# Oracle Hospitality OPERA Property Management

## Application Server Upgrade Utility Guide - Forms and Reports 12.2.1.3 to 12.2.1.4

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Oracle Hospitality OPERA Property Management  Application Server Upgrade Utility Guide - Forms and Reports 12.2.1.3 to 12.2.1.4  Release 5.6.13 and higher

# Contents

# 1 Introduction

This utility was created to facilitate upgrades of OPERA 5 Application Servers from 12.2.1.3 FMW to 12.2.1.4 FMW versions including the latest CPU (Jan 2024) patches.

The utility contains 2 main scripts:

- 12214_Forms_InPlace_Upgrade.cmd: script that upgrades the 12.2.1.3 OPERA 5 application server to the 12.2.1.4 FMW stack (WebLogic, Oracle Forms and Reports, OHS).

- 12214_Forms_InPlace_Upgrade_Cleanup.cmd: script that can be run after the 12.2.1.4 upgraded system has been confirmed as working as intended. It deinstalls OHS 12.2.1.3 and removes 12.2.1.3 MWFR folders and domain backups.

The utility will display a configuration screen for the environment specific information to be entered prior to executing the upgrade.

> **NOTE:**
> The utility is meant to be run on 12.2.1.3 OPERA 5 application servers.

> **LIMITATION:**
> This version of the 12214_Forms_InPlace_Upgrade utility can be run only on single servers / single app servers with OPERA installed on the **D:** drive. This will not support multiple app server environments deployed using WLS clusters.

The current utility version is **24.1.12**.

## Audience for this Document

This document is meant to be used by experienced staff as a guide during the 12.2.1.4 upgrade. It is assumed that the executioner of the utility has a solid knowledge of WebLogic servers and the OPERA 5 12c application server.

The document also contains manual steps to follow in case a rollback to 12.2.1.3 would be needed. It is assumed that the executioner of the utility has the knowledge necessary to follow these steps. This includes running WLST and other commands.

> **IMPORTANT:**
> The rollback steps can only be executed when the cleanup script has NOT been run yet, thus AFTER (partial) completion of 12214_Forms_InPlace_Upgrade.cmd, but BEFORE the execution of 12214_Forms_InPlace_Upgrade_Cleanup.cmd.

# Artifacts

The utility is named "**12214_Forms_InPlace_Upgrade"** and is being delivered in the form of a 7-zip file (e.g. 12214_Forms_InPlace_Upgrade_24.1.12.7z or 12214_Forms_InPlace_Upgrade_24.1.12.zip).

The current version is 24.1.12.
Updated versions will be made available when needed.

# 2 Steps the Utility Performs

The 12214_Forms_InPlace_Upgrade.cmd script performs the following steps:

- Runs some checks regarding the installation, free disk space, etc.

- Runs a check to see if 12214_Forms_InPlace_Upgrade.cmd has already run.

- Displays a configuration dialog to update the config_InPlace_Upgrade.txt file. Direct editing of config_InPlace_Upgrade.txt is not necessary.

- Disables certain scheduled tasks and services.

- Shuts down all WLS and OHS services, including node managers, reports, and Admin / Managed servers.

- Deletes the 12.2.1.3 OHS node manager service (needed for OAppConf to run correctly).

- Deletes the cache and tmp folders in the OperaDomain.

- Creates 7-zip files of the OperaDomain and OperaOHSDomain and stores them in C:\Temp\12214_Forms_InPlace_Upgrade\backup.

- Renames the .:\ORA\MWFR folder to .:\ORA\MWFR_12213.

- Renames the .:\ORA\12213ohs folder to .:\ORA\12213ohs_upgraded.

- Backs up and deinstalls the currently installed JDK and installs the latest JDK (8u411).

- Installs 12.2.1.4 FMW into .:\ORA\MWFR.

- Installs 12.2.1.4 Forms and Reports into .:\ORA\MWFR.

- Installs 12.2.1.4 OHS into .:\ORA\12214ohs.

- Installs 19c 32-bit client to :\ORA\19c\19cClient and copies oraxml*.dll files for OXI Processor workaround.

- Applies patches to MWFR and OHS Oracle_homes.

- Renames the 12.2.1.3 OperaOHSDomain and creates a new 12.2.1.4 OperaOHSDomain.

- Installs 12.2.1.4 OHS node manager.

- Starts all WLS and OHS services, including node managers, reports, and Admin / Managed servers.

- Copies uifont.ali and OperaXMLP.cfg.

- Updates some settings regarding the WLS console warning report.

- Updates grants for forms encryption to use later if needed.

- Updates ..\MICROS\opera\operaias\opera.cfg for OHS home.

- Copies third-party libraries (jacob.jar, jacob-1.19-x64.dll, jacob-1.19-x86.dll) for 12.2.1.4.

- Re-enables certain scheduled tasks and services.

The 12214_Forms_InPlace_Upgrade_Cleanup.cmd script performs the following steps:

- Runs some checks regarding the installation, free disk space, etc.

- Runs a check to see if 12214_Forms_InPlace_Upgrade.cmd has already run.

- Reads the config_InPlace_Upgrade.txt file.

- Deinstalls OHS 12.2.1.3 (and Opatch versions located in the 12.2.1.3 OHS Home).

- Stops OXI Processors deinstalls 12c 32-bit client and re-starts OXI Processors.

- Removes the MWFR_12213 folder.

- Removes OPERA and OPERAOHS domain backup files.

- Removes the JDK backup folders.

> **NOTE:**
> As of version 24.1.9 the parameter UPDATE_OFIS_DS_Y_N has been set to N(o) by default. There is no change necessary to the data source for Oracle Fiscal Integration Service (OFIS).

# 3 Preparation

Before the utility can be run, the below steps must be completed.

## Check that Managed Servers are Running

To check that all required services are running use either OApp11g or login to the admin console.

## Check Managed Servers with OApp11g

Start OApp11g from \MICROS\Opera\tools (run as administrator). In "Services Control" click on "Advanced". Check status of WLS_FORMS, WLS_REPORTS, and WLS_HOME managed servers:
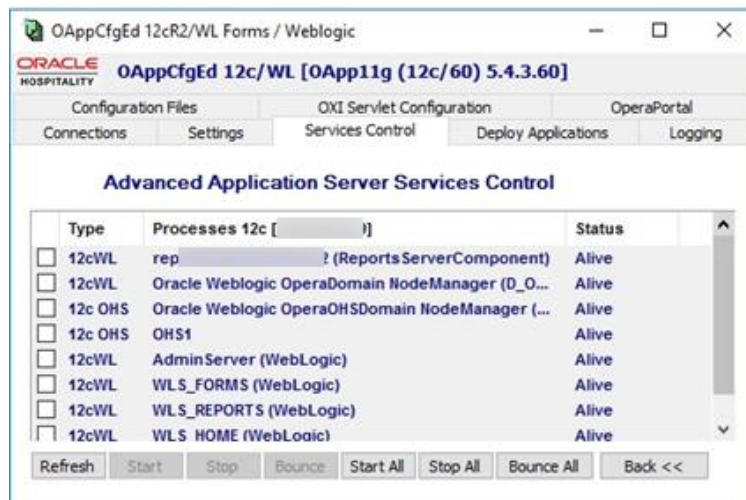


All managed servers, report servers, and OHS need to be running. Click **Start All** to start any stopped servers / services.

## Check Managed Servers in Admin Console

Access the WebLogic Administration Console and check that the AdminServer and managed servers on all nodes are running.

Start any managed servers that are not running through the Administration Console.

