



Image Services

Update Procedure for Windows® Server

Release 4.0.0

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Getting Started

This document contains information for updating FileNet, Oracle and Microsoft SQL Server software. Use these procedures to update software on all Root/Index, Storage Library, or Application servers. If you are updating the FileNet software on a Dual server or multiple server system, update the Root/Index server first and then update the Storage Library or other servers.

Note If you are updating previously installed FileNet and RDBMS software, the criteria specified in this chapter should already have been met. However, you may still want to read this chapter to ensure that all prerequisites are satisfied before updating your software.

Please read this document from start to finish before performing any software update.

Note

In the examples and commands shown throughout this document, the drive letter C is used to indicate where the FileNet software resides. You must substitute this letter with the appropriate drive letter for your system.

Required Skills

This document assumes you are familiar with these topics:

- Knowledge of the Windows 2000 operating environment
- Knowledge of Windows 2000 network models
- Experience with Windows 2000 Administrative Tools
- Oracle or Microsoft SQL Server Database Administration

Documentation Conventions

We have tried to make this procedure easy to follow, whether you are a new or experienced technician. The organization and format of this procedure are designed to clarify the tasks you are about to perform.

To familiarize yourself with the conventions used in this document and for other general information, link to the [Doc Conventions](#) file on the Image Services documentation CD.

New Features of the Image Services 4.0.0 Update

This release of Image Services software includes the following major improvements and features.

Windows 2000 Operating System Support

Only the Windows 2000 Operating System, with Service Pack 3, is supported with this release of Image Services software. Update your operating system **BEFORE** you update the RDBMS and FileNet software.

Note The service pack must be installed. You can download the service pack from: <http://www.microsoft.com/downloads/search.asp?>

Microsoft SQLServer 2000

If you will be using a SQL Server RDBMS, only Microsoft SQL Server 2000 software is supported in this Image Services release. Microsoft SQL Server 7.0 will **not** be supported.

Oracle9i Release 2

If you will be using an Oracle RDBMS, only Oracle 9i Release 2 is supported in this Image Services release. Oracle software requires approximately 2GB of free disk space, plus 500MB more (temporarily) on the C: drive for installation.

Note The Oracle9i CD-ROM media is not supplied by FileNet.

Update Paths

The procedures in this document can be used to update a Combined server (Root/Index/Storage Library), a Dual server (separate Root/Index and Storage Library servers), an Entry server (Root/Index/Storage Library), or an Application server.

You can update to Image Services 4.0.0, and Oracle 9i Release 2 or Microsoft SQL Server 2000 from the starting points shown in this table.

Image Services	Oracle	Microsoft SQL Server
IDMIS 3.5.0 IDMIS 3.5.0 SP1 IDMIS 3.5.0 SP2 IDMIS 3.5.0 SP3	Oracle 8.0.6	Microsoft SQL Server 7.0
IS 3.6 IS 3.6 SP1 IS 3.6 SP2 IS 3.6 ESE	Oracle 8.1.7	Microsoft SQL Server 2000

Note If your server has a release of FileNet software prior to IDMIS 3.5.0, you need to update to one of the versions of IDMIS shown here.

Update Path Flowchart

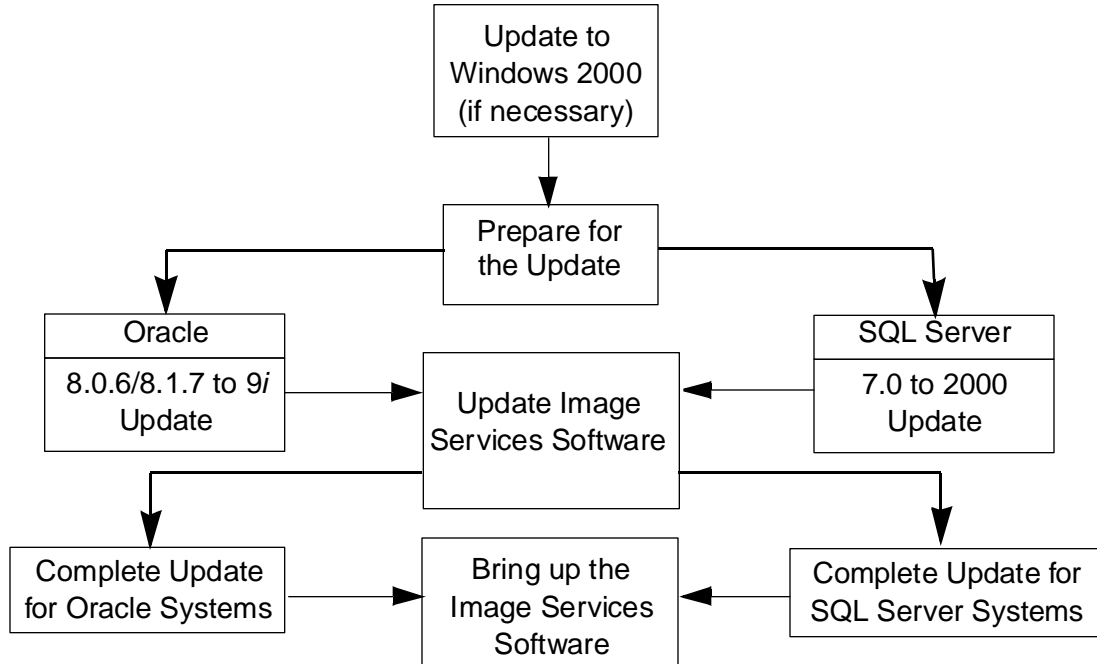
The following flowchart outlines the various paths that can be taken to update your software. It provides a “snap shot” of the different paths that are available to you. The path you follow will depend on the type and version of the Relational Database Management Software (RDBMS) that you have installed on your server.

Notice that in every case, you first update the required RDBMS software, and then update the FileNet software before completing the RDBMS update procedures. This process is required because, to complete the RDBMS update some FileNet utilities must be run, and these utilities are not available until the FileNet software is updated.

This flowchart only provides a visual representation of the update path that is taken for each type and version of RDBMS. It is not necessary to refer to this flowchart once you begin your update. Instead, hyper-

text links are provided at the end of specific procedures to enable you to jump past unnecessary sections, and lead you directly to the next procedure required for your update.

Note If you need to update your operating system from NT 4.0 to Windows 2000, do this **BEFORE** you update the RDBMS and FileNet software.



CSS Worldwide Customer Support

The following sub-sections describe various support documents and tables that will give you additional, up-to-the-minute information concerning your update. These are all available on the FileNet Web site at <http://www.css.filenet.com>. Login to Worldwide Customer Support to review these topics.

Release Notes for Image Services 4.0.0

The Release Notes file is available in two places.

- The Image Services 4.0.0 CD-ROM in location, \relnotes.htm
- The FileNet website at <http://www.css.filenet.com>.

Since the latest Release Notes are located on the FileNet website, it is **highly recommended** that you obtain the Release Notes file from that location instead using the file on the IS 4.0.0 CD-ROM.

The Release Notes contain valuable information you need to update and configure Image Services software. Do not start the update without first reading the Release Notes.

Pay special attention to the “**Patches**” mentioned in the Release Notes. (Search for the keywords **PRE-UPDATE** and **REQUIRED** to locate information about Windows Server, Oracle, Microsoft SQL Server and Image Services patches that need to be applied before starting this update.) Image Services patches are located on the FileNet Web site.

Note If you are planning to update an Image Services/Document Services Coexistence system, search through the Release Notes file for the latest information using the key words **IS/DS Coexistence**.

Release Dependency Spreadsheet

Review the Release Dependency spreadsheet for information that might be pertinent to the entire system configuration. The Release Dependency spreadsheet contains software compatibility information for client workstations, fax servers, and printer servers.

You may see this spreadsheet referred to as the Support Matrix or the Compatibility/Dependency Matrix.

Note Version 3.6 or higher of the Image Services Toolkit (formerly known as WAL) is required when running Image Services 4.0.0 and the IS Toolkit on the same server. Make sure any IS Toolkit SCRs listed in the Release Dependency spreadsheet have been downloaded and installed.

Update Prerequisites

The following prerequisites must be satisfied before you update your system.

Windows 2000 Operating System

Only the Windows 2000 Operating System, with Service Pack 3, is supported with this release of Image Services software. Therefore, all Windows NT 4.0 systems must be updated to Windows 2000. Update your operating system **BEFORE** you update the RDBMS and FileNet software.

Note

The service pack can be downloaded from:

<http://www.microsoft.com/downloads/search.asp?>

Update RDBMS Software

The RDBMS software must be updated **before** updating the Image Services software. However, beginning with this release of Image Services, the procedures for updating Oracle or Microsoft SQL Server database software are found in two locations.

- If you are updating a **FileNet-controlled** RDBMS, the procedures are located in **Chapter 3, “Updating RDBMS Software,” on page 44** of this document.
- If you are updating a **Site-controlled** RDBMS, the procedures are found in a new document, **Guidelines for Installing and Updating RDBMS Software on Windows Servers.**

Refer to the appropriate chapter, or document, to update the RDBMS software **before** you update the Image Services software.

Hardware Requirements

To complete the update procedures in this document, your server must meet the following minimum hardware requirements.

- Minimal Processor: 800Mhz Pentium
- 256 MB or more memory per CPU (512 MB recommended)

Tip To check the amount of memory, logon on the server as **fns** or **Administrator**. From the Command Prompt window, enter the **winmsd** command, click the *Memory...* tab, and look for the entry that says *Physical Memory Total*:

- A tape device (e.g., DAT Cartridge, 8mm, QIC, etc.) (Record the tape device type here: _____.)
- An NTFS file system with the required amount of disk space as described in the Total Disk Space section below.

Tip To see how much disk space is available, use the *Windows Explorer*, and select the drive where you plan to install the Image Services software. The available disk (free) space appears in the message area at the bottom of the window. Refer to the *FileNet Disk Sizing Spreadsheet* for actual FileNet dataset sizes.

- A modem installed (and configured for operation) on your server
- An HP Optical Disk Library (optional)

Minimum Disk Space

For FileNet Image Services software, minimum datasets, and Oracle, or Microsoft SQL Server software:

- At least 6.5 GB with Oracle
- At least 4.35 GB with Microsoft SQL Server

These sizes include a 30% growth factor.

Note The Windows 2000 Operating System itself requires at least 3GB of disk space.

Minimum Disk Space Requirements

For FileNet Image Services software, RDBMS software, and temporary working storage, this update requires the following minimum disk space for Combined Root/Index servers and Storage Library servers.

Software	SQL Server Combined or Root/Index Server	Oracle Combined or Root/Index Server	Storage Library Server
Windows Operating System	3 GB	3 GB	3 GB
FileNet datasets	1 GB	1 GB	1 GB
SQL Server 2000 Software	350 MB	-	-
Oracle 9i Software	-	2 GB	-
Free space on drive c: for Oracle installation software*	-	500 MB*	-
Total disk space	4.35 GB	6.5 GB	4 GB

* This space is required for decompressing Oracle files from the media onto the c: drive, and is only needed temporarily for the update. These files are automatically deleted when the update is finished. If desired, this space can be moved to another drive by setting the TEMP variable.

To check your free disk space, open the Windows Explorer, right click on the drive containing your FileNet or RDBMS software, and choose Properties.

Software Requirements

To complete the update procedures in this document, your server must have the following software.

Windows 2000 Operating System Software

The following Windows 2000 operating systems are supported with this release of Image Services software.

- Windows 2000 Server
- Windows 2000 Advanced Server
- Windows 2000 Datacenter Server (for Unisys ES7000 Server)

In addition, you must also install Windows 2000 Service Pack 3.

You can download the service pack from: <http://www.microsoft.com/downloads/search.asp?>

Note Be sure to update to Windows 2000 **BEFORE** you update the RDBMS and IS software.

FileNet Software Media

Image Services media: *Image Services 4.0.0 for Windows Server*, CD-ROM release media (The CD-ROM includes COLD 4.0.0 software)

RDBMS Software Media

Depending on the RDBMS software currently installed on you system, you will need one of the following media:

- *Microsoft SQL Server 2000* CD-ROM
- *Oracle9i Release 2 Enterprise/Standard Edition* CD-ROM's

Note The Oracle media CD-ROM's are **not** shipped with the FileNet Image Services software.

Also required for Oracle are:

- Oracle patch set version 9.2.0.2
- Oracle 9.2.0.2.1 patch 3 (patch number 2901676)*

* The Oracle 9.2.0.2.1 patch 3 corrects a problem with the US7ASCII character set. If you plan to use a different character set, such as WE8ISO8859P1, this patch is not required.

Oracle patches can be downloaded from the Oracle MetaLink Web site at: <http://www.oracle.com/support/metalink/index.html>.

Note At the time this document was published, Oracle Patch Set 3 (9.2.0.3) did not include the fix for the US7ASCII problem, and no equivalent patch for Patch Set 3 was available. However, Oracle may include this patch in subsequent Patch Sets. Check the Image Services 4.0.0 Release Notes on FileNet's Web site <http://www.css.filenet.com> for the latest news.

Communication Software

In order to enable FileNet engineers to remotely manage products that are installed on servers running a Windows 2000 operating system, pcANYWHERE32 TCP Remote Control Service software must be installed on your server.

For information on installing pcANYWHERE32, refer to Appendix A in the [*Installation and Configuration Procedures for Windows Server, Release 4.0.0*](#)

Debugger

The debugger program is required for Image Services 4.0.0. The debugger enables FileNet support personnel to troubleshoot both FileNet and Windows-related problems and must be installed on each Image Services server.

To determine if the debugger is already installed, use the Windows Explorer to locate the file **Windbg** on each Windows 2000 server. If this file is present, the debugger is installed.

If this file is *not* present, and if the media and license are available, we recommend that you install it. Contact your Microsoft retailer for complete ordering information.

Installations Running Content Services

If your system is running Content Services and IS software on the same server with Microsoft SQL Server, the order that you update your software is critical. You must update the Microsoft SQL and IS software first, in the order indicated in this document.

Only after updating the Microsoft SQL Server and IS software, should you update the Content Services software to 5.2.

Related Documentation

As you read this document you may see references to other documentation, or Online Help, that you might need to reference. This information is listed below.

[System Administrator's Companion for Windows Server](#)

[System Administrator's Handbook](#)

FileNet Image Services - System Configuration Editor Online Help

Note For information on Microsoft or Oracle products, refer to the documentation that came with your software.

2

Preparing for the Update

Before you begin the procedures in this document there are a few steps that must be taken to ensure a successful update of the software.

FileNet Technical Consultant/ValueNET Partner Tasks

At least four weeks prior to the update, the FileNet Technical Consultant or the ValueNET Partner **must** do these tasks:

- Schedule the update with the FileNet Upgrade/Install Assurance Team and access the team's latest list of current scheduling procedures.
- Copy the Image Services CDB file. Send this file to the Upgrade/Install Assurance Team at upgrade@filenet.com.

- Run spacerpt. Send the results to the Upgrade/Install Assurance Team, and keep a printed copy for comparison after the update is complete.

When you send a file or output to the FileNet Upgrade/Install Assurance Team, you can either:

- a FTP the file from the server to a client PC so you can easily copy the file to a floppy disk, or...
- b Send the file to the FileNet Upgrade/Install Assurance Team via e-mail at upgrade@filenet.com.

Check Current Software Release

Before updating your software, check the current versions of the software you are currently running.

