

Retek[®] Customer Order Management[™] 11.0.3

Installation Guide

Corporate Headquarters:

Retek Inc.
Retek on the Mall
950 Nicollet Mall
Minneapolis, MN 55403
USA
888.61.RETEK (toll free US)
Switchboard:
+1 612 587 5000
Fax:
+1 612 587 5100

European Headquarters:

Retek
110 Wigmore Street
London
W1U 3RW
United Kingdom
Switchboard:
+44 (0)20 7563 4600
Sales Enquiries:
+44 (0)20 7563 46 46
Fax:
+44 (0)20 7563 46 10

The software described in this documentation is furnished under a license agreement, is the confidential information of Retek Inc., and may be used only in accordance with the terms of the agreement.

No part of this documentation may be reproduced or transmitted in any form or by any means without the express written permission of Retek Inc., Retek on the Mall, 950 Nicollet Mall, Minneapolis, MN 55403, and the copyright notice may not be removed without the consent of Retek Inc.

Information in this documentation is subject to change without notice.

Retek provides product documentation in a read-only-format to ensure content integrity. Retek Customer Support cannot support documentation that has been changed without Retek authorization.

The functionality described herein applies to this version, as reflected on the title page of this document, and to no other versions of software, including without limitation subsequent releases of the same software component. The functionality described herein will change from time to time with the release of new versions of software and Retek reserves the right to make such modifications at its absolute discretion.

Retek[®] Customer Order Management[™] is a trademark of Retek Inc.

Retek and the Retek logo are registered trademarks of Retek Inc.

This unpublished work is protected by confidentiality agreement, and by trade secret, copyright, and other laws. In the event of publication, the following notice shall apply:

©2005 Retek Inc. All rights reserved.

All other product names mentioned are trademarks or registered trademarks of their respective owners and should be treated as such.

Printed in the United States of America.

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
----------------	---------------------

E-mail	support@retex.com
--------	-------------------

Internet (ROCS)	rocs.retek.com Retek's secure client Web site to update and view issues
-----------------	---

Phone	+1 612 587 5800
-------	-----------------

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
------	---

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.

Contents

Chapter 1 – Database server installation instructions.....	1
Mount CD-ROM on the Database Server	1
Update data.....	1
Chapter 2 – RCOM WebSphere Configuration.....	3
Deploy RCOM configuration packaging.....	3
Configure WebSphere using jac1 scripts	4
Configuring WebSphere's JVM.....	5
Chapter 3 – RCOM Ear Installation	7
Configuration of the build.properties file.....	7
Building and installing the ear.....	8
Online Help Setup	9
Chapter 4 – RCOM Client Install.....	11
RCOM Client Software Install.....	11

Chapter 1 – Database server installation instructions

Before you apply the RCOM 11.0.3 patch:

- Make a backup of all your objects and database schema.

Before copying over any files:

- Note whether customizations have been made to the module. If so, then the customizations must be reapplied over the new version of the module (or the fix may need to be applied to the custom version of the code).
- Copy the original files to a different directory before copying over them in case they need to be referred to at a later date.



Note: These instructions refer to RCOM11DEV as the Oracle owning schema.

Mount CD-ROM on the Database Server

- 1 Copy the rcom1103dbpatch.zip file from the CD /dbserverunix directory to a newly created staging directory on your UNIX server.
- 2 Unzip the file by entering:
`unzip rcom1103dbpatch.zip`

Update data

- 1 Change directories to <staging area>/
- 2 Log in to SQLPLUS as the RCOM11DEV user.
- 3 Enter the following command:
`SQL> @patch1103ctl.sql`
- 4 View the spool file patch1103ctl.log when finished to verify that no errors were found.

Chapter 2 – RCOM WebSphere Configuration

This section describes the configuration of the RIB JMS Provider and the RCOM DataSource configuration after installation of WebSphere 5.1.1 and RIB 11.0.2. It assumes a clean install of WebSphere. Following the RCOM install, the **ribforrcom** application should be installed and configured as outlined in the RIB 11.0.2 Installation Guide (J2EE Integration chapter). It should be noted that RCOM needs to be installed on WebSphere 5.1.1 but ribforrcom needs to be installed on a separate WebSphere 5.1 instance. The WebSphere version of these 2 products will be synchronized in a future release.

