Oracle® Balanced Scorecard

Install Guide

Release 11i.6

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Release 11i.6
Part No. A90876-01

Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, please indicate the document title and part number, and the chapter, section, and page number (if available). You can send comments to us in the following ways:

- Electronic mail: bisdoc_us@oracle.com
- Postal service:
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  Oracle Balanced Scorecard Documentation, M/S 30p1112
  500 Oracle Parkway
  Redwood Shores, CA 94065
  USA

If you would like a reply, please give your name, address, telephone number, and (optionally) electronic mail address.

If you have problems with the software, please contact your local Oracle Support Services.
Welcome to Release 11i.6 of the Oracle Balanced Scorecard Install Guide. Use this guide to familiarize yourself with the steps to install Oracle Balanced Scorecard. You may want to consult the Oracle Balanced Scorecard Release 4.5 Administration Guide for detailed steps on setting up the Oracle Balanced Scorecard application once installation is complete.

**Intended Audience**

This guide is the primary source of information about installing Oracle BSC for Windows NT and UNIX. This guide is intended for any users involved with installing and administering Balanced Scorecard, including:

- Internal and external consultants
- Analysts who are designing balanced scorecards
- Financial analysts
- Systems administrators

**Assumptions**

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area
- Oracle Balanced Scorecard and relational database concepts

If you are not familiar with these concepts, Oracle suggests that you attend one or more of the training classes available through Oracle Education Services or Oracle University.
The Oracle Applications graphical user interface
To learn more about the graphical user interface, see: Oracle Applications User Guide.

Structure
This manual is organized in two chapters with the following major sections:

Chapter 1: Introduction
- Overview: Provides an overview of the Balanced Scorecard product.
- System Architecture: Describes the architecture of the BSC Viewer and the BSC Architecture modules.
- System Requirements: Describes the software and hardware requirements for deploying Balanced Scorecard in either three-tier or client-server modes.

Chapter 2: Installing BSC
- Enterprise Database Installation: Contains the steps to deploy the enterprise technology stack, including the BSC Viewer.
- BSC Architect Modules Installation: Contains steps to install the BSC design and administration tools. Also describes basic deployment steps not covered in the Oracle Balanced Scorecard Administration Guide.
- Troubleshooting: Contains information on how to resolve problems during the Balanced Scorecard installation process.

Related Documents
You may wish to consult these related documents for additional information:
- Oracle Balanced Scorecard Release Notes
- Oracle Balanced Scorecard Administration Guide
- Installing Oracle Applications, Release 11i
Training and Support

Training

Oracle offers a complete set of formal training courses to help you and your staff master each application product.

You have a choice of educational environments. You can attend Oracle applications courses at any Oracle Education Center, or you can arrange for Oracle trainers to teach at your facility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs.

Support

From on-site support to central support, Oracle’s experienced professionals provide the help and information you need to keep Balanced Scorecard working for you. This team includes your technical representative, account manager, and Oracle’s large staff of consultants and support specialists with expertise in your business area, in managing an Oracle server, and in your hardware and software environments.

Do Not Use Database Tools to Modify Oracle Applications Data

We STRONGLY RECOMMEND that you never use SQL*Plus 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. 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 Oracle Applications 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 unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, the system 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 lost the ability to track who has
changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle Corporation

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 170 software modules for financial management, supply chain management, manufacturing, project systems, human resources, and sales and service management.

Oracle is the world’s leading supplier of software for information management, and the world’s second largest software company. Oracle offers its database, tools and applications products, along with related consulting, education, and support services in over 140 countries.

Thank You...

Thank you for using Oracle Balanced Scorecard.

We value your comments and feedback. At the front of this guide is a reader’s comment form you can use to comment on this product. Mail your comments to the following address or call us directly at (650) 506-7000.

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USA
This chapter provides an overview of the architecture of the Oracle Balanced Scorecard (BSC). This includes an overview of BSC’s basic usage, architecture options and system requirements.

This chapter contains the following sections:

- Overview on page 1-1
- System Architecture on page 1-1
- System Requirements on page 1-4

**Overview**

Oracle Balanced Scorecard (BSC) is part of Oracle’s E-Business Intelligence applications. The Balanced Scorecard is a strategic measurement and management system that translates an organization’s strategy into a comprehensive set of key performance indicators (KPIs). The Balanced Scorecard does this by measuring performance across four perspectives: financial, customer, internal business process, and learning and growth.

Oracle Balanced Scorecard turns the Balanced Scorecard into an active management tool by enabling its deployment across the enterprise. It links strategy to management action by placing the company’s key performance indicators on managers’ desktops, giving them direct and quantifiable targets in line with the company strategy.

**System Architecture**

This section describes the system architecture of the BSCViewer and the BSC Architecture modules.
Three Tier Architecture for BSC Viewer

Oracle Balanced Scorecard Release 4.5 uses 3-tier architecture which is comprised of a database tier, a web server tier, and a desktop tier. Users connect to Balanced Scorecard Release 4.5 through any java enabled web browser. The web server tier provides business logic and generates dynamic web pages. The presentation layer of the web server, which is part of the application tier, and the business logic for Balanced Scorecard Release 4.5 are implemented as Java Servlets and JavaServer Pages (JSP) running on Apache JServ. Apache JServ, a module of Apache Web Server, implements the Java Servlet API for running server side Java.

Figure 1–1  Three Tier Architecture for BSC Viewer

Balanced Scorecard Release 4.5 shares the common Oracle Self-Service Web Applications signon to provide a common gateway to all Self-Service Applications. When you first access Balanced Scorecard Release 4.5, you will see the Oracle Self-Service Web Applications home page. Enter your user name and password for authentication to begin your session. You will then be redirected to the Apache Web Server to begin Balanced Scorecard activity.
Architecture for BSC Architecture Modules

BSC Architecture modules are installed in client-server mode connected to an enterprise database.

The BSC Architecture modules include:

- **BSC Setup:** This is the tool used to set up the BSC system after installation. It is used to register BSC systems, administer database privileges, import data, upgrade systems from previous Releases, and migrate data between systems.

- **BSC Architect:** This tool is used to set up balanced scorecards; create and configure indicators, groups and datasets; and set calculation and other options inside BSC tables where data is stored. There are three sub-modules:
  - **Builder:** Used to create indicators and groups, and to assign KPIs to different balanced scorecards.
  - **KPI Designer:** Used to arrange how KPIs are viewed and categorized; configure the functionality of scorecard formulas and datasets; and generally tailor the design of the balanced scorecard for the user.
  - **Metadata Optimizer:** Used to evaluate all the datasets and dimensions specified for a balanced scorecard KPI, and then create an input table structure for populating data to the balanced scorecard. This is run after changes are made in KPI Designer that affect the configuration of different indicators and groups.

- **BSC Manager:** This tool is used to load and configure the data in the BSC tables. There are two sub-modules:
  - **Loader:** Used to physically load data into the tables used by the Viewer from the input tables.
  - **Administrator:** Used to assign and restrict access to balanced scorecards (tabs) and KPIs according to responsibility title.
System Requirements

This section outlines the system requirements for Oracle Balanced Scorecard, including requirements for the web browser, software, and BSC Architect platform.

Web Browser Requirements

To use BSC Viewer, your users must be running a Java-enabled web browser. The desktop client requires a network connection to the Release 11i application server. Recommended web browsers are Netscape Communicator 4.5 and Microsoft Internet Explorer 5.0.

Software Requirements

Oracle Applications Release 11i Application tier, requires:

- Apache 1.3.19 with JDK 1.3 (included with Oracle Applications 11i Rapid Install)
- Netscape Communicator 4.5 or above and Microsoft Internet Explorer 5.0 or above.

BSC Architect Platform Requirements

- Pentium CPU, or equivalent, with a minimum processor speed of 266 MHz.
- Windows NT Version 4.0 and Service Pack 3.
- Minimum Disk Space of 500 MB.
- Minimum recommended memory of 64 MB.
- BSC Architect requires Oracle 8.0.6 Client and Microsoft Excel 95 or above.
This chapter is organized in the following sections:

- Enterprise Database Installation on page 2-1
- BSC Architect Modules Installation on page 2-8
- Troubleshooting on page 2-27

**Enterprise Database Installation**

BSC is installed in a three-tiered framework that includes a Java client browser, Web application server, and the Oracle Applications Self Services framework.
Prerequisites

- Install and configure Oracle Application Release 11i. See *Oracle Applications Installation Guide*.
- Deploy Oracle Self-Service Web Applications (SSWA) environment on a server against which authentication is performed. See *Oracle Self-Service Web Applications Implementation Manual, Release 11i*.

**Note:** If you are working with multiple language settings (MLS), please make sure that NLS_LANG environment variable is set correctly in your Control Panel before you run your OBSC Architect or OBSC Manager.

To set this environment variable, go to the Control Panel, choose System and then choose the Environment tab. Please refer to the Oracle Applications Documentation - *National Language Support Guide*, "Setting Up an NLS Environment, Choosing a Local with NLS_LANG" for the proper format and the list of available values.

For example, to set a Korean locale in a Korean OS with KSC5601 16-bit Korean encoding, the format is NLS_LANG=Korean_Korea.KO16KSC5601.

Apply the BSC Product Patch

This section describes how to install the BSC patches in your Oracle Applications Release 11i environment. Apply the BSC patches to all servers in the environment, including the administration server, concurrent processing servers, Forms servers, reports servers, and Web servers.

**Attention:** Users who have Oracle Applications Release 11i.6 or higher can skip this section and go to Post Installation Tasks on page 2-6. Balanced Scorecard is installed through RapidInstall for Oracle Applications Release 11i.6 and higher.
For Additional Information See:

- Unzip Utility, *Installing Oracle Applications, Release 11i* for your UNIX platform
- AutoPatch, *Maintaining Oracle Applications, Release 11i* for your platform

---

**Caution:**

- Check your log after installing each patch driver. The log is located in the $APPL_TOP/admin/$ORACLE_SID/log directory.
- Backup the log file before installing the next patch driver.
- Resolve any issues with the current patch driver before proceeding to run the next patch driver.
- Please ensure that data table space for database user FEM has at least 25MB free.

---

**To apply the BSC product patch:**

1. Log in to your Oracle Applications Release 11i environment using the Applications owner account.
2. Choose a patch directory.
3. Copy the BSC patch 1880500 from the Oracle Balanced Scorecard Release 11i CD-ROM to your patch directory. Ensure that you choose the patch file for your platform.
4. Unzip the patch file for your platform.
5. Use AutoPatch to apply the patch drivers in the following order to the specified servers:
   - c1880500.drv (all servers)
   - d1880500.drv (administration server only)
   - g1880500.drv (all servers)
6. Copy the BSC online help patch 1979546 from the Oracle Balanced Scorecard Release 11i CD-ROM to your patch directory. Ensure that you choose the patch file for your platform.
7. Unzip the patch file for your platform.
8. Use AutoPatch to apply the patch drivers in the following order to the specified servers:
   ▪ c1979546.drv (all servers)
   ▪ d1979546.drv (administration server only)

9. On the administration server only, run ADADMIN, from the Maintain Applications Database Objects menu, and choose the Compile APPS schema(s) option.

   Note: Follow the instructions provided in the readme.txt for the patch you have applied.

Apache Configuration for Oracle Balanced Scorecard

Please refer to Chapter 2 of Oracle Applications Self-Service Web Applications Implementation Manual for details on

- Setting Up Oracle Self-Service Web Applications: page 2-2
- Setting Up Oracle WebDB 2.5: page 2-3
- Setting Up the Apache Server
- Administering Oracle Applications Security: page 2-6
- Changing the System Administrator Password: page 2-12
- Customizing Your Web Pages: page 2-15
- Profile Options: page 2-17

Before you configure the system for BSC, ensure that the following tasks have been completed:

- Your server has all the operating system patches required by JDK1.2.2. See: readme.txt for JDK 1.2.2.
- Your JDK 1.2.2 is installed correctly. See: JDK installation documentation.
- Your HTTP server is configured correctly.
- Your jserv.properties for wrapper parameters and CLASSPATH parameters are set up correctly.
To set up jserv.properties file for Oracle Balanced Scorecard Release 11i.6:

You must configure JServ properties file (jserv.properties) to make it work with Oracle Balanced Scorecard Release 11i.6. jserv.properties can be found in COMMON_TOP/util/apache/1.3.9/Apache/Jserv/etc/ directory on UNIX platforms, and in COMMON_TOP\util\apache\1.3.9\Apache\Jserv\etc on Windows NT.

In jserv.properties, verify that the following parameters are set. If they are not set, modify the parameters as specified. Once you modify the parameters, remember to save and close the file.

**wrapper.classpath**

Verify that this property contains the CLASSPATH environment value passed to the JVM. The wrapper.classpath property must contain both the apps.zip and the jdbc111.zip files.

The syntax is:

```
wrapper.classpath=[path]
```

```
wrapper.classpath=<JAVA_TOP>/sax2.zip
wrapper.classpath=<JAVA_TOP>/jdbc111.zip
wrapper.classpath=<JAVA_TOP>/apps.zip
```

*Note:* Make sure `<JAVA_TOP>` is substituted with the actual path value.

**wrapper.env**

This property is an environment name whose value is passed to the JVM.

The syntax is:

```
wrapper.env=[name]=[value]
```

You should set the DISPLAY variable here to point to the machine where Xserver is running (for Unix systems). For example:

```
wrapper.env=DISPLAY=ap406sun.us.oracle.com:0.0
```

where `ap406sun.us.oracle.com` is the host on which Xserver is running.
Post Installation Tasks

Create DBC Files

A DBC (database connection) file is a text file that contains all the information needed to connect to a particular database. Using a DBC file, a system administrator or end user can easily load groups of environment variable settings. At a minimum, it contains values for GWYUID, TWO_TASK, and GUEST_USER_PWD.

The DBC file resides on the web server tier and holds information to identify and authenticate with application databases. The naming convention followed for a DBC file is:

```
<database_host_name>+"_"+<two_task>+.dbc
```

Here is a sample DBC file:

```
#DB Settings
#Wed May 13 16:10:44 PDT 2000
APPL_SERVER_ID=2E16F3BCE78F673DE0340040B40874620439479001964928
795210957097215
TWO_TASK=atg115
GUEST_USER_PWD=GUEST/GUEST
FNDNAME=apps
GWYUID=applsyspub/pub
APPS_JDBC_DRIVER_TYPE=THIN
DB_HOST=ap118sun_atg115
DB_PORT=1521
DB_NAME=atg115
FND_MAX_JDBC_CONNECTIONS=50
FND_IN_USE_CONNECTION_TIMEOUT=90
FND_UNUSED_CONNECTION_TIMEOUT=60
```
Grant User Access

At this point, all of the technology pieces have been installed. You must now grant access to the BSC. This requires Oracle Applications Release 11i for assigning an appropriate BSC responsibility to the users who need access to BSC. For new users, you may need to create user accounts; this is optional. We provide the following BSC responsibilities as templates:

- **Balanced Scorecard Manager**: Access to Balanced Scorecard functions
- **Balanced Scorecard Supervisor**: Access to Balanced Scorecard concurrent manager processes

You must assign the Balanced Scorecard Manager responsibility to the System Administrator (SYSADMIN) user.

To grant user access to BSC (Optional):

1. If you do not want to use the provided BSC responsibilities, create new responsibilities for accessing the BSC.
2. Set the Oracle Self Service Web Applications flag to true for the new responsibilities created.
3. Set the Menu option to Balanced Scorecard Main Menu.
4. Assign BSC responsibilities to those users who need access to the BSC.

Notes:

- Please refer to the Appendix, Setting Up and Maintaining Oracle Applications in Oracle Applications System Administrator's Guide for details about 1) creating DBC files and 2) configuring Web Listener virtual directories.
- Ensure that the env.txt file exists under /OA_HTML/ and that it points to the DBC file location that would be $FND_TOP/secure.

See: Oracle Applications System Administrator's Guide
BSC Architect Modules Installation

This section covers the steps for installing the BSC Architect modules and some minimum deployment steps. The BSC Architect modules are: BSC setup, BSC Architect, and BSC Manager.

Prerequisites

Step 1  Deinstall previous releases of BSC Architect Modules
If you have previously installed Balanced Scorecard, deinstall those versions. Use the Oracle Installer that you originally used to install the previous releases of BSC Architect (for example, the version in the directory c:\Oracle for Windows NT\Oracle Installer).

Before you deinstall previous versions of BSC, we recommend that you back up your BSC system(s). Use Export with the Setup Wizard, then save the resulting .dmp file in a directory that is different than your Oracle Home.

Step 2  Shut down Oracle applications, services, and browser
Shut down any Oracle applications and services. Go to Start > Settings > Control Panel > Services. In the Services window, choose each Oracle service individually, choose HW Profiles, and disable the service. To ensure no services are running, open the Windows NT Task Manager (CTRL-ALT-DEL). On the Processes tab, select any Oracle services, then choose End Process. Close any open applications, including your Web browser.

Step 3  Confirm administrative rights and disk space
You will need Windows NT administrative rights to register your BSC system. To confirm if you have administrative rights, choose Start Menu > Programs > Administrative Tools > User Manager. Under the User menu, if the option New User is not available, you do not have administrative rights. You must ask your system administrator to grant administrative rights to your NT user ID or create a new user ID that does have administrative rights.

To install BSC Architect and Oracle 8.0.6 Utilities you need 500MB of space. If your drive is partitioned, you need 30MB on drive c:/, since the installation procedure may use Temporary folders in C while BSC Architect is being installed. To check your available disk space, choose Start > Programs > Windows NT Explorer. Choose the node for the drive where you plan to install BSC Architect, then choose File > Properties.
Installing BSC Architect Modules

Installing the BSC Architect module involves these steps:

1. Install Oracle 8.0.6 Utilities
2. Install BSC Architect Modules

Step 1 Install Oracle 8.0.6 Utilities
BSC Architect requires the Oracle 8.0.6 Utilities. You will install these utilities as shown in the installation steps.

1. Navigate to the BSC CD 1\OracleClient806 directory and run the setup.exe program. To ensure that you do not overwrite other utilities from a previous installation, we recommend that you create a different home for the Oracle 8.0.6 utilities. Remember also that this home must be the same home directory in which you will install BSC Architect.

![Figure 2–1 Oracle 8.0.6 Setup, Installation Settings Window](image)

2. Select the Oracle8 client installation.
3. Select the Database Administrator option as the function you will be performing.

4. You will receive a notice that required support files will be installed to the ORACLE_HOME\bin directory.

**Note:** Ensure that your primary home is the Oracle 8.0.6 home. If you have a Home Selector utility under Oracle Installation Products, use this utility to configure your primary home.
5. Choose where you want to access the Oracle documentation: from a CD-ROM or from your local drive. If you install files locally, they require 80.3 MB of disk space.

6. You should receive a confirmation if installation was successful.
7. Reboot your machine for all changes to take effect.

*Figure 2–7  Oracle 8.0.6 Setup, Reboot Window*

---

**Step 2  Install BSC Architect Modules**

Use the Oracle Universal Installer to install the modules for BSC Architect, which contains the BSC design and administration tools.

1. Launch the BSC Architect installation program, setup.exe, from the `client\win32\OBSC_Architect\install\win32` directory on BSC CD 2.
2. Choose Deinstall Products, then go to your Oracle 8.0.6 Utilities path to check whether you have previous releases of BSC Architect installed in your Oracle 8.0.6 home. If you do, select the BSC checkbox and choose to remove the BSC components.
After removing any existing BSC components (or if there were none), close the Deinstall window, then choose Next to start the BSC Architect installation.
3. The File Locations window displays the products.jar directory path. If you do not see products.jar, choose the Browse button to locate the file on the BSC CD. Otherwise, do not change the default path.

Choose a destination Oracle Home for your BSC installation. This must be the same Oracle 8.0.6 home you created previously. If you have more than two homes, change the Name and Path to that of your Oracle 8.0.6 home.

4. Choose Next.
5. If you have not previously installed the Oracle 8.0.6 utilities you will receive an error message. Otherwise, you can proceed selecting the options to install. Select the first option to install all Balanced Scorecard modules. This should be the selection if you are installing for the first time. Custom can be selected to install or update particular components of the application. Click Next to continue. A summary window appears.

6. In the summary screen, ensure that you have the correct selections. If you need to change a selection, you can click Previous and revise your selections. When you are finished, choose Install to launch the install process.
7. The install process begins. The process creates the installactions.log file in the \logs directory noted on the Install Process screen. This file logs any errors that occurred during installation. It is recommended that you check the error log after installation and reinstall any components that failed.
8. If the process was successful, you should receive a confirmation message shown in Figure 2–14.
After you finish installing BSC Architect, you must reboot your computer.

Post-Installation Tasks

Once you have completed installing the design and administration tools, you must complete these post-installation tasks:

- Define the Service Name
- Define the Data Source Name
- Configure the System

Note: Before beginning these steps, check your Oracle Installation Products - Home Selector to ensure that your Oracle Primary home is 8.0.6.
Step 1  Define the Service Name
Before you connect to BSC, you must define a service name for the database you are connecting to. The service name is a logical name stored locally that refers to the database. To define the service name, follow these steps.

1. Go to Start > Programs > Oracle 8.0.6 Home > Oracle Net8 Easy Config

2. At the first prompt, type in a New Service Name. If you wish, you can modify an existing Service Name by clicking Modify and choosing a name from the list of Existing Net Service Names. When you are finished, click Next.

Note: Make a note of this new service name since you will need it later during BSC Installation.

Figure 2–15  Net8 Easy Config Welcome Window

3. At the next prompt select TCP/IP (Internet Protocol), then choose Next. If you are configuring a personal database, you may choose a local connection.
4. You are prompted for a Database SID, which is the Oracle database instance to which you want to connect. This value is the same as your global database name. When you have entered a name, choose Next to continue.
5. The next screen gives you the option to test the database. Enter a valid Username and Password, then choose the Test button. If you receive an error message the database username or password are incorrect, or your database is not properly configured. Change your login information and try again.

If your connection is not successful, you may want to check the following:

- Port number may not be the one used by the listener on the server.
- ORACLE_SID may not be correct.
- Userid or password may not be correct.
- Listener on the server may not be up.
- Server name may not be correct.
6. Restart your computer to make these changes effective.

Congratulations, you have defined a Service Name! Make sure you remember the name of your Service Name. If you forget the Service name, you can go back into Net8 Easy Config and choose the Modify radio button. Then scroll down until you find your Service Name. You may also click the Next button to see additional details about each Service Name.

**Step 2 Define the Data Source Name**

The Data Source Name is an ODBC Driver that connects the service name for your database to a computer host name. To define a data source name, follow these steps.

1. Configure your Data source name (DSN) using the appropriate service name. From Windows NT, go to Start > Settings > Control Panel > ODBC. The following screen appears:
2. Choose the Add button to create a new Oracle ODBC driver. On the Create New Data Source window, select the entry for Oracle ODBC Driver, version 8.00.06.00, then choose Finish.
3. Enter your Service Name (e.g., bsc115) in the Data Source Name and Service Name fields. If you wish, you can enter a description in the Description field. Press OK. Your data source name is configured.

Figure 2–22  Oracle8 ODBC Driver Setup Window

Step 3  Configure the System
After you’ve created the DSN and service name, use the BSC Setup Wizard to register your new BSC system. For more details about the Setup Wizard, see the Setup chapter in Oracle Balanced Scorecard Administration Guide, Release 11i.6.

1. Log into BSC Setup, use:
   
   **User:** APPLSYS PUB
   
   **Password:** PUB

2. Navigate to the BSC Setup Wizard, then choose the System Configuration tab. For more information on the Setup Wizard, see the Oracle Balanced Scorecard Administration Guide.

3. To register the Oracle Applications database in BSC, choose the Apps checkbox. The information displayed on the System Configuration tab will change, as shown in the figure below. Provide the database information requested in the Choose Registered System Name region of the window, then choose OK.
Check the UTL_FILE_DIR Parameter

If you need to install Enterprise databases for migration purposes, check the settings for UTL_FILE_DIR parameter to make sure it points to the directory where you will load BSC tables. Locate the init<sid>.ora file in the <Oracle Home>\DATABASE directory. Within init<sid>.ora, check the settings for UTL_FILE_DIR and set as given below. If the above parameter is not set in the init<sid>.ora file, check in the file specified with the IFILE parameter. Locate the IFILE variable and note the filename referenced in that variable. Open the referenced file and add the parameter:

UTL_FILE_DIR=<directory>

For example:

UTL_FILE_DIR=c:\temp
Troubleshooting

Step 4 Log into BSC Architect
To log into BSC Architect in Oracle Applications, you will use the SYSADMIN/SYSADMIN login.

Troubleshooting

When you are installing BSC Architect:

- Reboot your machine after installing or de-installing components.
- You may have some .dlls or .ocx files previously installed or in memory running at the moment of installation. However, usually the installer will not overwrite these files and you can click Ignore and continue the process.
- If you receive an I/O Error, please go to the Windows NT Task Manager and end the process jrew.exe in case this file is active.
- Be sure you review your Oracle Home selector and you have the primary home defined for Oracle 8.0.6 Utilities and BSC. Otherwise you will not be able to connect to the database.
- Note that the file installAction.log is saved in a path during installation. Please note the directory to check in case you have errors during the process. Please don’t delete the file since this log is used for future installations.
- Be sure your data source name (DSN) is created with BSC driver version 8.00.6. If the Oracle driver is not 8.00.6, you may have to uninstall and reinstall the driver to get the correct version. To review your data source, go to Start > Programs > <New Oracle Home> > Network Administration > Microsoft ODBC Network Administrator. You can test your connection by logging into <New Oracle Home> > Applications Development > SQL with username of ‘system’ and password of ‘manager’. If you have not created a DSN, follow the instructions below.
- If you encounter any font issues in the BSC Architect after installation, such as the substitution of ‘???’ for characters, you must manually install the font. You can do this by editing the obscfont.dat file located in the <Oracle Home>\OBSC directory. For example:
  
  FONT_NAME = MS Sans Serif  
  FONT_SIZE = 8  

  If the file does not exist you must create it.
When you use a multi-byte character language please check if the "obscfont" accepts your language characters. You may need to change the "obscfont" to another font that supports your language characters.

If you get the message, 'Setup wizard couldn’t find the bin utilities' check to see that the file obscinit.dat in your <Oracle home>\OBSC directory points at your <Oracle home>\bin directory. For example:

ORACLE_UTILITIES_DIR = d:\ora806\bin if ora806 is your primary home.

If you get one of the following error messages:

- ORA-12545 Connect failed because target or host is not found
- ORA-12203 TNS unable to connect to destination or TNS No Listener

check the following:

- Make sure the DB Listener is running. Contact your database administrator for more information.
- Verify that the Port ID and Database SID are correct for the service name you created using Net Easy Config.
Data Source Name
The Data Source Name will be used by the BSC Setup Wizard to create new systems or modify systems in the database. (Since the Data Source Name is always linked to a Service Name, the application always knows what database to use by referring to the Data Source Name).

Service Name
The Service Name is a user-defined logical name that contains information about the exact name and server location of the Oracle database. This name is defined on the user’s PC, and will be used by the Oracle Balanced Scorecard to find the database and connect to it.

Registered System Name
The name by which a particular balanced scorecard system (that exists on a database somewhere) is registered on your computer.
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