

# **Oracle® Utilities Work and Asset Management**

Installation Guide for Windows Platform

Release 1.9.1.3

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# Contents

<b>Preface .....</b>	<b>4</b>
Audience .....	4
Related Documents .....	4
<b>Supported Platforms and Hardware Requirements .....</b>	<b>6</b>
Supported Platforms .....	6
Support for Software Patches and Upgrades .....	7
<b>Installation Guide for Windows .....</b>	<b>8</b>
Prerequisite Software .....	9
Prerequisite Software for Database Server .....	9
Prerequisite Software for Application Server .....	9
Installing Prerequisite Software .....	9
Target Environment .....	11
Install Components in Target Environment .....	11
Installation .....	11
1.0 Install Oracle Utilities Work and Asset Management 1.9.1.3 .....	11
2.0 Deploy Oracle Utilities Work and Asset Management 1.9.1.3 .....	15
Post Installation .....	16
1.0 Reboot the Weblogic Server and Test .....	16
2.0 Deploy the Oracle Utilities Work and Asset Management Spell Check Application .....	16
3.0 Grant Execute .....	18
4.0 Copy Record .....	18
5.0 12G Database .....	18
<b>Appendix A .....</b>	<b>20</b>
Create a Database Instance .....	20
Load Clean or New Database .....	20
<b>Appendix B .....</b>	<b>22</b>
Upgrade the Oracle Utilities Work and Asset Management Database Instance to 1.9.1.3 .....	22

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# Preface

This guide provides information needed to install Oracle Utilities Work and Asset Management in a Windows operating system application server.

## Audience

Oracle Utilities Work and Asset Management Installation Guide is intended for anyone installing Oracle Utilities Work and Asset Management Release 1.9.1.2 on Windows.

## Related Documents

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

### User Documentation

Please visit the UGBU Documentation portal for Oracle Utilities Work and Asset Management user documentation:

[http://docs.oracle.com/cd/E55384\\_01/index.htm](http://docs.oracle.com/cd/E55384_01/index.htm)

- *Oracle Utilities Work and Asset Management Configuration Guide*
- *Oracle Utilities Work and Asset Management Online Help*
- *Oracle Utilities Work and Asset Management User Guide*
- *Oracle Utilities Work and Asset Management Customization Guide*

### Installation Documentation

#### About the Release

- *Oracle Utilities Work and Asset Management Quick Install Guide for Release 1.9.1.3*
- *Oracle Utilities Work and Asset Management Release Notes Guide for Release 1.9.1.3*

#### New Installations

- *Oracle Utilities Work and Asset Management Installation Guide for Release 1.9.1.3 on Linux*
- *Oracle Utilities Work and Asset Management Installation Guide for Release 1.9.1.3 on Windows*

#### Supporting Docs

- Oracle WebLogic Server 12.2.1.3.0 Documentation:  
<https://docs.oracle.com/middleware/12213/wls/index.html>

- Oracle Fusion Middleware Oracle Forms and Reports 12.2.1.3.0 Documentation:  
<https://docs.oracle.com/middleware/12213/formsandreports/index.html>

**Knowledge Base Articles**

Please access <https://support.oracle.com> to find related knowledge base articles.

- Support for Add-ons (Article ID 1336258.1)
- Practical Example for demonstrating Oracle Utilities Work and Asset Management 1.9.1.3 Installation and Configuration (Doc ID 2530422.1)

# Supported Platforms and Hardware Requirements

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

## Supported Platforms

The installation has been certified to operate on many operating system, application server, and database server combinations. See below for details on the browser, operating system and application server combinations on which this release has been tested and certified. If you are consulting this matrix in between releases (including service pack and patch releases), you should contact customer support for the most up to date version.

