Agile
Version e6.0

ORACLE

Agile e6.0.4

Installation Manual for Agile e6.0.4 on Windows Server

Part Number: INSWINSERVER-604B

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August 10, 2007

REVISIONS

Revision	Date	Pages Effected	Description
A	31/01/2007	All	Initial document
B	26/07/2007	Chapter 3	Update to Agile e6.0.4 - Licenses section and JBoss removed.

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Chapter 1

Introduction

This guide describes how to install Agile e6 for Oracle 10*g2* (10.2.0.3) running under Microsoft Windows 2003 Enterprise Edition.

Note: Windows operating system versions, other than Windows 2003 Enterprise Edition, are currently not supported.

Where to Go for More Information

The instructions in this guide assume that you will perform the Agile e6 installation followed by the Oracle 10g installation. If you plan to use Agile e6 with an existing Oracle 10g installation, refer to the document *Administration Manual for Agile e6.0.4* (PLM604_Admin.pdf) for instructions on setting up the Agile e6 environment to work with your existing Oracle databases.

For complete information on installation prerequisites, including required operating system maintenance-level fixes and system patch levels, refer to the document *Prerequisites Guide includes the pre-installation Checklist* (PLM604_Inst_Reqs.pdf).

For information on database preparation and requirements, refer to the document *Installation Manual for Oracle 10g for Agile e6.0.4 on Windows* (PLM604_10g_Win.pdf).

Chapter 2

Preparing the Installation

This chapter provides an overview of the hardware and software required to install and run Agile e6 with Oracle 10*g*, as well as instructions to set the installation prerequisites.

Before installing Agile e6, do the following:

- ❑ Review the hardware and software requirements for your platform.
- ❑ Set the necessary installation prerequisites.
- ❑ Follow the instructions in the next chapter to set up licensing.

Hardware and Software Requirements

This section describes the minimal hardware and software requirements for performing an initial installation of Agile e6 in a test environment. For complete information on the requirements for a production environment, refer to *Prerequisites Guide includes the pre-installation Checklist* (PLM604_Inst_Reqs.pdf).

To install and run Agile e6, you need the following minimum requirements:

- ❑ Intel Pentium 1GHz equivalent, running Microsoft Windows 2003 Enterprise Edition with Service Pack 1 or higher
- ❑ Oracle 10*g* (10.1.0.4) or 10gR2 (10.2.0.3) – 10gR2 is on the Installation DVD included in Agile e6 kit
- ❑ Memory:

  Agile e6 Server: 512 MB, plus additional 50 MB RAM per concurrent user

  Database server: 6 MB RAM per connected user, plus 400 MB RAM for database services
- ❑ Swap space: Three times the amount of RAM
- ❑ Disk space for the installation:

  Agile e6: 400 MB

  Oracle 10*g* Server (silent installation): 1000 MB

  Oracle 10*g* Client (silent installation): 400 MB
- ❑ Disk space for Oracle table spaces (test) during installation, with auto-extend on:

Table	Min Space (in MB)	Max Space (in MB)
system, temp, undo, sysauxs, user, tools	1500	6000
edb	100	1950
edb_idx	100	1950

edb_lob	5	1950
edb_tmp	5	1950
edb_tmpidx	5	1950

- One of the following web browsers (to run the Web Client):

  Internet Explorer 6.0 with Service Pack 1

  Internet Explorer 7

  Firefox

  Mozilla 1.7.x

- Additional Software

  Java 2 Runtime Environment in the Version 1.4.2 (which will be automatically installed during the installation if it is not installed yet).

Setting the Prerequisites

Before you start the Agile e6 installation, complete the following steps to set the necessary prerequisites:

1. Set the environment variable TEMP to a temporary directory, using System in the Windows Control Panel.
2. The environment variable JAVA_HOME needs to be set to the path where the Java Runtime Environment is installed.

   Note: This can be done during the installation of the Agile e6 software.

3. If you intend to use the Agile e6 file management system (FMS), verify that the disk drives, on which the FMS directories will reside, use the NTFS file system.

   To determine whether a disk drive uses the NTFS file system, check the General tab on the drive properties sheet. If the *File system* property is not set to NTFS for your drives, consult your system administrator for assistance to reformat them.

   Administrators and the Agile e6 user edbserv (which is created during the installation) will require full access rights to the FMS directories.

4. The silent Oracle installation requires that no Oracle version is currently installed on the computer. This includes registry entries from a previous Oracle installation.
   Please refer to the **Deinstall Oracle for Windows** section in the **Chapter 3** of the *Installation Manual for Oracle 10g for Agile e6.0.4 on Windows* (PLM604_10g_Win.pdf) for more information.

Split Server and Client Installation

The combined Server and Client installation has been split for Agile e6.0.2:

- Agile e6 Client
- Agile e6 Server

Note: Because of the splitting of Server and Client the two installations cannot share the same installation directory.

Chapter 3

Installing Agile e6

Agile e6 is a client-server application that uses a database as the application and data repository. Agile e6 also features secure, encrypted file management support known as the File Service (FMS).

The following components are available for installation:

- Server
- File Service (FMS)
- Database systems

  Oracle

  SQL Server (this will only configure the SQL Server Paths used by the Agile Server)

Note: Use an account with Windows Administrator privileges to install or uninstall Agile e6.

