebLogic Home	Enter the path of the directory where the Oracle WebLogic Server software is installed. Caution! The PCC installer does not proceed until it verifies with the running instance of Oracle WebLogic Server that the domain administration server information you entered is valid.
Use SSL?	Do one of the following: <ul style="list-style-type: none"> • If the server does not support SSL, deselect the Use SSL? check box. • If the server supports SSL, leave the Use SSL? check box selected. When the check box is selected, the Keystore Type, Keystore Location, and Keystore Password fields are mandatory. See " Configuring SSL for the Oracle WebLogic Server Domain " for more information.
Keystore Type	Select the KeyStore certificate type: PKCS12 or JKS .
Keystore Location	Enter or browse to the directory of your client-side KeyStore certificate file, which was generated from the exported public certificate using the keytool utility.

Table 9-3 (Cont.) WebLogic Server Details Screen

Field Name	Description
Keystore Password	Enter the password for the KeyStore file.

12. In the Target Server screen, select the domain administration server or managed server on which you want to deploy PCC. Click **Next**.

 **Note:**

Oracle recommends deploying PCC on a managed server. If you select a managed server, ensure that the managed server and the node manager are running.

13. In the Pipeline Manager Database Connection screen, enter the details listed in [Table 9-4](#) for connecting to the Pipeline Manager database. Click **Next**.

Table 9-4 Pipeline Manager Database Connection Screen

Field Name	Description
Host Name	Enter the IP address or the host name of the computer on which the Pipeline Manager database is configured.
Port Number	Enter the port number assigned to the Pipeline Manager database service.
User Name	Enter the user name of the Pipeline Manager database user.
Password	Enter the password of the Pipeline Manager database user.
Service Name	Enter the name of the Pipeline Manager database service. Caution! The PCC installer will not proceed until it verifies with the running instance of the Pipeline Manager database server that the database information you entered is valid.
SSL Enabled	Select the type of connection required to connect to the database: <ul style="list-style-type: none"> • Yes-One Way: One-way SSL authentication is required. • Yes-Two Way: Two-way SSL authentication is required. • No: SSL authentication is not required.
Store Type	Select the type of TrustStore and KeyStore file that is used for the SSL connection: SSO or PKCS12 .
Truststore Location	Enter or browse to the directory in which your TrustStore file is located. This file is used for authentication through SSL.
Truststore Password	Enter the password required to access the certificates from the TrustStore.
Keystore Location	Enter or browse to the directory in which your KeyStore file is located. This file is used for authentication through SSL.
Keystore Password	Enter the password required to access the certificates from the KeyStore.

14. In the BRM Connection Details screen, enter the details listed in [Table 9-5](#) for connecting to the BRM server. Click **Next**.

Table 9-5 BRM Connection Details Screen

Field Name	Description
User Name	Enter the user name for connecting to BRM.
Password	Enter the BRM user's password.
Host Name	Enter the IP address or the host name of the machine on which the primary BRM Connection Manager (CM) or CM Master Process (CMMP) are running.
Port Number	Enter the TCP port number of the CM or CMMP on the host computer. The default value is 11960 .
Service Type	Enter the BRM service type. The default value is /service/admin_client .
Service POID ID	Enter the POID of the BRM service. The default value is 1 .
Use SSL?	Do one of the following: <ul style="list-style-type: none"> If you have not enabled SSL for BRM, deselect the Use SSL? check box. If you have enabled SSL for BRM, leave the Use SSL? check box selected.
Wallet Password	Enter the password for the PCC wallet.
Confirm Wallet Password	(PCC 12.0 Patch Set 1 Installation only) Enter the password for the PCC wallet again.

15. In the Pipeline Configuration Center User screen, enter the details listed in [Table 9-6](#) for creating a PCC user. Click **Next**.

 **Note:**

Entering information in this screen is optional. You do not have to create a PCC user now.

Table 9-6 Pipeline Configuration Center User Screen

Field Name	Description
Username	Enter the name for the PCC user.
Password	Enter a password for the PCC user. Note: The PCC user password can contain up to 12 characters and should contain at least one nonalphanumeric character. In addition, the user name must not be a part of the password.
Confirm Password	Enter the password again.

16. In the Installation Summary screen, review the selections you made in the preceding screens, and then click **Install**.
17. The Installation Progress screen appears. When installation completes, click **Next**.

 **Note:**

After the installation begins, if you click **Stop installation**, the installation process stops, but the files that are already copied are not removed.

18. The Installation Complete screen appears. Make note of the PCC URL. You use this URL to access PCC.

 **Note:**

If the server supports SSL, the secure connection is established for PCC even if you deselect the **Use SSL?** check box in the WebLogic Administration Server Connection screen. In this case, two connection URLs are displayed:

- A secured connection URL with SSL listen port and the HTTPS schema
- An unsecured connection URL with the HTTP schema

19. Click **Finish**.

The PCC installer exits.

If you did not create a PCC user during installation, you must create one after the installation is complete. See "[PCC Post-Installation Tasks](#)".

See "[Verifying the PCC Installation](#)" for information on verifying the successful installation of PCC.

See "[About Installation Logs](#)" for information on PCC installer logs.

Installing PCC in Silent Mode

Silent-mode installation enables you to set installation configurations only once and then use those configurations to duplicate the installation on many machines. In this mode, you use a response file template that contains a predefined set of values to install PCC.

 **Note:**

The silent installation is not meant for production environments, and it should be used in test environments only for setting up quickly or backing up the properties for later use in another test environment.

About the Response File Template

The PCC installer includes a response file template, *temp_dir/pcc/Disk1/stage/Response/oracle.communications.pcc.Complete.rsp*, where *temp_dir* is the directory in which you unzipped the PCC software.

This response file template contains all the parameters that the PCC installer requires during the silent, unattended installation, but it does not contain the parameter values. You must update the response file template per your installation requirements before starting the silent installation.

Creating a Response File

To create a response file:

1. Create the response file by doing one of the following:
 - Create a copy of the response file that was generated during the GUI installation. See ["Installing PCC"](#) for more information.

 **Note:**

The GUI Installer does not store passwords provided during installation in the response file. You must manually add the passwords after creating a copy of the response file.

- Create a response file using the template by running the following command:

```
Java_home/bin/java -jar PipelineConfigurationCenter_12.0.0.v.0_generic.jar -  
getResponseFileTemplates
```

where:

- *Java_home* is the directory in which you installed the latest supported Java version.
- *v* is the PCC version. For example, 0 is the version for PCC 12.0 and 1 is the version for PCC 12.0 Patch Set 1.

A response file is created with the default values.

You can create as many response files as needed.

2. Open the file in a text editor.
3. Modify the response file you copied by specifying the key-value information for the parameters you want in your installation.

 **Note:**

- The response file template contains guidelines and examples on how to enter the values in the parameters.
- The PCC installer treats incorrect context, format, and type values in a response file as if no value were specified.

4. Save and close the response file.

Installing PCC in Silent Mode

To install PCC in silent mode:

1. Create a response file. See ["Creating a Response File"](#).
2. Copy the response file you created to the machine on which you run the silent installation.
3. On the machine on which you run the silent installation, go to the *temp_dir* directory, and run the following command:

```
Java_home/bin/java -jar PipelineConfigurationCenter_12.0.0.v.0_generic.jar -debug -  
invPtrLoc Inventory_home/oraInventory/oraInst.loc [parameter=value] -responseFile  
path -silent
```

where:

- *v* is the PCC version. For example, 0 is the version for PCC 12.0 and 1 is the version for PCC 12.0 Patch Set 1.
- *path* is the absolute path to the response file.
- *parameter* is the name of an installation parameter.
- *value* is the value of the installation parameter.

For example:

```
Java_home/bin/java -jar PipelineConfigurationCenter_12.0.0.1.0_generic.jar -debug -  
invPtrLoc Inventory_home/oraInventory/oraInst.loc INSTALL_TYPE=Complete -  
responseFile /response_files/myresponsefile.rsp -silent
```

The installation runs silently in the background.

4. Open the *PCC_Home/install/readme.txt* file, where *PCC_Home* is the directory in which you installed PCC.
5. Copy the URL and paste it in your browser's address field.

You can now access the PCC application.

See "[Verifying the PCC Installation](#)" for information on how to verify that the PCC installation was successful.

See "[About Installation Logs](#)" for information on the PCC installer logs.

About Installation Logs

The PCC Installer logs can be found in the **oraInventory/logs** directory.

Use the following log files to monitor installations and post-installations:

- **installActionTimeStamp.log**
- **oraInstallTimeStamp.err**
- **oraInstallTimeStamp.out**
- **silentInstallTimeStamp.log** (for silent mode installation)

where *TimeStamp* is the date and time the log file was created.

PCC Post-Installation Tasks

After you install PCC, perform the following post-installation tasks:

1. [Creating a PCC User after Installing PCC](#)
2. [Using Secure Cookies](#)
3. [Configuring the Session Timeout](#)

Creating a PCC User after Installing PCC

During the PCC installation, the installer creates the **Config Admin** Oracle WebLogic Server group. Users belonging to this group have read and write access to perform all the tasks in PCC.

You can create a PCC user during or after the installation. When you create a user during the installation, the installer automatically adds it to the **Config Admin** group.

To create a PCC user after installing PCC, use WebLogic Server Administration Console to create a user and to add the user to the **Config Admin** group.

 **Note:**

Do not use your browser's remember password feature for the WebLogic Server Administration Console URL. As a precaution, always enter the WebLogic server user name and password manually.

To create a PCC user after installing PCC:

1. Log in to WebLogic Server Administration Console.
2. In the **Domain Structure** panel, click the **Security Realms** link.
The **Summary of Security Realms** page appears.
3. Click the **myrealm** link.
The **Settings for myrealm** page appears.
4. Click the **Users and Groups** tab.
5. Click the **Users** subtab.
6. Click **New**.
The **Create a New User** page appears.
7. Do the following:
 - a. In the **Name** field, enter a name for the PCC user.
 - b. (Optional) In the **Description** field, enter a brief description for the PCC user.
 - c. In the **Password** field, enter a password for the PCC user.

 **Note:**

The PCC user password can contain up to 12 characters and should contain at least one nonalphanumeric character. In addition, the user name must not be a part of the password.

- d. In the **Confirm Password** field, enter the password again to confirm it.
8. Click **OK**.
The user name appears in the User table.
 9. Click the *user* link, where *user* is the PCC user that you created.

The **Settings for user** page appears.

10. Click the **Groups** tab.
11. In the **Parent Groups** section's **Available** list, select **Config Admin**.
12. Move **Config Admin** to the **Chosen** list.
13. Click **Save**.

Configuring a Connection from PCC to BRM

After the PCC installation is complete, configure a connection from PCC to BRM.

To configure a connection from PCC to BRM:

1. Open the `PCC_Home\plan\AppFileOverrides\PCCView.war\Infranet.properties` file, where `PCC_Home` is the directory in which you installed PCC.

Note:

As a backup, a copy of the **Infranet.properties** file might also be in the location specified in the HOME environment variable of the operating system user who starts WebLogic Server. In this situation, you must configure the connection in both instances of the file.

2. Search for the **infranet.connection** entry.
3. Edit the **infranet.connection** entry as follows:

```
infranet.connection=pcp://username:password@hostname:port/service 1
```

where:

- *username* is the login name to use for connecting to BRM. You can use any valid CSR login name.
 - *password* is the password for *username*.
 - *hostname* is the name or IP address of the computer running the primary Connection Manager (CM) or CM Master Process (CMMP).
 - *port* is the TCP port number of the CM or CMMP on the host computer. The port number must match the corresponding **cm_ports** entry in the primary CM or CMMP configuration file.
 - *service* is the service type. The trailing **1** is the POID of the service.
4. Save and close the file.
 5. Log in to WebLogic Server Administration Console for the PCC domain, and do the following:
 - a. In the **Domain Structure** panel, click **Deployments**.
The **Summary of Deployments** page appears.
 - b. In the Deployments table, select the **PipelineConfigurationCenter** check box.
 - c. Click **Update**.
The Update Application Assistant starts.

- d. Select the **Update this application in place with new deployment plan changes** option.
- e. Set **Deployment plan path** to the location of the **Infranet.properties** file. Use the **Change Path** button to browse to the file.
- f. Click **Next**, and review your choices.
- g. Click **Finish**.
- h. Restart WebLogic Server.

See the Oracle WebLogic Server Administration Console Help for more information about the console.

6. Secure the BRM connection information as follows:
 - Encrypt the password by using the **pin_crypt_app** utility. See "About Encrypting Passwords" in *BRM Developer's Guide*.
 - Set the **Infranet.properties** file permissions to permit only specified system administrators to access the file.

Using Secure Cookies

Oracle recommends deploying PCC only on SSL, which encrypts sensitive data, thus eliminating problems like session stealing.

WebLogic Server enables a user to securely access HTTPS resources in a session that was initiated using HTTP, without loss of session data.

To use secure cookies:

1. Open the *WebLogic_home/user_projects/domains/Domain_Name/config/config.xml* file.

where:

- *WebLogic_home* is the directory in which you installed WebLogic Server.
- *Domain_Name* is the name of the domain you are configuring.

2. Add **AuthCookieEnabled="true"** to the **<WebServer>** element:

```
<WebServer Name="myserver" AuthCookieEnabled="true"/>.
```

Note:

By default, **AuthCookieEnabled** is set to **true**. The secured cookies are enabled by default even if the **config.xml** file does not contain this entry. You can set **AuthCookieEnabled** to **false** to disable secured cookies. However, Oracle recommends not disabling it.

You can also set this entry by using WebLogic Server Administration Console:

1. Log in to WebLogic Server Administration Console.
The home page appears.
2. In the **Domain Configurations** section, under **Domain**, click **Domain**.
The **Settings for Domain_Name** page appears.

3. Click the **Web Applications** tab.
4. Verify that the **Auth Cookie Enabled** check box is selected.
5. Click **Save**.

By default, the **Auth Cookie Enabled** check box is selected, but it is not present in the **config.xml** file. If you deselect it, the **<AuthCookieEnabled>** element is added to the **config.xml** file.

Setting **AuthCookieEnabled** to **true**, the default setting, causes the WebLogic Server instance to send a new secure cookie, **_WL_AUTHCOOKIE_JSESSIONID**, to the browser when authenticating through an HTTPS connection. After the secure cookie is set, the session is allowed to access other security-constrained HTTPS resources only if the cookie is sent from the browser.

For more information, see the discussion about using secure cookies to prevent session stealing in *Oracle Fusion Middleware Developing Applications with the WebLogic Security Service*.

Oracle recommends keeping cookie settings enabled in the browser. Disabling cookies in the browser disables several features, such as Help.

Configuring the Session Timeout

The default session timeout in PCC is 600 seconds. The WebLogic Server administrator can change this value as follows:

1. Log in to WebLogic Server Administration Console.
2. In the **Domain Structure** panel, click **Deployments**.
The **Summary of Deployments** page appears.
3. In the Deployments table, click **PipelineConfigurationCenter**.
The **Settings for PipelineConfigurationCenter** page appears.
4. Click the **Configuration** tab.
5. In the **Session Timeout (in seconds)** field, enter a new timeout value in seconds.
6. Click the **Overview** tab.
7. In the Modules and Components table, click **PCC-PCCViewController-context-root**.
8. Click the **Configuration** tab.
9. In the **Session Timeout (in seconds)** field, enter the same timeout value, in seconds, that you entered in step 5.
10. Click **Save**.
If no deployment plan is created, WebLogic Server creates one with the preceding changes and prompts you to save the deployment plan. Provide the name and path for the deployment plan, and click **OK**.
11. In the **Domain Structure** panel, click **Deployments**.
12. Select the **PipelineConfigurationCenter** check box.
13. Click **Update**.
The Update Application Assistant starts.
14. Select the **Update this application in place with new deployment plan changes** option.

15. Set **Deployment plan path** to the deployment plan created in step 10. Use the **Change Path** button to browse to the file.
16. Click **Next**.
17. Click **Finish**.
18. Restart WebLogic Server.
19. Verify your changes by doing the following:
 - a. Log in to WebLogic Server Administration Console.
 - b. In the **Domain Structure** panel, click **Deployments**.
 - c. Click **PipelineConfigurationCenter**.
The **Settings for PipelineConfigurationCenter** page appears.
 - d. Click the **Configuration** tab.
 - e. Verify that **Session Timeout (in seconds)** is set to the value you specified.

For more information, see the discussion about configuring applications for production deployment in *Oracle Fusion Middleware Deploying Applications to Oracle WebLogic Server*.

