Oracle® Retail Value Chain Collaboration

Installation Guide
Release 12.0.2

March 2007

ORACLE

Oracle® Retail Value Chain Collaboration Installation Guide, Release 12.0.2

Copyright © 2007, Oracle. All rights reserved.

Primary Author: Usha Raj

The Programs (which include both the software and documentation) contain proprietary information; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs, except to the extent required to obtain interoperability with other independently created software or as specified by law, is prohibited.

The information contained in this document is subject to change without notice. If you find any problems in the documentation, please report them to us in writing. This document is not warranted to be error-free. Except as may be expressly permitted in your license agreement for these Programs, no part of these Programs may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose.

If the Programs are delivered to the United States Government or anyone licensing or using the Programs on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the Programs, including documentation and technical data, shall be subject to the licensing restrictions set forth in the applicable Oracle license agreement, and, to the extent applicable, the additional rights set forth in FAR 52.227-19, Commercial Computer Software—Restricted Rights (June 1987). Oracle Corporation, 500 Oracle Parkway, Redwood City, CA 94065

The Programs are not intended for use in any nuclear, aviation, mass transit, medical, or other inherently dangerous applications. It shall be the licensee's responsibility to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of such applications if the Programs are used for such purposes, and we disclaim liability for any damages caused by such use of the Programs.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

The Programs may provide links to Web sites and access to content, products, and services from third parties. Oracle is not responsible for the availability of, or any content provided on, third-party Web sites. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Oracle is not responsible for: (a) the quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Oracle is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

Contents

Preface ..... **v**
Audience v
Related Documents v
Customer Support v
Conventions v

1 Hardware and Software Requirements for VCC **1**
VCC Database Server 1
VCC Application Server 2
Web Browser and Client requirements 2

2 Configuring a Web Server for VCC **3**
IIS Web Server Configuration Overview 3
Apache Web Server Configuration Overview 3
Installing the Weblogic Plug-In for Apache 3
Modifying the Apache httpd.conf File 5
Starting Apache 5

3 Pre-Installation **7**
Preinstallation Requisites 7
VCC Schema Creation Overview 7
Creating a New Schema Owner 7
Creating Configuration Tables 7
Building the VCC Schema 8

4 Installation of Value Chain Collaboration **9**
Introduction 9
Installing Value Chain Collaboration 9

5 Configuring Value Chain Collaboration **19**
Starting the VCC Configuration Program 19
Configuring the VCC Database 20
Configuring the VCC Servers 21
Configuring the VCC Language Tab 25
Configuring the VCC client 27
Configuring the VCC Integrator 28

6 Post Configuring VCC **31**
Logging Server Error Messages 31
Setting Environment Variables for the JSP Server on Solaris 31
Starting and Stopping the VCC Server 32
Updating the Help 32
Running VCC as a Windows Service 33
Uninstalling VCC 33

A Configuring Multiple VCC Instances Using a Single Web Server **35**
Multiple VCC Instances Overview 35
Windows 35
UNIX 35
Configuring IIS Virtual Hosts to Run Multiple Instances of VCC 36
Configuring Apache for Multiple Instances of VCC 40

B Installing and Configuring the VCC Analyzer for Windows and UNIX 41
Installing Perl 41
Adding the DBI and DBD-Oracle-9 Packages 41
Checking the Perl Installation 42
Configuring OLAP 42
Creating the Analyzer ODBC Datasource (Windows NT Only) 43
Building Cubes 46

C VCC-Supported Platforms 51

D Language Package Installation 53
Installing a VCC Language Package 53
Encoding For Files Generated By VCC 56

E Managing Session Timeouts 59

F Configuring Multiple Instances in VCC 61
Configuring Multiple VCC Instances to Use a Single Web Server 61

Preface

Oracle Retail Installation Guides contain the requirements and procedures that are necessary for the retailer to install Oracle Retail products.

Audience

This Installation Guide is written for the following audiences:

- Database administrators (DBA)
- System analysts and designers
- Integrators and implementation staff

Related Documents

For more information, see the following documents in the Oracle Retail Value Chain Collaboration Release 12.0.2 documentation set:

- Oracle Retail Value Chain Collaboration Installation Guide
- Oracle Retail Value Chain Collaboration Release Notes
- Oracle Retail Value Chain Collaboration User Guide

Customer Support

- https://metalink.oracle.com

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.

Conventions

Navigate: This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement "the Window Name window opens."

> **Note:** This is a note. It is used to call out information that is important, but not necessarily part of the procedure.

```
This is a code sample
    It is used to display examples of code
```

A hyperlink appears like this.

1

Hardware and Software Requirements for VCC

Prior to installing value Chain Collaboration products, review the requirements listed below. Verify that these requirements are met and that the hardware will adequately run the software to be installed, as well as process the anticipated volume of data.

Terms	Description
Database Server	Database software requirements.
Application server	Operating system software and development tools and a list of hardware choices.
Web Browser	Supported OS/Browser/Java plug-in requirement

The following table lists the acceptable server, operating system and web browser versions:

	Database Server	Application Server	OS	Client
VCC	Oracle 9i R2	Weblogic 8.1	Solaris 8 Window2000	Web Browser Internet Explorer 5.5, 6.0 and higher Sun JRE plugin 1.4.1+

VCC Database Server

General Requirements for a database server running VCC include:

- Unix based OS (Solaris 8) certified with Oracle 9i
- Perl compiler 5.0 or later
- Oracle RDBMS 9i Enterprise Edition
- Oracle Partitioning
- Oracle Net Services
- x-Windows interface

Hardware/OS options as used for development:

- Sun Solaris 8
- Windows 2000

VCC Application Server

General requirements for an application server running VCC include:

- Unix based OS (Solaris 8)
- x-Windows interface

Sizing factors and other suggestions to factor into hardware configuration of application server include:

- CD-ROM drive
- 1 GB network adapter

Hardware/OS options as used for development:

- OCI

Web Browser and Client requirements

General requirements for client running VCC include:

JRE Plugin:

- Sun JRE plugin 1.4.1+

Client PCs:

- Pentium Processor
- Windows 2000 or XP
- 1024x768 resolution

Sizing factors and other suggestions to factor into selection of a PC include:

- PC Configuration (minimum 256 MB RAM, 450 MHz)

Browser options to factor into selection include:

- Internet Explorer 5.5, 6.0 and higher.
- Install Anywhere
- Perl higher than 5.2

2

Configuring a Web Server for VCC

This chapter contains the following topics:

- Configurinfg IIS Web Server for VCC
- Configuring Apache Web Server for VCC

IIS Web Server Configuration Overview

To configure IIS and Weblogic for VCC, do the following:

- Set the appropriate IIS directory security
- Obtain and install the appropriate `.dll` files
- Add the Weblogic registry key
- Add the VCC IIS virtual directory

Each step is described in the subsequent sections.

Apache Web Server Configuration Overview

To configure an Apache Web Server, do the following:

- Installing the Weblogic Plug-In
- Modifying the Apache httpd.conf File
- Starting the Apache Web server

Each step is described below:

Installing the Weblogic Plug-In for Apache

Before you can enable the Weblogic plug-in for Apache (`mod_wl.so`), you must ensure that another module called `mod_so.c` is installed on your system. The `mod_so.c` module provides the DSP (Dynamic Shared Object) support required for the Weblogic plug-in. To determine if the `mod_so.c` module is installed, enter the following command that will supply a list of your Apache modules:

```
[APACHE_HOME]/bin/httpd -l
```

A list similar to the following appears:

Compiled-in modules:

- http_core.c
- mod_env.c
- mod_log_config.c
- mod_mime.c
- mod_negotiation.c
- mod_status.c
- mod_include.c
- mod_autoindex.c
- mod_dir.c
- mod_cgi.c

- mod_asis.c
- mod_imap.c
- mod_actions.c
- mod_userdir.c
- mod_alias.c
- mod_access.c
- mod_auth.c
- mod_so.c
- mod_setenvif.c
- mod_ssl.c

The `mod_so.c` module should be in the list. If not, consult your UNIX system administrator.

After your Apache installation is complete and `mod_so.c` is enabled, to install the Apache Weblogic plug-in do the following:

1. Change your working directory to:
   ```
   [VCC_HOME]/server/lib/solaris
   ```
2. Enter the following command to activate the Weblogic module:
   ```
   perl [APACHE_HOME]/bin/apxs -i -a -n weblogic mod_wl.so
   ```
   You should get a response similar to:
   ```
   cp mod_wl.so [APACHE_HOME]/local/apache/libexec/mod_wl.so
   chmod 755 /usr/local/apache/libexec/mod_wl.so
   [activating module 'weblogic' in /usr/local/apache/conf/ httpd.conf]
   ```
   This copies the mod_wl.so file to the [APACHE_HOME]/libexec directory. It also adds two lines to the Apache httpd.conf file:
   ```
   LoadModule weblogic_module
   AddModule mod_weblogic.c
   ```
3. Verify that the following two lines were added to the end of the Apache httpd.conf file:
   ```
   LoadModule weblogic_module
   AddModule mod_weblogic.c
   ```
   The `AddModule mod_weblogic.c` line is not always added. If it was not, add it.
4. Verify that your httpd.conf file syntax is correct by starting Apache with the command:
   ```
   [APACHE_HOME]/bin/apachectl start
   ```

Modifying the Apache httpd.conf File

You must modify the Apache `httpd.conf` file so it recognizes Weblogic and add an alias directory for VCC. To modify `httpd.conf`, do the following:

1. Change your working directory to:
   ```
   cd /usr/local/apache/conf
   ```
2. Start your preferred editor and add the following to the end of the `httpd.conf` file:
   ```
   <Location /Web_application_name/jsp/>
   SetHandler weblogic-handler
   </Location>
   <IfModule mod_weblogic.c>
   WebLogicHost MACHINE_NAME
   WebLogicPort PORT_NUMBER
   </IfModule>
   ```
3. In the Alias section of httpd.conf, add the following alias for VCC:
   Alias /*Web_application_name*/ "VCC_HOME/webclient/syncraweb/"
   Note that if you add a trailing slash to the end of:
   "/Web_application_name/", you must use a trailing slash when starting VCC. The trailing slash is not required.
4. In `httpd.conf`, replace the following lines:
   ```
   <IfModule mod_weblogic.c>
   WebLogicHost hostname
   WebLogicPort portnumber
   </IfModule>
   ```
   with the following lines:
   ```
   <IfModule mod_weblogic.c>
   WebLogicHost hostname
   WebLogicPort portnumber
   ConnectTimeOutSecs 600
   HungServerRecoverSecs 600
   </IfModule>
   ```
   where *`hostname`* is the VCC Host machine and *`Port number`* is the host port on which the VCC Server is running.

Starting Apache

To start the Apache Web Server:

1. Enter the command:
   ```
   [APACHE_HOME]/bin/apachectl start
   ```
   You can stop the Apache server by entering:
   ```
   [APACHE_HOME}/bin/apachectl stop
   ```
2. It will ask for a pass phrase. Enter the password for starting Apache, which is the password you set when installing Apache.

   It should read "httpd started."

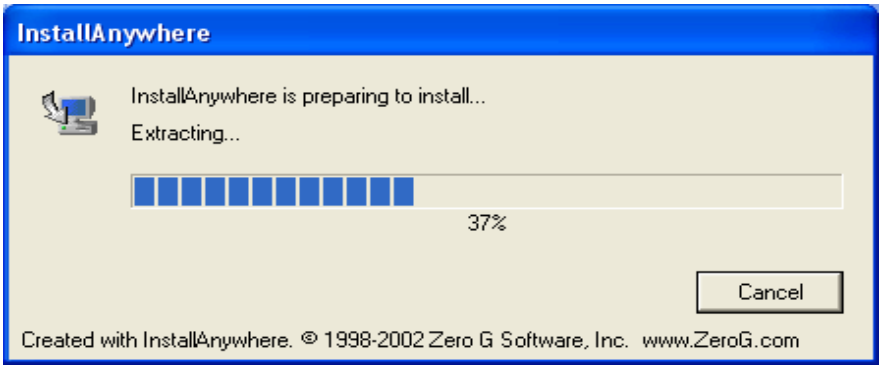
   Test Apache by entering:
   ```
   https://host_name
   ```
3. Stop Apache by entering:
   ```
   [APACHE_HOME}/bin/apachectl stop
   ```

3

Pre-Installation

Preinstallation Requisites

If you are installing VCC for the first time, ensure that your database is installed; the VCC database instance and session ID have been created. After you install VCC, you can build the VCC Schema with the scripts provided by the VCC install. For details on building the VCC schema, refer to "VCC Database Guidelines."



VCC Schema Creation Overview

Creating a New Schema Owner

To create a new schema owner:

1. Log in to SQL*Plus as:
   sys
2. Go to:
   `[VCC_HOME]/db/Oracle/spool`
3. Run:
   `@../setup/setup`
   To create a schema owner and grant him the necessary privileges

The schema owner name must not exceed 25 characters and must be in uppercase.

> **Note:** The tablespace configured for the VCC_TEMP tablespace should be used as the Schema Owner's default tablespace. Any other VCC schema tablespace should not be made the default tablespace of the schema owner because it could create tablespace fragmentation.

Creating Configuration Tables

Log into SQL*Plus as the schema owner.

1. Change your working directory to [VCC-HOME]/db/Oracle/spool
2. Run the following script file: @../lib/create_config.sql

Building the VCC Schema

To build the VCC schema, first ensure that the NLS_LANG environment variable is NOT set then follow these steps:

1. Log in to SQL*Plus as the schema owner.
2. Go to `[VCC_HOME]/db/Oracle/spool`

> **Note:** It is important that you run the syncra_build.sql command from the spool directory.

To build a new VCC Schema for a database that does not contain any prior VCC data, enter the following command:

```
@../lib/syncra_build.sql
```

4

Installation of Value Chain Collaboration

Introduction

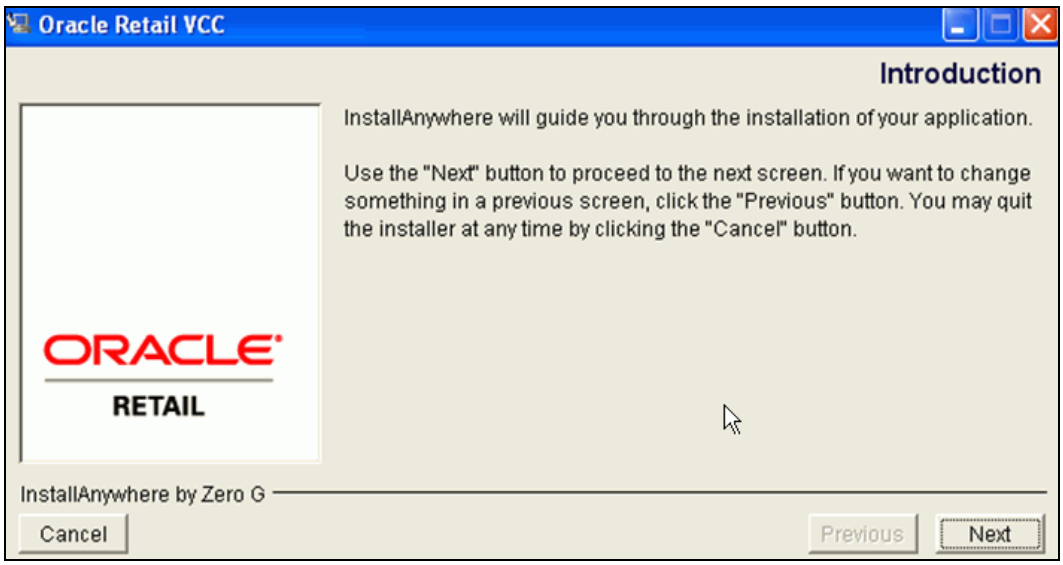
The VCC installation procedure allows you to install the entire VCC product suite including:

- App Server - EJB — This includes the Enterprise Java Bean (EJB) server and VCC Messaging. Install this to install the VCC Server and VCC Messaging.
- App Server - JSP — This installs the VCC JSP engine. Install this if you intend to run the VCC user interfce.
- Web Application — Install this if you are running the Web Client. If you are running the Web Client on a machine other than the machine on which you installed the JSP server, install the Web Application on that machine on which you intend to run your Web server.
- Integrator and Scheduler — Install this if you intend to do data loading and schedule critical VCC tasks.

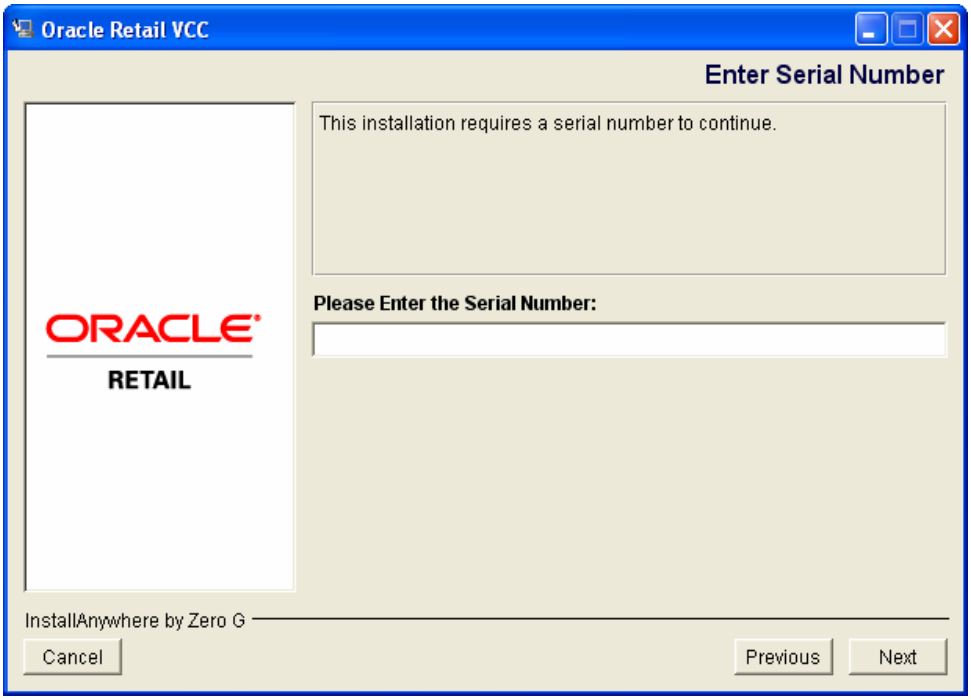
You can choose to install VCC with demonstration data or build an empty database schema that you can use to contain your forecast data.

Installing Value Chain Collaboration

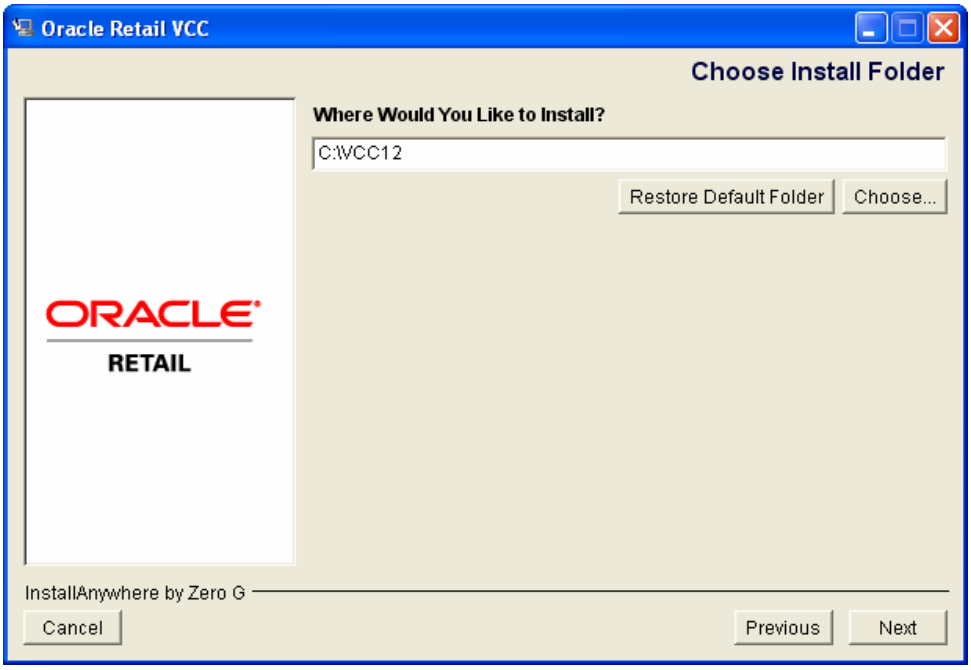
1. If you are installing VCC over a previous version, stop your VCC Server and your Web Server, and install VCC into the current directory. (If you are NOT installing VCC over a previous version, stop the VCC Server and Web Server, rename the old VCC directory, and install VCC into a new directory.) Restart your Web server when the install is complete.
2. Select **setup.exe** from the VCC installation kit. The VCC Software Installation window appears.
3. When the Introduction screen appears, click **Next**.