The environment variables \$WAS_HOME and \$WAS_INSTANCE_HOME should be defined as outlined in chapter 6. This document will refer to \$WAS_HOME as your WebSphere installation directory for the initial, root instance of WebSphere. (example: /opt/ibm/WebSphere/AppServer).

The \$WAS_INSTANCE_HOME specified in the instructions needs to be either the instancePath specified in the WebSphere wsinstance.sh command, or the \$WAS_HOME value if this is the first (example: /opt/ibm/WebSphere/AppServer) instance installed. \$WAS_INSTANCE_HOME must be exported as an environment variable.

In the following documentation \$RCOM_INSTALL_BASE is a directory on the AIX server where the rcom1103apppatch.zip was extracted.



Note: The following steps must be completed for *each instance* of WebSphere that RCOM will be deployed to.

Deploy RCOM configuration packaging

- 1 Create the directory \$WAS_INSTANCE_HOME/config-scripts. Copy the contents of directory \$RCOM_INSTALL_BASE/was-config/config-scripts to \$WAS_INSTANCE_HOME/config-scripts


```
mkdir $WAS_INSTANCE_HOME/config-scripts
cp $RCOM_INSTALL_BASE/was-config/config-scripts/* $WAS_INSTANCE_HOME/config-scripts/.
```
- 2 Create the directory \$WAS_INSTANCE_HOME/rcom. Copy \$RCOM_INSTALL_BASE/was-config/rcom to \$WAS_INSTANCE_HOME/rcom


```
mkdir $WAS_INSTANCE_HOME/rcom
cp $RCOM_INSTALL_BASE/was-config/rcom/* $WAS_INSTANCE_HOME/rcom/.
```
- 3 Create the directory \$WAS_INSTANCE_HOME/oracle. Copy \$RCOM_INSTALL_BASE/was-config/oracle to \$WAS_INSTANCE_HOME/oracle


```
mkdir $WAS_INSTANCE_HOME/oracle
cp $RCOM_INSTALL_BASE/was-config/oracle/* $WAS_INSTANCE_HOME/oracle/.
```

Configure WebSphere using jacl scripts

- 1 Change directory to the \$WAS_INSTANCE_HOME/config-scripts folder (e.g. /opt/ibm/WebSphere/AppServer/config-scripts).
- 2 Change the file permissions by executing: 'chmod 755 *.sh'
- 3 Edit the definitions for the following variables in mainScript.jacl so that they contain the correct configuration for your instance of WebSphere to which RCOM will be installed.
 - webSphereInstanceHome – WebSphere installation directory (e.g. /opt/ibm/WebSphere/AppServer).
 - cell – the cell name of the WebSphere instance (e.g. msppc004736). This will be the machine name of the host.
 - node – the node name of the WebSphere instance (e.g. msppc004736).
 - server_name – the server name of the WebSphere instance (the default is server1).
 - rcomJ2CAlias – the J2C alias name that will be setup in WebSphere with the values stated in rcomUserId and rcomPassword.
 - rcomJdbcUrl – the JDBC URL to the RCOM database (e.g. jdbc:oracle:thin:@mspdev32:1521:comtst9i).
 - rcomUserId – the Oracle user name for the RCOM database (e.g. comint102user)
 - rcomPassword – the Oracle password for the RCOM database (e.g. retek)
 - rmsJ2CAlias – the J2C alias name that will be setup in WebSphere with the values stated in rmsUserId and rmsPassword
 - rmsJdbcUrl – the JDBC URL to the RMS database (e.g. jdbc:oracle:thin:@mspdev32:1521:comtst9i).
 - rmsUserId – the Oracle user name for the RMS database (e.g. rmsint100user).
 - rmsPassword – the Oracle password for the RMS database (e.g. retek).
- 4 With the target WebSphere instance up and running, execute the following command:

```
sh gojacl.sh mainScript.jacl
```

