# Oracle® Retail Workforce Management

Installation Guide
Release 1.62

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ORACLE

Oracle® Retail Workforce Management Installation Guide, Release 1.62

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Oracle Retail Workforce Management, Installation Guide, Release 1.62

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Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
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- Are the examples correct? Do you need more examples?

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# Preface

This Installation Guide describes the requirements and procedures to install this Oracle Retail Workforce Management release.

## Audience

This Installation Guide is for the following audiences:

- System administrators and operations personnel
- Database administrators
- System analysts and programmers
- Integrators and implementation staff personnel

## Documentation Accessibility

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http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

## Related Documents

For more information, see the following documents in the Oracle Retail Workforce Management Release 1.62 documentation set:

- Oracle Retail Workforce Management System Architecture
- Oracle Retail Workforce Management User Guide

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 13.3) or a later patch release (for example, 13.3.1). If you are installing the base

release or additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

## Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times **not** be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-**02** is an updated version of a document with part number E123456-**01**.

If a more recent version of a document is available, that version supersedes all previous versions.

## Oracle Retail Documentation on the Oracle Technology Network

Oracle Retail product documentation is available on the following web site:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

## Conventions

**Navigate:** This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement "the Window Name window opens."

```
This is a code sample
    It is used to display examples of code
```

# 1

# ePerformance

Below are instructions on installing an ePerformance system onto a blank server, this involves the installation of Java and Tomcat so this will require 2 system restarts.

You will need to attach the database provided before beginning making sure to allocate it a username of sa, a password of alcester and give it a name of "eperformance".

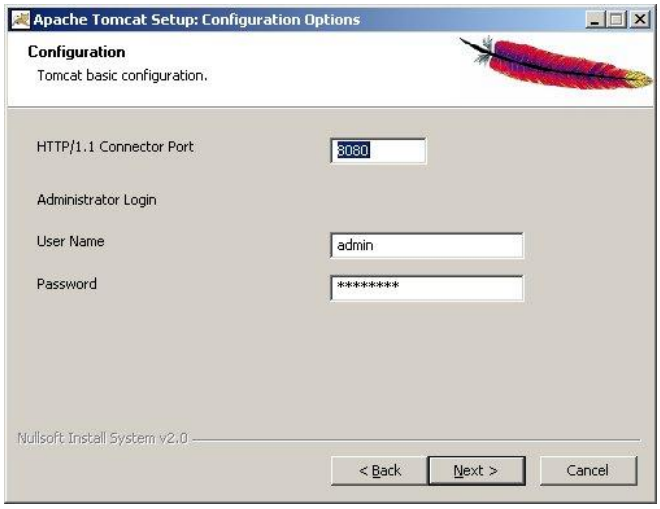
> **Note:** The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names and the names of products acquired by MICROS may exist throughout this existing documentation set.

# 2

# Server Java and Tomcat Installation

Perform the following procedure to install Java server and Tomcat.

1. Download the latest version of the Java SE JDK from http://java.sun.com for either 32 or 64-bit Windows (as applicable).
2. Download the latest version of the Core Apache Tomcat 5.x Windows Service Installer from http://tomcat.apache.org/download-55.cgi
3. Install the java sdk following the on screen prompts.
4. When you are given the option to customize the install click **Next** to accept the default options.
5. You will then be presented with the option to customize the installation of the Java Run time environment, again click **Next** to accept the defaults.
6. The install wizard will next display the detected browsers on the PC, Internet Explorer will normally be the only option but if you have another browser installed you may want to make sure this is ticked also, when you have finished click “Next”.
7. The Installer has now completed, click **Finish**.
8. You will now need to restart the pc.
9. Install the apache-tomcat software following the on screen prompts.
10. When you come to the Choose Components screen click **Next** to accept the default.
11. The next window allows you to alter default installation path (make a note of this for later), click **Next** to accept the default.
12. Next you are given the option to change the “HTTP/1.1 Connector Port”, we recommend you use the default unless you already have something using this port.
13. Also on this screen is where you setup the Administrator Login, part of the next process expects the username to be admin and the password to be alcester so please use these and click **Next**.




