



TIBCO® Order Management - Long Running

Installation and Configuration

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About this Product

TIBCO® Order Management is an elastic, catalog-driven order management system for digital service providers. It accepts orders from any customer engagement system and orchestrates the tasks required for fulfilling the orders.

TIBCO Order Management is the next generation of TIBCO® Fulfillment Order Management and partially replaces the old product. To better align TIBCO Fulfillment Order Management with market demand, the product's capabilities have been reorganized into two new products: TIBCO® Order Management and TIBCO® Offer and Price Engine.

TIBCO Order Management is further divided into variant products:

- **TIBCO® Order Management - Low Latency:** Use this new product for scalable processing of low-latency orders
- **TIBCO® Order Management - Long Running:** This product continues to support processing of long-running orders

Installation Overview

TIBCO Order Management - Long Running provides advanced order provisioning and fulfillment features.

This chapter provides information about the system requirements in terms of operating systems and disk space, the setup for TIBCO Order Management - Long Running installation, variables and properties required, and important files necessary to perform the post-install log analysis.

The following are links to detailed information for prerequisites, pre-install requirements and settings, and the install and post-install steps.

Pre-install

To ensure that you have a good experience installing TIBCO Order Management - Long Running, it is always a good practice to check whether your computer is ready for installation. The pre-install section gives you the prerequisites to install TIBCO Order Management - Long Running.

1. [Operating System and Database Requirements](#): This section provides you with information about the platforms that TIBCO Order Management - Long Running supports.
2. [Required Products](#): TIBCO Order Management - Long Running requires some software components to be installed. For a complete list of versions and platforms supported, see the `TIB_om-lr_5.0.0_readme.txt` file. Install and configure them in the mentioned order.
3. [Installation Options](#): This section provides you with information about the options for installing TIBCO Order Management - Long Running.
4. [Installation Registry History and Log Files](#): These files inform you about:
 - a. The log files, which contain important data about the installation and uninstallation of TIBCO Order Management - Long Running.
 - b. Where you can find the log files and post-installation.
 - c. Nomenclature of the log files.
 - d. Details about the log data.

Install

- **Installation and Deployment Options**: TIBCO Order Management - Long Running supports different installation modes. This chapter provides you with information about the available installation modes, the flow of the installation, and the post-install steps you have to perform.
- **Installing TIBCO Order Management - Long Running**: Step-by-step instructions are provided to help you install TIBCO Order Management - Long Running through different installation modes. This chapter also describes the steps required to uninstall TIBCO Order Management - Long Running.

Post-install

[Post-Installation Tasks](#): After you complete the installation of TIBCO Order Management - Long Running, you must complete the post-installation tasks. The post-installation tasks list the configuration and deployment steps of the components that you have just installed.

Operating System and Database Requirements

TIBCO Order Management - Long Running supports the following platforms and databases:

Operating System
Red Hat Enterprise Linux Server 6.x, 7.x 64-bit on x86-64

Partitioned Database

Oracle 12c EE (Oracle 12.1.x), single and RAC

PostgreSQL 9.6.x



For version number details, refer to the product readme document.

Required Products

You must install the third-party products and TIBCO products listed in this section.

Required Third-Party Products

The following table lists the required third-party products:

Required Third-Party Products

Products	Version	Purpose
JDK	11	<p>A Java Development Kit (JDK) is a program development environment, which you can use for writing Java applets and applications.</p> <p>This is required for Order Management Server and Jeopardy Management System (henceforth, referred to as JeoMS).</p> <p>See below the JDK installation details.</p>
Oracle Database or	12c (or greater)	<p>A database is required by TIBCO Order Management - Long Running to store data.</p> <p>The database server can be installed on a separate machine based on the installation requirement.</p>
PostgreSQL Database	9.6.x	
Database driver (needed only if you use an Oracle database)	ojdbc7.jar for Oracle Database 12c	<p>This is required on the machine where TIBCO Order Management - Long Running is installed.</p> <p>The driver is used to connect to and query the Oracle server.</p> <p>The driver (ojdbc7.jar) can be found in the Oracle database installation or it can be downloaded directly from the Oracle website.</p>

Products	Version	Purpose
Hibernate	4.3.11	<p>The installer downloads this JAR automatically depending on the selection option.</p> <p>If the machine where you install TIBCO Order Management - Long Running, does not have an Internet connection, then you have to download the file separately and make it available to the machine where TIBCO Order Management - Long Running is going to be installed. The file is platform-independent. The zip file is: product_tibco_hibernate_4.3.11.001.zip.</p> <p>Where you downloaded the installer zip file during the installation is where you can find the Hibernate zip file.</p>
RESTful_api	2.0.1	<p>The installer downloads this JAR automatically depending on the selection option.</p> <p>If the machine where you install TIBCO Order Management - Long Running, does not have an Internet connection, then you have to download the file separately and make it available to the machine where TIBCO Order Management - Long Running is going to be installed. The file is platform-independent. The zip file is: product_tibco_RESTful_api_2.0.1.002.zip.</p> <p>Where you downloaded the installer zip file during the installation is where you can find the Hibernate zip file.</p>
mail	1.4	<p>The installer downloads this JAR automatically depending on the selection option.</p> <p>If the machine where you install TIBCO Order Management - Long Running, does not have an Internet connection, then you have to download the file separately and make it available to the machine where TIBCO Order Management - Long Running is going to be installed. The file is platform-independent. The zip file is: product_tibco_mail_1.5.0.001.zip.</p> <p>Where you downloaded the installer zip file during the installation is where you can find the Hibernate zip file.</p>
ANT	1.9 (or greater)	<p>This build tool is required to run the Deployment Tool (command-line).</p>

Products	Version	Purpose
javax_servlet_api	3.1.0	<p>The installer downloads this JAR automatically depending on the selection option. If the machine where you install TIBCO Order Management - Long Running, does not have an Internet connection, then you have to download the file separately and make it available to the machine where it is going to be installed.</p> <p>The file is platform-independent. The zip file is: javax.servlet-api-3.1.0.jar</p> <p>Where you downloaded the installer zip file during the installation, there you can find the javax servlet api zip file.</p>
javax_jms_api	2.0.1	<p>The installer downloads this JAR automatically depending on the selection option. If the machine where you install TIBCO Order Management - Long Running, does not have an Internet connection, then you have to download the file separately and make it available to the machine where it is going to be installed.</p> <p>The file is platform-independent. The zip file is: product_tibco_javax_jms_api_2.0.1.001.zip</p> <p>Where you downloaded the installer zip file during the installation, there you can find the jms api zip file.</p>



For product version details, you can also refer to the TIBCO Order Management - Long Running readme file.

Installing ANT

Create the following environment variables after installing ANT:

- Set `ANT_HOME` for example `/usr/ant/1.9.x`
- In the `PATH` variable, add `ANT_HOME/bin`.

Required TIBCO Products

The TIBCO Order Management - Long Running requires some TIBCO products.

Required TIBCO Products for TIBCO Order Management - Long Running

The following table lists the required TIBCO products for TIBCO Order Management - Long Running:



The TIBCO Order Management - Long Running installer does not verify if the required products are installed. Nonetheless, those products have to be installed before TIBCO Order Management - Long Running is installed.



It is possible to install several TIBCO products at once and let the installer install the products in the right order. Just unzip all the TIBCO products in a single directory. The only caveat is that some TIBCO products use a later version of the TIBCO Universal Installer. So, if you decide to install all the products at once, ensure to unzip TIBCO Order Management - Long Running (that uses the latest TIBCO universal installer version) the last.

Required TIBCO Products for TIBCO Order Management - Long Running

Product & Version	Purpose	For more information, refer to:
TIBCO Enterprise Message Service™ 8.4.0 - TIBCO Enterprise Message Service™ 8.5.x	Standards-based messaging software that can serve as the backbone of a Service-oriented architecture by providing Java Message Service (JMS)-compliant communications across a wide range of platforms and application technologies.	<i>TIBCO Enterprise Message Service™ Installation</i>
	 Enterprise Message Service is a pre-requisite but is not a part of the TIBCO Order Management - Long Running product license.	

Installation Options

Depending on how you want to use TIBCO Order Management - Long Running there are different ways to install it.

First, there is the concept of TIBCO environment that you have to understand before we explain the different ways to use this application and the corresponding installation options.

TIBCO Environment

The TIBCO environment is a directory where one or more TIBCO products are installed. It is also called the installation directory or TIBCO home because it corresponds to the environment variable \$TIBCO_HOME.

The installer prompts you to specify or create a TIBCO environment. An environment consists of a name, description, and directory on the disk. Each TIBCO environment is isolated so the same software can be installed into the different environments safely (e.g. different versions of the same software). You can also install multiple TIBCO products into the same environment.

Each time you run the installer, it asks you which TIBCO environment to use. An installer installs or uninstalls a product from a TIBCO environment. If you want to install several times the same product, then you have to do it in a different TIBCO environment. Each time, you have to run the installer (an installation session only deals with one single TIBCO environment).

Before installing a product in a particular TIBCO environment, the installer verifies that all the dependencies are already installed in that TIBCO environment.

By default, the installer suggests using the following directories as TIBCO environment (i.e. *TIBCO_HOME*):

- For root users, the default installation directory is `/opt/tibco`.
- For non-root users, the default installation directory is `/myhome/tibco`, where *myhome* is the home directory of the user.

You can choose any other directory. For performance reasons, it is a good practice to install the product on a local disk (as opposed to network-mounted or Network File System partition).