# Check that OHS is Running
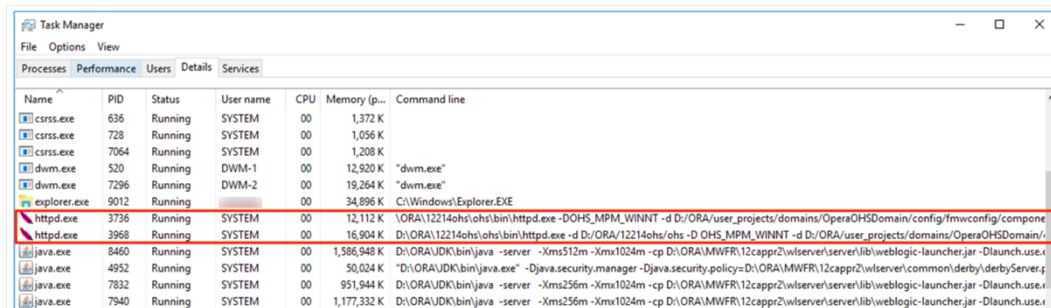
## Check OHS with OApp11g

Start OApp11g from \MICROS\Opera\tools (run as administrator). In "Services Control" click on "Advanced":



If OHS is not running ("Down") check "12c OHS" and click **Start**.
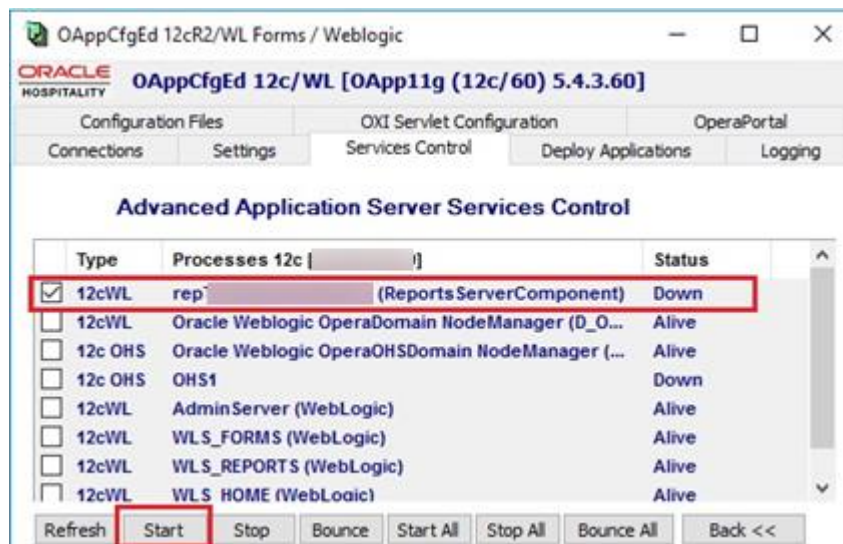
# Check OHS in Task Manager

Check that OHS is running. You can check using Task Manager. OHS is running when you see 2 instances of "httpd.exe" running like below.



# Check that the Reports Server is Running

## Check Reports Server in OAppConf

Start OAppConf.exe from \MICROS\Opera\tools (run as administrator). In "Services Control" click on "Advanced":



If the Reports Server is not running – rep[HostName][SchemaName] ("Down") check all stopped Reports Servers and click on "Start".

# Check Reports Server in Task Manager

The reports server is running when you see several instances of "javaw.exe" and 1 instance of "rwserver.exe" running like below.
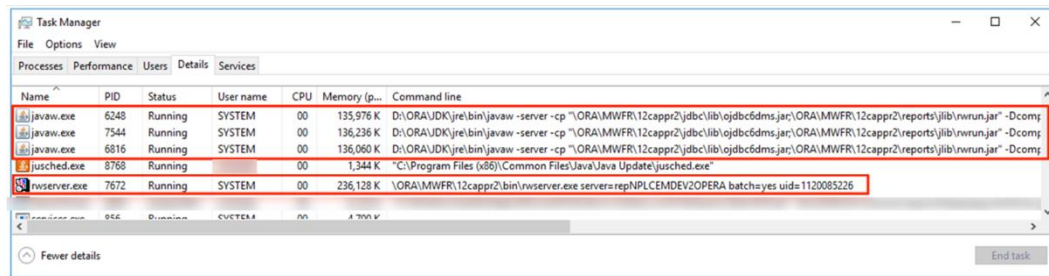

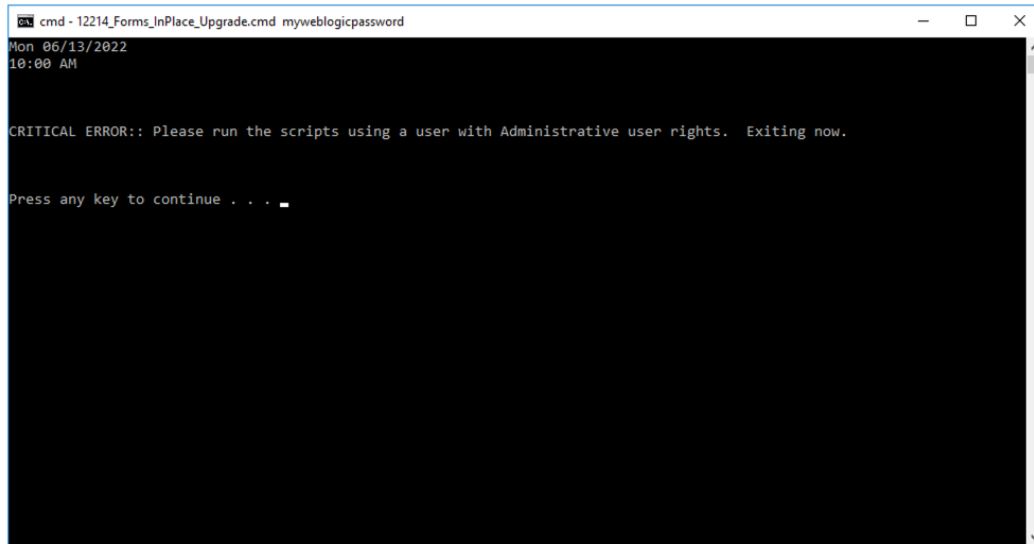
# Check Free Disk Space

The utility will check for 14Gb of free space on the drive that the application server software is installed on (typically DRIVE D:).  Given that the 12214_Forms_InPlace_Upgrade.7z file is roughly 6 GB in size, you need to ensure that approximately 20 GB of disk space is available before downloading the utility.

The utility also writes log files and backup files to the C: drive.

# Make Sure Your OS User Has Administrative Privileges

The OS user that runs the utility must have administrative privileges. In case the user does not have the necessary rights, the following screen displays:



Log off and log back in with a user that has administrative privileges.

# Check for and Close Existing RDP Connections

As the 12214_Forms_InPlace_Upgrade utility requires exclusive access to certain files and directories, it is important to make sure that your RDP connection to all the OPERA 5 application servers is the only RDP session to those servers.

One way to check this is by using the Task Manager – Users tab.  Make sure the engineer running the upgrade is the only session displayed.

# 4 Running the 12214_Forms_InPlace_Upgrade Utility

**NOTE**: The version 24.1.12 of 12214_Forms_InPlace_Upgrade utility can only be run on single servers / single application servers with OPERA installed on the D: drive

- Make sure you downloaded "12214_Forms_InPlace_Upgrade_24.1.12.7z" and extracted it.