**Apache Tomcat Setup: Configuration Options**

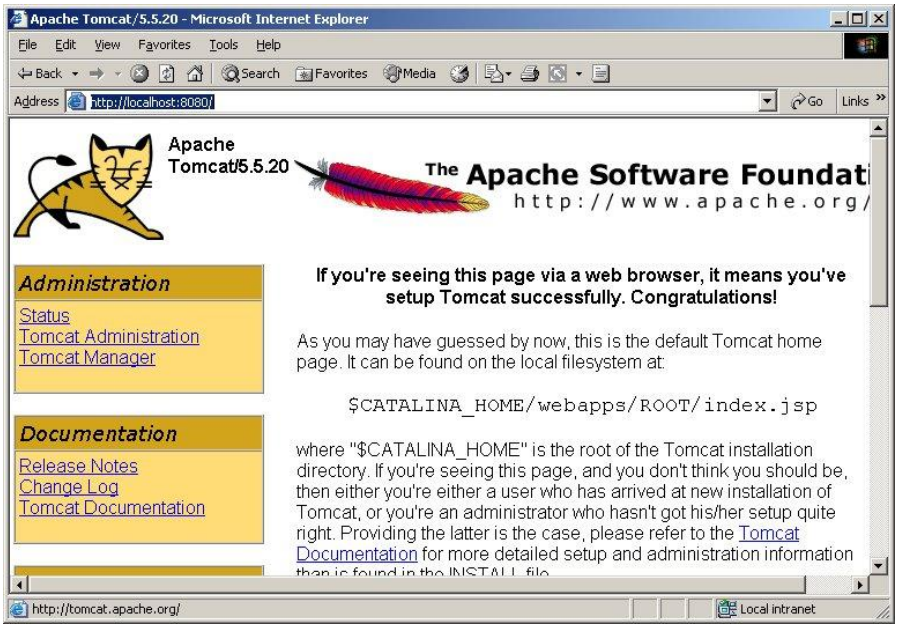
14. You will next see a prompt for the path to the Java installed earlier click **Next** to accept the default location.
15. The Tomcat installation has now finished you will be prompted to select whether to **run apache tomcat** and **show readme**. Uncheck the **Run apache tomcat** option, click **Finish,** and restart the PC.

# 3

# Testing the Tomcat Installation

Perform the following procedure to install Tomcat.

1. Open up Control Panel, and navigate to Administrative Tools and then into Services. Look for a new service called "Apache Tomcat", right click on it and go to Properties change the **Startup type** from **Manual** to **Automatic**, under Status.
2. Click **Start** and then once the service has started click **OK**.
3. Open up Internet Explorer, in the address bar type "http://localhost:8080/" or http://<server_name>:8080/ replacing <server_name> with the Servers network name, you may also have to change the port number if you altered that during the Tomcat installation.
4. Click **Go** and the following page is displayed:




**Apache Tomcat Page**

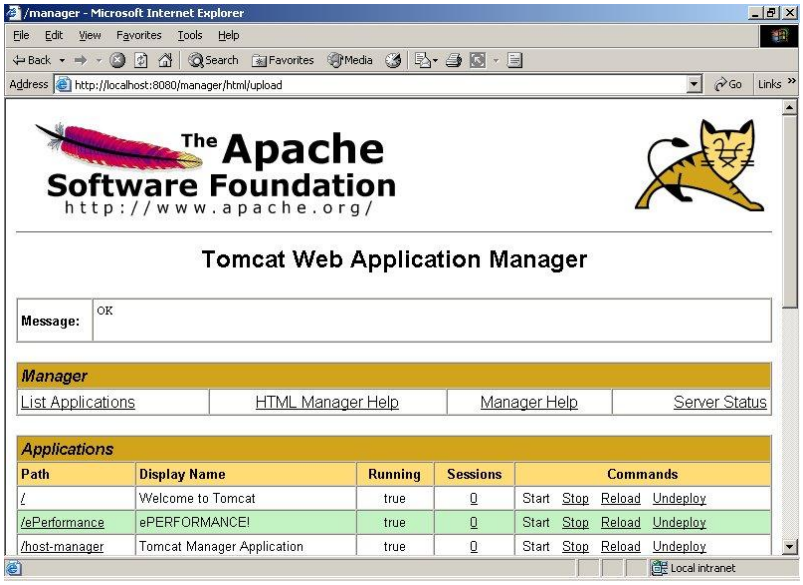
# 4

# Deploying ePerformance

Perform the following procedure to deploy ePerformance.

1. Using the Web Browser just opened and the Tomcat default webpage click on **Tomcat Manager**.
2. You will be prompted to enter your logon details of :
   - User Name: admin
   - Password: alcester
3. Click **OK**.
4. Scroll down the screen until you see the WAR file to deploy.
5. Click **Browse** and locate the *ePerformance.war* file.
6. Click **Open**.
7. Click **Deploy.**

> **Note:** After you click deploy, it takes several minutes and you will see a progress bar at the bottom of the window (this may vary depending on browser). Once it completes you will see ePerformance has appeared in the Applications table. For more details, see Tomcat Web Application Manager.




**Tomcat Web Application Manager**

# 5

# Configuring and Starting ePerformance

Perform the following procedure to configure and start the ePerformance.

1. Navigate to Control Panel>Administrative Tools>Services.
2. Right-click **Apache Tomcat** entry and in the menu left click **Stop**.
3. Open up **My Computer** and navigate into the Apache Tomcat installation path noted down earlier during installation.
4. Take the provided *ePerformance.properties* file and copy this into the WebApps\ePerformance\WEB-INF directory found within Tomcat.
5. Go back to the Services window opened earlier, right-click **Apache Tomcat** and left-click and click **Start**.
6. Open up an Internet Explorer window and type in the address used earlier in the section headed "Testing the Tomcat installation" i.e. type "http://localhost:8080/" or http://<pc_name>:8080/ and add "ePerformance/default.jsp" to the end of this address. So the end user will need to connect to:
   http://<server_name>:8080/ePerformance/default.jsp
7. Click **Go**. The ePerformance is launched; there may be a short delay as it makes updates to the database. You will see the following page displayed: If at any point you encounter any problems, contact the support team on 01789 766755.