

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

Upgrade Install Guide for Windows Platform

Release 1.9.1.3.1

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# Preface

This guide provides information needed to install Oracle Utilities Work and Asset Management in a Windows environment.

## Audience

Oracle Utilities Work and Asset Management Upgrade Install Guide is intended for anyone installing Oracle Utilities Work and Asset Management Release 1.9.1.3.1 on Windows.

## Related Documents

For more information on this release, refer to the following related documentation. Please ensure that you are using the appropriate guide based on whether you are installing on Windows or Linux.

### 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 1.9.1.3.1*
- *Oracle Utilities Work and Asset Management Release Notes Guide for Release 1.9.1.3.1*
- *Oracle Utilities Work and Asset Management Upgrade Installation Guide on Linux for Release 1.9.1.3.1*
- *Oracle Utilities Work and Asset Management Upgrade Installation Guide on Windows for Release 1.9.1.3.1*

#### New Installations

- *Oracle Utilities Work and Asset Management Installation Guide for Release 1.9.1.3 on Linux OS Application Server*  
*New installation on WebLogic / Linux OS*

- *Oracle Utilities Work and Asset Management Installation Guide for Release 1.9.1.3 on Windows OS Application Server*  
*New installation on WebLogic / Windows OS*

**Supporting Docs**

- Oracle WebLogic Server Product Documentation:  
<https://docs.oracle.com/middleware/12213/cross/installtasks.htm>

**Knowledge Base Articles**

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

- Support for Add-ons: Article ID 1336258.1
- Changing the Default Download Directory For Forms WebUtil Client Files: Article ID 783937.1

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# Supported Platforms and Hardware Requirements

## Supported Platforms

Please refer to the Release Notes document for certified platform information.

## 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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# Upgrade Install Guide for Windows

This guide provides information and steps needed to upgrade to Oracle Utilities Work and Asset Management Release 1.9.1.3.1:

- **Application Server Operating System:** Windows
- **Application Server Software:** WebLogic  
Note: Oracle Utilities Work and Asset Management discontinued support and releases of applications on Oracle Application Server (OAS) in release 1.9.1 due to the de-support of this platform by the Oracle Server Group as of December 2012.

Review this entire guide with special attention to the [Installation Considerations](#) before you begin. Please also note the following:

- This guide applies for UPGRADE installations only.  
If you are applying a new installation, refer to the [Related Documents](#) section in the Preface for a reference to the new installation documentation.
- This release is compiled for WebLogic Server and Forms 12c.  
If you have customized SAPI library, it is recommended to recompile your customized library in Forms 12c Developer Tools. If you have not previously upgraded to Weblogic Server and Forms 12c.  
Contact Customer Support for details.
- 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 upgrade must have sufficient DBA privileges. This can be added using:  

```
grant create type to synergen_schema_owner;
```

## Summary of Tasks

- Review the Release Notes for this release.
- Review the entire Upgrade Guide.
- Review supporting WebLogic Documentation as needed. (See the [Related Documents](#) section in the Preface for references.)
- Complete the [Installation Considerations Checklist](#).
- Complete the [Upgrade Procedures](#):
  - [Stop the WLS\\_FORMS and WLS\\_REPORTS Servers](#)
  - [Upgrade Oracle Utilities Work and Asset Management 1.9.1.3.1 SIA](#)
  - [Upgrade Oracle Utilities Work and Asset Management Forms](#)
  - [Upgrade the Oracle Utilities Work and Asset Management Database Instance](#)
  - [Configure OHS](#)

## Installation Considerations

This section provides information on tasks and prerequisites which may be required depending on your installation requirements. Before you begin your upgrade, review the following:

- Required for all installations: Prior to upgrading, install Forms patch 19933795 (Add caller-allowable-codebase to forms client jars (e.g. frmall.jar) manifest)  
Available on <https://support.oracle.com>
- Review the *Oracle Utilities Work and Asset Management Release Notes for Release 1.9.1.3.1* for a listing of application changes and issues which may affect your use of the system after the upgrade.
- 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_crypto`  
Command: `grant execute on dbms_crypto to public;`
- `sys.dbms_assert`  
Command: `grant execute on dbms_assert to public;`
- 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;
```
- Stop the Oracle Utilities Work and Asset Management deployment prior to applying the upgrade. Doing so will render the application unavailable to users, so you must schedule the application of this service pack at a time when the application can be taken out of service.



## 11G/12c Database

- If you upgraded to Oracle Database 11g or 12c, you must run the script 7426686.sql manually.

This is to ensure that e-mail and product integration features function properly. This script creates a default Access Control List (ACL) that will grant access from the database to external URLs called by the UTL\_HTTP library. You must also grant “execute” permissions on UTL\_HTTP to the SUPERUSER role.

- Database Parameters of note:

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

- SEC\_CASE\_SENSITIVE\_LOGON - This is set to TRUE as default, however if you are on the Oracle Database 11g or 12c, you must set this value to FALSE to avoid logon errors related to case sensitive passwords.
- PASSWORD\_LIFE\_TIME - By default, passwords expire after a certain time, however, expiration is managed within Oracle Utilities Work and Asset Management, so to avoid conflicts, this should be set to UNLIMITED.

## Spell Check

If you use spell check functionality, you must modify the web.xml at dir \$WAM\_APPLICATION/sia/WEB-INF

Example: /home/oracle/synergen/WX1913D/sia/WEB-INF

Replace the <param-value> for <para-name>jspellLexicons</para-name> with the \$WAM\_APPLICATION/sia/WEB-INF/

Example: <param-value>/home/oracle/synergen/WX1913D/sia/WEB-INF/</para-name>

## 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 upgrading 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 upgrade, 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.

# Upgrade Procedures

Complete the following to install the upgrade.

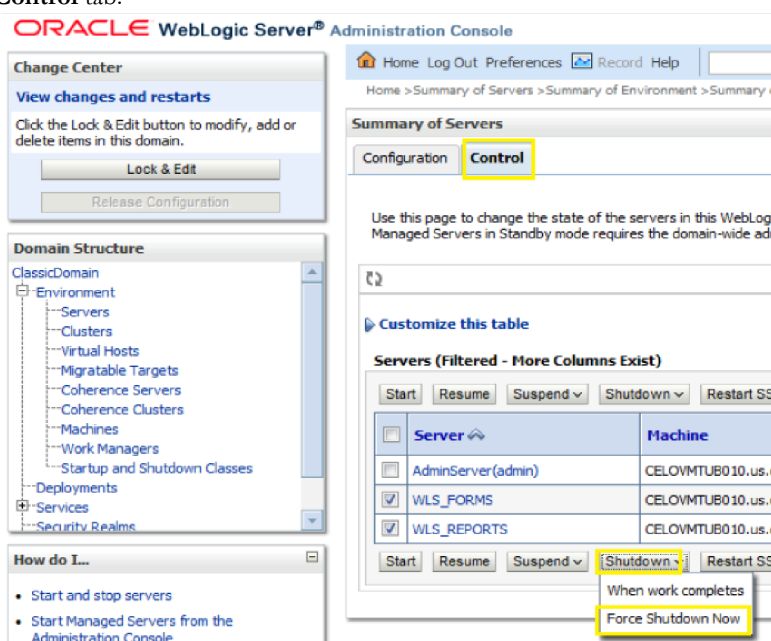
## 1.0 Stop the WLS\_FORMS and WLS\_REPORTS Servers

The WLS\_FORMS and WLS\_REPORTS servers needs to be stopped before starting the installation of Oracle Utilities Work and Asset Management. The upgrade requires access to several installed forms and libraries, which may be unavailable if you do not stop the servers before continuing.

By shutting down the servers, you are also shutting down access to SIA and Oracle Forms.

To stop the WLS\_FORMS and WLS\_REPORTS servers:

- 1.1 Log into the WebLogic console and select **Environment** > **Servers** and select the **Control** tab.



- 1.2 Check WLS\_FORMS and WLS\_REPORTS.
- 1.3 Click the **Shutdown** button and select “Force Shutdown Now”.

## 2.0 Upgrade Oracle Utilities Work and Asset Management 1.9.1.3.1 SIA

- 2.1 Run setup.exe.  
The **Install Shield Welcome** screen opens.
- 2.2 Click **Next** to continue from the **Welcome** screen.
- 2.3 Select **SIA Application Server 1913xx** and click **Next**.  
The **Select WAM Installation Instance Root** screen opens.
- 2.4 Select the location for the WAM installation root directory: C:\synergen\wam.
- 2.5 Click **Next**.
- 2.6 When asked if the instance is correct, click **Yes**.

- The **WAM Setup** screen opens.
- 2.7 Click **Install**.  
The **Installation Variable Review** screen opens.
- 2.8 Review the variables, then click **Next**.
- 2.9 Click **Finish** at the installation confirmation screen.
- 2.10 Verify creation of the installvarSIA1913xx.txt file under C:\synergen\wam.

### 3.0 Upgrade Oracle Utilities Work and Asset Management Forms

- 3.1 Run setup.exe.  
The **Install Shield Welcome** screen opens.
- 3.2 Click **Next** to continue from the **Welcome** screen.
- 3.3 Select **Oracle Forms 1913xx** and click **Next**.  
The **Select WAM Installation Instance Root** screen opens.
- 3.4 Browse to the destination folder C:\synergen\wam.
- 3.5 When asked if the instance is correct, click **Yes**.  
The **WAM Setup** screen opens.
- 3.6 Click **Install**.  
The **Installation Variable Review** screen opens.
- 3.7 Review the variables, then click **Next**.
- 3.8 Click **Finish** at the installation confirmation screen.
- 3.9 Verify creation of the installvarForms1913xx.txt file under C:\synergen\wam.

### 4.0 Upgrade the Oracle Utilities Work and Asset Management Database Instance

- 4.1 Get the upgrade scripts.
  - 4.1.1 Run setup.exe.  
The **Install Shield Welcome** screen opens.
  - 4.1.2 Click **Next** to continue from the **Welcome** screen.
  - 4.1.3 Select **Database Objects 1913xx** and click **Next**.  
The **Select WAM Installation Instance Root** screen opens.
  - 4.1.4 Browse to the destination folder C:\synergen\wam.
  - 4.1.5 When asked if the instance is correct, click **Yes**.  
The **WAM Setup** screen opens.
  - 4.1.6 Click **Install**.  
The **Installation Variable Review** screen opens.
  - 4.1.7 Review the variables, then click **Next**.
  - 4.1.8 Click **Finish** at the installation confirmation screen.
- 4.2 Apply the scripts to the database instance.

- 4.2.1 Verify creation of the `installvarDatabase1913xx.txt` file under `C:\synergen\wam`.
- 4.2.2 Verify creation of the `$$SYNERGEN\$$WAM_APPLICATION\server\servicePack1913xx\server` folder under `C:\synergen\wam`.
- 4.2.3 Move or copy the `$$SYNERGEN\$$WAM_APPLICATION\server\servicePack1913xx\server` folder to Oracle Database server and run the WAM DB instance upgrade scripts there.
- Use sqlplus to access the WAM database instance as user SYNERGEN.
  - Run the script `servpk1913xx.sql`.

## 5.0 Configure OHS

To take advantage of OHS features, you must configure the OHS server so that it references the WAM application paths. Users will need to target the OHS HTTP port.

### To Modify the OHS forms.conf file:

Add the following locations where:

- **INSTANCE** indicates the Oracle Utilities Work and Asset Management instance name used
- **server** is the WebLogicCluster host server name
- **port** is the server port (9001 in the example)  
Note that the the port number for the WAM URL will change to the port defined in OHS. The default value is "8888".

The `forms.conf` file is located:

```
\Oracle\Middleware\asinst_1\config\OHS\ohs1\moduleconf
```

Adding these `<Location>` elements forwards all OHS requests with the alias URL to the WebLogicCluster specified. The `"/forms"` alias is for the Forms servlet, and the `"/INSTANCE/synergen"` alias is for the SIA Oracle Utilities Work and Asset Management application.

```
<Location /forms>
  SetHandler weblogic-handler
  WebLogicCluster    server:9001
  DynamicServerList OFF
</Location>
<Location /INSTANCE/synergen>
  SetHandler weblogic-handler
  WebLogicCluster    server:9001
  DynamicServerList OFF
</Location>
```

## 6.0 Restart the Servers and Test

The `WLS_FORMS` and `WLS_REPORTS` servers needs to be stopped before starting the installation of Oracle Utilities Work and Asset Management. The upgrade requires access to several installed forms and libraries, which may be unavailable if you do not stop the servers before continuing.

By shutting down the servers, you are also shutting down access to SIA and Oracle Forms.

**To start the WLS\_FORMS and WLS\_REPORTS servers:**

- 6.1 Log into the WebLogic console and select **Environment** > **Servers** and select the **Control** tab.
- 6.2 Check WLS\_FORMS and WLS\_REPORTS.
- 6.3 Click the **Start** button.
- 6.4 Confirm that WAM1913xx is running.
  - 6.4.1 Select **Deployments** in the **Domain Structure** section.
  - 6.4.2 Select the **Control** tab.
  - 6.4.3 Look for the Oracle Utilities Work and Asset Management deployment, WAM1913xx.
  - 6.4.4 Verify that the state is “ACTIVE”.
- 6.5 Test the application.
  - 6.5.1 Sign in to the application website.
  - 6.5.2 Launch a module.