- Open an elevated CMD prompt, navigate to D:\Stage\12214_Forms_InPlace_Upgrade\scripts and launch 12214_Forms_InPlace_Upgrade.cmd

- The utility will prompt for Schema and weblogic passwords
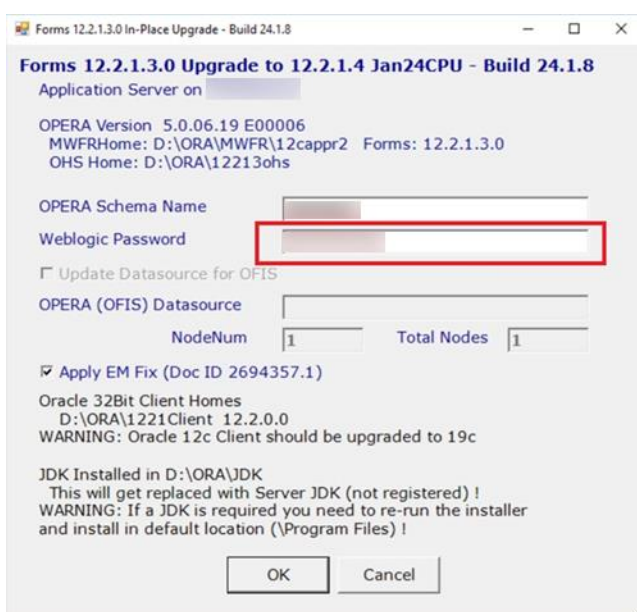


After entering the OPERA schema name and the weblogic password click OK to start the Forms upgrade. The settings dialog will close and process messages will be displayed in the command window.

- The utility will launch and display information about its progress.

> ✎ **NOTE:**
>
> No passwords will be written to the log files.

- The utility writes logfiles for each step to C:\Temp\12214_Forms_InPlace_Upgrade\logs

- The utility will write all screen output to C:\Temp\12214_Forms_InPlace_Upgrade\logs\12214_Forms_InPlace_Upgrade_Main _Log-YYYMMDD_HHNNSS.html

- The utility may start multiple commands in parallel

- You may see the below screen.  This can be ignored, and the utility will continue.



- The utility will run for 45 to 75 minutes.  It is finished when the following screen is displayed:

# 5 Verifications after 12214_Forms_InPlace_Upgrade has run

If successful, the utility displays the phrase "12214_Forms_InPlace_Upgrade has completed".
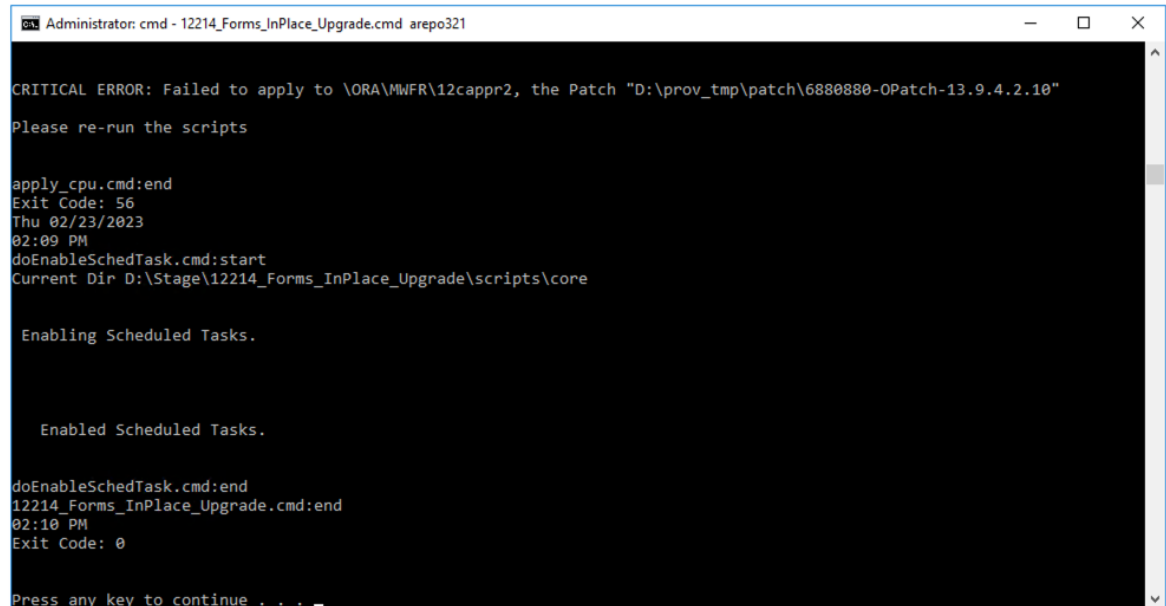


If you do not see that phrase, check the log files to find out what the issue is. The below shows an unsuccessful upgrade.



The following should be checked after the 12214_Forms_InPlace_Upgrade utility has run. Additional checks can be added as needed.

# Check Managed Servers with OAppConf

Start OAppConf.exe from \MICROS\Opera\tools (run as administrator). In "Services Control" click on "Advanced":
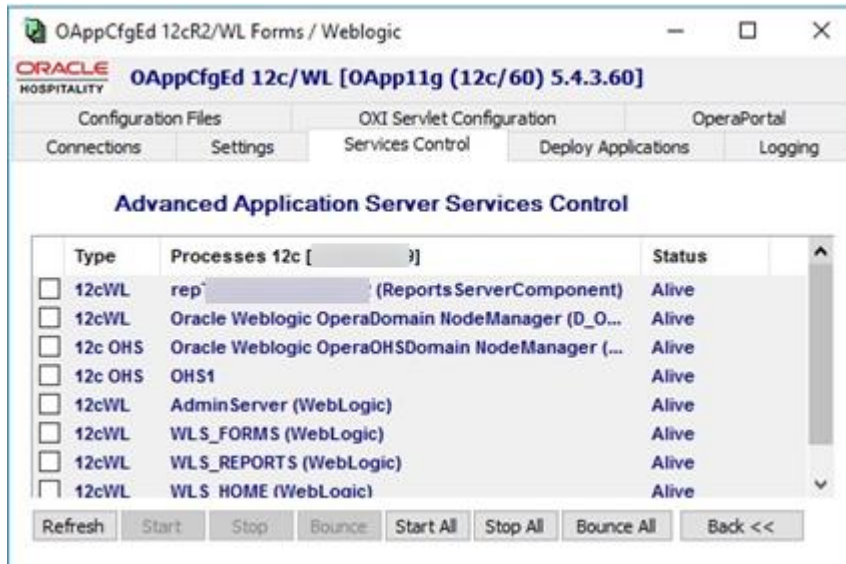


All managed servers, OHS and Reports Servers should be running at this point.