Verifying the PCC Installation

Verify whether PCC was installed successfully by doing the following:

- [Checking the State of All Installed Components](#)
- [Logging In to PCC](#)
- [About File Permissions](#)

Checking the State of All Installed Components

You can verify that PCC is installed correctly by checking the state of all installed components.

To check the state of all installed components:

1. Log in to the PCC domain in WebLogic Server Administration Console.
2. In the **Domain Structure** panel, click **Deployments**.
The **Summary of Deployments** page appears.
3. In the **Control** tab, if PCC is installed correctly, the deployed **PipelineConfigurationCenter** application appears in the **Active** state.

Logging In to PCC

You can log in to PCC to verify that PCC is installed.

To log in to PCC:

1. Open a browser window.
2. Enter the URL provided by the PCC installer at the end of the installation into the browser's address field.

 **Note:**

The URL to access PCC is also available in the *PCC_Home/install/readme.txt* file, where *PCC_Home* is the directory in which you installed PCC.

3. Press Enter.
The PCC login page appears.
4. Do the following:
 - a. In the **Username** field, enter the user name.
 - b. In the **Password** field, enter the password.
5. Click **Login**.
The PCC home page appears, verifying that PCC is successfully installed.

About File Permissions

- The following default permissions are set for the installed files:
 - rw----- 600 (for all nonexecutable files)
 - rwx----- 700 (for all executable files)Permissions are set to the lowest possible level, and the WebLogic Server administrator can add or revoke permissions. Oracle recommends keeping the permissions as restrictive as possible.
- Protect the WebLogic configuration (JMS, JDBC, and so on) file, **config.xml**, in the domain's **config** directory with proper permissions.

Verifying Configuration Entries

The installer stores the configuration entries in the PCC wallet. These entries are used to control the connections from Java applications to BRM.

After PCC has been installed on each machine, check the configuration entries stored in the PCC wallet. You can verify the entries by doing the following:

 **Note:**

If PCC and the BRM server are installed on separate machines, copy the PCC wallet to the machine in which the BRM server is installed and perform the following procedure on the machine in which the BRM server is installed.

1. Go to the directory in which you installed PCC, and source the **source.me** file:
Bash shell:

```
source source.me.sh
```


C shell:

```
source source.me.csh
```
2. Run the following command:

```
orapki wallet display -wallet PCC_Wallet_Path
```

where *PCC_Wallet_Path* is the path to the PCC wallet.

The entries stored in the client wallet appear.

If the entries do not appear, you must store the entries manually in the PCC wallet by using the **pin_crypt_app** utility.

To secure this connection information, encrypt the password by using the **pin_crypt_app** utility. See "About Encrypting Passwords" in *BRM Developer's Guide*.

Uninstalling PCC



Note:

After uninstalling PCC, you must manually undeploy the PCC application deployed on the WebLogic server domain. See the discussion about undeploying applications in the Oracle WebLogic Server documentation.

To uninstall PCC:

1. Go to the *PCC_home/oui/bin* directory.
2. Run the following command from a GUI (for example, VNC server):

```
./deinstall.sh
```

The Distribution to Uninstall screen appears.

3. Select the components you want to uninstall.
4. Click **Uninstall**.

The Welcome screen appears.

5. Click **Next**.

The Uninstallation Summary screen appears.

6. Click **Uninstall**.

The Uninstallation Progress screen appears.

7. Click **Next**.

The Uninstallation Complete screen appears.

8. Click **Finish**.

The PCC installer removes all files except log files. You must delete the log files manually. The log files are in the **oralinventory/logs** directory.

Uninstalling PCC in Silent Mode

To uninstall PCC in silent mode:

1. Go to the *PCC_home/oui/bin* directory.
2. Run the following command:

```
./deinstall.sh -responseFile path -silent
```

where *path* is the absolute path to the response file.

A message indicating that PCC has been uninstalled successfully appears.

Deleting Files after Uninstalling PCC

The following files remain in the system after PCC is uninstalled:

- Install logs
The log files are in the **oralInventory/logs** directory.
- **PCC_home\oui\data.properties**
This file is used to auto-populate the data during reinstalls.

Delete these files manually if you do not need them, or protect them appropriately if they are required for further installations.

By default, these files are created with the file-level permission 640 (owner can read/write; group members can read; others cannot do anything).

Administering PCC

A PCC administrator is responsible for the day-to-day tasks of maintaining and managing PCC and its users. You perform the following tasks as a PCC administrator:

- [Managing PCC Security](#)
- [Monitoring PCC](#)
- [Managing PCC](#)

Managing PCC Security

Oracle WebLogic Server includes a security architecture that provides a secure foundation for applications. PCC depends on the WebLogic Server security framework to secure its resources and servers. Managing PCC security involves the following:

- Managing security realms: Configuring new security realms, changing the default security realm, and deleting security realms
- Managing users and groups: Defining users and assigning them to a group that can be authenticated in a security realm
- Managing security providers: Managing security providers that provide security services to applications to protect WebLogic Server resources

See the Oracle WebLogic Server Administration Console Help for more information on managing security realms, managing users and groups, and managing security providers.

Monitoring PCC

Regularly monitoring your system ensures fast recognition and resolution of problems or issues. You can use WebLogic Server Administration Console to monitor the following:

- PCC domain
- PCC administration server and managed servers

See the Oracle WebLogic Server Administration Console Help for more information.

Managing PCC

You manage PCC by managing the WebLogic server on which PCC is installed. This includes starting and stopping the PCC administration server and managed servers.

See the Oracle WebLogic Server Administration Console Help for more information.

Troubleshooting PCC

Although PCC installation is designed to be trouble free, you might encounter a problem. You can troubleshoot PCC installation problems by using log files, diagnosing common problems, and contacting Oracle support.

- [Troubleshooting Checklist](#)
- [Using Error Logs to Troubleshoot PCC](#)
- [Diagnosing PCC Problems](#)
- [Getting Help for PCC Problems](#)

Troubleshooting Checklist

When problems occur, it is best to do some troubleshooting before you contact Oracle support:

- You know your installation better than Oracle support does. You know whether anything in the system has been changed, so you are more likely to know where to look first.
- Troubleshooting skills are important. Relying on Oracle support to research and solve all your problems prevents you from being in full control of your system.

If you have a problem with your PCC system, ask yourself the following questions because Oracle support will ask them:

- What exactly is the problem? Can you isolate it?
Oracle support needs a clear and concise description of the problem, including when it began to occur.
- What do the log files say?
This is the first thing that Oracle support asks for. Check the error log for the PCC component you are having problems with.
- Has anything changed in the system? Did you install any new hardware or new software? Did the network change in any way? Does the problem resemble another one you had previously? Has your system usage recently jumped significantly?
- Is the system otherwise operating normally? Has response time or the level of system resources changed? Are users complaining about additional or different problems?

Using Error Logs to Troubleshoot PCC

PCC error log files provide detailed information about system problems. If you are having a problem with PCC, look in the log files.

PCC records information about actions performed in the PCC GUI in Oracle WebLogic Server log files. See the Oracle WebLogic Server Administration Console Help for more information.

Diagnosing PCC Problems

PCC problems can be diagnosed using the Oracle WebLogic Server Diagnostic Framework, which enables you to collect, archive, and access diagnostic information about applications hosted on the WebLogic server. See the Oracle WebLogic Server Administration Console Help for more information.

This section lists some common PCC problems and describes how to diagnose the error messages and resolve the problems.

Refreshing the Browser

Do not refresh your browser.

Refreshing the browser causes unpredictable problems in PCC.

Unable to Perform Any Task after Logging In

After you log in to PCC, the links in the navigation pane are not displayed, and you cannot perform any task.

This means that you are not in the **Config Admin** WebLogic Server group. Contact your system administrator, and request to be added to that group.

Getting Help for PCC Problems

If you cannot resolve a PCC problem, contact Oracle support.

Before you contact Oracle support, try to resolve the problem with the information in the log files. See "[Using Error Logs to Troubleshoot PCC](#)" for more information. If this does not help resolve the problem, gather the following information:

- A clear and concise description of the problem, including when it began to occur.
- Relevant portions of the relevant log files.
- Relevant configuration files.
- Recent changes in your system after which the problem occurred, even if you do not think they are relevant.
- A list of all PCC components and patches installed on your system.

When you are ready, report the problem to Oracle support.

Secure Deployment Checklist

To deploy PCC securely, follow this checklist:

1. Pre-installation steps:
 - a. Enable SSL for the target Oracle WebLogic Server domain.
 - b. Configure the server KeyStore certificate, and get the client KeyStore trusted certificate.
 - c. Configure Oracle Database advanced security encryption and integrity algorithms for a secure connection from the installer.

- d. Verify that you have JDK 1.8 with the latest security update installed and configured with your PCC/WebLogic Server installation.
2. Installation steps:
 - a. Select the SSL mode, select the KeyStore type, and provide the client KeyStore certificate (**.p12** [recommended] or **.jks** file) for connecting to a WebLogic server over SSL.
 3. Post-installation steps:
 - a. If you do not need the installation log files, delete them.
 - b. The WebLogic Server administrator must create PCC users based on the roles and privileges.
 - c. Do not use your browser's remember password feature for the WebLogic Server Administration Console URL.
 - d. Enable secure cookies.
 - e. Verify that file permissions for the installed files are 600 for all nonexecutable files and 700 for all executable files.
 4. Un-installation steps:
 - a. Delete the log files in the **oralInventory/logs** directory manually if you do not need them, or protect them appropriately if they are required for further installations.

10

Installing BRM REST Services Manager

Learn how to use the Oracle Communications Billing and Revenue Manager (BRM) REST Services Manager package to install both the BRM REST Services Manager API and the BRM REST Services Manager SDK on your system.

Topics in this document:

- [Downloading the BRM REST Services Manager Package](#)
- [Generating the SSL Certificate for BRM REST Services Manager](#)
- [Installing BRM REST Services Manager](#)
- [BRM REST Services Manager Post-Installation Tasks](#)
- [Troubleshooting SSL Connection Errors](#)

For more information about the BRM REST Services Manager API and SDK, see *REST Services Manager API for Billing and Revenue Management*.

Downloading the BRM REST Services Manager Package

To download the BRM REST Services Manager package, go to the Oracle support website (<https://support.oracle.com>). Search for and download the **Oracle Communications Billing and Revenue Management 12.0.0.x.0** software, where *x* is **1** for Patch Set 1, **2** for Patch Set 2, and so on.

Unzip the `pPatchNumber_12.0.0.x.0_Generic.zip` file. The Zip file includes the `BRM_REST_Services_Manager-12.0.0.x.0.jar` file for installing BRM REST Services Manager.

Generating the SSL Certificate for BRM REST Services Manager

You must generate an SSL certificate before you install BRM REST Services Manager.

The following shows the steps for generating a sample SSL certificate:

1. Create a directory for storing your SSL certificate, such as `rsm_keystore`.
2. Generate an SSL certificate. For example:

```
openssl req -x509 -newkey rsa:4096 -keyout openSSLKey.pem -out cert.pem -days 365 -nodes
```

3. Generate a **PKCS12** KeyStore file. For example, this creates a KeyStore file named `keystore.p12`:

```
openssl pkcs12 -export -out keyStore.p12 -inkey openSSLKey.pem -in cert.pem
```

4. Copy your SSL certificate file to the directory you created it step 1.

Installing BRM REST Services Manager

The BRM REST Services Manager package installs both the BRM REST Services Manager API and the BRM REST Services Manager SDK on your system.

You can install BRM REST Services Manager in the following modes:

- **GUI mode:** Use GUI mode when you want to interact with the BRM REST Services Manager installer GUI during installation. See "[Installing BRM REST Services Manager in GUI Mode](#)".
- **Silent mode:** Use silent mode when you install BRM REST Services Manager using the same configuration repeatedly. Silent install mode does not use the GUI, and it runs in the background. See "[Installing BRM REST Services Manager in Silent Mode](#)".

Installing BRM REST Services Manager in GUI Mode

To install BRM REST Services Manager in GUI mode:

1. Go to the *temp_dir* directory and run one of these commands:

- To start the GUI installer:

```
Java_home/bin/java -jar BRM_REST_Services_Manager-12.0.0.x.0.jar
```

- To start the GUI installer and install BRM REST Services Manager using the **oralInventory** directory in a different location:

```
Java_home/bin/java -jar BRM_REST_Services_Manager-12.0.0.x.0.jar -invPtrLoc  
FilePath/oraInst.loc
```

where *FilePath* is the path to the directory in which the **oralnst.loc** file is located.

- To start the GUI installer and create a silent installer response file during the installation:

```
Java_home/bin/java -jar BRM_REST_Services_Manager-12.0.0.x.0.jar -record -  
destinationFile path
```

where *path* is the absolute path to the response file.

Tip:

You can run **BRM_REST_Services_Manager-12.0.0.x.0.jar** with the **-Help** option to get more details about the commands.

2. In the Welcome screen, click **Next**.

Note:

If the **oralnst.loc** file is corrupt or not present, the Specify Inventory Directory and Credentials screen appears next. Otherwise, the Installation Location screen appears.

- (Optional) In the Specify Inventory Directory and Credentials screen, enter the details listed in [Table 10-1](#) and then click **Next**.

Table 10-1 Specify Inventory Directory and Credentials

Field	Description
Inventory Directory	The full path of the inventory directory. The default oralinventory directory is located in the /etc/oralnst.loc (Linux) file.
Operating System Group Name	The name of the operating system group that has write permission to the inventory directory.

- In the Installation Location screen, enter the full path or browse to the directory in which you want to install BRM REST Services Manager and then click **Next**.
- In the Feature Sets Selection screen, select the feature set options that you want to install and then click **Next**.
- In the Server Details screen, enter the details listed in [Table 10-2](#) for the server on which you want to deploy BRM REST Services Manager and then click **Next**.

Table 10-2 Server Details

Field	Description
Host Name	The host name of the computer on which the server is configured.
Port Number	The port number available on the host.
SSL Port Number	The SSL port number on which you want to install BRM REST Services Manager.
KeyStore Location	The path of the client-side KeyStore file you generated in " Generating the SSL Certificate for BRM REST Services Manager ".
KeyStore Password	The password used for accessing the KeyStore file.

- In the Base URL Details screen, enter the base URL to include in the response of BRM REST Services Manager requests. Click **Next**.
- In the BRM Connection Details screen, enter the details listed in [Table 10-3](#) for connecting to the BRM server and then click **Next**.

Table 10-3 BRM Connection Details

Field	Description
User Name	The user name for connecting to BRM.
Password	The password of the BRM user.
Host Name	The host name of the computer on which the primary BRM Connection Manager (CM) or CM Master Process (CMMP) is running.
Port Number	The TCP port number of the CM or CMMP on the host computer. The default value is 11960 .
Service Type	The BRM service type. The default value is /service/pcm_client .
Service POID Id	The POID of the BRM service. The default value is 1 .

Table 10-3 (Cont.) BRM Connection Details

Field	Description
Use SSL?	Do one of the following: <ul style="list-style-type: none"> If you have not enabled SSL for BRM, deselect this checkbox. If you have enabled SSL for BRM, select this checkbox.
Wallet Password	The password for the BRM wallet.
Confirm Wallet Password	Enter the password for the BRM wallet again.

9. In the Security Details screen, do one of the following for the **Configure Security** option and then click **Next**.
 - If you want to configure BRM REST Services Manager securely, select **Yes**, select the **IDCS** or **OAM** option based on your security requirements, and then click **Next**. If you select **IDCS**, the IDCS Details screen appears. Enter the following details for authorizing with Oracle Identity Cloud Service (IDCS):
 - **Client ID**: The client ID of the application.
 - **Client Secret**: The client secret of the application.
 - **Identity URL**: The base URL of the IDCS server. For example, https://tenant-base-url.
 - **Scope Audience**: The primary audience registered for the application which is appended for scopes.
 - **Audience**: The primary audience registered for the application.

