



Agile Customer Needs Management

Implementation Guide

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Preface

Oracle's Agile PLM documentation set includes Adobe® Acrobat PDF files. The [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html> contains the latest versions of the Agile PLM PDF files. You can view or download these manuals from the Web site, or you can ask your Agile administrator if there is an Agile PLM Documentation folder available on your network from which you can access the Agile PLM documentation (PDF) files.

Note To read the PDF files, you must use the free Adobe Acrobat Reader version 9.0 or later. This program can be downloaded from the [Adobe Web site](http://www.adobe.com) <http://www.adobe.com>.

The [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html> can be accessed through **Help > Manuals** in both Agile Web Client and Agile Java Client. If you need additional assistance or information, please contact My Oracle Support (<https://support.oracle.com>) for assistance.

Note Before calling Oracle Support about a problem with an Agile PLM manual, please have the full part number, which is located on the title page.

TTY Access to Oracle Support Services

Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, 7 days a week. For TTY support, call 800.446.2398. Outside the United States, call +1.407.458.2479.

Readme

Any last-minute information about Agile PLM can be found in the Readme file on the [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html>.

Agile Training Aids

Go to the [Oracle University Web page](http://www.oracle.com/education/chooser/selectcountry_new.html) http://www.oracle.com/education/chooser/selectcountry_new.html for more information on Agile Training offerings.

Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

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Understanding the Agile CNM Installation

This chapter includes the following:

- Understanding the Basics 1
- Software Requirements..... 1

Understanding the Basics

Agile Customer Needs Management (CNM) is a product that helps you transform market requirements into products. Those requirements can come in from a number of sources such as CRM, Quality or other enterprise applications or detailed documents received from customers, and so on. CNM offers a platform on which Product and Project owners can capture, filter, refine, collaborate on, prioritize and eventually incorporate those requirements into products.

Software Requirements

Agile Customer Needs Management can be installed on the following operating systems:

- Microsoft Windows Server 2003 SP2 or Server 2008 R1 and R2 (32-bit and 64-bit)
- Microsoft Windows 7
- Solaris 10 (SPARC) (64-bit)
- Oracle Enterprise Linux 4 or 5 (32-bit and 64-bit)
- Red Hat Enterprise Linux 4 or 5 (32-bit and 64-bit)

The following products are required to install and run Agile CNM:

Database Server	Oracle 10g R2 Oracle 11g R1 or R2
Application Server	Oracle WebLogic Server 11gR1 (10.3.2)
Web Browser	Microsoft Internet Explorer 7 (Compatibility View) and 8 Firefox 3.x
Web Client OS	Microsoft Windows 7, Vista, XP SP3 Mac OS X 10.x
PLM Server	Agile Product Lifecycle Management 9.2.2.4 and later, up to 9.3.1

View Server (Optional)	<p>Oracle AutoVue 20</p> <p>Oracle AutoVue VueLink 19.3 for Oracle Universal Content Management</p>
LDAP Server (Optional)	<p>Microsoft Active Directory</p> <p>Sun ONE Directory Server</p>
Content Management (Optional, if authenticating with Agile PLM)	<p>Oracle Universal Content Management Server Standard Edition 10g R3</p>

Preparing for the Agile CNM Installation

This chapter includes the following:

- Obtaining Software 3

Obtaining Software

Oracle products are distributed as Media Packs. A Media Pack is an electronic version of the software. Refer to the Media Pack description or the list of products that you purchased on your Oracle ordering document. Then, view the Quick Install Guide License List to help you decide which Product Pack you need to select in order to search for the appropriate Media Pack(s) to download. Prior to downloading, verify that the product you are looking for is in the License and Options section of the E-Pack Readme. Oracle recommends that you print the Readme for reference.