# Check Managed Servers in the Admin Console

- Verify that the AdminServer and all managed servers are Running in the WLS console

**Servers (Filtered - More Columns Exist)**

New  Clone  Delete

Showing 1 to 7 of 7  Previous | Next

| | Name | Type | Cluster | Machine | State | Health | Listen Port |
|---|---|---|---|---|---|---|---|
| ☐ | AdminServer(admin) | Configured | | | RUNNING | ✔ OK | 7041 |
| ☐ | WLS_FORMS | Configured | cluster_forms | | RUNNING | ✔ OK | 6001 |
| ☐ | WLS_FORMS_2 | Configured | cluster_forms | | RUNNING | ✔ OK | 6001 |
| ☐ | WLS_HOME | Configured | cluster_home | | RUNNING | ✔ OK | 6003 |
| ☐ | WLS_HOME_2 | Configured | cluster_home | | RUNNING | ✔ OK | 6003 |
| ☐ | WLS_REPORTS | Configured | cluster_reports | | RUNNING | ✔ OK | 6002 |
| ☐ | WLS_REPORTS_2 | Configured | cluster_reports | | RUNNING | ✔ OK | 6002 |

New  Clone  Delete

Showing 1 to 7 of 7  Previous | Next

- You can check that the WLS version displays 12.2.1.4 by selecting a managed server and the "Monitoring" tab.  Here you also see the version of the JDK being used

🖉 **NOTE:**
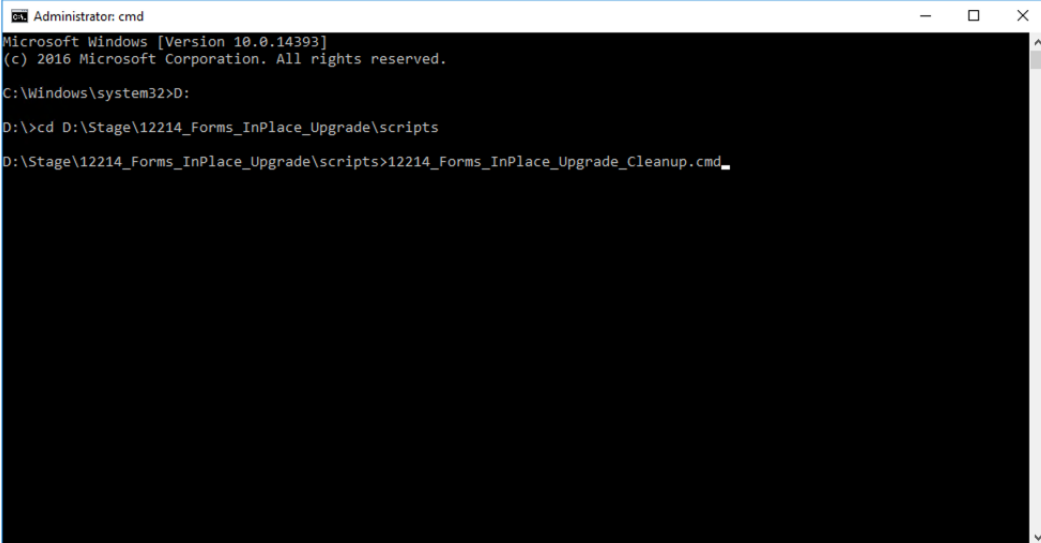
IT IS THE RESPONSIBILITY OF THE ADMINISTRATOR OF THE UPGRADE TO CHECK THE LOGFILES IN
C:\TEMP\ 12214_Forms_InPlace_Upgrade\logs.

- Log into the application and run through your test scenarios.

- Check if the file C:\Temp\12214_Forms_InPlace_Upgrade\logs\OPATCH-ERROR-LOGGING.txt exists, if it exists you need to review that file, some patches may not have been applied and may need to be installed/re-applied manually.

# 6 Running 12214 Forms InPlace Upgrade Cleanup

After confirmation that the upgraded system is running as expected, 12214_Forms_InPlace_Upgrade_Cleanup can be run to remove the 12.2.1.3 components that have been upgraded.  This usually is a couple of weeks after the upgrade utility was run.

- Open the file

    D:\Stage\12214_Forms_InPlace_Upgrade\scripts\config\config_InPlace_Upgrade.txt that was updated before the upgrade and check that the fields are still correct for the system.

- Open an elevated CMD prompt, navigate to D:\Stage\12214_Forms_InPlace_Upgrade\scripts and launch 12214_Forms_InPlace_Upgrade_Cleanup.cmd



- The utility will launch and display information about its progress
- The utility will create log files in the C:\Temp\12214_Forms_InPlace_Upgrade_Cleanup\logs directory

- The utility will attempt to deinstall several versions of OPatch, even ones that are not installed on the system, so you can ignore the below message for Opatch 13.9.4.2.5 and 13.9.4.2.6



- Each deinstallation opens a new window.

- Removing the MWFR_12213 folder is a lengthy process, so the following screen will be shown for a while.



- The utility will run for 30 - 60 minutes.  It is finished when the following screen displays:

# 7 Rollback Instructions

In case a rollback of the 12.2.1.4 upgrade is required, please follow the below instructions.

The instructions given are for a complete rollback of a completed 12.2.1.4 upgrade.  A person familiar with WebLogic and the OPERA 5 Application Server should be able to identify the steps required to perform the steps required to recover from a partially completed upgrade.

> 🔶 **IMPORTANT:**
>
> The rollback steps can only be executed when the cleanup script has NOT been run yet, thus AFTER (partial) completion of 12214_Forms_InPlace_Upgrade.cmd, but BEFORE the execution of 12214_Forms_InPlace_Upgrade_Cleanup.cmd.

> ✏️ **NOTE:**
>
> If you are rolling back the upgrade because of problems during the use of OPatch, please make sure to copy the below OPatch log file directories before you de-install the software.
>
> D:\ORA\12214ohs\cfgtoollogs\opatch
>
> D:\ORA\MWFR\12cappr2\cfgtoollogs\opatch

In the below instructions, please replace MYPASSWORD with the WebLogic user password and MYSERVER.us.oracle.com with the name of the server.  Also, replace repMYREPORTSERVER with the name of the reports server.  To type the commands, open an elevated command prompt.

- To start the rollback process, all services need to be stopped manually:
    - Stop OHS

```
D:
cd D:\ORA\12214ohs\oracle_common\common\bin
wlst

nmConnect('weblogic','MYPASSWORD','localhost','5559','OperaOHSDomain','\ORA\user_pr
ojects\domains\OperaOHSDomain','ssl');

nmServerStatus(serverName='ohs1', serverType='OHS')
nmKill(serverName='ohs1', serverType='OHS')
nmDisconnect()
exit()
```

– Stop the reports server

```
D:
cd D:\ORA\MWFR\12cappr2\oracle_common\common\bin

call setWlstEnv.cmd

D:\ORA\JDK\bin\java weblogic.WLST
nmConnect('weblogic','MYPASSWORD','MYSERVER.us.oracle.com','5558','OperaDomain','\O
RA\user_projects\domains\OperaDomain','ssl')
nmServerStatus(serverName = 'repMYREPORTSERVER', serverType =
'ReportsServerComponent')
nmKill(serverName = 'repMYREPORTSERVER', serverType = 'ReportsServerComponent')
nmDisconnect()
exit()
```

– Stop the managed servers and AdminServer (if on AdminServer node). If not on the AdminServer node, please replace WLS_FORMS, WLS_REPORTS and WLS_HOME with the correct name (e.g. WLS_FORMS_2 etc.)

```
D:
cd D:\ORA\MWFR\12cappr2\oracle_common\common\bin
wlst

nmConnect('weblogic','MYPASSWORD','MYSERVER.us.oracle.com','5558','OperaDomain','\O
RA\user_projects\domains\OperaDomain','ssl');

nmKill('WLS_FORMS');
nmKill('WLS_REPORTS');
nmKill('WLS_HOME');
nmKill('AdminServer');
nmDisconnect();
exit()
```

– Stop both nodemanagers





- Delete 12.2.1.4 OHS nodemanager

In an elevated command prompt, navigate to D:\ORA\user_projects\domains\OperaOHSDomain\bin and run uninstallNodeMgrSvc.cmd

```
D:
cd D:\ORA\user_projects\domains\OperaOHSDomain\bin
uninstallNodeMgrSvc.cmd
```

- The 12.2.1.4 nodemanager service should now be deleted



- Rename the D:\ORA\MWFR directory to D:\ORA\MWFR_122214

```
D:
Cd ORA
ren MWFR MWFR_12214
```

If you get an "Access is denied." error trying to rename the directory, use resmon.exe to find the offending process and terminate it.