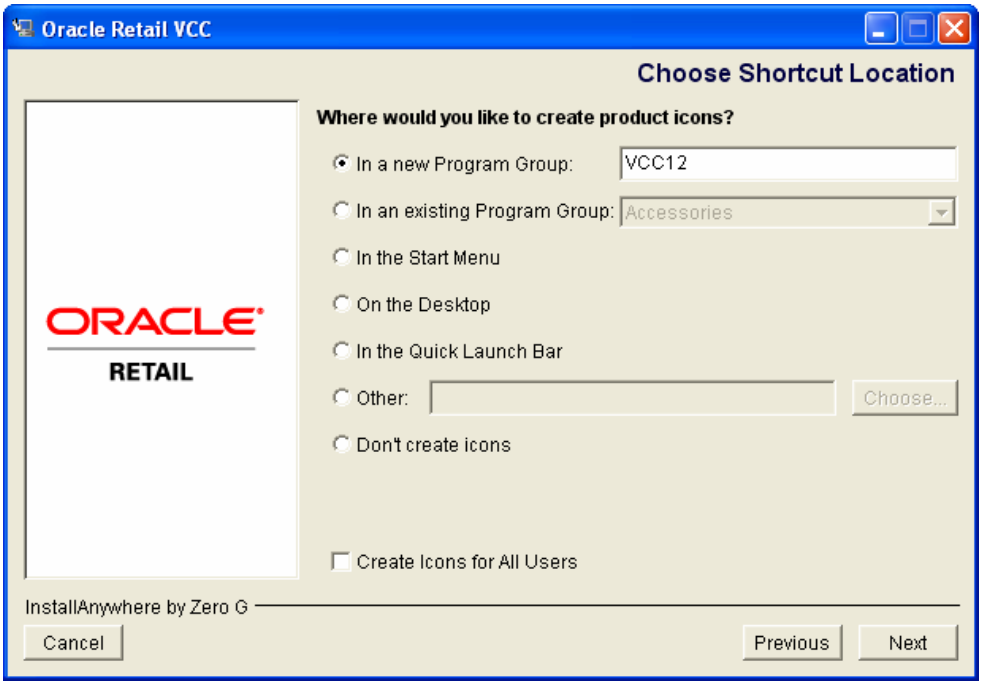
4. Enter your VCC Serial Number used for the VCC license.



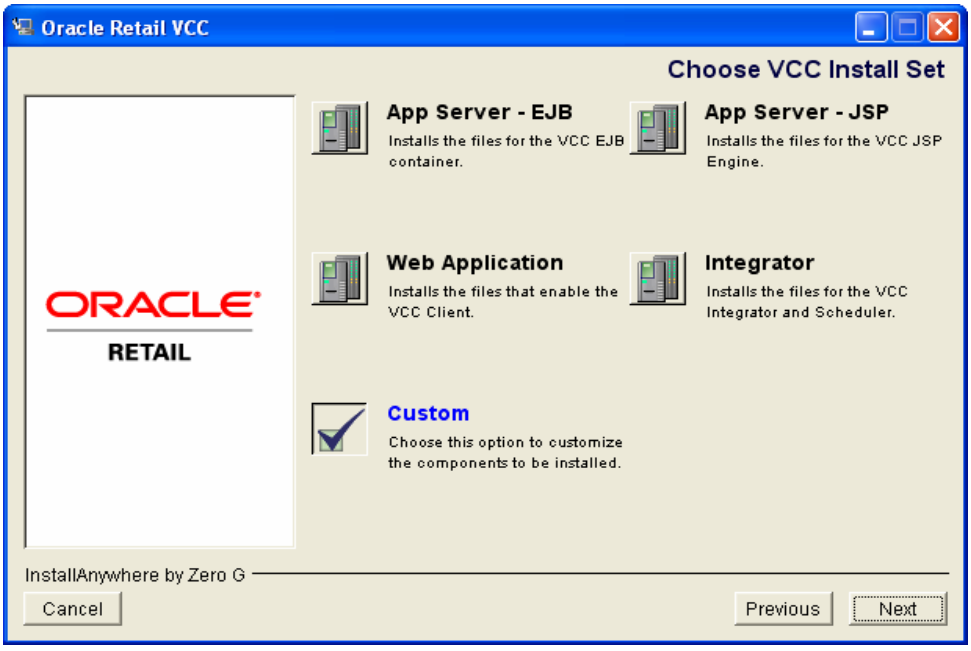
5. Select the folder where you intend to install VCC. The default is C:\Program Files\VCC.
6. Click **Next**.



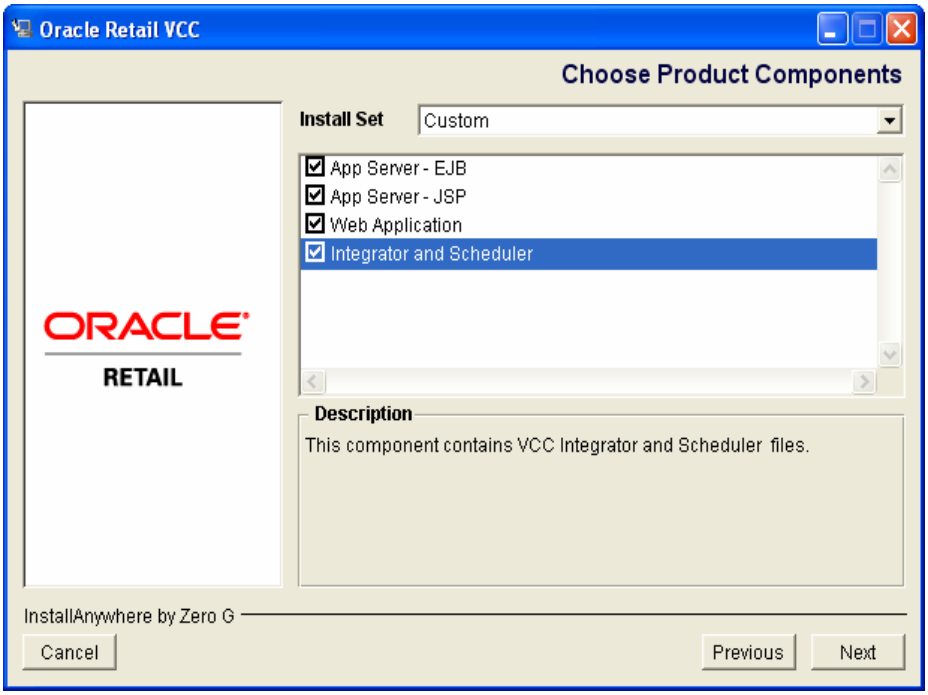
7. From the Choose Shortcut Location pane, select where you want to create shortcuts for VCC.



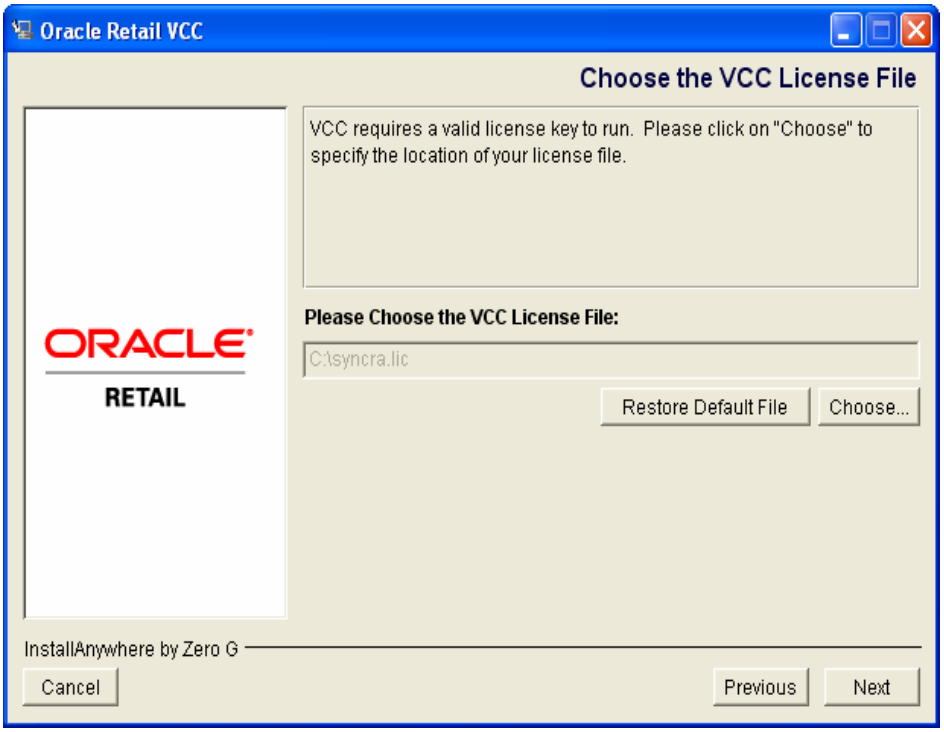
8. From the Choose VCC Install Set screen, choose the appropriate installation set, or select Customize to choose more than one installation set.
9. Click **Next**.



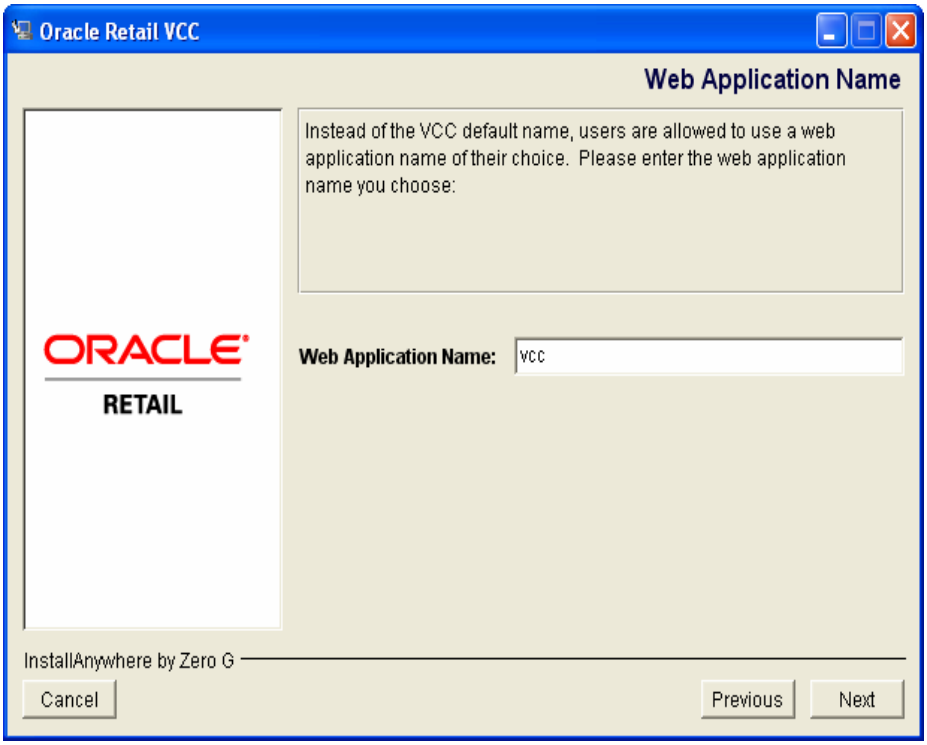
10. From the Customize screen, select the packages you want to install. (Note that if you choose a module set, click **Next**, and attempt to return to the previous screen, your selections will display but they will not take effect. You must uncheck them and recheck them for your selections to take effect).



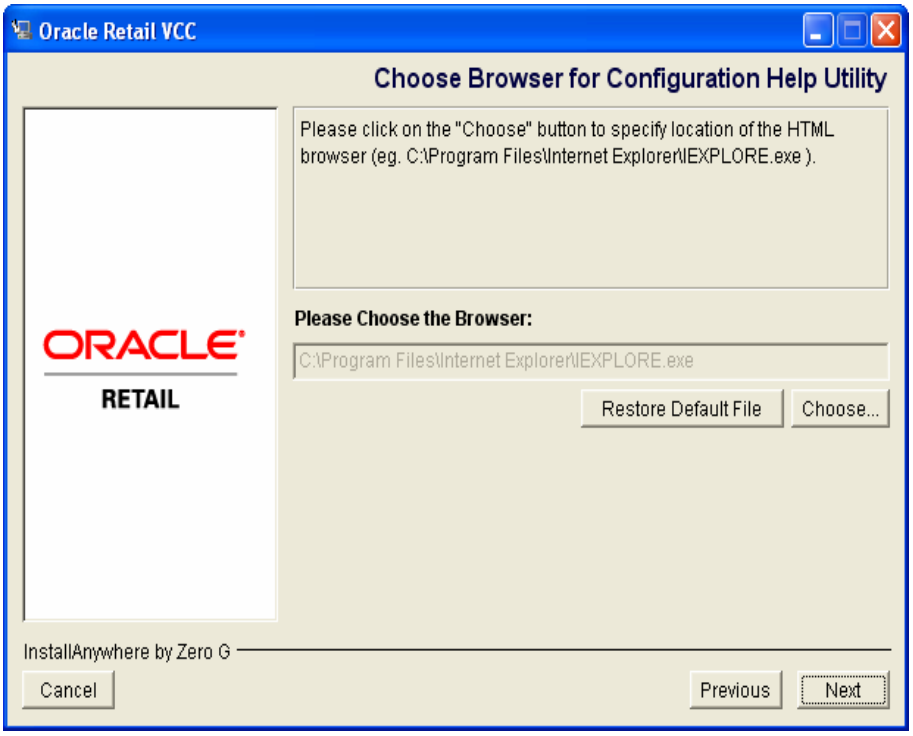
11. Click **Next**. The VCC License File pane appears if you are installing the EJB or JSP server component or if you are installing only the Integrator. Otherwise, it does not appear.
12. Enter the location of your VCC license file. The license file must be on the same machine as the machine on which you are installing or you can map a drive to the machine containing the license file.



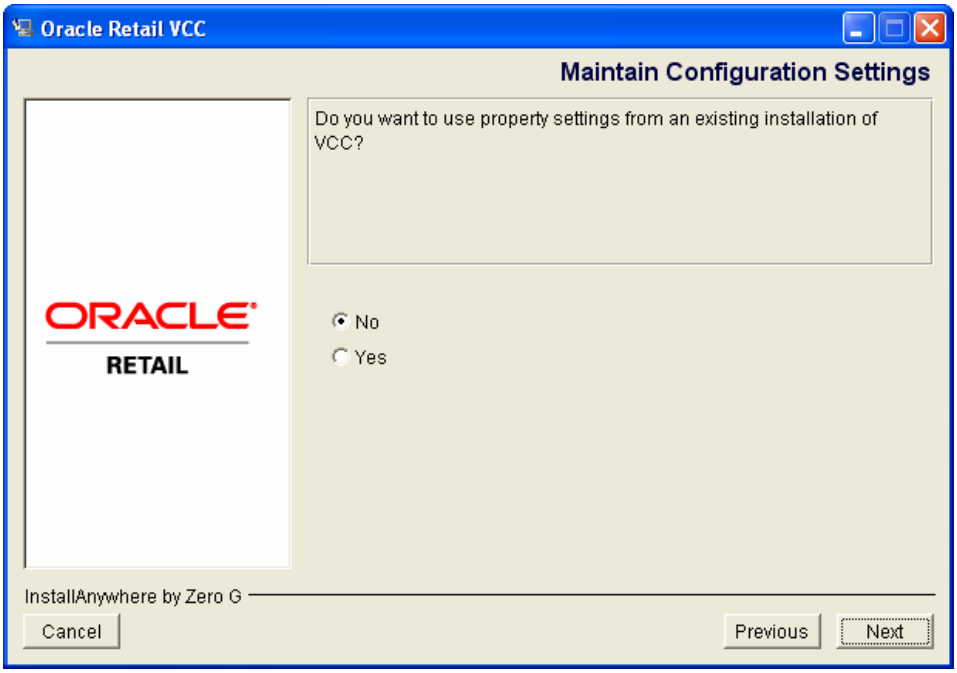
13. In the Web Application name screen, enter the name you used to identify the VCC application when you configured the VCC IIS or Apache virtual directory.



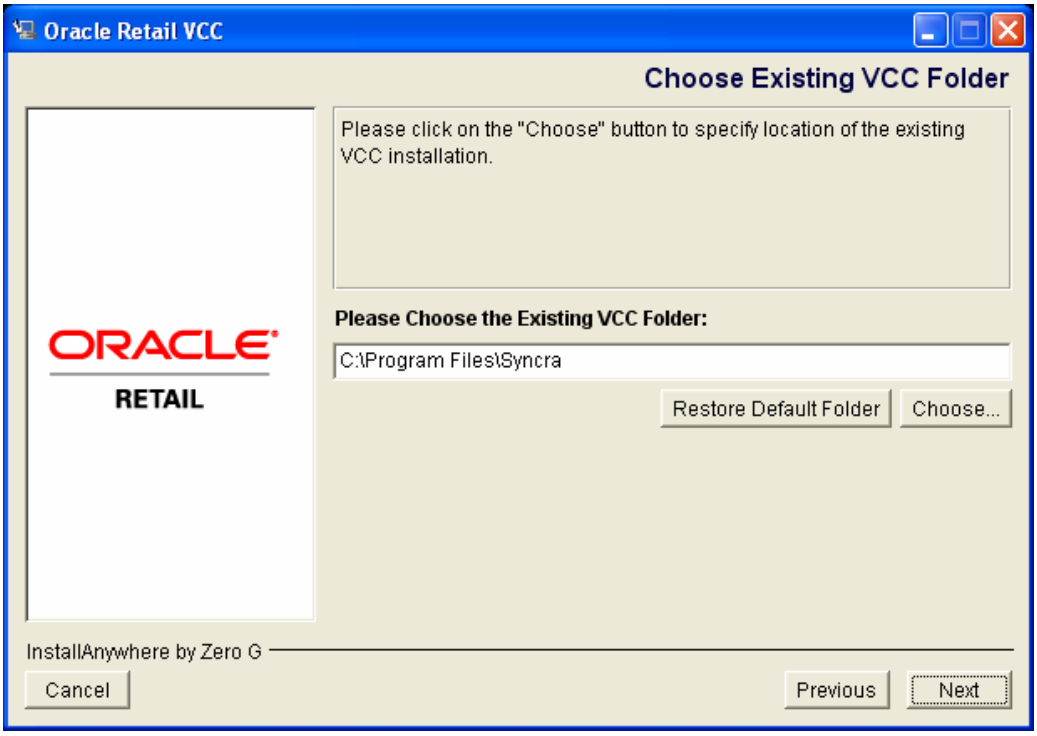
14. Click **Next**.
15. Choose the browser you intend to use.



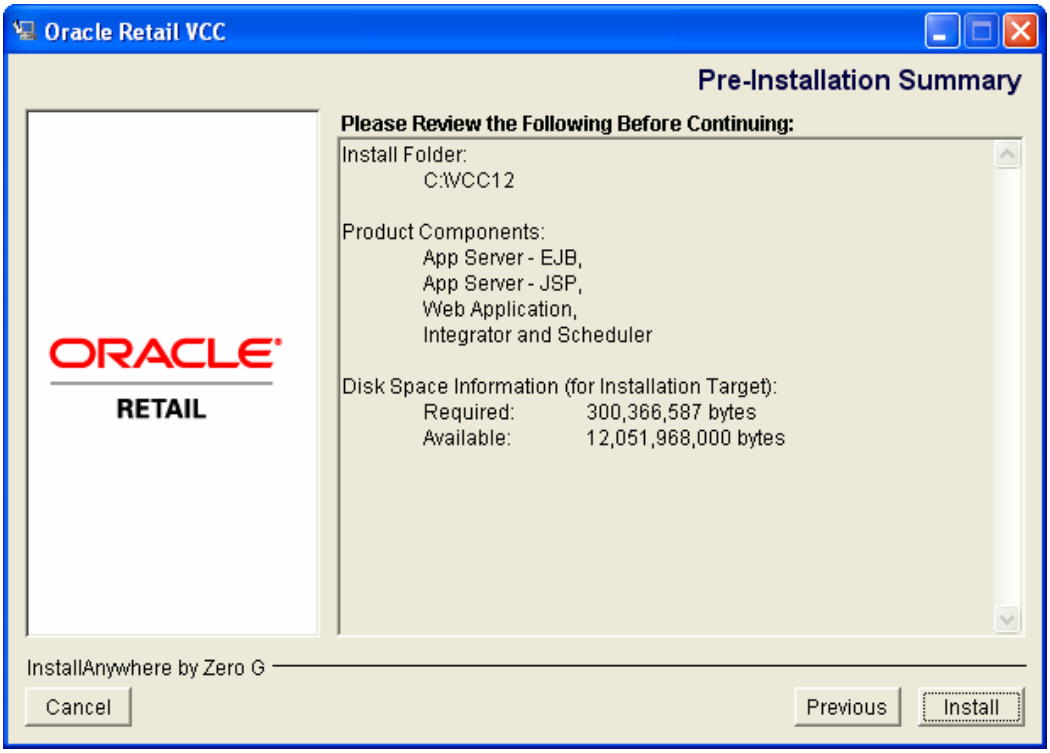
16. Click **Next**. The Maintain Configuration Setting pane appears.
17. If you want to maintain all settings from a previous VCC installation, click the Yes radio button. If you want to re-enter all new settings, click the No radio button.