Download the required Media Pack contained in the Product Pack from the Oracle E-Delivery web site (<http://edelivery.oracle.com>) as specified below:

1. Oracle Agile Applications Product Pack (Agile Customer Needs Management Release 1.1 Media Pack)
2. Oracle Fusion Middleware Product Pack (Oracle Fusion Middleware 11g Release Media Pack contains Oracle WebLogic Server 11g R1. Oracle Enterprise Content Management 10g Release 3 Media Pack contains Oracle Content Server 10g R3.)
3. Oracle Database Product Pack
4. Oracle AutoVue Product Pack (Oracle AutoVue 20 Media Pack and Oracle AutoVue Integrations 19.3 Media Pack which contains Oracle AutoVue VueLink for Universal Content Management)

There will be an itemized part list within each of the packs and you will need to download all items in order to have the complete download for the desired Oracle Agile release.

All Oracle E-Delivery files have been archived using Info-ZIP's highly portable Zip utility. After downloading one or more of the archives, you will need the UnZip utility or the Winzip utility to extract the files. You must unzip the archive on the platform for which it was intended. Verify that the file size of your downloaded file matches the file size displayed on E-Delivery. Unzip each Zip file to its own temporary directory.

Installing Prerequisites

Before installing Agile CNM, the following products must be installed and running:

1. Oracle Database
2. Oracle WebLogic Server

3. Oracle Agile PLM with File Manager and AutoVue
or
4. Oracle Universal Content Management Server and
Oracle AutoVue and Oracle AutoVue VueLink for UCM

Oracle Database

An Oracle 10g or 11g database must be installed and running in order to install the Agile CNM database. It is recommended that the Agile CNM database be installed on a separate machine from the Agile CNM installation. For more information on installing the Oracle database, see the [Oracle Database documentation](http://www.oracle.com/technology/documentation/database.html) <http://www.oracle.com/technology/documentation/database.html>.

Oracle WebLogic Server

Oracle WebLogic Server is a scalable, enterprise-ready Java Platform, Enterprise Edition application server and a part of the Oracle Fusion Middleware portfolio. Agile CNM supports Oracle WebLogic Server 11g (10.3.2). For information on installing Oracle WebLogic Server, see the [Oracle WebLogic documentation](http://www.oracle.com/technology/documentation/middleware.html) <http://www.oracle.com/technology/documentation/middleware.html>.

Oracle Agile PLM

With Agile CNM, you can manage file attachments using the Agile PLM file manager. If the Agile PLM system has AutoVue installed, you can view file attachments with Agile PLM. You can also authenticate users through your Agile PLM system. All of these benefits allow you to consolidate storage locations which reduce total cost of ownership.

Oracle Universal Content Management Server

The Oracle Universal Content Management Server (or Content Server) is the foundation for a variety of Oracle content management products. It provides a flexible, secure, centralized, web-based repository that manages all phases of the content life cycle: from creation and approval to publishing, searching, expiration, and archival or disposition.

All content, regardless of content type, is stored in the web repository or database for management, reuse and access.

In Agile CNM, the Content Server can store all of the application content, ranging from e-mail, discussions, documents, reports, spreadsheets and records, in its repository.

When installing the Content Server for Agile CNM, make sure you enable full text search.

If you are using the Content Server as a file server, Agile CNM users can be authenticated through an existing Agile PLM system or your LDAP server.

For improved security, you should deploy the Content Server and AutoVue VueLink with SSL connections.

For information on installing the Content Server, see the [Oracle Enterprise Content Management documentation](http://www.oracle.com/technology/documentation/oecm.html) <http://www.oracle.com/technology/documentation/oecm.html>.

Creating Content Type for Agile CNM

After Oracle UCM is installed, you must create the AGILECNM content type which filters out all non-CNM related attachments during a full text search.

To create the Agile CNM content type:

1. Log in to Oracle UCM.
2. Click **Administration**.
3. Click **Admin Applets**.
4. Click the Configuration Manager icon.
5. Click **Options>Content Types**.
6. Add the following information in the respective fields:
 - Name : AGILECNM
 - Description: Agile CNM File
 - Image: document.gif

Oracle AutoVue and Autovue VueLink for UCM

Oracle AutoVue is a viewing and markup application that is capable of displaying hundreds of file formats without the authoring application.

