

Retek® Customer Order Management™

Retek® Extract Transform and Load™

11.0

Installation Guide

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Customer Support

Customer Support hours

Customer Support is available 7x24x365 via email, phone, and Web access.

Depending on the Support option chosen by a particular client (Standard, Plus, or Premium), the times that certain services are delivered may be restricted. Severity 1 (Critical) issues are addressed on a 7x24 basis and receive continuous attention until resolved, for all clients on active maintenance. Retek customers on active maintenance agreements may contact a global Customer Support representative in accordance with contract terms in one of the following ways.

Contact Method	Contact Information
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E-mail	support@retex.com
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Internet (ROCS)	rocs.retek.com Retek's secure client Web site to update and view issues
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Phone	+1 612 587 5800
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Toll free alternatives are also available in various regions of the world:

Australia	+1 800 555 923 (AU-Telstra) or +1 800 000 562 (AU-Optus)
France	0800 90 91 66
Hong Kong	800 96 4262
Korea	00 308 13 1342
United Kingdom	0800 917 2863
United States	+1 800 61 RETEK or 800 617 3835

Mail	Retek Customer Support Retek on the Mall 950 Nicollet Mall Minneapolis, MN 55403
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When contacting Customer Support, please provide:

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

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Chapter 1 – RCOM RETL Installation



Note: RCOMRETL_INSTALL_DIR is the directory where the rcomretl zip is extracted, and ORACLE_INSTALL_DIR is the directory where Oracle was installed. The expected platform for installation is AIX 5.1 or 5.2 and an Oracle 9.x database.

1. Copy the file `rcomretl.tar.gz` to the `$RCOMRETL_INSTALL_DIR`
2. Type the command: `gunzip rcomretl.tar.gz`
3. Type the command: `tar xf rcomretl.tar`
4. The following directories should now exist: `exportToRdw` and `rfx-11.0`
5. Update the user's login file `~/.profile` to have the following lines:


```
export ORACLE_HOME=ORACLE_INSTALL_DIR
export RFX_HOME=RCOMRETL_INSTALL_DIR/rfx-11.1
export RCOMRETL_HOME=RCOMRETL_INSTALL_DIR/exportToRdw
export LD_LIBRARY_PATH=${RFX_HOME}/lib:${LD_LIBRARY_PATH}
export LIBPATH=${LD_LIBRARY_PATH}:${LIBPATH}
export
PATH=${PATH}:${RFX_HOME}/lib:${RFX_HOME}/bin:${ORACLE_HOME}/bin
```
6. Source the `~/.profile` to set up the new environmental variables with the command: `~/.profile`
7. Execute `verify_retl -do`. You should see this message:


```
Checking RETL Environment...found ORACLE environment...passed!
Checking RETL binary...passed!
Running samples...passed!
=====
Congratulations! Your RETL environment and installation passed all
tests
See the programmer's guide for more information about how to further
test your database installation (if applicable)
=====
```
8. Go to `$RCOMRETL_HOME/lib/.com.user.rcomretl` is provided for RCOM RETL configuration. This file contains the login for a particular schema. It should define the login for a global user that has access to all schemas.
9. Execute `$RCOMRETL_HOME/src/runAll.ksh`. This script executes all the RDW export programs in that directory.
10. Go to `$RCOMRETL_HOME/log/` and view today's log file. Verify that each script was started and completed successfully.
11. Go to `$RCOMRETL_HOME/data/` and view the flat files to verify that the correct data was extracted from the database.