Windows Operating System

You must be running Windows 2000 to run this release of Image Services software. If you are running Windows NT 4.0, you must upgrade to the Windows 2000 Operating System **BEFORE** you update your RDBMS and IS software.

Run Readiness Analyzer

Prior to updating the Windows operating system you must run the Readiness Analyzer to ensure that the existing NT 4.0 operating system is ready to be upgraded. The Readiness Analyzer will check the hardware, software, and installed applications to make sure they are all Windows 2000 compliant.

From a command prompt enter the following command:

```
<drive>:\i386\winnt32\checkupgradeonly
```

Note If any problems are found, they must be resolved before you continue with the update.

FileNet and RDBMS Software

Check your current version of FileNet and RDBMS software to see if it can be updated with this document. To see what versions of software can be updated with this document, see [“Update Paths” on page 14](#).

To find out which FileNet IDMIS software release is currently running on your system, open the FileNet System Configuration Editor and check the System Attributes tab.

To find out which RDBMS software release is currently running on your system, do the following:

- For Oracle, use the FileNet System Configuration Editor and check the Relational Databases tab, Oracle sub tab.

- For Microsoft SQL Server, click Start on the task bar and then click Programs. Microsoft SQL Server is in the Programs list and the SQL Server version number is in the title.

Verify the System Serial Number

Use the **ssn** command to display the system serial number. At a Command Prompt, enter the following command:

```
ssn
```

Important!

The 10-digit ssn, which is assigned by FileNet, is written onto all storage media and **must** be unique for each Image Services system. If you have more than one Image Services system (domain), each **must** use its own unique ssn to prevent potential problems if media are ever transferred from one IS system to another.

Update Rollback Segments

The Oracle Universal Installer cannot install Oracle9i until the rollback segments have been expanded. FileNet provides software to do this automatically for FileNet-controlled Oracle systems.

Note If you have a Site-controlled Oracle system, the DBA should consult the Oracle documentation for information on updating rollback segments.

If your current release of Image Services software is:

IDMIS 3.5.0 SP3 or IS 3.6 SP2

the necessary files are already on your server. Skip to [Step 2](#).

Otherwise, continue with the next step.

- 1 Contact the FileNet Upgrade/Install Assurance Team to download the following files:
 - Copy **oraaltrbs8** into the **\fnsw\bin** directory.

- Copy **fn_oraaltrbs8.sql** into the **\fnsw\oracle** directory.
- 2 Enter the following command to start the Oracle software:

```
fn_util startpdb
```

- 3 Make sure all FileNet production rollback segments are online. (If they're listed in the init.ora file, they will be.)

Use **svrmgr30** to execute the following select statement to report the status of the rollback segments:

```
select segment_name, owner, status from  
dba_rollback_segs;
```

The expected output will be similar to this:

SEGMENT_NAME	OWNER	STATUS
SYSTEM	SYS	ONLINE
RSYS	SYS	OFFLINE
RS0	PUBLIC	ONLINE
RS1	PUBLIC	ONLINE
RS2	PUBLIC	ONLINE
RS3	PUBLIC	ONLINE

The FileNet production rollback segments should be owned by PUBLIC or SYS, and will usually have names such as RS0, RS1, and so on. (All rollback segments should be listed in the init.ora file.) A secondary SYSTEM rollback segment, usually called RSYS, may be present. It's all right if this segment is offline.

If a production rollback segment is not online, the fn_oraaltrbs.sql script will fail and produce an error message. An offline production rollback indicates a problem.

- Tip** Use your preferred text editor, such as **vi**, to examine the `init.ora` file and verify that all the rollback segments displayed by the `select` statement are also specified there. For example:

```
rollback_segment = rs0, rs1, rs2, rs3
```

If necessary, add any missing rollback segments to this line, and restart Oracle.

- 4 Update the rollback segments by entering:

```
\fnsw\bin\oraaltrbs8
```

`Oraaltrbs8` calls the `fn_oraaltrbs8.sql` script to update the rollback segments. The script runs quickly and when it's finished, the Oracle9i installation will be successful.

Exit WAL Applications

If you are running any WAL applications, you must exit these applications before you continue with this update procedure. Later in this

chapter you will need to stop the FileNet IS software, which clears WAL shared memory.

After you have exited all WAL applications, continue to the next section.

Perform System Backup

If you do not have a recent full backup of the FileNet system, especially the \fnsw and \fnsw_loc file systems, you need to backup the system datasets onto cartridge tapes. Refer to your **Systems Administrator's Companion for Windows Server**, for complete information on performing a system backup.

Shutdown the FileNet Software

- 1 If you aren't already, logon as **fns**.
- 2 Open the FileNet Task Manager and Stop the FileNet software by clicking *STOP* in the Task Manager window.
- 3 Close the FileNet Task Manager.

Update to Windows 2000 (If Necessary)

Only the Windows 2000 Operating System is supported in this release of Image Services software. If you are not running Windows 2000, you must update your operating system before you install the Relational Database software and FileNet Image Services software.

In addition updating the OS to Windows 2000, you must also install Windows 2000 Service Pack 3.

Important!

If you have not yet run the Readiness Analyzer, go back to **“Run Readiness Analyzer” on page 34** to perform this check before continuing. This step is crucial to ensure that the existing Windows NT Operating System is ready to be upgraded.

Refer to the Microsoft documentation and installation procedures to upgrade your operating system and install the required service pack.

Tip

You can download the service pack from: **<http://www.microsoft.com/downloads/search.asp>**

3

Updating RDBMS Software

This chapter contains the procedures to update **only FileNet-controlled** Relational Database software. If you are updating Site-controlled database software, use the [Guidelines for Installing and Updating RDBMS Software on Windows Servers](#) document.

If you are **not** updating FileNet-controlled Oracle or Microsoft SQL Server software, skip this chapter and continue to, [Chapter 4, “Updating Image Services Software,” on page 104.](#)

To update your **FileNet-controlled** database to Oracle 9i Release 2 software, proceed to, [“Updating Oracle Software to Oracle 9 Release 2” on page 45.](#)

To update your **FileNet-controlled** database to Microsoft SQL Server 2000, proceed to, [“Updating Microsoft SQL Server Software \(Rel. 7.0 to 2000\)” on page 87](#)

Updating Oracle Software to Oracle 9 Release 2

In this release of Image Services, only a single version of Oracle may be used on a single platform. Image Services 4.0.0 is not currently certified as compatible with the use of multiple versions of Oracle on a single Windows 2000 platform.

Note These procedures are to be used for **FileNet-controlled** Oracle instances only. If your Oracle RDBMS is Site-controlled, the Database Administrator is responsible for updating the Oracle software and the Oracle database objects. If you are updating Site-controlled database software, use the [Guidelines for Installing and Updating RDBMS Software on Windows Servers](#) document.

Oracle Update Prerequisites

Perform the following procedures before beginning the update to Oracle 9 Release 2.

- Disable Archive Logging

- Verify Current Tablespace Sizes
- Add System Table Space & Temporary Rollback Segment tr(n)
- Update Rollback Segments
- Stop Services
- Deinstall Oracle Software

Disable Archive Logging

If Archive Logging is **not** enabled on the server, skip to **[“Verify Current Tablespace Sizes” on page 50.](#)**

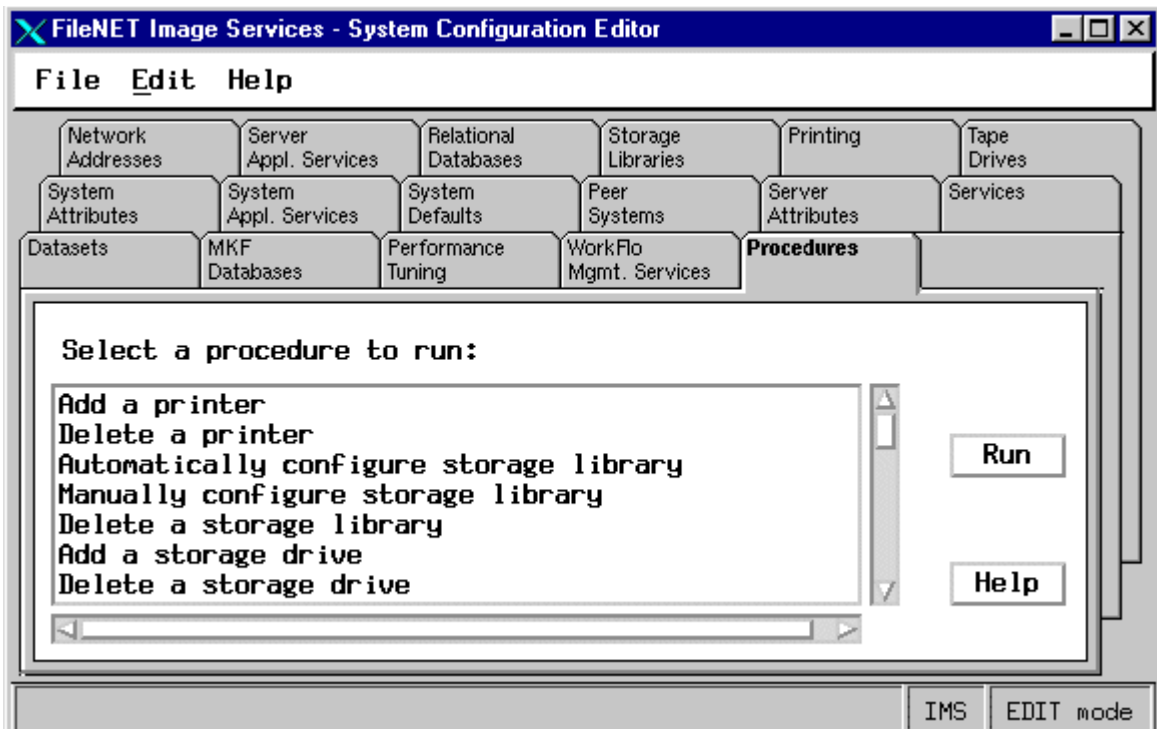
If Archive Logging is enabled on the server, you must disable it before you update the Oracle RDBMS software. To disable Oracle Archive Logging, follow these steps:

- 1 If you aren't already, logon as Windows **Administrator**.
- 2 Open the System Configuration Editor.

The Open Configuration Database dialog box will appear.

- 3** Verify that the two-part domain information is correct in the Open Configuration Database dialog box and click *OK*.
(The proper syntax is: <Domain>:<Organization>.)

The *FileNet Image Services - System Configuration Editor* window displays.



- 4 Click the *Relational Databases* tab.

The *Oracle* sub-tab should be open by default. If not, click the *Oracle* sub-tab to open it.

- 5 On the Oracle sub-tab, locate the *Log Archive Start* field. If an X appears in this field, Archive Logging is turned off. A check mark indicates that Archive Logging is turned on.

Click the field, if necessary, to turn Off Archive Logging (X in the field).

- 6 Leave the System Configuration Editor open and continue to the next procedure.

Verify Current Tablespace Sizes

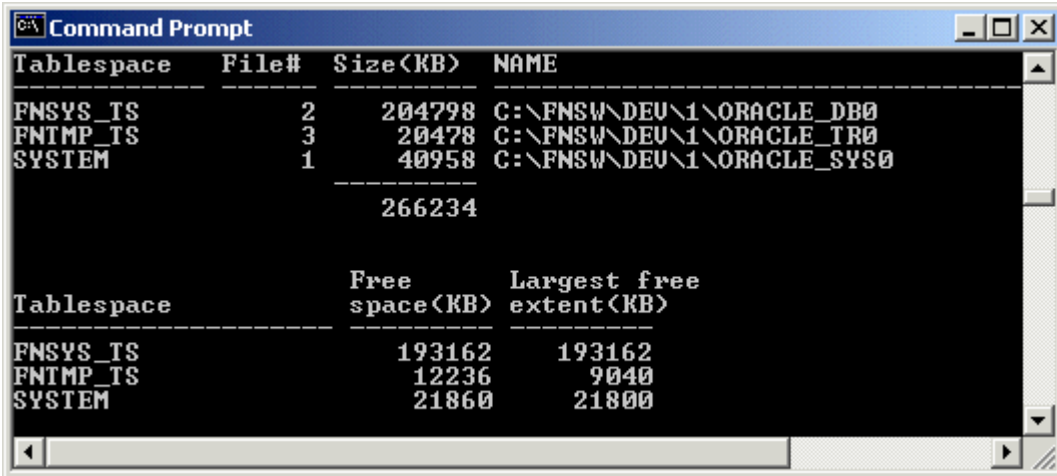
In this procedure you will run spacerpt to view the current tablespace sizes in your database.

Note Oracle must be running before you enter this command.

- 1 At a Command Prompt, enter the following command:

spacerpt

The spacerpt screen appears. Scroll down until you see tablespace data similar to the screen below.



The screenshot shows a Windows Command Prompt window with a black background and white text. It displays two tables of Oracle tablespace information. The first table lists tablespaces with their file numbers, sizes, and names. The second table shows free space and largest free extent for the same tablespaces.

Tablespace	File#	Size(KB)	NAME
FNSYS_TS	2	204798	C:\FNSW\DEV\1\ORACLE_DB0
FNTMP_TS	3	20478	C:\FNSW\DEV\1\ORACLE_TR0
SYSTEM	1	40958	C:\FNSW\DEV\1\ORACLE_SYS0
		266234	

Tablespace	Free space(KB)	Largest free extent(KB)
FNSYS_TS	193162	193162
FNTMP_TS	12236	9040
SYSTEM	21860	21800

- 2 View the screen that displays and verify the following:
 - SYSTEM tablespace has **at least** 200MB of available free space.
 - Temporary tablespace (FNTMP_TS or TS1) has a total size of **at least** 400MB.

- 3 If your system meets the above space requirements, skip to the section, **“Update Rollback Segments” on page 55.**

If your system does not meet the above space requirements, continue to the next section, **“Add System Table Space and Temporary Rollback Segment tr(n)”**.

Add System Table Space and Temporary Rollback Segment tr(n)

This procedure is used to add a system tablespace and temporary rollback segment dataset to your server.

- 1 From the Procedures tab of the System Configuration Editor, select the “Create an optional relational DB dataset” procedure and click *Run*.

Note If you have a multi-server configuration, the Select Server window will open. If this happens, select the server where you want to create the optional relational dataset, and click *Next*.

- 2 Select the “Oracle System Tablespace” option and click *Next*.
- 3 Enter the dataset path, or accept the default, and click *Next*.
- 4 For dataset size, enter at least **200 MB**, and click *Next*.
- 5 Read the fn_util updatertdb message window and click *Next*.
- 6 When you see the message, Edit procedure completed successfully, click *OK*.

- 7 At the System Configuration Editor Procedures tab, again select the “Create an optional relational DB dataset” procedure and click *Run*.

Note If you have a multi-server configuration, the Select Server window will open. If this happens, select the server where you want to create the optional relational dataset, and click *Next*.

- 8 Select the “Oracle temporary data and rollback segments” option and click *Next*.
- 9 Enter the dataset path, or accept the default, and click *Next*.
- 10 For dataset size, enter a number such that when added to the current `oracle_tr(n)` amount will total at least 400 MB, and click *Next*. For example, if you currently have 40 MB, enter 360 MB.
- 11 Read the `fn_util updaterrdb` message window and click *Next*.
- 12 When you see the message, Edit procedure completed successfully, click *OK*.

- 13 Exit the System Configuration Editor, and Save your changes.
- 14 Update the init.ora file and rebuild the Oracle configuration files by entering the following commands at a Command Prompt:

```
fn_build -a
```

```
fn_util updatertdb
```

- 15 After the fn_util program finishes, enter the following:

```
spacerpt
```

- 16 View the display and verify the new oracle_sys(n) and the new oracle_tr(n), have been added with dataset sizes you entered.