Oracle AutoVue VueLink for Oracle UCM allows AutoVue to communicate with UCM using standard HTTP protocol. Before integrating AutoVue with Oracle UCM, make sure that UCM, AutoVue, and Oracle WebLogic Server are properly installed and configured.

For information on installing AutoVue and AutoVue VueLink for Oracle UCM, see the [Oracle AutoVue documentation](http://www.oracle.com/technology/documentation/autovue.html) <http://www.oracle.com/technology/documentation/autovue.html>.

Configuring the User Productivity Kit

If you purchased the Agile CNM User Productivity Kit (UPK), the online help system for Agile CNM, follow the instructions in the UPK documentation for configuration after Agile CNM is installed.

Installation Steps

This chapter includes the following:

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Copying the Agile CNM Files

Before installing Agile CNM, the contents of the media pack should be copied to a local directory on the machine where Agile CNM is to be installed.

The CNM database installation files should be copied to a local directory on the machine where the Oracle database is installed and running.

Installing the Agile CNM Database Schema

Important A database instance for Agile CNM must be installed and configured before installing the database schema. You can use the Oracle Database Configuration Assistant to configure the instance.

To install the Agile CNM database schema:

1. Make sure you have copied the correct database installation zip file to the machine where the Oracle database is installed and running.

Windows: **agilecnm11db_Windows.zip**

UNIX: **agilecnm11db_Unix.zip**

2. Make sure the ORACLE_HOME environment variable is set.
3. Unzip the database installation zip file to a local directory.
4. From the local directory, open and edit the **CNMDBVAR.TXT** file to change all of the parameters

to values specific to your system.

5. Save the CNMDBVAR.TXT file.
6. Run the `cnmdbase.bat` or `cnmdbase.sh` file to create the database scripts.
7. Change to the displayed directory.
8. Run the `cnmrecreateschema.bat` or `cnmrecreateschema.sh` file to create the Agile CNM schema.

Starting the Agile CNM Installer

To start the Agile CNM installer on Windows:

1. Log in to the computer using a login with local administrator permissions.
2. In the directory where you downloaded the Agile CNM files, double-click the `cnmsetup_win.exe` file.

After a few moments, the Welcome screen appears.

For information about any screen in the installer, click **Help**.

To start the Agile CNM installer on UNIX:

1. Log into the system.
2. Open a terminal window.
3. Go to the directory where you copied the Agile CNM files. Locate the `cnmsetup_<OS>.bin` file, and run the program by typing the following:

Linux: `./cnmsetup_lin.bin`

Solaris(SPARC): `./cnmsetup_sol.bin`

After a few moments, the Welcome screen appears.

For information about any screen in the installer, click **Help**.

Installer Online Help

Some of the installation panels have online help. At any time during installation, you can click **Help** for more information about the panel's options.

Note If you leave the online help window open, it will be updated when you proceed through the installer panels. Otherwise, click **Close** at the bottom of the help window.

Installing Agile CNM

The Agile CNM Installer provides several screens to allow you to specify various parameters for the installation:

1. Welcome to Agile CNM Installation
Click **Next** to begin the installation process.

2. Customer Information

Enter a user name and the name of your company. Click **Next** to continue.

3. Installation Location

Enter the directory where you want Agile CNM to be installed. This location will be known as the AGILECNM_HOME throughout this document. Click **Next** to continue.

4. Oracle Middleware Home Directory

Enter the directory where Oracle WebLogic Server is currently installed. This location is known as the Oracle Middleware Home Directory. Click **Next** to continue.

5. Oracle WebLogic Server Product Directory

Enter the directory where the Oracle WebLogic Server product files are currently installed. This location is known as the Oracle WebLogic Server Product Directory. Click **Next** to continue.

6. Oracle WebLogic Server Listen Ports

Enter the numbers for the Oracle WebLogic Server Listen and SSL Listen ports. The default numbers are 7001 and 7002, respectively. Click **Next** to continue.

Note For improved security, you should deploy Oracle WebLogic Server on SSL ports.