If you select **OAM**, the OAM Details screen appears. Enter the following details for authorizing with Oracle Access Management:

- **OAuth Identity Domain Name**: The OAuth identity domain name hosting artifacts such as the resource server and client.
- **OAuth Resource Server Name**: The OAuth server name hosting protected resources.
- **OAuth Token Introspection Endpoint**: The OAuth REST endpoint that validates the access token.
- **ODU Host Name**: The host name where the Oracle Unified Directory server is installed.
- **ODU Root User DN**: The **root** user assigned with read and write access to all data in the server. For example: cn=Directory Manager.
- **ODU Root user password**: The password for the **root** user.
- **ODU HTTP Port**: The HTTP port where Oracle Unified Directory is configured to listen. This port hosts the Oracle Unified Directory REST endpoints.
- **ODU HTTPS Port**: The HTTPS port where Oracle Unified Directory is configured to listen. This port hosts the Oracle Unified Directory REST endpoints with HTTPS protocol.
- **ODU users directory base DN**: The base directory name where users are created in Oracle Unified Directory. Example: ou=people,dc=tmf,dc=com.
- **ODU groups directory base DN**: The base directory name where roles or groups are created in Oracle Unified Directory. For example: ou=Groups,dc=tmf,dc=com.
- If you want to configure BRM REST Services Manager in a test installation mode, select **No**.

10. In the Installation Summary screen, review the selections you made in the preceding screens and then click **Install**.
11. The Installation Progress screen appears. When the installation completes, click **Next**.

 **Note:**

After the installation begins, you cannot stop or cancel the installation.

12. The Installation Complete screen appears. Make note of the BRM REST Services Manager base URL. You use this URL to access BRM REST Services Manager.

 **Note:**

You can find the BRM REST Services Manager logs in the *REST_home/logs* directory, where *REST_home* is the BRM REST Services Manager installation directory.

13. Click **Finish** to complete the installation.
The BRM REST Services Manager installer exits.

Installing BRM REST Services Manager in Silent Mode

The silent installation uses a response file in which you have set installation information. To obtain the response file, you run the GUI installer for the first install. The GUI installer generates a response file that contains the key-value pairs based on the values that you specify during the GUI installation. You can then copy and edit the response file to create additional response files for installing the BRM REST Services Manager on different machines.

Creating a Response File

To create a response file:

1. Create a copy of the response file that was generated during the GUI installation. See "[Installing BRM REST Services Manager in GUI Mode](#)" for more information.

 **Note:**

A response file was created only if you ran the GUI installer with this command:

```
Java_home/bin/java -jar BRM_REST_Services_Manager-12.0.0.x.0.jar -record -  
destinationFile path
```

2. Open the response file in a text editor.
3. Manually add all passwords to the response file. The GUI Installer does not store the passwords that you provided during installation in the response file.
4. Modify the key-value information for the parameters you want in your installation.

 **Note:**

The Installer treats incorrect context, format, and type values in a response file as if no value were specified.

5. Save and close the response file.

Installing BRM REST Services Manager in Silent Mode

 **Tip:**

You can run **BRM_REST_Services_Manager-12.0.0.x.0.jar** with the **-Help** option to get more details about the commands.

To install BRM REST Services Manager in silent mode:

1. Create a response file. See "[Creating a Response File](#)".
2. Copy the response file you created to the machine on which you run the silent installation.
3. On the machine on which you run the silent installation, go to the *temp_dir* directory and run the following command:

```
Java_home/bin/java -jar BRM_REST_Services_Manager-12.0.0.x.0.jar -debug -invPtrLoc  
Inventory_home/oraInventory/oraInst.loc [parameter=value] -responseFile path -silent
```

where:

- *Java_home* is the directory in which you installed the latest supported Java version.
- *parameter* refers to the installation parameters in the response file. You can override these parameters with any of the available parameters in the response file. For example, **INSTALL_TYPE**.
- *value* is the value of the installation parameter. The value allows to override the response file entries at run time. For example, you can set **INSTALL_TYPE=Custom**. This value overrides the existing value in the response file for the same parameter.
- *path* is the absolute path to the response file.

For example:

```
Java_home/bin/java -jar BRM_REST_Services_Manager-12.0.0.x.0.jar -debug -invPtrLoc  
Inventory_home/oraInventory/oraInst.loc INSTALL_TYPE=Complete -responseFile /tmp/  
BRM_REST_Services_Manager.rsp -silent
```

The installation runs silently in the background.

4. Open the *REST_home/install/readme.txt* file, where *REST_home* is the directory in which you installed BRM REST Services Manager.
5. Copy the URL and paste it in your browser's address field.
You can now access the BRM REST Services Manager.

BRM REST Services Manager Post-Installation Tasks

After you install BRM REST Services Manager, perform these post-installation tasks:

1. [Excluding the BRM REST Services Manager SDK](#)
2. [Importing Java KeyStore Certificates](#)
3. [Updating BRM Connection Details](#)
4. [Updating the Base URL](#)
5. [Modifying BRM REST Services Manager Properties](#)
6. [Setting Up Zipkin Tracing in BRM REST Services Manager](#)
7. [Connecting BRM REST Services Manager to BI Publisher](#)
8. [Configuring BRM REST Services Manager for High Availability](#)
9. [Allowing the Use of Deprecated Cyphers](#)

Excluding the BRM REST Services Manager SDK

The BRM REST Services Manager package installs both the BRM REST Services Manager API and the BRM REST Services Manager SDK on your system.

If you do not want to include the BRM REST Services Manager SDK in your deployment, remove this entry from the `REST_home/scripts/brm_rsm.properties` file:
EXTENSION_LIB_PATH.

Importing Java KeyStore Certificates

When installing BRM REST Services Manager, if you select **OULD HTTPS Port**, you must import the Java KeyStore certificates in the Java KeyStore for a secure connection to Oracle Unified Directory.

To import the Java KeyStore certificates into the Java KeyStore:

1. Log on to the machine where you have installed BRM REST Services Manager.
2. Go to the `Java_home/bin` directory, where `Java_home` is the directory in which you installed the latest supported Java version.
3. Run the following command:

```
keytool -import -alias AliasName -file CertificateFileLocation -keystore cacerts
```

where:

- `AliasName` is a unique name of an entity.
- `CertificateFileLocation` is the path where you have stored the Oracle Unified Directory SSL Certificate.

The **keytool** command prompts you for a Java KeyStore password. When prompted whether to trust the certificate, enter **yes**.

The Java KeyStore certificates are imported into the default Java KeyStore.

Updating BRM Connection Details

By default, the BRM REST Services Manager installer stores sensitive information such as passwords in the Oracle wallet, and BRM REST Services Manager retrieves the passwords from the Oracle wallet. However, you can update this sensitive information after the installation.

To update the BRM connection details:

1. Navigate to the *REST_home/Wallet* directory, where *REST_home* is the BRM REST Services Manager installation directory.
2. Run the following command to update the BRM connection details:

```
java -cp
";oraclepkijarLocation;osdtcertjarlocation;osdtcorejarLocation;cetjarLocation
com.portal.cet.ConfigEditor -setconf -wallet clientWalletLocation -
parameter configEntry -value value
```

where:

- *clientWalletLocation* is the path to the client wallet.
 - *configEntry* is the configuration entry in the client wallet.
 - *value* is the appropriate value for the respective entry in the client wallet.
3. Stop BRM REST Services Manager using this command:

```
REST_home/scripts/stop_brm_rsm.sh
```

4. Start BRM REST Services Manager using this command:

```
REST_home/scripts/start_brm_rsm.sh
```

Updating the Base URL

After installation, you can update the base URL with the resource details to return in the response of BRM REST Services Manager requests. To do so, edit the *BRM_home/scripts/app_external.properties* file.



Note:

You don't need to restart the BRM REST Services Manager server after editing the *app_external.properties* file.

Modifying BRM REST Services Manager Properties

To modify the BRM REST Services Manager properties:

1. Stop BRM REST Services Manager using this command:

```
REST_home/scripts/stop_brm_rsm.sh
```

2. Open the *REST_home/scripts/brm_rsm.properties* file in a text editor.
3. Modify the properties based on your requirements. For example, changing the port number and log level.
4. Save the *brm_rsm.properties* file.
5. Start BRM REST Services Manager using this command:

```
REST_home/scripts/start_brm_rsm.sh
```

Setting Up Zipkin Tracing in BRM REST Services Manager

You can trace the flow of API calls made to BRM REST Services Manager by using Zipkin, which is an open-source tracing system. For more information, see the Zipkin website: <https://zipkin.io/>.

To set up Zipkin tracing for BRM REST Services Manager:

1. Install Zipkin. See the Zipkin Quickstart documentation: <https://zipkin.io/pages/quickstart.html>.
2. (Optional) To use secure SSL Zipkin, perform these steps:
 - a. Generate a client SSL Certificate for connecting BRM REST Services Manager to Zipkin.
 - b. Use the client SSL Certificate to create a PKCS12 TrustStore file.
 - c. Go to the *REST_home/Wallet* directory, where *REST_home* is the BRM REST Services Manager installation directory.
 - d. To use secure Zipkin, pass the TrustStore file you created with the `TRUST_STORE_FILE_PATH` key and set the password in your client wallet:

```
java -cp '.:oraclepki.jar:osdt_cert.jar:osdt_core.jar:cet.jar'  
com.portal.cet.ConfigEditor -setconf -wallet clientWalletLocation/  
wallet -parameter TRUST_STORE_PASSPHRASE -value password
```

where:

- *clientWalletLocation* is the path to the client wallet.
- *password* is the TrustStore password in Base64 format.

3. Stop BRM REST Services Manager using this command:

```
REST_home/scripts/stop_brm_rsm.sh
```

4. Open the *REST_home/scripts/brm_rsm.properties* file in a text editor.
5. Enable tracing in BRM REST Services Manager by setting the following parameter:

```
TRACING_ENABLED=true
```

6. Set the following parameters to the host name and port number of the machine on which Zipkin tracing collector is installed:

```
ZIPKIN_HOST_NAME=hostname  
ZIPKIN_PORT=portNumber
```

7. Set the following parameter to the protocol of the Zipkin tracing collector, which is either HTTP or HTTPS:

```
ZIPKIN_PROTOCOL=HTTPS
```

8. Save the *brm_rsm.properties* file.
9. Start BRM REST Services Manager using this command:

```
REST_home/scripts/start_brm_rsm.sh
```

Afterward, you can start tracing the flow of API calls to BRM REST Services Manager by using the Zipkin UI or Zipkin API.

Connecting BRM REST Services Manager to BI Publisher

To enable BRM REST Services Manager to retrieve PDF invoices generated by BI Publisher, do one of the following:

- Create an **Infranet.properties** file in your user's home directory (*User_home*) and then add these parameters:
 - **BIP_USERID**: Set this to the BI Publisher user that has web access.
 - **BIP_PASSWORD**: Set this to the password for the BI Publisher user.
 - **BIP_URL**: Set this to the URL for accessing the BI Publisher instance. For example: **http://hostname:port/xmlpserver/services/PublicReportService_v11**.
- Update the BI Publisher connection details in the BRM REST Services Manager wallet. For more information, see the *REST_home/Wallet/README* file.

Configuring BRM REST Services Manager for High Availability

You can optionally configure BRM REST Services Manager for high availability.

Because BRM REST Services Manager is a relatively simple API service, you can support high availability by using the open-source load balancer of your choice, such as NGINX, Apache HTTP Server, or HAProxy. The load balancer automatically routes requests to whichever server is available, which enables greater scalability by sharing the traffic among servers, and also lets processing continue if an instance is down.

The basic steps for configuring BRM REST Services Manager for high availability are:

1. Install and configure BRM REST Services Manager. You can install multiple instances on the same server by using a different port, or install different instances on different servers.
2. Install a load balancer. You can install the load balancer on the same server as one of your BRM REST Services Manager instances, or a different server with access to the BRM REST Services Manager servers.
3. Add the details of the BRM REST Services Manager servers to the load balancer, using a proxy to pass traffic to the group of servers. For example, a NGINX load balancer configuration might include the following:

```
http {  
  
    upstream brmrsm{  
        server brm_rsm_host:9992;  
        server brm_rsm_host:9993;  
        server brm_rsm_host:9994;  
    }  
    server {  
        listen 3000;  
        server_name brm_rsm_host;  
  
        location / {  
            proxy_pass http://brmrsm/;  
        }  
    }  
}
```

```
        location /brm/customerBillManagement/v4/customerBill/ {
            proxy_pass http://brmrsm/brm/customerBillManagement/v4/
customerBill/;

        }
    }
}
```

where *brm_rsm_host* is the host server for BRM REST Services Manager instances.

Allowing the Use of Deprecated Cyphers

According to security best practices, by default BRM Rest Services Manager restricts less-secure cyphers from being used. These restricted cyphers are listed in *REST_home/scripts/security.properties*. You can change this configuration if you are willing to take the risk of allowing less-secure cyphers.

To allow individual restricted cyphers:

1. Stop BRM REST Services Manager using this command:

```
REST_home/scripts/stop_brm_rsm.sh
```

2. Back up the *REST_home/scripts/security.properties* file.
3. Open the *REST_home/scripts/security.properties* file in a text editor.
4. Remove the names of any cyphers you would like to allow.
5. Save the *security.properties* file.
6. Start BRM REST Services Manager using this command:

```
REST_home/scripts/start_brm_rsm.sh
```

To remove all cypher restrictions:

1. Stop BRM REST Services Manager using this command:

```
REST_home/scripts/stop_brm_rsm.sh
```

2. Open the *REST_home/scripts/brm_rsm.properties* file in a text editor.
3. Set the value of the **OVERRIDE_SECURITY_PROPERTIES** property to **false**.
4. Save the *brm_rsm.properties* file.
5. Start BRM REST Services Manager using this command:

```
REST_home/scripts/start_brm_rsm.sh
```

Troubleshooting SSL Connection Errors

BRM REST Services Manager can use SSL connections for invoking OAuth Token Introspection Endpoint and Oracle Unified Directory REST APIs. [Table 10-4](#) describes the possible SSL connection errors and solutions.

Table 10-4 SSL Connection Errors and Solutions

SSL Connection Errors	Solutions
javax.net.ssl.SSLHandshakeException: java.security.cert.CertificateException: No name matching hostname found	Ensure that the Common Name (CN) in the SSL certificate is the fully qualified domain name of the server where endpoints are hosted. Note: You should not use the Oracle WebLogic Demo certificates as SSL certificates.
javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilder Exception: unable to find valid certification path to requested target	Ensure that the SSL certificate of the endpoint is imported into the Java KeyStore. See " Importing Java KeyStore Certificates " for more information.

11

Troubleshooting the BRM Installation

Learn how to solve problems that may occur in your Oracle Communications Billing and Revenue Management (BRM) system.

Topics in this document:

- [Problems Installing the Database](#)
- [Problems Installing BRM](#)
- [Problems Connecting to the Database](#)

For more information, see "Reference Guide to BRM Error Codes" and "Resolving Problems in Your BRM System" in *BRM System Administrator's Guide*.

Problems Installing the Database

For more information on errors that can occur when installing your database, see your database documentation.

Problem: Cannot Start the Oracle Listener

When you try to start the Oracle Listener, you get a "permission denied" error.

Possible Cause

The path points to a directory for which you do not have access.

Solution

Change the permissions to the directory where the **listener.ora** and **listener.log** files are stored.

Problem: Cannot Connect to the Oracle Database as the System User

You cannot connect to the database as the **system** user with SQL.

Possible Causes

- The Oracle Listener is not running.
- Oracle cannot find a **tnsnames.ora** file.
- The **tnsnames.ora** file does not point to a valid database.

Solution

1. Start the Oracle Listener.
2. Make sure the **tnsnames.ora** file points to your database on the specific host machine.

3. Make sure the Oracle user's path contains the correct path to your **tnsnames.ora** file.

Problems Installing BRM

If you have a problem installing the BRM software or its optional components, first check the **pin_setup.log** file, and then the Data Manager (DM) and Connection Manager (CM) **log** files for possible reasons for the failure.

Problem: An Error Occurred When pin_setup is Run During Installation

When you run the **pin_setup** script of BRM during installation, error occurs if the database alias is incorrect.

Possible Cause

The database alias is incorrect, so the **pin_setup** script cannot finish executing.

Solution

In single-schema environments, make sure you do the following and then continue the BRM installation:

1. Set the **\$TNS_SERVICE_NAME** environment variable to point to the database service name.
2. Open the **tnsnames.ora** file in a text editor.
By default, that file is in the *Oracle_home/network/admin/* directory.
3. Set **SERVICE_NAME** as the database alias in the connect descriptor:

For example:

```
pindb.example.com =(DESCRIPTION =(ADDRESS_LIST =(ADDRESS = (PROTOCOL = ) (HOST = )  
(PORT = ) )) (CONNECT_DATA =(SERVICE_NAME = pindb.example.com)))
```

4. Save and close the file.

In multischema environments, make sure you do the following after installing BRM:

1. Specify the correct database alias in the Oracle wallet.
For updating the configuration entries in the Oracle wallet, see "About Oracle Wallet" in *BRM System Administrator's Guide*.
2. Update the **\$MAIN_DB{alias}** entry in the *BRM_home/setup/pin_setup.values* file to point to the correct database alias.
3. Run the **pin_setup** script. See "[Running the pin_setup Script](#)".