Update Rollback Segments

Your server must have two files installed before you can perform this procedure. They are: **oraaltrbs8** and **fn_oraaltrbs8.sql**. These files can be found on the FileNet Image Services CD-ROM, or you can contact the FileNet Upgrade/Install Assurance Team to download them.

Note If your current release of Image Services software is IDMIS 3.5.0 SP3 or IS 3.6 SP2, the necessary files are already on your server and you can skip to **Step 2**.

- 1 Obtain the files and install them in the following directories:
 - Copy **oraaltrbs8** to the \fnsw\bin directory.
 - Copy **fn_oraaltrbs8.sql** to the \fnsw\oracle directory.

Note Before running the next command, verify that Oracle is running.

- 2 As fnsw user, update the rollback segments by entering:

\fnsw\bin\oraaltrbs8

Note Running the command **oraaltrbs8** automatically invokes the **fn_oraaltrbs8.sql** script.

Check Value of NLS_LANGUAGE, NLS_TERRITORY, and NLS_CHARACTERSET

This procedure ensures that the NLS parameters that your relational database is currently using will match the entry in the Windows Registry Editor **after** Oracle has been updated.

- 1 Open a Command Prompt, and enter the following commands:

```
svrmgr30
```

```
connect internal
```

```
select * from nls_database_parameters;
```

The following screen appears.

```
C:\WINNT\System32\cmd.exe - svrmgr30

(c) Copyright 1997, Oracle Corporation. All Rights Reserved.

Oracle8 Enterprise Edition Release 8.0.4.0.0 - Production
PL/SQL Release 8.0.4.0.0 - Production

SURMGR> connect internal
Connected.
SURMGR> select * from nls_database_parameters;
PARAMETER                                VALUE
-----
NLS_NCHAR_CHARACTERSET                    WE8ISO8859P1
NLS_LANGUAGE                              AMERICAN
NLS_TERRITORY                             AMERICA
NLS_CURRENCY                              $
NLS_ISO_CURRENCY                          AMERICA
NLS_NUMERIC_CHARACTERS                    -_
NLS_DATE_FORMAT                           DD-MON-YY
NLS_DATE_LANGUAGE                         AMERICAN
NLS_CHARACTERSET                          WE8ISO8859P1
NLS_SORT                                  BINARY
NLS_CALENDAR                              GREGORIAN
NLS_RDBMS_VERSION                         7.3.2.2.0
12 rows selected.
SURMGR>
```

- 2 Make a note of the values for the NLS_LANGUAGE, NLS_TERRITORY, and NLS_CHARACTERSET parameters that display. These are the values that must be in the NLS_LANG item within the Windows Registry Editor after the Oracle upgrade.

Stop Services

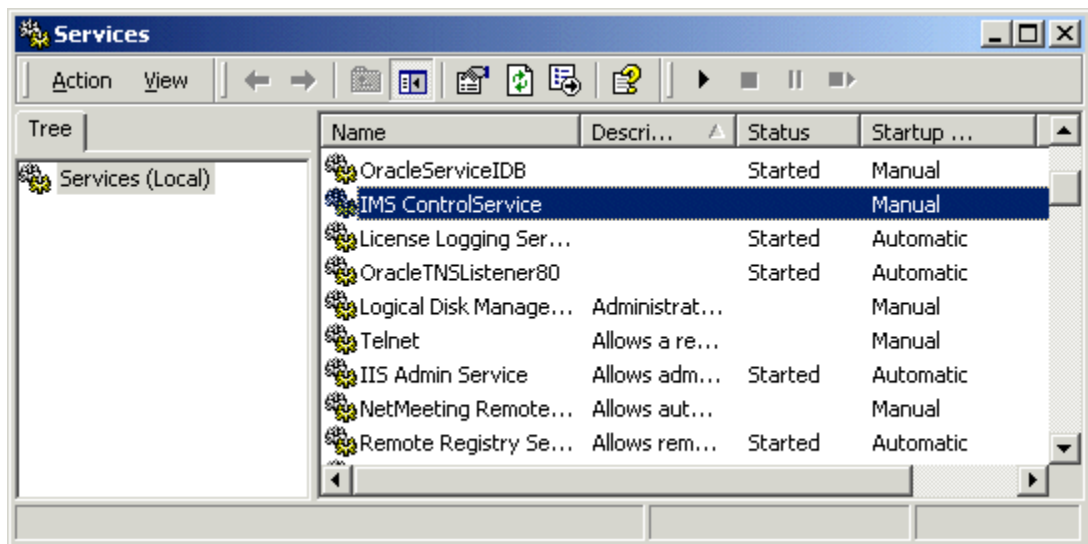
You must stop the IMS ControlService, OracleServiceIDB service, all other Oracle related services, and the Distributed Transaction Coordinator service. You must also set these services to Manual startup.

- 1 Stop the Image Services software by entering the following commands at a Command Prompt:

```
initfnsw -y stop
```

```
killfnsw -y
```

- 2 From the Control Panel, open the Administrative Tools folder and double-click the *Services* icon.



- 3 In the Services dialog box, stop the following services and set their startup type to Manual.
 - IMS ControlService

- Oracle ServiceIDB
 - All other Oracle related services that are running.
- 4 In the Services dialog box, also stop the Distributed Transaction Coordinator service and set the startup type to Manual.

Deinstall Oracle Software

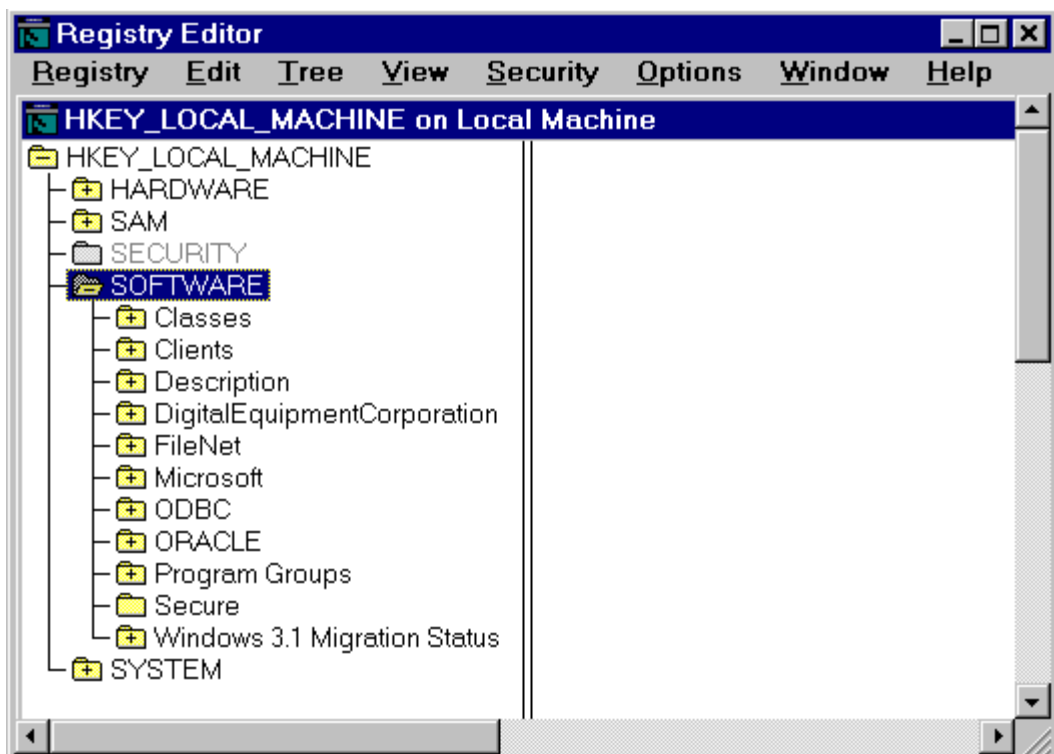
All versions of Oracle must be deinstalled before you can install the Oracle 9 Release 2 software.

- 1 If not already, log onto the system as Windows **Administrator**.
- 2 Open the Windows Registry window by entering the following at the Command Prompt:

REGEDT32

Note You can also enter the above command in the taskbar Run dialog box.

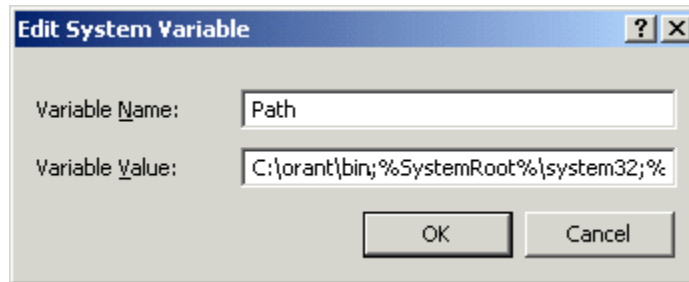
The Registry Editor window displays.



- 3 In the HKEY_Local_Machine on Local Machine window, open the *Software* directory.
- 4 Highlight the *Oracle* directory and delete it.
- 5 Using the path: System\CurrentControlSet\Services, select and delete all Oracle related services.
- 6 Close the Registry window.
- 7 Open *Windows Explorer*.
- 8 In the drive where Windows Server is installed, open the Programs folder using the path: Documents and Settings\All Users\Start Menu\Programs
- 9 Inside the Program Files folder, locate and delete any Oracle folders.
- 10 Select the disk where the Oracle software is located and delete the directory where Oracle was installed.
- 11 Close the Windows Explorer.

- 12 Remove any additional short cuts from the Desktop that point to Oracle RDBMS software.
- 13 In the Control Panel, double click the System icon.
- 14 When the System Properties window opens, click the Advanced tab.
- 15 Click the Environment Variables button to display the Environment tab.
- 16 Double-click the Path variable in the System Variables window.

The following screen appears.



- 17** Edit the Path variable by removing any information in the Variable Value field that relates to Oracle software. Then click *OK*.
- 18** In the System Variables window, check to see if the ORACLE_HOME environment variable exists. If it does, delete it and click *OK*.
- 19** Click *OK* to to close the Environment Variables window.
- 20** Clicik *OK* to close the System Properties window.
- 21** Close the Control Panel.
- 22** After de-installing software you must reboot the server so that the changes you made can take effect. Reboot your server now.

Install Oracle9i RDBMS Software

- 1 If you aren't already, logon as Windows **Administrator**.

Note Verify that the Administrator user is part of the DBA and/or ORA_DBA groups.

- 2 Copy the current init.ora file from the \fnsw_loc\oracle to \fnsw_loc\tmp.

Important This step is important as the init.ora file is used by the oracle upgrade utility later in this procedure.

- 3 Load disk 1 of the **Oracle 9i Release 2 (Enterprise or Standard Edition)** CD-ROM into the CD-ROM drive.

The Oracle9i Autorun screen appears.

- 4 Select the Install/Deinstall Products option.
The Oracle Universal Installer: Welcome screen displays next.

Note There are two editions of the Oracle9i software on CD-ROM: Oracle9i Enterprise Edition and Oracle9i Standard Edition. The installation instructions, and screens shown, in this chapter refer to the Enterprise Edition. If you are installing the Standard Edition, some screens and screen titles may appear slightly different than those shown in this document.



- 5 At the Welcome screen, Click *Next* to continue.

The File Locations dialog box appears.

File Locations

Source...

Enter the full path of the file representing the product(s) you want to install:

Path:

Destination...

Enter or select an Oracle Home name and its full path:

Name:

Path:

- 6 Enter the Oracle Home name and full Path or accept the defaults, and click the *Next* button.

After the Product Information has been loaded, the Available Products dialog box appears.

Available Products

Select a product to install.

Oracle9i Database 9.2.0.1.0

Installs an optional pre-configured starter database, product options, management tools, networking services, utilities and basic client software for an Oracle database server.

Oracle9i Management and Integration 9.2.0.1.0

Installs the management server, management tools, Oracle Internet Directory, Oracle Integration Server, networking services, utilities and basic client software.

Oracle9i Client 9.2.0.1.0

Installs enterprise management tools, networking services, utilities, development tools and precompilers and basic client software.

- 7 In the Available Products screen, choose Oracle9i Database 9.2.0.1.0 and click *Next*. The Installation Types screen appears.

Installation Types

Oracle9i Database 9.2.0.1.0

What type of installation do you want?

- Enterprise Edition (2.86GB)

Provides data management for high-end applications such as high volume on-line transaction processing (OLTP) environments, query-intensive data warehouse and demanding Internet applications. Delivers tools and functionality to meet the availability and scalability requirements of mission-critical applications.

- Standard Edition (2.80GB)

Targeted for workgroup or department-level applications. Includes an integrated set of management tools, full distribution, replication, web features and facilities for building business-critical applications.

- Personal Edition (2.80GB)

Supports single user development and deployment that require full compatibility with Oracle9i Enterprise Edition and Oracle9i Standard Edition.

- Custom

Enables you to choose individual components to install.

- 8 Select Custom and click *Next*. The Available Product Components screen displays.

Available Product Components

Oracle9i Database

The following are components that you can install as part of Oracle9i Database. Which of these components do you want to install?

Components	Install Status
<input checked="" type="checkbox"/> Oracle9i Database 9.2.0.1.0	New Install
<input checked="" type="checkbox"/> Oracle9i 9.2.0.1.0	New Install
<input type="checkbox"/> Enterprise Edition Options 9.2.0.1.0	Not Installed
<input type="checkbox"/> Oracle Advanced Security 9.2.0.1.0	Not Installed

- 9 When the Available Product Components screen appears, select the Oracle products to install.

Important!

For FileNet-controlled installations, install **ONLY** the products listed below that have checkmarks.

Tip

Each listed item has an associated icon and checkbox. An icon with a plus sign indicates if there are additional subordinate items. You can list those additional items by clicking on the icon.

Placing a **check** in the checkbox indicates that you have selected the item. Be sure to **uncheck** any products that you do not want to install.

Select the following products, with checkmarks, and deselect all others:

✓ Oracle 9i Database 9.2.0.1.0

✓ Oracle 9i 9.2.0.1.0

Enterprise Edition Options 9.2.0.1.0

Oracle Advanced Security 9.2.0.0.0

Oracle Partitioning 9.2.0.1.0

Oracle Spatial 9.2.0.1.0

Oracle Label Security 9.2.0.1.0

Oracle OLAP 9.2.0.1.0

Oracle Data Mining 9.2.0.1.0

Oracle COM Automation Feature 9.02.0.1.0

✓ Oracle Net Services 9.2.0.1.0

✓ Oracle Net Listener 9.2.0.1.0

Oracle Connection Manager 9.2.0.1.0

Oracle Names 9.2.0.1.0

Oracle Enterprise Manager Products 9.2.0.1.0

✓ Oracle9i Development Kit 9.2.0.1.0

Oracle C++ Call Interface 9.2.0.1.0

✓ Oracle Call Interface (OCI) 9.2.0.1.0

Oracle Objects for OLE 9.2.0.4.4

Oracle ODBC Driver 9.2.0.1.0

Oracle Provider for OLE DB 9.2.0.1.0

Oracle Programmer 9.2.0.1.0

Oracle XML Developer's Kit 9.2.0.0.0

Oracle9i Windows Documentation 9.2.0.1.0

Oracle HTTP Server 9.2.0.1.0

Oracle Windows Interfaces 9.2.0.1.0

Oracle Transparent Gateways 9.2.0.1.0

iSQL*Plus 9.2.0.1.0

Oracle JDBC/OCI Interfaces 9.2.0.1.0

- 10** Click *Next* in the Available Product Components dialog box to continue.

After the Oracle products have been loaded, the Component Locations screen appears.

Component Locations

Oracle9i Database 9.2.0.1.0

You can change the destination locations for Non OracleHome components:

Oracle Remote Configuration Agent 9.2.0.1.0

Oracle Universal Installer 2.2.0.12.0

Java Runtime Environment 1.3.1.1.0a

Java Runtime Environment 1.1.8.16.0

Show all components to be installed

Destination Location for Oracle Remote Configuration Agent 9.2.0.1.0 :

c:\orant\oracle.mmc.config

Change Location...

Available Disk Space on: C:\ 2.65GB

Required Disk Space for C:\ 2.16GB

Total Required Disk Space: 2.16GB

Show all available volumes

- 11** a In the Component Locations screen, check that the Available Disk Space on: field has the correct drive selected for the Oracle Home Location and note the disk space available. It should be more than the Required Disk Space indicated to the right.

Note If a red hand appears in the required disk space area, you will have to allocate more space for your file system.

- b After checking the available disk space, click *Next*.

The Create Database screen appears.

Create Database

If you want to create a new database, Oracle recommends using the Oracle Database Configuration Assistant. This tool provides a simple, graphical method for creating a database, and can be automatically launched at the end of installation. Do you want to create a new database by using this tool?

Yes

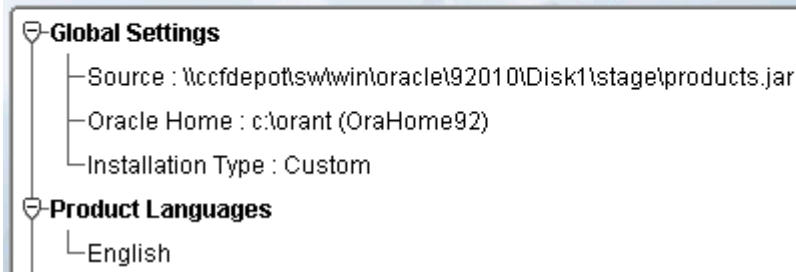
No

- 12 In the Create Database screen, select *No* and click *Next*.

The Summary screen opens.

Summary

Oracle9i Database 9.2.0.1.0

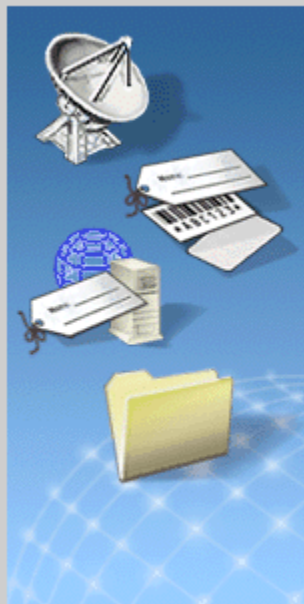


- 13** In the Summary screen, check the global settings, verify the products that will be installed, and click the *Install* button at the bottom.

The install screen appears indicating the progress of the installation. The installation may take a few minutes to complete.

When the install finishes, the Oracle Net Configuration Assistant: Welcome screen appears.

Oracle Net Configuration Assistant: Welcome



Welcome to the Oracle Net Configuration Assistant. This tool takes you through the following common configuration steps:

Directory Usage Configuration

Listener configuration

Naming Methods configuration

Or, you can choose to have the Oracle Net Configuration Assistant complete a typical configuration for you. Press Help for more information.

Perform typical configuration.

Cancel

Help

< Back

Next >

- 14 In the Net Configuration Assistant: Welcome screen, put a check mark in the Perform typical configuration checkbox, and click *Next*.

The Configuration Tools screen appears showing the status of the Net Configuration Assistant.

Configuration Tools

The following tools will be automatically started for you:

These tools are optional.

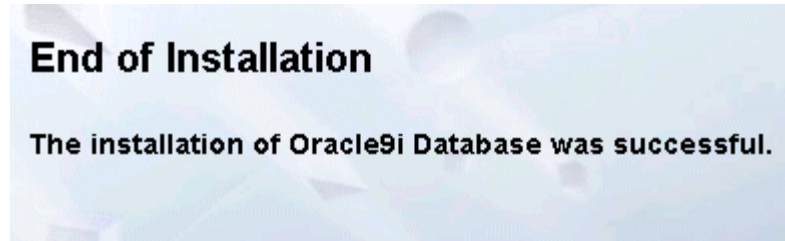
It is recommended, although not required, that these tools be run successfully.

Tool Name	Status
<input checked="" type="checkbox"/> Oracle Net Configuration Assistant	in progress...
Agent Configuration Assistant	pending...

Retry

Stop

- 15 When the optional tools are finished, click *Next* to continue.



- 16 When the End of the installation screen appears, click *Exit*.
- 17 Click *Yes*, to confirm your decision to exit the Oracle installation.
- 18 Remove the Oracle CD-ROM and store it in a safe place.

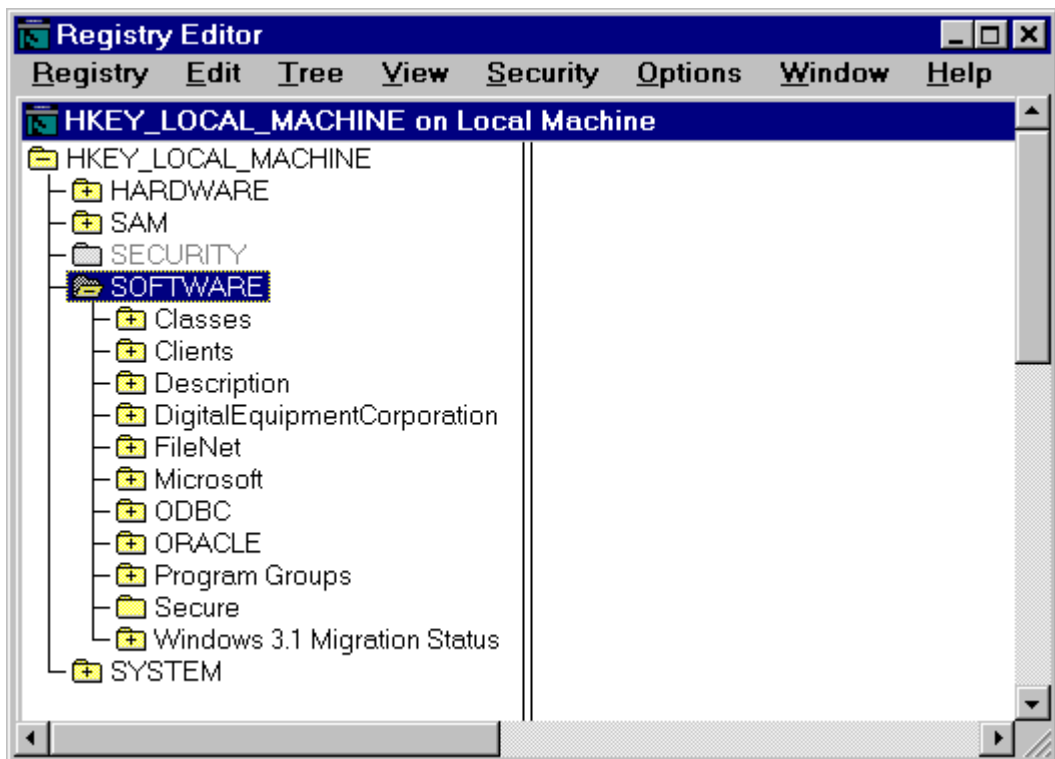
Verify/Edit the NLS_LANG Item

In this section, you will verify that the NLS parameters in the Windows Registry Editor have not changed after Oracle was updated. The parameters for Oracle, noted in the section, **“Check Value of NLS_LANGUAGE, NLS_TERRITORY, and NLS_CHARACTERSET” on page 57**, must match the parameters in the Windows Registry Editor.

- 1 Open the NT Registry window by entering the following command at a Command Prompt:

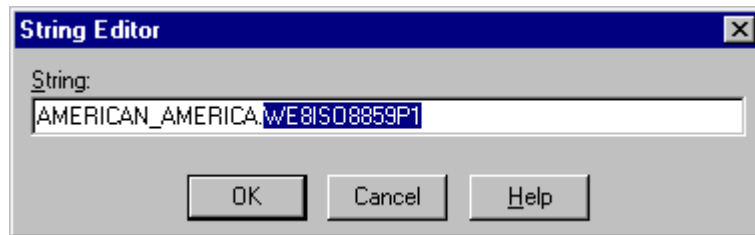
REGEDT32

Note You can also enter the above command in the taskbar Run dialog box.



- 2 In the HKEY_Local_Machine on Local Machine window, open the *Software* folder.
- 3 Locate and open the *Oracle* folder.
- 4 Locate and double click on the NLS_LANG item.

The String Editor dialog box appears.



The first parameter in the String Editor dialog box is the NLS_LANGUAGE value (AMERICAN), the second is the NLS_TERRITORY value (AMERICA), and the third is the NLS_CHARACTERSET value (WE8ISO8859P1).

- 5 Verify and replace, if necessary, the NLS_LANGUAGE, NLS_TERRITORY, and NLS_CHARACTERSET values with the values you noted in the section, **“Check Value of NLS_LANGUAGE, NLS_TERRITORY, and NLS_CHARACTERSET” on page 57.**
- 6 Click the *OK* button to accept these changes and close the String Editor dialog box.
- 7 Close the Registry Editor window.
- 8 Continue with **Chapter 4, “Updating Image Services Software,” on page 104.**

Updating Microsoft SQL Server Software (Rel. 7.0 to 2000)

Follow the procedures in this section to update your Microsoft SQL Server software from release 7.0 to 2000.

Note These procedures are to be used for FileNet-controlled SQL Server instances only. If your SQL Server RDBMS is Site-controlled, the Database Administrator is responsible for updating the SQL Server software and the SQL Server database objects. If you are updating Site-controlled database software, use the [Guidelines for Installing and Updating RDBMS Software on Windows Servers](#) document.

Microsoft SQL Server Update Prerequisites

Before beginning the update of Microsoft SQL Server software there are a few prerequisites that must be completed.

Stop Services

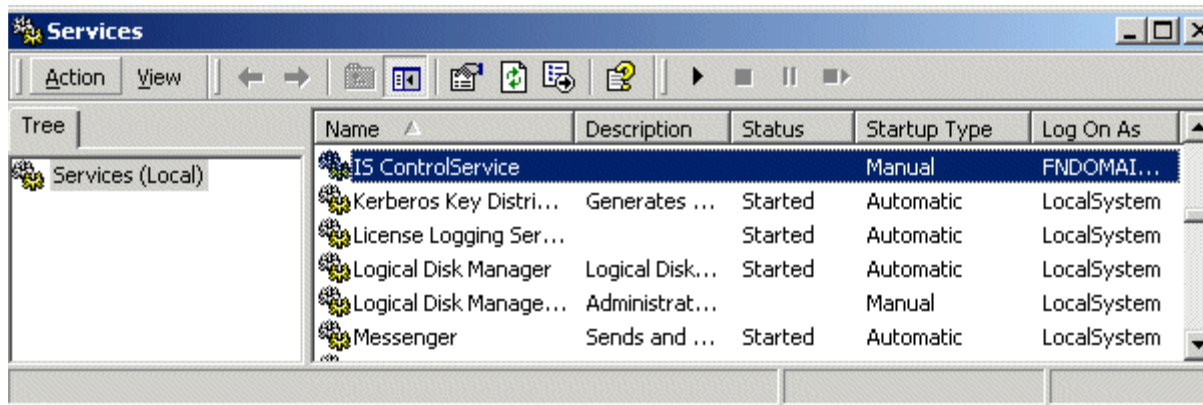
You must stop the IMS ControlService, the Microsoft SQL Server service, the SQL Executive service and the MSDTC service. You must also set these services to Manual startup.

- 1 Stop the IS software by entering the following commands at a Command Prompt:

```
initfnsw -y stop
```

```
killfnsw -A -y
```

- 2 Open the Control Panel and double click the *Services* icon.



- 3 In the Services window, stop the following services:
IMS ControlService, and **any** SQL Server Service that may be running.
e.g., MSDTC, MSSQLServer, and the SQLServerAgent service.

Note Not all the above services may be running on your system.

- 4 Verify that the Startup mode is set to Manual for each of the above services. If necessary, set each service to Manual.

- 5 Close the Services window.

Shutdown All Applications

Before updating Microsoft SQL Server software, make sure that any other applications are shut down. This is especially important, if you have any applications running that are using ODBC drivers. If these applications are left running, they may cause installation errors.

Microsoft Internet Explorer

Microsoft Internet Explorer 5.01 or later must be installed. You can download it from: <http://microsoft.com/windows/ie/default.htm>

Check for SQL Server Race Condition

When you upgrade a server from Microsoft SQL Server 7.0 to SQL Server 2000, the setup may fail when it executes the Messages.sql script. This results when a race occurs between the startup process of SQL Server and the process that initiates the Messages.sql script.

To identify and/or fix this problem, go to the Microsoft web site and search for Microsoft Knowledge Base Article - Q300676.

Installing Microsoft SQL Server 2000 Software

- 1 Insert the **Microsoft SQL Server 2000** CD-ROM into the CD-ROM drive.

Note There are two versions of Microsoft SQL Server 2000 software on CD-ROM: SQL Server 2000 Standard Edition and SQL Server 2000 Enterprise Edition. The screens shown in this document appear if you are using the SQL Server 2000, Standard Edition. Depending on the version of SQL software you are using, some screens and screen titles may appear slightly different that those shown in this document.

The following screen appears.

Microsoft[®] **SQL Server 2000** **Standard Edition**



SQL Server 2000 Components



SQL Server 2000 Prerequisites



Browse Setup/Upgrade Help



Read the Release Notes

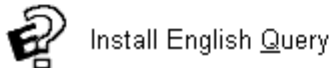
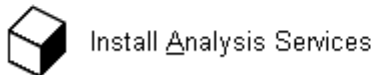
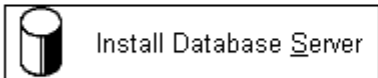


Visit Our Web Site

- 1 In the Microsoft SQL Server 2000 window, click *SQL Server 2000 Components*.

Microsoft SQL Server 2000 Standard Edition

Install Components



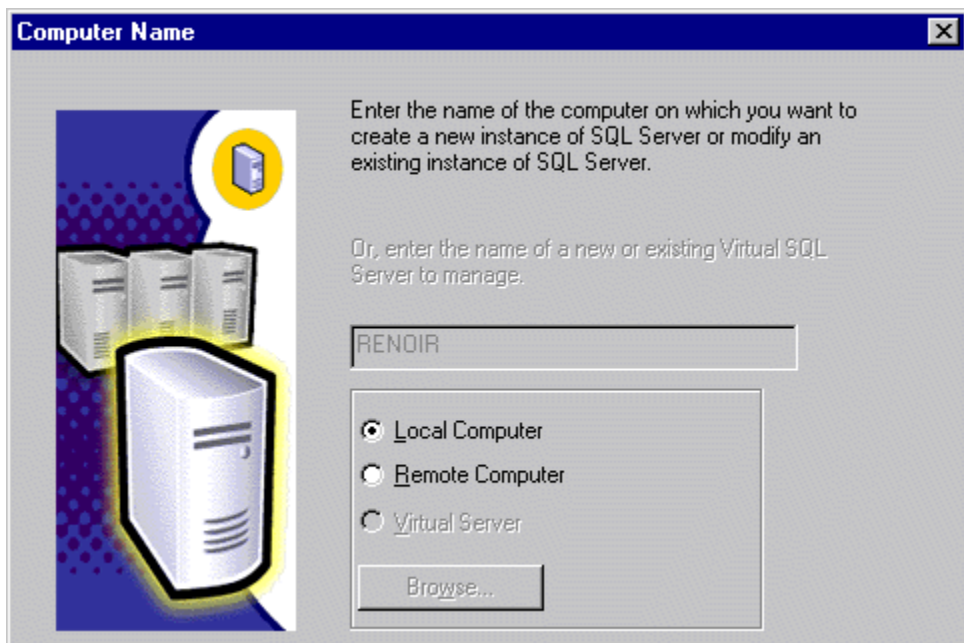
SQL Server 2000 provides rich and robust support for scalable database solutions.

- 2 Click *Install Database Server*.

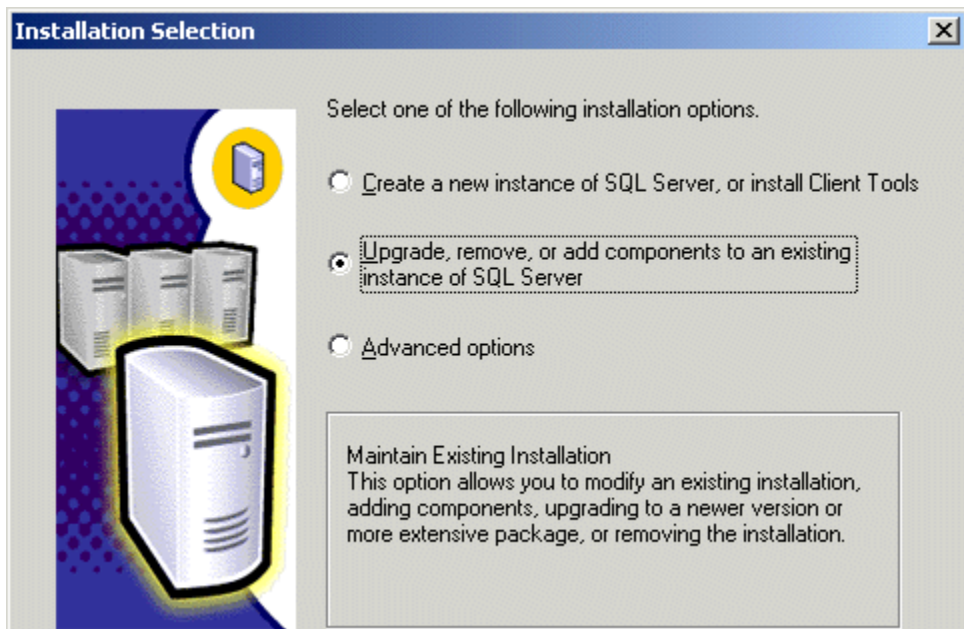
The Welcome screen appears.



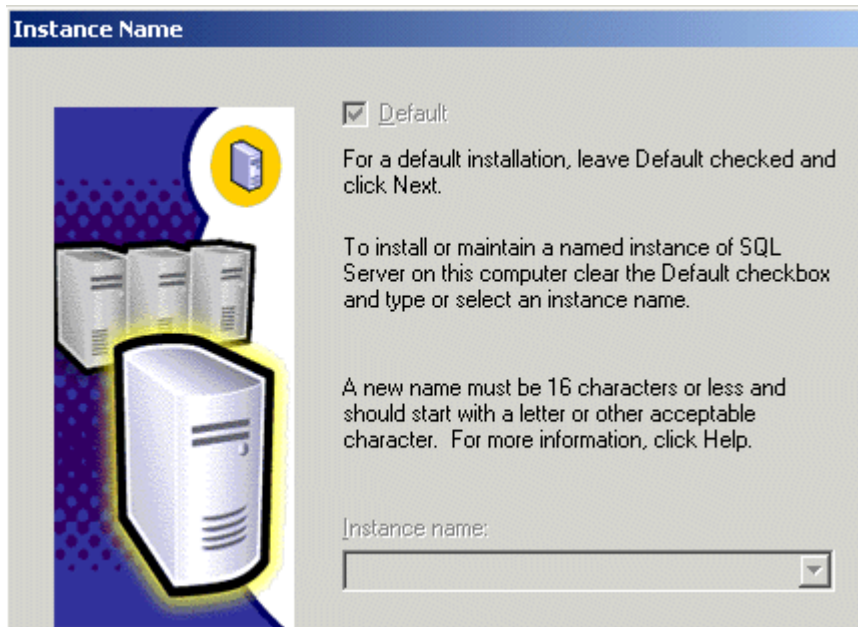
- 3 When the Welcome screen appears, click *Next*.



- 4 Select *Local Computer* and click *Next*. The Installation Selection dialog box appears.




- 5 Select *Upgrade, remove, or add components to an existing instance of SQL Server* and click *Next*. The Instance Name dialog box opens.



- 6 In the Instance Name dialog box, click *Next*. The Existing Installation dialog box appears.

Existing Installation

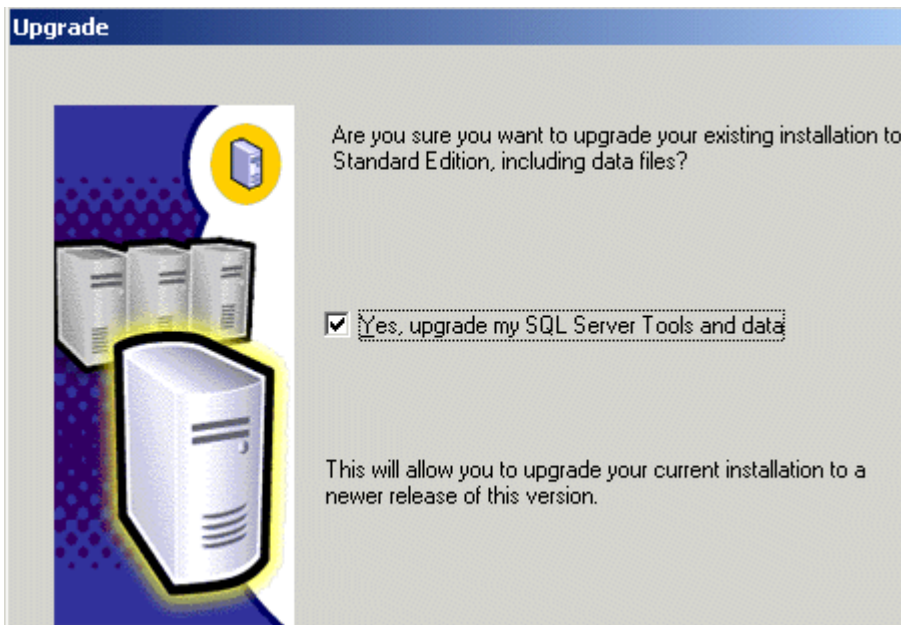


Select one of the following to change your installation.

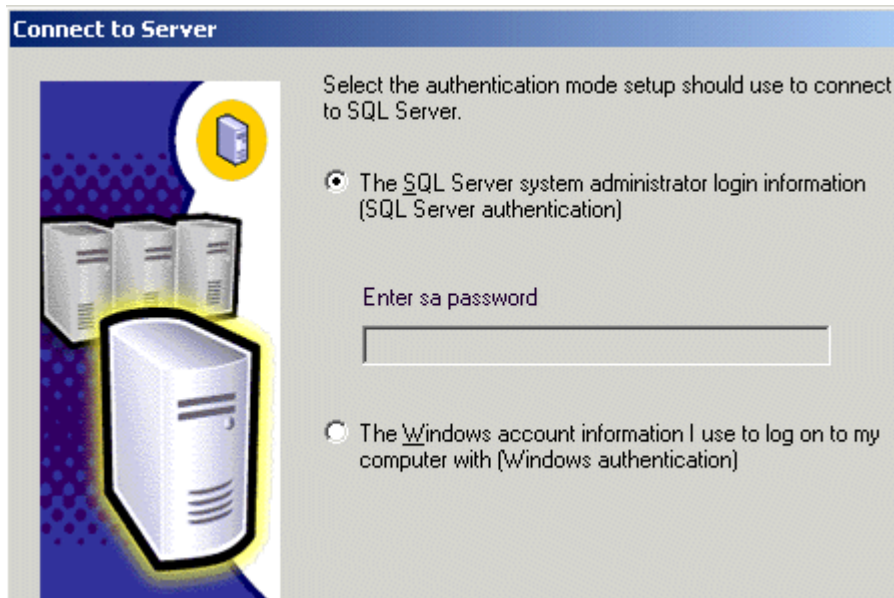
- Add components to your existing installation
- Uninstall your existing installation
- Upgrade your existing installation
- Upgrade your existing installation to a clustered installation

This option allows you to upgrade your existing installation to a newer version, or to add components if you purchased a SQL Server version with more features.

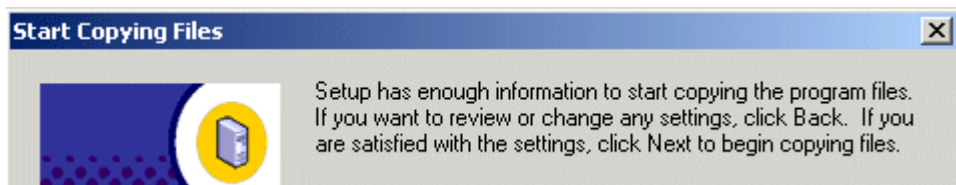
7 Select *Upgrade your existing installation* and click *Next*.



- 8 In the Upgrade dialog box, verify that the checkbox is checked (Yes, upgrade my SQL Server Tools and data) and click *Next*.



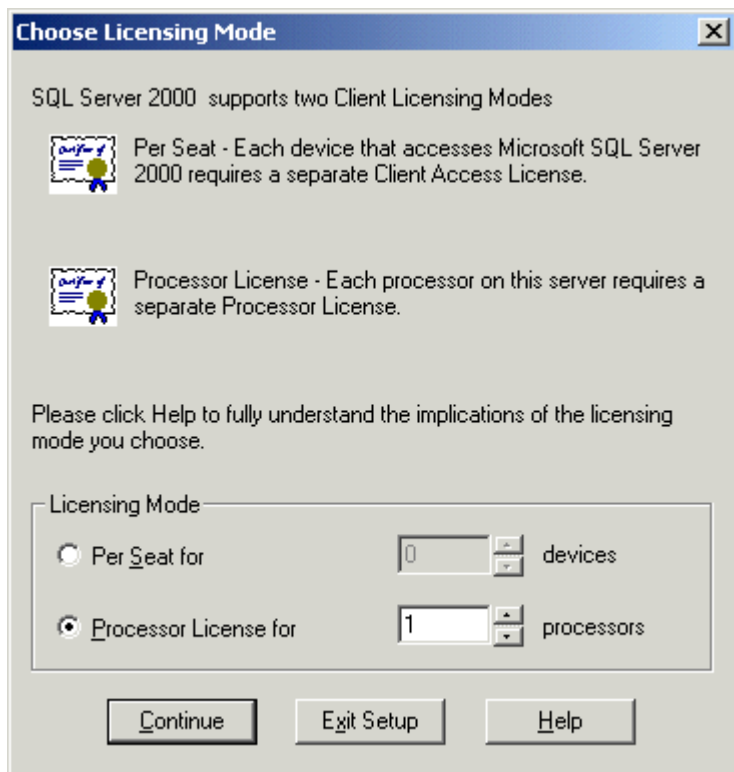
- 9 In the Connect to Server dialog box, select *The SQL Server system administrator login information (SQL Server authentication)* radio button, enter the sa password, and click *Next*.



- 10 When the Start Copying files window appears, click *Next*.

Note The copy process may take several minutes.

The Choose Licensing Mode dialog box appears next.



- 11 Choose the license mode for your site. Select either the, *Per Seat* or *Processor License* for radio button, then choose the number of devices or processors as needed, and click *Continue*.

In a few moments a screen appears showing the status of the software as it is being updated. The time required to complete the update will depend on the speed of your computer.

- 12 When setup is complete the Setup Complete screen appears. Click *Finish*.
- 13 When prompted to reboot the server, click Yes.
- 14 Continue to **Chapter 4, “Updating Image Services Software,” on page 104.**

Updating Image Services Software

This chapter contains procedures you need to update your FileNet Image Services software.

Complete the steps in this section **ONLY** if you are updating FileNet software from any version of Releases 3.5.0 or 3.6 to the Release 4.0.0.

Note If you are updating multiple servers, use the task manager to shutdown the Image Services software on all other servers *before* updating the Root/Index server.

The Setup program attempts to perform the following functions before and during the Image Services software update process:

- Verifies the basic operating environment required to update FileNet Image Services on a Windows Server (for example, verifying

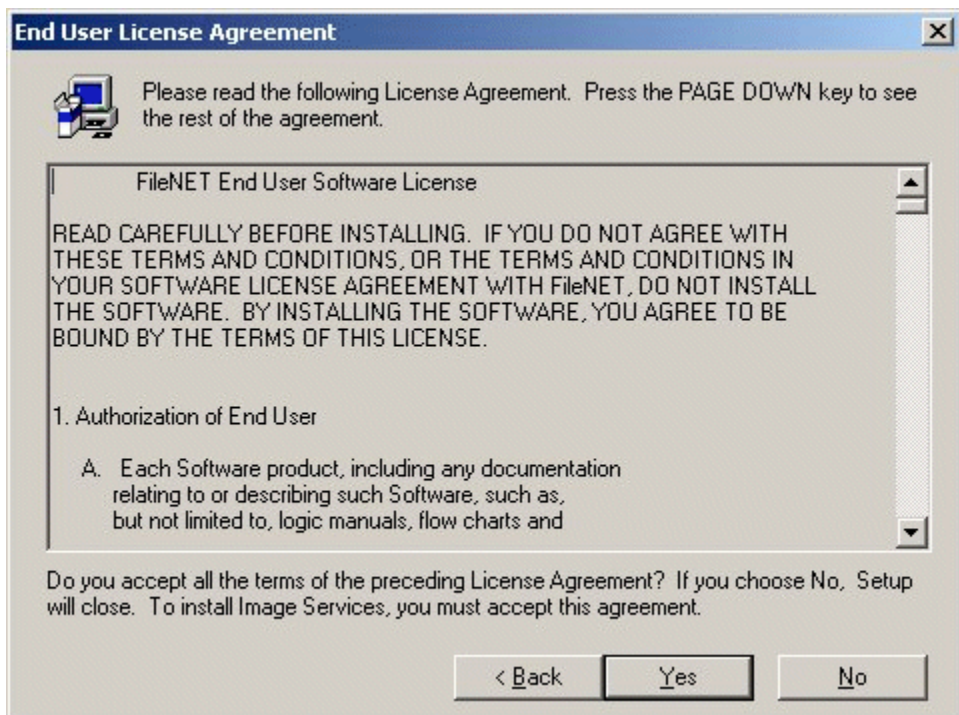
resource requirements and presence of required FileNet security group accounts).

- Verifies the Windows Operating System version required for this release
- Verifies FileNet groups and users
- Verifies advanced user rights to fnsr user
- Extracts the FileNet Image Services objects from the distribution medium and installs them to the respective target locations on the server.
- Updates basic System and FileNet specific registry keys, services, and program groups.
- Updates appropriate security restrictions on released files or other objects.

Update the Image Services Software

- 1 If you aren't already, logon as the *local* Windows **Administrator**.
- 2 Load the **Image Services 4.0.0 for Windows Server** CD-ROM into the CD-ROM drive. In a few seconds, the *Image Services* Logo screen appears followed by the *Welcome to the FileNet Image Services Setup Program* message box.
- 3 Click the *Continue* button to proceed.

The License window appears.



- 4 Read the license agreement and click **Yes**.
- 5 The System Environment window appears
- 6 Verify that the information displayed in the System Environment window is correct, and that the Image Services release number that you have requested corresponds with what the Setup Program has detected on the CD-ROM.
- 7 Click the *OK* button after you have read the above information.
- 8 An Upgrade Warning message appears, stating that Setup has detected an existing IDMIS system installed on your server. Click *OK* to continue.

The Release Notes screen appears.

- 9 Read the information in the Release Notes that pertain to Windows Server, then close the window.

Note You must *close* the Release Notes window before you can continue.

Installation Options



IS Version

Installed

3.5.0.123

This version

3.6.0.54

Install to:

Please specify drives and directory paths to install the following IS components:

DISK SPACE (KBytes)

Required Available

IS Executables

C:\FNSW

Set Drive

30937

1749589

Additional Datasets

Set Drive(s)

IS Local Files

C:\FNSW_LOC

Set Drive

30937

1749589

WINDRIVE Information

C

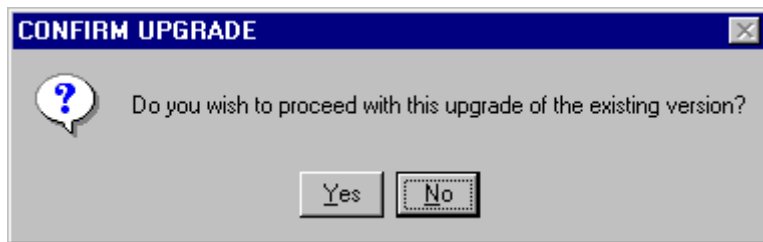
30937

1749589

- 10 In the Installation Options dialog box, the setup program lists default directories for the Image Services Executables and Image Services Local Files.

Verify the drives for IS Executables and IS Local Files are correct, and click *Install* to continue.

- 11 When the drive and directory information is correct, click the *Install* button to start the update. The following confirmation message appears:



- 12 Click the *Yes* box to continue.

- 13** If you are prompted with a message that asks if you are updating a Combined or Index Server, respond to these prompts as appropriate for your system.

The installation process now begins and will take approximately 5 -15 minutes to complete.

- 14** The next screen lists the following choices:

- *SLAC License Entry*
- *Edit Parameters*
- *Exit*

- 15** If you want to make changes to any of the installation parameters, click the *Edit Parameters* button. Once all changes (if any) have been made, click the *Exit* button to quit the Setup Program.

- 16** Unload the **Image Services 4.0.0 for Windows Server** CD-ROM from the drive, and store the CD-ROM in a safe place.

Verify TCP/IP Parameter Settings (Optional)

In this section you will verify the maximum number of available temporary ports and the length of time the server waits before reusing a closed socket ID. If either of these parameters do not yet exist, this section provides steps to define them.

Note These modifications are not required, but they have been found to be favorable for optimal FileNet performance. Unless you have set these parameters differently for other system reasons, we suggest you use these parameter settings.

- The **MaxUserPort** parameter determines the number of temporary ports that can be assigned on the server. These temporary ports are assigned by a server's IP stack from a designated range of ports for this purpose. When network traffic is extremely heavy, it's possible to run out of temporary ports unless you increase the MaxUserPort setting.
- The **TcpTimeWaitDelay** parameter determines the length of time the server waits before reusing a closed ID socket. Although the default value is typically around 240 seconds (four minutes), this

parameter can safely be reduced to as little as 30 seconds on high-speed networks.

- 1 From a Command Prompt window, enter the following command to open the Registry editor:

REGEDT32

Note You can also enter the above command in the taskbar Run dialog box.

- 2 In the HKEY_Local_Machine on Local Machine window, open the *System* folder and navigate to the Tcipip Parameters folder using this path:

SYSTEM>CurrentControlSet>Services>Tcipip>Parameters

- 3 Locate the MaxUserPort Parameter.
 - If this parameter is already set to 65535 (decimal) or FFFF (hex), skip to **Step 4 on page 115**.
 - If this parameter is less than 65535 (decimal) or FFFF (hex), you need to increase it.

- a Double-click on the entry to open the DWORD Editor dialog box.
 - b In the DWORD Editor dialog box, set the Radix to decimal or hex, and change the value to 65535 (decimal) or FFFF (hex).
 - c Click *OK*, and skip to **Step 4 on page 115**.
- If this parameter does not exist, you need to define it.
 - a From the Registry Editor Edit menu, select *Add Value*.

The Add Value dialog box opens.
 - b Enter MaxUserPort in the Value Name box, and select REG_DWORD from the Data Type box drop-down list; then click *OK*.

The DWORD Editor dialog box opens.
 - c Set the Radix to decimal or hex, enter 65535 (decimal) or FFFF (hex) in the Data box, and click *OK*.

The Registry Editor now shows the new MaxUserPort in hex.

- 4 Locate the TcpTimeWaitDelay parameter.
 - If this parameter is already set to 90 seconds (decimal) or less, skip to **Step 5 on page 116**.
 - If this parameter is more than 90 seconds (decimal), you need to reduce it.
 - a Double-click on the entry to open the DWORD Editor dialog box.
 - b In the DWORD Editor dialog box, set the Radix to decimal, and change the value to 90 or less.
 - c Click *OK*, and skip to **Step 5 on page 116**.
 - If this parameter does not exist, you need to define it.
 - a From the Registry Editor Edit menu, select *Add Value*.

The Add Value dialog box opens.

- b Enter TcpTimeWaitDelay in the Value Name box, and select REG_DWORD from the Data Type box drop-down list; then click *OK*.

The DWORD Editor dialog box opens.

- c Set the Radix to decimal, enter 90 or less in the Data box, and click *OK*.

The Registry Editor now shows the new TcpTimeWaitDelay entry in hex.

- 5 Close the Registry Editor window.

Install Required Pre-Startup Fixes

At this time, install only the fixes that directly relate to Image Services 4.0.0 initial configuration issues. Search through the Release Notes file for the key words **PRE-STARTUP** and **REQUIRED**.

Note These are only the fixes required to start the FileNet Image Services software successfully. Install any other fixes after the update has been successfully completed.

You can also retrieve the latest fixes from the FileNet CSS Web site at <http://www.css.filenet.com> or from the Tech Info CD.

Reboot the Server

At this point you must reboot the server so that newly installed device drivers can take effect.

- 1 Make sure that all applications and windows have been closed, and reboot your server.
- 2 After the server reboots, logon as **fns.w**.

Note The time needed for the shutdown/reboot process varies for each system.

- 3 Continue to [Chapter 5, “Completing the Update,” on page 119](#).

5

Completing the Update

This chapter contains procedures necessary to complete the update of your RDBMS software and/or bring up the FileNet software.

If you are updating from Oracle 8.0.6 or 8.1.7, continue to [**“Completion Procedures for Oracle Systems” on page 120.**](#)

If you are updating from Microsoft SQL Server 7.0, continue to [**“Completion Procedures for Microsoft SQL Server Systems” on page 148.**](#)

Note If you are already running Microsoft SQLServer 2000 and **did not** need to update your SQL Server software, there are still procedures that you need to complete in this chapter. Continue to [**“Completion Procedures for Microsoft SQL Server Systems” on page 148.**](#)

If you are updating an Application Server that does **not** have a relational database, such as a batch entry server, etc., continue to [“Completion Procedures for Application Servers without a Relational Database” on page 150](#)

Completion Procedures for Oracle Systems

Follow these procedures to complete the Oracle 9i Release 2 update.

Reset Oracle Service

Since the existing oracle service was created from Oracle8i, you now need to recreate the oracle service using the Oracle9i utility (oradim.exe).

- 1 If you are not already, logon as **fns**.
- 2 Open a Command Prompt and enter the following command:

```
oradim -new -sid IDB -intpwd filenet -maxusers 50
```


Update Configuration Database File

Use these commands to update the .CDB (configuration database) file to the Image Services 4.0.0 format.

At the Command Prompt, enter the following commands:

```
fn_migrate 4
```

```
fn_build -a
```

Update Oracle Database

Perform the steps in this procedure to update Oracle database objects.

- 1 At the Command Prompt, type the following command:

```
fn_oracle start_migrate
```

This command will modify the init.ora file that you previously copied to the \fnsw_loc\tmp directory.

- 2 Type the following command to start the oracle upgrade:

oraupgrade 8.0.6 (or **8.1.7**, the Oracle version you're upgrading from)

The message, "Starting oraupgrade" appears. The software upgrade takes approximately 20 minutes to complete. When the prompt returns in the Command Prompt window, the upgrade is complete.

Ensure Oracle Upgrade Completed Successfully

To use the **grep** command to check for oracle errors, you need to have UNIX tools installed on the Windows server. To learn more about UNIX tools for Windows, go to: <http://www.microsoft.com/windows2000/sfu/default.asp>

Note As an alternative, you can copy the \fnsw_loc\oracle\conv920.out log file to a UNIX server and run the grep command there.

- 1 This check is your confirmation that the Oracle upgrade was successful. Use the following **grep** command to filter harmless Oracle messages from messages that may indicate error conditions:

```
grep '^ORA-' <drive>\fnsw_loc\oracle\conv920.out|
egrep -v "00001:|604:|904:|942:|943:|944:|955:|1418:|1430:|
1432:|1434:|1442:|1451:|1452:|1918:|1919:|1921:|2264:|2275:|
2289:|2443:|4043:|4080:|6512:|6550:|6554:|24001:|24002:|
24006:|24010" > conv920.err
```

Note This command must be typed exactly as shown, so you might consider putting it into a shell script file.

- 2 Examine the conv920.err file and if it contains any Oracle error numbers, there may be a problem.

Note The harmless error numbers that you entered in the grep command above will be filtered out of the error file, and will not appear.

- a If no error numbers are found, the upgrade was successful.

- b If one or more errors did occur, consult the Oracle documentation for a possible solution, or contact a FileNet representative.

Change the f_maint Password

- 1 From the drive where your FileNet software resides, change to the \fnsw_loc\sd\1 directory and remove the current password file by entering the following commands:

```
cd \fnsw_loc\sd\1\
```

```
del .fmaint
```

- 2 Start the Oracle software by entering the command:

```
fn_util startbdb
```

- 3 As **fnsw** user, set the f_maint password by entering:

```
set_f_maint_pw
```

- 4 When prompted for the old password, enter your current `f_maint` password. (CR = initial default/never changed)
- 5 When you are prompted for the new password, enter a new `f_maint` password. (The password must be 6 to 30 characters long.)

Note If you want to use the same password you used before the update, you need to change it temporarily now to a different value, then run **set_f_maint_pw** again to change it back.

- 6 Confirm (re-enter) the new password.

You return to the command prompt.

Note If you do not see an error message, the password was changed successfully.

- 7 Stop the Oracle software by entering the command:

fn_util stoprdb

Add Stored Procedures to the Oracle Database (Site-Controlled Oracle)

On Site-controlled systems, Image Services 4.0.0 requires that several new procedures be stored in the Oracle database. Continue with the appropriate subsection below:

On Servers with Local (Site-Controlled) Oracle Databases

Use this procedure, if the Oracle databases are located on the same server as the Image Services software.

- 1 Enter the following command as any user with database administration privileges, such as the Oracle Administrator user or the **fns** user:

oraupgrade_sp

The **oraupgrade_sp** utility runs very quickly. When the utility is finished, you return to the system prompt.

- 2 Continue to the section, **[“Stop Oracle” on page 129.](#)**

On Servers with Remote (Site-Controlled) Oracle Databases

Use this procedure, if the Oracle databases are located on a dedicated remote Oracle server.

- 1 If you aren't already, logon as any user with system or database administrator privileges.
- 2 Copy these four scripts to the \fns\oracle directory on the remote server:

```
\fns\oracle\FileNet_site.sql  
\fns\oracle\fn_oraupgrade_sp.sql  
\fns\oracle\fn_CreateStoredProcedures.sql  
\fns\oracle\fn_GrantSPPermissions.sql
```

- 3 Enter following command on the Image Services server:

fn_oraupgrade_sp.sql

- 4 When you are prompted to enter a password. You can enter any password you want. (This password is only temporary and you will reset it when the `fn_oraupgrade_sp.sql` script is finished.)
- 5 Enter the same password when you are asked to confirm it.

The **fn_oraupgrade_sp.sql** utility runs very quickly. When the utility is finished, you return to the Command Prompt.

- 6 Reset the password by entering:

fndba -s f_sw

- 7 Continue to the next section to stop oracle.

Stop Oracle

At the Command Prompt, enter the following command:

```
fn_util stoprdb
```

Caution

Running the **fn_util stoprdb** command above is very important because it takes oracle out of migrate mode. Database problems could occur if the migration mode is not terminated at this time.

Complete FileNet-Controlled Oracle Upgrade

In a Command Prompt window, type the following commands:

```
fn_build -a
```

```
fn_util starttrdb
```

```
oraupgrade_sp
```

```
fn_util stoprdb
```

Set/Verify OracleServiceIDB Startup Type to Automatic

This procedure will set (or verify) the startup type is set to Automatic.

- 1 Open Administrative Tools and double click the *Services* icon.

The Services window opens.

- 2 Double-click the OracleServiceIDB Service. The OracleServiceIDB Service Properties dialog box opens.
- 3 In the Properties dialog box, set the OracleServiceIDB startup type to Automatic.
- 4 Close the Services window.

Install Oracle 9.2.0.2 Patch Set

- 1 If you aren't already, logon as Windows **Administrator**.
- 2 Insert the CD containing the Oracle Patch Set 9.2.0.2 for Windows into the CD-ROM drive.
- 3 Shut down the existing Oracle Server instance with normal or immediate priority. i.e., Shutdown all instances cleanly.
- 4 Stop all Oracle services. (e.g., TNSListener, OracleServiceIDB, etc.)
- 5 Open a Command Prompt window and change to the following directory:

```
<cdrom>:\p2632931_9202_WINNT\  
92021_nt_release\Disk1\
```

- 6 Start the Patch Set installer by entering the following command:

```
setup
```

The Welcome screen appears.

- 7 At the Welcome screen, click *Next*.

The File Locations dialog box appears.

- 8 In the Source...entry field, click the *Browse* button and navigate to the Stage directory located on the CD-ROM.

Tip The Stage directory is located in the following directory structure:
<Cdrom drive>\p2632931_9202_WINNT\92021_nt_release\Disk1\

- 9 Select the products.jar file, and click *Next*.

The products that will be loaded are displayed.

- 10 Verify the products listed and click the *Install* button.

Tip If a write error occurs, rename the noted file and select the retry option.

When the installation completes successfully, the End of Installation window will display.

- 11 Click *Exit* and confirm to exit the installer.
- 12 Reboot the Oracle server and log back on as Windows **Administrator**.

After Installing the 9.2.0.2 Patch Set

To complete the installation of this patch set, you need to start up each database associated with the upgraded \$ORACLE_HOME and log in using SQL*Plus (e.g., sqlplus "/as sysdba").

Run the following commands\scripts in order from \$ORACLE_HOME within a MIGRATE session:

```
startup migrate pfile = <drive>:\fnsw_loc\oracle\init.ora
```

```
spool <drive>\fnsw_loc\oracle\patch.log
```

```
<drive>:\oracle\ora92\rdbms\admin\catpatch.sql
```

spool off

Review the patch.log file for errors and re-run the catpatch script after correcting any problems

shutdown

startup pfile=<drive>:\fnsw_loc\oracle\init.ora

The following step is optional. It recompiles all invalid PL/SQL packages now rather than when accessed for the first time.

<drive>:\oracle\ora92\rdbms\admin\utlrp.sql

Exit from sqlplus by entering:

exit

Install Perl 5.5 Software

Before you can install Oracle Patch 2901676 for Windows, in the next section, you must have Perl 5.5 (also known as Perl 5.00503 – Tar 3016460.999) or greater version of Perl is installed on the server.

- 1 Insert the CD-ROM containing the Windows Perl software into the CD-ROM drive.
- 2 Copy the directory structure from the CD to your server's local hard drive.
- 3 Right-click on My Computer and then click System Properties.
- 4 Click the Advanced tab and select Environment Variables.
- 5 Under the System Variable, add the path of the perl binaries to the hard drive path.

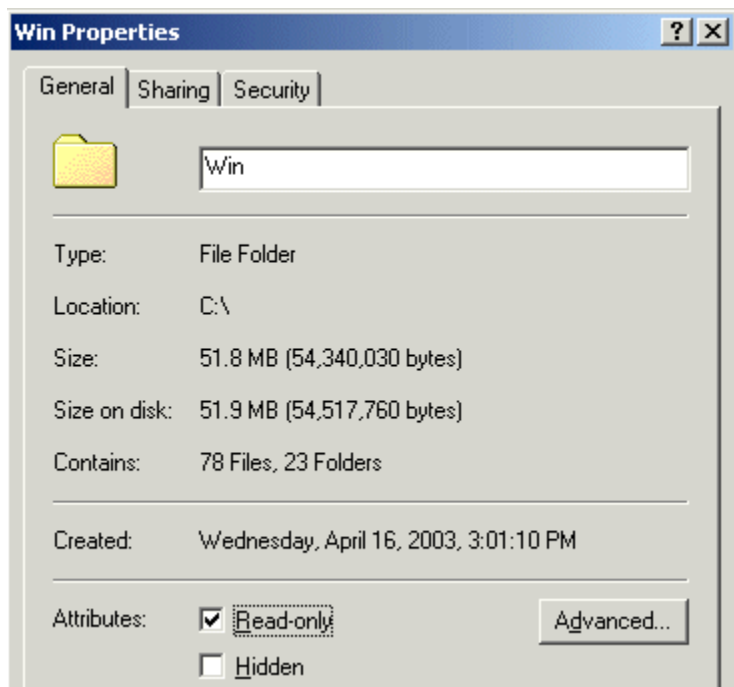
i.e., <drive>:\perl\5.00503\bin\MSWin32-x86\

The system can now run Opatch.

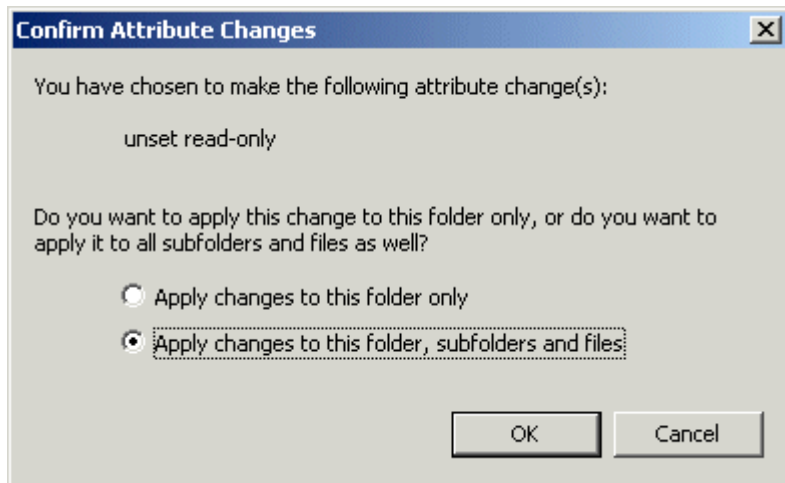
Apply Oracle Patch 2901676 (9.2.0.2.1 Patch 3)

Before installing Oracle patch 2901676, do the following:

- Have the FileNet CD for Oracle Interim Patch 2645455 available.
 - Make sure all instances running under the ORACLE_HOME being patched are cleanly shutdown before installing this patch.
 - Make sure that the tool used to terminate the instance(s) has exited cleanly.
- 1 Insert the FileNet Interim Patch CD into the CD-ROM drive.
 - 2 Copy the contents of the CD-ROM \Win directory to the \Win directory on your server.
 - 3 Open Windows Explorer, right-click on the local \Win directory, and select Properties. The Win Properties window appears.



- 4 In the Win Properties window, uncheck the “Read-only” attributes checkbox, and click *Apply*. The Confirm Attribute Changes dialog box appears.



- 5 Check the “Apply changes to this folder, subfolders and files” radio button, and click *OK*.

- 6 Click *OK* in the Win Properties dialog box, to close the window.
- 7 Open a Command Prompt window and `cd` to the Win directory on the CD-ROM by entering the following:

`cd <drive>:\Win`

- 8 Right-click on My Computer and then click System Properties.
- 9 Click the Advanced tab and select Environment Variables.
- 10 Under the System Variable, add the path to the directory containing the `opatch` script to the hard drive path.

i.e., `<drive>:\win\2901676`

Note Make sure that the `opatch` script file appears in the path.

- 11 Enter the following commands:

`cd <drive>:\win\2901676`

perl opatch\opatch.pl apply

- 12
 - a If the patch is applied successfully with no errors, skip to the section below, **“After Installing Oracle Patch 2901676” on page 141.**
 - b If you receive the message, "Not enough space to install the patches" while running the opatch script, continue to **Step 13.**
- 13 Edit the file Apply.pm (located under <Drive>:\Win\2901676\OPatch\Opatch_Modules) and make the following change:

Change the statement:

```
# Is there enough space to apply the patch?
```

```
if ( $space_needed > 0 ) {
```

To this statement:

```
# Is there enough space to apply the patch?
```

```
$space_needed = 0;  
  
if ( $space_needed > 0 ) {
```

Note

For more information, refer to the Oracle Web site and see the Official Oracle Doc ID: 216819.1 OPatch - "Not enough space to install the patches" on Windows.

After Installing Oracle Patch 2901676

Check to see if the patch has been successfully installed on the server. The following steps list what is currently installed on the server, including Interim Patch Id Numbers:

- 1 Enter the following at a Command Prompt:

```
cd <drive>:\Win\2901676
```

```
perl opatch\opatch.pl lsinventory
```

A report will display and list all installed items in alphabetical order, along with the corresponding version number.

The installed interim patches and their associated base-bug are listed at the end of the report.

The product names shown below are shown only as an example.

PRODUCT NAME	VERSION
=====	=====
Advanced Queueing (AQ) API	9.2.0.1.0
Advanced Queueing (AQ) API Patch	9.2.0.2.0
Advanced Replication	9.2.0.1.0
Agent Required Support Files	9.2.0.1.0
.	
.	
.	
XML Transx	9.2.0.1.0
XSQL Servlet	9.2.0.1.0
XSQL Servlet	9.2.0.2.0

Installed Patch List:

```
2901676 [ Base Bug(s): 2710321 2630054 2536041 2431526 2642117 2452631 2533353
2657221 2519017 2631842 2533616 2474630 2551933 2573812 2681508 2642439 2652538
2624737 2598124 2569255 2787831 2608659 2599290 2398069 2590687 2429929 2682894
2748765 2695783 2628799 2502135 2431450 2646101 2436600 2507421 2647211 2540219
2563206 2511780 2620726 2448243 2633193 2461455 2741185 2547164 2642267 2499014
1850169 2650567 2645455 2591284 2694605 2517189 2656627 2688442 2645378 2646865
2748755 2636886 2649659 1668488 2744798 2601203 2787968 ]
```

- 2 Restart your database instance to ensure that instance comes up successfully.
- 3 Remove the FileNet CD for Oracle Interim Patch 2645455 from the CD-ROM drive and store it in a safe place.
- 4 Login using SQL*Plus (e.g., sqlplus "\as sysdba").
- 5 Run the following scripts from the <drive>:\ORACLE_HOME\rdbms\admin directory:

```
startup pfile = <drive>:\fnsw_loc\oracle\init.ora
```

```
spool <drive>\fnsw_loc\oracle\opatch.log
```

```
prvtreut.plb
```

```
prvtreie.plb
```

```
catexp.sql
```


- 6 Review the patch.log file for errors such as ORA-01921 or any other errors listed in the section, **“Ensure Oracle Upgrade Completed Successfully” on page 122.**

Removing the Patch, if necessary

If you need to remove the patch for any reason, do the following:

At a Command Prompt enter the following:

```
cd \Win\2901676
```

```
perl opatch\rollback -id 2901676
```

Enable Archive Logging (Optional)

If you disabled Archive Logging on your server earlier in this document, continue to step 1 to enable it. If you did not disable Archive Logging, skip to the section, **[“Bring Up the FileNet Software” on page 151.](#)**

- 1 Open the Configuration Editor.

From the *Taskbar*, click the *Start* button, point to *Programs*, point to the *FileNet Image Services*, point to *System Configuration*, and click the *Configuration Editor* icon.

The Open Configuration Database dialog box will appear.

- 2 Verify that the two-part domain information is correct in the Open Configuration Database dialog box and click *OK*.
(The proper syntax is: <Domain>:<Organization>.)

The System Configuration Editor window displays.

- 3 Click the Relational Databases tab.

If necessary, click the Oracle sub-tab to bring it to the front.

- 4 On the Oracle sub-tab, locate the Log Archive Start field. If an X appears in this field, Archive logging is turned off. A check mark indicates that Archive logging is turned on.

Click the field to place a check mark in the field.

- 5 Exit the Configuration Editor by selecting Exit from the File pulldown menu. Be sure to save your changes to the configuration database when you are prompted.
- 6 To complete this procedure, you must update the init.ora file and rebuild the Oracle configuration files by entering the following commands at a Comand Prompt:

```
fn_build -a  
fn_util updatertdb
```

- 7 Continue to the section, **[“Bring Up the FileNet Software” on page 151.](#)**

Completion Procedures for Microsoft SQL Server Systems

Perform the following procedures.

Note These procedures are required for servers updating from SQL Server 7.0 as well as existing SQL Server Server 2000 installations.

- 1 If you are not already, logon as **fnsf**.
- 2 In a Command Prompt window, type the following command:

fn_migrate 4

Note The following services **do not** need to be started to run the above command: IS ControlService, MSSQL Server, SQL Agent, MSDTC.

- 3 Enter the following commands to update CDB files and complete the update of SQL Server:

fn_build -a
fn_util configrdb

- 4 After entering the commands above, continue to the next section.

Start the SQL Server Service

Besides starting the SQL Server service, this procedure will set (or verify) the start-up type is set to Automatic.

- 1 From Administrative Tools, locate and double-click the *Services* icon.

The Services dialog box appears.

- 2 Locate and double-click MSSQLServer service.

The MSSQLServer Properties dialog box opens.

- 3 If the Startup type is not set to Automatic, click the drop-down arrow and select *Automatic*; otherwise continue to the next step.
- 4 Click the *Start* button to start the MSSQLServer service, and click *OK*.

- 5 After the MSSQLServer service has been started close the Services dialog box.

Completion Procedures for Application Servers without a Relational Database

Perform the following procedure **only** on an Application server that does not have a relational database. For example, an Application server with batch entry services.

- 1 If you are not already, logon as **fns**.
- 2 In a Command Prompt window, type the following command:

fn_build -a

Bring Up the FileNet Software

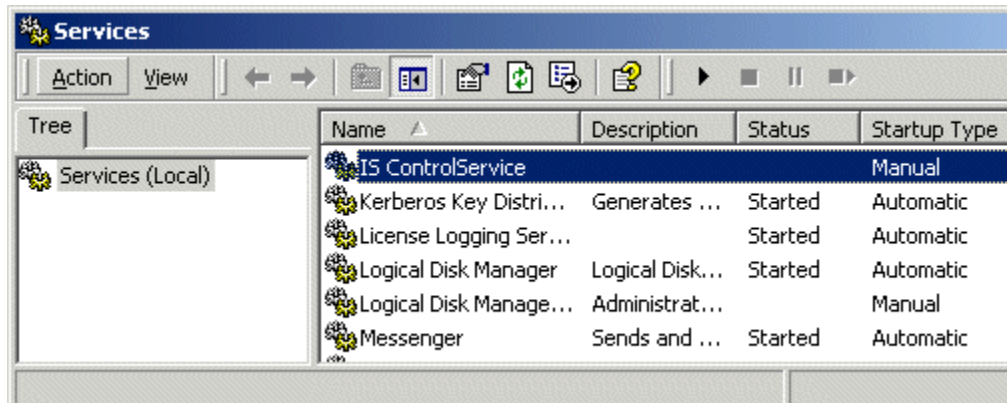
Follow these procedures to bring up the FileNet software.

Set IS ControlService Start-up Mode to Automatic

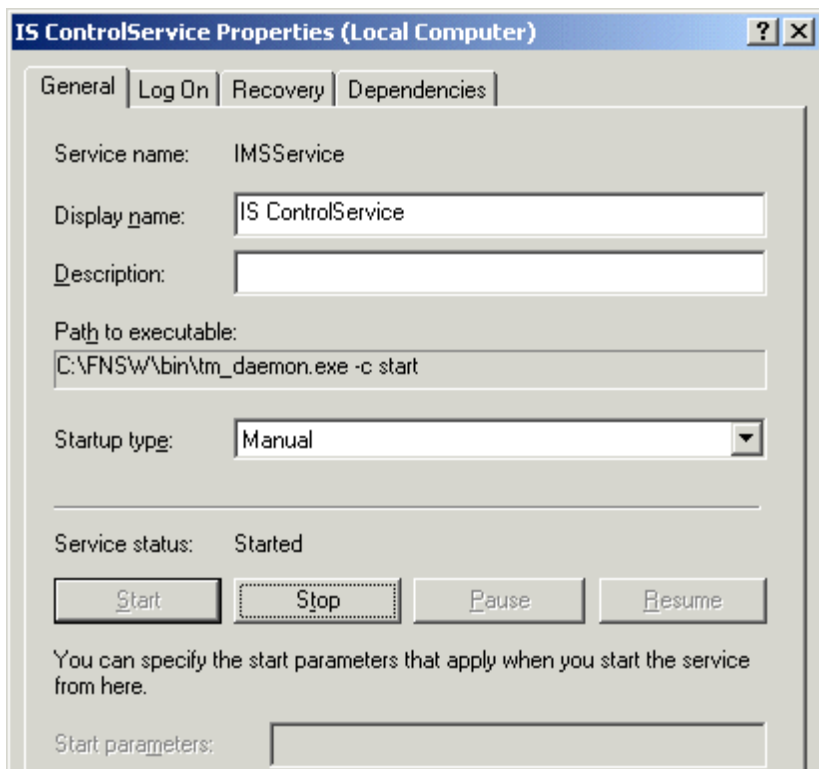
This procedure will set (or verify) the start-up mode is set to Automatic.