- Rename the D:\ORA\user_projects\domains\OperaOHSDomain directory to D:\ORA\user_projects\domains\OperaOHSDomain_12214

```
D:
cd D:\ORA\user_projects\domains
ren OperaOHSDomain OperaOHSDomain_12214
```

- Rename the D:\ORA\MWFR_12213 directory to D:\ORA\MWFR

```
D:
cd ORA
ren MWFR_12213 MWFR
```

- Rename the D:\ORA\12213ohs_upgraded directory to D:\ORA\12213ohs

```
D:
cd ORA
ren 12213ohs_upgraded 12213ohs
```

- Rename the D:\ORA\user_projects\domains\OperaOHSDomain_12213 to D:\ORA\user_projects\domains\OperaOHSDomain

```
D:
cd D:\ORA\user_projects\domains
ren OperaOHSDomain_12213 OperaOHSDomain
```

- Recreate the 12.2.1.3 OHS nodemanager service

Navigate to D:\ORA\user_projects\domains\OperaOHSDomain\bin and run installNodeMgrSvc.cmd

```
D:
cd D:\ORA\user_projects\domains\OperaOHSDomain\bin
installNodeMgrSvc.cmd
```

The 12.2.1.3 OHS nodemanager service should now have been created

| Name | Description | Status | Startup Type | Log On As |
|---|---|---|---|---|
| Offline Files | The Offline ... | | Disabled | Local Syste... |
| Optimize drives | Helps the c... | | Manual | Local Syste... |
| Oracle Weblogic OperaDomain NodeManager (D_ORA_MW... | WebLogicN... | | Automatic | Local Syste... |
| Oracle Weblogic OperaOHSDomain NodeManager (D_ORA_... | WebLogicN... | | Automatic | Local Syste... |
| Performance Counter DLL Host | Enables rem... | | Manual | Local Service |
| Performance Logs & Alerts | Performanc... | | Manual | Local Service |

- Start both nodemanager services

| Name | Description | Status | Startup Type | Log On As |
|---|---|---|---|---|
| Offline Files | The Offline ... | | Disabled | Local Syste... |
| Optimize drives | Helps the c... | | Manual | Local Syste... |
| Oracle Weblogic OperaDomain NodeManager (D_ORA_MW... | WebLogicN... | Running | Automatic | Local Syste... |
| Oracle Weblogic OperaOHSDomain NodeManager (D_ORA_... | WebLogicN... | Running | Automatic | Local Syste... |
| Performance Counter DLL Host | Enables rem... | | Manual | Local Service |
| Performance Logs & Alerts | Performanc... | | Manual | Local Service |

- Rename opera.cfg-Pre12214 to opera.cfg

Navigate to D:\MICROS\opera\operaias.  If opera.cfg-Pre12214 exists, rename the file opera.cfg to opera.cfg-12214.  Rename opera.cfg-Pre12214 to opera.cfg

Open the opera.cfg file in Notepad and verify that the Oracle 12c OHS Home is set to the 12.2.1.3 OHS home

```
opera.cfg - Notepad                                           —    □    ×
File  Edit  Format  View  Help
#
#  Oracle Appserver Home
ORAAPPHOME=D:\ORA\MWFR\12cappr2

#
#  Oracle 12c OHS Home
ORA12cOHSHOME=D:\ORA\12213ohs

#
#  Oracle Forms compiler location for Screen Painting
ORAFRMCOMPILE=D:\ORA\MWFR\12cappr2\Bin\frmcmp.exe

#
# Oracle JDK / JRE
```

- Rename webutil.cfg-Pre12214 to webutil.cfg

Navigate to D:\MICROS\opera\operaias.  If webutil.cfg-Pre12214 exists, rename the file webutil.cfg to webutil.cfg-12214.  Rename webutil.cfg-Pre12214 to webutil.cfg

Open the webutil.cfg file in Notepad and verify that referenced jacob files are the ones containing 1.18 in the name.

```
webutil.cfg - Notepad                                         —    □    ×
File  Edit  Format  View  Help
install.syslib.location.client.0.0=NPLCEOEDS1\Oracle\Opera\JinitCtrl\bin

# Change size and version if necessary, like when upgrading the library.
# Normally this would not be required since most of these libraries come with
# install itself. Jacob however does not come with install
# Format:
# install.syslib.<os>.<arch>.<package>.<n>=name|size|version|showDownloadDialog
install.syslib.0.0.7.1=jacob-1.18-M2-x86.dll|167424|1.18-M2|true
####install.syslib.0.0.7.1=jacob-1.18-M2-x64.dll|204800|1.18-M2|true
install.syslib.0.1.7.1=jacob-1.18-M2-x64.dll|204800|1.18-M2|true
install.syslib.0.0.9.1=JNIsharedstubs.dll|45056|1.0|true
#### install.syslib.0.1.9.1=JNIsharedstubs.dll|58368|1.0|true
install.syslib.0.0.9.2=d2kwut60.dll|81920|1.0|true
#### install.syslib.0.1.9.2=d2kwut60.dll|102400|1.0|true
```

- Rename jacob.jar-Pre12214 to jacob.jar

Navigate to D:\MICROS\opera\operaias\JSERV.  If jacob.jar-Pre12214 exists, rename the file jacob.jar to jacob.jar-12214.  Rename jacob.jar-Pre12214 to jacob.jar

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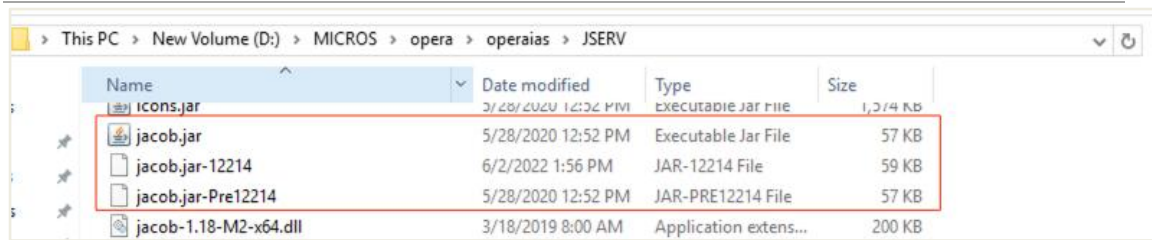
- Start all services

  − Start the managed servers and AdminServer (if on AdminServer node). If not on the AdminServer node, please replace WLS_FORMS, WLS_REPORTS, and WLS_HOME with the correct name (e.g. WLS_FORMS_2, etc.)

> **NOTE:**
>
> Make sure to only attempt to start the AdminServer on the AdminServer node and use the correct number in the managed server name for the node (e.g. WLS_HOME_3). Failing to do so will cause the creation of unwanted folders etc. on the node.

```
D:
cd D:\ORA\MWFR\12cappr2\oracle_common\common\bin
wlst
nmConnect('weblogic','MYPASSWORD','MYSERVER.us.oracle.com','5558','OperaDomain','\O
RA\user_projects\domains\OperaDomain','ssl');
nmStart('AdminServer');
nmStart('WLS_FORMS');
nmStart('WLS_HOME');
nmStart('WLS_REPORTS');
```

```
nmDisconnect();
exit()
```

  − Start the reports server

```
D:
cd D:\ORA\MWFR\12cappr2\oracle_common\common\bin

call setWlstEnv.cmd

D:\ORA\JDK\bin\java weblogic.WLST
nmConnect('weblogic','MYPASSWORD','MYSERVER.us.oracle.com','5558','OperaDomain','\O
RA\user_projects\domains\OperaDomain','ssl')

nmStart(serverName='repMYREPORTSERVER',serverType='ReportsServerComponent')
nmServerStatus(serverName = 'repMYREPORTSERVER', serverType =
'ReportsServerComponent')
nmDisconnect()
exit()
```

&ndash;    Start OHS

```
D:
cd D:\ORA\12213ohs\oracle_common\common\bin
wlst
nmConnect('weblogic','MYPASSWORD','localhost','5559','OperaOHSDomain','\ORA\user_pr
ojects\domains\OperaOHSDomain','ssl');
nmStart(serverName='ohs1', serverType='OHS')
nmServerStatus(serverName='ohs1', serverType='OHS')
nmDisconnect()
exit()
```

- Roll back the change to the OPERA schema data source.  Follow the steps in "10.1. Update OPERA data source for OFIS" but select the "Wrap Data Types" option.