Installation Scenario

TIBCO Order Management - Long Running is made of several subsystems or components. Each of those components have a specific responsibility. Here is a brief list of the major components:

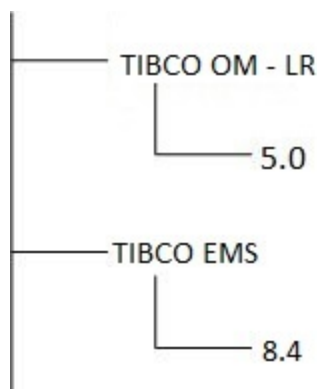
- Order Management Server
- Order Capture System
- Orchestrator
- Automated Order Plan Development

For a complete list of all the components and their detailed role and relationships, see *TIBCO Order Management - Long Running Concepts and Architecture* and *TIBCO Order Management - Long Running User's Guide*.

Scenario

Before installing TIBCO Order Management - Long Running, ensure that TIBCO Enterprise Message Service has been installed in the TIBCO environment.

After the TIBCO Order Management - Long Running is installed, the installation looks like this:



Installation Environment Variables

Recommended Environment Variables Setup

It is a good practice to set the following environment variables where TIBCO Order Management - Long Running is installed:

Environment Variable	Value
export OM_HOME	\$TIBCO_HOME/om-lr/5.0
export OM_CONFIG_HOME	\$OM_HOME/roles/configurator/standalone/config
export ORACLE_HOME	/usr/local/app/oracle/product/<ORACLE_VERSION>/db_1
export ANT_HOME	/usr/ant/1.9.x

Environment Variable	Value
export <i>EMS_HOME</i>	<i>\$TIBCO_HOME/ems/8.5</i>
export <i>PATH</i>	<i>\$ANT_HOME/bin:\$ORACLE_HOME/bin:\$JAVA_HOME/bin:\$EMS_HOME/bin:\$PATH</i>
export <i>LD_LIBRARY_PATH</i>	<i>\$ORACLE_HOME/lib:\$LD_LIBRARY_PATH</i>
export <i>CLASSPATH</i>	<i>\$ANT_HOME/lib:\$CLASSPATH</i>
export <i>OM_OMS_CONTEXT_URL</i>	<p><i>http://<host>:<port></i></p> <p>The host and port are the Order Management Server Server IP and port details.</p> <p>The context URL is used if it requires to create users with the appropriate roles by the <i>\$OM_HOME/roles/userClient/standalone/bin/userservice.sh</i> utility.</p>

Installer Disk Space Requirements in Temporary Area

This section describes the temporary disk space requirements for TIBCO Order Management - Long Running.

Unix Platform

The installer launcher first extracts a Java Virtual Machine (JVM) in a temporary directory and uses this JVM to start itself. The size of the extracted JVM differs from platform to platform.

On UNIX platforms, the following disk space is required in the temporary area:

- 256 MB of free disk space in */tmp*

If your system does not have sufficient free disk space in the above temporary area, you can still run the installer with a different temporary area by using the following option when starting the installer:

```
install_package_name.bin -is:tempdir /new_tmp
```

where */new_tmp* has sufficient free disk space.

Installation Registry History and Log Files

Installation and uninstallation log files are in the *\$HOME/.TIBCO* directory within the installer's user home directory. The files use this format:

- Install log
.TIBCO/install_<yyyy-mm-dd.hhmmss>/tibco_universal_installer.<affuser>_install.log
- Uninstall log
.TIBCO/uninstall_<yyyy-mm-dd.hhmmss>/tibco_universal_installer.<affuser>_uninstall.log

The installation and uninstallation log files log the history and maintain the registry files in the *\$HOME/InstallShield* directory.



Do not edit, rename, move, or remove the files in the *\$HOME/InstallShield* directory.

Installation and Deployment Options

The following table summarizes the tasks for installing, configuring, and verifying TIBCO Order Management - Long Running.

Task	Instructions	Description
Install TIBCO Order Management - Long Running	Install from one of the available options: <ul style="list-style-type: none"> • GUI Mode • Console Mode • Silent Mode 	TIBCO Order Management - Long Running supports installation by using GUI mode, Console mode and Silent mode. You can use any one of the modes to install TIBCO Order Management - Long Running.
Complete the post-installation steps	For details, see Post-Installation Tasks .	After you complete the TIBCO Order Management - Long Running installation, you have to perform some post-installation steps.
Verify the installation	For details, see Configuring and Verifying Installation .	This section is about verifying your installation by performing a few simple tests to see that TIBCO Order Management - Long Running is properly installed with appropriate connectivity between its components.

Typical or Custom Install

Download the TIBCO Order Management - Long Running installation package or install the components from a CD. The installer prompts you to accept the license agreement, then to choose to perform a typical install or custom install (full installer only).

- The Typical installation type installs all the components in the package on the specified platform.
- You can use the custom installation type to select one or more components to be installed.

Installation Modes

You can use the installer to run in the following modes:

- [GUI Mode](#)
- [Console Mode](#)
- [Silent Mode](#)

GUI Mode

In GUI mode, the installer has the panels through which you can make choices such as product selection and product location. When you run the installer by double-clicking on the icon, GUI mode is used.

For more information, refer to [Installing in GUI Mode](#).

Console Mode

You can use the Console Mode to run the installer from the command prompt or terminal window.

For more information, refer to [Installing in Console Mode](#).

Silent Mode

Silent mode either installs by using default settings or uses a response file that was saved during an earlier installation. Silent mode installs without prompting you for information.

For more information, refer to [Installing in Silent Mode](#).

Installing TIBCO Order Management - Long Running

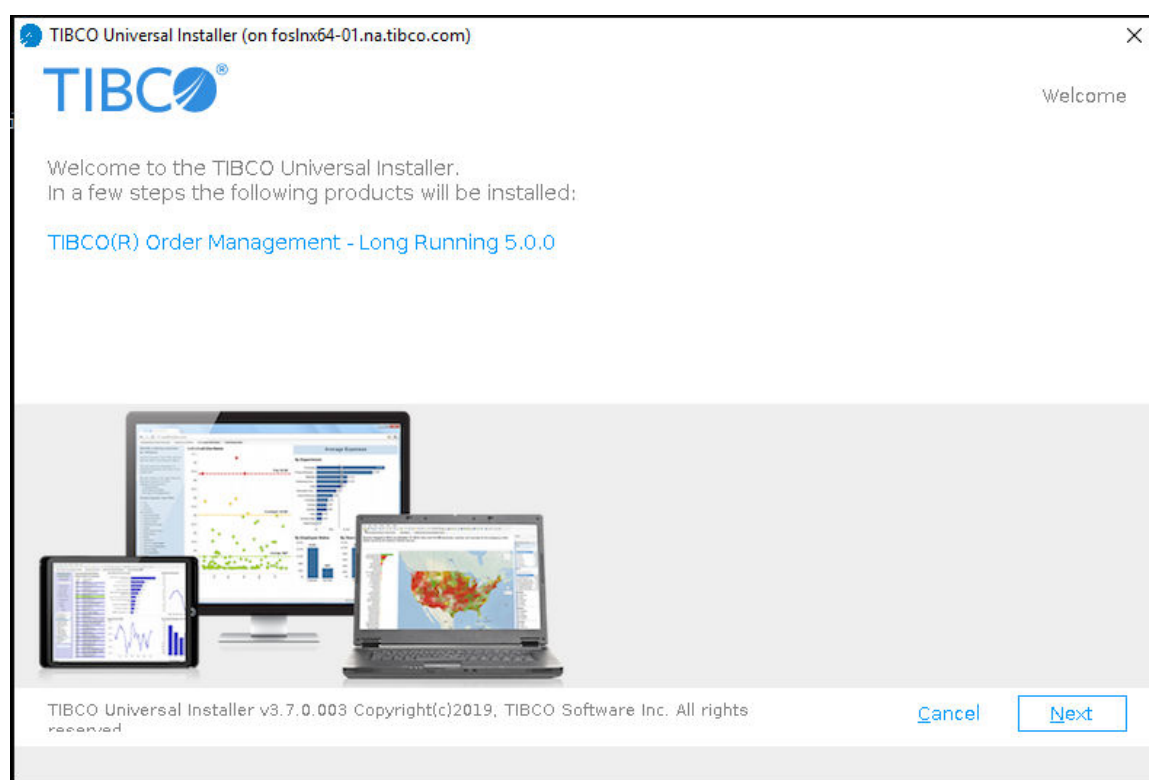
This section describes the installation and uninstallation of TIBCO Order Management - Long Running by using TIBCO Universal Installer.

Installing in GUI Mode

The following procedure explains how to install TIBCO Order Management - Long Running in GUI mode:

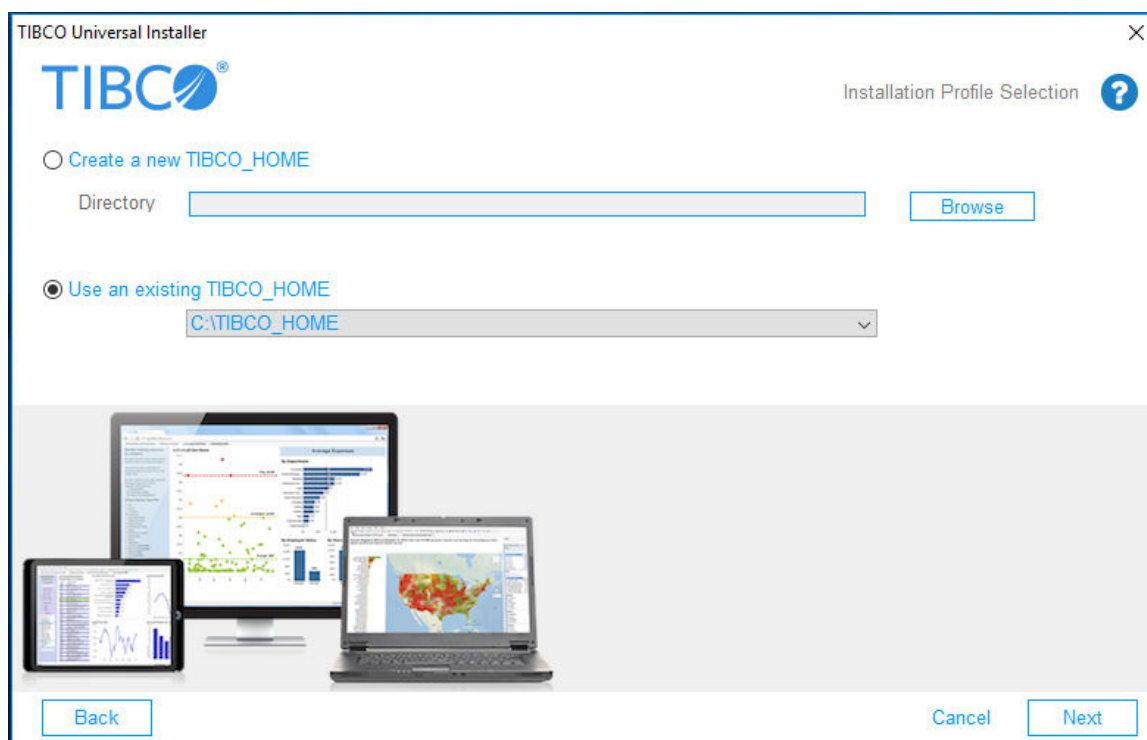
1. Open the physical media or download the TIBCO Order Management - Long Running product package.
2. Extract the TIBCO Order Management - Long Running product archive file to a temporary directory.
3. Navigate to the temporary directory that contains the universal installer.
4. Run TIBCOUniversalInstaller-(platform).bin (the name of the executable depends on the platform, the ends with the .bin extension).
5. Review the information in the Welcome dialog, and click the **Next** button.

TIBCO Installation Welcome Window



6. The License Agreement dialog is displayed.
Choose "I accept the terms of the license agreement" and click the **Next** button. The Installation Profile Selection dialog is displayed. If you do not agree to the terms of the license agreement, click the **Cancel** button to exit from the installation process.
7. The TIBCO Installation Home dialog is displayed.
Specify an installation environment and click the **Next** button.

TIBCO Installation Home Window



You can choose to either create a new TIBCO installation environment or select an existing environment. A TIBCO installation environment is used for software installations and consists of a Directory (the path where the product is installed) and Name fields. Products installed into different installation environments do not share components; therefore you can keep product installations completely isolated from each other.

Create a new TIBCO_HOME

If this is the first time that you are installing a TIBCO product by using the Universal Installer, you must create an installation environment by specifying the following:

- Directory:** The root directory into which all TIBCO products are installed. Individual products use sub-directories. Type a path or click **Browse** to specify the path or accept the default location.
 The path cannot contain special characters such as "*", "#", "?", ">", "<", "%", "&", "\$", "\"" or "|". The path cannot be the same as the path of an existing environment.
- Name:** Identifies the installation environment. The name cannot contain special characters such as "*", "?", ">", "<", ":", "|", "/", "\", or quotation marks ("").