- 1 Open Administrative Tools and double click the *Services* icon.

The Services window opens.



- 2 Double-click the IS ControlService. The IS ControlService Properties dialog box opens.



- 3 In the IS ControlService Properties window, set the startup type to Automatic.
- 4 Close the Services window.

Start the FileNet Software

- 1 From the Taskbar, open the FileNet Image Services Task Manager window.
- 2 Once you see the TM_daemon.exe process message appear under the *Process* column, bring up the FileNet event log window.
 - Click the *Monitor* pull down menu and select the *Event Logs...* option.
- 3 From the Event Logs window, enable the event window to be refreshed whenever messages are logged.
 - Click the *Display* pull down menu and select the *Dynamic* option.

- 4** To bring up the FileNet software, return to the FileNet Task Manager window and click *Start*.

The system will display messages in the Current Status pop-up window as FileNet software is being started up.
- 5** When the FileNet software is up and the *Close* button is highlighted, click the *Close* button to close the Current Status window.
- 6** View the Event Log window to make sure there are no error messages.
- 7** After viewing the Event Log, chose *Exit* from the File menu to close the Event Log.

Verify the \fns\etc\serverConfig File

The Installer handles the <drive>:\fns\etc\serverConfig file differently in the Image Services 4.0.0 release. Also, the processes that use the serverConfig file have been designed to search for a file named serverConfig.custom first, and if it does not exist to use the default serverConfig file.

When the Installer updates the serverConfig file, it copies your existing serverConfig file to a temporary serverConfig.bak file and installs the new serverConfig file in its place.

- If the contents of the two files are **different** (except for the file stamps), the Installer renames the temporary file to serverConfig.custom.
- If the contents of the two files are **identical** (except for the file stamps), the Installer removes the temporary serverConfig file, and the newly installed serverConfig file becomes the default.

To compare the serverConfig and serverConfig.custom files, open each file in a separate WordPad window.

Install Remaining Fixes

You can now install the remaining fixes that apply to the Image Services 4.0.0 release. Be sure to read the README file on the Tech Info CD, which contains the fixes that were available when the CD was made. You can also retrieve the latest fixes from the FileNet CSS Web site at <http://www.css.filenet.com>.

Update Application/Storage Library Servers (if necessary)

If you have any application or storage library servers to update, return to [Chapter 1, “Getting Started,” on page 10](#) and repeat these procedures for each server that needs to be updated.

Backup the System

After you have updated the root/index server and any other application or storage library servers, you should make a full system backup. Refer to your [***System Administrator's Companion for Windows Server***](#) for further information on performing a full system backup.

Return to Production Mode

Congratulations! The Image Services Update Procedure for Windows Server, Release 4.0.0, is now complete. You can return your system to production mode. If you are configuring an MSAR System, continue to the next section.

MSAR Systems

The Magnetic Storage and Retrieval (MSAR) storage library is a new feature that was added to FileNet Image Services in release 3.6 ESE. It provides high speed and high capacity storage libraries on magnetic disk media instead of using optical media or large magnetic disk caches (Cache-only systems).

If you will be configuring and setting up an MSAR System, refer to the [***MSAR Procedures and Guidelines***](#) document for information.

Appendix A – Microsoft Systems Management Server (SMS) Procedures

This appendix contains information for using the Microsoft Systems Management Server (SMS) Version 2.0 product for updating FileNet Image Services Software on your FileNet Image Services server(s). SMS Version 1.2 is *not* supported in this Image Services release.

Note Only a brief description of SMS is provided in this appendix. For detailed information or instructions, refer to the *Microsoft SMS documentation* and the *Readme* file that is contained on the *FileNet Image Services 4.0.0 for Windows Server* CD-ROM media.

If you are updating the FileNet Image Services software on a Dual server system, update the Root/Index server first and then update the Storage Library server.

What is Microsoft Systems Management Server (SMS)?

Microsoft Systems Management (SMS) is a Windows product designed to make it easier for you to centrally manage, support, and maintain a distributed network of computers. SMS is an integrated system that is part of the Microsoft BackOffice™ family of business products.

This appendix will only use the Software Distribution portion of the SMS product to update FileNet Image Services software. With SMS, you will be able to update software from a single, central location.

The basic structure of SMS utilizes a site server, which controls and distributes software to client servers that are part of the SMS system. The software contained on the FileNet Image Services release media is loaded onto the SMS site server and distributed to client servers from there.

Overview

To use SMS to distribute and update software, a few basic steps must be performed.

Note For detailed information, refer to the *Microsoft SMS documentation* and the *Readme* file that is contained on the FileNet *Image Services 4.0.0 for Windows Server* CD-ROM media.

- Microsoft SMS software must be installed and setup on a server you designate as the **SMS Site Server**. This process enables you to create workstation packages which are necessary to distribute the software to individual Image Services (client) servers. Refer to your *SMS documentation* for information on setting up your SMS site server.
- FileNet Image Services provides a template Package Definition File (or PDF file) called IS.pdf. This file, which is located in the root directory of the CD-ROM release media, must also be installed on the SMS site server. Workstation packages for software distribution are created using the IS.pdf file.
- On the SMS site server, an advertisement must be created for each Image Services (client) server. Advertisements can be created for new installations, upgrades, or to uninstall software.

Before You Begin

Before you begin the procedures in this appendix there are several software requirements that must be adhered to in order to successfully update your FileNet Image Services software. Refer to [“**Software Requirements**” on page 26](#) for a specified list of requirements.

Setting up the SMS Site Server Package

This section contains procedures to setup packages on your SMS Site Server. It is from the SMS Site Server that you will execute jobs to upgrade the software on your client servers.

Copy FileNet Image Services Software to Site Server

- 1 At your Site Server, logon as Windows **Administrator**
- 2 Create a directory folder on the Site Server drive where you want the Image Services software to reside. Name the folder, Image Services Software or something meaningful.

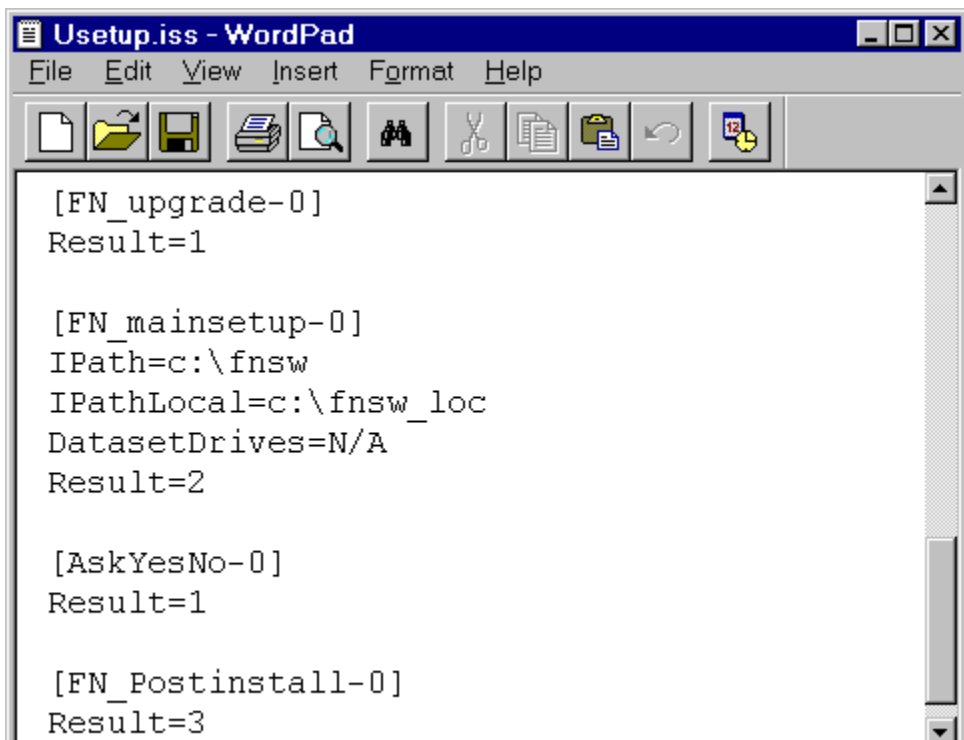
- 3 Load the **Image Services 4.0.0 for Windows Server** CD-ROM into the CD-ROM drive.
- 4 Copy the Image Services software from the CD to the directory location that you setup in step 2 above.

Modify the Usetup.iss File

The Usetup.iss file must be edited for your system setup.

- 1 Open the directory where you copied the Image Services software and locate the Usetup.iss file.
- 2 Open the Usetup.iss file in Wordpad or Notepad.

A portion of this file is shown in the example below.



```
[FN_upgrade-0]
Result=1

[FN_mainsetup-0]
IPath=c:\fnsw
IPathLocal=c:\fnsw_loc
DatasetDrives=N/A
Result=2

[AskYesNo-0]
Result=1

[FN_Postinstall-0]
Result=3
```

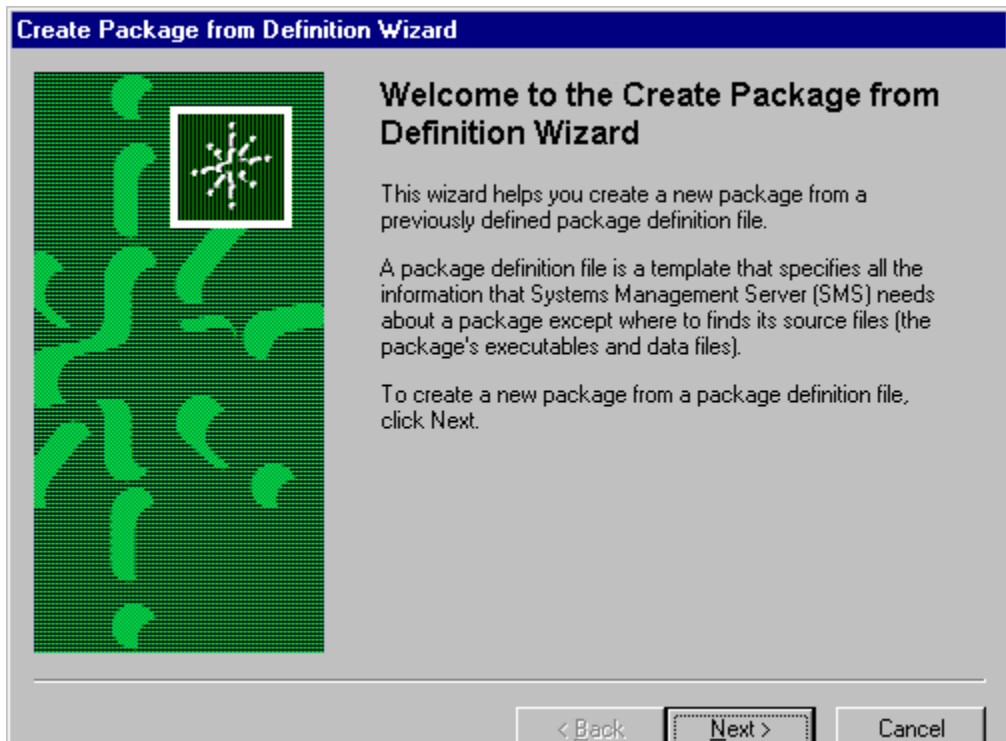
- 3 Locate the IPath= and IPathLocal= entries and change the drive letter **(c:)** to the drive letter on your Client Server where you want to install the FileNet software.
- 4 Rename the Usetup.iss file, setup.iss and save it.

Create Package

This procedure will create a new package to upgrade your software.

- 1 At the SMS Site Server, click the *Start* button, point to *Programs*, point to the *Systems Management Server*, and click *SMS Administrator Console*. The *Systems Management Server\Site Database* window opens.
- 2 Double click on Site Database to expand it.
- 3 Select Packages, and click the Action button. A drop-down list appears.
- 4 Click New and select *Package From Definition*.

The Create Package from Definition Wizard opens.



- 5 Click *Next*.
- 6 In the next window, click on the Publisher drop-down list and select SMS 1.x PDF.
- 7 Click *Browse* and navigate to the location where you copied the Image Services 4.0.0 software to your local hard drive.
- 8 Select IMS.PDF and click *Open*.
- 9 Click *Next*.
- 10 In the Source Files window, choose the *Always obtain files from a source directory* radio button, and click *Next*.
- 11 In the Source Directory window, select the appropriate Source directory location radio button and enter the Source directory where the Image Services 4.0.0 media was copied. Then click *Next*.
- 12 When the Completing the Create Package from Definition Wizard window appears, click *Finish*.

Configure the Distribution Points for Your Site

- 1 In the *Systems Management Server\Site Database* window, select *Packages\FileNet Image Services 4.0.0\Distribution Points*, and then click the *Action* button.
- 2 In the drop-down list that appears, select *New*.
- 3 Select *Distribution Points*. The New Distribution Points Wizard opens.
- 4 Check the box next to the name of the Distribution points, and click *Finish*.
- 5 In the *Systems Management Server\Site Database* window, open the Programs for the FileNet Image Services 4.0.0 package.
- 6 Right-click on *Upgrade Installation* and click *All Tasks*. The Distribute Software Wizard opens.
- 7 Click *Next*.

- 8 In the Package window, choose the *Distribute an existing package* radio button, select the package that you wish to distribute, and click *Next*.
- 9 In the Distribution Points window, confirm the name of the distribution points you selected earlier, and click *Next*.
- 10 In the Advertise a Program window, select the *Yes* radio button to advertise a program to a collection.
- 11 Select *Upgrade Installation in - - -* and click *Next*.
- 12 In the Advertisement Target window, select *Advertise the program - - -* or *Create a new collection - - -* as appropriate for your site. Then click *Next*.
- 13 In the Advertisement Name window, use the default name or enter an advertisement name and comment, and click *Next*.
- 14 In the Advertise to Subcollections window, select the appropriate radio button for your site and click *Next*.

- 15** In the Advertisement Schedule window, enter the schedule information as needed for your site, and click *Next*.
- 16** In the Assign Program window, enter the information appropriate for your site, and click *Next*.
- 17** When the Completing the Distribute Software Wizard window appears, click *Finish*.
- 18** Close the *Systems Management Server\Site Database* window.

Updating FileNet Image Services Software

When the New Advertised Manager alerts you that a new Advertisement has arrived, follow this procedure to update the FileNet Image Services software.


- 1 At the client server, logon as **fnsw**.
- 2 Exit the Performance Monitor tool if it is currently running.

Note Stopping the Performance Monitor now will prevent you from having to cancel the update process to stop it later.

- 3 Open the Control Panel and double-click the Advertised Programs icon. The Advertised Programs Wizard opens.
- 4 Check the box next to the advertised program that you want to run, and click *Next*.
- 5 In the next window, enter the appropriate schedule information for when you want to run the program and click *Next*.

- 6 When the Completing the Advertised Programs Wizard window appears, click *Finish*.

Caution

The Advertisement Wizard icon, shown here , will appear at the far right side of the Task bar while the Advertisement Wizard is running. Do Not reboot your computer until this icon disappears. This may take approximately 15 minutes.

Reboot the Server

After you finish updating the Image Services, you must reboot the server so that newly installed device drivers can take effect.

- 1 Reboot the server.

The time needed for the shutdown/reboot process varies for each system.

- 2 When the system restarts, logon as **fnsw** user.
- 3 After logging on to the server, proceed to, **Chapter 5, “Completing the Update,” on page 119** to continue.

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