At this point the system is accessible.  Test the application and once confirmed that the system works as expected, it can be accessed by the customer.

Further cleanup is needed before a new attempt to upgrade to 12.2.1.4 is performed.

The steps below can be performed while the system is being used.

- Deinstall 12.2.1.4 OHS

Using Windows Explorer, navigate to D:\ORA\12214ohs\oui\bin.  Right-click deinstall.cmd and select Run as administrator.

As OPatch has been patched, you need to deinstall OPatch first.  Select OPatch 13.x.x.x.x and click Uninstall
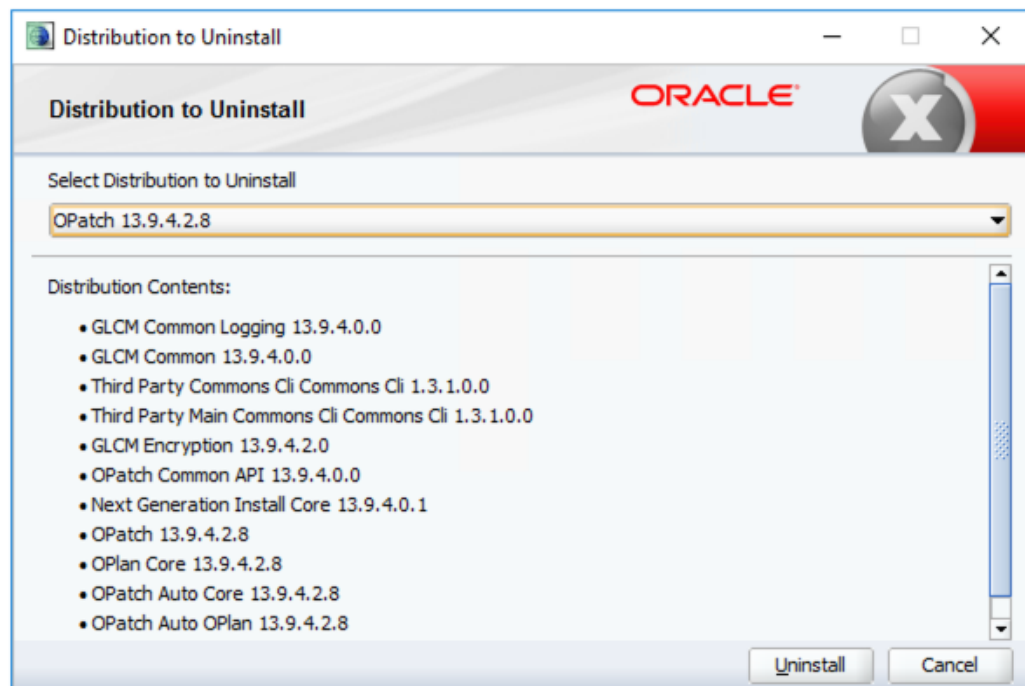


- On the next screens, select Next and Uninstall
- Select Next and on the following screen and Finish
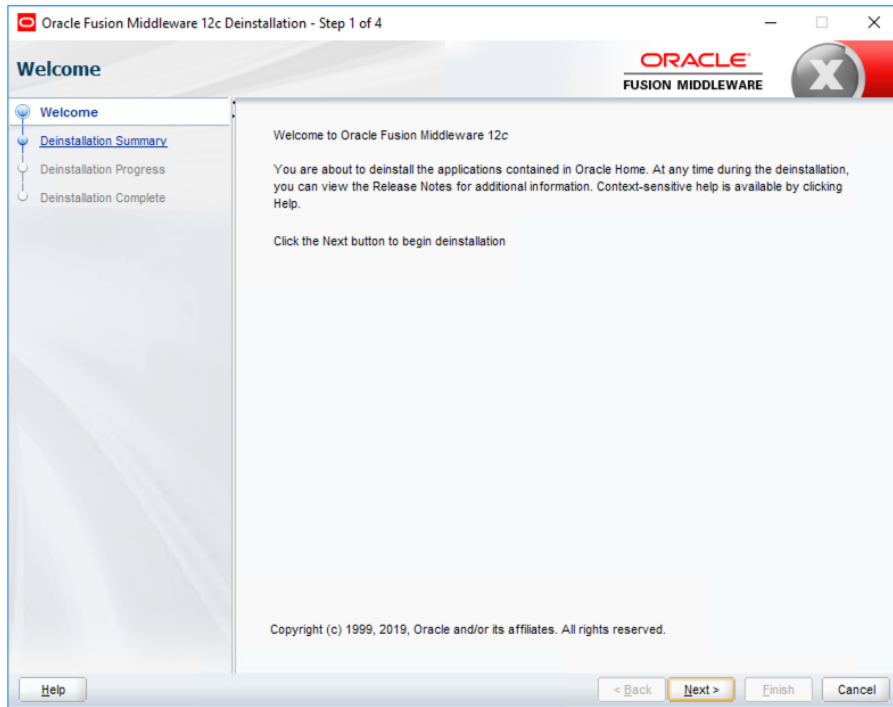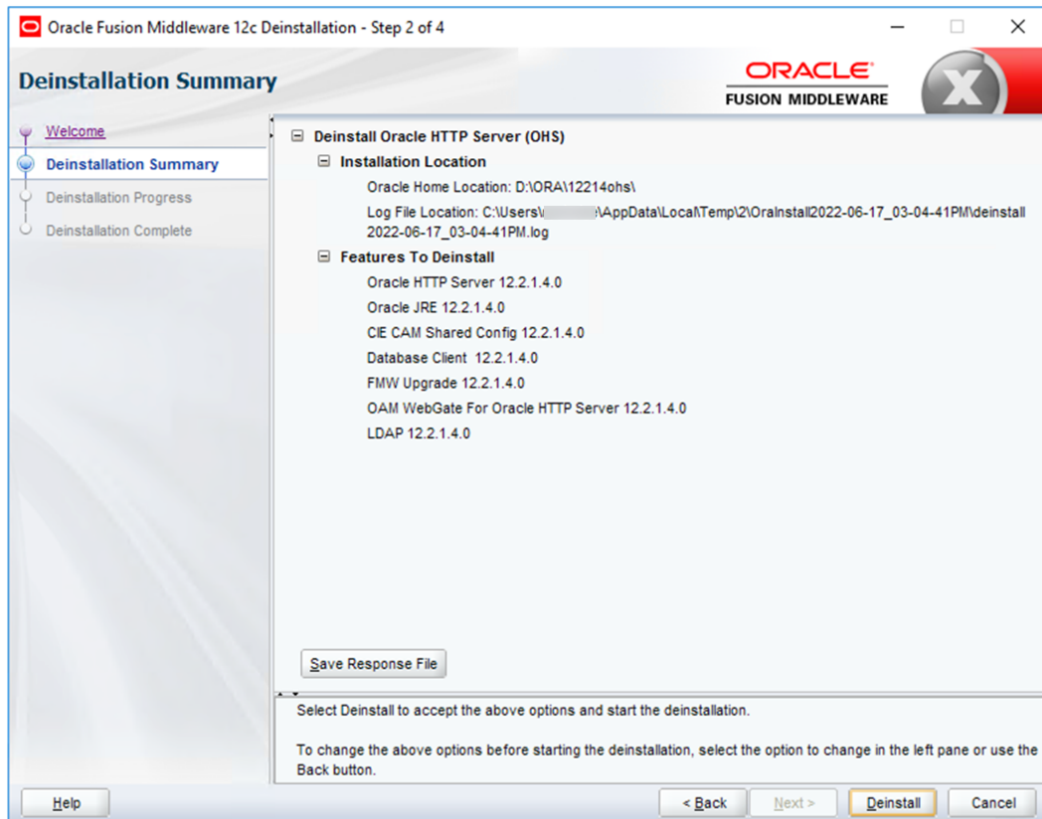
- Press Enter on the command screen