18. If you selected "Yes" to use previously configured settings, you are prompted to select the previous VCC installation folder.

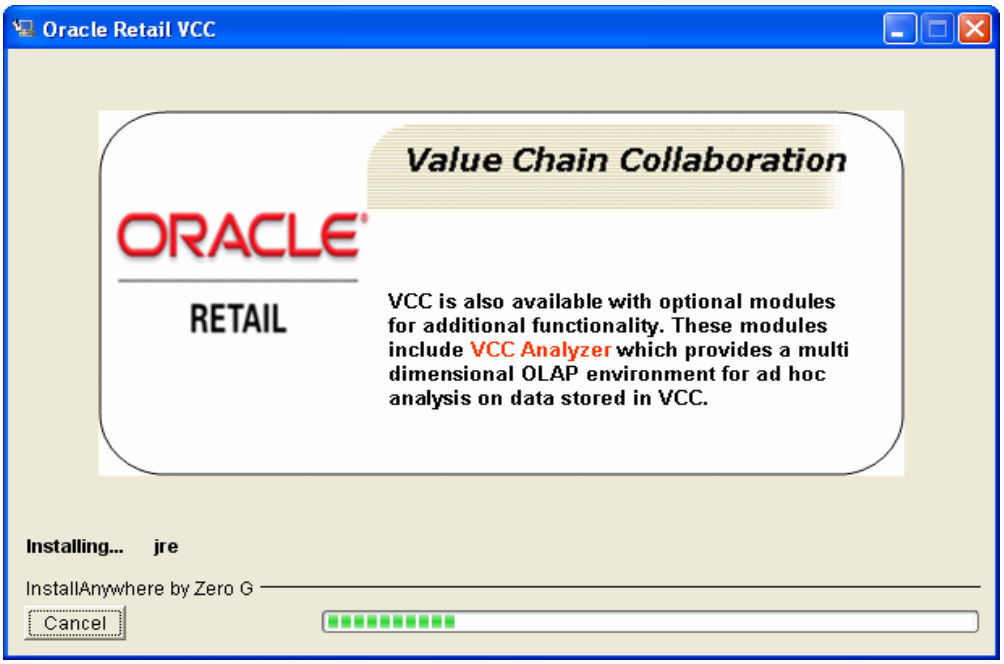


19. A Pre-Installation Summary screen appears that allows you to review your settings.

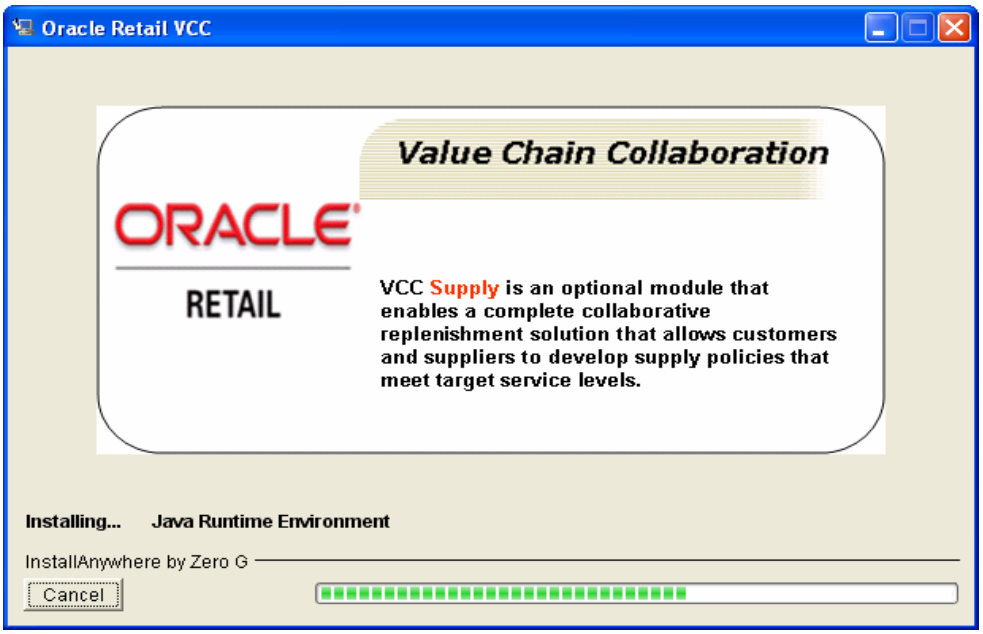


20. Click **Install**. A progress screen appears while the software is installing.

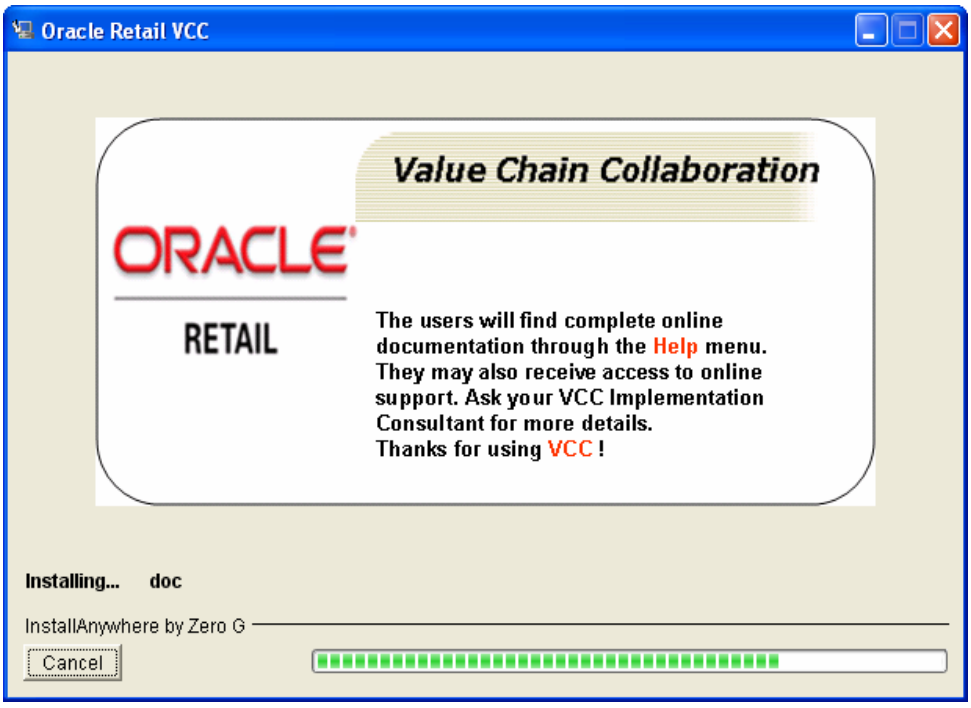
21. During the installation, VCC provides with the information about add-on modules it possesses (VCC Analyzer given below).



22. During the installation, VCC provides with the information about add-on modules it possesses (VCC Supply given below).



23. During the installation, VCC provides with the information about add-on modules it possesses (VCC Supply given below).



24. After most of the installation has completed, the VCC configuration screen appears. For details see, "Configuring VCC".
25. When the install is complete, click **Done**.

5

Configuring Value Chain Collaboration

After installing VCC successfully, the user must configure the following:

- VCC Database
- VCC Servers, including the Application Server and the Scheduler
- VCC Client
- VCC Integrator

Each of the configuration process is described below:

Starting the VCC Configuration Program

Prior to opening the VCC configuration program, make sure that the VCC server is not running. If the VCC server is running, stop the server before proceeding through the following steps:

To start the VCC configuration program for Windows, from the VCC program group select **VCC Configurations - VCC Configuration**. The VCC configuration screen appears.

Follow the steps given below to start the VCC configuration program for UNIX:

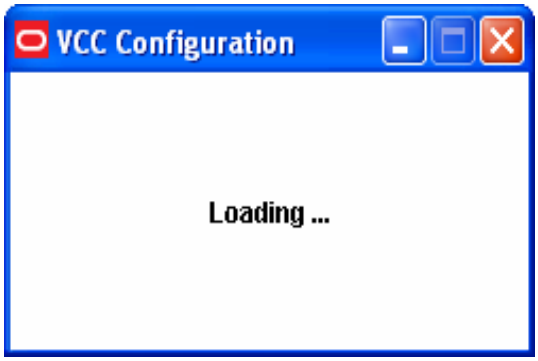
1. Change your working directory to:

   ```
   [VCC_HOME]/configuration
   ```

2. Enter:

   ```
   ./syncra_Configurations
   ```

   The VCC configuration screen appears.

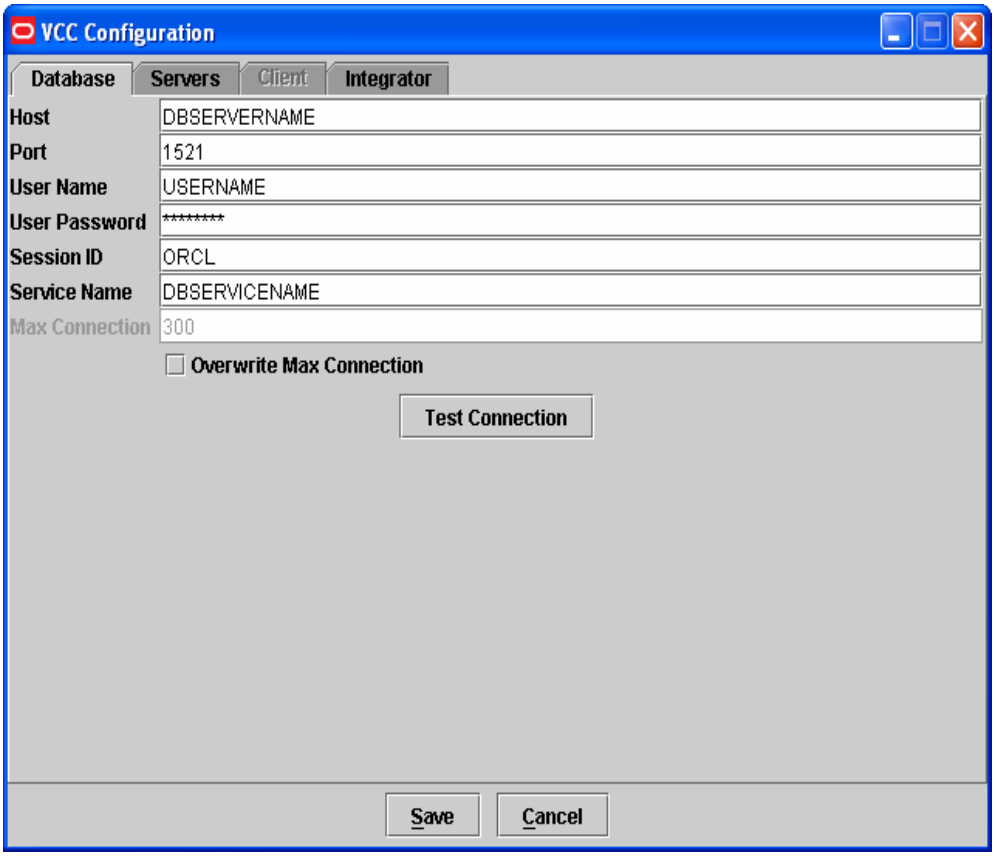


VCC Configuration Loading screen

Configuring the VCC Database

The database configuration screen allows you to set all components that must connect to the database, and updates the appropriate property files.

1. From the VCC Configurations screen, click the **Database** tab.



VCC Configuration Opening Screen

Enter the following:

a. In the Host field, enter the name of the server on which you installed the database.

b. In the Port field, enter the port number for the VCC database. The port number must match the port on which the database is running.

c. In the User Name field, enter the VCC database user name.

d. In the User Password field, enter the VCC database user password.

e. If you are using Oracle, in the Session ID field enter the session ID name for the VCC database. Consult your database administrator for your database session ID.

f. If you are using Oracle, in the Service Name field enter your Oracle database service name. Consult your database administrator for your Oracle service name.

g. Check Override Max Connections if you want more than 300 simultaneous connections. Enter the new value in the Max Connection field.

2. To ensure that the database connection is working properly, click the **Test Connection** button.

> **Note:** Here, use the session id = service

In order access the Test Connection utility in VCC Configuration under the Database tab, the Oracle9i Client has to be installed on the machine.

For UNIX Machines

In order to access the Test Connection utility in VCC Configuration under the Database tab, set the environment variable of the OS with:

```
LD_LIBRARY_PATH=[ORACLE9i_HOME]/lib
```

Upgrading the Database to a new patch

----------Need information ----------

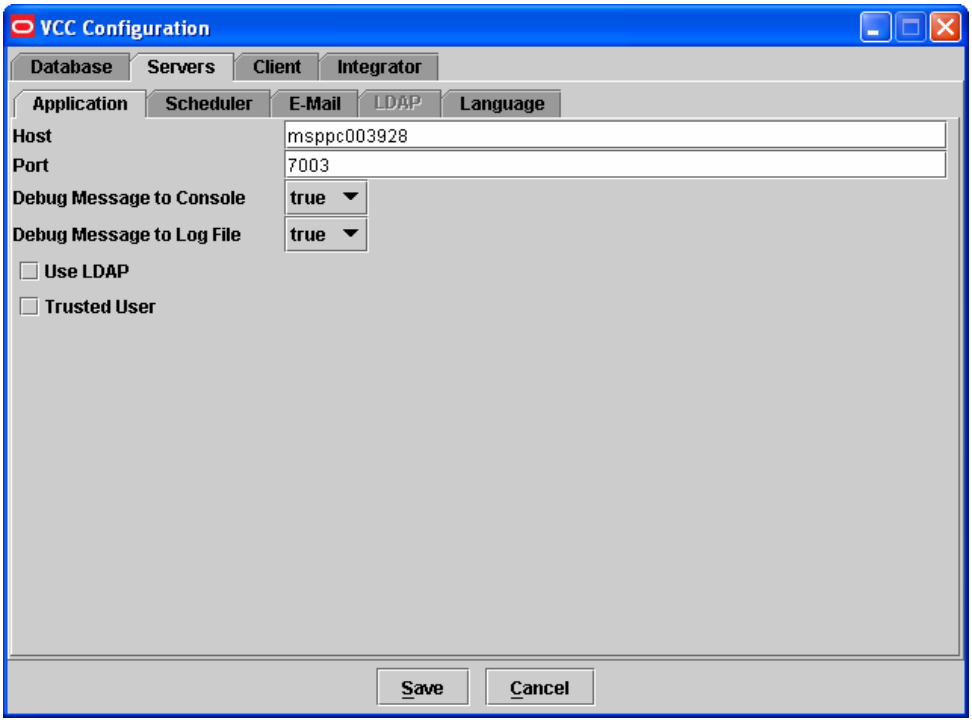
Configuring the VCC Servers

Configure the VCC Server by entering the appropriate information in the VCC Server Configuration screen.

Access the VCC Server Configuration screen by selecting VCC - VCC Configurations - VCC_Configuration from the VCC program group. The VCC Configurations screen appears.

To configure VCC servers:

1. Click the **Server** tab. The Servers pane appears.
2. Click the **Application** tab.

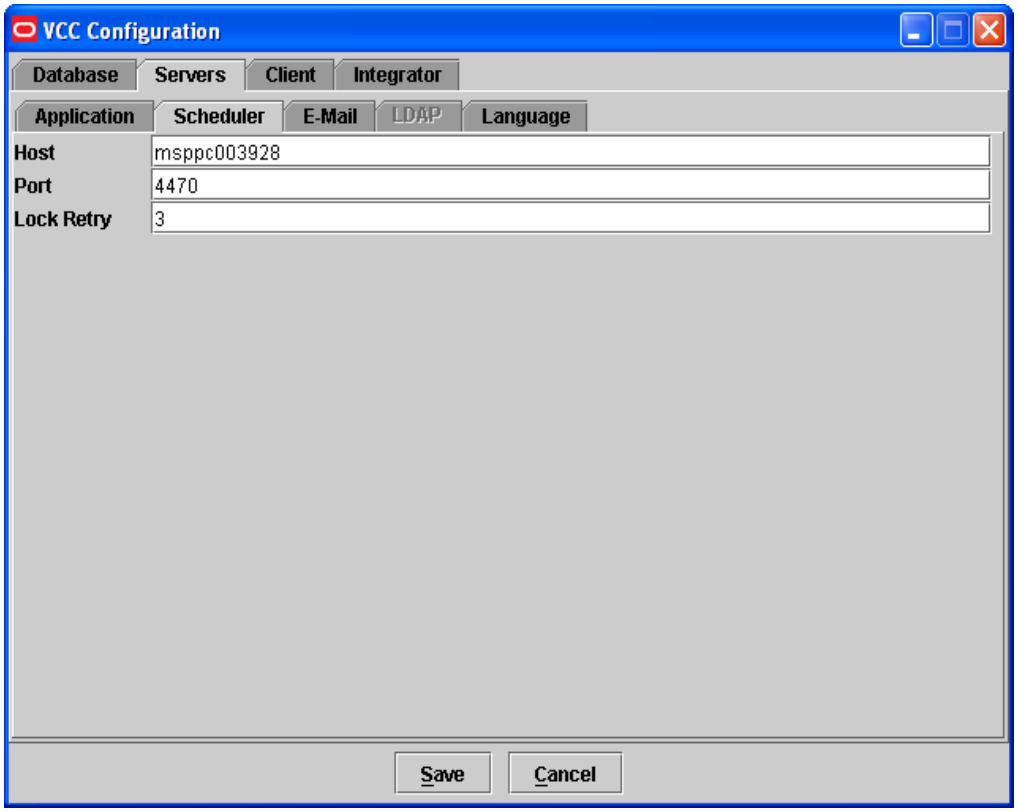


> **Note:** If you have selected to install the JSP without the EJB, you must enter the JSP Port, EJB Host, and EJB Port.

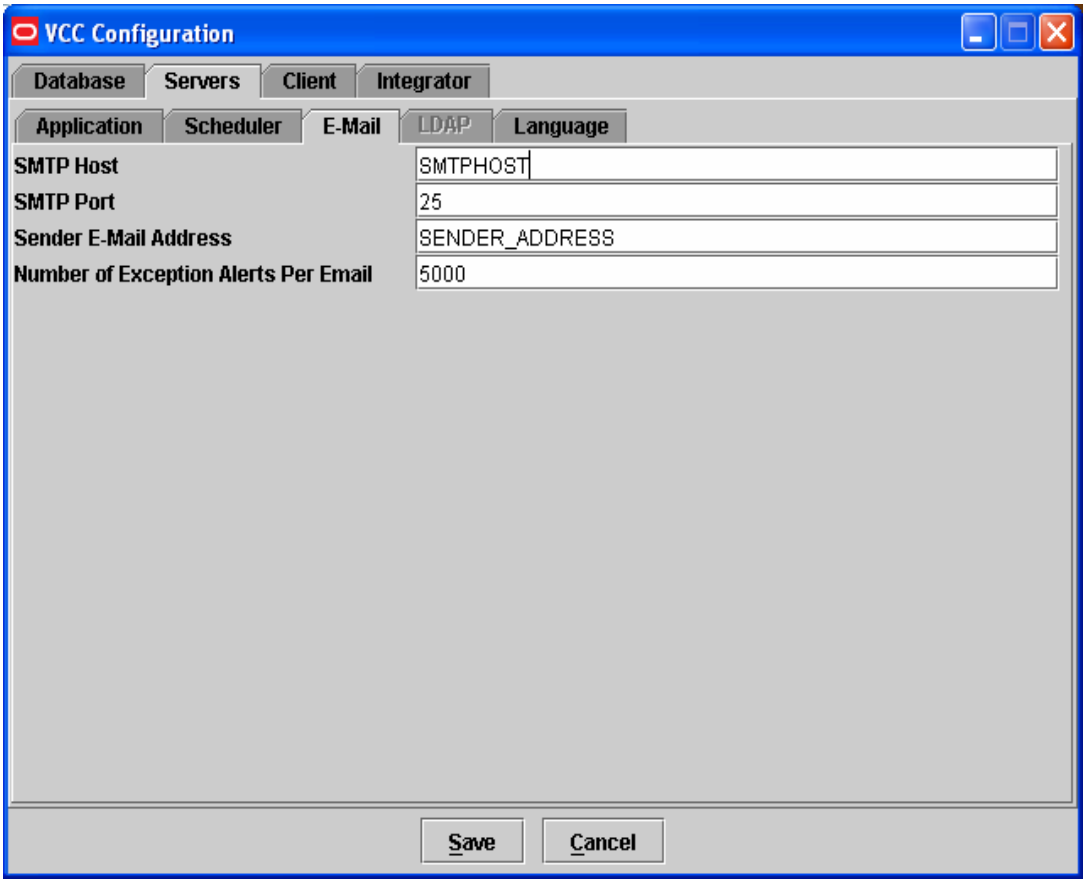
3. In the Host field, enter the VCC Server host. This is the name of the machine on which you installed VCC.
4. In the Port field, enter the VCC Server port number. The VCC Server port defaults to the appropriate port. If it conflicts with a port already in use on your machine, enter a new port number.
5. In the Debug Messages to Console field, select "true" to send debug messages to the console; select "false" if you do not want debug messagers sent to the console.
6. In the Debug Messages to Log File field, select "true" to send debug messages to a log file; select "false" if you do not want debug messagers sent to a log file.
7. Check Use LDAP if you wish to use VCC's LDAP server. This will enable the LDAP tab located under the Server tab. If this is not checked, the LDAP tab will appear disabled.
8. If you are using a product such as SiteMinder and wish to bypass the login screen using Single Sign On (SSO), check Trusted User, and enter the Header Parameter in the field provided. Single Sign On through the Trusted User feature allows applications to embed the VCC application without having to go through VCC's user authentication and authorization feature.