Operating System	Chipset	Application Server	Database Server	Client Operating System
*AIX 7.1 TL4 (64-bit)	Power 64-bit	Not Supported	Supported Oracle Database versions include 12c Standard or Enterprise Edition 12.2.0.2.0 - 64-bit	Microsoft Windows10 x86 (64-bit)
Oracle Linux 6.5+, 7.x (64-bit)	x86_64	Weblogic Server 12.2.1.3. Forms and Reports12.2.1.3	and	
Red Hat Enterprise Linux 6.5+, 7.x (64-bit)				
*Oracle Solaris 11 (64-bit)	SPARC	Not Supported	Oracle Database 12c Standard or Enterprise Edition 12.1.0.2.0 - 64bit	
Microsoft Windows 2012/ 2012R2 Server Enterprise Edition (64-bit)	x86_64	Weblogic Server 12.2.1.3. Forms and Reports12.2.1.3		
Microsoft Windows 2016 Standard (64-bit)	x86_64	Weblogic Server 12.2.1.3. Forms and Reports12.2.1.3		

## Client Operating System Specific

### Browsers

- Internet Explorer 11 (32-bit)
- Mozilla Firefox ESR 60+ (32-bit)

### Java

- Java Runtime Environment (JRE) / Java Virtual Machine (JVM) Plug-in for Browser  
This list reflects the highest supported versions. Refer to the community website for a full list.
- 1.8.0\_201-b09 (32-bit)

## Application Server Specific

### Java

- JDBC Driver 12c (WebLogic)

## Integrations

- GIS - ESRI ArcGIS 10.x
- Oracle Business Intelligence Publisher 11g Release 1 (11.1.1.7.0)
- Oracle Integration Pack for Oracle Utilities Field Work v12.1

## Notes

- Fine Grain Access functionality requires Enterprise Edition Database Server.
- \* If your database server is installed on AIX, HP or Solaris, please refer to the database support document for these servers.
- You can also refer to the Oracle Utilities Work and Asset Management community website for more information on this release and interaction with the application community.  
[https://communities.oracle.com/portal/server.pt/community/work\\_and\\_asset\\_management/527](https://communities.oracle.com/portal/server.pt/community/work_and_asset_management/527)

# Support for Software Patches and Upgrades

Due to the ongoing nature of software improvement, outside vendors and other Oracle products will issue patches and service packs for the operating systems, application servers and database servers on top of specific versions that Oracle Utilities Work and Asset Management has been tested with. If it is necessary to apply an upgrade, please do that in a test environment prior to updating the Oracle Utilities Work and Asset Management production environment.

Always contact Oracle support prior to applying vendor updates that do not guarantee backward compatibility.

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# Installation Guide for Windows

This guide provides information and steps needed to for new installations of Oracle Utilities Work and Asset Management Release 1.9.1.3 on a Weblogic server in a Windows operating system application server.

Because Oracle Utilities Work and Asset 1.9.1.3 is installed on the latest Oracle Weblogic Server and Oracle Forms and Reports versions, a new install is required. The database schema can still be upgraded by following the process outlined in Appendix B.

## Before Installation

Review this entire guide before you begin your installation. Please also note the following:

- Refer to the [Supported Platforms and Hardware Requirements](#) section to verify hardware, software and platforms compatible with this release.
- Please note that the person completing the installation must have sufficient DBA privileges. This can be added using:

```
grant create type to <synergen_schema_owner>;
```



## Prerequisite Software

Before you install Oracle Utilities Work and Asset Management, you must install prerequisite software.

Refer to the respective installation documentation of the specific software for instructions on downloading and installing.

This section includes information on the following:

- [Prerequisite Software for Database Server](#)
- [Prerequisite Software for Application Server](#)
- [Installing Prerequisite Software](#)

### Prerequisite Software for Database Server

The prerequisite software for the database component includes:

- Oracle Database 12c (12.1.0.2.0) Enterprise or Standard Edition  
or
- Oracle Database 12c (12.2.0.1.0) Enterprise or Standard Edition

### Prerequisite Software for Application Server

The prerequisite software for the application component of Oracle Utilities Work and Asset Management is as follows:

- JDK 1.8.0\_131 and up (64-bit)
- Oracle WebLogic v12.2.1.3
- Oracle Forms and Reports v12.2.1.3
- Patch 27944496 - FRM-41068 : ERROR IN SET\_MENU\_ITEM\_PROPERTY
- Synergen data source

### Installing Prerequisite Software

This section describes the documentation references and notes related to installing the prerequisite software. Refer to the Knowledge Base article and respective installation documentation of the specific software for instructions on downloading and installing.