Back in Windows Explorer, for a second time, right-click deinstall.cmd and select Run as administrator.

- Select Next



- Select Deinstall

- Select Finish

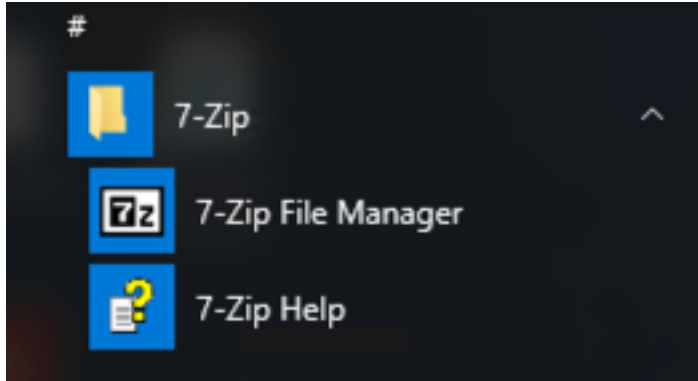

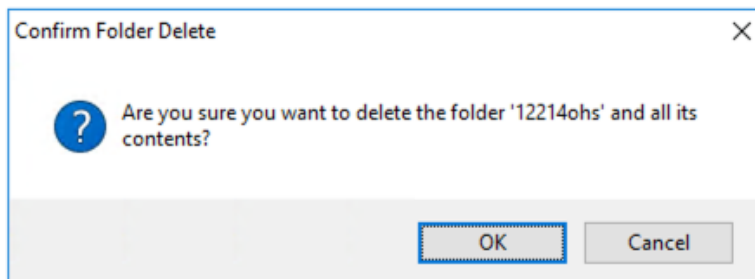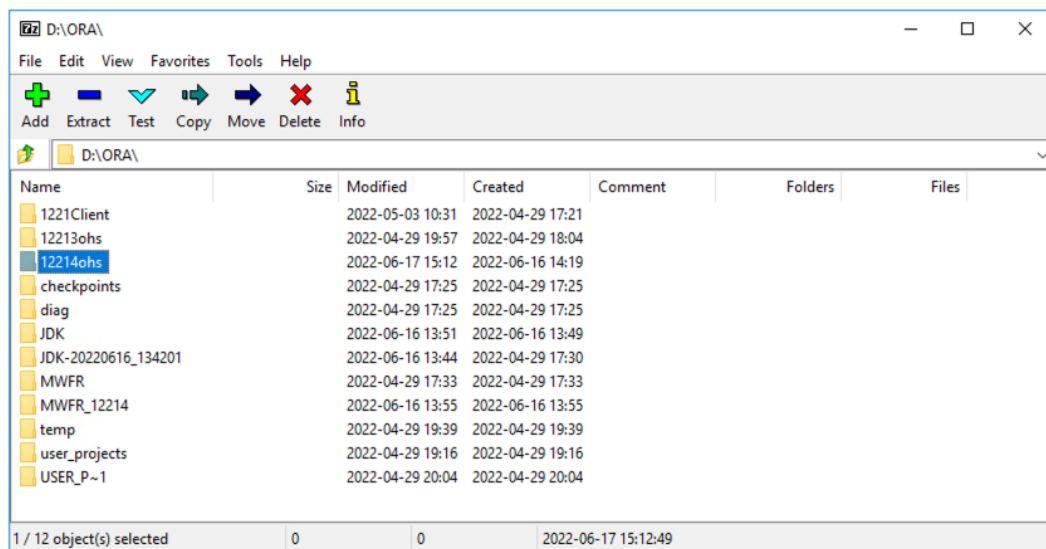- Press Enter on the command screen



- Delete the D:\ORA\12214ohs folder

Attempting to delete the D:\ORA\12214ohs folder in Windows Explorer results in "The file name is too long." Errors. To bypass that, open 7-Zip File Manager
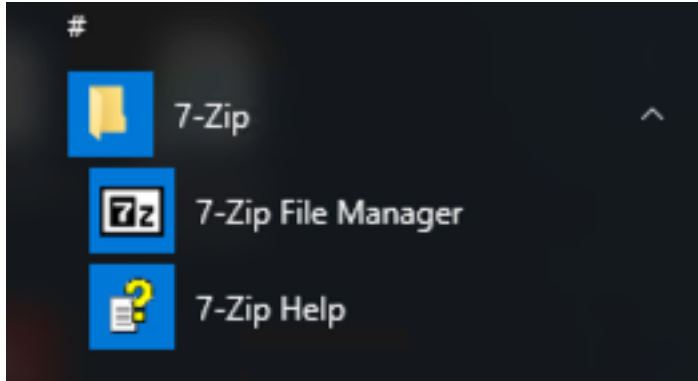


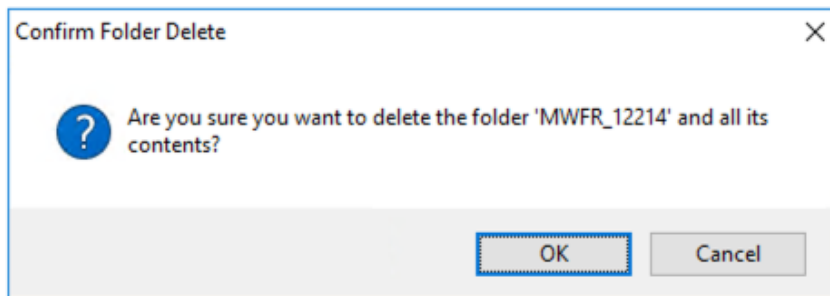- In 7-Zip File Manager navigate to D:\ORA and Shift-Delete the 12214ohs folder and confirm
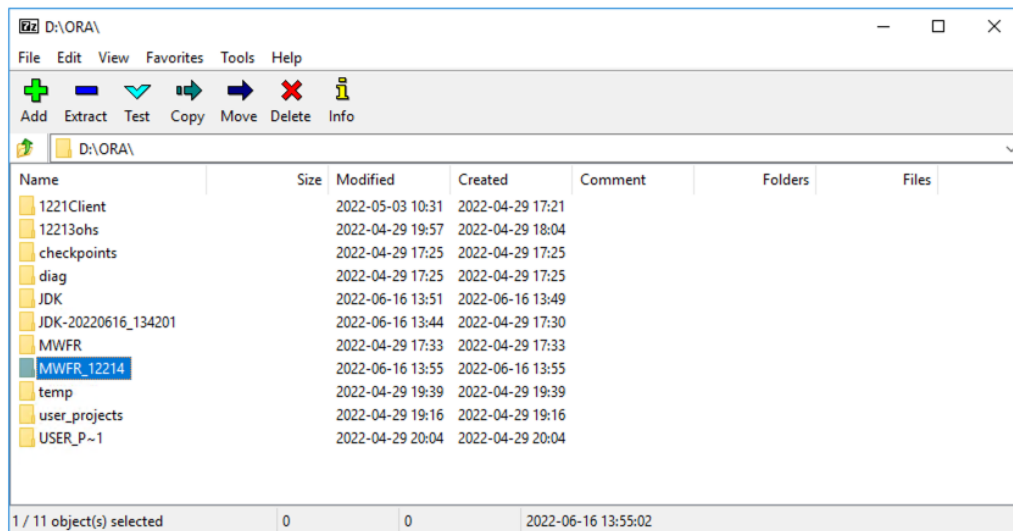




