



Agile Product Lifecycle Management

Service Pack Installation Guide

9.3.1.2

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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.

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

Installing an Oracle Agile PLM Service Pack

This chapter includes the following:

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Install and Test Notice

Important Install and test this Service Pack on a designated Development server before installing it in your Production environment. To provide accurate testing results, your Development environment should mirror your Production environment, as closely as possible. It is important to validate the installation of this Service Pack, and confirm your integrations are working correctly. Any problems or questions noted during your Development system testing should be resolved before installing this Service Pack in your Production environment.

Installation Requirements

Before installing Agile PLM 9.3.1.2, make sure your system meets the following requirements:

Application Server Version

- Agile PLM 9.3.1

Database

- Database Schema version: 9.3.235
- Data Schema version: 9.3.235.0

Client

- Microsoft Internet Explorer 7, 8, or 9 (Compatibility Mode)
- Mozilla Firefox 3.6 or 8

Note Mozilla Firefox 8 is not supported for Recipe and Material Workspace (RMW).

Note If you have Mozilla Firefox 4.0 or higher installed, as part of the configuration requirement, you must change the settings as provided in the section [Configuring Mozilla Firefox](#) on page 3.

Java Home

Set the environment variable, JAVA_HOME, to the JDK that was installed with Agile PLM 9.3.1. By default, the JDK was installed under the Agile PLM 9.3.1 home directory.

Note Agile PLM 9.3.1.2 supports Solaris 11 as Client and Server OS, and Mac OS X 10.7 Lion as Client OS.

Installing Oracle WebLogic Server

Important Agile PLM 9.3.1.2 is supported on Oracle WebLogic Server 10.3.6.

Agile PLM 9.3.1 must be installed before the 9.3.1.2 Service Pack can be installed. Installation instructions are found in *Installing Agile PLM on Oracle WebLogic Server 9.3.1*.

If this is a new installation, perform the following steps before installing Agile PLM 9.3.1 on Oracle WebLogic Server 10.3.6:

1. Install Oracle WebLogic Server 10.3.6.
2. Change to the directory where you downloaded the Agile PLM 9.3.1 installation files.
3. Change to the Disk1_<platform>\Tools directory.
4. Open the install.properties file.
5. Locate the WLSVersion parameter and change the value from 10.3.2.0 to 10.3.6.0.
6. Save and close the install.properties file.
7. Run the Agile PLM 9.3.1 installer.
8. Install the Agile PLM 9.3.1.2 Service Pack following the instructions in this document.

Upgrading Oracle Application Server

If the Oracle Application Server 10g (iAS) Standard or Enterprise Edition has not been upgraded to version 10.1.3.5 in the target machine, you will be prompted with a message to verify the OAS Home location. If you choose to continue, you will be prompted with a message displaying a mismatch with OAS version. Ensure that OAS 10.1.3.5 is installed on your machine before you start the Agile PLM installation.

Upgrading JDK 1.5B18 Bundled with OAS 10.1.3.5 to 1.5B22

Note JDK 1.5.0.18 (Version 1.5B18) is bundled with OAS 10.1.3.5, but Agile PLM does not support this version of JDK.

It is required that JDK 1.5.0.22 or higher is installed on your machine before you start the Agile PLM Installation. If the JDK version has not been upgraded to JDK 1.5.0.22, you will be prompted with a message displaying a mismatch with JDK version.

If you upgrade JDK version from 1.5.0_18 to 1.5.0_22 or higher, perform the following steps:

1. Download and install JDK 1.5B22 on a different machine that does not have OAS 10.1.3.5 installed.

2. Take a backup of the JDK folder in your OAS 10.1.3.5 folder.
3. Copy the JDK 1.5B22 folder to OAS 10.1.3.5 folder.
4. Rename JDK folder to "jdk".
5. Restart OAS.

Important You must copy **xerces.properties** from <OAS_HOME>\backup_jdk_folder\jre\lib to <OAS_HOME>\jdk\jre\lib. The backup_jdk_folder refers to the backed up **JDK** folder in your OAS 10.1.3.5 folder. This step is required if you have already installed Agile PLM 9.3.1.2 and you are upgrading the JDK version to 1.5.0.22.

Configuring Mozilla Firefox

To change tab-modal prompt to window-modal prompt, perform the following steps:

1. Enter **about:config** in the address bar of the browser.
2. In the *Filter* tab, enter **prompts.tab_modal.enabled**.
3. Right-click on **prompts.tab_modal.enabled** and select *Toggle*.
4. Change the value of **prompts.tab_modal-enabled** to *false*.

To enable the *paste from excel* setting, perform the following steps:

1. Enter **about:config** in the address bar of the browser.
2. In the *Filter* tab, enter **editor.singleLine.pasteNewlines**.
3. Right-click on **editor.singleLine.pasteNewlines** and select *Modify*.
4. Set the value to '0'.

Downloading the Software

On the system where the Agile Application is installed, download the Agile PLM 9.3.1.2 distribution file, AgilePLM9.3.1.2.zip, to a temporary directory. Verify the contents of the distribution file from the following table:

Filename	Description
Agile9312_Source	File folder containing changed files for Agile PLM 9.3.1.2.
Agile9.3.1.2_Installer.properties	Installer property file used by the Oracle Agile PLM 9.3.1.2 Installer.
Install_Agile9.3.1.2.bat	Batch file needed to install Oracle Agile PLM 9.3.1.2 on Windows.
Install_Agile9.3.1.2.sh	Script file needed to install Oracle Agile PLM 9.3.1.2 on UNIX (AIX/Linux x86/Solaris SPARC/ Solaris x86/ HP-UX).

installer	Contains installer related files.
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Installing Oracle Agile PLM 9.3.1.2

Important Make sure your database has been upgraded to Agile PLM 9.3.1.2 before installing this service pack. See the *Agile PLM Database Upgrade Guide* for more information.

Windows: Verify that the file named agilehome in the C:\Program Files\Agile folder contains the Agile PLM 9.3.1.home.

UNIX: Verify that the file named agilehome in the User home location /Agile directory contains the Agile PLM 9.3.1 home directory. The User home location is the home location where you installed Agile PLM 9.3.1. By default, the Agile PLM 9.3.1 home directory is /opt/Agile/Agile931.

Be sure to set the environment variable JAVA_HOME to the JDK that was installed with Agile PLM 9.3.1. By default, the JDK was installed under the Agile PLM 9.3.1 home directory.

Note Agile PLM 9.3.1.2 installer automatically copies **xerces.properties** to **JDK** folder if you have already installed JDK 1.5.0.22. For more information refer [Upgrading JDK 1.5B18 Bundled with OAS 10.1.3.5 to 1.5B22](#) on page 2.

Oracle Application Server

To install Agile PLM 9.3.1.2 in a standalone environment:

1. Log on as a user with local Administrator permissions on the computer where the Agile Application Server is located.
2. Make sure the OPMN processes are running on the application server.
3. Undeploy the Agile application.
 - a. Make sure Oracle Application Server is still running.

To check OAS status, open a terminal window, change to the `oracle_home/opmn/bin` directory, and run `opmnctl status`. If OAS is not running, run `opmnctl startall`.
 - b. From another terminal window, change to the `AGILE_HOME/agileDomain/bin` directory.
 - c. Run `UnDeployAgilePLM.sh <OC4JAdmin Password>` or `UndeployAgilePLM.cmd <OC4JAdmin Password>`.
 - d. From the same terminal window, run `cleanupJMS.sh <OC4JAdmin Password>` or `cleanupJMS.cmd <OC4JAdmin Password>`.
4. Stop the OPMN processes from the Oracle Home directory.
5. Run the install script.

Note Before running the `Install_Agile9.3.1.2.bat` file or the `Install_Agile9.3.1.2.sh` file, make sure you stop Apache Tomcat Agile File Manager Services.

Windows:

- Open a Command Prompt window and navigate to the temporary directory where you downloaded the service pack files.
- From the temporary directory, run the **Install_Agile9.3.1.2.bat** file. The installation begins.

UNIX:

- Open a shell prompt and navigate to the temporary directory where you downloaded the service pack files.
 - From the temporary directory, run the **Install_Agile9.3.1.2.sh** file. The installation begins.
- After you run the **Install_Agile9.3.1.2.bat** file or **Install_Agile9.3.1.2.sh**, you will be prompted the following messages based on the OAS Home location, Sun JDK version, and if the Agile application has been undeployed. Select appropriate option against each message.
 - The 9.3.1.2 Installer has found your OAS Home location at **C:/OAS10134**. If this is incorrect, please abort the installation and refer the 9.3.1.2 Service Pack Installation guide for details. Do you want to continue/quit?
[Answer should be in letter 'c' or 'q'] (c, q)

Note If you choose to continue, you will be prompted with a message displaying a mismatch with OAS version. Ensure that OAS 10.1.3.5 is installed on your machine before you start the Agile PLM installation. For information on upgrading the application server, refer [Upgrading Oracle Application Server](#) on page 2.

 - Your OAS Home location (**C:/OAS10134**) contains Sun JDK version **1.5.0_18**, which has known issues with Agile PLM. It is recommended that you install Sun JDK version **1.5.0_22** or higher. Please refer the 9.3.1.2 Service Pack Installation guide for details. Do you want to continue/quit?
[Answer should be in letter 'c' or 'q'] (c, q)

Note **JDK 1.5.0.18 (Version 1.5B18)** is bundled with OAS 10.1.3.5, but Agile PLM does not support this version of JDK. Refer the section on [Upgrading JDK 1.5B18 Bundled with OAS 10.1.3.5 to 1.5B22](#) on page 2 for more details.

 - Is the Agile application undeployed?
[Answer should be in letter 'y' or 'n'] (y, n)
 - When the installation completes, the Installation Successful message appears.
 - Press the Return key to complete the installation and the Build Successful message appears.
 - Start the OPMN processes from the Oracle Home directory.
 - Run **configureJMS.sh <OC4JAdmin Password>** file or **configureJMS.cmd <OC4JAdmin Password>** file.
 - Deploy the Agile application.

To install Agile PLM 9.3.1.2 in a clustered environment:

- Log on as a user with local Administrator permissions on the computer where the Agile Application Server (Primary Server) is located.
- Make sure the OPMN processes are running on the Primary and Secondary servers of the Oracle Application Server cluster.

3. Undeploy the Agile application on the Primary Server. The application is automatically undeployed on the secondary servers.
 - a. Make sure Oracle Application Server is still running.

To check OAS status, open a terminal window, change to the `oracle_home/opmn/bin` directory, and run `opmnctl status`. If OAS is not running, run `opmnctl startall`.
 - b. From another terminal window, change to the `AGILE_HOME/agileDomain/bin` directory.
 - c. Run `UnDeployAgilePLM.sh <OC4JAdmin Password>` or `UndeployAgilePLM.cmd <OC4JAdmin Password>`.
 - d. From the same terminal window, run `cleanupJMS.sh <OC4JAdmin Password>` or `cleanupJMS.cmd <OC4JAdmin Password>`.
4. Stop the OPMN processes from the Oracle Home directory on all cluster nodes, starting with the Secondary Servers to the Primary Server.
5. Run the install script.

Note You must install Agile PLM 9.3.1.2 on the Primary Server and on all the Secondary Servers.

Note Before running the `Install_Agile9.3.1.2.bat` file or the `Install_Agile9.3.1.2.sh` file, make sure you stop Apache Tomcat Agile File Manager Services.

Windows:

- Open a Command Prompt window and navigate to the temporary directory where you downloaded the service pack files.
- From the temporary directory, run the `Install_Agile9.3.1.2.bat` file. The installation begins.

UNIX:

- Open a shell prompt and navigate to the temporary directory where you downloaded the service pack files.
 - From the temporary directory, run the `Install_Agile9.3.1.2.sh` file. The installation begins.
6. After you run the `Install_Agile9.3.1.2.bat` file or `Install_Agile9.3.1.2.sh`, you will be prompted the following messages based on the OAS Home location, Sun JDK version, and if the Agile application has been undeployed. Select appropriate option against each message.

- The 9.3.1.2 Installer has found your OAS Home location at `C:/OAS10134`. If this is incorrect, please abort the installation and refer the 9.3.1.2 Service Pack Installation guide for details. Do you want to continue/quit?