#### Oracle Database

Please note the following for installing the Oracle Database:

- Review the Oracle Database documentation for complete instructions  
<http://www.oracle.com/technetwork/database/enterprise-edition/documentation/index.html>
- Install the supported Oracle database server
- Create a WAM database instance - Refer to [Appendix A: Create a Database Instance](#)
  - **Existing installations:** Created by the existing data source
  - **New installations:** Created by this DEMO data source

#### JDK 1.8.0\_131 and up (64-bit)

Download and install JDK 1.8.0\_131+ as appropriate.

### Oracle WebLogic v12.2.1.3

Please note the following for installing Oracle WebLogic v12.2.1.3:

- Review the Oracle WebLogic Server 12.2.1.3 Release installation guide for instructions. <https://docs.oracle.com/en/middleware/lifecycle/12.2.1.3/infin/index.html>
- Refer to Oracle Support Knowledge Base article Practical Example for demonstrating Oracle Utilities Work and Asset Management 1.9.1.3 Installation and Configuration (Doc ID 2530422.1) for detailed installation instructions.

### Oracle Forms and Reports v12.2.1.3

Please note the following for installing Oracle Forms and Reports v12.2.1.3:

- Review Fusion Middleware Installing Forms and Reports. <https://docs.oracle.com/middleware/12213/formsandreports/install-fnr/installation-and-configuration-overview.htm>
- For detailed steps, see Knowledge Base article: How to Install and Configure Oracle Forms & Reports 12cR2 with OHS 12cR2 Using a Single Domain (Doc ID 2127048.1)
- Refer to Oracle Support Knowledge Base article Practical Example for demonstrating Oracle Utilities Work and Asset Management 1.9.1.3 Installation and Configuration (Doc ID 2530422.1) for detailed installation instructions.

### Patch 27944496 - FRM-41068 : ERROR IN SET\_MENU\_ITEM\_PROPERTY

Download and apply Patch 27944496 from My Oracle Support. Follow instructions in the patch readme file.

### Create a “synergen” JDBC Data Source

1. Login to the **WebLogic Server Administration** console. <http://myvm.us.oracle.com:7001/console/login/LoginForm.jsp>
2. Select **Data Sources** and click **Lock & Edit**.
3. On the **Configuration** tab, click **New** and select **Generic Data Source**.
4. On the **Create a new JDBC Data Source** page, enter “synergen” as the name of the JDBC source and “jdbc/synergen” as the JNDI name.
5. Click **Next**.
6. When asked to choose the database driver, select “**Oracle’s Driver (Thin) for Service connections: Versions:Any**” and click **Next**.
7. On the **Transaction Options** page, make sure **Supports Global Transactions and One-Phase Commit** is selected and click **Next**.
8. On the **Connection Properties** page, enter in the information that is relevant to your environment and click **Next**. Note that the Database Username that you enter here must have superuser role.

Example:

- Database Name: wam19130db
- Host Name: DB\_HOST
- Port: 1521
- Database User Name: xadmin\_synergen
- and password for xadmin\_synergen

Note: the Database User Name must be xadmin\_synergen

9. On the **Test Database** page, click **Test Configuration** to check database connectivity. If the test is successful, click **Next** else re-enter the correct values.
10. On the **Select Targets** page, check the boxes as shown and click **Finish**.

The screenshot shows a dialog box titled "Create a New JDBC Data Source". At the top, there are buttons for "Back", "Next", "Finish", and "Cancel". Below this is the "Select Targets" section, which includes a warning: "You can select one or more targets to deploy your new JDBC data source. If you don't select a target, the data source will be created but not deployed. You will need to deploy the data source at a later time." The "Select Targets" section is divided into three categories: "Servers", "Clusters", and "cluster\_reports". Under "Servers", the checkbox for "AdminServer" is unchecked. Under "Clusters", the checkbox for "cluster\_forms" is checked, and the radio button for "Part of the cluster" is selected. Under "cluster\_reports", the radio button for "Part of the cluster" is unselected, and the checkbox for "WLS\_REPORTS" is unchecked. The "Finish" button at the bottom is highlighted with a yellow box.

11. Click **Activate Changes** to commit.
12. Make an entry in the %Oracle\_Home%\user\_projects\config\fmwconfig\tnsnames.ora file for the database used in the JDBC connection setup.

## Target Environment

Throughout this document, reference is made to a 'target environment'. An 'environment' is a complete *Oracle Utilities Work and Asset Management* application environment (Oracle Database instance, SIA instance, ect) configured for a 'purpose' such as 'training', 'test', 'production', etc. The installation program will ask you to select the target environment you want to install.

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

## Install Components in Target Environment

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

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

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

## Installation

### 1. Install Oracle Utilities Work and Asset Management 1.9.1.3

- 1.1 Run setup.exe.

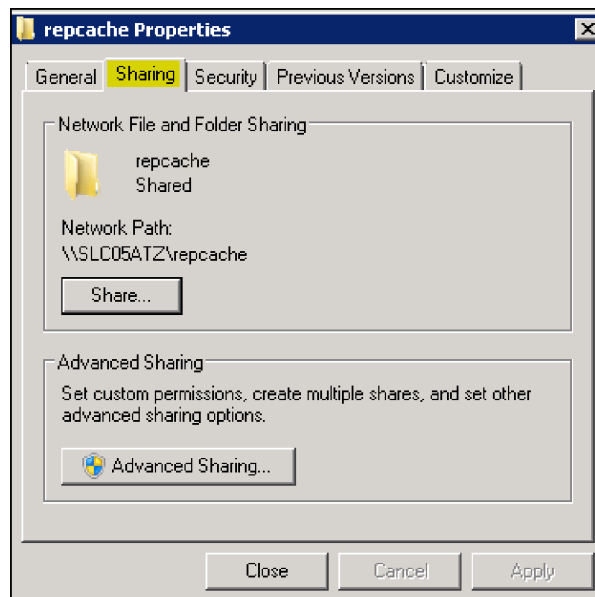
The **Install Shield Welcome** screen opens.

- 1.2 Click **Next**. Select Application Server Release 1.9.1.3 and click **Next**.  
This option will install the WAM components: SIA and Forms.  
The **Select Oracle Home** screen opens and ask you to confirm the **Oracle Home** that was created when installing the weblogic server.
- 1.3 Click **Browse** then browse to:  
C:\Oracle\Middleware\Oracle\_Home and click **OK**.  
When asked if the Oracle Middleware Home: Oracle\_Home is the correct location, click **Yes**, if it is.
- 1.4 Click **Next**.  
The **Select Oracle Domain** screen opens and asks you to confirm the Oracle Domain.
- 1.5 Click **Browse** then browse to  
C:\Oracle\Middleware\Oracle\_Home\user\_projects\domains\base\_domian and click **OK**.  
When asked if the Oracle Domain is “base\_domain” is the corret location, click **Yes**, if it is.
- 1.6 Click **Next**.
- 1.7 Enter in the Repcache folder name which will be created in the %Oracle Domain%\config\fmwconfig\components\OHS\instances\ohs1\htdocs folder.

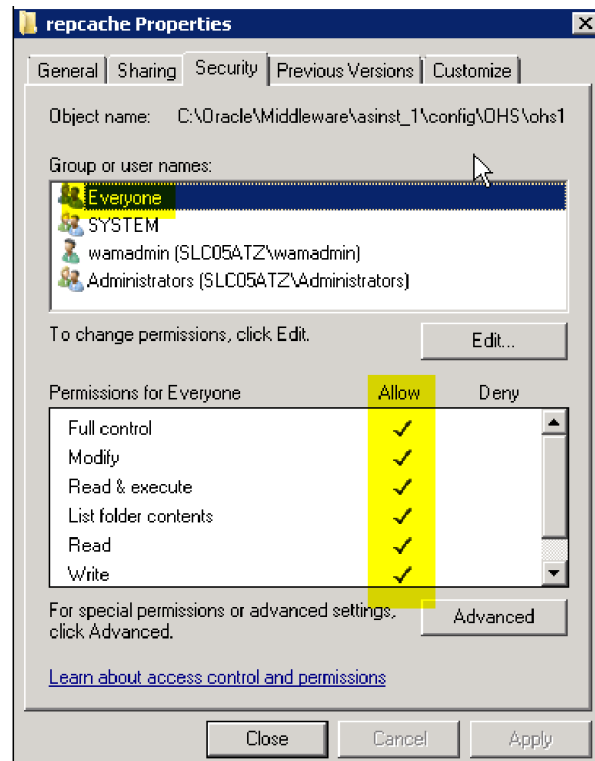
1.8 Click **Next**.

Note:

After installation, navigate to the Repcache folder and select folder properties then the **Sharing** tab to share the Repcache folder.



Select the **Security** tab to confirm the security settings.



The **Installation Root** screen opens.

- 1.9 Enter the directory, instance, and hostname in the appropriate fields, then click **Next**.
- Directory: C:\synergen\ (must be synergen)

- Instance: UP19130X (WAM application name)
- Hostname: njwin20-v07.us.oracle.com (Hostname of the WebLogic server)
- Instance: UP19130X (WAM application name)
- Hostname: njwin20-v07.us.oracle.com (Hostname of the WebLogic server)

1.10 When asked to confirm the installation root directory as C:\synergen\UP19130X, click **Yes**.

1.11 When asked if slc05atz.us.oracle.com is the correct server, click **Yes**.

1.12 Click **Next**.

The **SIA Setup: DB Name/Mail Sever** screen opens.

1.13 Enter the DB Name and Mail Host in the appropriate fields then click **Next**.

- DB Name: up19130x
- Mail Host: mail.oracle.com

The **SIA Setup: Associated Forms/Reports Sever Information** screen opens.

1.14 Enter the **Oracle Forms Sever Host Machine Name**, the **Oracle Forms Server Port Number** and the **Oracle Report Server Port Number** then click **Next**.

- Oracle Forms Sever Host Machine Name: slc05atz.us.oracle.com
- Oracle Forms Server Port Number: 9001
- Oracle Report Server Port Number: 9002

The **Setup** screen opens.

1.15 Click **Install**.

The **Installation Variable Review** screen opens.

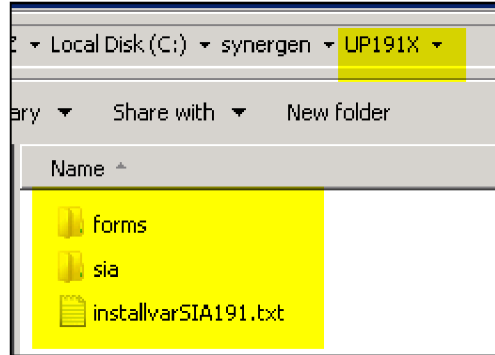
```
svResinPath = C:\synergen\UP191X
svDatabasePath =
svFormsPath = C:\synergen\UP191X\forms
svSiaPath = C:\synergen\UP191X
svServiceName = UP191X
svHttpPort = 80
svDBDsn/p =
svServicePort = 1521
svInstancelientifier = UP191X
svOracleDriver = OracleDriver
svAppServer =
svCacheServer =
svAspurl = slc05atz.us.oracle.com:1919
svMailHost = mail.oracle.com
svEventQRetries = 3
svFormServer = slc05atz.us.oracle.com
svFormServerPort = 9001
svFormServerTns = UP191X
szJinitFile =
svOracleHome =
svTimeOut = 30
svMaxSession = 400
svReportServer = slc05atz.us.oracle.com
svReportPort = 8888
svReportPort = 8888
svReportName = RptSvr_slc05atz_asinst_1
svReportName = RptSvr_slc05atz_asinst_1
```

1.16 Click **Next**.

The final screen opens to confirm the installation.

1.17 Click **Finish**.

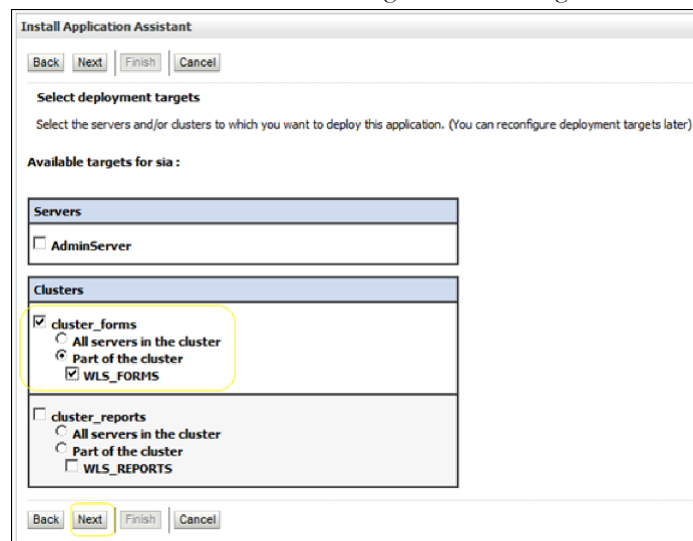
- 1.18 Verify the folders and files created under C:\synergen\WAM19.



## 2. Deploy Oracle Utilities Work and Asset Management

### 1.9.1.3

- 2.1 Login to the WebLogic Server Administration console.  
<http://myvm.us.oracle.com:7001/console/login/LoginForms.jsp>
- 2.2 Select Deployments and click **Lock & Edit**.
- 2.3 On the **Summary of Deployments** page, click **Install**.
- 2.4 On the **Locate Deployment** page, navigate to where the root of the WAM instance was installed in the **Current Location** file path.
- 2.5 Select the “synergen” folder.
- 2.6 Select the WAM1913 folder.
- 2.7 Select the “sia (open directory)” radio button.
- 2.8 Select the “Install this deployment as an application” radio button.
- 2.9 Check the selections according to the following and click **Next**:



- 2.10 On the **Optional Settings** page, enter the name of the deployment in the **General** section.  
 Ex: WAM1913.
- 2.11 Select “DD only” as the security model.

- 2.12 Select “I will make the deployment accessible from the following location” in the **Source Accessibility** section.  
Location: /home/oracle/synergen/WAM1913/sia
- 2.13 Select 'Use the same accessibility as the application' in the **Plan Source Accessibility** section.
- 2.14 Click **Next**.
- 2.15 On the **Additional Configuration** page, select “Yes, take me to the deployment’s configuration screen” and click **Finish**.
- 2.16 From the main page of the **Administration** console, click the **Configuration** tab.
- 2.17 Verify the settings and click **Save**.
- 2.18 On the **General** sub tab enter the following and click Save.
  - Session Timeout: 1800
  - Context Root: /WAM1913/synergen
 Note: Context Root has to be /DeployName/synergen
- 2.19 On the **Save Deployment Plan** page, click **OK**.
- 2.20 In the **Change Center**, click **Activate Changes**.
- 2.21 On the **Overview** tab, verify the deployment.

## Post Installation

Complete the following after installation, as needed for your organization:

### 1. Reboot the Weblogic Server and Test

- 1.1 Reboot the WebLogic server.  
This task activates the processes that require a restart after installation.
- 1.2 Test the application.
  - 1.2.1 Sign in to the application website.  
URL `http://$APPLICATION_SERVER:9001/WAM1912/synergen`  
9001 is the default WLS\_FORMS port.
  - 1.2.2 Launch a WAM module.

### 2. Deploy the Oracle Utilities Work and Asset Management Spell Check Application

- 2.1 Locate the formspell.war file.  
The file should have been copied during the installation to this location:  
`c:\synergen\WLS19`.
- 2.2 Create a “formspell” folder under `$SYNERGEN_HOME`.
- 2.3 Extract formspell.war.
- 2.4 Login to the **WebLogic Server Administration Console**.
- 2.5 Click the **Lock & Edit** button.
- 2.6 Select “**Deployments**” under **Domain Structure**.