- Delete the MWFR_12214 folder

Attempting to delete the D:\ORA\MWFR_12214 folder in Windows Explorer results in "The file name is too long." Errors.  To bypass that, open 7-Zip File Manager
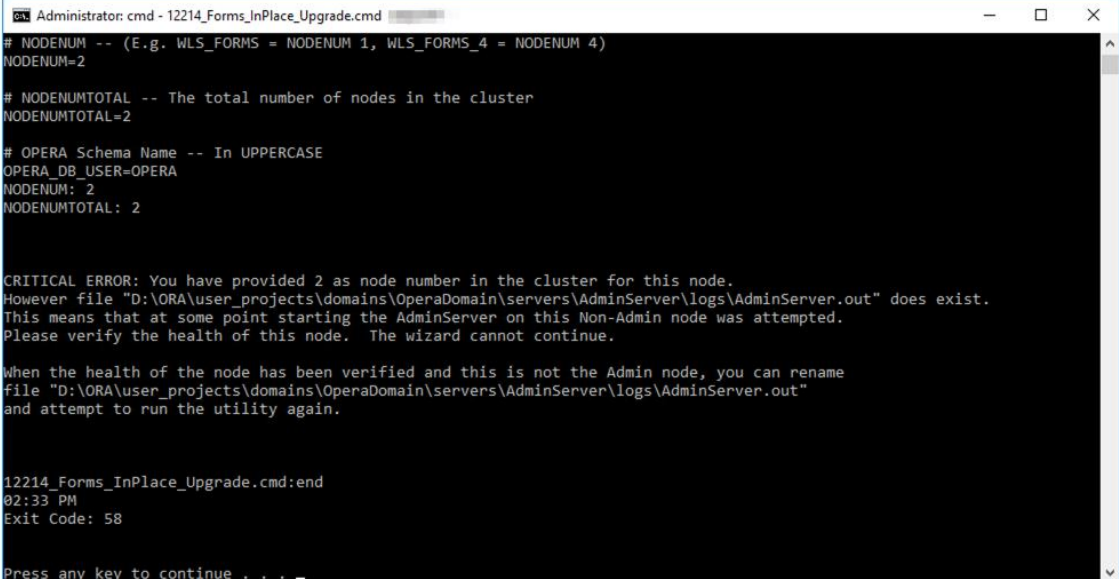


- In 7-Zip File Manager navigate to D:\ORA and Shift-Delete the MWFR_12214 folder and confirm

# 8 Troubleshooting

It is possible that at some point during the lifetime of the OPERA 5 Application Server, it was attempted to start the AdminServer on a Non-Admin cluster node.  In that case, there is a chance that the 12.2.1.4 upgrade utility incorrectly identifies that node as an Admin node.

When this happens, the below is shown:



In this case, it is recommended to check the health of that cluster node.  That can be done by verifying that the managed servers on that node can be started through the WLS Administration Console and WLST scripts without any problems.

Once verified, and after again confirming that his is NOT an Admin Node (node on which the AdminServer runs), you can rename the file "…:\ORA\user_projects\domains\OperaDomain\servers\AdminServer\logs\AdminServer.out" and run the utility again.  The utility should now recognize that server as a regular cluster node.

# Cannot Rename Directories - Directories/Files in Use

Crucial steps for the 12214_Forms_InPlace_Upgrade utility are the renaming of the "D:\ORA\MWFR" and "D:\ORA\user_projects\domains\OperaOHSDomain" directories to "D:\ORA\MWFR_12213" and "D:\ORA\user_projects\domains\OperaOHSDomain_12213".

This cannot happen if directories or files within these directories are open. When the utility encounters an issue renaming these directories, it will halt and wait for the open handles to be closed. The utility will show a screen like the one below:



You need to close the programs that have the directories/files open. You can use Resource Monitor - resmon.exe. Go to the CPU tab, select the Associated Handles section, and type e.g. OperaOHSDomain in the search field. Close all processes using the OperaOHSDomain folder and press any key to retry.

> **NOTE:**
>
>    When you check this before the utility is being run, OHS will still be running, so it is not that easy to spot the offending processes:
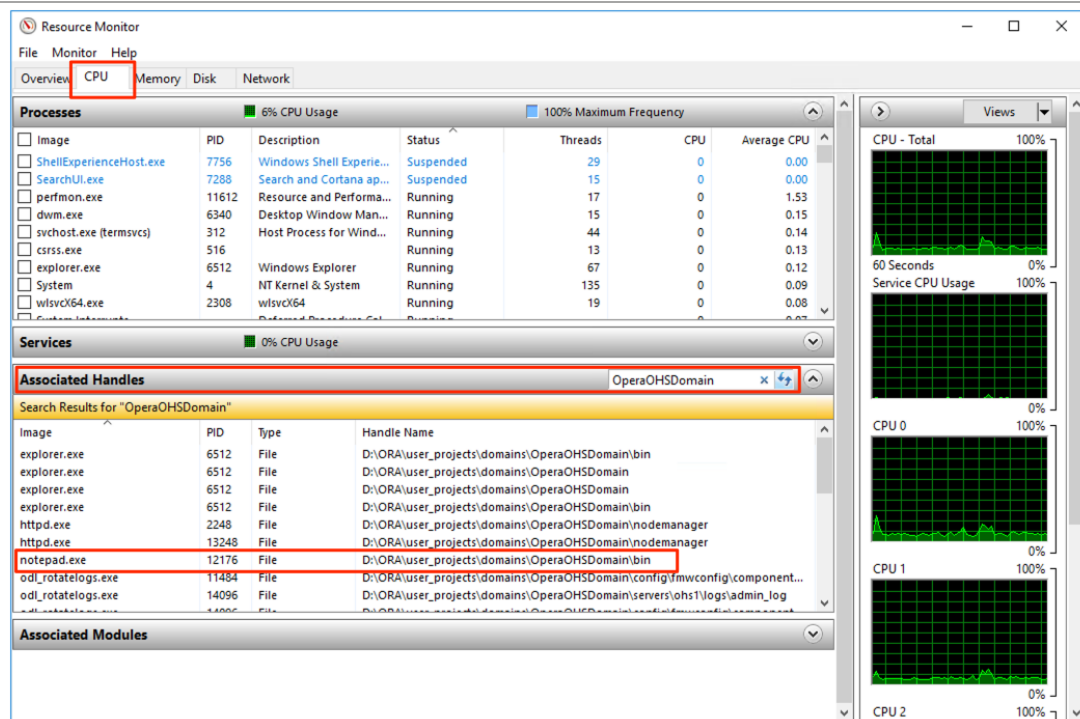
Once the utility stops the 12.2.1.3 OHS and Nodemanager, the offending process will be easier to spot: