

Oracle Insurance Compliance Tracker

Installation Guide

Upgrade Installation Guide for Oracle
version 6.8.2

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Chapter 1

Upgrading Tracker Software to 6.8.2

Existing customers of Tracker should be on 6.8.1.4 in order to upgrade to Tracker 6.8.2.

PRE-REQUISITES

- Log out all Tracker users.
- This patch needs to be run on the machine running Tracker File Server, Monitor Server and Tracker Client.

Note: Tracker Server and Monitor Server could be deployed together on a single machine

Steps to follow if Tracker File Server and Monitor server are installed on a single machine:

1. Ensure the submission queue to SERFF is empty.

The Tracker Monitor should not be stopped until you confirm that the submission queue to SERFF is empty.

Follow these steps to determine the status of the queue:

- (MSSQL) Log on as SA or TkrSA in Microsoft SQL Server Management.
(Oracle) Log on as tracker in SQL Plus.

2. Execute the following query: `Select count(*) from SFFILINGSUBMISSION;`

If the result is `count(*)=0`, the queue is empty, and it is safe to stop the Tracker Monitor. If the result is not `count(*)=0`, wait a few moments and repeat.

3. Stop the Tracker Monitor service and verify that the `tkrwf.exe` process has stopped.
4. Perform the following steps to stop the Tracker Monitor task:
 - a) From the Control Panel, select Administrative Tools > Services.
 - b) In the list that appears, highlight the Tracker Monitor Service.
 - c) Click the “Stop Service” button at the top of the screen.
 - d) Close the Control Panel.
5. Copy the contents of the patch to temporary folder, maintaining the existing folder structure.
6. Open a command prompt, and navigate to the temporary folder created in step 3, and run `Install.js`, and then follow the instructions on the screen. (No parameters are required when running the script.)
7. The Tracker installation process runs; this may take a few minutes to complete.

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8. After the installation process has completed, a confirmation dialog appears.
 9. Click **OK**.
 10. To ensure the update was applied correctly, refer to the File Updates below and compare to the files on your systems.

Steps to follow on Tracker Monitor server:

To upgrade the separate Tracker Monitor server to Tracker version 6.8.2, follow these instructions:

1. Ensure the submission queue to SERFF is empty.
2. Stop the Tracker Monitor service and verify that the tkrwf.exe process has stopped.
3. Copy the contents of patch 6.8.2 to a temporary folder, maintaining the existing folder structure.
4. Open a command prompt, and navigate to the temporary folder created in step 3, and run `Install.js`, and then follow the instructions on the screen. (No parameters are required when running the script.)
5. The patch installation process runs; this may take a few minutes to complete.
6. After the installation process has completed, a confirmation dialog appears.
7. Click **OK**.

Steps to follow on Tracker File server :

1. Copy the contents of the patch to temporary folder, maintaining the existing folder structure.
2. Open a command prompt, and navigate to the temporary folder created in step 1, and run `Install.js`, and then follow the instructions on the screen. (No parameters are required when running the script.)
3. The Tracker installation process runs; this may take a few minutes to complete.
4. After the installation process has completed, a confirmation dialog appears.
5. Click **OK**.
6. To ensure the update was applied correctly, refer to the File Updates below and compare to the files on your systems.

Steps to follow on Tracker Client:

1. Copy the contents of the patch to temporary folder, maintaining the existing folder structure.

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2. Open a command prompt, and navigate to the temporary folder created in step 1, and run `Install.js`, and then follow the instructions on the screen. (No parameters are required when running the script.)

The Tracker installation process runs; this may take a few minutes to complete.

3. After the installation process has completed, a confirmation dialog appears.
4. Click **OK**.