   Trusted User is useful if you do not want to use the standard VCC login screen, have other ways of logging into Xt, or have applications that log into Xt. Trusted User will validate the username from the client database or application, then verify that user for login in the VCC database. The login page reads the value of the Trusted User Header Parameter from the http header. If the value matches a username in VCC, the user is authenticated and enters the application. If the value doesn't match any username, they are presented with a standard "incorrect username/password" screen.

   No other configuration in VCC is required to enable SSO.
9. Click the **Scheduler** tab. The Scheduler pane appears.



10. In the Host field, enter the VCC Scheduler Host.
11. In the Port field, enter the port number. The Scheduler Port defaults to the appropriate port. If it conflicts with a port already in use on your machine, enter a new port number.
12. In the Lock Retry field, enter the number of execution attempts before quitting if the task is blocked by an active conflicting lock. Five seconds elapse between retries. While the attempts to execute continue, the job status show "Waiting on lock." If lock remains in place after attempts to execute reaches the number entered in the Lock Retry field, the job status show "Could not obtain lock." Entering a negative number results in an unlimited number of retries.
13. Click the **E-Mail** tab. The E-Mail tab allows you to configure the language in which e-mail messages are sent for Exception Reports and Usage Reports.



14. In the SMTP Host and SMTP Port fields, enter the e-mail host and port, respectively.
15. In the Sender E-mail Address field, enter the sender's e-mail address.
16. In the Recipient's Language field, enter the language in which you want Exception Report and Usage Report e-mails sent.
17. Enter the Number of Exception Alerts Per Email that you wish to include.
18. Click **Save**.

Configuring the VCC Language Tab

In order to generate PDF versions of Reports containing Japanese or Korean characters, the Adobe Acrobat Asian Language Pack and the necessary font(s), must be installed on all machines that will run the reports (that is, the JSP Engine and the Scheduler).

The font is designated in the VCC Configuration - Servers - Language tab.

> **Note:** Users wishing to view PDF Reports with Asian characters must also have the correct Asian fonts installed on their machine.

The Asian fonts supported by VCC are:

- NSimSun
- SimSun
- SimHei
- PMingLiU
- MingLiU

You may install one or all of the three languages supported by the pack: Chinese, Japanese and Korean, however Chinese is not currently supported by VCC. The language pack will install CID fonts for each of the languages you select.

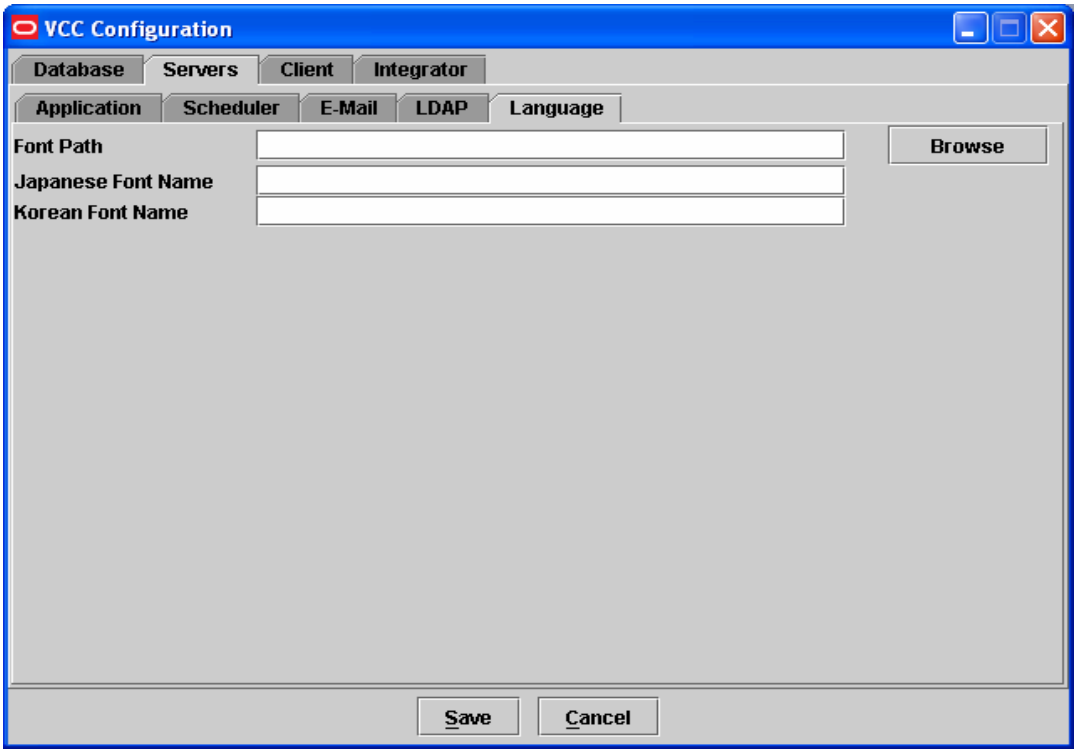
To download the Asian fonts for Adobe Acrobat Reader(r), visit:

http://www.adobe.com/products/acrobat/acrrasianfontpack.html

Acrobat Reader(r) versions 5.0 and higher can generate VCC PDF Reports. Acrobat Reader(r) 6.0 is the first version to download the correct font packs on demand, although they are also available at the above link if you choose to download them in advance.

To configure the Language tab:

1. Select **VCC - VCC Configurations - VCC_Configuration** from the VCC program group. The VCC Configuration screen appears.
2. Click the **Servers - Language** tab.

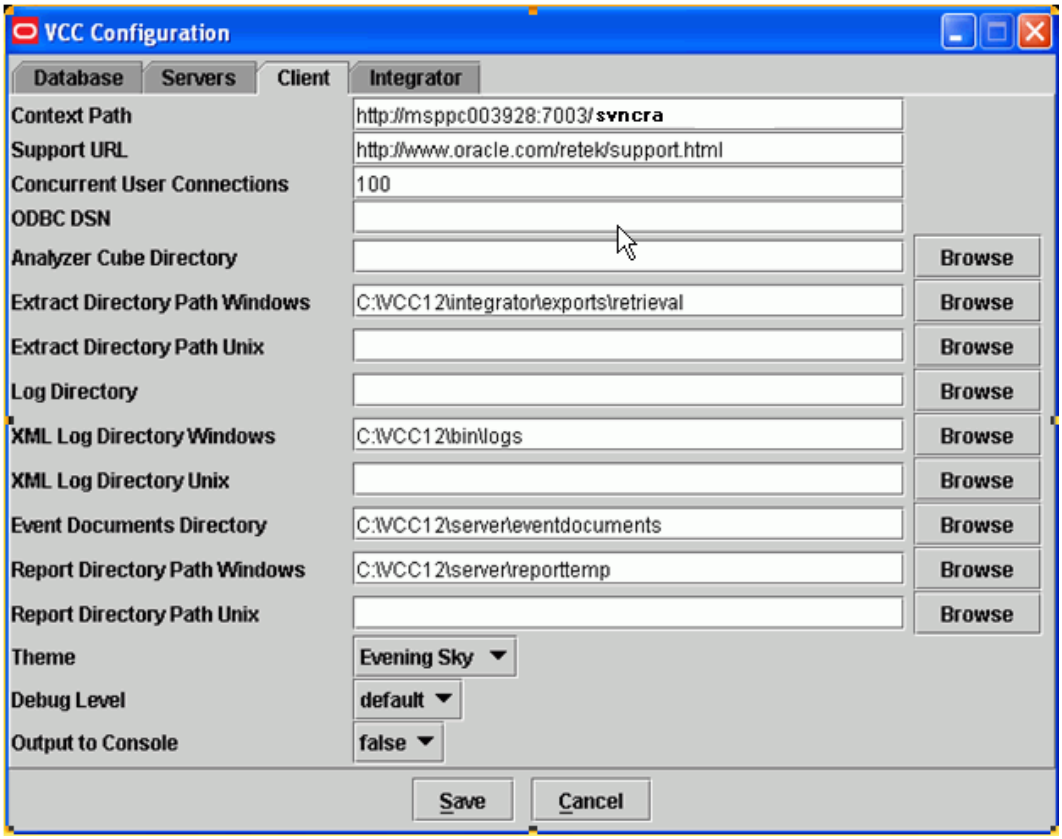


3. Set the **Font Path** by clicking Browse and selecting the directory where the Asian fonts are located.
4. In the field Japanese and/or Korean **Font Name** fields, enter the name of the font you have selected.
5. Click **Save**.

Configuring the VCC client

To configure VCC, from the VCC program group:

1. Select **VCC - VCC Configurations - VCC_Configuration** from the VCC program group. The VCC Configuration screen appears.
2. Click the **Client** tab.



3. In the Context Path field, enter the URL that accesses the VCC virtual directory;

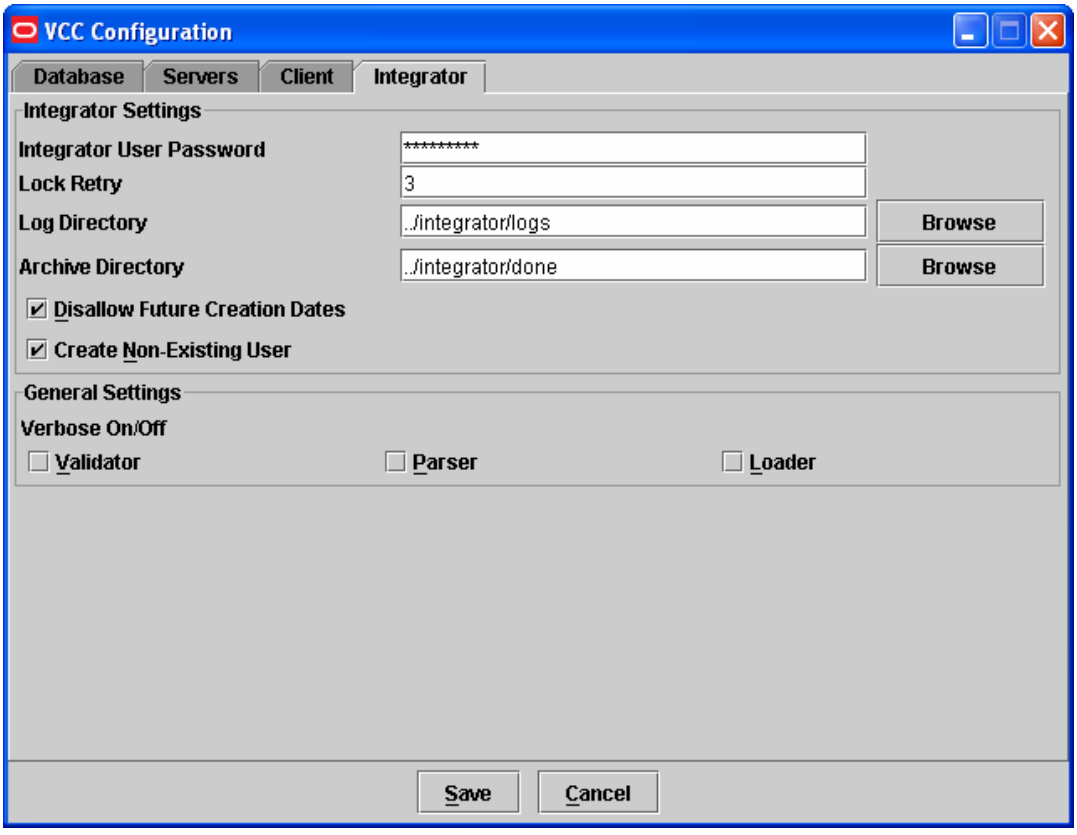
   For example: http://machine_name/Web_application_name.
4. In the Support URL field, enter the URL that support can be located.
5. In the Concurrent User Connections field, enter number of concurrent sessions allowed per user ID. This field requires a whole number greater than or equal to 1.
6. In the ODBC DSN field, enter the ODBC Data Source Name “internetivity”.
7. In the Analyzer Cube Directory field, enter the output directory for the Analyzer. The VCC application server looks for cubes in this directory to display. The database server also needs access to this directory to write cubes. If you do not want to give the database server access to this directory for whatever reason, you must physically move cubes to this directory for the application server. If it is not specified, generated cubes must be moved to the Analyzer Cube Directory on the application server machine generating cubes.
8. In the Extract Directory Path field, enter the path of the directory in which you intend to extract files from VCC for data extraction. Note that if you do not set the Extract Directory Path field, you will not be able to use the Extracts feature.
9. In the Log Directory field, enter the directory in which the Client log is to be located.

10. In the XML Log Directory field, enter the location for all Supply, Demand and Metrics logs. The default is [VCC_HOME]\bin\logs. If Scheduler is installed on a machine other than the Server machine, you must either map a drive to the scheduler machine on which the log files are generated or move them manually from the Scheduler machine to the Server machine. This field appears only if you have the Supply, Demand, or Metrics modules installed.
11. In the Events Document Directory field, enter the directory path that Events documents will be stored in.
12. In the Report Directory Path field, enter the directory path that Reports documents will be stored in.
13. In the Theme dropdown, select a color scheme for the VCC interface. Choices include: Evening Sky, Tea Leaves, Rocket Fuel, and Olive Branch.
14. In the Debug Level dropdown, select "Default" or "All." The default provides no debugging.
15. In the Output to Console dropdown, select "True" or "False."

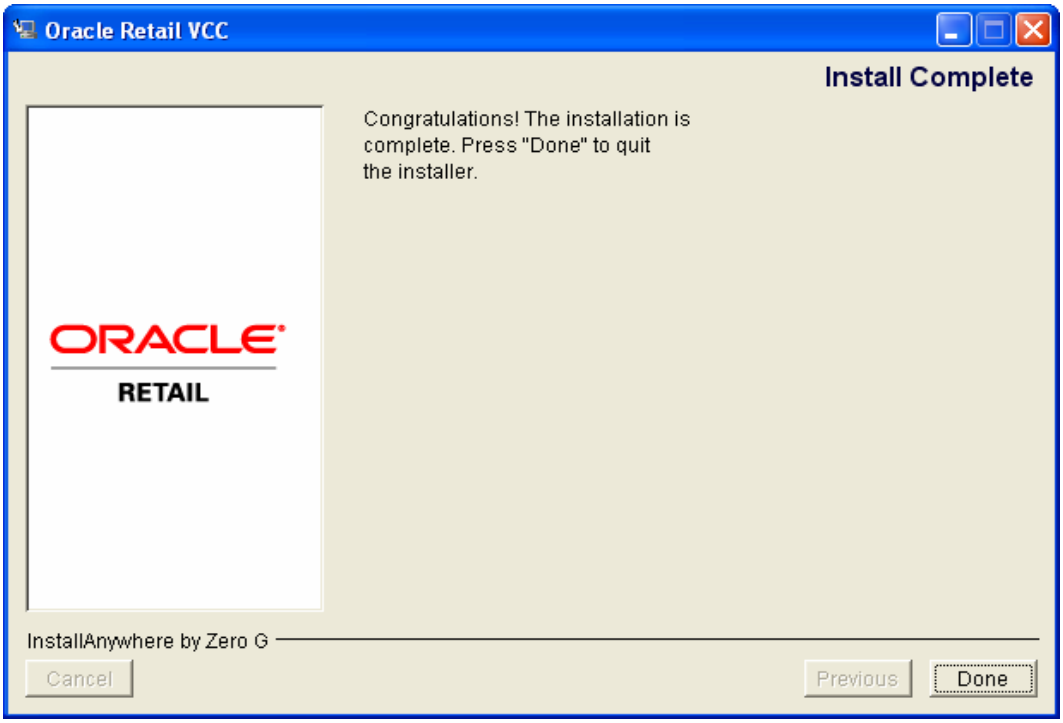
Configuring the VCC Integrator

To configure the VCC Integrator, from the VCC program group:

1. Select **VCC - VCC Configurations - VCC_Configuration** from the VCC program group. The VCC Configuration screen appears.



2. Click the **Integrator** tab.
   a. In the Integrator Password field, enter an Integrator user password. The default is "pinkrhino." The only valid Integrator user name is "integratoruser."
   b. In the Load Threads field, enter the number of parallel thread processes you want to use to load your data streams. This number depends on the number of simultaneous data load processes your database server can support. If you specify a value, the Integrator uses as many processes available up to the maximum value specified. Consult your database administrator for an appropriate value.
   c. In the Lock Retry field, enter the number of attempts the Integrator makes to acquire a lock. The default is three attempts. If you enter a negative number, the integrator will try to acquire the lock indefinitely.
   d. In the Log File field, enter the pathname for the log file.
   e. In the Archive Directory field, enter the path of the directory where archived forecasts are stored.
   f. Check the Disallow Future Creation Dates checkbox if you do not want to load forecasts with creation dates in the future.
   g. Check the Create Non-Existing User checkbox if you want non-existing users to be loaded through integrator loaders other than Master Data and User loaders.
3. In the General Settings portion of the Integrator pane, check **Verbose On/Off** for the Validator, Parser, and Loader depending on your requirements. Checking the checkbox turns verbose mode on.
4. Click **Save**.



6

Post Configuring VCC

- Logging Server Error Messages
- Setting Environment Variables for the JSP Server on Solaris
- Starting and Stopping the VCC Server
- Running VCC as a Windows Service
- Uninstalling VCC

Logging Server Error Messages

You can control where VCC Server error messages appear by setting the appropriate flags in the `runtime.properties` file located in `[VCC_HOME]\server\runtime` as follows:

- syncra.debug — Set this to "true" if you want error messages logged to the console; set it to "false" if you do not want errors logged to the console.
- syncra.logToFile — Set this to "true" if you want to log Synca Server errors to the SyncraServer.log file in [VCC_HOME]\server; set this to "false" if you do not want to log VCC Server errors messages to the SyncraServer.log file.

Setting Environment Variables for the JSP Server on Solaris

If you are running your JSP server on Solaris, you must set the `LANG` environment variable to display the appropriate language localization settings for VCC. To do so in bash, type:

```
export LANG=LanguageCode_CountryCode
```

where LanguageCode is a two-letter, lowercase code for a valid language supported by VCC, which is any language based on the Latin-1 alphabet. Valid language codes can be found at:

```
http://userpage.chemie.fu-berlin.de/diverse/doc/ISO_639.html
```

CountryCode is a two-letter uppercase abbreviation of the country. Valid CountryCode abbreviations can be found at:

http://userpage.chemie.fu-berlin.de/diverse/doc/ISO_3166.html

That is, for a system running in English in the United States type:

```
export LANG=en_US
```

You should set this as a global environment variable.

> **Note:** If you receive a language pack from VCC, use the environment variable for the language pack. Otherwise, use the `en_US` variable.

For Language Pack Installation on Solaris Machine

Language Pack installation requires sqlplus and sqlldr, therefore to run a language pack from VCC, make sure the [ORACLE_HOME]/bin directory is added to the system PATH.

For UNIX Servers

In order to access the "Test Connection" utility in VCC Configuration under the Database tab, set the environment variable of the OS with:

```
LD_LIBRARY_PATH=[ORACLE9i_HOME]/lib
```

If the Integrator is Running on a Solaris Machine

Set the Oracle Home in the `.profile` file for the user running the Integrator.

Starting and Stopping the VCC Server

Windows

To start the VCC Server, select VCC - VCC Server - Start from the VCC Program group.
To stop the VCC Server, select VCC -VCC Server - Stop.

UNIX

To start the VCC server:

1. Change your working directory to
   `[VCC_HOME]/server`
2. Enter the command:
   `./startWeblogic.sh`

To stop the VCC server

1. Change your working directory to:
   `[VCC_HOME]/server`
2. Enter the command:
   `./VCC_server_shutdown`

Updating the Help

For the Japanese online Help, an update is necessary. To complete the update:

1. Copy all subfolders from [drive]:\[program name]\webclient\syncraweb\help\en_US\client\
2. Paste to [drive]:\[program name]\webclient\syncraweb\help\jp_JP\client\

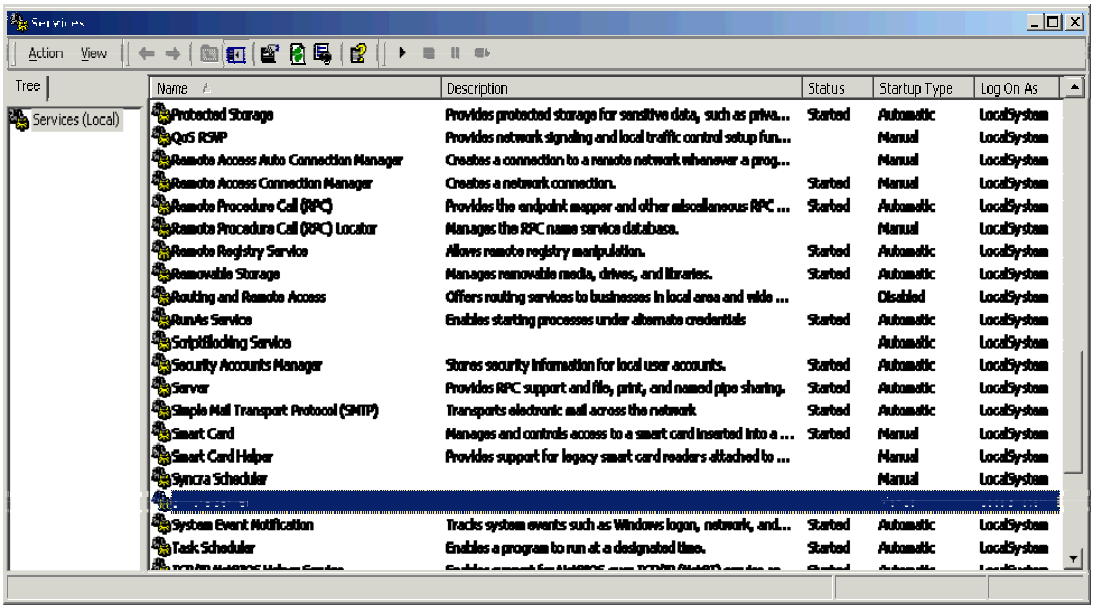
Running VCC as a Windows Service

If you have chosen to install the EJB server or the JSP server, the following is installed and registered as a Windows 2000 Service: VCC Server.

If you have chosen to install the VCC Integrator, the following is installed and registered as a Windows 2000 Service: VCC Scheduler.

To run the VCC Server or the VCC Scheduler as a service:

1. Select **Start - Programs - Administrative Tools - Services**.
2. Find VCC Server or VCC Scheduler in the Services screen, right-click and select **Start**.



If you are installing multiple VCC Servers on the same machine, the service names appearing in the services list would have the format "*VCC_install_directory_name* Server," and "*VCC_install_directory_name* Scheduler."

> **Note:** Every time a VCC Windows Service is restarted, the log file for the Windows Service is re-generated, that is, the existing log file gets overwritten. If you do not want the existing log file to be overwritten, you must rename the file.

Uninstalling VCC

If you have to uninstall VCC and reinstall a newer version, you must do the following:

Windows

Select **Start - Programs - VCC - Uninstall VCC**.

UNIX

From the `[VCC_HOME]/uninstaller` directory, run:

```
./Uninstall_Syncra
```

A

Configuring Multiple VCC Instances Using a Single Web Server

This chapter contains the following topics:

- Multiple VCC Instances Overview
- Multiple VCC Instances OverviewConfiguring IIS Virtual Hosts to Run Multiple Instances of VCC
- Multiple VCC Instances OverviewConfiguring IIS Virtual Hosts to Run Multiple Instances of VCCConfiguring Apache for Multiple Instances of VCC.

Multiple VCC Instances Overview

To configure virtual hosts, you must ask your system administrator for a unique static IP address for each application server to which you intend to connect.

Windows

Using a single IIS Web server you can run multiple instances of VCC on the same machine by creating virtual hosts. Once you have the valid static IP addresses and associated information, you can create the IIS virtual hosts for the VCC instances. For details, see "Configuring IIS Virtual Hosts to Run Multiple Instances of VCC."

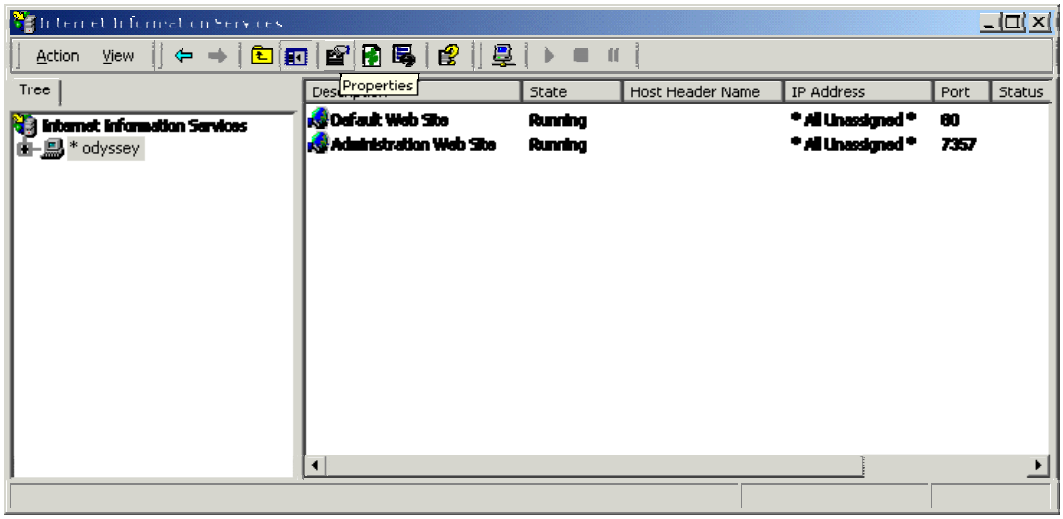
UNIX

To configure multiple instances of VCC using a single Apache Web server, you must modify the Apache `httpd.conf` file, or create a `weblogic.conf` file in the Apache `conf` directory and add an `Include` statement to the `httpd.conf` file to call the `weblogic.conf` file. Either method is acceptable. The method you choose depends on how you prefer to structure your files. For details, see "Configuring Apache for Multiple Instances of VCC".

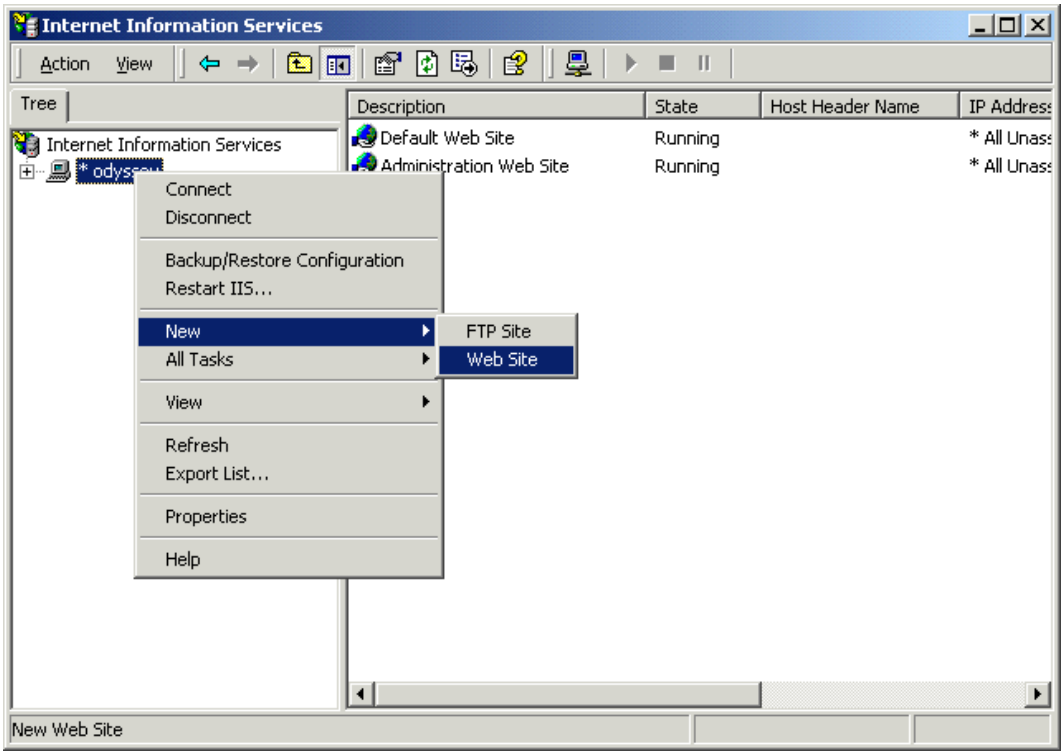
Configuring IIS Virtual Hosts to Run Multiple Instances of VCC

To configure IIS virtual hosts:

1. Start the **Internet Services Manager** from Administrative Tools.

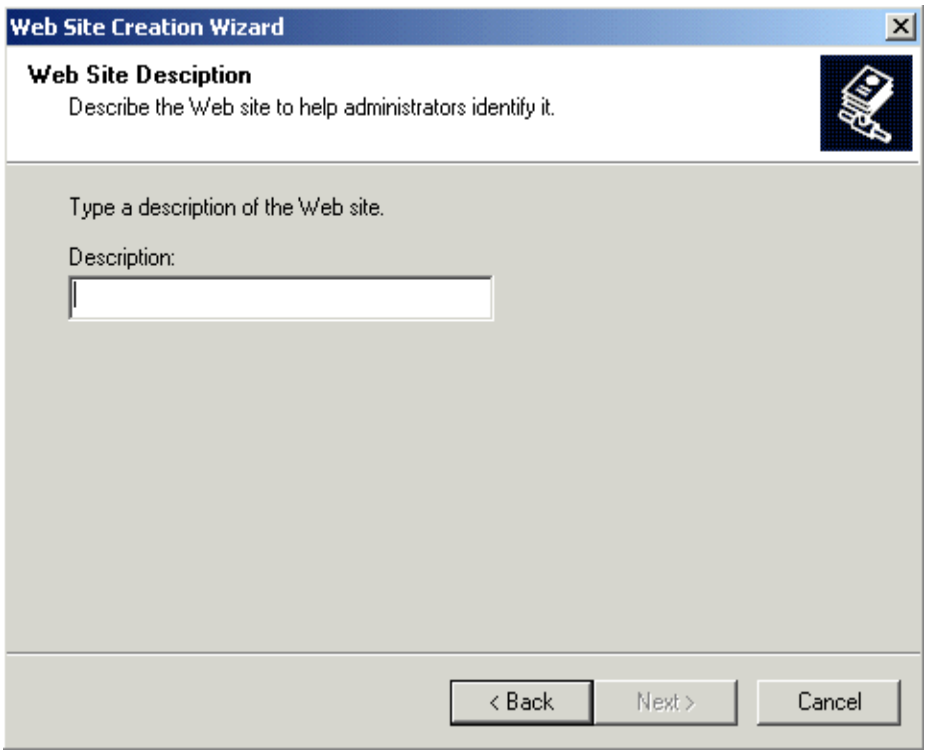


2. Right-click on your computer's name in the IIs Information Services screen and select **New - Web Site**. The Web Site Creation Wizard screen appears.

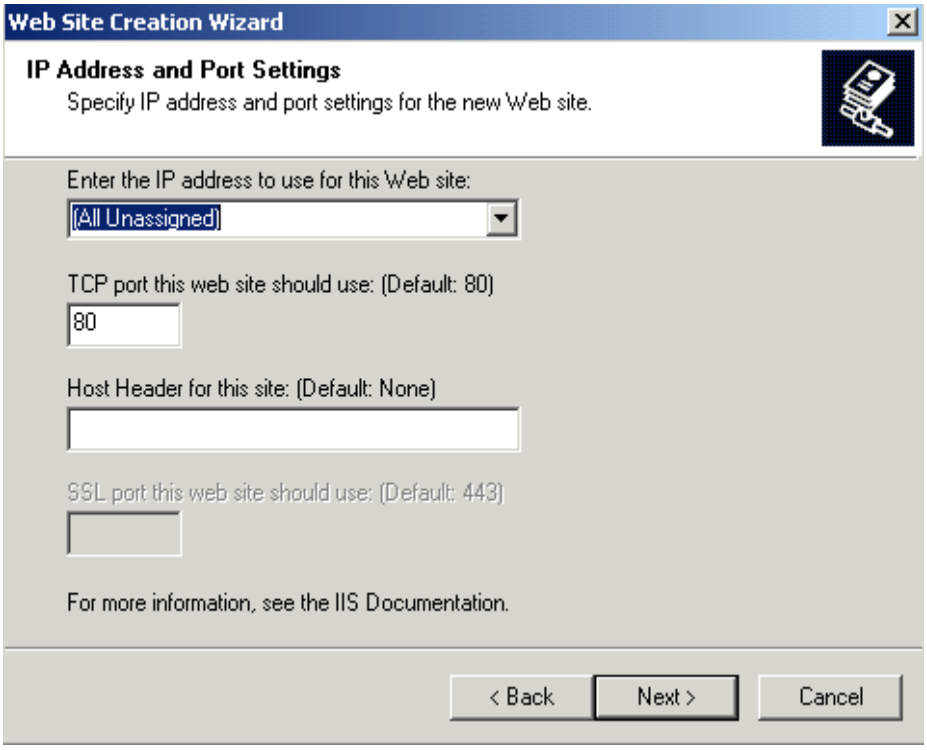


Note: For detailed step-by-step information on how to configure multiple Xt instances using a single web server, see the Appendix, "Configuring Multiple Instances in VCC."

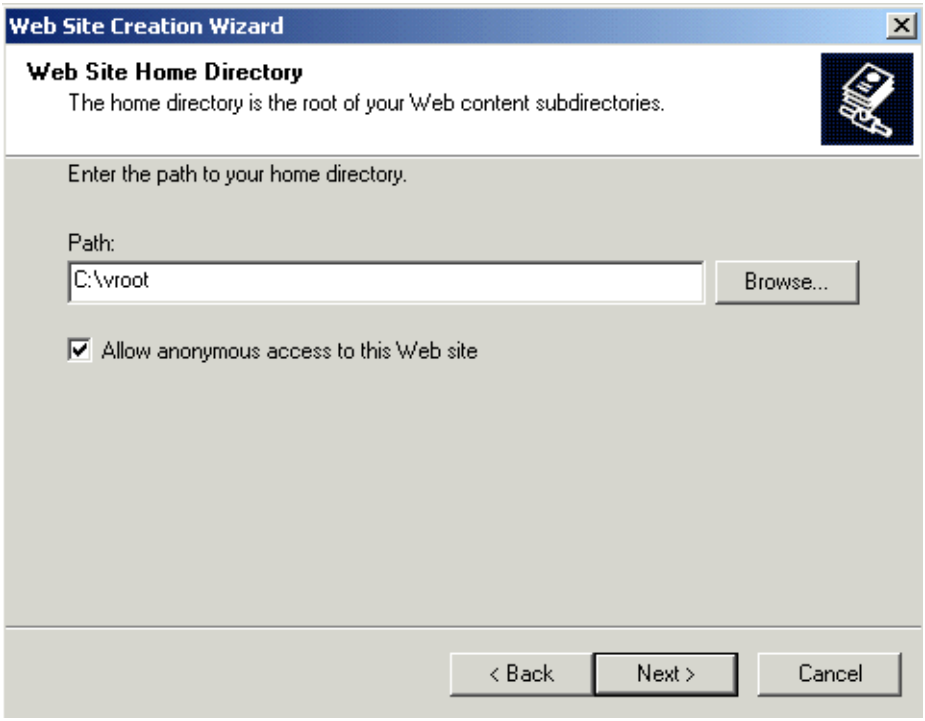
3. Click **Next**. The Web Site Description screen appears.



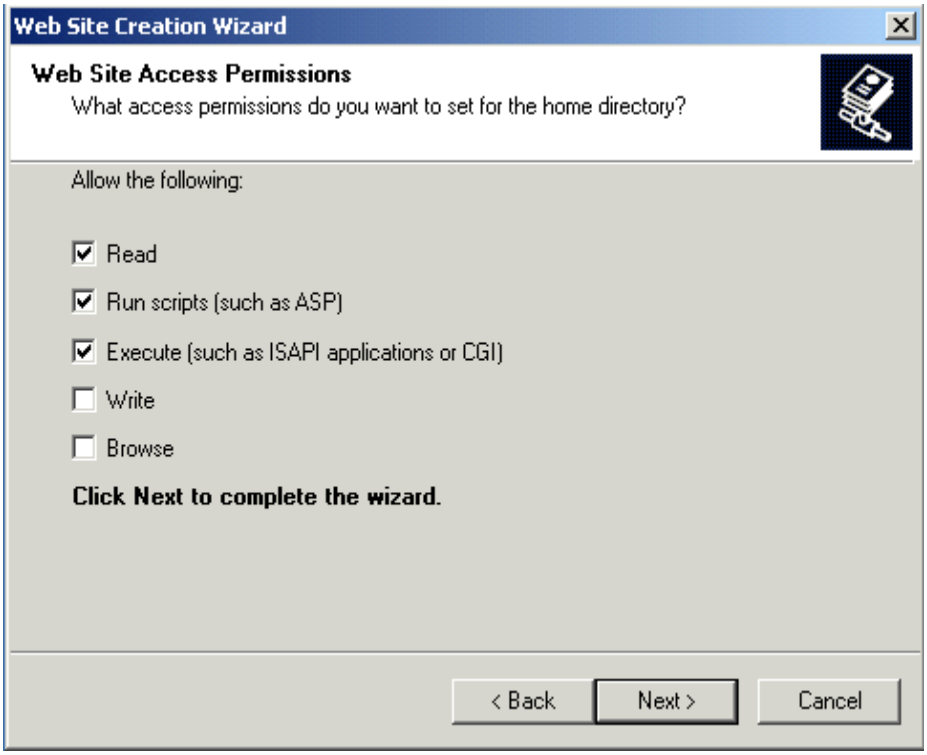
4. Enter a descriptive name for the Web site.
5. Click **Next**. The IP Address and Port Settings screen appears.



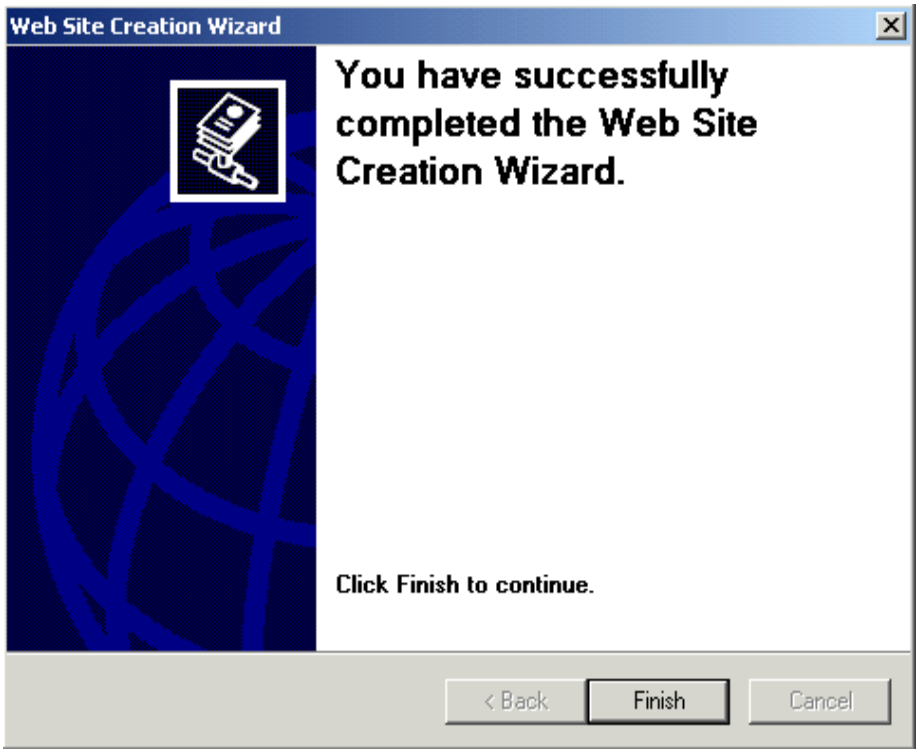
6. Select the IP address from the drop-down list.
7. Click **Next**. The Web Site Home Directory screen appears.
8. Enter any directory name here. The directory is not actually used and is used as a dummy directory. You can create one for all IP addresses or use a different directory name for each IP address you are configuring.



9. Click **Next**. The Web Site Access Permissions screen appears.
10. Check the **Execute** checkbox.



11. Click **Next**. The Web Site Finish screen appears.
12. Click **Finish**.



13. Create a virtual directory for this virtual host. All virtual hosts must use the same virtual directory name. The virtual directory can point to any VCC instance ([VCC_HOME]\webclient\syncraweb) on any machine on your network. To create a virtual directory for the virtual host, follow the instructions in "Adding the VCC IIS Virtual Directory."
    When creating virtual directories in IIS for each virtual host, all virtual directories must have the same name (for example, *VCC*).
14. Add **`iisforward.dll`** for the virtual host. To add iisforward.dll for a virtual host, see "Installing iisforward.dll."
15. Add **`iisproxy.dll`** to each virtual directory you created in each virtual host. For details, see "Installing iisproxy.dll."

Configuring Apache for Multiple Instances of VCC

There may be occasions when you have to run one or more instances of VCC on a single machine. You can do this by modifying the Apache `httpd.conf` file, or by creating a `weblogic.conf` file in the Apache `conf` directory and adding an `Include` statement to the `httpd.conf` file to call the weblogic.conf file. Either method is acceptable. The method you choose depends on how you prefer to structure your files.

To configure multiple instances of VCC:

1. Ensure that you have added the appropriate Alias statement for each instance of VCC. For details, see "Modifying the Apache httpd.conf File."
2. Add the following statements to your `httpd.conf` file; or, create a file called `weblogic.conf` in `[APACHE_HOME]/conf`, add the statements to it, and add an `Include` statement in `httpd.conf` to call it.

```
<IfModule mod_weblogic.c>
WebLogicHost ip_address
MatchExpression /Web_application_name/jsp/ WebLogicPort=port_number1
MatchExpression /Web_application_name/applet/ WebLogicPort=port_number1
MatchExpression /Web_application_name/jsp/ WebLogicPort=port_number2
MatchExpression /Web_application_name/applet/ WebLogicPort=port_number2
.
.
.
<IfModule>
where
ip_address is the IP address of the VCC host machine or virtual host
machine.
VCC_alias is the name of the alias directory you assigned to this instance
of VCC.
port_number is a unique port number for Weblogic. The default is usually
7001.
```

3. If you decided to create a separate `weblogic.conf` file in the `[APACHE_HOME]/conf` directory for the `IfModule` statements, add the following `Include` statement to `httpd.conf`:

```
<IfModule mod_weblogic.c>
   Include conf/weblogic.conf
</IfModule>
```

B

Installing and Configuring the VCC Analyzer for Windows and UNIX

To install the Analyzer you must do the following :

- Install Perl
- Add the DBI and DBD-Oracle-9 Packages
- Check the Perl Installation
- Configure OLAP
- Create the Analyzer ODBC Datasource (Windows NT only)
- Build Cubes

Each procedure is described in detail in the subsequent sections:

Installing Perl

Perl version 5.6.1 is recommended for best results.

For Windows, ActivePerl can be downloaded from Active State Web site at:

```
http://www.ActiveState.com
```

Follow the installation instructions provided to install ActivePerl. Accept all default values.

For UNIX, Perl can be downloaded from:

```
http://www.ActiveState.com
```

Follow the installation instructions provided. Accept all default values.

Adding the DBI and DBD-Oracle-9 Packages

For Windows, after you have successfully installed Perl, use the Perl package manager (`ppm`) to add DBI and DBD-Oracle-9 packages.

1. From DOS prompt run `ppm`. Ensure that you are connected to the Internet. Perl downloads the packages (DBI and DBD-Oracle-9) you require when you specify them.

   ```
   ppm
   ```

2. At `ppm` prompt, enter:

   ```
   PPM> install DBI
   Install Package 'DBI' <Y/n>
   ```

   Once you have installed DBI successfully, enter:

   ```
   PPM> install DBD-Oracle
   Install Package 'DBD-Oracle' <Y/n>
   ```

   For UNIX, download DBI and DBD-Oracle packages from:

   ```
   http://www.ActiveState.com
   ```

   Follow the instructions provided to install the package.

Checking the Perl Installation

To check the Perl installation, run the Perl test script:

```
perl test_perl.pl
```

located in `<VCC_HOME>/db/oracle/scripts`. If Perl and the recommended packages install correctly, no error messages appear. Otherwise, an error message is generated as follows:

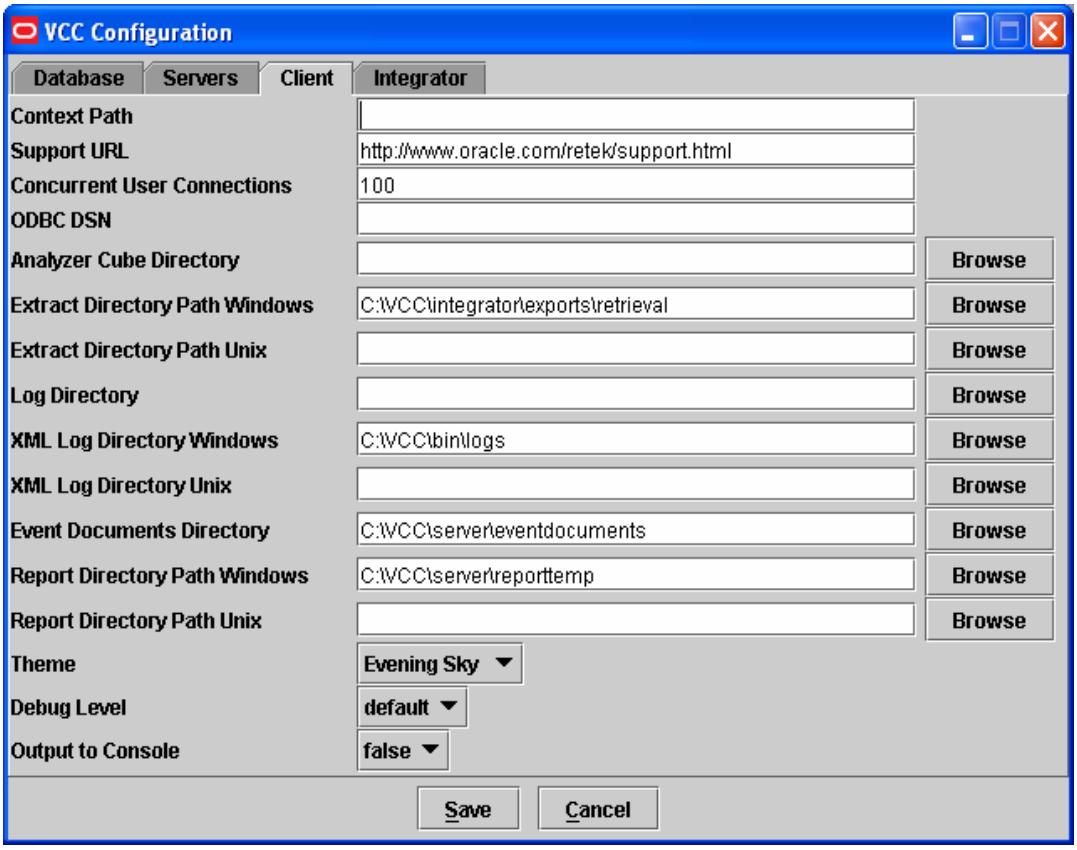
```
Can't locate DBI.pm in @INC (@INC contains: E:/Perl/lib E:/Perl/ site/lib .)
at test_per1.pl line 1.
BEGIN failed--compilation aborted at test_per1.pl line 1.
```

Configuring OLAP

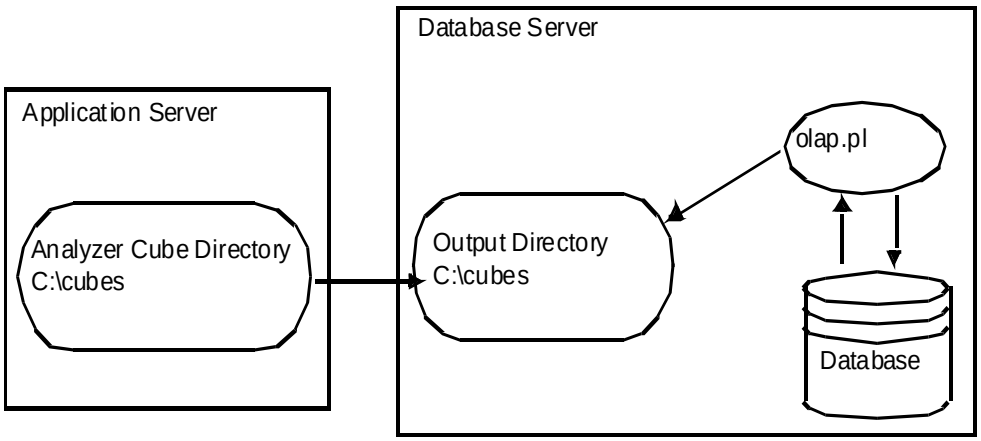
OLAP (Online Analytical Processing) is a set of software tools that can analyze database data. It enables users to analyze different dimensions of multidimensional data. For example, it provides time series and trend analysis views.

To configure OLAP:

1. Specify a valid directory for the Analyze Cube Directory in VCC Configurations by selecting **VCC - VCC Configurations - VCC Configuration** from the VCC program group.
2. Click the **Client** tab.



3. Copy the olap directory in [VCC_HOME]/db/oracle/scripts onto to your database machine.
4. For Windows NT only: on the database sever, create an ODBC connection called "internetivity". It should be configured to point to the schema. (For details, see "Creating the Analyzer ODBC Datasource (Windows NT only)". This does not apply to UNIX servers.
5. Enter **internetivity** for the ODBC DSN.
6. Specify the Analyzer Cube Directory.
7. The output_dir on the database machine should be mapped or mounted (UNIX) as Analyzer Cube Directory on the application server machine. If it is not, generated cubes must be moved to the Analyzer Cube Directory on the application server machine generating cubes.



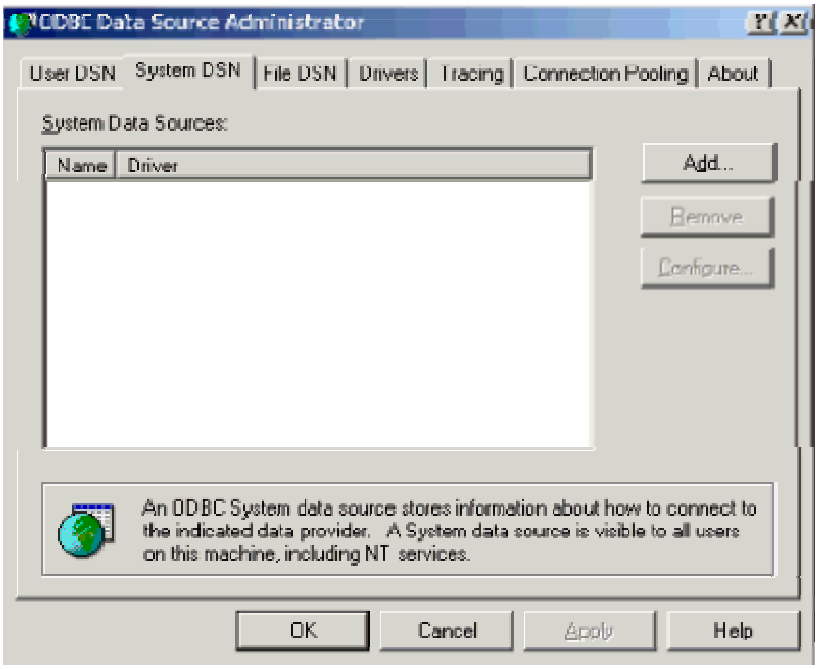
Configuring OLAP

Creating the Analyzer ODBC Datasource (Windows NT Only)

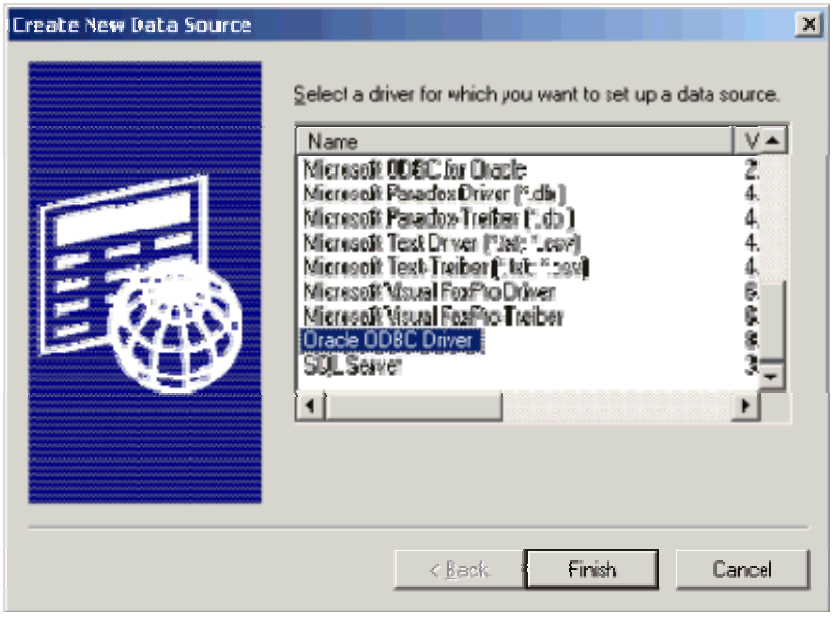
Windows requires that you configure an ODBC (Open Database Connectivity) datasource. UNIX requires JDBC (Java Database Connectivity), which is installed and configured automatically when you install VCC.

To create an ODBC datasource for the Analyzer for Windows NT:

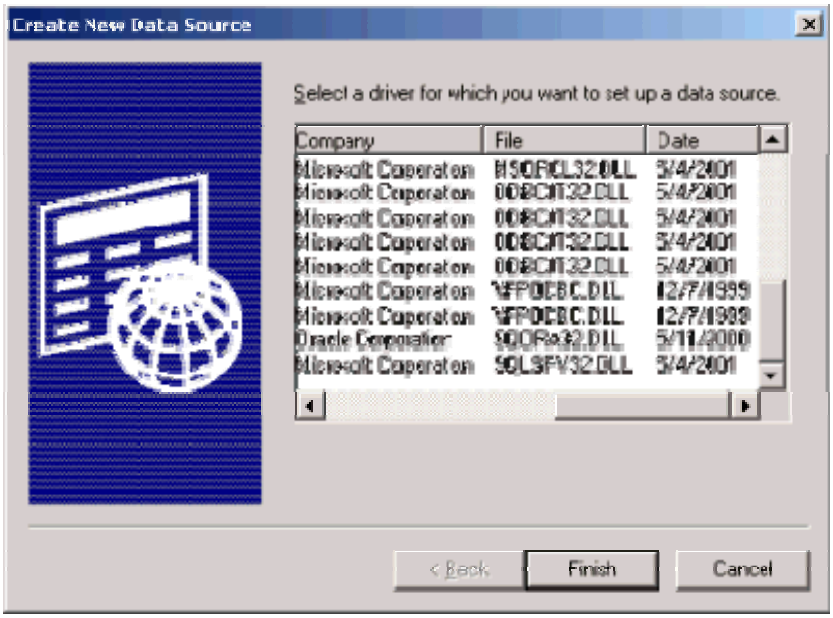
1. Click **Start - Programs - Administrative Tools - Data Sources (ODBC)**; or Start - Settings - Control Panel - Administrative Tools - Data Sources (ODBC).
2. Click the **System DSN** tab.
3. Click **Add**.



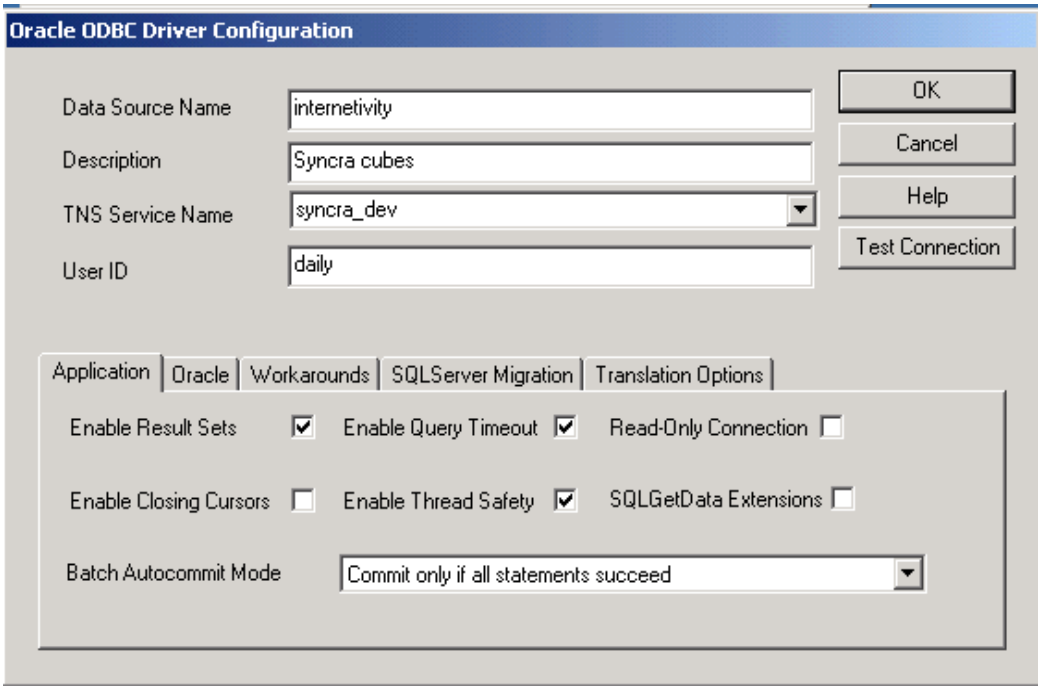
4. Select the **Oracle ODBC Driver**.



5. Verify the version.



6. Click **Finish**. The Driver Setup screen appears.



7. In the Data Source Name field, enter **internetivity**. Note that if you use internetivity as the Data Source Name, the same must be used for the ODBC DSN, located under the VCC Configuration - Client tab. For more on ODBC DSN, see Step 3 on page 43.
8. In the Description field, enter any description string.
9. In the Service Name field, enter the database alias name (SID).
10. In the User ID field, enter the database user ID name.
11. Accept all other defaults in the Driver Setup screen if they are appropriate for your requirements.
12. Click **OK**.

Building Cubes

After you have configured OLAP, you can build the cubes as follows:

1. Begin by creating a plain comma delimited text file called "olap_data.txt" and place it in your [VCC_HOME]\db\Oracle\scripts\olap directory. This text file should contain the following fields:

Field	Parameter	Description
1	Company DUNS	DUNS # of the company. This field is required.
2	Cube Name	Short text, must be unique to the company. Will appear in the cube's heading. This field is required.
3	Description	Long text.
4	Stream Type Codes	List of stream type codes that should be included in the cube. Stream type codes should be separated by a pipe (|). If no stream type is specified, cubes will be created for all the streams assigned to that company.
5	Unit of Measure	UOM to be used in the cube. Valid values include: null, Currency, Loads, and Stat Units. **Note:** A null entry will be interpreted as Base Units.
6	Partition by Partner	Indicates whether you would like to see multiple cubes or a single cube for all partner companies generated. Valid values are: 1 — results in separate cubes for every partner company. null — includes all partner companies in the same cube.
7	Start Period Number	Relative start date to include in the cube. Specified as number of periods offset from the current. **Note:** A null value will be interpreted as the first period.
8	End Period Number	Relative end date to include in the cube. Specified as number of periods offset from the current. **Note:** Null value will be interpreted as the last period.
9	Language	Valid languages available in the database. en_US = English. A null value defaults to English. To view valid language codes, superuser must go to the Configuration > Language screen. Select a language from the dropdown and click "View Details". The 9th column value in the olap_data.txt file will be the language code (language code_country code), a concatenation derived from the "Language Code" and "Country Code" fields on the Configuration > Language screen.

Field	Parameter	Description
10	Number Format	Allows you to specify the number format by entering 1, 2, 3, or 4. Supported formats with their corresponding numbers are: 1 — 1,234,568 2 — 1,234,567.53 3 — 1.234.567,53 4 — 1.234.568 The default value is 1 if no number is entered.
11	Pre-Aggregate Data	Aggregate data based on the daily time buckets specified. This does not apply to weekly databases, and values entered will be ignored. 0 — Daily 1 — Sun - Sat 2 — Mon - Sun 3 — Tue - Mon 4 — Wed - Tue 5 — Thur - Wed 6 — Fri - Thurs 7 — Sat - Fri The default value is 0.
12	Rebuild Flag	1 — rebuild 0 — don't rebuild The default is 1.

Your text file should resemble the following format:

```
10-124-1107,NABISCO,Partitioned by Partner,17,,1,-10,10,,1
10-124-1107,NABISCO,All Partners,17,,0,-10,10,en_US,1, 2, 0
10-124-1107,NABISCO,All Partners-Stat Units,17,Stat Units,0,-
10,10,en_US,1, 4, 1
```

The above lines contain valid entries for the olap_data.txt file. They each begin with a DUNS number, in this case "10-124-1107". The Company Name you designate will follow; here, "NABISCO" was entered for the second parameter.

The third field will be the description you choose for your cube. In this example you see "Partioned by Partner" as the first cube's description. This description will appear on the cube itself, so it should be something that accurately identifies the data cube.