Problem: An Error Occurred during the Move Data Process

You receive the error "An error occurred during the move data process -132."

Possible Cause

A BRM process is running, so the **pin_setup** script cannot finish executing.

Solution

Make sure you stop all existing BRM processes, and then run the **pin_setup** script again.

Problem: Errors Are Recorded in the Log File When dm_oracle Starts

After you install BRM and while running the **pin_setup** script of BRM, when the Oracle DM starts, errors are recorded in the **dm_oracle.pinlog** file.

Possible Cause

Cannot find the ACCOUNT_T table, as this gets created later on.

Solution

There is no solution; the error does not impact any functionality and can be ignored.

Problem: An Error Occurs in the dm_fusa.pinlog file during pin_setup of Paymentech Manager

Errors occur while running the **pin_setup** script of Paymentech Manager in the **dm_fusa.pinlog** file.

Possible Cause

The simulator is not started.

Solution

After the **pin_setup** of Paymentech Manager is complete, start the answer simulator to remove the errors. The simulators are in *BRM_home/bin*. You start the simulator through the command line:

```
start_answer
```

Problems Connecting to the Database

Conflicting settings in the **pin_setup.values** configuration file often cause database connection failures.

Problem: Pointer to the Wrong Database Name

The **pin_setup** script cannot connect to the database, and the error message in the DM log file shows that the DM is trying to connect to the incorrect database.

Possible Cause

The **\$MAIN_DB{alias}** entry in the **pin_setup.values** file does not match the database alias.

Solution

Enter the correct name for your database; for example, **pin***dbhostname*, in the **\$MAIN_DB{alias}** entry of the **pin_setup.values** file. Re-run the **pin_setup** script.

Problem: Cannot Log In to the Database

The **pin_setup** script cannot log in to the BRM database. The error message indicates an invalid user name or password.

Possible Cause

The **\$MAIN_DB{user}** and **\$MAIN_DB{password}** entries in the **pin_setup.values** file do not specify the correct user name and password for the BRM database.

Solution

First, verify that you can connect to the BRM database by using the user name and password you want. If you cannot connect:

1. Use SQL statements to set up the user and password for the BRM database.
2. Enter the correct user name and password for the BRM database in the **\$MAIN_DB{user}** and **\$MAIN_DB{password}** entries in the **pin_setup.values** file.
3. Re-run the **pin_setup** script.

Problem: Out of Memory on UNIX

The **pin_setup** script cannot start the DM, and the DM's error log file refers to "bad shmget", "bad shmat", or another error related to memory.

Possible Cause

There is not enough shared memory on the database server.

Solaris Solution

Increase the shared memory value in the **/etc/system** file. For example, type the following in a text editor, such as **vi**:

```
set shmsys:shminfo_shmmax=4294967295
```

Linux Solution

Increase the shared memory value in the **/etc/sysctl.conf** file. Perform these steps in a text editor:

1. Log on as root.
2. Open the **/etc/sysctl.conf** file.
3. Add the following lines to the end of the file, or modify the values if these lines are already present:

```
kernel.shmmax = 536870912  
kernel.shmall = 536870912
```

4. Save and close the file.
5. Run **sysctl -p** from the Linux prompt.

12

Installing Multiple BRM Instances on One System for Testing

Learn how to help your developers test their system by installing and setting up multiple Oracle Communications Billing and Revenue Management (BRM) instances.

Topics in this document:

- [Installing and Configuring Multiple Instances of BRM on One Machine](#)
- [Reinitializing the Database](#)
- [Removing BRM Data from the Database](#)

Installing and Configuring Multiple Instances of BRM on One Machine

You can install multiple instances of BRM on one machine to reduce the amount of hardware needed to test the BRM software. To set up multiple instances of BRM on one machine, perform the following steps:

1. [Creating Multiple Users](#)
2. [Installing and Configuring the Oracle Database for Multiple Instances](#)
3. [Installing Multiple Instances of BRM](#)
4. [Configuring Each BRM Instance](#)

Creating Multiple Users

Create a user for each instance of BRM you want to install. For example, to install four instances of BRM, create users **pin1**, **pin2**, **pin3**, and **pin4**.

To create multiple users:

1. Log in as **root**:

```
% su - root
```
2. Create a group. For example, run the following command to create the group **pin**:

```
# groupadd -g 9500 pin
```
3. Create each user. For example, run the following commands to create four users:

```
# useradd -g pin -s /bin/csh -d BRM_home/pin1 pin1  
# useradd -g pin -s /bin/csh -d BRM_home/pin2 pin2  
# useradd -g pin -s /bin/csh -d BRM_home/pin3 pin3  
# useradd -g pin -s /bin/csh -d BRM_home/pin4 pin4
```
4. Create a password for each user.

Installing and Configuring the Oracle Database for Multiple Instances

Before you install BRM, you must install the Oracle database and configure it for multiple instances of BRM. Install and configure the Oracle database according to the instructions in "Installing and Configuring the Oracle Database", except create your BRM tablespaces and BRM users as described in this section. You can also create the BRM tablespaces and BRM users during the BRM server installation.

(Optional) Creating Tablespaces for Each User

You can create unique data, index, and temporary tablespaces for each instance of BRM you install. The examples in this document use the following tablespaces:

- **pinN00** (for data)
 - **pinxN00** (for indexes)
 - **PINTEMPN** (for a temporary tablespace)
1. Create a directory for the tablespaces, such as **/u02/oradata/pindb**. This directory is referred to as *table_location*.
 2. Connect to the Oracle database by using SQL*Plus:

```
% sqlplus system@databaseAlias
Enter password: password
```

3. Create a data, index, and temporary tablespace for each BRM user. Repeat the following commands for each BRM instance:

```
SQL> create tablespace pin00 datafile 'table_location/pin00.dbf'
      size 600M reuse autoextend on extent management
      local uniform size 64K segment space management
      auto;
```

Tablespace created.

```
SQL> create tablespace pinx00 datafile 'table_location/pinx00.dbf'
      size 400M reuse autoextend on extent management
      local uniform size 64K segment space management
      auto;
```

Tablespace created.

```
SQL> create temporary tablespace pintemp tempfile
      'table_location/PINTEMP.dbf' size 100M reuse autoextend on;
```

Tablespace created.

(Optional) Creating Multiple BRM Users

Create the BRM users who can access the Oracle database. The examples in this document use **pinN**, but you can use another naming scheme.

1. Connect to the Oracle database by using SQL*Plus:

```
% sqlplus system@databaseAlias
Enter password: password
```

2. Perform the following for each instance of BRM you will install:

```
SQL> create user pinN identified by password;

User created.

SQL> grant resource, connect to pinN;

Grant succeeded.

SQL> alter user pin default tablespace pinN00;

User altered.

SQL> alter tablespace PINTEMP temporary;

Tablespace altered.

SQL> alter user pin temporary tablespace PINTEMP;

User altered.
```

3. Type **exit** to exit SQL*Plus.

Installing Multiple Instances of BRM

Note:

If you already installed the product, you must uninstall its features before reinstalling them.

To install multiple instances of BRM on one machine:

1. Install the PERL libraries and the JRE required to install BRM components.
2. Log in as user **pinN**.

```
% su - pinN
```
3. Go to the directory in which you installed the PERL libraries and JRE, and then source the **source.me** file.

Caution:

You must source the **source.me** file to proceed with installation. Otherwise, "suitable JVM not found" and other error messages appear.

Bash shell:

```
source source.me.sh
```

C shell:

```
source source.me.csh
```

4. Stop all BRM processes. See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.
5. Install BRM in each instance. See "Installing BRM".

 **Note:**

You must log in separately for each instance of BRM that you need to install. For example, log in as **pin1** and install the first instance of BRM. Then, log in as **pin2** and install the second instance of BRM, and so on.

6. Go to the directory in which you installed the BRM software, and then source the **source.me** file:

Bash shell:

```
source source.me.sh
```

C shell:

```
source source.me.csh
```

7. To further configure BRM, such as by changing the default currency and country, edit the **BRM_home/setup/pin_setup.values** file.

This file stores the information you provided to the installer and a number of database and add-on component parameters.

Each instance of BRM is installed in the **BRM_home/pinN** directory, where *N* represents the instance number. For example, the installation program copies BRM to the following directories when you install four instances of BRM in the default BRM directory, **/opt/portal/12.0.0.0**:

```
/opt/portal/12.0.0.0/pin1
/opt/portal/12.0.0.0/pin2
/opt/portal/12.0.0.0/pin3
/opt/portal/12.0.0.0/pin4
```

Configuring Each BRM Instance

Follow these steps for each instance of BRM you want to install on your machine:

1. Log in as **root** and change the permissions for the **BRM_home/pinN** directory and its contents from **pin** to **pinN**:

```
% su - root
# cd BRM_home
# chown -R pin pinN
```

2. Edit the **pin_setup** file.

- a. Go to the **BRM_home/pinN/setup** directory, change permissions for the **pin_setup** file, and then open the file in a text editor such as **vi**:

```
% cd BRM_home/setup
% chmod 120000 pin_setup
% vi pin_setup
```

- b. Save and close the file.

3. Go to the **BRM_home/setup** directory and run the **pin_setup** script:

```
% cd BRM_home/setup
% ./pin_setup
```

4. Check the **pin_setup.log** file for status and errors.
5. Verify that BRM was installed and set up correctly by creating an account with Billing Care.
6. Repeat steps 1 through 5 for each instance of BRM you installed on your machine.

Reinitializing the Database

You can reinitialize the BRM database, including tables, indexes, and triggers, and return it to its original condition. You might do this, for example, to clean out a test database.

Note:

When you reinitialize a database, you completely remove existing data from the database. When the data is removed, you cannot restore it. Perform this task only if you are certain you will not need to access any data in the database or you have backed up the data and have confirmed that you can restore it.

Reinitializing BRM Server and Optional Component Data

To reinitialize all BRM data, including data in your core BRM tables and optional component tables, do the following:

1. Stop all BRM processes. See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.
2. Edit the **pin_setup.values** file.
 - a. Log in as **pin**, go to the *BRM_home/setup* directory, and open the **pin_setup.values** file in a text editor such as **vi**:

```
% su - pin
% cd BRM_home/setup
% vi pin_setup.values
```

- b. Change the **\$SETUP_DROP_ALL_TABLES** and **\$SETUP_INIT_DB** entries to **YES**:

```
$SETUP_DROP_ALL_TABLES = "YES";
$SETUP_INIT_DB = "YES";
```

- c. Save and close the file.

3. Run the **pin_setup** script:

```
% cd BRM_home/setup
% ./pin_setup
```

4. Drop the optional component tables from your database.
5. Using SQL*Plus, log in to your database as the SYSTEM user and run the following command using the information in [Table 12-1](#):

```
SQL> @path/file_name
```

Table 12-1 Optional Component Drop Source File Location and Name

Optional Component	Path	File Name
GPRS Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_gprs_oracle.source
GSM Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_service_order_oracle.source drop_tables_settlement_oracle.source
Invoice DM	<i>BRM_home/sys/dm_invoice/data</i>	drop_tables.source
Number Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_num_oracle.source
Rated Event Loader	<i>BRM_home/sys/dd/data</i>	drop_tables_rel_oracle.source
SIM Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_sim_oracle.source
Vertex Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_telephony_oracle.source
Suspense Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_suspense_oracle.source
Services Framework Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_telco_oracle.source drop_tables_config_accountera_oracle.source
IP Address Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_ip_oracle.source drop_tables_apn_oracle.source

6. Start all BRM processes.

See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.

All core BRM tables and optional component tables have been dropped from your system. You can start adding test accounts to your database and continue testing.

Reinitializing Optional Component Data Only

To reinitialize data from your optional component tables, but keep the data in your core BRM tables:

1. Stop the CM and DM processes.
2. Enable writing of the data dictionary objects in your Oracle DM configuration file:
 - a. Open your Oracle DM configuration file (*BRM_home/sys/dm_oracle/pin.conf*).
 - b. Make sure the following entries are set to **1**:

```

- dm dd_write_enable_objects 1
- dm dd_write_enable_fields 1
- dm dd_write_enable_BRM_objects 1

```
 - c. Save and close the file.
3. Stop and restart the CM and Oracle DM processes.
4. Delete the BRM data dictionary objects for each optional component.

You can find the data dictionary objects for each component in the files listed in [Table 12-2](#).

Table 12-2 Optional Component Data Dictionary Drop Source File Location and Name

Optional Component	Path and File Name
GPRS Manager	<i>BRM_home/sys/dd/data/dd_objects_gprs.source</i>

Table 12-2 (Cont.) Optional Component Data Dictionary Drop Source File Location and Name

Optional Component	Path and File Name
GSM Manager	<i>BRM_home/sys/dd/data/dd_objects_service_order.source</i> <i>BRM_home/sys/dd/data/dd_objects_telco_gsm.source</i> <i>BRM_home/sys/dd/data/dd_objects_settlement.source</i> <i>BRM_home/sys/dd/data/dd_objects_telco.source</i> <i>BRM_home/sys/dd/data/dd_objects_config_accountera.source</i>
Invoice DM	<i>BRM_home/sys/dm_invoice/data/dd_objects.source</i>
Number Manager	<i>BRM_home/sys/dd/data/dd_objects_num.source</i>
Rated Event Loader	<i>BRM_home/sys/dd/data/dd_objects_rel.source</i>
SIM Manager	<i>BRM_home/sys/dd/data/dd_objects_sim.source</i>
Vertex Manager	<i>BRM_home/sys/dd/data/dd_objects_telephony.source</i>
Suspense Manager	<i>BRM_home/sys/dd/data/dd_objects_suspense.source</i>
IP Address Manager	<i>BRM_home/sys/dd/data/dd_objects_ip.source</i> <i>BRM_home/sys/dd/data/dd_objects_apn.source</i>

- a. Create an flist that contains the POID of the objects you want to delete.
See "Understanding flists and Storable Classes" in *BRM Developer's Guide*.
 - b. Run the PCM_OP_SDK_DEL_OBJ_SPECS opcode with the input flist you created.
For more information, see "Deleting Storable Class Specifications" in *BRM Developer's Guide*.
5. Stop the CM and Oracle DM processes.
See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.
 6. Drop the optional component tables from your database.
 7. Using SQL*Plus, log in to your database as the SYSTEM user and run the following command using the values in [Table 12-3](#):

```
SQL> @path/file_name
```

Table 12-3 Optional Component Drop Source File Location and Name

Optional Component	Path	File Name
GPRS Manager	<i>BRM_home/sys/dd/data</i>	<i>drop_tables_gprs_oracle.source</i>
GSM Manager	<i>BRM_home/sys/dd/data</i>	<i>drop_tables_service_order_oracle.source</i> <i>drop_tables_settlement_oracle.source</i>
Invoice DM	<i>BRM_home/sys/dm_invoice/data</i>	<i>drop_tables.source</i>
Number Manager	<i>BRM_home/sys/dd/data</i>	<i>drop_tables_num_oracle.source</i>
Rated Event Loader	<i>BRM_home/sys/dd/data</i>	<i>drop_tables_rel_oracle.source</i>
SIM Manager	<i>BRM_home/sys/dd/data</i>	<i>drop_tables_sim_oracle.source</i>
Vertex Manager	<i>BRM_home/sys/dd/data</i>	<i>drop_tables_telephony_oracle.source</i>
Suspense Manager	<i>BRM_home/sys/dd/data</i>	<i>drop_tables_suspense_oracle.source</i>
Services Framework Manager	<i>BRM_home/sys/dd/data</i>	<i>drop_tables_telco_oracle.source</i> <i>drop_tables_config_accountera_oracle.sourc e</i>

Table 12-3 (Cont.) Optional Component Drop Source File Location and Name

Optional Component	Path	File Name
IP Address Manager	<i>BRM_home/sys/dd/data</i>	drop_tables_ip_oracle.source drop_tables_apn_oracle.source

8. Restore the entries in your Oracle DM configuration file to their original value.
 - a. Open your Oracle DM configuration file (*BRM_home/sys/dm_oracle/pin.conf*).
 - b. Return the following entries to their original value:
 - dm dd_write_enable_objects 0
 - dm dd_write_enable_fields 0
 - dm dd_write_enable_BRM_objects 0
 - c. Save and close the file.
9. Stop and restart the CM and Oracle DM processes.

All optional component tables have been dropped from your system. You can start adding test accounts to your database and continue testing.

Removing BRM Data from the Database

To completely remove BRM data, including tables, indexes, and triggers, from the Oracle database:



Note:

After you remove the data, you cannot restore it. Perform this task only if you are certain you will not need to access any data in the database or if you have backed up the data and have confirmed that you can restore it.

1. Use SQL to connect to the database as the **system** user:


```
% sqlplus system@databaseAlias
Enter password: password
```
2. Stop all BRM processes.

See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.
3. Enter the following command, replacing *pin_user* with the user you created for BRM, such as **pin**:


```
SQL> DROP USER pin_user CASCADE;
```
4. Log in to the database server as *pin_user*.

If you receive an error indicating an invalid user name, the operation was successful.

13

Uninstalling BRM

Learn how to uninstall the Oracle Communications Billing and Revenue Management (BRM) software, its server components, and its client applications from your computer.

For details on how to uninstall or reinstall the Oracle database, see the database vendor's documentation for your platform.

Topics in this document:

- [Uninstalling the BRM Software](#)
- [Uninstalling BRM in Silent Mode](#)

Uninstalling the BRM Software

You can use Oracle Universal Installer to uninstall the BRM software.

Uninstalling the BRM software requires three tasks:

1. [Uninstalling Optional Components](#)
2. [Uninstalling BRM](#)
3. [Uninstalling BRM Client Applications](#)

For uninstalling BRM server or client applications in silent mode, see "[Uninstalling BRM in Silent Mode](#)".



Note:

Uninstalling BRM does not uninstall the configuration files generated during the BRM installation. You must remove these files manually.

Uninstalling Optional Components

To uninstall optional components:



Note:

- Optional components must be uninstalled before uninstalling BRM.
- If you are uninstalling BI Publisher reports, you must uninstall all of the BI publisher reports installed. You cannot uninstall individual reports in the BRM-BI Publisher invoicing integration package.

1. Back up the BRM database.

See "[Maintaining a BRM Database](#)".

2. Stop all BRM daemons, processes, and managers.

See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.

3. Log in as user **pin**.
4. Go to the *BRM_home/oui/bin* directory, where *BRM_home* is the directory in which you installed BRM.
5. Run the following command from a GUI (for example, VNC Server):

```
./deinstall.sh
```

If multiple products are installed in the same location, you can run the following command:

```
./deinstall.sh -paramFile../inventory/inis/  
distribution_name_distribution_version.ini
```

where:

- *distribution_name* is the name of the distribution for the optional components installed.
- *distribution_version* is the version number of the distribution for the optional components installed.

The Distribution to Uninstall screen appears.

6. Select the components you want to uninstall.

 **Note:**

You must uninstall the dependent components before uninstalling the required components. For example, you can uninstall EAI Manager only after you uninstall the dependent optional components, such as Account Synchronization Manager.

7. Click **Uninstall**.

The Welcome screen appears.

8. Click **Next**.

The Uninstallation Summary screen appears.

9. Click **Uninstall**.

The Uninstallation Progress screen appears.

10. Click **Next**.

The Uninstallation Complete screen appears.

11. Click **Finish**.

Uninstalling BRM

To uninstall BRM:

1. Back up the BRM database.

See "[Maintaining a BRM Database](#)".

2. Stop all BRM daemons, processes, and managers. See "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.

3. Log in as user **pin**.
4. Go to the *BRM_home/oui/bin* directory, where *BRM_home* is the directory in which you installed BRM.
5. Run the following command:

```
./deinstall.sh
```

The Distribution to Uninstall screen appears.

6. Select the components you want to uninstall.

 **Note:**

Dependent components must be uninstalled before uninstalling the required components. For example, you can uninstall EAI Manager only after you uninstall the dependent optional components, such as Account Synchronization Manager.

7. Click **Uninstall**.
The Welcome screen appears.
8. Click **Next**.
The Uninstallation Summary screen appears.
9. Click **Uninstall**.
The Uninstallation Progress screen appears.
10. Click **Next**.
The Uninstallation Complete screen appears.
11. Click **Finish**.

Uninstalling BRM Client Applications

This section describes how to uninstall BRM client applications on UNIX and Windows.

Uninstalling BRM Client Applications on Unix

To uninstall BRM client applications on Unix:

1. Back up the BRM database.
See "[Maintaining a BRM Database](#)".
2. Go to the *BRM_client_home/oui/bin* directory, where *BRM_client_home* is the directory in which the BRM client applications are installed.

3. Run the following command:

```
./deinstall.sh
```

The Distribution to Uninstall screen appears.

4. Select the client applications you want to uninstall.
5. Click **Next**.
The Welcome screen appears.

6. Click **Next**.
The Uninstallation Summary screen appears.
7. Click **Uninstall**.
The Uninstallation Progress screen appears.
8. Click **Next**.
The Uninstallation Complete screen appears.
9. Click **Finish**.

Uninstalling BRM Client Applications on Windows

To uninstall BRM client applications on Windows:

1. Ensure that 64-bit JDK is installed on your Windows system. It is required by the BRM OUI uninstaller.

For the latest support version of JDK, see "Additional BRM Software Requirements" in *BRM Compatibility Matrix*.
2. Back up the BRM database.
See "[Maintaining a BRM Database](#)".
3. Do one of the following to start the uninstaller:
 - (Windows 8.1 and Windows 10) Use the Windows uninstall feature.
 - (Other Windows versions) Do one of the following:
 - Run the **deinstall.cmd** script from the *BRM_client_home\oui\bin* directory.
 - Use the Windows uninstall feature.
The Distribution to Uninstall screen appears.
4. Select the client applications you want to uninstall.
5. Click **Uninstall**.
The Welcome screen appears.
6. Click **Next**.
The Uninstallation Summary screen appears.
7. Click **Uninstall**.
The Uninstallation Progress screen appears.
8. Click **Next**.
The Uninstallation Complete screen appears.
9. Click **Finish**.

Uninstalling BRM in Silent Mode



Note:

You can uninstall individual BRM components only using GUI mode.

To uninstall BRM (server or client applications) in silent mode:

1. Go to the `BRM_home/oui/bin` directory.
2. Run the following command:

```
./deinstall.sh -responseFile path -silent -uninstall
```

where *path* is the absolute path to the response file that you created in the root directory during the GUI installation of BRM or the BRM client applications.

Part III

Installing Account Synchronization

This part describes how to install the Oracle Communications Billing and Revenue Management (BRM) account synchronization feature. It contains the following chapters:

- [About Synchronizing Account Data between the BRM Database and ECE](#)
- [Installing and Configuring Account Synchronization](#)
- [Account Synchronization Utilities](#)

About Synchronizing Account Data between the BRM Database and ECE

Learn how to use the Oracle Communications Billing and Revenue Management (BRM) account synchronization feature to send account data updates from the BRM database to Elastic Charging Engine (ECE).

**Note:**

For information about sending pricing data updates to external customer relationship management (CRM) applications, see "Understanding the Synchronization Queue Data Manager" in *BRM Synchronization Queue Manager*.

Topics in this document:

- [About Account Synchronization](#)
- [About the EAI Framework for Account Synchronization](#)
- [About the Oracle DM and Account Synchronization](#)
- [About the Database Queue](#)
- [About Account Synchronization in a Multischema System](#)

About Account Synchronization

Account synchronization keeps account data in the BRM database and ECE synchronized.

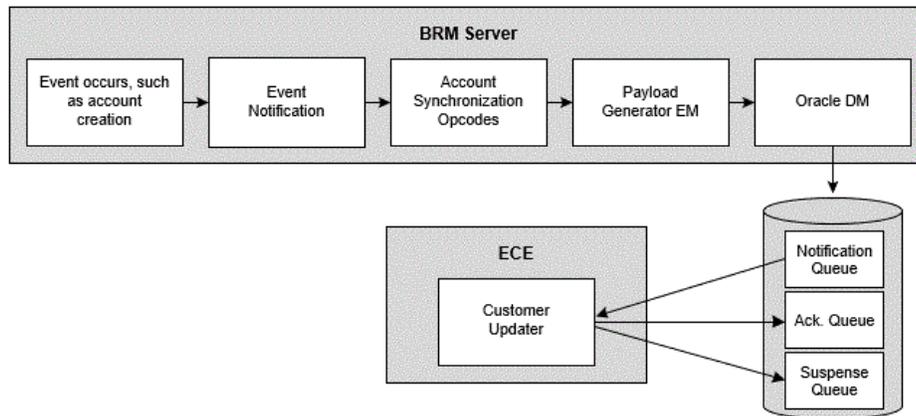
For example, when a customer service representative (CSR) adds, cancels, or modifies an account or when an adjustment such as a cycle fee is applied to an account balance, that information must be updated in ECE so that ECE can rate service usage events properly. Account synchronization sends the updated information to ECE through a database queuing system, enabling ECE to rate events using the updated information.

How Account Synchronization Works

Account synchronization uses the Oracle Data Manager (DM) and the Enterprise Application Integration (EAI) framework—which consists of the event notification system and the Payload Generator External Module (EM)—to publish updated account data to the ECE Notification queue. ECE then retrieves the data from the Notification queue.

[Figure 14-1](#) shows the account synchronization data flow from the BRM server to ECE.

Figure 14-1 Account Synchronization Data Flow from the BRM Server to ECE



Account synchronization works as follows:

1. A BRM event occurs, generating data that the account synchronization feature is configured to send to ECE.
2. The event notification system calls the opcode associated with the BRM event in the system's event notification list (which includes event-to-opcode mapping from the account synchronization **pin_notify_ifw_sync** file).
3. One of the following actions occurs:
 - If the event is associated with the PCM_OP_IFW_SYNC_PUBLISH_EVENT opcode, it is passed to the PCM_OP_IFW_SYNC_POL_PUBLISH_EVENT policy opcode for modification. The policy opcode passes the event, along with any modifications, to the Payload Generator External Module (EM).
 - If the event is *not* associated with the PCM_OP_IFW_SYNC_PUBLISH_EVENT opcode, it is sent directly to the Payload Generator EM.
4. The Payload Generator EM collects events in its payload until they compose a complete business event.
5. When the business event is complete, the Payload Generator EM sends it to the Oracle DM.
6. The Oracle DM publishes the business event to the Notification queue.
7. ECE Customer Updater retrieves the business event from the Notification queue and uses the event as needed.
 - If the update request fails, ECE moves the business event to a Suspense queue for later reprocessing.
 - If the update request succeeds, ECE publishes an acknowledgment event to the Acknowledgment queue for BRM. In turn, BRM retrieves the event from the Acknowledgment queue.

 **Note:**

The Suspense and Acknowledgment queues are created and configured when you install ECE.

About the EAI Framework for Account Synchronization

You use the EAI framework to define business events for account synchronization, to capture the BRM events that make up the business events, and to send completed business events to the Oracle DM.

The account synchronization EAI framework consists of the following components:

- **BRM event notification**

The account synchronization event notification list contains all of the BRM events that make up the business events defined in the Oracle DM payload configuration file. In the list, each event is associated with an opcode. When one of the events occurs, the event notification system calls the associated opcode to pass the event to the Payload Generator EM.

You specify the BRM events that trigger calls to the Payload Generator EM by using the *BRM_home/sys/data/config/pin_notify_ifw_sync* file. See "[Configuring Event Notification for Account Synchronization](#)".

For more information about event notification, see "Using Event Notification" in *BRM Developer's Guide*.

- **Payload Generator EM**

The Payload Generator EM collects the BRM events listed in the account synchronization event notification list, generates the data necessary to publish account synchronization business events, and sends the business events to the Oracle DM.

The data required to create a complete account synchronization business event is specified in the Oracle DM payload configuration file (*BRM_home/sys/leai_jsl/payloadconfig_ifw_sync.xml*), which defines the business events that the Oracle DM uses to publish updated account data to ECE.

The default Oracle DM payload configuration file includes definitions for business events such as **AccountStatusUpdate**, **BillInfoUpdate**, **BillNow**, **CustCreate**, **ModifyBalanceGroup**, and **UpdateServices**.

You can add custom business events to the file. For information about creating business events, see "Defining Business Events" in *BRM Developer's Guide*.

For information about configuring the EAI payload in systems that contain multiple EAI publishers, see "[Configuring the EAI Payload for Account Synchronization](#)".

Although account synchronization relies on the EAI framework, you do not need to install EAI Manager separately. All necessary EAI files are included with the account synchronization components installed with BRM.

About the Oracle DM and Account Synchronization

The Oracle DM publishes business events to a designated Notification queue. You specify how the Oracle DM connects to the queue and which business events to send to the queue by using the following configuration files:

- The *BRM_home/sys/dm_oracle/pin.conf* file specifies how the Oracle DM connects to the queue.
- The *BRM_home/sys/dm_oracle/ifw_sync_queuenames* file specifies which business events are sent to the queue. See "[Mapping Business Events to Database Queues](#)".

When the Oracle DM receives a business event from the Payload Generator EM, it does the following:

1. Determines whether the event should be sent to the Notification queue by checking the **ifw_sync_queuenames** file.
2. Publishes the entire content of the event to the Notification queue.
3. Sets the event in the Notification queue to a READY state. See "[About Event Status Flags](#)".

About Disconnecting the Oracle DM from the Queue

You can prevent the Oracle DM from publishing events to the database queue by using the **pin_ctl** utility, which controls the connection between the Oracle DM and the queue. This enables you to make changes to the queuing database schema without affecting the account synchronization process.

See "[Disconnecting and Reconnecting the Account Synchronization DM to the Queue](#)".

About the Database Queue

Account synchronization uses a persistent Notification queue to pass business events from the Oracle DM to ECE. The queue enables account synchronization to pass events asynchronously, so the Oracle DM and ECE are not required to be running at the same time.

- If ECE terminates, the Oracle DM continues publishing business events to the Notification queue. After ECE restarts, it retrieves the business events from the queue.
- If the Oracle DM terminates, ECE continues retrieving business events already in the Notification queue.

About Creating the Notification Queue

The BRM installer automatically creates a Notification queue (named IFW_SYNC_QUEUE by default) on the specified database schema. When you create the Notification queue, you specify the following:

- The database schema in which to create the queue.
- The tablespace in which to create the queue.

You can create the queue in an existing tablespace or in its own separate tablespace. For optimal performance in production systems, create the queue in its own tablespace.



Note:

When you install ECE, it creates the Suspense (ECE_SUSPENSE_QUEUE) and Acknowledgment (ECE_ACK_QUEUE) queues for the account synchronization process.

About Event Status Flags

Events in the Oracle DM database queue are set to the following states:

- READY indicates that the event has not been retrieved by ECE.
- PROCESSED indicates that the event was retrieved by ECE. The Oracle Queue Monitor process (QMn) removes processed events from the queue after a configurable amount of time.

You can check the status of events in your queue by running a report. See "[Generating Queue Reports](#)".

About Account Synchronization in a Multischema System

To set up account synchronization for a multischema BRM system, you install and configure an Oracle DM on the primary BRM installation machine and on all secondary BRM installation machines.