- 2.7 Click the **Install** button.
- 2.8 Set the current location as `\%SYNERGEN%\formspell`.
- 2.9 Select `C:\synergen\formspell` and click **Next**.
- 2.10 Select “Yes, take me to the deployment’s configuration screen” and click **Finish**.
- 2.11 Select the Configuration tab and then select the General tab.
- 2.12 Set the Session Timeout (in seconds).  
Recommended value = 1800
- 2.13 Set the Context Root as `/formspell`.
- 2.14 Click Save then OK then Save.
- 2.15 In the **Change Center**, click the **Activate Changes** button.  
The system displays a confirmation screen notifying you that all changes have been activated.
- 2.16 Under **Domain Structure, ClassicDomain** (my domain home), click **Deployments**.
- 2.17 Start the service by checking the box next to “formspell”, clicking the Start button and selecting “Servicing all requests”.
- 2.18 Click “Yes” when asked to confirm starting formspell.
- 2.19 Stop **WLS\_Forms** and update the permissions files.  
Under `C:\synergen\formspell`, update the permissions files by stopping `WLS_FORMS` then configuring `ServletLog.txt` and `SNDSPELL.JDX`. Set security so that these files can be controlled by everyone.
- 2.20 Edit the **jspell.properties** file:  
`index=C:\synergen\formspell\WEB-INF\SNDSPELL.JDX`  
`log=C:\synergen\formspell\WEB-INF\ServletLog.txt`
- 2.21 Edit the **Edit web.xml** file.  
`<param-value>C:/synergen/formspell/WEB-INF/jspell.properties</param-value>`
- 2.22 Verify your spell checker configuration by re-starting `WLS_FORMS` then navigating to the URL:  
`http://njwin20-v02.us.oracle.com:9001/formspell/jspell?text=check%20that%20T%20F%20`  
If the “JSpell Results” screen displays with test values, formspell setup is configured correctly.
- 2.23 Verify that spell checking is turned on by opening the **Installation Parameters** module and reviewing the setting for the **SPELL CHECK** object.  
This should be set to **ON**.

- 2.24 In the **Oracle Utilities Work and Asset Management** application, configure the **Spell Check Business Rule** with the following:

Key	YES/NO	Value
Debug Messages	YES	Set the YES/NO value to YES to send debug messages to the java console. No is the default.
Dictionary Port	YES	Set to 80. This allows a non-default value to be entered in the dictionary server value
Dictionary Server	YES	Set to YES and enter the <server>:<port> combination for the SIA server. In this example: njwin20-v02.us.oracle.com:9001/formspell
Dictionary Type	YES	Set to SERVLET.
Ignore First		Set to YES if you want to ignore irregular capitalization on the first word. NO is the default.
Ignore Irregular		Set to YES to ignore irregular words. NO is the default.
Ignore Upper		Set to YES to ignore words in all caps. YES is the default.

- 2.25 Test spell checking in the application by logging in and typing text in some field. Click the **Spell Check** icon to verify that you do not receive any errors and that the spell checker is working.

### 3. Grant Execute

Provide a grant execute to the DBMS packages listed below. Log into the database as the sysdba owner and execute the commands indicated. (This must be done prior to executing manual scripts)

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

‘superuser’ is the role in the synergen schema. You can find this by executing the following sql statement in the synergen schema:

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

- SYS.DBMS\_LOCK  
Command: grant execute on dbms\_lock to superuser;
- SYS.DBMS\_CRYPT0  
Command: grant execute on dbms\_crypto to public;
- SYS.DBMS\_ASSERT  
Command: grant execute on dbms\_assert to public;

### 4. Copy Record

If your user base requires the ability to use **COPY RECORD** functionality or needs to access reports from the actions list that are added in the Modules Administration - Forms module Module Reports view, you must also grant access to the all\_cons\_columns view using the following:

```
grant select on all_cons_columns to SUPERUSER;
```

### 5. 12G Database

#### Database Parameters of Note:

These database parameters should be considered and set, if applicable, according to your business needs following installation.

- SEC\_CASE\_SENSITIVITY\_LOGON (Oracle Database 11g only)- This is set to TRUE as default you must set this value to FALSE to avoid logon errors related to case sensitive passwords.

- `PASSWORD_LIFE_TIME` - by default, passwords expire after 180 days, however, expiration is managed within Oracle Utilities Work and Asset Management, so to avoid conflicts, this should be set to `UNLIMITED`.

