# Oracle® Governance, Risk and Compliance Manager

Installation Guide

Release 7.7.2

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Oracle Governance, Risk and Compliance Manager Installation Guide, Release 7.7.2

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# Preface

## Intended Audience

Welcome to Release 7.7.2 of the *Oracle Governance, Risk and Compliance Manager Installation Guide.*

This guide is intended for information technology personnel and privileged users responsible for installing and configuring the GRC Manager application. It assumes the reader is familiar with Oracle Content Server installation, configuration, and use.

See Related Information Sources on page x for more Oracle Applications product information.

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## Structure



## Related Information Sources

***Oracle Governance, Risk and Compliance Manager User's Guide***

This guide provides information on how to use the Governance, Risk and Compliance Manager application with Oracle Content Server.

## Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using an Oracle Applications form can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

# 1

# About GRC Manager

This chapter covers the following topics:

- Product Overview
- Software Distribution and Language Support
- About This Guide
- What's New
- Conventions

## Product Overview

In the wake of some spectacular corporate failures and scandals around the world, law makers, regulators and investors are placing increasing mandates on business to improve transparency and controls over financial reporting. Laws such as the U.S. Sarbanes-Oxley Act, Canadian Bill 198, OMB Circular 123A, and Japanese SOX (J-SOX) are forcing organizations to adopt new and rigorous approaches to documenting and testing financial controls. Oracle's Governance, Risk and Compliance Manager solution is designed to help reduce the cost and complexity of this process and to help organizations leverage their compliance efforts to create new process efficiencies. This application provides tools and workflows for creating, tracking, assessing, and reporting on organizations' business processes.

## Software Distribution and Language Support

GRC Manager is distributed on a single CD. It contains user interfaces for Japanese in addition to English:

## About This Guide

This guide provides information required to install the GRC Manager application on a Microsoft Windows 2000 or 2003 Server running Oracle 9i server, Oracle 10g server,

Microsoft SQL Server 2000, or Microsoft SQL Server 2005. The information contained in this document is subject to change as the product technology evolves and as hardware, operating systems, and third-party software are created and modified.

This guide is intended for information technology personnel and privileged users responsible for installing and configuring the GRC Manager application. It assumes the reader is familiar with Oracle Content Server installation, configuration, and use. For more information, see the documentation accompanying your Content Server instance.

## What's New

The following product enhancements and changes have been implemented for GRC Manager version 7.7.2:

- **Oracle 10g**—Support has been added for the use of Oracle 10g.
- **Mass Update**— Functionality has been added to support the ability of making mass updates to Processes or Controls for reassigning Ownership and user responsibilities.
- **Scoping**— Functionality has been added to support the ability of marking Controls as "In Scope" and then utilizing this as a filter for kicking off various forms of testing
- **Generic integration points**— The generic integration point has been changed to dynamically build up a set of integration buttons on the Control Page, Management Assessment Control Design Result and Management Assessment Control Operating Result from the e100server.config file.
- **Control Automation Integration**— Functionality has been added to support integrating with an external Control Automation system to facilitate detective controls and exposing a new Control Method type called "Control Automation" to help manage the new Control Automation system
- **Add a Reference**— Functionality has been added to support attaching an external reference through a URL. This functionality is available anywhere you can Add an Attachment.
- **Navigation Menu** — Ability to collapse the navigation menu.
- **Administrative Tools** — Moved All Administrative Tools to a new "Administrative Tools" menu

## Conventions

The following conventions are used throughout this guide:

- The notation <*Install_Dir*>/ is used to refer to the location on your system where the content server instance is installed.

- Forward slashes (/) are used to separate the directory levels in a path name. A forward slash will always appear after the end of a directory name.

# 2

# Pre-Installation Tasks and Considerations

This chapter covers the following topics:

- Requirements
- Hardware Requirements
- Software Requirements
- Prerequisites
- Content Server Considerations
- Database in use with Content Server
- SQL Server 2000/2005 Considerations
- Oracle 9i/10g Considerations
- Set General Configurations and Content Security
- Multi-Byte Considerations
- Configuration Settings Checklist

## Requirements

This section contains these topics:



## Hardware Requirements

Governance, Risk and Compliance Manager requires a system that supports Microsoft Windows 2000 or 2003 Server. This system also can be used to support Oracle Content Server; however, a separate, physical system is recommended for Content Server to optimize system resources. Minimum requirements for the server are:

- 1 GHZ processor
- 10 GB disk
- 1GB main memory
- CD drive

> **Note:** If Content Server is installed on the same server as GRC Manager, minimum requirements will be greater.

Client systems used to access GRC Manager on the server require hardware running Microsoft Windows.

## Software Requirements

GRC Manager requires the software listed in the following table.

| System | Requirements |
|---|---|
| Server (minimum requirements) | • Microsoft Windows 2000 Server with Service Pack 3, or Microsoft Windows 2003 with Service Pack 1.<br>• Microsoft IIS versions 5.0, 5.1, 6.0. |
| Client | • Microsoft Windows operating system<br>• Internet Explorer 5.5 or later<br>• Microsoft Excel (optional for the Reporting Solution) |
| Oracle Content Server | • Content Server 7.5.2 |

| System | Requirements |
|---|---|
| Content Server database repository | One of these:<br>• Microsoft SQL Server 2000 with Service Pack 4<br>• Microsoft SQL Server 2005<br>• Oracle 9i with Oracle Driver 9.2.0.7<br>• Oracle 10g |
| Domain users and permissions | • Native Authentication<br>• Active Directory |

## Prerequisites

This topic contains these sections:



> **Note:** Failure to perform the prerequisites will cause the installation to fail.

## Content Server Considerations

Before you install the GRC Manager application, you must install Content Server 7.5.2 and configure it. Please see the *Oracle Content Server Installation Guide* for more information.

Once Oracle Content Server has been successfully installed the license file provided can be utilized by coping it from \Software\License and place it in the \oracle\config folder.

Set file encoding of Content Server to UTF-8. This setting can be specified when installing Content Server.Some workflows will be overwritten during the installation. Please ensure that no workflows are in use during the GRC Manager installation process.If you are setting up a Japanese or Korean instance, you must use a Unicode database. This setting can be specified when installing Content Server. For more information see Multi-Byte Considerations, page 2-6.

## Database in use with Content Server

You can use either of these databases:

- SQL Server 2000 SP4
- SQL Server 2005
- Oracle 9i
- Oracle 10g

## SQL Server 2000/2005 Considerations

Set the Instance Name to [SQLInstance], if it is not equal to the server name..

Enable Mixed Mode Authentication

Set the *ContentServer* database properties as follows:

1. Click the Data Files tab and set the number in the Space Allocated (or Initial Size) column to 100MB. This is a minimum setting.
2. Click the Transaction Log tab and set the number in the Space Allocated (or Initial Size) column to 25MB. This is a minimum setting. If document titles exceed 80 characters in length, the database administrator can change the dDocTitle column setting to use varchar(255) in the following tables:
   - ArchiveHistory
   - Revisions
   - WorkflowHistory
   - ProblemReports

## Oracle 9i/10g Considerations

It is recommended that Oracle 9i Release 2 or Oracle 10g database server be installed on its own hardware, separate from Content Server and GRC Manager.Assure that

Microsoft MDAC 2.8 or higher is installed. .

The Oracle 9i Release 2 or Oracle 10g Client and drivers must be installed on the machine running GRC Manager.

The Oracle 9i Release 2 or Oracle 10g Client connection tools must be installed and configured to connect to the Oracle 9i or Oracle 10g database instance used for GRC Manager.

Assure that Microsoft MDAC 2.8 or higher is installed. To find what version of MDAC is currently running on the GRC Manager server, read the registry key HKLM—Software—Microsoft—DataAccess.

For Oracle 9i, apply the following patches and updates in the specified order to the GRC Manager server:

1. Install the Oracle 9.2.0.1 client bits.
2. Reboot.
3. Stop all Oracle services to prevent .dlls from being locked.
4. Apply the Oracle RDBMS Server 9.2.0.7 patchset 5.
5. Apply Oracle 9.2.0.7 OLE DB driver, ODBC, driver, and ADO.NET Provider for Oracle.

   These patches are in the same download patchset from Oracle.
6. Reboot.
7. Check the sqlnet.ora file in the <*Oracle installation directory*>\network\admin. If it has the following line:

   ```
   SQLNET.AUTHENTICATION_SERVICES=(NTS)
   ```

   Change the line to this:

   ```
   SQLNET.AUTHENTICATION_SERVICES=(NONE)
   ```

## Set General Configurations and Content Security

Perform the following steps to configure the Oracle Content Server instance:

1. Open the Admin Server in Content Server.
2. Click the <*instance*> button (for example, *idcm1*).
3. Select **General Configuration**.

1. Enable **Allow override format on check in**.
2. Select **Automatically assign a Content ID on check in.**
3. Add the following to the **Additional Configuration Variables** box:

   ```
   MemoFieldSize=1024
   ```

4. Click **Save**.

4. Select **Content Security**.
   1. Check the **Allow get copy for user with read privilege** check box.
   2. Click **Save**.

5. Click **Restart** to restart Content Server.

## Multi-Byte Considerations

There are extra steps to perform when you set up a Japanese or Korean instance.

- **Operating system:** Any language version of Windows 2000 or 2003 can be used. If it is an English version, you must add East Asian Language support and select correct regional options.
  - Add East Asian language support: From Control Panel--Regional and Language options, Language tab, enable Install Files for East Asian Languages.
  - Select Regional Options: On the Regional Options tab, set the standards and formats to Japanese or Korean.

    **Note:** You must select the predefined language settings from the drop down list.

    Do not click **Customize** to set the date format manually; otherwise, the GRC Manager server may fail to start.

- **Database**: You must use a Unicode database.
- **File encoding**: During Content Server installation, you must ensure that file encoding is set to UTF-8, and the database field encoding is set to UTF-8. To verify the file encoding, you can check <*oracle*>/<*instancename*>/bin/intradoc.cfg for FileEncoding= UTF8.
- **System and user locale**: Ensure that your Content Serversystem locale is set to the

appropriate language, and also ensure that your user locales are enabled. For more information, refer to *Using Content Server in International Environments*.

- **ShadowAdmin User:** During set up, keep the ShadowAdmin user set to an English-US user locale.
- **Browser Setting**: Your GRC Manager user interface will be displayed based on the default language of your browser, provided it is a supported language. To override this setting, see the *GRC ManagerUser Guide*.

## Configuration Settings Checklist

The GRC Manager installation process requires a number of configuration settings. The configuration setting values should be determined and noted on the following checklist before starting the installation.

| Item | Reference | Value |
|---|---|---|
| **SQL Server Settings** | | |
| SQL Server Instance Name<br>(The default is the name of the server.) | [SQLInstance] | |
| SQL Server Administrative Account and Password<br>(The default for Mixed Mode is sa.) | [SQLAdminUser] ]<br>[SQLAdminPassword | |
| **Oracle Settings** | | |
| Oracle Instance Name<br>(The default is the Oracle Service Name created using the Oracle client tool.) | [OracleInstance] | |
| Oracle Administrative Account and Password | [OracleAdminUser]<br>[OracleAdminPassword] | |
| **Content Server Settings** | | |

| Item | Reference | Value |
|---|---|---|
| Content Server Database Name<br><br>(The default is stellent.) (Note that stellent is case sensitive.) | [Catalog] | |
| HTTPServerAddress as noted in the Content Server config.cfg file. | [CSName] | |
| Content Server Instance Name<br><br>(The default is the name of the server. If Content Server is installed more than once on a server, the default for the master instance is the name of the server.) | n/a | |
| Content Server Install Path as noted on the Configuration Information page for the Content Server instance. | [CSInstanceLoc] | |
| The Relative Web Root as noted on the Configuration Information page of the specified Content Server instance. | [WebRoot] | |
| **GRC Manager Application Settings** | | |
| Admin account and password in Content Server. (These must be created during the installation.) | [adminUser]<br><br>[adminUserPassword] | |
| GRC Manager Application Server Name | n/a | |
| GRC Manager Application Web Root | n/a | |

| Item | Reference | Value |
|---|---|---|
| Windows Service Account | n/a | |
| GlobalICAdmin | [ICAdmin] | |

# 3

# Installing a New Instance of GRC Manager

This chapter covers the following topics:

- Install GRC Manager Components on Content Server
- Install the GRC Manager Application
- Post-Installation Tasks
- Finalize the Content Server Configuration
- Create the Admin Users
- Refresh Database Views
- Update the Configuration.xml File
- Update the e100Server.config File
- Additional Steps for Windows 2003
- Restart the Oracle GRC Manager Service
- Configure the Map Documents
- Test the Configuration
- Working with ADSI
- Using Single Sign-on in Internet Explorer
- Using Both ADSI and Single Sign-on
- Switching from Basic Authentication to ADSI
- ADSI Considerations for Content Server Hosted on a System Separate from GRC Manager

## Install GRC Manager Components on Content Server

To install Governance, Risk and Compliance Manager components on Content Server, perform the following steps. Note, the order of installation for the components is

inconsequential:

1. Insert the GRC Manager Application CD.
2. Open the Content Server Administration Main Page:
    1. Click the Admin Server link.
    2. Click the instance button.
    3. Click the Component Manager link.
3. Upload the **SoapDownloadPatch** component:
    1. Click **Browse** next to Install New Component.
    2. Select CD:\StellentComponents\SoapDownloadPatch.zip.
    3. Click **Install**.
    4. Click **Continue**.
    5. Click **Return to Component Manager**.
    6. Highlight the new component in the Disabled Components box.
    7. Click **Enable** to enable the SoapDownloadPatch component.
4. Upload the **e100SOA** component:
    1. Click **Browse** next to **Install New Component**.
    2. Select CD:\StellentComponents\e100SOA.zip.
    3. Click **Install**.
    4. Click **Continue**.
    5. Enter the URL to the GRC Manager Web Server. For example, http://<*servername* >/oraclegrcmanager.
    6. Click **Continue**.
    7. Click **Return to Component Manager**.
    8. Highlight the new component in the Disabled Components Box.
    9. Click **Enable** to enable the component.

5. Upload the **OrgMapMailer** component
    1. Click **Browse** next to **Install New Component**.
    2. Select CD:\StellentComponents\OrgMapMailer.zip.
    3. Click **Install**.
    4. Click **Continue**.
    5. Click **Return to Component Manager**.
    6. Highlight the new component in the Disabled Components Box.
    7. Click **Enable** to enable the component.
6. Upload the **SoxSecurity** component:
    1. Click **Browse** next to **Install New Component**.
    2. Select CD:\StellentComponents\SoxSecurity.zip.
    3. Click **Install**.
    4. Click **Continue**.
    5. Click **Return to Component Manager**.
    6. Highlight the new component in the Disabled Components Box.
    7. Click **Enable** to enable the component.
7. Upload the **UserProxy** component:
    1. Click **Browse** next to **Install New Component**.
    2. Select CD:\StellentComponents\UserProxy.zip.
    3. Click **Install**.
    4. Click **Continue**.
    5. Click **Return to Component Manager**.
    6. Highlight the new component in the Disabled Components Box.
    7. Click **Enable** to enable the component.

8. Upload the **UserAliasesInMetaData** component (for ADSI support):
    1. Click **Browse** next to **Install New Component**.
    2. Select CD:\StellentComponents\UserAliasesInMetaData.zip.
    3. Click **Install**.
    4. Click **Continue**.
    5. Click **Return to Component Manager**.
    6. Highlight the new component in the Disabled Components Box.
    7. Click **Enable** to enable the component.
9. Upload the **IndexerPatch** component (for ADSI support):
    1. Click **Browse** next to **Install New Component**.
    2. Select CD:\StellentComponents\IndexerPatch.zip.
    3. Click **Install**.
    4. Click **Continue**.
    5. Click **Return to Component Manager**.
    6. Highlight the new component in the Disabled Components Box.
    7. Click **Enable** to enable the component.
10. Upload the **SoxWsdls** component (for ADSI support) :
    1. Click **Browse** next to **Install New Component**.
    2. Select CD:\StellentComponents\SOXWSDLS.zip.
    3. Click **Install**.
    4. Click **Continue**.
    5. Click **Return to Component Manager**.
11. Upload the SCSPatchSet48564 component
    1. Click **Browse** next to **Install New Component**.

2. Select CD:\CSPatches\SCSPatchSet48564.zip
3. Click **Install**.
4. Click **Continue**.
5. Click **Return to Component Manager**.

12. One at a time, highlight each of the new Wsdl components in the Disabled Components Box and click **Enable** to enable the component:
    - SoapPublicWsdls
    - SoxWsdls
    - WsdlGenerator
    - WsdlMerger
13. Restart the Content Server.
14. Close the Component Manager page.
15. Generate WSDLS:
    1. Select **Administration—Admin Applets**.
    2. Click **Soap Wsdls**

       The Wsdl List is displayed.
    3. Select **Generate WSDLs** from the Actions menu.
    4. A confirmation message is displayed.
    5. Click **Back**.
    6. Close the Admin Applets page.
    7. Copy the std_page.htm from \Software\CSPatches and place it in the \oracle\\shared\config\resources folder.

## Install the GRC Manager Application

If Content Server is installed on a different server than the GRC Manager application:

- Install the GRC Manager application first, and then use the wizard to install just the

GRC Manager - Content Server files on the Content Server instance.

- Ensure the proper database connectivity is installed on the GRC Manager Application Web Server to be able to query the database of the Content Server Repository. This may be different depending on the database used. For example, Oracle 9i connectivity requires that the Oracle9i Client be installed on the GRC Manager Application Web Server.

To install the GRC application, follow these steps:

1. From the CD run setup.exe.

   If .Net version 2.0 is not already installed, the .Net screen is displayed. GRC Manager version 7.7.2 requires this to function.

2. If necessary, click **Yes** to install .Net 2.0.

   **Note:** Installing .Net 2.0 takes time, and further screen prompts will not display until the .Net installation has completed. At the end of the installation process .Net 2.0 prompts for the system to be restarted.

3. When .Net 2.0 is available, the InstallShield Wizard Welcome screen is displayed.

4. Click **Next**

   The License Agreement screen is displayed.

5. Click **Yes** to agree to the license terms.

   The Customer Information screen is displayed.

6. Enter your user name and company name, then click **Next.**

   **Tip:** You will need to know how you entered your company name later in the installation process. The company name cannot contain these five characters: ' " < > &

   The Features to Install screen is displayed.

7. Specify the features to install:

   - Click **Select All** if you are installing onto the same system as Content Server, and click **Next**.

   - Specify just the GRC Manager files (as opposed to the files for Content Server) if you are installing onto a system other than the one Content Server is on, and click **Next**. You will need to install the workflows later onto the SCS system.

8. Select either Microsoft SQL Server 2000, Microsoft SQL Server 2005, or Oracle 9i on the Select Database screen, then click **Next**.

9. For SQL Server, provide the following information:

    1. Enter the SQL Server database name in the Content Server instance. The name is case sensitive.

    2. Specify how to connect to the SQL Server database:

        - Windows authentication

        - SQL Server authentication

    3. Click **Next**.

    4. Enter the Content Server Database Name.

    5. Click **Next**.

        The Program Files Specification screen is displayed.

10. For Oracle 9i, provide the following information:

    1. Enter Database Instance Name.

    2. Enter the User Name.

    3. Enter the Password.

    4. Confirm the Password.

    5. Click **Next**.

        The Program Files Specification screen is displayed.

11. Specify where to install program files, then click **Next.**

    The default location is: C:\Program Files\Oracle\GRCManager.

    The Path for Web Files screen is displayed.

12. Specify the path for web files, then click **Next**.

    The default location is: C:\Inetpub\wwwroot\GRCManager.

    The Content Server Instance Location screen is displayed.

13. Specify the Content Server instance location [CSInstanceLoc], then click **Next**.

    The default location is: C:\Oracle\idcm1.

The Begin Installation screen is displayed.

14. When you are satisfied with the settings, click **Next. (**If you are not satisfied, you can click **Back** to return to previous screens and change settings.)

    The product is installed. When the installation is complete, it prompts you to choose to restart the computer now or restart it later.

    > **Note:** You can click **Cancel** to stop the installation while it is occurring

15. Click **Finish**.

16. If you choose to restart your system, the system is rebooted automatically.

    > **Note:** If you get the message "Please run the alternate database setup utility" then please see "Troubleshooting and Optional Configurations" for more information.

## Post-Installation Tasks

This section includes the following topics:



## Finalize the Content Server Configuration

Finalize the Content Server configuration by performing the following steps:

1. Restart (or start) the Content Server Services:

1. Open the Windows Services Control Manager.
2. Restart the IDC Content Server *instancename* service.
3. Restart the IDC Admin Service *instancename_admin* service.

2. Restart (or start) the Oracle GRC Manager Service:
   1. Open the Windows Services Control Manager.
   2. Restart the Oracle GRC Manager Service.

3. Update the Database Design:
   1. Open a browser to the Content Server Main Page.
   2. Expand **Administration**.
   3. Click **Admin Applets**.
   4. Click **Configuration Manager**.
   5. Select the Information Fields tab to verify that the fields with prefix "SOA" are present.
   6. Click **Update Database Design**.

      A list of info fields with the prefix "SOA" are displayed.
   7. Click **OK**.

      **Note:** The monitor resolution may need to be adjusted higher so that you can interact with the screen. You may need to resize the dialog box to see the **OK** button.

4. Verify that the Types and Workflows were imported correctly:
   1. Click the Options menu and select **Content Types** to verify that the types with prefix "SOA" are present.
   2. Click **Close**.
   3. Click the **Apps** menu and select **Workflow Admin**.
   4. Select the Criteria tab and verify that the eleven workflows are present and enabled.

5. Select **Options—Exit** to close the Configuration Manager applet and return to the Content Server Administration page.

## Create the Admin Users

There are two distinct users that are utilized in this document. Each of these users has very specific permissions and rights within Content Server and within GRC Manager.

1. ICAdmin
   - GRC Manager administrator
   - Content Server user
2. adminUser
   - GRC Manager Shadow Admin local user. This account is used behind the scenes to bridge information between GRC Manager and Content Server. During set up, keep the ShadowAdmin user set to an English-US user locale.

Use the following procedure to create the Admin Users:

1. From the Content Server main page select **Administration—Admin Applets—User Admin**.
2. Add the local user [adminUser] and assign it to the "ShadowAdmin" role and the " admin" role. Give this user a password, and leave the email address for this user blank. During set up, keep the ShadowAdmin user set to an English-US user locale.
3. Click **OK**.
4. Create the "SOAShadowAdmin" alias and assign the [adminUser] to the alias.

   **Note:** SOAShadowAdmin is case-sensitive, so enter as described here.

5. Click **OK**.
6. Add the local user [icadmin] and assign it to the "SOAGlobalICAdmin" role. Give this user a password and leave the email field for this user blank.
7. Add other users as necessary.
8. Select **Options—Exit** to close the User Admin applet and return to the Content Server Administration page.

## Refresh Database Views

Use the following procedure to refresh database views.

1. Run SSOSDBSetupUtility.exe. The executable is located in the directory C:\Program Files\Oracle\GRC Manager\.

   A user interface is displayed for the utility.

2. Select the database type: SQL Server 2000, SQL Server 2005, or Oracle 9i.

3. Enter the required login data:

   1. For SQL Server 2000 or 2005, enter the database server name, the database name, the user name and password.

   2. For Oracle 9i, enter the service name, the user name and password.

      After user data has been entered, the action buttons are enabled.

4. Optionally, you can select the **TestConnection** button to verify the database connection. A pop-up message will confirm that the test connection succeeded. Click **OK** to return to the user interface.

5. Click the **Refresh views** button to refresh the database views in the GRC Manager application. A pop-up message will confirm that the action succeeded. Click **OK** to return to the user interface

6. .Click **Close**.

## Update the Configuration.xml File

Use the following procedure to update the Configuration.xml file.

1. Open the <*Install_Drive*>:\\Program Files\Oracle\GRCManager\Configuration.xml file in a text editor.

   **Note:** Use only a text editor that can handle UTF-8 characters; for example, Notepad. Using a text editor such as Wordpad can corrupt the configuration files.

2. Set up the proper admin user [adminUser] in the <*OracleAdminId*> node.

   **Note:** Insert the GRC Manager Application Admin Account [adminUser] between node <OracleAdminID></OracleAdminID>.

This is case sensitive.

3. Set up the proper admin user password [adminUserPassword] in the <*OracleAdminPswd*> node.

   **Note:** Insert the GRC Manager Application Admin Account Password [adminUserPassword] between node <OracleAdminPswd></OracleAdminPswd>.This is case sensitive.

4. Replace all three instances of [CSName] with the proper hostname registered with Oracle.

5. Replace all three instances of *ecmroot* with the proper Content Server Web Root [WebRoot] if a different root was used. (For default installations, this is *grcmanager*.)

6. Perform the following steps if GRC Manager was installed to a drive other than C:\:

   1. Set the value for <*MapCachePath*> to <*Install_Drive*>:\Program Files\Oracle\GRCManager\temp for both <*application*><*category*> node sections.

   2. Set the value for <application name="CMSBridge"><Category name="General"><LogPath> to <*Install_Drive*>:\Program Files\Oracle\GRCManager\log\CMSBridgeLog.txt.

   3. Set the file path for <application name="StellentSOAP"><Category name="General"><LogPath> to <*Install_Drive*>:\Program Files\Oracle\GRCManager\log\SOAPLog.txt.

7. Configure the <*StellentDB*> and <*StellentDB_ext*> nodes for the database in use.The <*StellentDB*> node is used for the general retrieval of data and the <*StellentDB_ext*> node is used for writing to the Maps and Fiscal Periods table

   For Microsoft SQL Server 2000 and 2005:

   1. Replace [SQLAdminUser] user with the value noted in Configuration Settings , page 2-7.

   2. Replace [SQLAdminPassword] with the value noted in Configuration Settings , page 2-7..

   3. Replace [ContentDb] with the value noted in Configuration Settings Checklist, page 2-7..

   4. Replace [SQLInstance] with the value noted in Configuration Settings Checklist,

page 2-7..

5. Save and close the file.

For Oracle 9i and Oracle 10g (all values are case sensitive):

1. Replace [SQLAdminUser] user with the value noted in Configuration Settings , page 2-7..
2. Replace [SQLAdminPassword] with the value noted in Configuration Settings , page 2-7..
3. Replace [SQLInstance] with the value noted in Configuration Settings Checklist, page 2-7..
4. Save and close the file.

## Update the e100Server.config File

Use the following procedure to update the e100Server.config file:

1. Open the <*Install_Drive*>:\\Program Files\Oracle\GRCManager\e100Server.config file in a text editor.

   **Note:** Use only a text editor that can handle UTF-8 characters; for example, Notepad. Using a text editor such as Wordpad can corrupt the configuration files.

2. Update the Content Server admin user and password:
   1. In the <configuration><Security><Providers><Provider name="Stellent"><Impersonate> node, enter the proper user [adminUser]. It needs to be the user given the ShadowAdmin role and assigned to the SOAShadowAdmin alias.
   2. In the <configuration><Security><Providers><Provider name="Stellent"><Password> node, enter the proper password [adminUserPassword].
   3. Replace all three instances of [CSName] with the proper hostname registered with Oracle.
   4. Replace all three instances of *ecmroot* with the proper Content Server Web Root [WebRoot] if a different root was used. By default this is *grcmanager*
   5. .If GRC Manager was installed to a drive other than C:\, set the file path for the

<ATTACHMENT_FOLDER> value attribute to <*Install_Drive*>:\Program Files\Oracle\GRCManager\temp. The <ATTACHMENT_FOLDER> can be found under the <Constants> node.

6. (Optional) Replace the default .htm pages for the Guidance links with customized .htm pages that contain guidelines for users who assess controls, risks, processes, and certifying processes. The Guidance links appear on the individual management assessment Result pages (see also "Assessing Business Processes" in the *Governance, Risk and Compliance Manager User Guide*)

   The default page links are located in the <GuidanceLinks></GuidanceLinks> section of the e100Server.config file and include the following:

   - Guidance-ControlDesignAssessment.htm
   - Guidance-ControlOperatingAssessment.htm
   - Guidance-RiskDesignAssessment.htm
   - Guidance-RiskOperatingAssessment.htm
   - Guidance-ProcessDesignAssessment.htm
   - Guidance-ProcessOperatingAssessment.htm
   - Guidance-CertificationAssessment.htm

7. Save and close the e100Server.config file.

   **Note:** When saving the e100Server.config file you must make sure you save it as either UTF-8 or Unicode. Saving as any other format may corrupt some of the extended language characters in the <LocaleCultureMap> node of this file, causing the GRC Manager Service service to fail to start.

## Additional Steps for Windows 2003

Five users must be given Full Control access for Windows 2003. Some of these users are updated during the automated installation, but it is useful to verify this and ensure that these users are added to the directory in which you installed the product (for example, <Install_Drive>:\Program Files\Oracle\GRCManager\):

- IIS_WPG
- NETWORK SERVICE

- ASPNET
- IUSR
- IWAM

Follow these addditional steps:

1. Using Windows Explorer, locate the IIS_WPG user group and NETWORK SERVICE user in the directory in which you installed the product (for example, <*Install_Drive*>:\Program Files\Oracle\GRCManager\) and grant each of them Full Control. If the users are not in the directory, add them and change their permissions as needed.

2. Using Windows Explorer, locate each of the following directories and change their Properties. Right-click the directory folder icon, select Properties from the menu, click the Security tab, then click the Advanced button. Check the box to *Replace permission entrieson all child objects with entries shown here that apply to child objects*.
   - Web Server folder *(*default location:C:\Program Files\Oracle\GRCManager*)*
   - GRCManager folder *(*default location: <*Install_Drive*>:\Program Files\Oracle\GRCManager*)*

3. Run the REGEDIT command to access the Windows registry and grant Full Control access to the IIS_WPG user group and NETWORK SERVICE user in the following registry keys:
   - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Application\OracleGRCManager Middleware
   - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Application\OracleGRCManager
   - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Application\Oracle GRC Manager
   - HKEY_LOCAL_MACHINE\Software\Oracle\GRCManager

4. Close REGEDIT

## Restart the Oracle GRC Manager Service

Restart the Oracle GRC Manager Service by completing the following steps:

1. Open the Internet Information Services (IIS) manager and select the GRCManager web directory, then check the Properties. Ensure that the ASP.NET tab is set to

version 2.0.50727.

2. Restart IIS by running IISRESET in the Windows **Start—Run** screen.
3. Open the Windows Services Manager.
4. Restart the GRC Manager Service.
5. Verify that the service loaded correctly.
    1. Open the Windows Event Viewer.
    2. Open the Application Log.
    3. Check for errors from GRC Manager source.

       If an error is logged, adjust the configuration files to correct the problem. A typing error or stray bracket [ ] will result in an error.
    4. If you needed to correct an error, restart the GRC Manager Service.

       **Note:** When the service is properly loaded, there will be an entry in the log which indicates that the service is published. For example, "An instance of Oracle GRC Manager Server is published at …"

## Configure the Map Documents

Before you start the following procedure, set the Internet Explorer browser to automatically check for newer versions of stored pages. Select **Tools—Internet Options** , then on the General tab click **Settings** for the Temporary Internet files section. On the Settings screen select **Automatically** for "Check for newer versions of stored pages".

1. Log in to the GRC Manager application by launching a browser and going to the following URL:

   `http://<host name>/<GRC Managerwebroot>/`

   By default, the GRC Manager web root is OracleGRCManager.
2. Log in as [ICAdmin].
3. Select the Organization tray.
4. Add the Organization map.
    1. Click **Create Map**.

2. Give the map a title and select a map type of **Organization**.
3. Click **Create**.
4. Click the root folder **OrgMapRoot**.
5. Click **Rename** and update the root name.
6. Click **OK**.
7. In the menu bar click **Save**.
8. Click **Save and Check In** to commit the Map document.

5. Add the Financial Statement map (if required):
   1. Click **Create Map**.
   2. Give the map a title and select a map type of **Financial**.
   3. Click **Create**.
   4. Click the root folder **OrgMapRoot**.
   5. Click **Rename** and update the root name.
   6. Click **OK**.
   7. In the menu bar click **Save**.
   8. Click **Save and Check In** to commit the Map document.

6. Add the Accounting Cycle map (if required):
   1. Click **Create Map**.
   2. Give the map a title and select a map type of **Audit**.
   3. Click **Create**.
   4. Click the root folder **OrgMapRoot**.
   5. Click **Rename** and update the root name.
   6. Click **OK**.
   7. In the menu bar click **Save**.

8. Click **Save and Check In** to commit the Map document.

7. Add the SOA map (if required):
    1. Click **Create Map**.
    2. Give the map a title and select a map type of **SOA_MAP**.
    3. Click **Create**.
    4. Click the root folder **OrgMapRoot**.
    5. Click **Rename** and update the root name.
    6. Click **OK**.
    7. In the menu bar click **Save**.
    8. Click **Save and Check In** to commit the Map document.

8. Configure the map documents in the configuration file:
    1. Open the Content Server Portal.
    2. Click **Search** in the navigation bar.
    3. Click the **Search** button to return all of the documents in the Instance (the newly created map documents).
    4. Write down the Content ID of each of the map documents so you can refer to it later.

9. Update the e100Server.config file values:
    1. Use Windows Explorer to navigate to the <*Install_Drive*>:\Program Files\Oracle\GRCManager folder.
    2. Select the e100Server.config file, then right click and select **Edit** to edit the file with a text editor.

        **Note:** Use only a text editor that can handle UTF-8 characters; for example, Notepad. Using a text editor such as Wordpad can corrupt the configuration files.

    3. Modify the <configuration><SOANav><Constants><TREE_ORGANIZATION> node to have the value attribute point to the [ContentId] of the Organization

map document. For example:

```
<TREE_ ORGANIZATION value="000001"/>
```

4. Modify the <configuration><SOANav><Constants><TREE_FINANCIAL> node to have the value attribute point to the [ContentId] of the Financial statement map document. For example:

   ```
   <TREE_ FINANCIAL value="000002"/>
   ```

5. Modify the <configuration><SOANav><Constants><TREE_ACCOUNTING> node to have the value attribute point to the [ContentId] of the Accounting Cycle map document. For example:

   ```
   <TREE_ ACCOUNTING value="000003"/>
   ```

6. (If necessary) Modify the <configuration><SOANav><Constants><TREE_OPTIONAL> node to have the value attribute point to the [ContentId] of the SOA map document. For example:

   ```
   <TREE_ OPTIONAL value="000004"/>
   ```

10. Configure the InitDelay time:

    1. Modify the <Service><InitDelay> delay="5"/><DependsOnService name=IDCContentService SoaApp" delay="30"/></Service> node to have the name value attribute reference "IDCContentService [ContentServerInstance]".

    2. Remove the beginning "<!--" and ending "-->" comments surrounding this section of code.

11. Save and close the e100Server.config file.

    **Note:** When saving the e100Server.config file you must make sure you save it as either UTF-8 or Unicode. Saving as any other format may corrupt some of the extended language characters in the <LocaleCultureMap> node of this file, causing the GRC Manager Service service to fail to start.

12. Restart IIS by running IISRESET from the Windows **Start—Run** screen.

13. Restart the GRC Manager Service from the Windows Component Services screen.

## Test the Configuration

Use the following procedure to test the configuration

1. Open the GRC Manager application at http://<*host name*>/*GRC Managerwebroot/*
2. At the login prompt, log in as the [ICAdmin].
3. Add a new business process:
    1. Select **Business Processes** from the navigation panel.
    2. Select **Add New Process.**
    3. On the business process page, press the Info icon beside the Organization field to view the Organization tree.
    4. Select a node in the Organization tree.
    5. Fill in the other required fields for the new business process.
    6. Click **Save** for the new process document.
    7. Click **Close**.
4. Add an attachment to the new business process in the Organization tree:
    1. Open a business process.
    2. Select the Attachments tab and click **Add Attachment**.
    3. Click **Browse** and select a file to load.
    4. Click **Save** to upload the file.
    5. Click **Close**.
5. If each of the maps is correct, the documents are saved, and the attachment loaded properly, then the application is properly configured.

    **Note:** If you are upgrading GRC Manager, please return to the procedure in Updating the Application (page 5-8).

## Working with ADSI

GRC Manager works with the Content Server to support Active Directory Services Interface (ADSI) integration. For more information about the SCS ADSI integration, refer to *Oracle Content Server: Managing Security and User Access*.

To configure GRC Manager to work with the SCS ADSI integration, perform these tasks:

1. Ensure that your GRCManager web directory has the following settings.

   For Access Permissions:

   - Files can be viewed
   - Scripts can be run

   For ACLs:

   - Administrators have full control.
   - Everyone has the following access permissions:

     **Read**

     **Read Control**

     **Read Attributes**

     **Read Properties**

     **Execute**

     > **Note:** For Windows 2000, you can use the Permissions Wizard in Internet Information Services (IIS) to perform these tasks to get the access permissions and Access Control Lists (ACLs) noted below:

   - Select *New security settings* from a template, then click **Next**
   - Select *Leave current directory and file permissions intact, and add the recommended permissions*, then click **Next**.

2. For Windows 2003, perform these tasks:

   1. Open Windows Explorer, and browse to the C:\inetpub\wwwroot\GRCManager directory.
   2. Right-click the GRCManager folder, and add the following permissions for the Everyone group.

      **Read & Execute**

      **List Folder Contents**

      **Read**

   3. Click the **Advanced** button.
   4. Select the checkbox next to this option: *Replace permission entries on all child objects with entries shown here that apply to child objects*.

3. In the file <*oracle*>/<*instance_name*>/config/config.cfg add the following code:

```
AuthFilterSecuredRelativeUrls=/oracle/,/grcmanager/
```

where *oracle* is the web directory for SCS and *grcmanager* is the web directory for GRC Manager.

4. Determine if the file <*oracle*>/<*instance_name*>/data/users/SystemFilters.hda exists.

5. If this file does not exist, create it using the following text as the content:

```
@Properties LocalData

FILTER_SPECIAL_ENCODED_HEADERS=extendeduserinfo

PROCESS_ALL_SECURED_URLS=1

@end
```

6. In the file <*oracle*>/<*instance_name*>/data/users/SystemFilters.hda add the following code:

```
FILTER_SPECIAL_ENCODED_HEADERS=extendeduserinfo

PROCESS_ALL_SECURED_URLS=1
```

7. Restart the Content Server.

## Using Single Sign-on in Internet Explorer

To take advantage of single sign-on through Internet Explorer, perform these tasks:

1. In Internet Explorer, select **Tools—Internet Options**.

2. Click the **Security** tab.

3. Select **Local intranet** from the web content zone area.

4. Click **Custom Level**.

5. Scroll to the bottom of the list of settings until you get to the **User Authentication** section.

6. To use single sign-on, either the **Automatic Logon only in Intranet zone** or the **Automatic logon with current username and password** setting must be set.

7. Click **OK** two times.

## Using Both ADSI and Single Sign-on

When the GRC Manager web site is set up for ADSI access and single sign-on, only ADSI users are able to log in to the application when single-sign on is active.

If your site requires both local and ADSI users to have access, you must enable anonymous access to the web site virtual directory. When a user browses to the GRC Manager web site, the application login screen is displayed, permitting a login of either a local user or an ADSI user.

When a user logs in to GRC Manager (ADSI or local), that user will be placed into the UCM Users table. This table is used for people assignments in the application. An ADSI user will be present in the Users table only if they have logged into the application or the Content Server.

## Switching from Basic Authentication to ADSI

If you log in to a Content Server instance that is on the same system as the GRC Manager application, a cookie is created on this system. If you logged into Content Server with basic authentication, then you cannot perform a single sign-on after that into the application. To remove this cookie, either delete the cookie by selecting **Delete Cookies** from the Tools—Internet Options menu item in Internet Explorer, or log in to the Content Server using the Microsoft Login.

## ADSI Considerations for Content Server Hosted on a System Separate from GRC Manager

If Content Server is hosted on a system different from the system hosting GRC Manager, follow these additional steps:

1. Perform the installation steps documented in the *Oracle Content Server Installation Guide* under the section "Disassociated Installation".

2. Perform all steps in Working with ADSI, page 3-20.

# 4

# Uninstalling the GRC Manager Application

This chapter covers the following topics:

- Uninstall the GRC Manager Application
- Uninstall the Content Server

## Uninstall the GRC Manager Application

The GRC Manager application can be uninstalled with the following steps:

1. Stop the GRC Manager Service.
2. Open the Windows "Add/Remove Programs Manager."
3. Select the GRC Manager Application.
4. Select **Remove**.
5. These items should be removed during the automated uninstall. Verify they were deleted, and delete them manually if necessary:
   - The SOS folder from the C:\Program Files\Oracle\GRCManager directory.

     **Note:** There may be other applications installed under the C:\Program Files\Oracle\GRCManager directory. Be careful to remove only the SOS folder

   - The StellentSOS virtual directory from IIS.
   - Registry values:
     - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Software\Oracle GRC Manager

- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\ Application\OracleGRCManager Middleware
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\ Application\Oracle GRC Manager
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Application\OracleCRC Manager Middleware

6. If reinstalling the application, reboot the machine before installing the software again.
7. Remove the components noted in the section Install GRC Manager Components on , page 3-1.

## Uninstall the Content Server

Follow the instructions provided in the *Content Server Installation Guide for Microsoft Windows,* located in the <*Content Server_Instance*>\documentation folder on the Content Server, to uninstall the Content Server.

# 5

# Updating an Existing Installation

This chapter covers the following topics:

- Supported Update Versions
- Before You Begin
- Back Up Stellent Sarbanes-Oxley Solution
- Delete Program Files
- Update Stellent Content Server
- Updating the Application
- Updating Retired Document Metadata

## Supported Update Versions

The instructions for updating a Stellent Sarbanes-Oxley Solution installation to GRC Manager only apply to the following uncustomized versions of Stellent Sarbanes-Oxley Solution:

- 7.5.1
- 7.5.2
- 7.6
- 7.6.1

Support will not assist with updating older or customized versions of Stellent Sarbanes-Oxley Solution.

## Before You Begin

Before you begin your upgrade installation, perform these tasks:

## Back Up Stellent Sarbanes-Oxley Solution

Perform these tasks to back up Stellent Sarbanes-Oxley Solution (SSOS) in preparation for an update installation:

1. Prepare the Stellent Sarbanes-Oxley Solution data by getting all documents through or out of workflows.

   **Important:** Any documents in the Design Review workflow must be closed or cancelled to remove them from the workflow. In GRC Manager version 7.7.2 design reviews are performed using the new management assessment feature.

2. Back up existing files and data.

   - Perform a Content Server archive. Use the Archiver (a Java applet) to copy content server files and information. For more information see the *Oracle Content Server:System Migration Guide*.

   - Back up the database. For instructions refer to the documentation for your database. This task is best performed by your Database Administrator.

   - Back up the filesystem, specifically:

     <*Install_Dir*>:\inetpub\wwwroot\<*StellentSOS*>(Where *StellentSOS* is the name of your current web server directory for SSOS.)

     **SSOS 7.5.1 and 7.5.2:**<*Install_Dir*>:\Program Files\Common Files\e100Group
     **SSOS 7.6 and 7.6.1:** <*Install_Dir*>:\Program Files\Stellent\SOS

     <*stellent*>\<*instancename*>\data\workflow\design

     <*stellent*>\<*instancename*>\data\workflow\token

   - For the update installation, you must manually update any changes that you made to the configuration files, which are installed to these locations:

     **SSOS 7.5.1 and 7.5.2**: <*Install_Dir*>:\Program Files\Common Files\e100Group\ECM\bin

     **SSOS 7.6 and 7.6.1**: <*Install_Dir*>:\Program Files\Stellent\SOS

   - Back up the configuration files so you can use them as reference when you add

any changes to the updated configuration files.

- Be sure to back up the following seven lines for the Org Map Constants settings in the e100Server.config file, because they must be manually copied to replace the lines provided in the new config file:

```
<PATH_TEMPLATES value="Templates" />
<PATH_TEMPLATES_PROCESSES value="Templates/Processes" />
<PATH_TEMPLATES_ATTACHMENTS value="Templates/Attachments" />
<PATH_MASTERPROCESS value="Templates/Master Processes" />
<PATH_MCL value="Templates/Master Components" />
<PATH_MASTERPROCESS_DEFAULT value="OrgMapRoot/Templates/Master Processes" />
<PATH_MCL_DEFAULT value="OrgMapRoot/Templates/Master Components" />
```

  **Note:** When saving the e100Server.config file you must make sure you save it as either UTF-8 or Unicode. Saving as any other format may corrupt some of the extended language characters in the <LocaleCultureMap> node of this file, causing the GRC Manager Service service to fail to start.

## Delete Program Files

Use the following procedure for deleting program files:

1. In Windows, stop the relevant Stellent Sarbanes-Oxley Solution (SSOS) service.
   - **SSOS 7.5.1 and 7.5.2**: e100ECM service
   - **SSOS 7.6 and 7.6.1**: Stellent Sarbanes-Oxley Solution service
2. In Windows, restart IIS service.
3. Disable the relevant Stellent Sarbanes-Oxley Solution service:
   - **SSOS 7.5.2**: Using Windows Explorer, go to the C:\Program Files\Common Files\e100group\ECM\bin\ directory and execute the Uninstall.vbs script to disable and remove the e100ECM service. The Uninstall.vbs script might not remove the service on some systems, so verify that the service has been removed from the Windows Service Control Manager. If the service has not been removed, disable it before continuing with this procedure.
   - **SSOS 7.6.1**: Using Windows Explorer, go to the C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET

Files\ directory and delete the StellentSOS directory. If you have a different version of the .NET Framework, please locate and delete the StellentSOS directory from that folder.

4. Use Windows **Add or Remove Programs** to remove the following:
   - Stellent Sarbanes-Oxley Solution
   - Stellent SOA Configuration
   - Stellent SOA Database Configuration
5. Remove any remaining files from these directories:
   - <*Install_Dir*>:\inetpub\wwwroot*StellentSOS* (where *StellentSOS* is the name of your current web server directory for Stellent Sarbanes-Oxley Solution)
   - **SSOS 7.5.1 and 7.5.2**: C:\Program Files\Common Files\e100Group (and the e100Group folder)
   - **SSOS 7.6 and 7.6.1**: C:\Program Files\Stellent\SOS (and the SOS folder)
   - <*stellent*>\<*instancename*>\data\workflow\design
   - <*stellent*>\<*instancename*>\data\workflow\token

     **Note:** You must manually reapply changes you made to default workflows after installation.

## Update Stellent Content Server

Follow this procedure to update the content server:

1. If you are upgrading from Stellent Sarbanes-Oxley Solution (SSOS) versions 7.5.1 or 7.5.2, upgrade your Content Server instance to version 7.5.1. Stellent Sarbanes-Oxley Solution 7.6 and 7.6.1 require Content Server version 7.5.1. Consult the *Content Server Installation Guide* for the operating system on which Content Server runs.
2. Open the Content Server Administration Main Page:
   1. Click **Admin Server**.
   2. Click the <*instance*> button.
   3. Click **Component Manager**.

3. Uninstall the e100SOA Stellent Sarbanes-Oxley Solution components from the previous version:

   **Note:** You can uninstall a component, return to the Component Manager, and repeat the process for other relevant components without restarting Content Server until you have uninstalled all the necessary components.

   **Note:** If you encounter an error when uninstalling a component, ignore the error and click the back button on your browser to return to the previous step in the procedure.Note

   **e100SOA Component:**

   1. Select the e100SOA component in the Enabled Components box.
   2. Click **Disable**.
   3. The component name is moved to the Disabled Components box.
   4. Go to the Uninstall Component menu and select e100SOA.
   5. Click **Uninstall**.
   6. A confirmation prompt is displayed.
   7. Click **OK**.
   8. The component is uninstalled and you are prompted to restart Content Server.
   9. Restart Content Server.

4. Uninstall the relevant soap component. For Content Server 7.1.1 the component is soap70. For Content Server 7.5.1 the component is SoapDownloadPatch.
   1. Select the soap70 or SoapDownloadPatch component in the Enabled Components box.
   2. Click **Disable**.

      The component name is moved to the Disabled Components box.
   3. Go to the Uninstall Component menu and select soap70 or SoapDownloadPatch.
   4. Click **Uninstall**.

A confirmation prompt is displayed.

5. Click **OK**.

   The component is uninstalled and you are prompted to restart Content Server.

6. Restart Content Server.

5. **For SSOS 7.5.1 and 7.5.2 only**: RiskRatingFilter Component:

   1. Select the RiskRatingFilter component in the Enabled Components box.

   2. Click **Disable**.

      The component name is moved to the Disabled Components box.

   3. Go to the Uninstall Component menu and select RiskRatingFilter.

   4. Click **Uninstall**.

      A confirmation prompt is displayed.

   5. Click **OK**.

      The component is uninstalled and you are prompted to restart Content Server.

   6. Restart Content Server.

6. Uninstall the SOXSecurity Stellent Sarbanes-Oxley Solution components from the previous version:

   1. Select the SOXSecurity component in the Enabled Components box.

   2. Click **Disable**.

      The component name is moved to the Disabled Components box.

   3. Go to the Uninstall Component menu and select SOXSecurity.

   4. Click **Uninstall**.

      A confirmation prompt is displayed.

   5. Click **OK**.

      The component is uninstalled and you are prompted to restart Content Server.

   6. Restart Content Server.

7. **For SSOS 7.6 and 7.6.1 only**: OrgMapMailer:

1. Select the OrgMapMailer component in the Enabled Components box.
2. Click **Disable**.

   The component name is moved to the Disabled Components box.
3. Go to the Uninstall Component menu and select OrgMapMailer.
4. Click **Uninstall**.

   A confirmation prompt is displayed.
5. Click **OK**.

   The component is uninstalled and you are prompted to restart Content Server.
6. Restart Content Server.

8. **For SSOS 7.6 and 7.6.1 only**: UserProxy:
   1. Select the UserProxy component in the Enabled Components box.
   2. Click **Disable**.
   3. The component name is moved to the Disabled Components box.
   4. Go to the Uninstall Component menu and select UserProxy.
   5. Click **Uninstall**.

      A confirmation prompt is displayed.
   6. Click **OK**.

      The component is uninstalled and you are prompted to restart Content Server.
   7. Restart Content Server.

9. **For SSOS 7.6 and 7.6.1 only**: UserAliasesInMetaData:
   1. Select the UserAliasesInMetaData component in the Enabled Components box.
   2. Click **Disable**.

      The component name is moved to the Disabled Components box.
   3. Go to the Uninstall Component menu and select UserAliasesInMetaData.
   4. Click **Uninstall**.

      A confirmation prompt is displayed.

5. Click **OK**.

   The component is uninstalled and you are prompted to restart Content Server.

6. Restart Content Server.

10. If you have not done so when uninstalling components, restart Content Server.

11. Close the Component Manager.

## Updating the Application

Perform these steps to update to the GRC Manager application.

1. Perform all of the steps in the chapter Configuration Settings Checklist, page 2-7.

2. Perform all of the steps in Install the GRC Manager Application, page 3-5.

3. You must manually update any changes that you made to the configuration files. For SSOS 7.5.1 and 7.5.2, these files were installed to C:\Program Files\Common Files\e100Group\ECM\bin. For SSOS 7.6 and 7.6.1, these files were installed to C:\Program Files\Stellent\SOS:

   - e100Server.config
   - Configuration.xml
   - soaresources.xml

   **Note:** Do not perform the tasks in the Create the Admin Users, page 3-10 section because these users are already created. Also, when updating the e100Server.config file, update the Configuration Maps section using your old Configuration Map Content Server IDs. If you do not have an SOA Map, ensure that this has a blank value. For example: <TREE_ OPTIONAL value=""/>

4. For systems using SQL, modify data with default values for new columns by running the relevant script for the following Stellent Sarbanes-Oxley Solution (SSOS) versions. The scripts are located in the <*Install_Drive*>\DatabaseScripts\UpgradeScripts directory.

   - **SSOS 7.5.2**: Use Query Analyzer to execute the SSOS_7.5_to_7.6_default_values.sql script against the GRC Manager database.
   - **SSOS 7.6.1**: Use Query Analyzer to execute the

SSOS_7.6_to_7.7_default_values.sql script against the GRC Managerdatabase.

- **SSOS 7.6.1**: Use Query Analyzer to execute the SSOS_7.6_date_conversions.sql script against the GRC Manager database.

- **OGRCM 7.7.*x***: Use Query Analyzer to execute <*Install_Drive*> \DatabaseScripts\InstallScripts\CreateMapTables.sql and <*Install_Drive*>*DatabaseScripts**InstallScripts**CreateScopingTables.sql scripts.*

5. For systems using Oracle 9i, modify data with default values for new columns by running the relevant script for the following Stellent Sarbanes-Oxley Solution versions. The scripts are located in the <*Install_Drive* >\DatabaseScripts\UpgradeScripts directory.

   - **SSOS 7.5.2**: Use Oracle SQL Developer to execute the ORA_SSOS_7.5_to_7.6_default_values.sql script against the GRC Manager database.

   - **SSOS 7.6.1**: Use Oracle SQL Developer to execute the ORA_SSOS_7.6_date_conversions.sql script against the GRC Manager database.

   - **SSOS 7.6.1**: Use Oracle SQL Developer to execute the ORA_SSOS_7.6_to_7.7_default_values.sql script against the GRC Manager database.

   - **OGRCM 7.7.*x***: Use Oracle SQL Developer to execute the <*Install Drive*> \DatabaseScripts\InstallScripts\OraCreateMapTables.sql and <*Install Drive*> \DatabaseScripts\InstallScripts\OraCreateScopingTables.sql scripts.

## Updating Retired Document Metadata

If you are updating to GRC Manager from a version previous to 7.7.1, then you need to run the Retired Doc Manager tool to correctly update metadata for retired documents.

The GRC Manager application allows some documents to be retired, but does not delete these documents. A business process can be retired, or documents associated with it can be retired (assertions, risks, and controls). Data is stored that associates documents to each other by revision of each document. Under some conditions, metadata that associated versions of retired documents to each other were not stored correctly. The result was that not only did archive views of the data show retired documents as retired, but under some conditions, archive views would show the retired revisions under more than one revision of the parent document. This might be misleading.

GRC Manager version 7.7.1 and later correctly store all revision relationship data, and also correct these archive views. If there are any existing retired documents, after the application is updated, the Retired Doc Manager page should be executed once to adjust metadata values on old retired documents so that they will be viewed correctly

in all archive views.

The Retired Docs Manager page only needs to be run once. Use the following steps to update retired document revision metadata:

1. After updating the application, log in to GRC Manager as a user in an administrator role.

2. Open a browser and enter the URL address for the Retired Docs Manager page:

   http://<*servername*>/GRCManager/Admin/RetiredDocMgr.aspx

3. Click the Assess button at the top of the page to analyze the system data. It will write to a log file, and display on the screen, which documents should be updated. The log file pathname in the textbox may need to be adjusted, but it is best to use the same pathname for the log folder as specified in the configuration.xml file, because permissions on that folder are already set to allow the web user to write to a file.

4. After the Assess function executes, if there are any retired documents that need to be modified, the **Update** button is enabled.

   Select the **Update** button to start processing the documents that were identified as needing to be fixed, and they will be modified. All data modifications are done through application code, not database update commands, because in some circumstances additional document revisions need to be created. The data that is modified is limited to revision reference data that is not typically displayed.

# A

# Troubleshooting and Optional Configuration

This appendix covers the following topics:

- Updating the Database After an Installation Error
- Changing Default Filter Criteria Display
- Changing Default Management Assessment Documentation Requirements
- Automated Test Configuration
- Control Integration Configuration
- Generic Integration Points
- Multiple Attachments Configuration

## Updating the Database After an Installation Error

If an installation error occurred, you might need to execute the Setup utility to perform the work that should have been done during installation. This must be done prior to the manual steps necessary with the Content Server Configuration Admin applet, which requires you to click the **Update Database Design** button.

Complete the following steps:

1. Execute SSOSDBSetupUtility.exe (provided on the GRC Manager Application CD).
2. Select the database type.
3. Enter the required login data.
    - SQL Server 2000 or 2005: database server, database name, username, and password.
    - Oracle 9i or 10g: service name, username, and password.
4. After user data is entered the action buttons will be enabled.

5. Select the test **Connection** button to verify the database connection.

6. Select the **Update All** button to update the tables and views used in the application.

## Changing Default Filter Criteria Display

The Filter Criteria button enables users to select criteria for filtering business processes to be displayed when the Business Processes tray is used. By default, users with SRCH_All_Procs authentication will see the Filter Criteria control when they first select to view business processes, but no processes are displayed until the Refresh View button is clicked.Users with SRCH_My_Procs authentication will first see the expanded filter section and a list of all available processes. After the first view of the Filter Criteria control, the control is collapsed and you see only the list of processes unless you expand the Filter Criteria control again.

If you wish to change the default settings, edit the following constants in the e100Sever.config file:

```
<DEFER_FIRST_VIEW_ALL value="ON"/>
<DEFER_FIRST_VIEW_MY value="OFF"/>
```

## Changing Default Management Assessment Documentation Requirements

The management assessment feature enables users to assess controls, risks, and process documentation. By default, only controls are required in an assessment, not risks or the business process. The configuration settings for changing the default are located in the e100Server.config file.

Default configuration values:

```
<MA_RISK_REQD_TO_COMPLETE value="OFF" />
<MA_PROC_REQD_TO_COMPLETE value="OFF" />
```

To require that all risks be assessed (as well as controls) before a user can complete an assessment, configure the values as follows:

```
<MA_RISK_REQD_TO_COMPLETE value="ON" />
<MA_PROC_REQD_TO_COMPLETE value="OFF" />
```

To require that all risks and the process be assessed (as well as controls) before a user can complete an assessment, configure the values as follows:

```
<MA_RISK_REQD_TO_COMPLETE value="ON" />
<MA_PROC_REQD_TO_COMPLETE value="ON" />
```

## Automated Test Configuration

GRC Manager supports integration points to enable users accessing the Control page, the Control Operating Assessment page, and the Control Design Assessment page to

click a button to send an open control to an external automated test system, and receive test results for the control. This feature is turned off in the default GRC Manager application installation.

The configuration settings are located in the e100server.config file.

```
<IntegrationPoints notes="These are the only pages currently supported
for the integration points. The paramaterlist is a pipe delimited list
of 'to' values from xslBPFromCMS.xslt. A visual basic string format is
used to merge the url value with the parameter value.">

<BPControlExample text="Go to Oracle"
url="http://www.oracle.com?controlID={0}&parentID={1}&relatedDocRevID={2
}"
paramaterlist="strDID|strParentId|strRelatedDocRevId" />

<!--BPControl text="" url="" paramaterlist="" /-->

<!--ControlDesignAssessment text="" url="" paramaterlist="" /-->

<!--ControlOperatingAssessment text="" url="" paramaterlist="" /-->

</IntegrationPoints>
```

The text property is displayed on the button for each configured page. The parameterlist is a pipe-delimited list of 'to' values from xslBPFromCMS.xslt. A visual basic string format is used to merge the specified url value with the each parameter value.

The permissions for accessing this feature are set under the workflow for each page, on the auth property of the btnIntegrationButton tag:

```
<btnIntegrationButton type="btn" action="other" label="_AutoMonitoring"
state="Read" auth="CREATOR,ADMIN,ROOTWFUSER"
confMsg="_YouareabouttoinitiateautomonitoringContinue"/>
```

The label property is the default text displayed on the button. This text is overridden by the text property in the IntegrationPoints configuration. The auth property is set to whomever has the rights to initiate the automated test feature; any user with the specified role can initiate testing. The confMsg property is not used at this time.

When the automated test feature is fully configured and a user clicks the button on one of the configured pages, it will open the specified link in another browser window (or tab) with the specified URL passing whatever information is specified as URL parameters. Using the example shown in the configuration code, the button would be displayed on the business process Control page with the text "TheExample" as its label. When users click on the button they will be presented with a new window navigating to theexample.com with the following parameters:

- controlID=[The document ID of the currently open control]
- parentID=[The document ID of the business process to which the control is associated]
- relatedDocRevID=[The document revision ID of the item the currently open control is related to; for example, a risk]

You can add multiple buttons to each of the supported pages by simply coping the configuration line multiple times. Example:

```
<BPControl text="Go to Oracle"
url="http://www.oracle.com?controlID={0}&parentID={1}&relatedDocRevID={2
}"
paramaterlist="strDID|strParentId|strRelatedDocRevId" />

<BPControl text="Go to My Oracle"
url="http://my.oracle.com?controlID={0}"
paramaterlist="strDID " />
```

## Control Integration Configuration

GRC Manager supports integrating with GRC Controls (GRCC) an external control automation management system to enable users to relate controls in GRCM to Automations in GRCC to fulfill the need for detective controls. This relationship is maintained on the GRCC Control and is later referenced through Testing/Monitoring, Audit Testing and Management Assessment to support test results. The control integration is dependent upon the GRCC 7.2 application and communication with GRCC is through the existing web services. This feature is turned off in the default GRCM application installation.

In order to relate a GRCM control to a GRCC automation, you must define a GRCC control and associate automations to the control. This is a requirement from GRCC in order to expose the Automations through the existing web services; there is no getting around this requirement to integrate with automations, and examples of how they are to be defined are presented below.

The control data in GRCC can be defined in more than one way, for example:

1. Many GRCC controls that contain some details for each control, and are associated with automation types and ID's that may be related to the specific control or requirement. Such as a collection of similar automations or requirements for a single GRCC control.

2. 2) Or a single GRCC control that is defined even more generically in order to store all automations, types, and ID's regardless of its related process, dimension, or requirement. This case might be used when an organization has not implemented GRCC controls (Policy Governor) and only wishes to associate directly to the automation; detailed descriptions of the control would need to be defined and stored in GRCM.

3. In all cases, the integration between controls in GRCM and GRCC supports one to one, and one to many relationships.

### Recommendations

It is recommended that all controls and control details be defined and implemented in GRCM. **The controls in GRCC are only used and defined to administer automation**

**controls and to expose them through the GRCC web services.** Most, if not all, of the control information should be entered into GRCM, and only one or a few controls managed in GRCC in order to define and associate the automations to the GRCM control. The controls in GRCC should be defined with automation administration and maintenance in mind.

Once the Control Integration is enabled through the below steps the Automations tab will be displayed on the Controls, Testing/Monitoring Result, Audit Testing Result, Management Assessment Control Operating Result and Management Assessment Control Design Result pages. In addition to exposing these tabs two buttons in the Configuration Admin page will also be exposed for managing the Automation Data Cache. The "Initialize Automation Data" button will allow an administrator user to initialize the data cache by utilizing the web services to build a local list of controls and automations that exist in GRCC. The "Refresh Automation Data" button will clear the cache and refresh all data from GRCC.

The configuration settings are located in the e100server.config file and must be edited manually using a text or XML editor.

```
<Integration name="GRCCM">
<!-- Control integration settings - LogicalApps AG 7.2 -->
<ENABLED value="OFF" />
<VERSION value="7.2" name="" />
<CONFIG_SCREEN value="" />
<NOT_AVAILABLE value="_NotAvailable" style="color:red"
image="warning.gif" comment="This element is used when an automationID
is no longer found in the external system." />
<URL_SERVICE
value="http://[LAServerName]/ags/services/ControlServiceProcessor" />
<URL_APP_ROOT value="http://[LAServerName]/ags/" text="GRCCM"
desc="LogicalApps" />
<URL_CONTROL value="controlView.do?id={0}" />
<URL_AUTOMATION_1 value="controlEnforcementView.do?id={0}"
comment="Control Monitor" />
<URL_AUTOMATION_2 value="conflictEntityView.do?conflictName={0}"
comment="Segregation of Duties" />
<ALLOW_AUTOMATIONS_ON_MCL value="OFF" comment="When turning 'allow on
MCL' to ON, consider adding strRelatedAutomationIDs,
strRelatedSODRuleIDs fields to the propagation list in the
PROPAGATE_FIELD_LIST_SOA_CTC constant" />
<ALLOW_AUTOMATIONS_ON_MPL value="ON" />
<ALLOW_AUTOMATIONS_ON_TEMPLATES value="ON" />
<APP_CACHE_MINUTES value="1440" />
</Integration>
```

## Integration Section Details

```
<Integration name="GRCCM">
```

This integration with GRCC 7.2 is identified using the text "GRCCM". This is the only supported value at this time.

```
<ENABLED value="OFF" />
```

The ENABLED element simply turns this integration on or off, with the value attribute set to "ON" or "OFF".

```
<VERSION value="7.2" name="" />
```

**Future Use:** The VERSION element is used to specify the version of the product being integrated with.

```
<CONFIG_SCREEN value="" />
```

Future Use: The CONFIG_SCREEN element is used to specify a specific web page that will be used for administrative configuration of this integration section.

```
<NOT_AVAILABLE value="_NotAvailable" style="color:red"
image="warning.gif"
comment="This element is used when an automationID is no longer
found in the external system." />
```

The NOT_AVAILABLE element is used when GRCC can not be accessed, or when an automation ID stored on a GRCM control can not be found in the current DataSet of GRCC automations. If GRCM is trying to display what should be an existing automation, but can not find it, then the automation name and GRCC control name will not be available, and hyper-links can not be established in the UI. So this element creates a configurable display to indicate such. If only one automation fails to display and shows "Not available", then it may have been removed from GRCC. If all automations are displaying this message, the connection to GRCC is probably not available.

The value attribute is used for the display text. If the style attribute is used, then the display text is wrapped in a span tag with a style attribute to match. If the image attribute is used, the image file should be located in the images folder of the web application, and will be sized to 16 by 16.

```
<URL_SERVICE
value="http://[LAServerName]/ags/services/ControlServiceProcessor" />
```

The URL_SERVICE element is used to identify the URL to access the web service. This is where web method calls are directed. For GRCC 7.2, the URL format is almost complete, but the server name needs to be configured. A specific port number is probably being used for the GRCC application services, so it must be specified in the URL also, such as: http://MyLAServer:8080/ags/services/ControlServiceProcessor or use an IP address for the server, if it is a static IP address as in: http://192.168.10.10:8080/ags/services/ControlServiceProcessor

```
<URL_APP_ROOT value="http://[LAServerName]/ags/" text="GRCCM"
desc="LogicalApps" />
```

The URL_APP_ROOT element is used to begin the URL for accessing GRCC to drill down into controls or automations. Again, the user must specify the server name, with port number is needed. For GRCC 7.2, it appears to be the same server and port as used for the URL_SERVICE element.

```
<URL_CONTROL value="controlView.do?id={0}" />
```

The URL_CONTROL element is used to identify the relative URL of the GRCC control details screen. It is appended onto the value of the URL_APP_ROOT element to complete the URL. It is important to note that the {0} placeholder is replaced at runtime with the numeric control ID value for the GRCC control to create a querystring parameter that GRCC is expecting.

```
<URL_AUTOMATION_1 value="controlEnforcementView.do?id={0}"
comment="Control Monitor" />
```

The URL_AUTOMATON_2 element is used similarly to the URL_AUTOMATON_1 element. It is used for an automation of type 2, which is a SOD rule type of automation. It is important to note that the {0} placeholder is replaced at runtime with the text of the automation name to create a querystring parameter that GRCC is expecting.

The next three elements are used to configure GRCM behavior for controls in the Master Components Library (MCL), Master Process Library (MPL) and Templates. The default behavior at installation is that selecting related automations is allowed for templates and MPL, but not for MCL. This seems to be a practical setup, because it is likely that relating automations in an MPL will be desired, so relating automations in MCL is denied. Turning this behavior on for MCL's does not automatically enable propagation of the needed metadata fields. Configuring the "strRelatedAutomationIDs" field for propagation on a control will effectively lock down that feature in linked MCL controls (in MPL and other BP's). Details concerning configuration of fields for propagation from MCL components is not included here.

```
<ALLOW_AUTOMATIONS_ON_MCL value="OFF"
comment="When turning 'allow on MCL' to ON, consider adding
strRelatedAutomationIDs, strRelatedSODRuleIDs fields to the propagation
list in the PROPAGATE_FIELD_LIST_SOA_CTC constant" />
```

The ALLOW_AUTOMATIONS_ON_MCL element is used to configure whether or not the feature to relate automations is enabled on an MCL control. The allowed values are "ON" or "OFF". It is possible to allow automations to be related in MCL, and yet not configure the propagation to respond to changes in this field. This particular combination is only useful if you want to allow an initial value for related automations when a new linked control is created, but do not care whether further changes at the MCL level are propagated to linked controls later.

```
<ALLOW_AUTOMATIONS_ON_MPL value="ON" />
```

The ALLOW_AUTOMATIONS_ON_MPL element is used to configure whether or not the feature to relate automations is enabled on a control in a master process. The allowed values are "ON" or "OFF". Because all controls in a master process are by definition from an MCL control, if the "strRelatedAutomationIDs" field is configured for propagation, then modifying the related automations should not be enabled.

```
<ALLOW_AUTOMATIONS_ON_TEMPLATES value="ON" />
```

The ALLOW_AUTOMATIONS_ON_TEMPALTES element is used to configure whether or not the feature to relate automations is enabled on a control in a template process. The allowed values are "ON" or "OFF".

```
<APP_CACHE_MINUTES value="1440" />
```

The APP_CACHE_MINUTES element is used to configure the duration of the web caching of the DataSets for GRCC data. There are two DataSets cached, one for GRCC controls and another for automations. The default value is 1,440 minutes (24 hours). This is configurable so that where GRCC data is changing less frequently, a much longer time may be specified. The web service calls performed out to the GRCC system retrieve a rather large amount of data and performance is largely dependant on the GRCC environment.

### Other

Integration with GRC Controls 7.2 (GRCC) is enabled via the e100server.config file – not only enabling integration with the web services but also providing additional 'Automation' tabs for controls and test results pages and additional reporting features.

For GRCM MCL, MPL, and templates, the administrator of the configuration file can update and allow propagation of the new 'Automation' tab.

The administrator can also use the configuration file to optionally open up one to many buttons that can become available at the top of Control page toward the right. This provides links to access other environments directly from the control, such as a link to the GRCC application.

## Generic Integration Points

In addition to the above integration points a new menu has been added named **Tools** as well as a generic button on the Business Process History tab named **Compare Report**. The Tools menu is a generic place holder for adding additional tools to the menu to allow users easy access to them through links in GRCM.

In order to add links the <*Drive*>\Inetpub\Oracle GRC Manager\Nav\menu.aspx file must be edited using a text editor to insert links into the section labeled "Tools". An example of a link has been provided in the menu.aspx file.

The new **Compare Report** button is intended to integrate with a data vault application and to launch a history comparison report to allow the identification of changes to the various aspects of the Business Process. In order to activate the button the <*Drive* >\Inetpub\Oracle GRC Manager\controls\BPTabHistory.ascx file must be edited using a text editor to remove the comment blocks around the following lines of code:

```
<%'If mState.CurrentDocType = "BPCover" Then%>
                              <button class="buttontab"
onclick="openComparisonReport();"><asp:Literal ID="Literal1"
runat="server" Text="<%$ Resources:SSOSExplicit, _CompareReport%>"
/></button>
                        <%'end if%>
```

## Multiple Attachments Configuration

GRCM uses a Java applet to perform multi-file selection and upload. The user will be prompted to acknowledge the security certificate before the applet will be enabled by the browser. If a Java virtual machine (JVM) is not installed, IE will identify this and prompt the user with a message. If the client machine has no JVM, then follow the instructions in the prompt to locate and download a current JVM.

IIS sets a default size limit to all requests of 4MB and this limit applies to the multi-file upload limits as well. This setting can be changed in the server's machine.config or web.config file by increasing the maxRequestLength value. Note: Depending on your

system configuration exceeding 20MB may cause GRC Manager to timeout.

This feature can be configured from the e100Server.config file. The following settings are in the <Constants> section

- The multi-file upload feature can be turned on or off using the following
  - <ALLOW_MULTIFILE_ATTACH value="ON" />

- The max file size of any one file selected may be limited
  - <MULTIFILE_ATTACH_MAX_FILE_SIZE value="4MB" />

    Note that if this setting is greater than the IIS setting on the server, the application will attempt to upload it, but IIS will drop it and log a warning in the event log

The Java applet uses the file "language.txt" contained in the patch to specify all text that is displayed on the upload applet. The version that is supplied in the patch is english. This file can be edited to provide for localization needs. Only one language is supported per application.

# B

# Third Party Licenses

This appendix covers the following topics:

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## Zlib License

* zlib.h -- interface of the 'zlib' general purpose compression library

version 1.2.3, July 18th, 2005

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