You also do the following:

- **Create these queues for each secondary BRM schema.**
 - Notification queue (IFW_SYNC_QUEUE)
 - Suspense queue (ECE_SUSPENSE_QUEUE)
 - Acknowledgment queue (ECE_ACK_QUEUE)

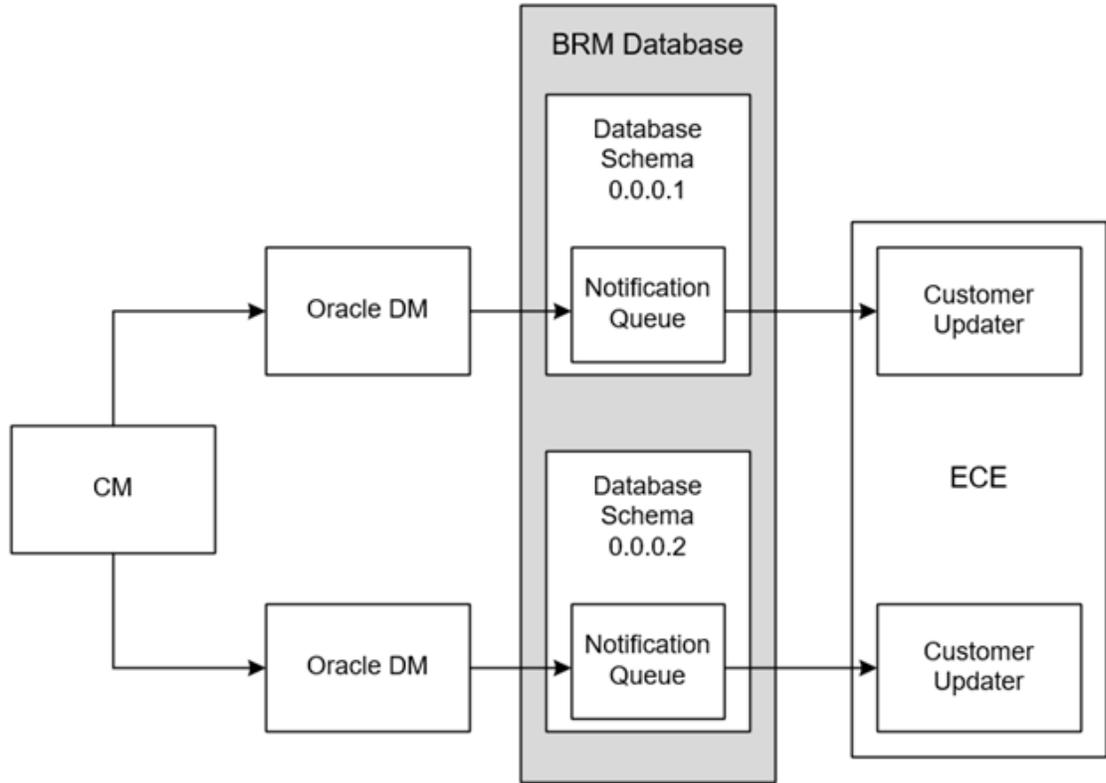
You create these queues manually by running the `pin_ifw_sync_oracle` utility. See "[Creating Additional Queues for Multischema BRM Systems](#)".

- **Configure an instance of ECE Customer Updater for each BRM schema.**

To configure an instance of ECE Customer Updater, see "Configuring Customer Updater" in *BRM System Administrator's Guide*.

[Figure 14-2](#) shows the data flow from multiple instances of the Oracle DM to ECE.

Figure 14-2 Data Flow from Multiple Instances of the Oracle DM to ECE



Installing and Configuring Account Synchronization

Learn how to install and configure Oracle Communications Billing and Revenue Management (BRM) Account Synchronization Manager.

Topics in this document:

- [Installing and Configuring Account Synchronization](#)
- [Starting and Stopping the Account Synchronization DM](#)
- [Monitoring and Maintaining the Account Synchronization Queue](#)
- [Troubleshooting Account Synchronization](#)
- [Manually Configuring Object Auditing](#)

Installing and Configuring Account Synchronization

To install Account Synchronization:

1. Configure your database machines for advanced queuing.
See "[Configuring Your Database for Advanced Queuing](#)".
2. Install Account Synchronization Manager.
See "[Installing Individual BRM Components](#)".

 **Note:**

Account Synchronization Manager is dependent on the BRM Connection Manager (CM) and must be installed on all hosts on which the CM is run.

If a Payload Generator External Module (another EAI Java server) has already been installed (as part of installing the EAI Manager or another EAI-based publisher), Account Synchronization Manager must be installed on the same host where the existing EAI server is installed.

3. Create additional Account Synchronization queues.
See "[Creating Additional Queues for Multischema BRM Systems](#)".
4. If your system contains queues in multiple database schemas, grant execute permission for **acct_sync**.
See "[Granting Execute Permission for acct_sync](#)".
5. Configure the EAI payload for Account Synchronization.
See "[Configuring the EAI Payload for Account Synchronization](#)".
6. Enable event notification.

See "[Configuring Event Notification for Account Synchronization](#)".

7. Configure Account Synchronization.

See "[Configuring Account Synchronization](#)".

8. Enable BRM to audit GSM (Global System for Mobile Communication) objects.

See "[Turning On Object Auditing](#)".

Configuring Your Database for Advanced Queuing

BRM uses Oracle Advanced Queuing (AQ) database queues to do the following:

- Synchronize its customer data with Elastic Charging Engine (ECE). See "[About Synchronizing Account Data between the BRM Database and ECE](#)".
- Synchronize its pricing data with external customer relationship management (CRM) applications. See "Understanding the Synchronization Queue Data Manager" in *BRM Synchronization Queue Manager*.

Before installing BRM, you must configure your database for Oracle AQ.

Perform the following on each queuing database machine in your system:

1. Open the `Oracle_home/dbs/initSID.ora` file in a text editor, where `Oracle_home` is the directory in which you installed the Oracle database.
2. Set the **compatible** parameter to specify the Oracle database version.

 **Note:**

If you use an entry lower than **12.0**, your BRM system fails.

3. Specify one Oracle Queue Monitor process (QMn) by setting the **aq_tm_process** parameter to **1**.

By default, QMn removes from the queue any processed events that are over an hour old.

4. Save and close the file.
5. Using SQL*Plus, log in to your database as the SYS user and grant AQ privileges to each schema user:

```
% sqlplus sys@databaseAlias as sysdba
Enter password: password

SQL> grant execute on dbms_aq to schema_user_name;

Grant succeeded.

SQL> grant execute on dbms_aqadm to schema_user_name;

Grant succeeded.

SQL> grant select on sys.gv_$aq to schema_user_name;

Grant succeeded.

SQL> grant execute on dbms_lock to schema_user_name;
```

```
Grant succeeded.
```

```
SQL> grant execute on dbms_aqin to schema_user_name;
```

```
Grant succeeded.
```

```
SQL> grant execute on sys.dbms_aqin to schema_user_name;
```

```
Grant succeeded.
```

where *schema_user_name* is the user name for the schema to which you are granting privileges.

6. Initialize the database instance with your changes by stopping and restarting the Oracle database.

Creating Additional Queues for Multischema BRM Systems

The Account Synchronization installer automatically creates a Notification queue in the specified BRM schema. A Suspense queue and an Acknowledgment queue are created in the specified schema when you run the ECE post-installation script (**post_Install.pl**).

If you have a multischema BRM system, you must manually create these queues for each secondary BRM schema:

- Notification queue (IFW_SYNC_QUEUE)
- Suspense queue (ECE_SUSPENSE_QUEUE)
- Acknowledgment queue (ECE_ACK_QUEUE)

To create additional queues for a multischema BRM system, do this for each secondary schema:

1. Verify the default queue storage and retention time settings in the **create_ifw_sync_queue.conf** file.

For more information, see:

- [Configuring the Queue Location](#)
- [Configuring How Often Processed Events Are Removed from the Queue](#)

2. Enter the following command, which logs you in as the **pin** user:

```
su - pin
```

Note:

To create queues, the **pin** user must have Oracle Advanced Queuing (AQ) privileges.

3. Run the following command to create a Notification queue:

```
pin_ifw_sync_oracle.pl create -l /@database_alias
```

where *database_alias* is the BRM database alias of the database to which you are adding a queue. If you omit this parameter the utility will prompt you for this information. For more information about the utility's parameters, see "[pin_ifw_sync_oracle](#)".

4. Run the following command to create a Suspense queue:

```
pin_ifw_sync_oracle.pl create -q ECE_SUSPENSE_QUEUE -t IFW_SYNC_SUS -l /
@database_alias
```

5. Run the following command to create a Acknowledgment queue:

```
pin_ifw_sync_oracle.pl create -q ECE_ACK_QUEUE -t ACK_QUEUE_T -l /
@database_alias
```

6. Run the following command for each queue, which verifies that it was created and it functions properly by attempting to enqueue and dequeue 20 test events:

```
pin_ifw_sync_oracle.pl test -q queue_name -l /@database_alias
```

The utility enqueues and dequeues 20 test events.

 **Note:**

You only need to test a queue after it has first been created.

7. Run the following command for each queue, which generates a summary report that displays the state of each event in the queue:

```
pin_ifw_sync_oracle.pl report -r summary -q queue_name -l /@database_alias
```

If the tests were successful, the report lists the 20 events with a processed state:

```
Tue Feb 04                                     page 1
                                     Event Summary Report
Evt. Stat  Event Name                               Event Count
-----
PROCESSED  LongTestEvent                                   10
           ShortTestEvent                               10
*****
sum                                               20
```

If unsuccessful, you must drop and then recreate the queue and queue table. For information, see "[Dropping the Queue and Queue Tables](#)".

Creating an Acknowledgment Queue for Account Migration Manager

In a system containing Account Migration Manager, an AMM acknowledgment queue pushes AMM-related events. If events are enqueued into an AMM acknowledgment queue that resides in a different schema, you must specify the schema name in the **create_ifw_sync_queue.conf** file.

To modify the default schema name in the **\$primary_schema** parameter:

1. Open the `BRM_home/apps/pin_ifw_sync/create_ifw_sync_queue.conf` file in a text editor.
2. Add or modify the following entry:

```
$primary_schema = "schema_name";
```

where `schema_name` is the name of the schema that contains the acknowledgment queue into which events are enqueued. Use **pin** if the acknowledgment queue resides in the local schema.

 **Note:**

For example, if the AMM acknowledgment queue is configured in schema **pin01** and the events from schema **pin02** have to be enqueued into that queue:

```
$primary_schema = "pin01"
```

3. Save and close the file.
4. To enable access to the schema where the AMM acknowledgment queue resides:
 - a. Create a new `file_name.sql` file.
 - b. Add the following commands to `file_name.sql`:

```
set serveroutput on;
BEGIN
EXECUTE IMMEDIATE 'GRANT EXECUTE ON PIN_EVENT_TY TO schema_name ;
DBMS_AQADM.GRANT_QUEUE_PRIVILEGE(
privilege => 'ALL',
queue_name => 'queue_name',
grantee => 'schema_name',
grant_option => FALSE);
EXECUTE IMMEDIATE 'GRANT SELECT ON AQ$queue_table TO schema_name!';
EXECUTE IMMEDIATE 'GRANT UPDATE ON AQ$queue_table TO schema_name!';
END;
```

where:

- `queue_name` is the AMM acknowledgment queue name.
- `queue_table` is the database table that contains the AMM acknowledgment queue.

 **Note:**

Execute the GRANT statements for each schema from which events are enqueued to the acknowledgment queue.

For example:

```
BEGIN
EXECUTE IMMEDIATE 'GRANT EXECUTE ON PIN_EVENT_TY TO PIN02 ;
DBMS_AQADM.GRANT_QUEUE_PRIVILEGE(
privilege => 'ALL',
queue_name => 'IFW_SYNC_QUEUE_AMT',
grantee => 'PIN02',
grant_option => FALSE);
EXECUTE IMMEDIATE 'GRANT SELECT ON AQ$IFW_SYNC_QUEUE_AMT_T TO PIN02';
EXECUTE IMMEDIATE 'GRANT UPDATE ON AQ$IFW_SYNC_QUEUE_AMT_T TO PIN02';
END;
```

5. Open SQL *Plus by entering the following command:

```
sqlplus pin@ORACLE_SID
Enter password: password
```

where *ORACLE_SID* is the BRM database alias.

6. From the schema where the acknowledgment queue is configured, run the following command:

```
@file_name.sql
```

7. Run the `pin_ifw_sync_oracle` utility. See "[pin_ifw_sync_oracle](#)" for more information.

Granting Execute Permission for `acct_sync`

If your system contains queues in multiple database schemas, you must grant execute permission for the `acct_sync` package from each queuing database schema to every other queuing database schema. This enables `dm_ifw_sync` to forward events to queues residing on other database schemas.

Note:

If you do not have a multischema system, skip this section and go to "[Configuring the EAI Payload for Account Synchronization](#)".

To grant execute permission for `acct_sync`:

1. Log in to a target database schema:

```
% sqlplus target_schema_user_name@database_alias
Enter password: password
```

where:

- *target_schema_user_name* is the user name for a schema to which events are forwarded from a source schema.
- *password* is the password for the target schema user name.
- *database_alias* is the BRM database alias of the target schema.

2. Grant execute privileges to the source schema:

```
SQL> grant execute on acct_sync to source_schema_user_name
```

where *source_schema_user_name* is the user name for the schema *from* which events are forwarded to the target.

For example, if **dm_ifw_sync** connects to the **pin1** database schema, enable it to send an event to the **pin2** schema as follows:

1. Log in to the **pin2** schema:

```
% sqlplus pin2@database_alias
Enter password: password
```

where:

- *password* is the password for the **pin2** schema user name.
- *database_alias* is the BRM database alias of the **pin2** schema.

2. Grant execute privileges to the **pin1** schema:

```
SQL> grant execute on acct_sync to pin1
```

Configuring the EAI Payload for Account Synchronization

You must modify your BRM system's payload configuration file in the following situations:

- If you have another EAI-based publisher, you must do the following:
 - Check for conflicts in the EAI payload configuration files.
See "[Checking for Conflicts in EAI Payload Configuration Files](#)".
 - Specify the default configuration file.
See "[Specifying the Default Payload Configuration File](#)".
- If your Account Synchronization DM database number is not the default (0.0.9.9). See "[Specifying the Account Synchronization DM Database Number](#)".
- If you uninstall the Account Synchronization DM. See "[Revising the Payload Configuration File When Uninstalling Account Synchronization Manager](#)".

For information about defining business events in the EAI payload configuration file, see *BRM Developer's Guide*.

Checking for Conflicts in EAI Payload Configuration Files

If your BRM system already has an EAI publisher, the Account Synchronization Manager installation program merges this file with the existing payload configuration file.

Note:

If you do not have an existing EAI publisher application, skip this section and go to "[Specifying the Account Synchronization DM Database Number](#)".

In rare cases, conflicts can occur when the Account Synchronization Manager payload configuration file is merged with an existing payload configuration file. This can happen when entries in the two original configuration files have conflicting definitions.

 **Note:**

You must determine whether merge conflicts exist *before* running Account Synchronization Manager.

Compare the Account Synchronization Manager payload configuration file (*BRM_home\sys\eai_js\payloadconfig_ifw_sync.xml*) with the existing payload configuration file (referenced in *BRM_home\sys\eai_js\Infranet.properties*). If any of the following conditions exist, it is not possible to run both EAI publishers in the same BRM system:

- Two different business event definitions specify the same **StartEvent**.
- The same business event definitions have different values for one or more of these attributes: **StartEvent**, **EndEvent**, or **Source**.
- The same business event or element definitions have different search criteria.
- The same element definitions have different values for one or more of the following attributes: **Source**, **PinFld**, **DataFrom**, **UseOnlyElement**, or **Tag**.
- The same element definitions have different **OnEvent** values.

Specifying the Default Payload Configuration File

If your BRM system already has an EAI publisher, you must make the **payloadconfig_MergedWithIfw_sync.xml** file your system's default payload configuration file.

 **Note:**

If you do not have an existing EAI publisher application, skip this section and go to "[Specifying the Account Synchronization DM Database Number](#)".

To specify the default payload configuration file, do one of the following:

- Change the EAI **configFile** entry so that it points to the merged payload configuration file:
 1. Open the *BRM_home\sys\eai_js\Infranet.properties* file in a text editor.
 2. Set the **infranet.eai.configFile** entry to point to the *BRM_home\sys\eai_js\payloadconfig_MergedWithIfw_sync.xml* file:


```
infranet.eai.configFile=./payloadconfig_MergedWithIfw_sync.xml
```
 3. Save and close the file.
- Rename the configuration file and the **configFile** entry to match each other:
 1. Change the name of the file specified in the **infranet.eai.configFile** entry. For example, change **payloadconfig.xml** to **payloadconfig_eai.xml**.

2. Change the name of the *BRM_home\sys\leai_js\payloadconfig_MergedWithIfw_sync.xml* file to match the file name specified in the *infranet.eai.configFile* entry.

Specifying the Account Synchronization DM Database Number

The default BRM database number for your Account Synchronization DM is 0.0.9.9. If you change your database number, you must change the value of the **DB** attribute in the Account Synchronization DM publisher definition.

Note:

If you did not change the default database number for your Account Synchronization DM, go to "[Configuring Event Notification for Account Synchronization](#)".

To specify the Account Synchronization DM database number:

1. Open the *BRM_home\sys\leai_js\payloadconfig_ifw_sync.xml* file, or open the merged file if you merged payload configuration files, in a text editor.
2. Find the **<PublisherDefs>** section.
3. In the **Publisher DB** entry, enter the correct BRM database number.

For example, if your Account Synchronization DM database number is 0.0.9.5, change this entry:

```
<PublisherDefs>
  <Publisher DB="0.0.9.9" Format="FLIST">
```

to this:

```
<PublisherDefs>
  <Publisher DB="0.0.9.5" Format="FLIST">
```

4. Save and close the file.

Revising the Payload Configuration File When Uninstalling Account Synchronization Manager

To remove Account Synchronization elements from your system's EAI payload configuration file after uninstalling Account Synchronization Manager:

1. Open the *BRM_home\sys\leai_js\payloadconfig_ifw_sync.xml* file, or open the merged file if you merged payload configuration files, in a text editor.
2. Find the **<PublisherDefs>** section.
3. Remove the following publisher definition:

```
<Publisher DB="database_number" Format="FLIST">
```

4. Save and close the file.
5. Stop and restart the Payload Generator External Module (the EAI Java server) by entering the following command from the *BRM_home\bin* directory:

```
pin_ctl bounce eai_js
```

Configuring Event Notification for Account Synchronization

When a BRM event that is included in a business event defined in the Account Synchronization Manager payload configuration file occurs, the EAI framework uses event notification to call the opcode that caches the BRM event in the Payload Generator. See "About Event Notification" in *BRM Developer's Guide*.

To configure the event notification feature:

1. If your system has multiple configuration files for event notification, merge them.
2. Ensure that the merged file includes the entire event notification list in the `BRM_home/sys/data/config/pin_notify_ifw_sync` file.
3. (Optional) If you defined new business events for Account Synchronization, you must edit your final event notification list to include all of the BRM events in the new business events.
4. Load your final event notification list into the BRM database.

Configuring Account Synchronization

To configure the Account Synchronization DM to connect to the BRM database and the database queue:

1. Connect the Account Synchronization Manager's EAI framework to BRM by editing the CM configuration file (`pin.conf`).
See "[Configuring the CM for Account Synchronization](#)".
2. Map BRM business events to the appropriate database queue by editing the `ifw_sync_queuenames` file.
See "[Mapping Business Events to Database Queues](#)".
3. Connect the Account Synchronization DM to the database queue by editing the Account Synchronization DM configuration file (`pin.conf`).
See "[Configuring the Account Synchronization DM](#)".

Configuring the CM for Account Synchronization

You must enable the EAI framework to notify Account Synchronization Manager when specific events occur. To do so, you modify the CM `pin.conf` file.

Note:

If you use a multischema system and set up more than one CM, edit the configuration file for each CM.

To configure the CM for account synchronization:

1. Open the CM configuration file (`BRM_home/sys/cm/pin.conf`) in a text editor.
2. Set the `enable_publish` entry to `1`:

```
- fm_publish enable_publish 1
```

- Verify that the **dm_pointer** entry for **dm_ifw_sync** specifies the correct database number and port:

```
- cm dm_pointer 0.0.9.9 ip host_name/ip_address 11999
```

where:

- 0.0.9.9** is the default Account Synchronization DM database number.
- host_name/ip_address* is the host name or IP address of the computer on which the Account Synchronization DM runs.
- 11999** is the default Account Synchronization DM port number.

If you change the location of the Account Synchronization DM, you must modify this entry.

Note:

The Account Synchronization DM *database number* must match the number in the following entries:

- The **dm_db_no** entry in the Account Synchronization DM configuration file (*BRM_home/sys/dm_ifw_sync/pin.conf*).
- The **DB** entry of the Account Synchronization Publisher definition in the payload configuration file (*BRM_home/sys/ea_i_js/payloadconfig_ifw_sync.xml*).

The Account Synchronization DM *port number* must match the number in the **dm_port** entry in the Account Synchronization DM configuration file (*BRM_home/sys/dm_ifw_sync/pin.conf*).

- Save and close the file.
- Stop and restart the CM. From the *BRM_home/bin* directory, enter this command:

```
pin_ctl bounce cm
```

Mapping Business Events to Database Queues

You configure which events the Account Synchronization DM sends to each database queue by editing the **ifw_sync_queuenames** file. This file must specify the names of all the queues in your system and which events to send to each queue.

Note:

- Only business events that are defined in the **payloadconfig** file can be sent to a database queue.
- Account synchronization does not send events to queues until you edit the **ifw_sync_queuenames** file.

To map business events to database queues:

1. Open the `BRM_homelsys/dm_ifw_sync/ifw_sync_queuenames` file in a text editor.
2. Add an entry for each queue in your system by using the following syntax:

```
schema_name.queue_name
{
  criteria
}
```

where:

- `schema_name` is the name of the database schema containing the queue.
In multischema systems, each instance of the Account Synchronization DM connects to only one database queue in only one schema. That schema is the DM's local schema. In some cases, the Account Synchronization DM receives an event that belongs to a queue in a different schema (for example, when you move an account from one schema to another). Oracle AQ uses the queue name entries in the `ifw_sync_queuenames` file to send the events to the appropriate queue:
 - If a queue is on the local database schema, do not include `schema_name` in the entry.
 - If a queue is on a remote database schema, prepend the queue name with the name of the database schema to which it belongs.
- `queue_name` is the name you assigned the queue when you created it. Each queue name must match the queue name in the corresponding DAT_Listener registry.
- `criteria` specifies which events to send to the queue. You can configure the Account Synchronization DM to send all business events, only events from a specific database schema, or only specific event types. [Table 15-1](#) shows the syntax for each criteria:

Table 15-1 Syntax to Add Events to Queues

To Send This	Use This Syntax	Example
All business events	ALL	ALL
Only business events from a specific database schema	0.0.0.x	0.0.0.1
Only specific event types	<i>eventName</i>	CustCreate ProductCancel
Excluding specific event types	<i>!eventName</i>	!CustCreate !ProductCancel
A specific event from a specific database	0.0.0.x AND <i>eventName</i>	0.0.0.1 AND ProductCancel
Excluding a specific event from a specific database	0.0.0.x AND <i>!eventName</i>	0.0.0.1 AND !ProductCancel

For example, to send all business events from BRM database schema 0.0.0.1 to the local IFW_SYNC_QUEUE_1 queue and only CustCreate events to the IFW_SYNC_QUEUE_2 queue, which resides in another database schema, use the following syntax:

```
IFW_SYNC_QUEUE_1
{
  0.0.0.1
}
```

```

schema_name.IFW_SYNC_QUEUE_2
{
  CustCreate
}

```

3. Save and close the file.

Mapping Events in Systems Containing Multiple `ifw_sync_queuenames` Files

In a multischema system, each BRM installation machine on which an instance of the Account Synchronization DM is installed contains an `ifw_sync_queuenames` file for that DM.

The `ifw_sync_queuenames` file of the primary Account Synchronization DM must include one or more queue entries for every database schema in your system.

For example, if you use three database schemas, the entries in the `ifw_sync_queuenames` file of the primary Account Synchronization DM, which is connected to schema 0.0.0.1, look like this:

```

IFW_SYNC_ROUTER_QUEUE
{
  CustCreate
  ServiceLogin
  CustDelete
}

IFW_SYNC_QUEUE_1      # queue on local database schema
{
  0.0.0.1
}
0.0.0.2.IFW_SYNC_QUEUE_2  # queue on remote database schema
{
  0.0.0.2
}
0.0.0.3.IFW_SYNC_QUEUE_3  # queue on remote database schema
{
  0.0.0.3
}

```

Any `ifw_sync_queuenames` file on a secondary installation machine needs to include entries for only local queues. For example, the entry in the `ifw_sync_queuenames` file of a secondary Account Synchronization DM connected to schema 0.0.0.2 looks like this:

```

IFW_SYNC_QUEUE_2      # queue on local database schema
{
  0.0.0.2
}

```

Configuring the Account Synchronization DM

During installation, the Account Synchronization DM installer generates a `pin.conf` configuration file that specifies how to connect to your BRM database and database queue and that contains other configuration settings. The installer populates the connection entries with values from your `pin_setup.values` file and provides default information for the other configuration entries. Before you start the Account Synchronization DM, verify that the file contains accurate information for connecting to your BRM database and database queue.

In multischema systems, each BRM database schema might have its own Account Synchronization DM. Verify that each Account Synchronization DM `pin.conf` file contains accurate information for its associated database schema and queue.

To configure the Account Synchronization DM:



Note:

Do this for each instance of Account Synchronization DM.

1. Open the (*BRM_home/sys/dm_ifw_sync/pin.conf*) file in a text file.
2. Verify that the **plugin_name** entry specifies the path and file name of the correct shared library file:

```
-dm plugin_name path/name
```

where *name* is one of the following:

- **libplugin_ifw_syncdatabase_version.so** for Solaris and Linux
- **libplugin_ifw_syncdatabase_version.a** for AIX

database_version is the version number of your Oracle database.

3. Verify that the **queue_map_file** entry specifies the path and file that maps the database queues to the events they are to receive.

For example:

```
- dm_ifw_sync queue_map_file ./ifw_sync_queueNames
```

For more information, see "[Mapping Business Events to Database Queues](#)".

4. Verify that the **sm_database** entry specifies the alias name of the queuing database to which the Account Synchronization DM connects.

The value of this entry should be the TNSNAMES.ORA alias, which can be found in the *Oracle_Home/network/admin/tnsnames.ora* file:

```
- dm_ifw_sync sm_database alias_name
```

5. Verify that the **sm_id** entry specifies the database schema user name that Account Synchronization Manager uses to log in to the queuing database schema:

```
- dm_ifw_sync sm_id user_name
```

6. (Optional) You can also edit the entries in [Table 15-2](#).

Table 15-2 Entries That Are Editable

Entry Name	Description
connect_retries	Specifies the number of times that the Account Synchronization DM attempts to connect to the database queue.
retry_interval	Specifies the length of time, in seconds, that the Account Synchronization DM waits before attempting to reconnect to the database queue.
database_request_timeout_duration	Specifies the length of time, in milliseconds, that the Account Synchronization DM waits for a response from the database before timing out.

For more information, see "[Configuring Account Synchronization DM Database Connection Attempts](#)".

For other entries you can edit, see the comments in the **pin.conf** file.

7. Save and close the file.

Turning On Object Auditing

After installing Account Synchronization Manager, you must enable BRM to audit GSM objects. Auditing objects creates a history of certain information, such as phone numbers and logins, so that BRM can track changes.

The **object_auditing.pl** utility invokes the **pin_history_on** utility to load the file containing the objects to audit and turn on object auditing. It then creates the audit table indexes in the BRM database.

Caution:

- When installing wireless managers such as Account Synchronization Manager, you must install *all* managers *before* running this utility. If you run this utility before installing a wireless manager, your installation will fail.
- If you use a multischema system, do the following:
 1. Install all wireless managers.
 2. Install your multischema system.
 3. Run the **object_auditing.pl** utility.

To enable additions of GSM objects, enter the following command:

```
perl object_auditing
```

Note:

The **object_auditing.pl** utility requires a **pin.conf** configuration file. You can create one or you can run the utility from a directory that contains a **pin.conf** file, such as *BRM_home/sys/dm_ifw_sync*.

You can customize audit table indexes or the list of audited objects by modifying the input files before running the **object_auditing.pl** utility:

- To customize the list of audited objects, edit the *BRM_home/apps/integrate_sync/pin_history_on_input* file.
- To customize your audit table indexes, edit the *BRM_home/sys/dd/data/create_indexes_audit_tables_oracle.source* file.

Starting and Stopping the Account Synchronization DM

To start the Account Synchronization DM, enter the following command at the prompt for Oracle AQ:

```
pin_ctl start dm_ifw_sync
```

To stop the Account Synchronization DM, enter the following command at the prompt for Oracle AQ:

```
pin_ctl stop dm_ifw_sync
```

Monitoring and Maintaining the Account Synchronization Queue

This section provides information and guidelines to help you manage your Account Synchronization queues.

The main administrative tasks for database queues are the following:

- [Creating Additional Queues](#)
- [Generating Queue Reports](#)
- [Dropping the Queue and Queue Tables](#)
- [Configuring the Queue Location](#)
- [Configuring How Often Processed Events Are Removed from the Queue](#)
- [Configuring Account Synchronization DM Database Connection Attempts](#)
- [Disconnecting and Reconnecting the Account Synchronization DM to the Queue](#)

Creating Additional Queues

You must create additional queues if you add a BRM database schema to your system.

To create additional queues in an existing system:

1. Stop the Account Synchronization DM.
See "[Starting and Stopping the Account Synchronization DM](#)".
2. If necessary, configure the Oracle database for Account Synchronization.
See "[Configuring Your Database for Advanced Queuing](#)".
3. If you are creating your queue in a new database schema, grant execute permission for its **acct_sync** package to your other queuing database schemas so they can forward events to the new database queue.
See "[Granting Execute Permission for acct_sync](#)".
4. Create the new database queue by using **pin_ifw_sync_oracle**.
See "[Creating Additional Queues for Multischema BRM Systems](#)".
5. Specify which events the Account Synchronization DM sends to the new queue.
See "[Mapping Business Events to Database Queues](#)".
6. Restart the Account Synchronization DM.
See "[Starting and Stopping the Account Synchronization DM](#)".

Generating Queue Reports

You can monitor the events in your database queue by running the **pin_ifw_sync_oracle** utility.

pin_ifw_sync_oracle creates the following reports:

- A summary report that lists the number of events set to the READY and PROCESSED states.
- A detailed report that lists each event's ID, state, queuing time, and dequeuing time.

Generating Oracle AQ Reports

To run a summary report for Oracle AQ, enter the following command:

```
pin_ifw_sync_oracle.pl report -r summary [-q queue_name] -l /@database_alias
```

where:

- *queue_name* specifies the queue name.
- *database_alias* specifies the BRM database alias of the database schema.

To run a detailed report for Oracle AQ, enter the following command:

```
pin_ifw_sync_oracle.pl report -r detail [-q queue_name] -l /@database_alias
```

where:

- *queue_name* specifies the queue name.
- *database_alias* specifies the BRM database alias of the database schema.

Dropping the Queue and Queue Tables

To drop the queue and its queue tables, enter the following command:

```
pin_ifw_sync_oracle.pl drop [-q queue_name]
```

where *queue_name* is dropped from the database.

If the database contains no other queues for Account Synchronization, the utility also removes the Account Synchronization package, which contains stored procedures for queuing, dequeuing, and purging events.

Configuring the Queue Location

By default, the **pin_ifw_sync_oracle** utility creates Oracle database queues in the tablespace you specified when you installed Account Synchronization Manager. To use a different tablespace, see one of the following:

- [Specifying Default Storage Settings in the create_ifw_sync_queue.conf File](#)
- [Specifying Storage Settings by Using the pin_ifw_sync_oracle Utility](#)

Specifying Default Storage Settings in the create_ifw_sync_queue.conf File

You can specify the default storage settings by using the **create_ifw_sync_queue.conf** file. All database queues that you create use the default settings unless you override them with the **pin_ifw_sync_oracle** utility.

To specify your default storage settings:

1. Open the *BRM_home/apps/pin_ifw_sync/create_ifw_sync_queue.conf* file in a text editor.
2. Specify the target tablespace and queue size by editing the **storage_clause** parameter:

 **Tip:**

For production systems, create your queue in its own, separate tablespace to improve processing performance.

```
$storage_clause = "tablespace PIN00 initrans 5 storage (initial 200k next 200k
maxextents unlimited pctincrease 0)";
```

3. Save and close the file.

Specifying Storage Settings by Using the `pin_ifw_sync_oracle` Utility

You can specify a queue's storage settings by using the `pin_ifw_sync_oracle` utility with the `-s` parameter. This option overrides the storage settings in the `create_ifw_sync_queue.conf` file.

To specify storage settings by using the `pin_ifw_sync_oracle` utility, enter the following command:

```
su - pin
pin_ifw_sync_oracle.pl create [-q queue_name -t queue_table] -s storage_clause
```

where:

- `queue_name` specifies the queue name.
- `queue_table` specifies the queue table name.
- `storage_clause` specifies the queue's storage parameters.

 **Tip:**

For production systems, create your queue in its own, separate tablespace to improve processing performance.

Configuring How Often Processed Events Are Removed from the Queue

The Oracle queue monitor process (QMn) removes from the queue any event that has been in the PROCESSED state for a specified amount of time. You specified a default retention time when you installed Account Synchronization Manager. To use a different retention time, see one of the following:

- [Setting Default Retention Time in the `create_ifw_sync_queue.conf` File](#)
- [Setting Retention Times by Using the `pin_ifw_sync_oracle` Utility](#)

Setting Default Retention Time in the `create_ifw_sync_queue.conf` File

You can set the default retention time in the `create_ifw_sync_queue.conf` file. All database queues that you create use this default setting unless you override it with the `pin_ifw_sync_oracle` utility.

To set the default retention time in the `create_ifw_sync_queue.conf` file:

1. Open the `BRM_home/apps/pin_ifw_sync/create_ifw_sync_queue.conf` file in a text editor.
2. Set the **retention_time** parameter to the amount of time, in seconds, that you want to store processed events in the database queue:

 **Note:**

For production systems, set the retention time to **0** to optimize your processing performance.

```
retention_time = retention_time;
```

3. Save and close the file.

Setting Retention Times by Using the `pin_ifw_sync_oracle` Utility

You can specify a queue's retention time by using the **pin_ifw_sync_oracle** utility with the **-r** parameter. This option overrides the retention time setting in the **create_ifw_sync_queue.conf** file.

To set the retention time by using the **pin_ifw_sync_oracle** utility:

```
su - pin
pin_ifw_sync_oracle.pl create [-q queue_name -t queue_table] -r retention_time
```

where:

- `queue_name` specifies the queue name.
- `queue_table` specifies the queue table name.
- `retention_time` specifies the queue's retention time, in seconds.

 **Tip:**

For production systems, set the retention time to **0** to optimize your processing performance.

Configuring Account Synchronization DM Database Connection Attempts

You can configure how often the Account Synchronization DM attempts to connect to the database schema that contains the Account Synchronization queue.

To configure connection attempts:

1. Open the `BRM_home/sys/dm_ifw_sync/pin.conf` file in a text editor.
2. Specify the number of times the Account Synchronization DM should try to connect to the Oracle database server by editing the **connect_retries** entry.

The default is **1**.

```
-dm_ifw_sync connect_retries number_of_retries
```

3. Specify the interval, in seconds, between each reconnection attempt by editing the **retry_interval** entry.

The default is **0**.

```
-dm_ifw_sync retry_interval interval
```

4. Specify the length of time, in milliseconds, that the Account Synchronization DM waits for a response from the database before timing out.

The default is **0**, which means that the Account Synchronization DM will wait indefinitely for a response from the database.

```
-dm_ifw_sync database_request_timeout_duration duration
```

5. Save and close the file.
6. Stop and restart the Account Synchronization DM.

See "[Starting and Stopping the Account Synchronization DM](#)".

Disconnecting and Reconnecting the Account Synchronization DM to the Queue

You can prevent the Account Synchronization DM from enqueueing business events when you tune or shut down the queuing database schema by using the **pin_ctl** utility. For information about the utility's syntax and parameters, see "pin_ctl" in *BRM System Administrator's Guide*.

To disconnect from the queue, enter the following command:

```
pin_ctl stop dm_ifw_sync
```

To reconnect to the database queue and begin enqueueing business events, enter the following command:

```
pin_ctl start dm_ifw_sync
```

For more information, see "Starting and Stopping the BRM System" in *BRM System Administrator's Guide*.

Troubleshooting Account Synchronization

If an error occurs during an account synchronization operation, check the account synchronization log file (*BRM_home/sys/dm_ifw_sync/dm_ifw_sync.pinlog*) for error codes. For a list of standard errors and codes, see the description of BRM error codes in *BRM System Administrator's Guide*.

Database Queue Creation Error

To install the Account Synchronization DM and create database queues, the **pin** user must have Oracle AQ privileges. If **pin** does not have privileges, you receive the following error when you attempt to install the Account Synchronization DM or create queues with the **pin_ifw_sync_oracle** utility:

```
PLS-00201 identifier 'SYS.DBMS_AQ' must be declared
```

To fix this error:

1. Using SQL*Plus, log in to your database as the SYS user and grant advanced queuing privileges to user **pin**:

```
% sqlplus sys@databaseAlias  
Enter password: password
```

```
SQL> grant execute on dbms_aq to pin;

Grant succeeded.

SQL> grant execute on dbms_aqadm to pin;

Grant succeeded.

SQL> grant execute on dbms_lock to pin;

Grant succeeded.
```

2. Reinstall the Account Synchronization DM or create your queue by running the **pin_ifw_sync_oracle** utility manually.
See "[Creating Additional Queues for Multischema BRM Systems](#)".

Interleaved Processing Errors

This section describes interleaved processing errors and their solutions.

Missing Registry Entries

If you enable interleaved event processing in DAT_Listener, and you specify the event and CDR processing time entries (**MaxEventProcessTime** and **MaxCDRProcessTime**), you must also specify the entries that set the number of event thresholds (**MaxNumEvents** and **MinNumEvents**). If you do not do this, DAT_Listener throws a critical error (ERR_REG_VALUE_INVALID) during startup. However, if you update the registry by using a semaphore and the required entries are not specified, DAT_Listener throws a warning and disregards the semaphore update.

Manually Configuring Object Auditing

To enable BRM to audit GSM objects, run the **object_auditing.pl** script. For more information, see "[Turning On Object Auditing](#)".

The **object_auditing.pl** script performs a series of steps that can also be performed manually. This section describes these manual steps.

To manually configure object auditing:

- Modify the DM configuration file (**pin.conf**) and run the **pin_history_on** utility.
See "[Running the pin_history_on Utility](#)".
- Modify the **create_indexes_audit_tables_oracle.source** file and create the audit table indexes.
See "[Creating Audit Table Indexes](#)".

Running the `pin_history_on` Utility

Caution:

- When installing wireless managers such as Account Synchronization Manager, you must install *all* managers *before* running this utility. If you run this utility before installing a wireless manager, your installation will fail.
- If you are using a multischema system, do the following:
 1. Install all wireless managers.
 2. Install your multischema system.
 3. Run the `pin_history_on` utility.

To run the `pin_history_on` utility:

1. Open the `BRM_home/sys/dm_oracle/pin.conf` file in a text editor.
2. Note the value of the following entries:

```
- dm dd_write_enable_fields  
- dm dd_write_enable_objects  
- dm dd_write_enable_BRM_objects  
- dm dd_mark_as_BRM
```

3. Set the values of the following entries to **1**.

```
- dm dd_write_enable_fields 1  
- dm dd_write_enable_objects 1  
- dm dd_write_enable_BRM_objects 1  
- dm dd_mark_as_BRM 1
```

Note:

If an entry is not in the file, add it.

4. Save and close the file.
5. Stop and restart the Oracle DM.
6. Run the `pin_history_on` utility:

```
pin_history_on pin_history_on_input
```

Note:

If you run the utility from another directory, include the path to the `pin_history_on` utility in the command line. For example:

```
pin_history_on BRM_home/bin/pin_history_on_input
```

7. Open the `BRM_home/sys/dm_oracle/pin.conf` file in a text editor.

8. Restore the following entries to their original values (the values they had before you modified them):
 - dm dd_write_enable_fields
 - dm dd_write_enable_objects
 - dm dd_write_enable_BRM_objects
 - dm dd_mark_as_BRM
9. Save and close the file.
10. Stop and restart the Oracle DM.

Creating Audit Table Indexes

After running the **pin_history_on** utility, you must create indexes for the new audit tables.

The Account Synchronization installation installs a file (**create_indexes_audit_tables_oracle.source**) that specifies the necessary indexes on the audit tables.

1. Open the *BRM_home/sys/dd/data/create_indexes_audit_tables_oracle.source* file in a text editor.
2. Set the \$PIN_CONF_TBLSPACEX1 entry to **pinx00**.

Note:

This entry must have the same value as the variable **\$MAIN_DB{indexes_group}** configured in the *BRM_home/setup/pin_setup.values* file. The default value of this entry is **pinx00**.

3. Set the \$PIN_CONF_STORAGE_MED entry to the following:

```
storage (initial 200k next 200k maxextents unlimited pctincrease 0)
```
4. Save and close the file.
5. Create the audit table indexes in SQL*Plus by running the following command:

```
sqlplus @database_Alias @filepath/create_indexes_audit_tables_oracle.source
```

16

Account Synchronization Utilities

Learn about the Oracle Communications Billing and Revenue Management (BRM) account synchronization utilities.

Topics in this document:

- [object_auditing](#)
- [pin_history_on](#)
- [pin_ifw_sync_oracle](#)

object_auditing

Use this utility to enable object auditing for storable classes and fields whose history is needed to keep data in Elastic Charging Engine (ECE) synchronized with data in the BRM database.

Caution:

- When installing optional managers, you must install *all* optional managers *before* running this utility. If you run this utility before installing an optional manager, object auditing for that optional manager's storable classes will fail.
- If you use a multischema system, do the following:
 1. Install all optional managers.
 2. Run the `pin_multidb.pl` utility. For more information, see "[Installing a Multischema System](#)".
 3. Run the `object_auditing.pl` utility.

The `object_auditing.pl` utility turns on object auditing by invoking the `pin_history_on` utility with the `-v` and `pin_history_on_input` input file parameters. The utility then creates the specified audit table indexes by using the `create_indexes_audit_tables_oracle.source` file.

You define which objects are audited by editing the `BRM_home/apps/integrate_sync/pin_history_on_input` file before running this utility.

You customize the audit table indexes by editing the `BRM_home/sys/dd/data/create_indexes_audit_tables_oracle.source` file.

For more information about object auditing, see "[Turning On Object Auditing](#)".

 **Note:**

To connect to the BRM database, the **object_auditing** utility needs a configuration file in the directory from which you run the utility. See "Connecting BRM Utilities" in *BRM System Administrator's Guide*.

Location

BRM_home/setup/scripts

Syntax

```
perl object_auditing
```

Results

Look in the utility log file (**default.pinlog**) to find any errors. The log file is either in the directory from which the utility was started or in a directory specified in the configuration file.

pin_history_on

Use this utility to enable object auditing for storable classes and fields whose history is needed to keep data in ECE synchronized with data in the BRM database. For more information about object auditing, see "[Turning On Object Auditing](#)".

Use the **object_auditing.pl** utility to run this utility after installing all of your optional managers. See "[object_auditing](#)".

 **Caution:**

- When installing optional managers, you must install *all* optional managers *before* running this utility. If you run this utility before installing an optional manager, object auditing for that optional manager's storable classes will fail.
- If you use a multischema system, do the following:
 1. Install all optional managers.
 2. Run the run the **pin_multidb.pl** utility. For more information, see "[Installing a Multischema System](#)".
 3. Run the **object_auditing.pl** utility.

To run this utility independently (not as part of the **object_auditing** utility), you must also perform these tasks:

- Manually modify entries in the Oracle DM configuration file to give the DM permission to write the objects in the input file to the database.
- Create audit table indexes for the objects that you audit.

See "[Manually Configuring Object Auditing](#)".

 **Note:**

To connect to the BRM database, the **pin_history_on** utility needs a configuration file in the directory from which you run the utility. See "Connecting BRM Utilities" in *BRM System Administrator's Guide*.

Location

BRM_home/bin

Syntax

```
pin_history_on [-d | -v | -h] pin_history_on_input
```

Parameters**-d**

Enables debugging mode.

-v

Displays information about successful or failed processing as the utility runs.

 **Note:**

This parameter is always used with other parameters and commands. It is not position dependent. For example, you can enter **-v** at the beginning or end of a command to initiate the verbose parameter. To redirect the output to a log file, use the following syntax with the verbose parameter. Replace *filename.log* with the name of the log file:

```
pin_history_on any_other_parameter -v > filename.log
```

-h

Displays the syntax and parameters for this utility.

pin_history_on_input

Name of the file that specifies which object fields to audit. A sample file is included in the *BRM_home/apps/integrate_sync* directory.

Results

Look in the utility's **default.pinlog** file to find any errors. The log file is either in the directory from which the utility was started or in a directory specified in the configuration file.

pin_ifw_sync_oracle

Use this utility to create, drop, and monitor Oracle DM queues in your BRM database.

Account synchronization uses these queues to send BRM business events to ECE. See "[About Synchronizing Account Data between the BRM Database and ECE](#)".

Location

BRM_home/apps/pin_ifw_sync

Syntax Overview

The following actions are supported for the BRM database:

- [Syntax for Creating a Queue](#)
- [Syntax for Dropping a Queue](#)
- [Syntax for Generating a Report](#)
- [Syntax for Testing a Queue](#)
- [Syntax for Listing Queues](#)
- [Syntax for Getting Help](#)

Syntax for Creating a Queue

Creates the Oracle DM queues, queue table, and database package in your database. The database package contains stored procedures for queuing, dequeuing, and purging business events.

```
pin_ifw_sync_oracle.pl create [-l /@DatabaseAlias]
                             [-q queue_name -t queue_table]
                             [-s storage_clause]
                             [-r retention_time]
```

Parameters for Creating a Queue

-l /@DatabaseAlias

Specifies how to connect to the database. For example:

```
pin_ifw_sync_oracle.pl create -l /@pindb.example.com
```

If you omit this parameter, the utility prompts you for this information.

-q queue_name -t queue_table

Specifies the queue name and queue table name.

If you omit these parameters, the utility automatically creates a queue named IFW_SYNC_QUEUE and a queue table named IFW_SYNC.

-s storage_clause

Specifies the storage settings for the queue table.

If you omit this parameter, the storage settings are set by the **storage_clause** parameter in the *BRM_home/apps/pin_ifw_sync/create_ifw_sync_queue.conf* file. See "[Configuring the Queue Location](#)".

For example:

```
pin_ifw_sync_oracle.pl create -s "tablespace PIN00 initrans 5 storage (initial 200k
next 200k maxextents unlimited pctincrease 0 )"
```

-r retention_time

Specifies the amount of time, in seconds, that processed events are retained in the database queue before being removed.

If you omit this parameter, the retention time is set by the **retention_time** parameter in the *BRM_home/apps/pin_ifw_sync/create_ifw_sync_queue.conf* file. See "[Configuring How Often Processed Events Are Removed from the Queue](#)".

Syntax for Dropping a Queue

Drops the specified queue and its associated queue table from your database. If the database contains no other Oracle DM queues, this command also drops the account synchronization

database package, which contains stored procedures for queuing, dequeuing, and purging events.

```
pin_ifw_sync_oracle.pl drop [-q queue_name] [-l /@DatabaseAlias]
```

Parameters for Dropping a Queue

-q queue_name

Specifies the name of the queue to drop.
If you omit this option, the utility automatically drops the default queue, IFW_SYNC_QUEUE.

-l /@DatabaseAlias

Specifies how to connect to the database.
If you omit this option, the utility prompts you for this information.

Syntax for Generating a Report

Generates a report that displays the state of each event in an Oracle DM queue.

```
pin_ifw_sync_oracle.pl report -r summary|detail [-q queue_name]
                               [-l /@DatabaseAlias]
```

Parameters for Generating a Report

-r summary | detail

Generates the specified type of report.

- **-r summary** generates a report that summarizes the number of events in each state. Events can be in the states listed in [Table 16-1](#).

State	Description
READY	The event has not been dequeued or processed by ECE.
PROCESSED	The event was dequeued and processed by ECE.

- **-r detail** generates a report that details the ID, event state, queuing time, and dequeuing time for each event.

-q queue_name

Specifies the queue name.
If you omit this parameter, the utility automatically generates a report for the default queue, IFW_SYNC_QUEUE.

-l /@DatabaseAlias

Specifies how to connect to the database.
If you omit this parameter, the utility prompts you for this information.

Syntax for Testing a Queue

Tests the specified queue by attempting to queue and dequeue 20 test events. You run this command to verify that a newly created queue functions properly.

Note:

You need to test a queue only after it is created.

```
pin_ifw_sync_oracle.pl test [-q queue_name]
                          [-l /@DatabaseAlias]
```

Parameters for Testing a Queue

-q queue_name

Specifies the queue name.

If you omit this parameter, the utility automatically tests the default queue, IFW_SYNC_QUEUE, and default queue table, IFW_SYNC.

-l /@DatabaseAlias

Specifies how to connect to the database.

If you omit this parameter, the utility prompts you for this information.

Syntax for Listing Queues

Lists all of the queues in the current user's database.

```
pin_ifw_sync_oracle.pl list [-l /@DatabaseAlias]
```

Parameters for Listing Queues

-l /@DatabaseAlias

Specifies how to connect to the database.

If you omit this parameter, the utility prompts you for this information.

Syntax for Getting Help

Displays the syntax for the **pin_ifw_sync_oracle** utility.

```
pin_ifw_sync_oracle.pl help
```

Results

The **pin_ifw_sync_oracle** utility notifies you when it runs successfully. Otherwise, look in the **default.pinlog** file for errors. This file is either in the directory from which the utility was started or in the directory specified in the utility configuration file.