Upgrading from the Agile e6.0.3 Installation

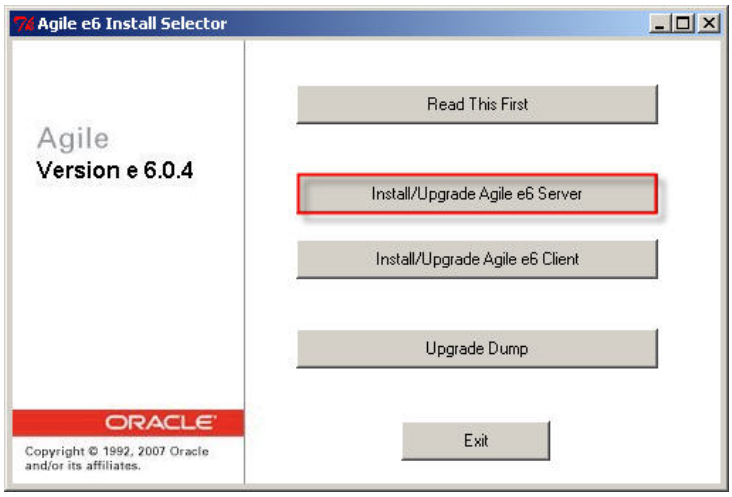
Please refer to *Upgrade Guide from e6.0.3 to Agile e6.0.4* (PLM604_Upgrade.pdf).

Starting the Installation

1. Insert the Agile e6 Installation DVD.

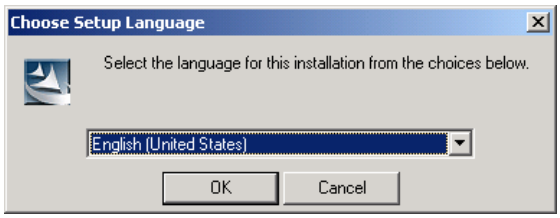
   If the CD/DVD autostart feature is enabled, the Agile e6 main setup window opens automatically.

   If the autostart feature is disabled, double-click the file **setup.bat** in the root directory of the DVD to start the installation.



Note: For the latest information on the Agile e6 installation, check the **Read This First** file on the DVD.

2. Click **Install/Upgrade Agile e6 Server**.

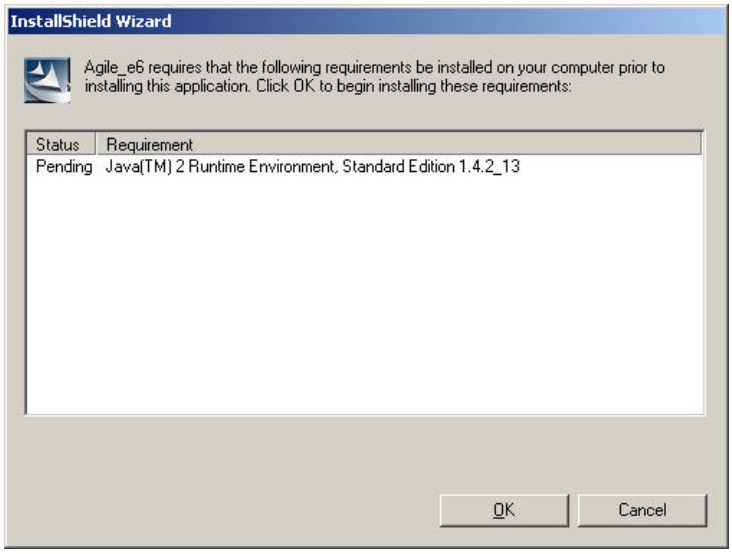


3. Select the language to use for the installation of Agile e6 and click **OK** to continue.

The installation setup checks if a Java 2 Runtime is installed that is needed for running the Java Client.

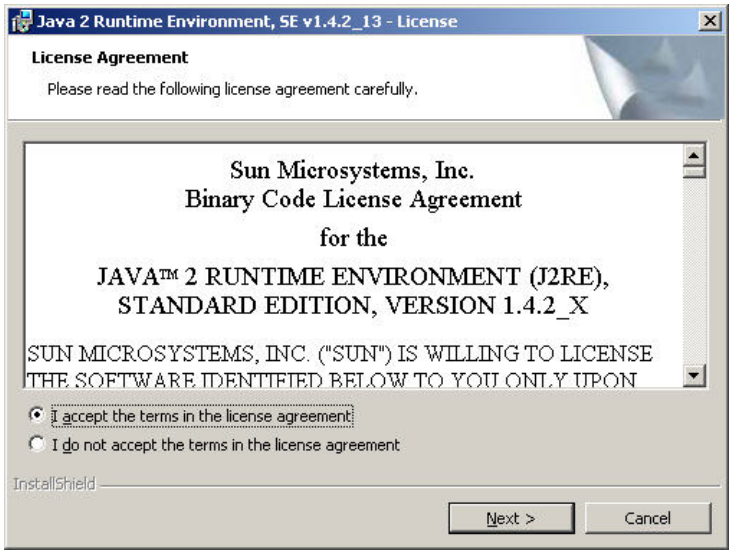
If a Java 2 Runtime Environment is installed go to Step 9 and continue with the Agile e6 Setup wizard.

If Java 2 Runtime Environment is not installed, the installation procedure will install it now.

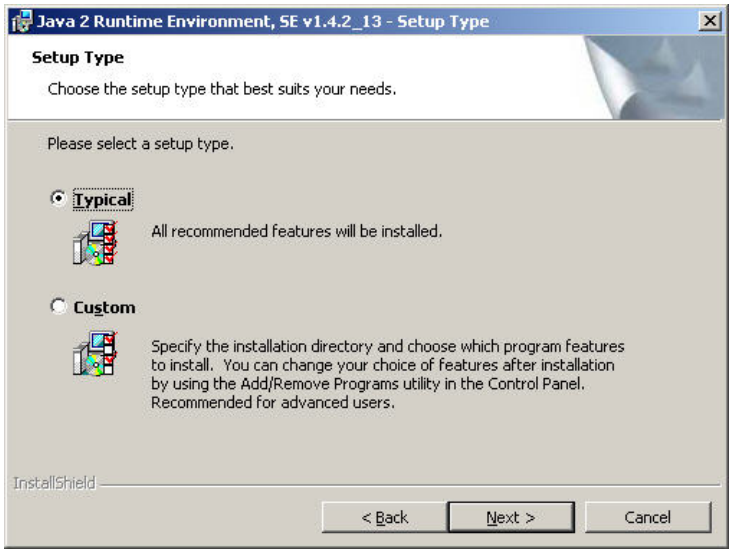


4. Click **OK** to start installing these requirements.

The Sun Java 2 Runtime Environment Installer will be started and the License Agreement window opens.

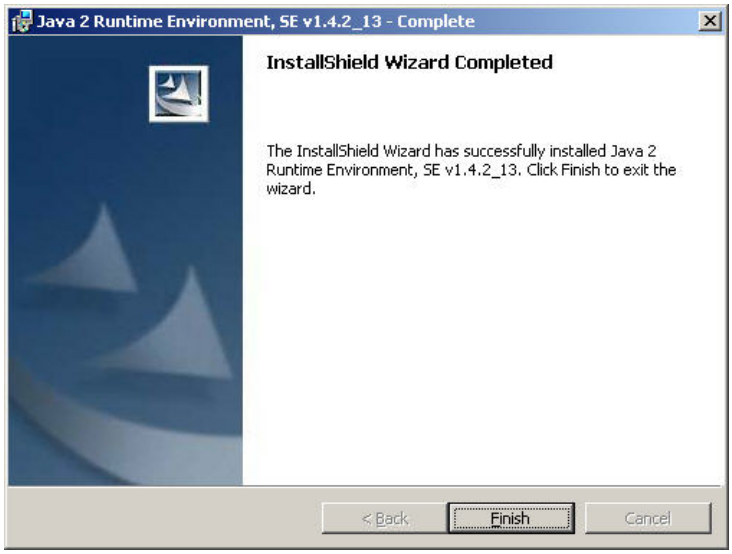


5. Read the license agreement carefully and select **I accept the terms in the license agreement.** Click **Next** to continue **.**
6. Select the setup type for installing the Java 2 Runtime Environment.

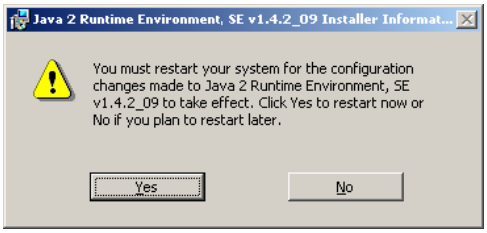


Note: It is recommended to use **Typical**.

7. Click **Next** to start the installation.

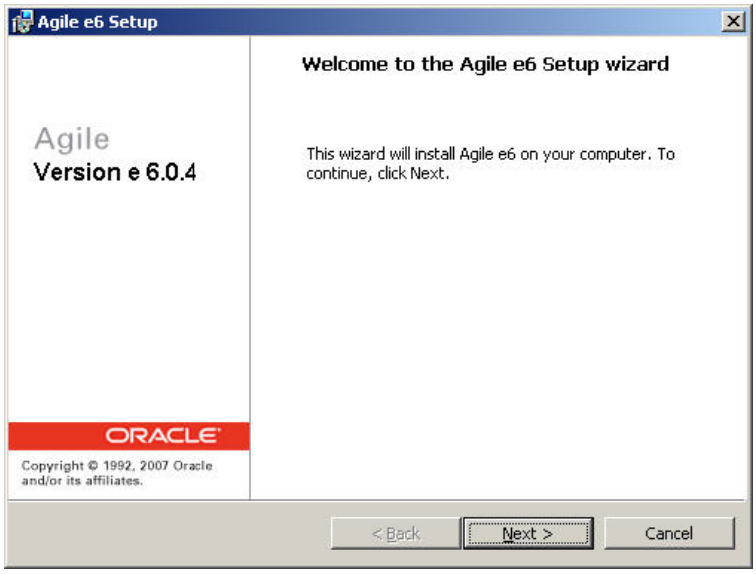


Note: It may be possible that the JRE Installer wants to reboot the machine after the JRE installation is finished.



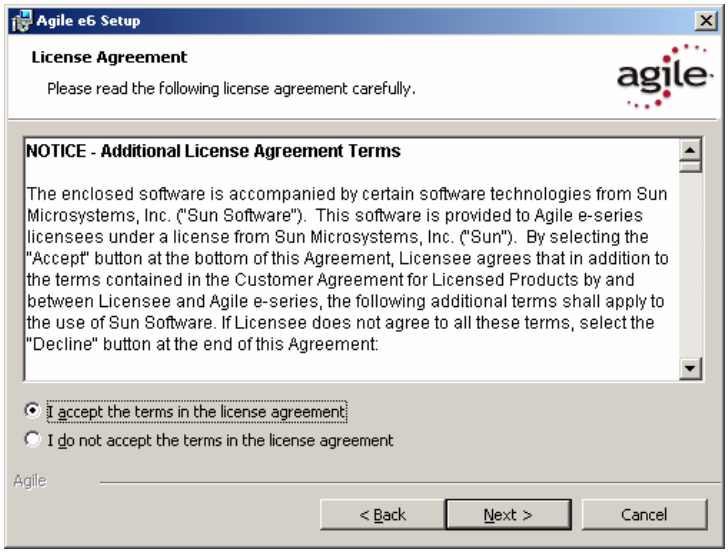
You can restart the Agile e6 Installation after the reboot, which will skip the JRE at that time, by running start.bat from the DVD.

8. When the installation is completed, click **Finish** to go back to the Agile e6 Setup wizard.

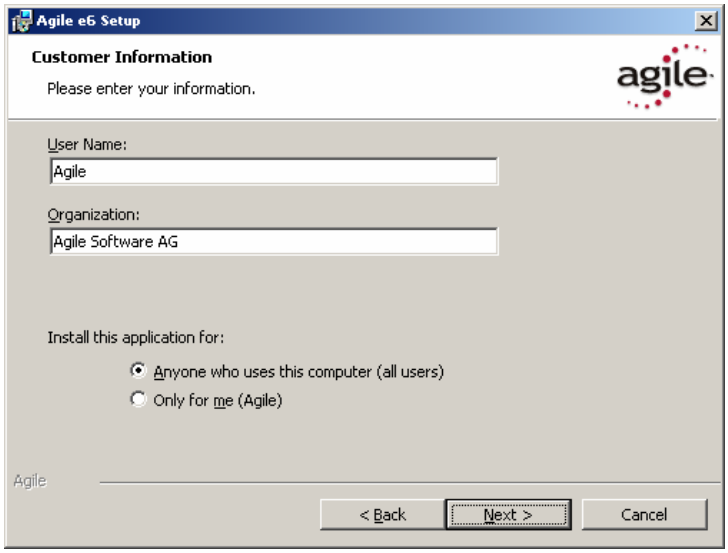


9. Click **Next** to continue.

The License Agreement window is opened.



10. Read the license agreement carefully; select **I accept the terms in the license agreement** and click **Next** to continue **.**



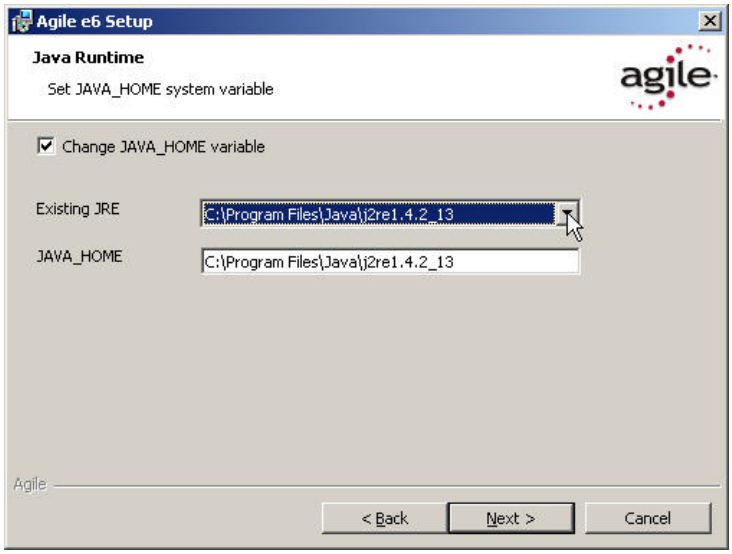
11. Update user and organization name if necessary.

12. Select one of the installation options:

- ❑ Anyone who uses this computer (all users) — recommended
- ❑ Only for me (Agile)

13. Click **Next** to continue **.**

The Java Runtime Setup window is opened:

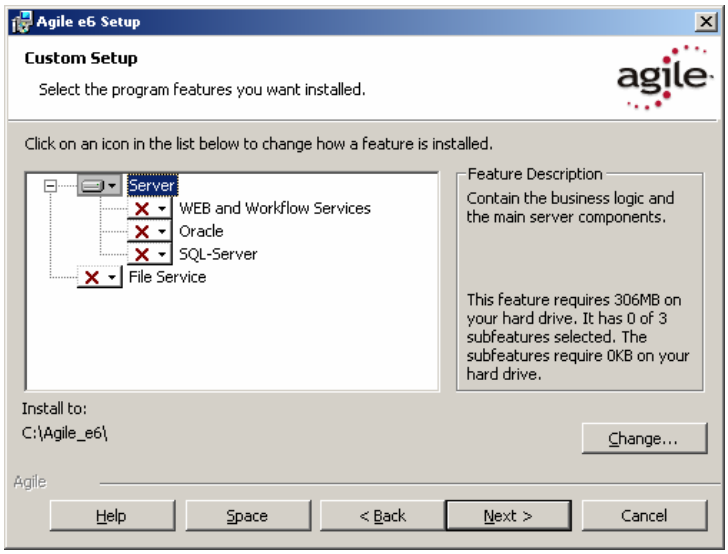


Note: The Installer searches for any installed Java Runtime Environments. Select the one that will be used for Agile e6.

Note: It is required that JAVA_HOME is set and points to the correct Java Runtime Environment. This can be set either here or in the system environment of your Windows operating system.

14. Select the Java 2 Runtime Environment Directory and click **Next**.

The Custom Setup window is opened.

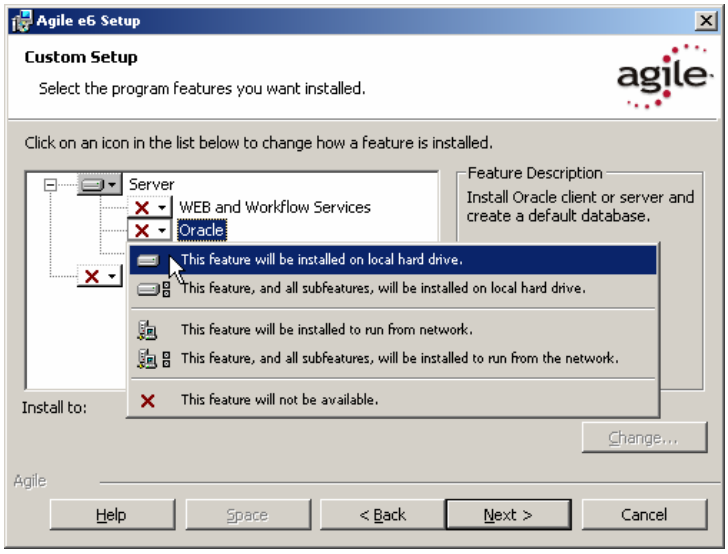


The Server program is automatically selected.

15. Click **Change** if you want to change the directory where Agile e6 will be installed.

Note: To perform an upgrade, select the installation folder of the existing software.

Note: The installation path must not contain blanks.



16. Specify the Agile e6 components you want to install.

To include a component in the installation, click it and then select **This feature will be installed on local hard drive .** You can include any of the following components:

- Server – the Agile e6 server software

  WEB and Workflow services – the Agile e6 Business and Presentation Services.

  Oracle – the Oracle 10g database system. The Oracle database will then be installed as part of the Agile e6 installation.

  SQL Server (this will only configure the SQL Server Paths used by the Agile Server).

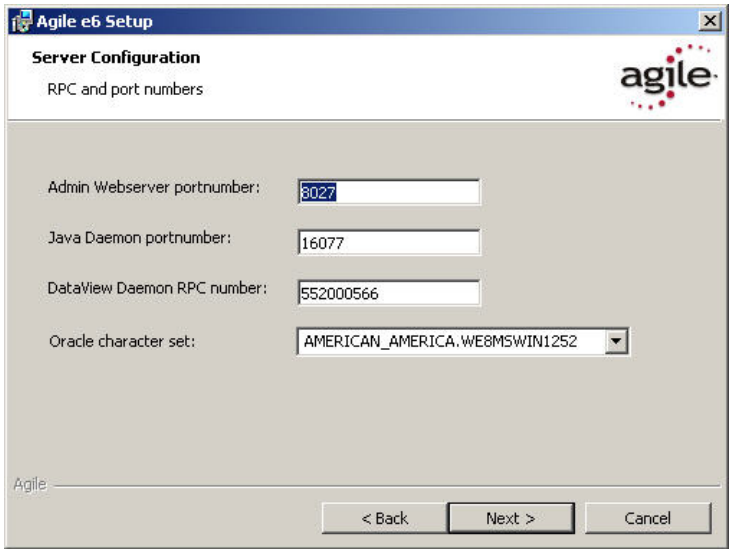
Note: You are only allowed to select one Database for the installation.

- File Service (FMS) – Agile e6 encrypted file management support

17. Click **Next** to continue.

The Server Configuration for RPC, port numbers and the Oracle character set window is opened.

Note: The Oracle character set will not show up if the SQL Server was selected during the Custom Setup.



Please note the following restrictions for the values you can choose:

- The Admin Webserver portnumber must be between 1 and 65535.

We recommend to use numbers higher than 1024 to avoid conflicts with well known services.

- The Java Daemon portnumber must be between 1 and 65535.

We recommend to use numbers higher than 1024 to avoid conflicts with well known services.

- The DataView Daemon RPC number must be between 550000000 and 990000000

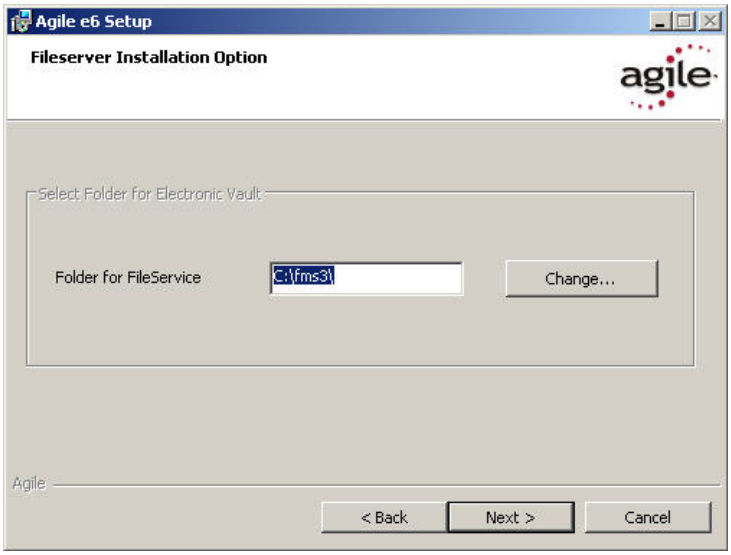
The Oracle character set settings can be set to AMERICAN_AMERICA.WE8ISO8859P15, AMERICAN_AMERICA.WE8MSWIN1252 or be modified to match the old settings.

Note: If you have an existing dump containing customer data with non-ASCII characters, you need to set it to the old value, e.g. AMERICAN_AMERICA.WE8ISO8859P15. The old NLS_LANG value can be found in the file EP_ROOT\axalant\cmd\axalant_srv.cmd. When upgrading the current installation, the value is modified automatically.
We recommend setting it to WE8MSWIN1252 if this is a complete new installation where no dump with existing data will be used.

Note: The AMERICAN_AMERICA part of this setting should not be modified.

18. Click **Next** to continue.

If you have selected the File Service to be installed, the Agile e6 **Fileserver Installation Options** window opens.



19. Enter the correct installation path for the Agile e6 File Service.

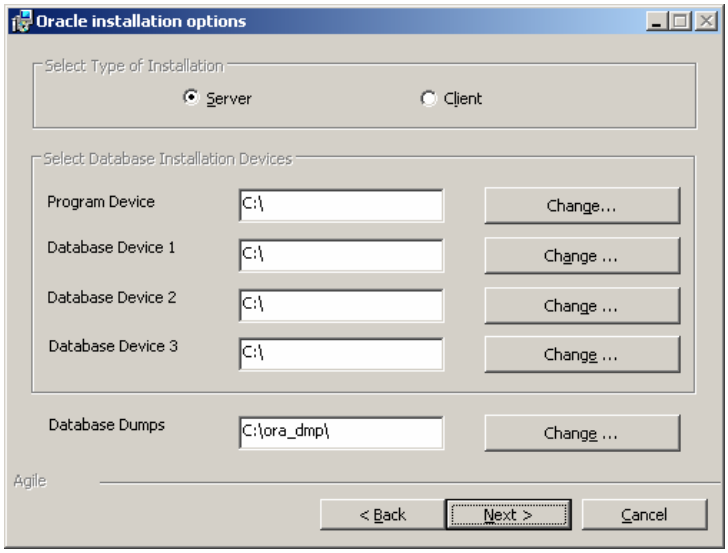
Note: If you perform an upgrade, select the existing File Service folder.

A secure, encrypted file management system will be installed.

20. Click **Next** to continue.

Note: If **Oracle** was selected in the **Custom Setup**, the following window is opened.

The Oracle installation options window is opened.



21. For **Select Type of Installation,** select one of the following:

- Server – Installs a complete Oracle 10g Server, which includes an installation of the Oracle software itself and the creation of a database for Agile e6.
- Client –Installs Oracle 10g client software only.

Note: Select the Client option only if the database to be used with Agile e6 is installed on a separate database server. With this option, only the Oracle client software will be installed. The Oracle client software enables the communications between the Agile e6 Server and an existing database server.

22. Specify the locations of the physical devices to be used for the Oracle program and databases. The default folders point to the root directory of drive C ("C:\").

The installation program creates the following directories on the specified drives:

- Oracle on the drive specified for *Program Device*
- Oradata on the drive specified for *Database Device 1*
- Oradata on the drive specified for *Database Device 2*
- Oradata on the drive specified for *Database Device 3*
- The Database Dumps directory as specified in the above window

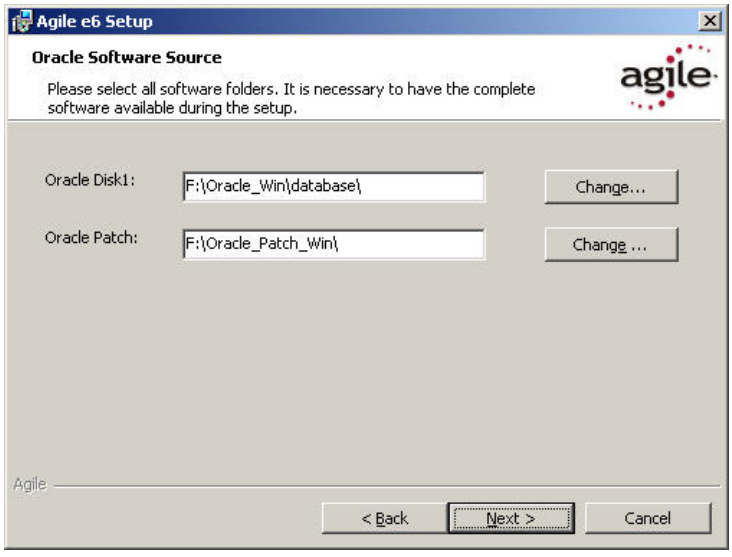
If you specify an incorrect path in any of the fields, the installation program uses the correct information previously entered into the field.

The software and tablespaces are installed as follows:

- Program Device: Oracle software, edb, control file 1
- Database Device 1: edb_idx, control file 2
- Database Device 2: undo, archive, temp, control file 3
- Database Device 3: redolog, system, tools, users

The redologs and the Windows page files must not be stored on the same disk.

23. Click **Next** to continue.



24. Select the Oracle software location.

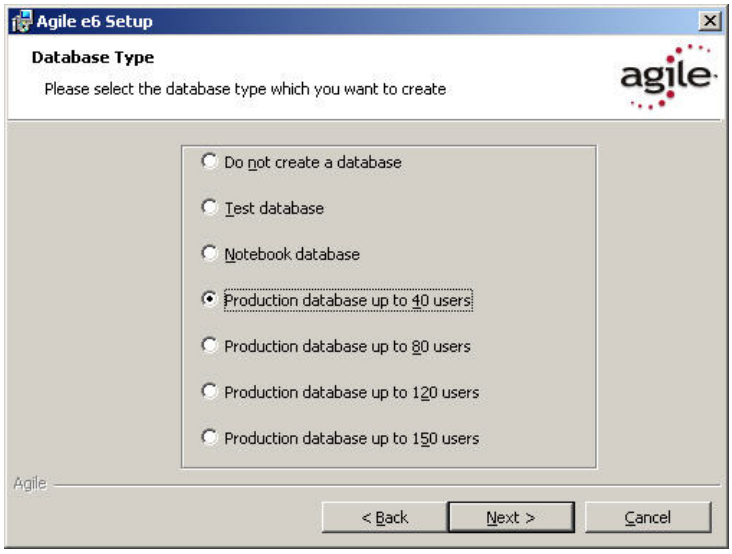
Note: You normally do not need to change the default values if you start the Agile e6 Setup wizard from the DVD, but these folders, containing the Oracle Installation, must be available when the Oracle setup starts.

You are not asked to insert any disk later. The installation will fail if the setup cannot find parts of the software.

Make sure that the Oracle Disk1 and the Oracle Patch folder points to the correct directories.

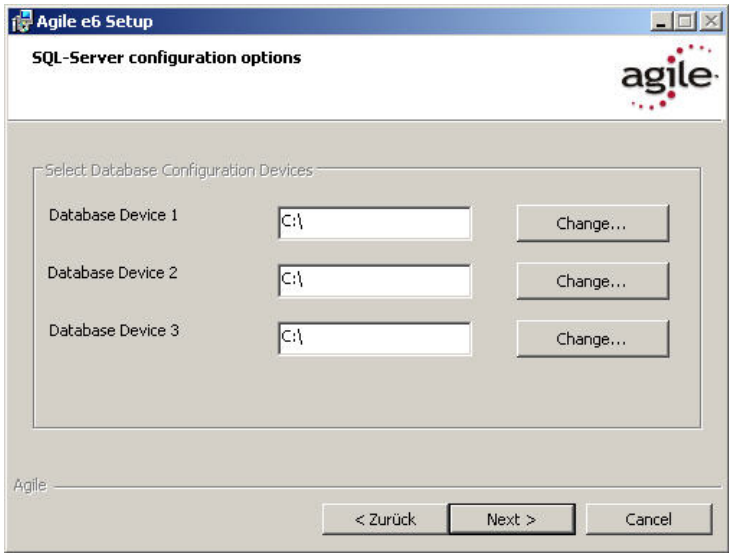
Both folders should contain a stage directory which has a products.xml file.

25. Click **Next** to continue.



26. Select your preferred database size for your Oracle server installation.

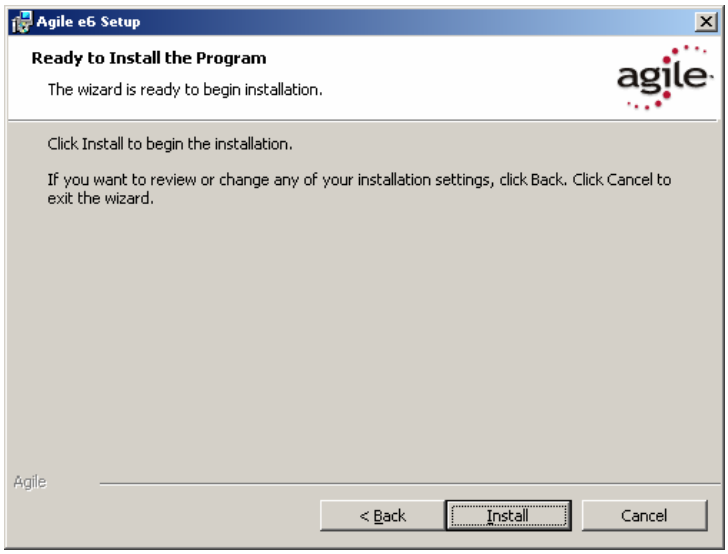
Note: If **SQL Server** was selected in the **Custom Setup**, the following window is opened.



27. Specify the locations of the physical devices to be used for the SQL Server databases. The default folders point to the root directory of drive C (“C:\”).

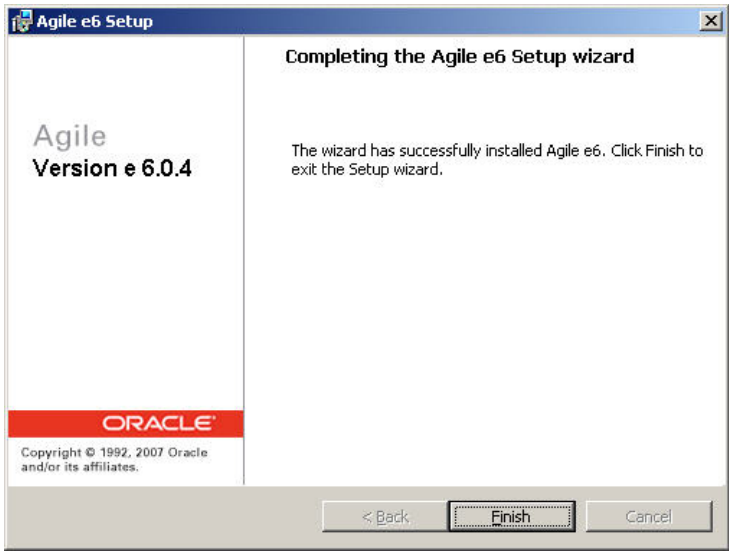
Note: The following directories for installing the tablespaces are necessary when creating an environment with the Agile Admin Server.

- Database Device 1: edb, edb_lob, edb_tmpidx
- Database Device 2: edb_idx, edb_tmp
- Database Device 3: edb_log



28. Click **Install** to start the Agile e6 installation.

If the installation was successful, the following window is opened:



29. Click **Finish** to exit the Setup Wizard.

Installing JBoss Application Server

You need to install the JBoss Application Server when using the Business Service. For a direct download of the JBoss archive file click the following link:

http://downloads.sourceforge.net/jboss/JBoss-2.4.4_Tomcat-3.2.3.zip?modtime=1009612800&big_mirror=1

In case this link doesn't work or has changed, the required JBoss-Tomcat 2.4.4 file (JBoss-2.4.4_Tomcat-3.2.3.zip) can also be found on the SourceForge.net website.

In the zip file there're the two following sub-directories underneath the main directory (JBoss-2.4.4_Tomcat-3.2.3):

- jboss
- tomcat

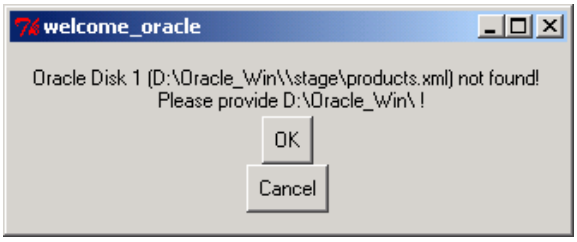
The jboss sub-directory has to be copied completely to the Server Installation directory (EP_ROOT) under ext.