7. Java Home

Enter the location of JDK version 6 you will use with Agile CNM. The installation fails if an incompatible version of JDK is entered. Click **Next** to continue.

8. Java Heap Configuration

Enter a value for the Java heap size. The Java heap size allocates an amount of memory to a Java application. The recommended range for Agile CNM is between 640 and 1536 MB on Windows and 640 and 2048 MB on UNIX. Click **Next** to continue.

9. Windows Service (Windows only)

Choose if you would like to run Agile CNM as a Windows service. Click **Next** to continue.

10. Agile CNM Application Server Information

Enter the fully qualified hostname or alias and listen port of the machine where Agile CNM is to be installed. Click **Next** to continue.

Note If you are using a proxy/load balancer, the listen port for the CNM Application Server is not the same as the listen port used to configure WebLogic Server.

11. Agile CNM Database Details

Enter the hostname, listen port, service/SID, user, and password needed to connect to the Agile CNM database. Click **Next** to continue.

12. SMTP Server Information

Enter the SMTP server hostname, and listen port that Agile CNM will use to send attachments. Click **Next** to continue.

13. File Manager Type

Choose whether you want to manage files through the Agile PLM File Manager or Universal Content Management (UCM). Click **Next** to continue.

Important File Manager Type cannot be changed after installation. If the file manager type is changed, all attachments from the first file manager server are lost.

If you chose Agile PLM File Manager:

Oracle Agile PLM Application URL

Enter the URL of the Agile PLM application where you want to authenticate Agile CNM users in the following format:

http://PLM_proxy_server/virtual_path

If your Agile PLM server authenticates using Windows credentials, then use the application server and port number instead of the proxy in the URL:

http://PLM_server:port/virtual_path

Click **Next** to continue. (Go to Step 16.)

If you chose UCM:

a. Universal Content Management (UCM) Information

Enter the fully qualified hostname, listen port, and virtual path of the UCM server. Click **Next** to continue.

b. UCM Web Server Information

Enter the fully qualified hostname, listen port, and virtual path of the UCM web server. If you are accessing UCM through a load balancer, enter the load balancer information instead of the UCM web server details. Click **Next** to continue.

c. UCM Login Information

Enter the UCM Administrator username and password. Click **Next** to continue.

14. Authentication Method (UCM File Manager type only)

Choose whether you want Agile CNM to connect to an existing Directory Server (LDAP) or an Agile Product Lifecycle Management (PLM) database for authentication. Click **Next** to continue.

If you chose a Directory Server:

a. Type of Directory Server

Choose either the Sun ONE or Microsoft Active Directory Server. Click **Next** to continue.

b. Directory Server Details

Enter the fully qualified hostname and listen port of the directory server. Click **Next** to continue.

c. Distinguished Name (DN) Information

Enter the User Base and Group Base distinguished name for your directory server. The Distinguished Name is the directory entry that represents the first entry in a directory tree. Click **Next** to continue.

d. Directory Server Information

Enter the Directory Server user ID and password. Click **Next** to continue.

If you chose an Agile PLM database:

Oracle Agile PLM Application URL

Enter the URL of the Agile PLM application where you want to authenticate Agile CNM users in the following format:

http://PLM_proxy_server/virtual_path

If your Agile PLM server authenticates using Windows credentials, then use the application server and port number instead of the proxy in the URL:

http://PLM_server:port/virtual_path

Click **Next** to continue.

15. Oracle AutoVue Server Information (UCM only)

Check the Configure AutoVue option and enter the fully qualified hostname and listen port of the Oracle AutoVue Server. Click **Next** to continue.

Note Make sure the UCM AutoVue and CNM servers' hostnames are configured in a shared common network domain, for example, autovue.oracle.com and cnmserver.oracle.com

16. Choose Shortcut Folder

Choose where you would like to create links or product icons for Agile CNM. Click **Next** to continue.

17. Pre-Installation Summary

Review the installation information. If changes are needed, click **Previous** to return to the installer screens.

Click **Install** to install Agile CNM.