Configuring WebSphere's JVM

- 1 Log into the WebSphere admin console with your web browser. The default URL is [http://\[server_name\]:9091/admin](http://[server_name]:9091/admin)
- 2 From the explorer on the left side of the screen, select **Servers**, then **Application Servers**
- 3 From the list of servers, select your server that RCOM will be installed on (e.g. **server1**)
- 4 From the list of **Additional Properties**, select **Process Definition**
- 5 From the new list of **Additional Properties**, select **Java Virtual Machine**
- 6 From the list of **Additional Properties** at the bottom of the page, select **Custom Properties**
- 7 Click on the **New** button
- 8 In the **Name** field enter `log4j.configuration` and in the **Value** field enter file:///WAS_INSTANCE_HOME/rcom/log4j.properties where WAS_INSTANCE_HOME is the actual path store in the environment variable \$WAS_INSTANCE_HOME. Also, note the three slashes following file: in the URL is necessary on Unix systems.
- 9 Click on the OK button
- 10 You will be brought back to the Java Virtual Machine page. Again, from the list of Additional Properties at the bottom of the page, select Custom Properties
- 11 Click on the New button
- 12 In the Name field enter `retek.server.instance` and in the Value field enter `true`
- 13 Click on the OK button
- 14 Click on the save hyperlink at the top of the screen
- 15 Click on the Save button on the Save page

Your server should now be ready for RCOM application installation

Chapter 3 – RCOM Ear Installation

This section describes the steps necessary for compilation, packaging, and deployment of the RCOM ear.

In the follow documentation, \$RCOM_INSTALL_BASE is the directory on the AIX server where the rcom1103apppatch.zip installation file was extracted or the installation CD-ROM is mounted.

Configuration of the build.properties file

- 1 Change directory to \$RCOM_INSTALL_BASE/rcom-rmm-11_0_3-ga/targets
- 2 Copy the file deploy.annotated-example.properties to deploy.properties
- 3 Edit the following properties in the newly created deploy.properties file:
 - **build.version** – The RCOM version number identifier (e.g. 11.0.3)
 - **build.id** – An additional single word identifier for the version of RCOM (e.g. WilliamsSonoma)
 - **build.flavor** – The plugin flavor to use for the deploy. This must be either Na, Mg, or ws (case sensitive).
 - **ibmjre.url** – the URL for downloading the IBM JRE needed to run the client.
 - **webstart.url** – the URL for downloading the Java WebStart installation.
 - **web.client.url** - The fully qualified HTTP URL address to the web container where the RCOM application ear is deployed. (e.g. <http://mspdev35.retek.int:9080/rcom>)
 - **deploy.instance.type** – This must be set to websphere.
 - **server.node.name** - The name of the WebSphere node where the RCOM application will be deployed.
 - **ldap.authenticationprovider.url** - Microsoft Active Directory 2000 LDAP settings for your network.(e.g.ldap://64.238.67.60:389/)
 - **ldap.user.basedn** - Microsoft Active Directory 2000 LDAP settings for your network. (e.g. ou=RCOM,dc=rcomad,dc=local)
 - **ldap.authenticationmode** - Microsoft Active Directory 2000 LDAP settings for you network. (e.g. simple)
 - **ldap.batch.url** - Microsoft Active Directory 2000 LDAP settings for you network. (e.g. ldap://64.238.67.60:389/)
 - **deploy.server.hostname** - The fully qualified hostname of the WebSphere instance where the RCOM application ear will be installed. (e.g. mspdev35.retek.int)
 - **deploy.server.jndi.port** - The JNDI TCP/IP port number of the server specified in deploy.server.hostname above. (e.g. 2809, which is the WebSphere default BOOTSTRAP_ADDRESS port)
 - **deploy.dir** – the deployment directory for the ear file. For WebSphere deploys, this is always set to ./buildutil

- **deploy.batch.dir** - The base directory where the RCOM batch scripts and client jars will be installed. (e.g. /opt/ibm/WebSphere/AppServer/batch)
 - **deploy.websphere.home** - The WebSphere home directory. (e.g. /opt/ibm/WebSphere/AppServer)
 - **deploy.instance.home** - The home directory of WebSphere instance to install to. This will be the same as \$WAS_HOME for single node installs. (e.g. /opt/ibm/WebSphere/AppServer)
 - **rib.server.hostname** - The fully qualified hostname of the WebSphere instance running rib-rcom (See the RIB installation guide).
 - **rib.server.jndi.port** - The Bootstrap port of the WebSphere instance running rib-rcom.
- 4 The necessary client files are included with the build and instructions are available in the Client Installation section. The base rcom url will contain links to allow users to download and install Java products. In order for the links to work, the following parameters need to be added to build.properties with the appropriate environment settings where the java components can be downloaded from:

```
# ibmjre.url is the URL for downloading the IBM JRE needed to run
the client

ibmjre.url=http://mspdev37:8180/dev/rcom_client_install/ibm-jre142-
win32.zip

# websphere.url is the URL for downloading the Java WebStart
installation # program needed to run the client

webstart.url=http://mspdev37:8180/dev/rcom_client_install/j2re-
1_4_2_03-windows-i586-p.exe
```

Building and installing the ear

- 1 Change directory to \$WAS_HOME/properties
- 2 Update the file wsadmin.properties setting the scripting port to the SOAP port of the server on which RCOM will be installed.