[Answer should be in letter 'c' or 'q'] (c, q)

Note If you choose to continue, you will be prompted with a message displaying a mismatch with OAS version. Ensure that OAS 10.1.3.5 is installed on your machine before you start the Agile PLM installation. For information on upgrading the application server, refer [Upgrading Oracle Application Server](#) on page 2.

- Your OAS Home location (`C:/OAS10134`) contains Sun JDK version 1.5.0_18, which has known issues with Agile PLM. It is recommended that you install Sun JDK version 1.5.0_22 or higher. Please refer the 9.3.1.2 Service Pack Installation guide for details. Do you want to continue/quit?

[Answer should be in letter 'c' or 'q'] (c, q)

Note JDK 1.5.0.18 (Version 1.5B18) is bundled with OAS 10.1.3.5, but Agile PLM does not support this version of JDK. Refer the section on [Upgrading JDK 1.5B18 Bundled with OAS 10.1.3.5 to 1.5B22](#) on page 2 for more details.

- Is the Agile application undeployed?
[Answer should be in letter 'y' or 'n'] (y, n)
7. When the installation completes, the Installation Successful message appears.
 8. Press the Return key to complete the installation and the Build Successful message appears.
 9. Start the OPMN processes from the Oracle Home directory on all cluster nodes, starting with the Primary Server to all Secondary Servers.
 10. Run `configureJMS.sh <OC4JAdmin Password>` file or `configureJMS.cmd <OC4JAdmin Password>` file on the Primary Server.
 11. Deploy the Agile application on the Primary Server only. This step automatically deploys the Agile application on all Primary and Secondary Server hosts.

Oracle WebLogic Server

To install Agile PLM 9.3.1.2 on a standalone environment:

1. Log on as a user with local Administrator permissions on the computer where the Agile Application Server is located.
2. Stop the Agile Application Server. Follow the instructions in *Installing Agile PLM on BEA WebLogic Server, Version 9.3.1*.
3. Run the install script.

Note Before running the `Install_Agile9.3.1.2.bat` file or the `Install_Agile9.3.1.2.sh` file, make sure you stop Apache Tomcat Agile File Manager Services.

Windows:

- Open a Command Prompt window and navigate to the temporary directory where you downloaded the service pack files.
- From the temporary directory, run the `Install_Agile9.3.1.2.bat` file. The installation begins.

UNIX:

- Open a shell prompt and navigate to the temporary directory where you downloaded the service pack files.
 - From the temporary directory, run the `Install_Agile9.3.1.2.sh` file. The installation begins.
4. When the installation completes, the Installation Successful message appears.
 5. Press the Return key to complete the installation and the Build Successful message appears.
 6. Start the Agile Application Server.

To install Agile PLM 9.3.1.2 in a clustered environment:

1. Log on as a user with local Administrator permissions on the computer where the Agile Application Server is located.

2. Stop the Agile Application Server. Follow the instructions in *Installing Agile PLM on BEA WebLogic Server, Version 9.3.1* to stop the Agile Application Server in a cluster.
3. Run the install script.

Note You must install Agile PLM 9.3.1.2 on the Administration Server and on all the Managed Servers.

Note Before running the `Install_Agile9.3.1.2.bat` file or the `Install_Agile9.3.1.2.sh` file, make sure you stop Apache Tomcat Agile File Manager Services.

Windows:

- Open a Command Prompt window and navigate to the temporary directory where you downloaded the service pack files.
- From the temporary directory, run the **Install_Agile9.3.1.2.bat** file. The installation begins.

UNIX:

- Open a shell prompt and navigate to the temporary directory where you downloaded the service pack files.
 - From the temporary directory, run the **Install_Agile9.3.1.2.sh** file. The installation begins.
4. When the installation completes, the Installation Successful message appears.
 5. Press the Return key to complete the installation and the Build Successful message appears.
 6. Start the Agile application on all cluster nodes starting with the Admin Server to all Managed Servers.

Post-Installation Verification

From the Web or Java Client, connect to the updated application server. Choose **Help > About Agile** to verify the Update Version is 9.3.1.2.