The fourth field is the number "17" in the first line. This field must be a numeric value, and specifies the number of stream type codes you wish the cube to contain.

The fifth field is left empty in the first line example. This is a null value, which will be interpreted as Base Units. UOM determines the multiplier by which all of your data will be displayed and evaluated. If you do not wish Base Units to be your UOM, you must enter one of the other three options listed above.

The sixth field, Partition by Partner, indicates how you wish your cubes to be displayed. If you have multiple partner companies that you would like to see gathered into one single cube, you would enter "0" in this field. If you have multiple partner companies that you would like to see stored in separate, individual cubes, you would enter "1".

The Relative Start and End Dates, which are "-10" and "10" in the first line will indicate how many periods you wish to see initially. For instance, in this example, this cube would display a total of 20 periods, ten in the past and 10 in the future, with 0 being the current period.

The last column value is for Language. A null value will default to English or "en_US". The Pre-Aggregation of data will take place on a daily basis in line 1, line two will aggregate from Monday through Sunday, and line three from Wednesday to Tuesday. If you have cubes that are already built that you do not want rebuilt, you can use the Rebuild Flag to preserve them. By default, cubes will be rebuilt, but the example on line two shows a cube that will not be rebuilt.

> **Note:** You may enter negative numbers for both start and end periods, but keep in mind that your end period value must always be greater than that of your start period. If this is entered incorrectly, you will create a cube that contains no data.
>
> Your path setting must contain PERL in order to run BuildCubes.exe or BuildCubes on UNIX.

2. From Windows, double-click on BuildCubes.exe from [VCC_HOME]\db\Oracle\scripts\olap
3. Check the Reject file to make sure that your cube(s) were created properly. If there are no rejects, there will be no reject file.

   The following lines are incorrect, and will initiate the generation of a rejection file called olap_data_reject.txt. It can be found in the:

   [VCC_HOME]\db\Oracle\scripts\olap directory.

```
10-124-110,NABISCO,All Partners-Stat Units,17,Stat Units,0,-10,10,en_US
10-124-1107,NABISCO,All Partners-Stat Units,170,Stat Units,0,-10,10,en_US
10-124-1107,NABISCO,All Partners-Stat Units,17,Stat Unitss,0,-10,10,en_US
```

   The first line contains an invalid company DUNS number. The second line contains an invalid number of streams type codes for that company. The third line contains a misspelled Unit of Measure. The rejection file that would display in this instance is:

```
//Reject Code -1 : Company Not Found
10-124-110,NABISCO,All Partners-Stat Units,17,Stat Units,0,-10,10
//Reject Code -2 : Invalid Stream
10-124-1107,NABISCO,All Partners-Stat Units,170,Stat Units,0,-10,10
//Reject Code -3 : Invalid UOM
10-124-1107,NABISCO,All Partners-Stat Units,17,Stat Unitss,0,-10,10
//Reject Code -4 : Inaccessible Stream
1234,Buyer and All Partners,Buyer data with all
Sellers,28|30|29|41|2|17|50|0|123|69|107|49,,0,-300,600
//Reject Code -5: Specified Language is Invalid
10-124-1107,Nab,Nabiscos all partners,135,base,1,10,20,aaa
```

   > **Note:** The rejection file can be reused. Once you have made the necessary corrections to the fields that contain mistakes, you may leave reject codes intact and re-save the file as "olap-data.txt". The lines containing // marks will not be read, and you can recycle the file without having to reopen the original "olap-data.txt" file.

From UNIX:

Change your working directory to:

```
[VCC_HOME]\db\Oracle\scripts\olap
```

Run:

```
./BuildCubes
```

Note: If data stream names are changed, those data streams will no longer be visible in the Analyzer until cubes are rebuilt.

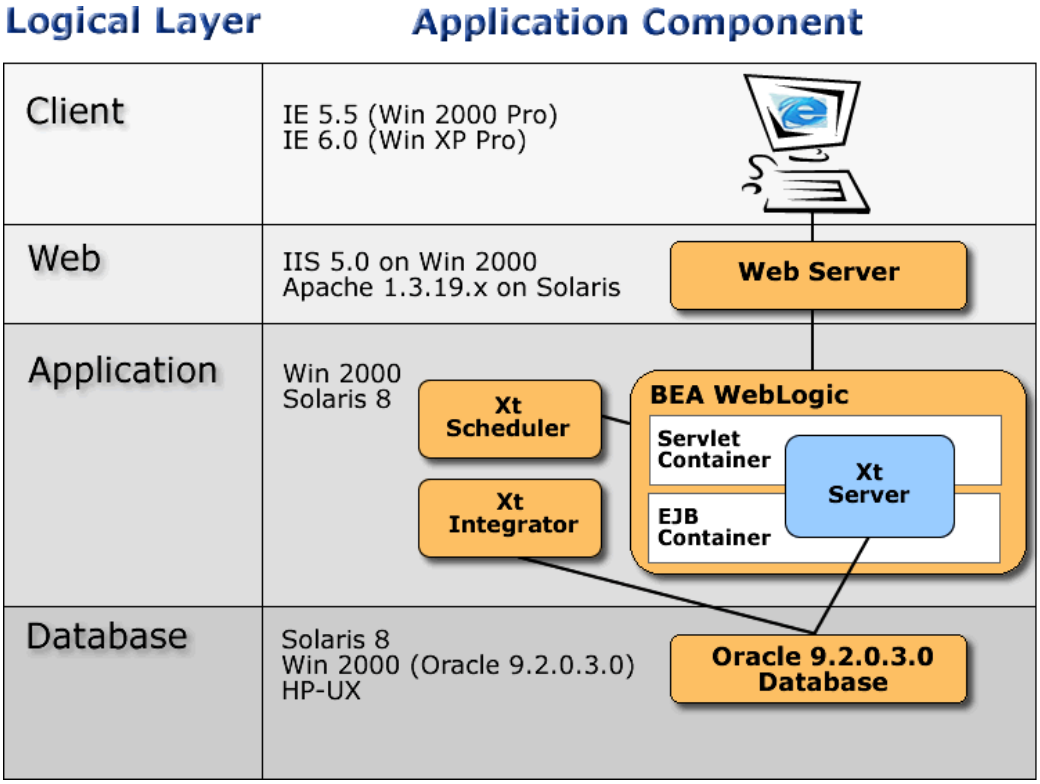
For more information on the Analyzer screen and how to view data cubes once they have been created, refer to the 'VCC User Manual.'

C

VCC-Supported Platforms

This appendix contains platform support information for English, French, Spanish, Japanese, and Korean Operating Systems.

The diagram below applies to the English OS only.



VCC-Supported Platforms

Component	OS	Supporting Software	OS Language
VCC Database			
	HP-UX 11	Oracle 9.2.x	English, Japanese
	Solaris 8	Oracle 9.2.x	English
	Windows 2000 Server	Oracle 9.2.x	English
VCC Integrator			
	Solaris 8	Java 2 SDK 1.4.x	English
	Windows 2000 Server	Java 2 SDK 1.4.x	English, Japanese
OLAP Cube Builder			
	Solaris 8	Java 2 SDK 1.4.x, ActivePerl 5.6.x	English
	Windows 2000 Server	Java 2 SDK 1.4.x, ActivePerl 5.6.x	English
VCC Server			
	Solaris 8	Java 2 SDK 1.4.x, WebLogic 8.1	English
	Windows 2000 Server	Java 2 SDK 1.4.x, WebLogic 8.1	English, Japanese
VCC Scheduler			
	Solaris 8	Java 2 SDK 1.4.x	English
	Windows 2000 Server	Java 2 SDK 1.4.x	English, Japanese
Web Server			
	Solaris 8	Apache 1.3.x, WebLogic plug-in	English
	Windows 2000 Server	IIS 5.0, WebLogic plug-in	English, Japanese
Client			
	Windows 2000 Pro	IE 5.5, JVM, Acrobat 5.0	English, Japanese, Spanish, French, Korean
	Windows XP Professional	IE 6.0, JVM, Acrobat 5.0	English

D

Language Package Installation

This appendix contains the following topic:

- Installing a VCC Language Package
- Installing a VCC Language PackageEncoding For Files Generated by VCC

Installing a VCC Language Package

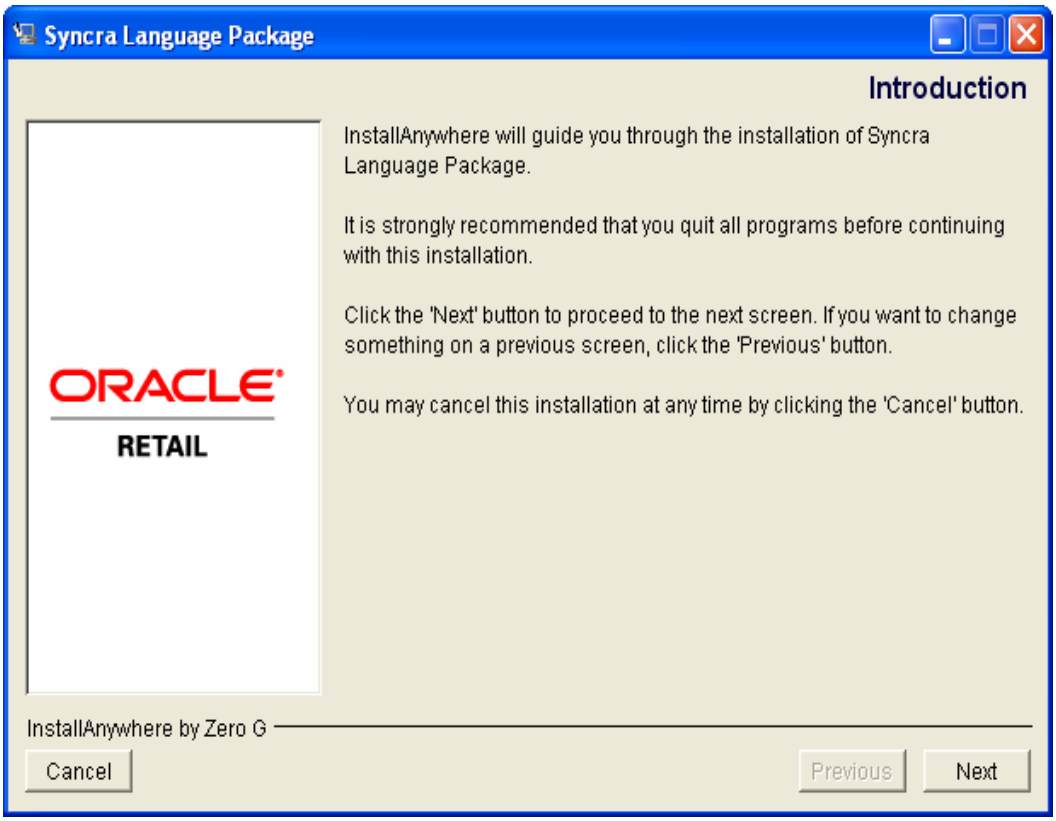
If you require additional languages for VCC, you can install the optional VCC language packages included on your install CD.

To install a language package:

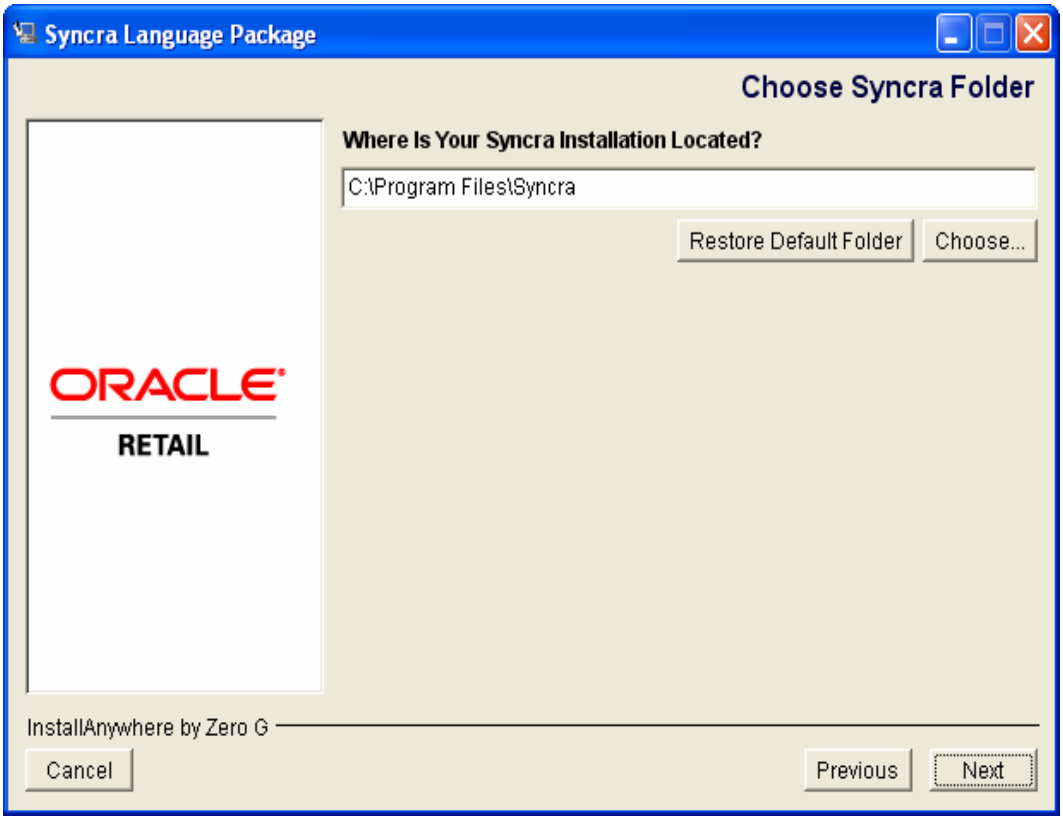
1. Set the system environment variable **`NLS_LANG=_.UTF8`**. This ensures that the database tables load properly. If this variable is not set, the tables will not load correctly.

   > **Note:** Language Pack installation requires sqlplus and sqlldr, therefore to run a language pack from VCC, first verify that the [ORACLE_HOME]/bin directory has been added to the system PATH.

2. Run **`<Language_Name>Pack.exe`** (or `<Language_Name>Pack.bin` for UNIX) for your specific language. The Introduction screen appears.



3. Click **Next**.
4. In the Choose VCC Folder screen, enter the location of your VCC installation.

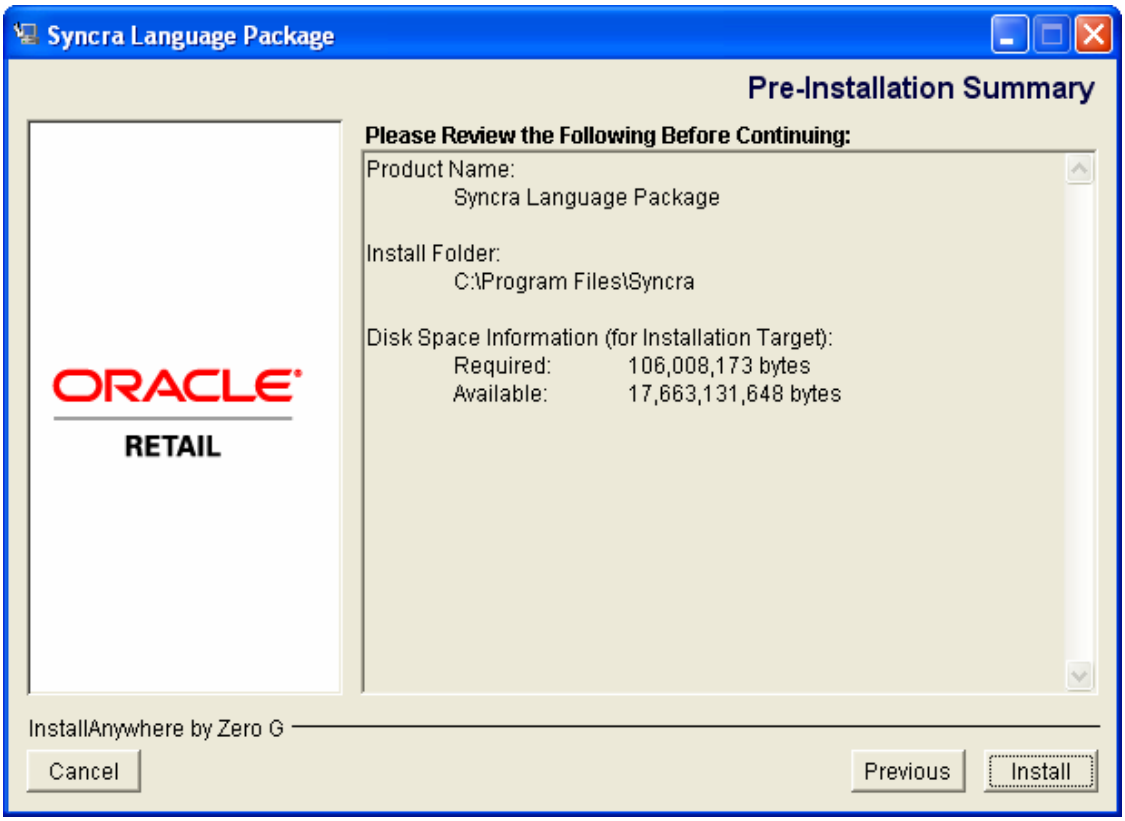


5. In the Set NLS_LANG Environment Variable, check whether you have set the environment variable NLS_LANG = _.UTF8. If you have not set the NLS_LANG = _.UTF8, you may add it at this point and continue with the installation.

> **Note:** This NLS_LANG Environment Variable screen defaults to "No". If you do not select "Yes" instead, the installation will terminate.

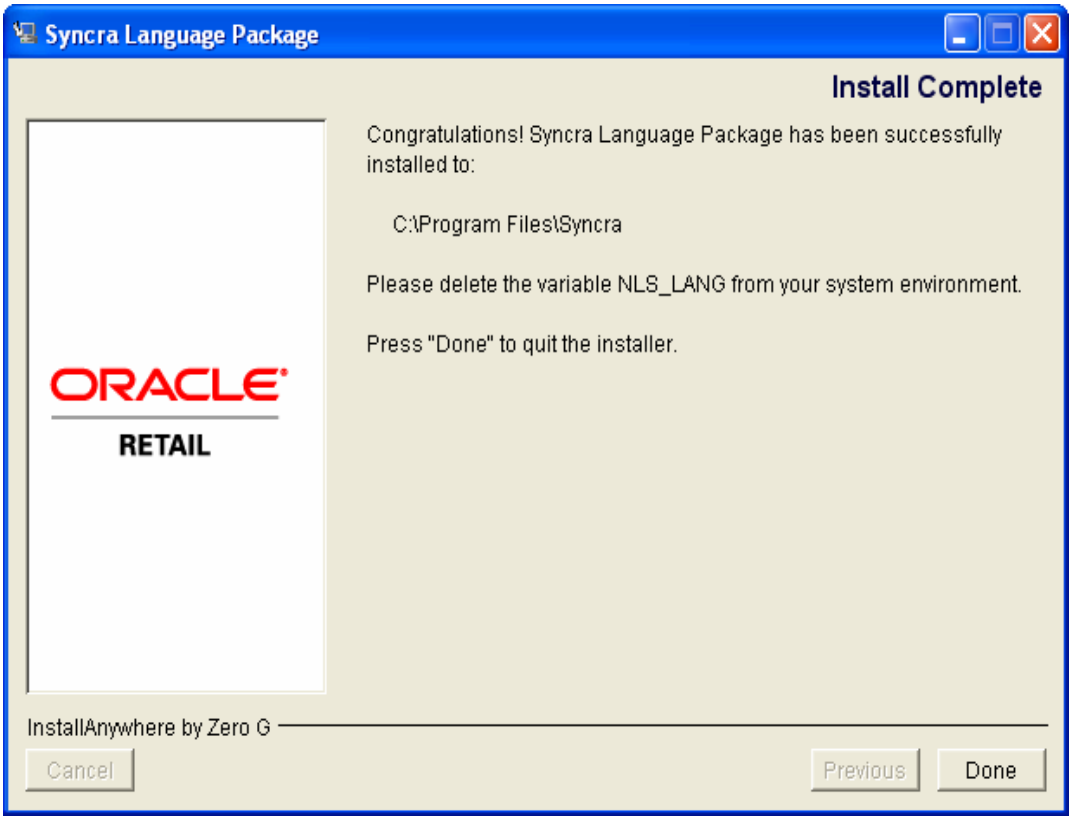
6. Click **Next**.
7. In the Superuser Default Language, set the language name as the default superuser language (Yes or No).
8. Click **Next**.
9. In the Set New User Default Number Format, set the language as the new user default number format (Yes or No).
10. Click **Next**. The Pre-Installation Summary screen appears.

11. Review the Pre-Installation Summary screen to ensure it is correct



12. Click **Install**.

13. Several command prompt windows appear. When the installation is complete, the Install Complete screen appears.



14. Click **Done**.
15. Remove the NLS_LANG=_.UTF8 variable.

Encoding For Files Generated By VCC

The following table shows which features can be configured for Language, and where to configure them.