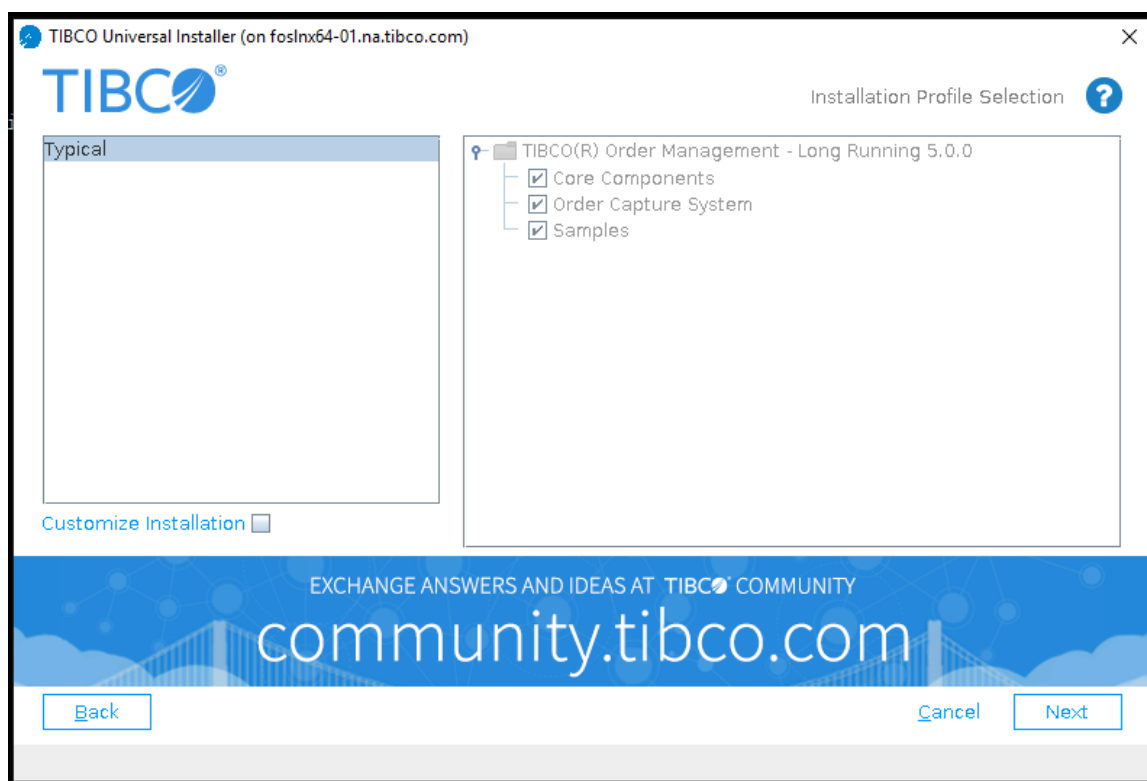
Use an existing TIBCO_HOME

If you have previously installed a TIBCO product by using the Universal Installer, you can install the product into a previously created installation environment (by selecting the environment from the list). If you do this, the Directory and Name fields are populated automatically and cannot be edited.

- You can choose an installation profile from the list on the left. Select Typical to install all the features or choose the features to install by selecting Customize Installation. After making your choice, click the **Next** button.
 - Core Components**
 Order Management Server, Automatic Order Plan Development, Orchestrator, Jeopardy Management System, User Interface, and so on.
 - Samples**
 Samples to help users start with TIBCO Order Management - Long Running

- Optional Component added during installation customization
Order Capture System

TIBCO Installation Components Window

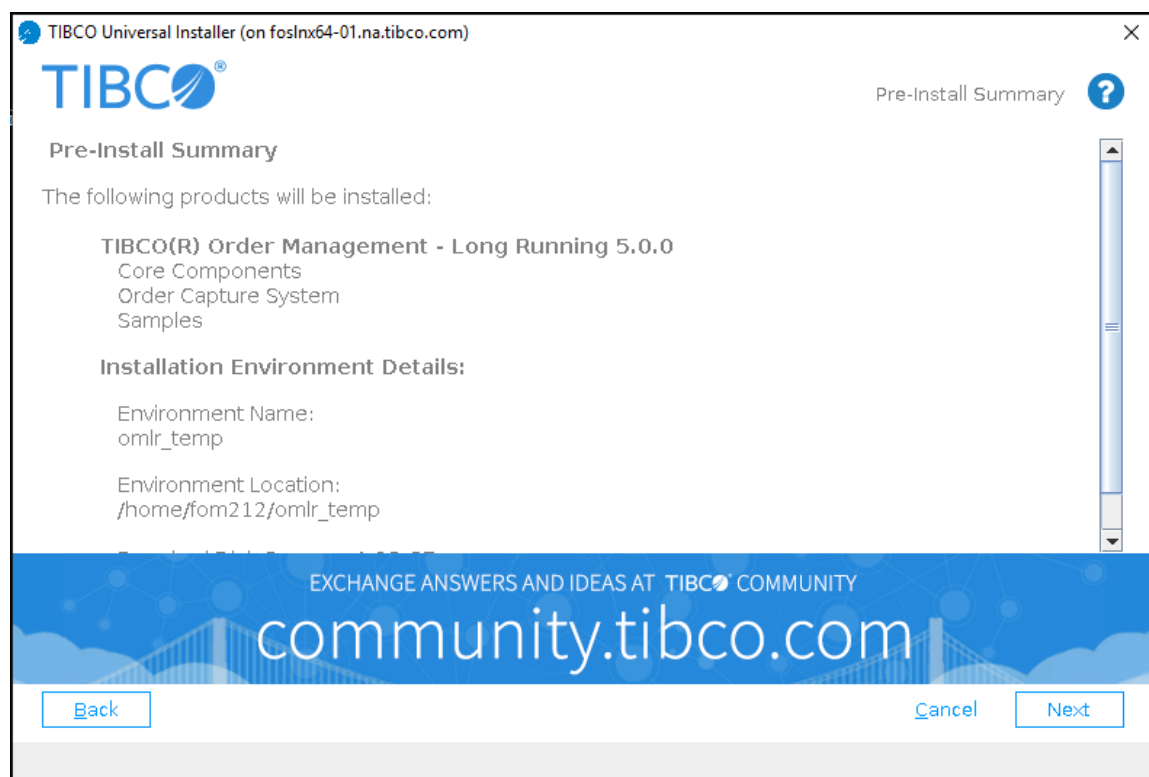


9. The Hibernate LGPL License Agreement dialog is displayed.
Choose "I accept the terms of the license agreement" and click the **Next** button. If you do not agree to the terms of the license agreement, click the **Cancel** button to exit from the installation process.
10. Choose to download the Hibernate assembly from TIBCO or choose to provide the location for the assembly previously downloaded from TIBCO and provide the path, and click **Next**.
11. The RESTful_api LGPL License Agreement dialog is displayed.
Choose "I accept the terms of the license agreement" and click the **Next** button. If you do not agree to the terms of the license agreement, click the **Cancel** button to exit from the installation process.
12. Choose to download the RESTful_api LGPL assembly from TIBCO or choose to provide the location for the assembly previously downloaded from TIBCO and provide the path, and click **Next**.
13. The mail LGPL License Agreement dialog is displayed.
Choose "I accept the terms of the license agreement" and click the **Next** button. If you do not agree to the terms of the license agreement, click the **Cancel** button to exit from the installation process.
14. Choose to download the mail LGPL assembly from TIBCO or choose to provide the location for the assembly previously downloaded from TIBCO and provide the path, and click **Next**.
15. The javax_servlet_api LGPL License Agreement dialog is displayed. Choose "I accept the terms of the license agreement" and click the **Next** button. If you do not agree to the terms of the license agreement, click the **Cancel** button to exit from the installation process.
16. The javax_jms_api LGPL License Agreement dialog is displayed. Choose "I accept the terms of the license agreement" and click the **Next** button. If you do not agree to the terms of the license agreement, click the **Cancel** button to exit from the installation process.

17. The Oracle Elliptic Curve Cryptography Library LGPL License Agreement dialog is displayed. Choose "I accept the terms of the license agreement" and click the Next button. If you do not agree to the terms of the license agreement, click the Cancel button to exit from the installation process.
18. After the installer configures your installation choices, the Pre-Install Summary dialog is displayed. Review the information displayed in the dialog and ensure that it is correct.

If you want to change any of your choices, click the **Back** button to step back through the dialogs to the appropriate point. You can then continue the installation process from that point.

Pre-Install Summary Window



19. When you are satisfied with your choices, click the **Install** button.
20. The Post Install Summary dialog is displayed, which summarizes the installation process. Click the **Finish** button to complete the installation process and close the installer window.
21. Complete the post-installation tasks described in [Post-Installation Tasks](#).

Installing in Console Mode

The following procedure lists the steps to install TIBCO Order Management - Long Running in console mode:

1. Open the physical media or download the TIBCO Order Management - Long Running product package.
2. Extract the TIBCO Order Management - Long Running product archive file to a temporary directory.
3. Use a console window, navigate to the temporary directory that contains the universal installer and run the installer through this command line:

```
bash-5.00$ ./TIBCOUniversalInstaller-<os>.bin -console
```

4. Complete the installation by responding to the console window prompts.

Installing in Silent Mode

The `TIBCOUniversalInstaller.silent` file is packaged in the directory that contains the universal installer. Edit the file with information for your environment before launching the silent installation. The file includes comments that describe the installation properties you can set.

When you can use the `TIBCOUniversalInstaller.silent` file, it is a good practice to copy the file to a different name and then edit the file for silent mode. Modify the following details in the silent file:

- `installationRoot`
- Set the `createNewEnvironment` value to be false.
- `environmentName`
- `environmentDesc`



Change other optional parameter values as required.

Save the silent file.

If errors occur during installation, they are listed in the installation log file, which is located in the `$HOME/.TIBCO` directory.

The following procedure lists the steps to install TIBCO Order Management - Long Running in silent mode.

1. Open the physical media or download the TIBCO Order Management - Long Running product package.
2. Extract the TIBCO Order Management - Long Running product archive file to a temporary directory.
3. Using a console window, navigate to the temporary directory that contains the universal installer.
4. Copy the `TIBCOUniversalInstaller.silent` file and name the file.
5. Using a text editor, open the `TIBCOUniversalInstaller.silent` file, and update the install location and the list of features to install.
6. Run the installer:

```
TIBCOUniversalInstaller-<os>.bin -silent
```

When the installation completes, a line similar to the following is written to the installer log file:

```
Install, com.tibco.installer.util.TIBCOInstaller, dbg.Debug, The installation has completed. Please check the log file for additional information.
```

7. Complete the post-installation tasks described in [Post-Installation Tasks](#).

Uninstalling TIBCO Order Management - Long Running

To uninstall TIBCO Order Management - Long Running from the supported UNIX platform, navigate to the `$TIBCO_HOME/tools/universal_installer` directory and run the `TIBCOUniversalInstaller-<os-type>.bin` script.