After installation, click **Done** to restart the computer.

Agile CNM Installation Directory Structure

After you install Agile CNM, the following subdirectories appear in the AGILECNM_HOME directory.

Subdirectory	Description
application	Agile CNM .ear file
cnmdomain	Configuration scripts
config	Configuration scripts
fusionlib	Oracle .jar files
Install	Installation scripts
jdk	Java Development Kit 1.5 used by the Installer
lib	Location of agile-cnm-plugin.jar file
tools	Location of change-wls-admin script
Uninstaller	Agile CNM Uninstaller

Using Agile PLM

If you are searching for references from Agile PLM or adding file attachments to Agile PLM File Manager, you must copy the **agile-cnm-plugin.jar** file from the AGILECNM_HOME\lib directory to the AGILE_HOME\integration\sdk\extensions directory on the Agile PLM application server in order for Agile PLM and Agile CNM integration to work.

Be sure to restart the Agile PLM application server after deploying the agile-cnm-plugin.jar file.

Migrating Users from Agile PLM or LDAP

A SQL script is available after installation that allows you to migrate users from your Agile PLM or LDAP system to Agile CNM. The **generate_user_inserts** file is located in the \templates directory where you unzipped the database installation files.

Before running the script, a CSV-formatted text file named **infile.txt** must be created. The infile.txt file contains the user data needed to migrate to Agile CNM. The format of the file is as follows:

```
USERNAME, FIRST_NAME, LAST_NAME, EMAIL, ROLE_ID
```

where Role ID 1=Viewer, 2=Participant, and 3=Administrator

For example,

```
USERNAME, FIRST_NAME, LAST_NAME, EMAIL, ROLE_ID
viewer, Viewer, User, user01@agile.com, 1
participant, Participant, User, participant.user@cnm.oracle.com, 2
jsmith, John, Smith, jsmith@agile.com, 3
```

The header row must be the first line of the file. All fields are mandatory and cannot be left blank.

Migrating Users on Windows

To migrate users from Agile PLM or LDAP to Agile CNM on Windows:

1. Create a directory named cnmwkload on the machine where the Agile CNM database is installed.
2. Copy the generate_user_inserts.sql file from the \templates directory where you unzipped the database installation files to the cnmwkload directory.
3. Copy the infile.txt file to the cnmwkload directory.
4. Open a Command Prompt window.
5. Start SQL*Plus and login to the database as the system user.
6. Create an Oracle directory using the following example:

```
SQL> create or replace directory CNMWK_DIR as 'C:\cnmwkload';
```

7. Grant rights to the Oracle directory:

```
SQL> GRANT READ, WRITE ON DIRECTORY CNMWK_DIR TO PUBLIC;
```

8. Run the generate_user_inserts script:
SQL> @generate_user_inserts.sql
9. Verify that the outfile.sql file is created.
10. Run the following commands to revoke read and write access and drop the Oracle directory:
SQL> REVOKE WRITE ON DIRECTORY CNMWK_DIR FROM PUBLIC;
SQL> REVOKE READ ON DIRECTORY CNMWK_DIR FROM PUBLIC;
SQL> DROP directory CNMWK_DIR;
11. Log in to the Agile CNM database as the CNM user using SQL*Plus.
12. Run the outfile.sql script to insert the users into the Agile CNM database:
SQL> @outfile.sql

Migrating Users on UNIX

To migrate users from Agile PLM or LDAP to Agile CNM on UNIX:

1. Create the /tmp/cnmwkload directory on the machine where the Agile CNM database is installed.
2. Give the dba group write privileges:
tmp> chmod g+w cnmwkload
3. Copy the generate_user_inserts.sql file from the /templates directory where you unpacked the database installation files to the cnmwkload directory.
4. Copy the infile.txt file to the cnmwkload directory.
5. Convert both files to the UNIX format using the dos2unix command:
/tmp/cnmwkload> dos2unix infile.txt infile.txt
/tmp/cnmwkload> dos2unix generate_user_inserts.sql
generate_user_inserts.sql
6. Start SQL*Plus from a terminal window and login to the database as the system user.
If you log in as a different user, such as scott, you must run the following command for that user:
SQL> GRANT EXECUTE ON UTL_FILE TO scott;
7. Create an Oracle directory using the following example:
SQL> CREATE DIRECTORY CNMWK_DIR AS 'tmp/cnmwkload';
8. Grant rights to the Oracle directory:
SQL> GRANT READ ON DIRECTORY CNMWK_DIR TO PUBLIC;
SQL> GRANT WRITE ON DIRECTORY CNMWK_DIR TO PUBLIC;
9. Run the generate_user_inserts script:
SQL> @generate_user_inserts.sql
10. Verify that the outfile.sql file is created.
11. Run the following commands to revoke read and write access and drop the Oracle directory:
SQL> REVOKE WRITE ON DIRECTORY CNMWK_DIR FROM PUBLIC;

```
SQL> REVOKE READ ON DIRECTORY CNMWK_DIR FROM PUBLIC;  
SQL> DROP directory CNMWK_DIR;
```

12. Log in to the Agile CNM database as the CNM user using SQL*Plus.
13. Run the outfile.sql script to insert the users into the Agile CNM database:

```
SQL> @outfile.sql
```

Changing the WebLogic Admin Username and Password

After installing Agile CNM, you must change and encrypt the default WebLogic admin username and password.

To change the default WebLogic admin username and password:

1. Go to the <AGILECNM_HOME>\tools\change-wls-admin directory.
2. Edit the cnm-admin.properties file to enter a new WebLogic username and password in the specified fields.
3. Save and close the cnm-admin.properties file.
4. Run the **change-wls-admin** script to change and encrypt the WebLogic username and password.

Verifying CNM and AutoVue Configuration using AutoVue VueLink

If you have installed UCM and Oracle AutoVue, then after you have installed Agile CNM, you must verify the configuration with AutoVue VueLink.

Note If AutoVue VueLink is already deployed on a server, you do not need to deploy it on the Agile CNM WebLogic server.

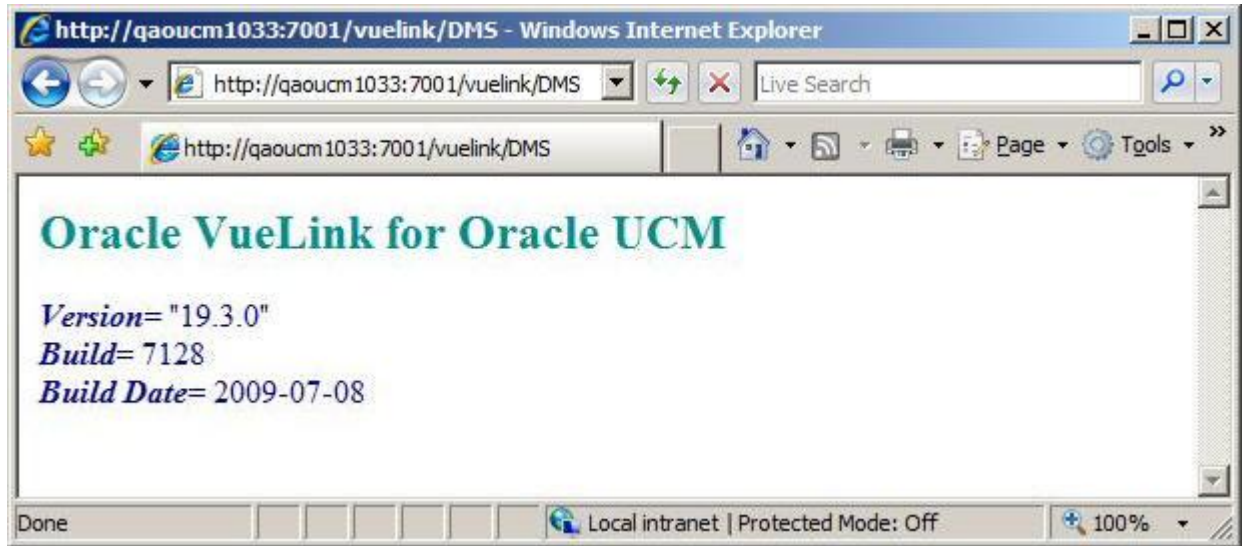
To verify the configuration:

1. Run the **startWebLogic** script located in the AGILECNM_HOME\cnmdomain directory to start the application server.
A command window appears. This window must remain open, but can be minimized.
2. Open your browser and use the following URL to open the Administration Console:
http://application_server_hostname:7001/console
A login window appears.
3. Type your WebLogic admin username and password.
The Administration Console displays.
4. On the left pane, click **Deployments**.
The deployed components are listed in a table.

5. Click **Install**, and then browse to the <VueLinkHomeDirectory>\Vuelink_war\Vuelink directory.
6. Click **Install**. Make sure the deployment success message appears after installation.
7. On the browser, enter the following URL:

http://application_server_hostname:7001/vuelink/DMS

A page similar to the following should appear if the system and application are deployed and configured properly:



Starting Agile CNM

After you have installed Agile CNM and verified the configuration, you can start the application.

To start Agile CNM:

1. Run the **startWebLogic** script located in the AGILECNM_HOME\cnmdomain directory to start the application server.

A command window appears. This window must remain open, but can be minimized.

2. Open your browser and use the following URL to test the connection:

http://application_server_hostname:7001/acnm

A login window appears.

Note Pop-up blockers should be enabled in your browser for the CNM URL.

3. Enter a login username and password.

If you have not migrated users from LDAP or Agile PLM, go to [Migrating Users from Agile PLM or LDAP](#) on page 12.

Configuring Agile PLM and Agile CNM

In order to eliminate the need to provide user credentials on view file and access reference links, you must perform the following steps to make changes to the config.xml file:

1. Provide fully qualified server names for Agile PLM and Agile CNM during installation.
2. Open the **config.xml** file, located in the AGILECNM_HOME\cnmdomain\config directory.
3. Set the value of the XML node <ext:agile-domain> to the parent domain that covers the Agile PLM and Agile CNM servers. For example, ".mycompany.com" covers cnm.mycompany.com and plm.mycompany.com. Do **not** use top-level domain names, such as .com.

Note Be sure to add an extra dot before the parent domain name.

4. Save and close the file.
5. Restart the Agile CNM server.
6. Always log in to CNM with the fully qualified server name, for example, <http://mycnm.us.oracle.com/acnm>.

Uninstalling Agile CNM

To uninstall Agile CNM on Windows:

1. Stop the Agile CNM service, if installed as a service. If Agile CNM is not installed as a service, choose **Start > All Programs > AgileCNM > Stop Agile CNM Server**.
2. Choose **Start > All Programs > AgileCNM > Uninstall Agile CNM**.
3. Click **Uninstall** on the Uninstall Agile CNM window.
4. Click **Done** when finished.

On UNIX, you can uninstall Agile CNM by deleting the entire Agile CNM directory or by using the Uninstaller.

To uninstall Agile CNM on UNIX by removing the directory:

1. Open a terminal window and change to the AGILECNM_HOME/cnmdomain directory.
2. Run **stopWebLogic.sh** to stop the Agile CNM server.
3. In the terminal window, change to the parent directory of <AGILECNM_HOME>.
4. Delete the AGILECNM_HOME folder:

UNIX: `rm -r <AGILECNM_HOME>`

Linux: `rm -rf <AGILECNM_HOME>`

To uninstall Agile CNM on UNIX using the Uninstaller:

1. Open a terminal window and change to the AGILECNM_HOME/cnmdomain directory.

2. Run **stopWebLogic.sh** to stop the Agile CNM server.
3. In the terminal window, change to the AGILECNM_HOME/Uninstaller directory.
4. Run **UninstallAgile_CNM** to start the uninstaller.
5. Click **Uninstall** on the Uninstall Agile CNM window.
6. Click **Done** when finished.