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# Appendix A

## Create a Database Instance

Load a clean or new Oracle Utilities Work and Asset Management database instance prior to installing the application.

### Load Clean or New Database

There are two options to create a database instance:

- Existing customers can use their own current production data to create and configure the database instance.
- Alternately, you can use the sample data as indicated in the following steps.

1. Run setup.exe.  
The **Install Shield Welcome** screen opens. Select Database Objects 19.1.3 and follow the prompts. Create a database and an INDX tablespace for the database.
2. Run the createuser.sql script, found in the 1.9.1.3 tools directory, as the system user from a sqlplus session.
3. Do a full import of the wamnew1913 or wamsmp1913 database, depending on your requirements. The file must be uncompressed first.

Wamsmp1913 contains an Oracle Work and Asset Management database export with sample data. Wamnew1913 is essentially an empty database with no sample data. After the import is complete, run the servpk19130.sql script, found in the 1.9.1.3 tools directory, as the synergen user from a sqlplus session.

4. In the event there are objects that have not compiled, execute the jobview.sql script, found in the 1.9.1.3 tools directory, as the synergen system user from a sqlplus session.

Sample Objects:

- SDBP\_MWM\_INTEGRATION
- PROCEDURE SDBP\_CCB\_SERVICE\_REQ\_INTERFACE
- SDBP\_JOB\_ERROR\_LOG

In the event there are objects that have the key word PROJECT in them that have not compiled, do the following:

1. Log into a sqlplusw session as the synergen user.

2. Run the servpk19130.sql script, found in the 1.9.1.3 tools directory.
3. At the sql prompt, connect as projuser/<password>@<db name>.
4. At the sql prompt, run the projuser\_grantsyn.sql script, found in the V1.9.1.3 tools directory.
5. At the sql prompt, connect as synergen<password>@<db name>
6. At the sql prompt, run the recompile.sql script, found in the 1.9.1.3 tools directory.
7. Run the cres7syn.sql script, found in the 1.9.1.3 tools directory, as the synergen user from a sqlplus session.
8. Run the cres7grt.sql script, found in the 1.9.1.3 tools directory, as the synergen user from a sqlplus session.
9. Log into a sqlplus session as the sysdba user and execute the admin\_dbms\_job.pkg and admin\_dbms\_job.pkb located in the 1.9.1.3tools\s60obj folder.

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# Appendix B

## Upgrade the Oracle Utilities Work and Asset Management Database Instance to 1.9.1.3

All database objects and scripts for Oracle Utilities Work and Asset Management 1.9.1.3 are delivered enabling customers to upgrade from any 1.9.1.2 version. For example, a customer at 1.9.1.2 can upgrade directly to 1.9.1.3 and a customer at 1.9.1.2.9 can upgrade directly to 1.9.1.3.

1. Make a backup of the database to be upgraded prior to running the 1.9.1.3 upgrade scripts.
2. Run setup.exe.  
The **Install Shield Welcome** screen opens. Select **Database Objects 1.9.1.3** and follow the prompts.
3. Apply the scripts to the database instance.

Move or copy the **ServicePack1913** folder to the database server.

Run the **servpk19130.sql** script as the schema owner (usually synergen)

Review the **servpk19130.log** file.

**Note:** All database objects and scripts for Oracle Utilities Work and Asset Management 1.9.1.3 are delivered enabling customers to upgrade from any 1.9.1.2 version. As a result, the upgrade might produce errors in the servpk19130.log like these and can be ignored:

```
Executing 17913309.sql
Start execute 17913309.sql
INSERTING into SA_FORM_NAMES_TOPBAR
Insert into SA_FORM_NAMES_TOPBAR
*
ERROR at line 1:
ORA-00001: unique constraint (SYNERGEN.PK_SA_FORM_NAMES_TOPBAR)
violated
Commit
Commit complete.
End execute 17913309.sql
Executing 18898786.sql
Start execute 18898786.sql
ADD ORIGIN_WORK_ORDER_NO VARCHAR2(7)
*
ERROR at line 2:
ORA-01430: column being added already exists in table
```