Feature	Configured In...
Export Data using Export button on UI	Configuration – Language – File Character Set
Extracts Module	VCC Extracts – Create screen
Integrator Extracts	Integrator Extractor Configuration
Exceptions Email Alert	1. Configuration – Language – Email body Character Set. 2. Configuration – Language – Email attachment Character Set.
Promotion Email Alert	1. Configuration – Language – Email body Character Set. 2. Configuration – Language – Email attachment Character Set.
Reports Email	1. Configuration – Language – Email body Character Set. 2. Configuration – Language – Email attachment Character Set.
Reports Download	Configuration – Language – File Character Set
Reports Extracts	Configuration – Language – File Character Set

Feature	Configured In...
Reports FTP	Configuration – Language – File Character Set
Integrator Loaders	Integrator Loader Configuration
Real Time Export	Not configurable. UTF-8 encoding will be used.

E

Managing Session Timeouts

VCC enforces a *session timeout* on users who are logged in. A session timeout is the time limit a user can remain inactive before being logged out. The session timeout default is 15 minutes. If there has not been any user activity for 15 minutes, the user is logged out of the session.

You can change the session timeout limit by editing the `web.xml` file. The `web.xml` is located in:

```
[VCC_HOME]\webclient\syncraweb\WEB-INF\web.xml
```

Use your editor and search for the statement:

```
<session-config>
<session-timeout>15</session-timeout>
</session-config>
```

Change the timeout number to whatever is appropriate for your requirements and save the file. Restart the VCC Server for the changes to take effect.

Recommend that timeout limit be set at a minimum of 4 minutes. This allows time for warning message 2 minutes prior to timeout.

F

Configuring Multiple Instances in VCC

This appendix contains the following topic:

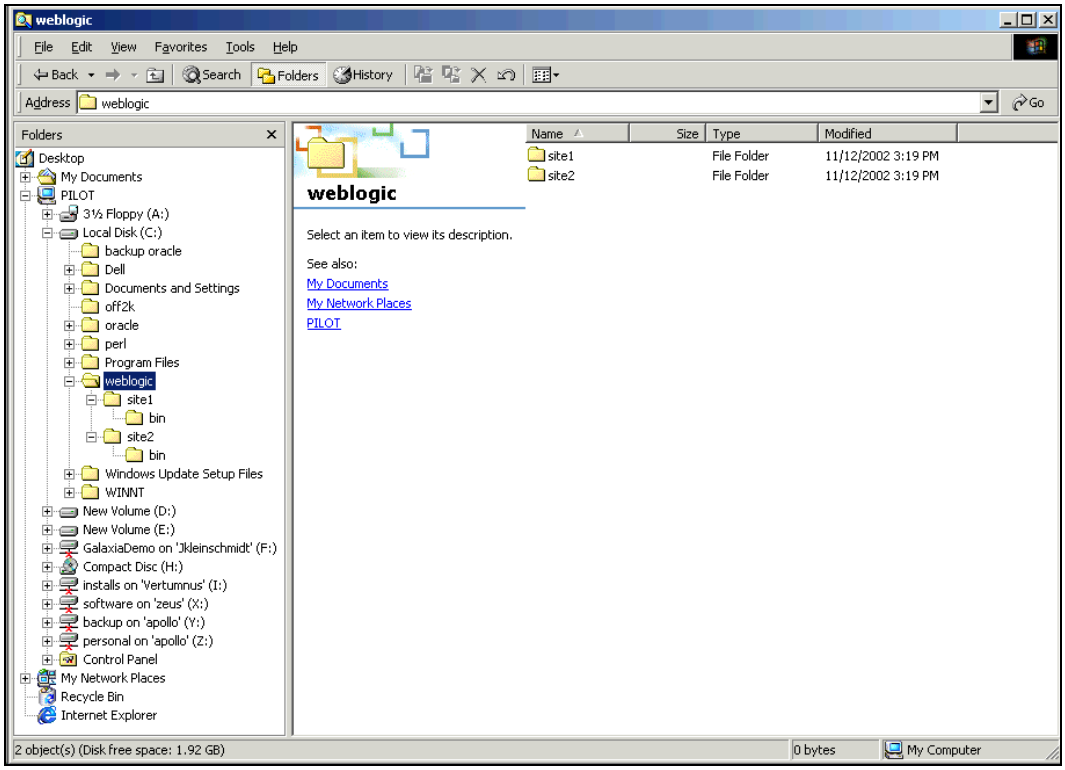
- Configuring multiple VCC Instances to use a single web server

Configuring Multiple VCC Instances to Use a Single Web Server

To configure multiple instances:

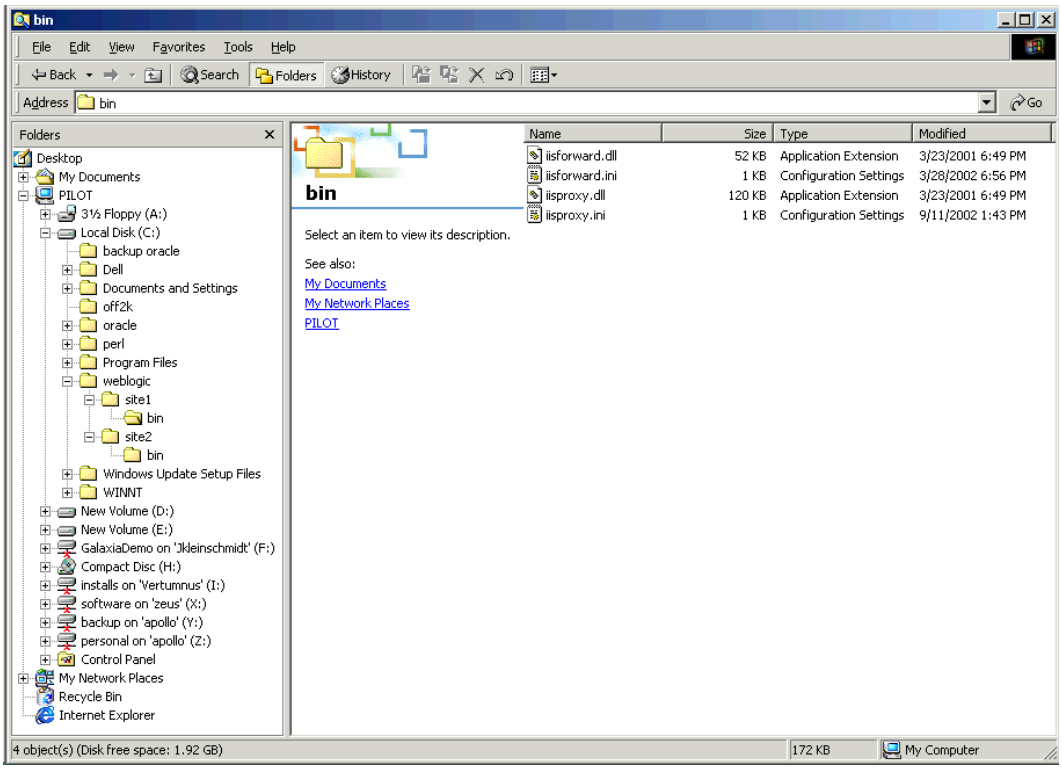
1. Create a new directory for each virtual host. This directory will contain `dll` and `ini` files used to define the proxy. That is:

   ```
   C:\weblogic\site1\bin
   C:\weblogic\site2\bin
   ```



2. Copy the following files into each of the directories you just created.

```
iisforward.dll
iisproxy.dll
issproxy.ini
```

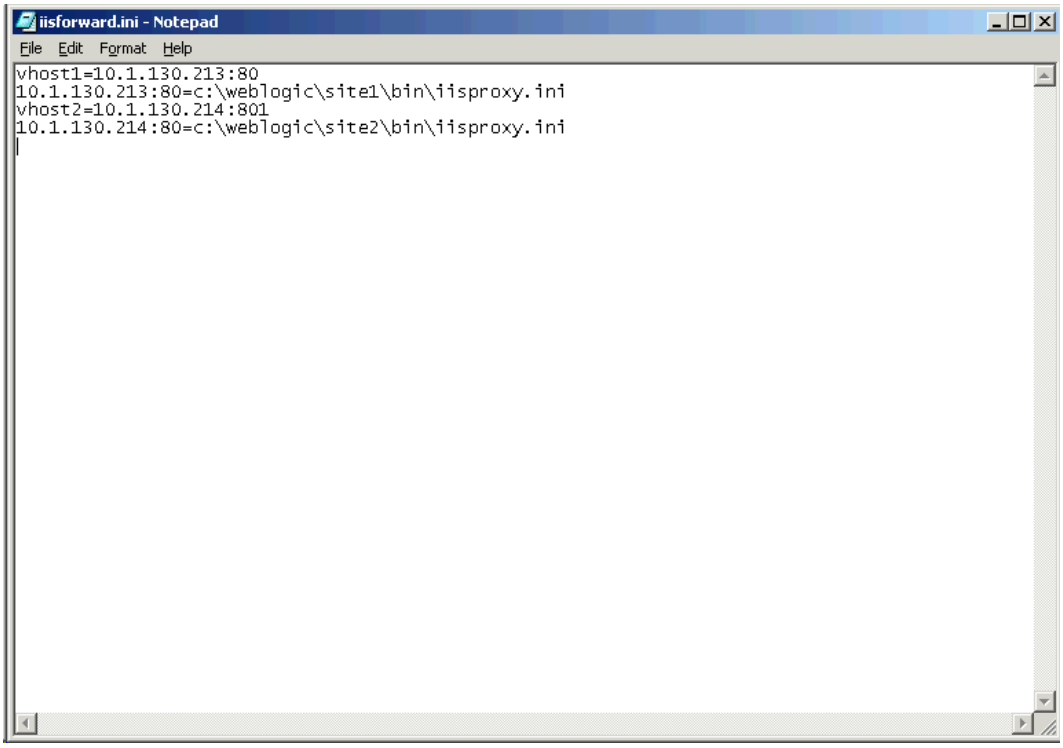


3. Create a file called iisforward.ini. Place this file in each directory that contains iisforward.dll. This file must contain the following entry for each virtual website defined in IIS:

```
vhostN=vhostN_IPaddress:port
vhostN_IPaddress:port=dll_directory/iisproxy.ini
```

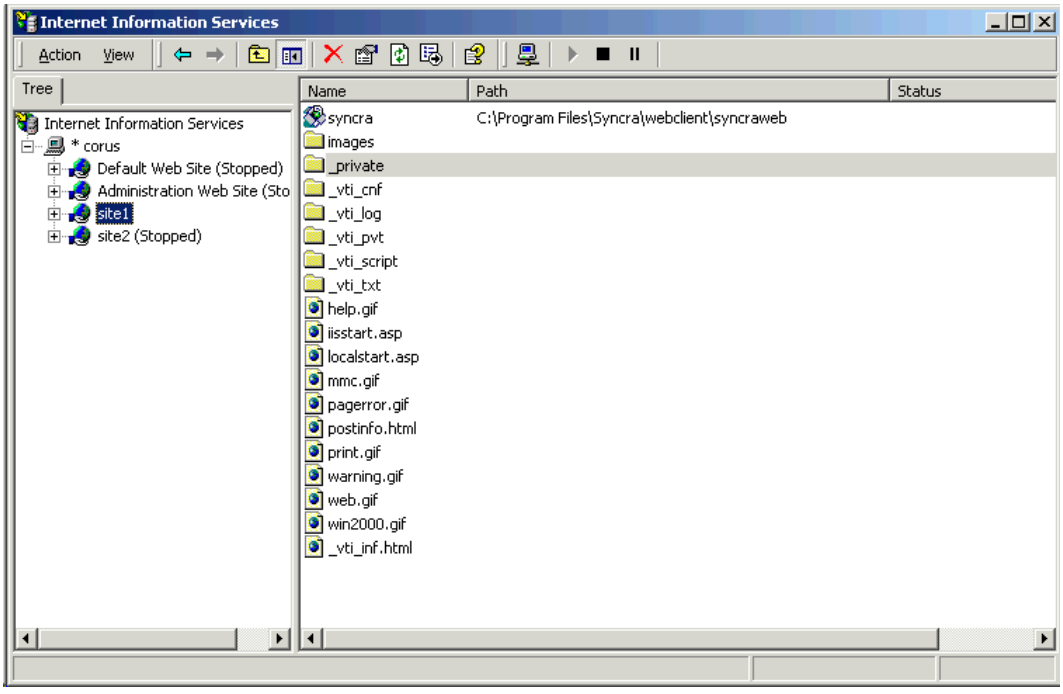
> **Note:** The first virtual website you define should use the integer 1 and each subsequent website should increment this number by 1.

- `N` – An integer representing the virtual website.
- `vhostN_IPaddress` — The name or IP address of the virtual host.
- `port` — The port number where IIS checks for HTTP(s) requests (80 for http; 443 for https).
- `dll_directory` — The path to the directories you created in step 1.



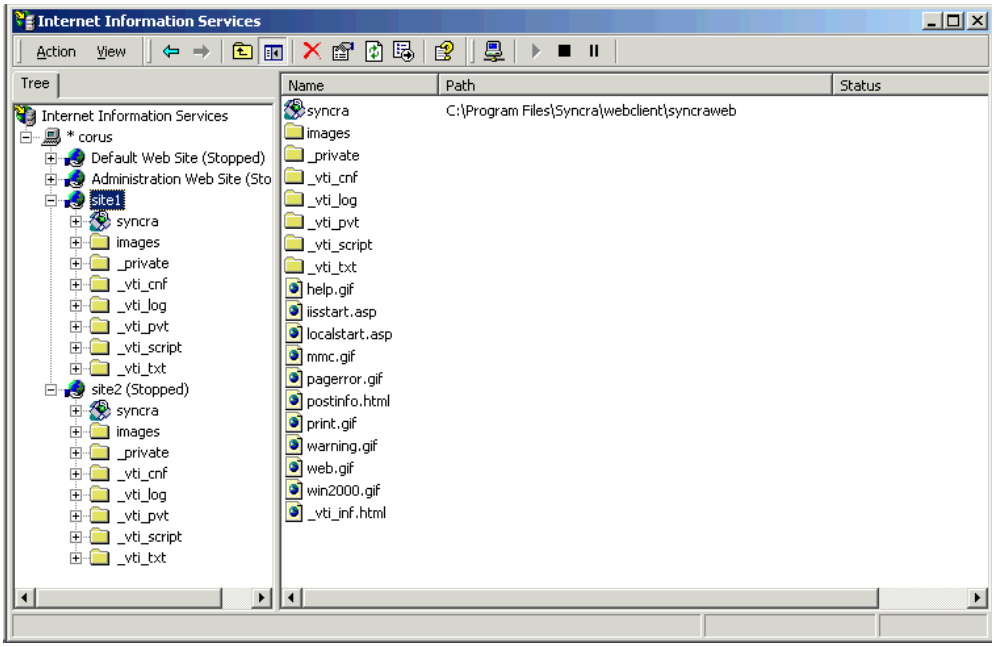
Note: Ports are not specified in the example above.

4. Install the webclient portion of VCC onto the web server machine. Only one installation is allowed per virtual host.
5. Create virtual hosts in IIS. In the example below, two virtual sites are *site 1* and *site 2*.

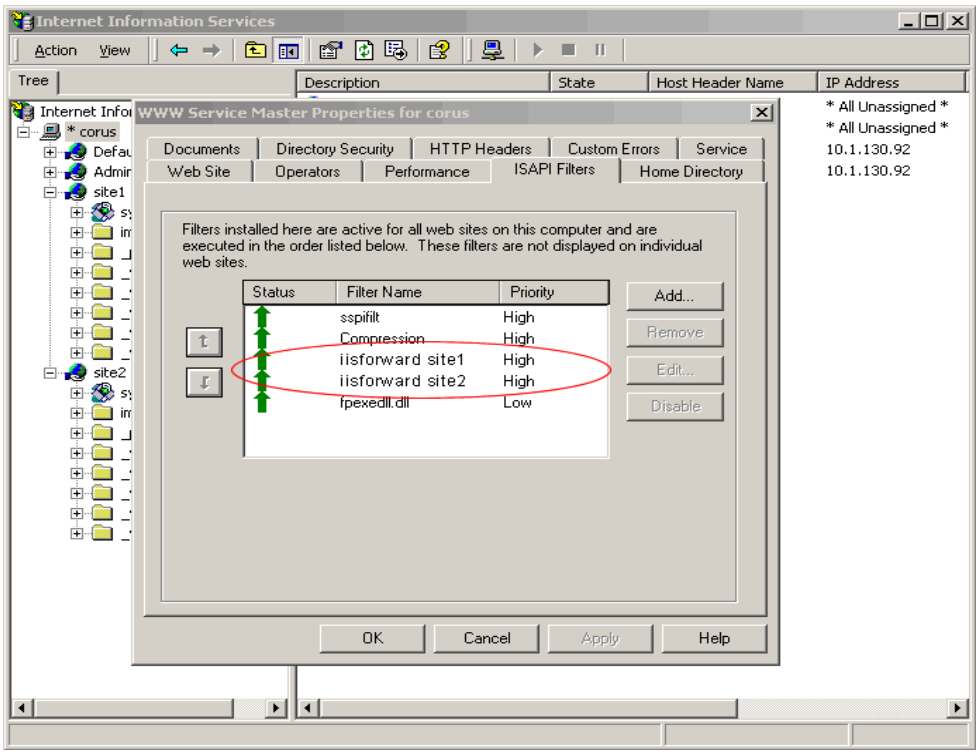
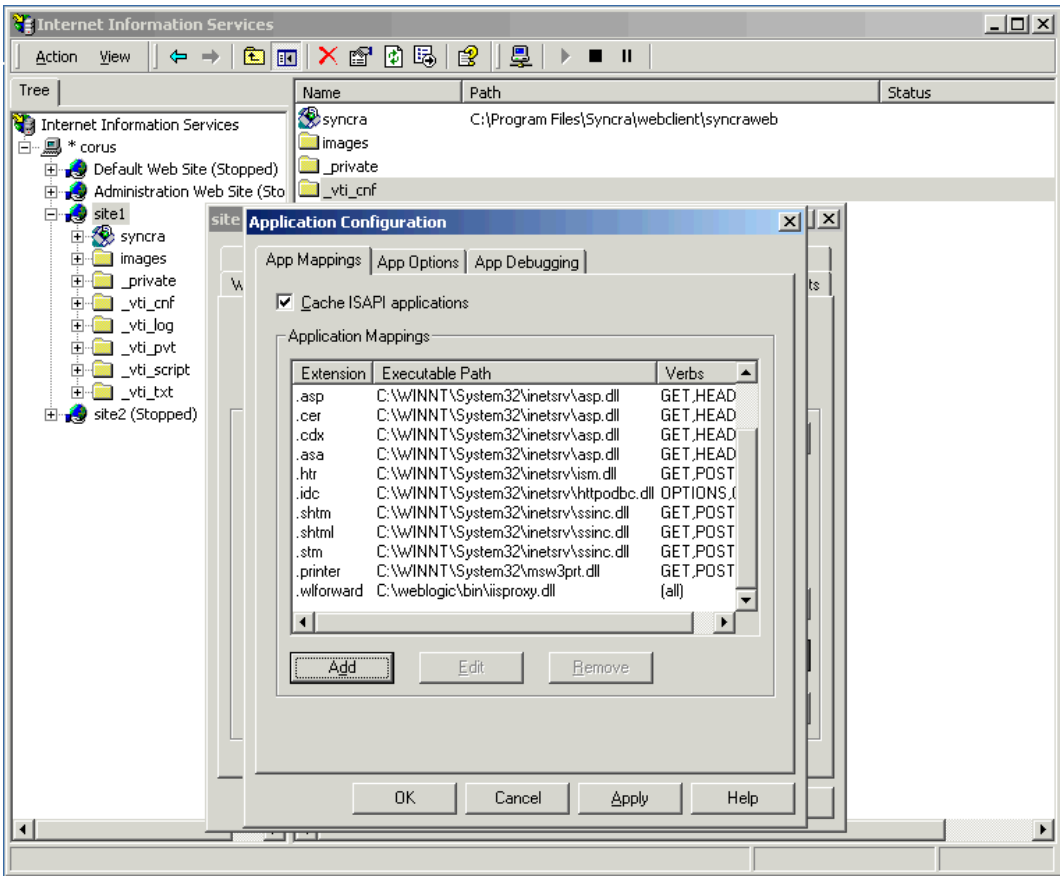


6. Create virtual directories in IIS for each virtual host.

> **Note:** All virtual directories must be created with the same name. That is, VCC.



7. For each virtual host, load iisforward.dll. This is accomplished by accessing the corresponding bin directory that you created in Step 1, and configuring properties in the Master Properties - ISAPI Filters tab.



8. Modify each copy of iisproxy.ini according to your host and port application server configurations.
9. Install iisproxy.dll for each VCC virtual directory in each virtual host.