Example: com.ibm.ws.scripting.port=8881



Note: If RCOM is NOT installed on the default server (server1) navigate to \$RCOM_INSTALL_BASE/buildutil and update the files updatercom.jacl.template, startRCOM.sh, stopRCOM.sh, and delete-logs.sh replacing 'server1' with the name of the server where RCOM will be installed.

- 3 Change directory to \$RCOM_INSTALL_BASE/rcom-rmm-11_0_3-ga
- 4 Change file permissions by running

```
chmod -R 755 *.sh
```

and

```
chmod 755 buildutil/rcom-tools/jakarta-ant/bin/ant
```

- 5 Edit \$WAS_HOME/bin/wsadmin.sh and add the line:

```
-Xmx256M \
```

after the existing line:

```
-Xbootclasspath/p:"$WAS_BOOTCLASSPATH" \
```

- 6 Run the following:

```
sh deploy.sh deploy.properties deploy
```

- 7 At the end of a successful deployment process, you should see the following message displayed:

```
Completed deploy
```

If you see this message, the deploy was successful!

Online Help Setup

There are two sets of online help documentation, one for RCOM and one for RMM. The Application.Properties file's HelpFileUrl property for both RCOM and RMM will need to be setup to point to online help for RCOM and RMM respectively. The Application.properties files for both applications will need to be edited. This will be done by un-jarring the rcom-gui.war file located at \$RCOM_INSTALL_BASE/rcom-rmm-11_0_3-ga/package/rcom, editing the two Application.properties files, and re-jarring and signing the jar file.

Extract RCOM help

Copy the rcom11help.zip file from \$RCOM_INSTALL_BASE/online-help to a location on the application server where the rcom helpfiles will reside. Unzip the file to extract its contents. Edit the IBMHttpServer's httpd.conf file to create an alias to this directory.



Example: Alias /rcomhelp/ /u00/webximck/WebSphere/AppServer/rcomhelp/

Extract RMM help

Copy the rmm11help.zip file from \$RCOM_INSTALL_BASE/online-help to a location on the application server where the rmm helpfiles will reside. Unzip the file to extract its contents. Edit the IBMHttpServer's httpd.conf file to create an alias to this directory.



Example: Alias /rmmhelp/ /u00/webximck/WebSphere/AppServer/rmmhelp/

Edit the RCOM and RMM Applications.properties files

Workstation Instructions

- 1 Copy rcom-gui.war from \$WAS_HOME/installedApps/<cell>/RCOM_RMM_11.0.3-Na-int.ear/rcom.war/ to a temporary directory on your workstation.

- 2 Extract the jar file with the following command:

```
jar xvf rcom-gui.jar
```



Note: Java 1.4.2 needs to be installed on your workstation

- 3 Use a text editor to edit the files Application.properties and com\retek\rmm\Application.properties. Update the HelpFileURL parameter with the alias for the location of each of the product's help files.



Example:RCOM

HelpFileURL=http://<server_name>:<port>/rcomhelp/start.htm

RMM

HelpFileURL=http://<server_name>:<port>/rmmhelp/start.htm

- 4 Re-jar rcom-gui.jar by removing the old jar file and running the following:

```
jar cvf rcom-gui.jar *
```

Server Instructions

- 1 Change directories to RCOM_INSTALL_BASE/jar-utility

```
cd . $RCOM_INSTALL_BASE/jar-utility
```

unzip rcom-utility.zip in this directory

- 2 Recursively change the permissions of the extracted files

```
chmod -R 755 *
```

- 3 Change directories to rcom-utility/jars/tosign

- 4 FTP the updated rcom-gui.jar file to this directory and do the following:

- Change directories to \$RCOM_INSTALL_BASE/jar-utility/rcom-utility.
- Resign the jar file by running signjars.sh
- The re-signed rcom-gui.jar file is now located in \$RCOM_INSTALL_BASE /jar-utility/rcom-utility/jars/signed . Copy the jar file back to \$WAS_HOME/installedApps/<cell>/RCOM_RMM_11.0.3-Na-int.ear/rcom.war/.
- Bounce WebSphere. Online help is now hooked up

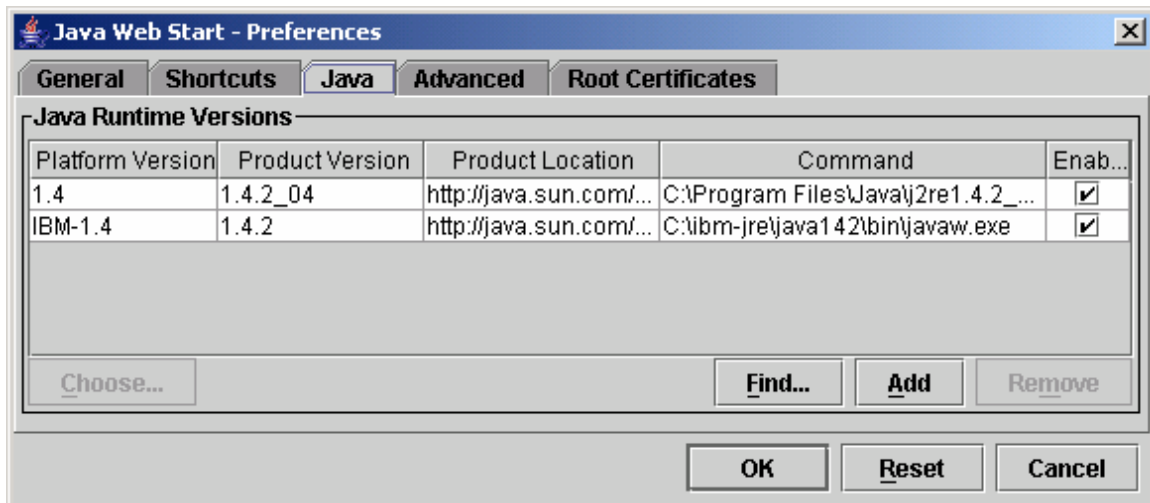
Chapter 4 – RCOM Client Install

This section documents the installation of the client side software components needed to launch the RCOM application. In the installation instructions, \$RCOM_INSTALL_BASE refers to the directory into which the RCOM installation was unzipped.

RCOM Client Software Install

Two programs, the IBM Java runtime environment and WebStart, must be installed on all client machines that will run RCOM. To install them, follow these steps:

- 1 The two installation files needed are located in \$RCOM_INSTALL_BASE/client. Copy both ibm-jre-142-win32.zip and j2re-1_4_2_04-windows-i586-p.exe to a temporary directory on the client PC (ie C:\temp).
- 2 On the client PC, install WebStart by installing the Sun 1.4.2 JRE by clicking on the icon for C:\temp\j2re-1_4_2_04-windows-i586-p.exe and following the installation instructions. Upon completion, an icon for WebStart will be placed on the desktop.
- 3 Unzip ibmjre.zip to a suitably named directory such as C:\ibm-jre
- 4 Click on the WebStart icon to start the Java WebStart Application Manager. A window will appear. From the menu, click on File -> Preferences. The display will change. Click on the Java tab.
- 5 The Java tab display area has a four column table. Click the Add button to add a new entry to the table and entry IBM-1.4 in the Platform Version column, 1.4.2 in the Product Version column, and the full path to the javaw.exe unzipped in Step 3 (ie C:\java\ibm-jre\java142\bin\javaw.exe) in the Command column. When filled in, the window should look similar to the screen capture below:



Note: These values must be entered **exactly** as specified or WebStart will be unable to launch the RCOM application.

- 6 Click OK and close the Java Web Start Application Manager.

If the RCOM application has been installed to WebSphere, RCOM and RMM can be started from the *RCOM Application Clients* page by pointing your browser at the RCOM WebStart client URL, which should be similar to the following URL (the port can be identified by checking what HostAlias_1 is set to in \$WAS_HOME/config/cells/<cell name>/virtualhosts.xml).

- `http://<Server_Name>:<Host1_Port>/rcom`
- `http://mspdev35.retek.int:9080/rcom`