Note: During the installation of the Agile Server, the axalantORIGIN environment will be created automatically. Since the Business Service can only be activated while creating a new environment, it is not possible to activate the Business part of the axalantORIGIN environment afterwards, even after installing the JBoss Application Server.

Silent Oracle Installation

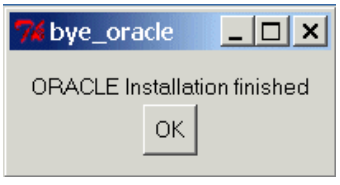
If you selected Oracle in the Custom Setup window, the Oracle installation is started automatically, followed by the import of the Agile e6 database dump.

If the Oracle DVD is not found, the following message is displayed:



1. Insert the Oracle 10g Server DVD or provide the Oracle software in the defined paths.

Note: The installation process should take approximately 30 to 60 minutes. The actual time will depend on the speed of your machine.



2. Click **OK** to complete the installation.

3. To close the two Oracle Universal Installer windows, press the Enter key in these windows.
4. If the Agile e6 main setup window is opened, close it by clicking the **Close** button in the upper right corner.
5. If the Oracle installation fails, check the log files for possible errors in *Installation Manual for Oracle 10G for Agile e6.0.4 on Windows* (PLM604_10g_Win.pdf; section Install Errors).
6. You can restart the Oracle installation by uninstalling Oracle (PLM60_10g_Win.pdf; section Deinstall Oracle) and starting the install script (oracleinstall.cmd).

   ```
   cd c:\Agile_e6\axalant\cmd
   ```

   Start the following command with the option where you installed Agile e6:
   oracleinstall.cmd c:\Agile_e6

   The install information is retrieved from the configuration file init\ep.edb (see description at the end of the document).

   A new entry for Agile e6 appears on the Windows Start menu.

7. To test the Agile e6 installation, start the Agile e6 Windows Client.

   For a new installation, the default entries in the Startup window should be acceptable. The password for the default user *DEMOEP* is DEMOEP.

   Note: The first time you click the Mask Generator button in the Windows Client to regenerate a mask, you must be logged in with Windows Administrator privileges.

   Note: The default password for the Oracle user 'system' is: oracle.

Possible Errors During the Oracle Silent Installation:

The following errors might be reported during the silent installation of the Oracle server and can be ignored:

- ERROR: Cannot add user to application access ACL.

The trust relationship between the primary domain and the trusted domain failed. (6fc)

- ERROR: Cannot add user to application access ACL.

The trust relationship between the primary domain and the trusted domain failed. (6fc)

User could not be added 1378

Setup is successful.

Changing the Default Passwords

During the installation process, the system users *axalantrt* and *edbserv* are created for Agile e6. For security reasons you should change the default password (4eigner:plm) for these users and adjust their properties so the passwords will never expire.

1. Open the Windows Control Panel and use the Users and Passwords utility to change the default password for axalantrt and edbserv.

   Note: When you change these passwords, you must also update the passwords of the following dependent services accordingly:

   - Agile_eAdmin

- ❑ Agile_eDaemon
- ❑ Agile_eFileService
- ❑ Agile_eJavaDaemon

These services are accessible from Administrative Tools in the Windows Control Panel, under Services. To change the password for a service, click the Log On tab on its properties sheet.

2. Reboot your machine.

Administrating Environments and Services

Follow the steps below to administrate your Agile e6 and Web Presentation Service environments. For more information, refer to the document *Administration Manual for Agile e6.0.4* (PLM604_Admin.pdf).

1. Open a web browser and enter the following URL:

   http://localhost:8027/

   In the URL, *localhost* is the server name of the machine on which Agile e6 was installed.

   Or use:

   https://localhost:8028/

   to select the secure webserver.

2. Click **Administrate Agile e6** (User: plm, Password: plm60) to create or modify PLM environments.
3. Click **Administrate Web Presentation Service** to configure and start Agile e6 WEB and Workflow services.

For further help, refer to the Agile e6 Read This First document on the product DVD or the online documentation, which can be found under \axalant\hlp\doc_ep\ in the directory where you installed Agile e6. To view the online help, open the file plm.chm.

About the Modify, Repair, and Remove Options

If you start the Agile e6 setup program and the Windows installer detects a previously installed version of Agile e6 on your system, it presents options for modifying, repairing, or removing the existing installation.

Note: The Modify option is currently not supported.

Repairing Your Installation

You can use the Repair function to fix an Agile e6 installation that is not working properly. If the Repair function discovers that the key file for an Agile e6 component is damaged or missing, it restores all parts of the component—such as its registry entries, service entries, shortcut, and files.

Note: Although the Repair function is available from the Agile e6 product DVD, you **must** initiate the function from Control Panel to successfully restore all files.

1. Open Add/Remove Programs in the Windows Control Panel.
2. Select Agile e6 from the list of currently installed programs.

3. Click the link **Support Information.**
4. In the Support Info box, click the **Repair** button.
5. Insert the Agile e6 Installation DVD.

   The repair process will take a few minutes.

6. When the process is completed, restart Windows.

Uninstalling Agile e6

Agile recommends that you use the Remove option in the Windows Control Panel to uninstall Agile e6.

1. Open Add/Remove Programs in the Windows Control Panel.
2. Select Agile e6 from the list of currently installed programs.
3. Click the **Remove** button.

Note: Oracle and the Java 2 Runtime Environment are not removed if you uninstall Agile e6.