Post-Installation Tasks

This section gives an overview of the steps you have to perform in the given order on successful installation of TIBCO Order Management - Long Running.

To configure the installed components, complete the following steps:

1. [Post-Installation Task 1: Copying Dependencies](#)
2. [Post-Installation Task 2: Creating the Database.](#)
3. [Post-Installation Task 3: Creating the TIBCO Enterprise Message Service Channel](#)
4. [Post-Installation Task 4: Integrating with TIBCO Fulfillment Subscriber Inventory](#)
5. [Post-Installation Task 5: Starting the TIBCO Order Management - Long Running Engines](#)



Use the HTML documentation to copy and paste code snippets into the XML files.

Post-Installation Task 1: Copying Dependencies

Order Management Server does not ship with all the required 3rd party dependencies. A `copyLib.sh` script is provided under `$OM_HOME/roles/<service-name>/standalone/bin`. This script runs under each service and copies the required dependencies.

1. Provide the path from where the dependencies have to be copied. Do this by setting the following variables in `copyLib.sh` :
- `JDBC_JAR_PATH`
 - `EMS_JAR_PATH_tibjms`
 - `EMS_JAR_PATH_jms`
 - `HIBERNATE_JAR_PATH`
 - `RESTFUL_API_JAR_PATH`
 - `MAIL_JAR_PATH`
 - `JAVAX_API_JAR_PATH`
 - `JMS_API_JAR_PATH`

The `copyLib.sh` must look similar to this:

```
#!/usr/bin/env bash

# for Oracle DB
export JDBC_JAR_PATH=/data/oracle12c/app/oracle12c/product/12.1.0/dbhome_1/jdbc/lib/
ojdbc7.jar
export EMS_JAR_PATH_tibjms=/opt/tibco/ems/8.3/lib/tibjms.jar
export EMS_JAR_PATH_jms=/opt/tibco/ems/8.3/lib/jms-2.0.jar
export HIBERNATE_JAR_PATH=/opt/tibco/af/5.0/lib/hibernateLibs/*.jar
export RESTFUL_API_JAR_PATH=/opt/tibco/af/5.0/lib/RESTful_api/javax.ws.rs-
api-2.0.1.jar
export MAIL_JAR_PATH=/opt/tibco/af/5.0/lib/mail/mail-1.4.jar
export JAVAX_API_JAR_PATH=/opt/apps/code/tibcoWS/temp/af/5.0/lib/servlet_api/
javax.servlet-api-3.1.0.jar
export JMS_API_JAR_PATH=/opt/apps/code/tibcoWS/temp/af/5.0/lib/jms/javax.jms-
api-2.0.1.jar
DIR="$( cd "$( dirname "${BASH_SOURCE[0]}" )" && pwd )"
echo "$DIR"
for role in `find $DIR/../roles/*/standalone/bin/copyLib.sh`
do
    echo "#####Copying for $role #####"
    sh $role
done
```

Alternatively, you can set them as system properties. Each variable points to the .jar file to be copied. See the example in the copyLib.sh script for clarification.

2. After setting the variables, run the copyLib.sh script.

Post-Installation Task 2: Creating the Database

If this is your first time installing TIBCO Order Management - Long Running, create the database and messaging by executing the provided scripts. You can create the database for the admin database user and the default tenant for an Oracle or PostgreSQL database.



To execute the SQL scripts, you must have appropriate permission.



If you are using an Oracle database, you must set the ORACLE database system NLS_CHARACTERSET parameter to UTF-8.

Order Management Server Database

- Oracle Database: [Admin User Database](#) and [Default Tenant Database](#)
- PostgreSQL Database: [Admin User and Default Tenant Database](#)

Creating an OMS Oracle Database for the Admin User

Create an OMS Oracle database for the admin user by running the provided scripts.

Procedure

1. Create the table space by modifying the file to assign the proper table space name and location of the file including the .dbf extension in the file \$OM_HOME/db/oracle/oms/CreateTableSpace.sql.
2. Create the user and assign the table space by modifying the file \$OM_HOME/db/oracle/oms/createOMSUser.sql and assign the proper username and password for every user and the table space to the user with proper quota size in the file.
3. Connect to SQL PLUS as an OMS database user. Execute the following SQL files in order:
 1. Execute \$OM_HOME/db/oracle/oms/OMS_AdminDatabase_DDL.sql passing the tablespacename as an input parameter.
For example,
 - SQL> @\$OM_HOME/db/oracle/oms/OMS_AdminDatabase_DDL.sql <<admintablespace>>
 2. Execute \$OM_HOME/db/oracle/oms/OMS_Admin_SeedData.sql.
For example,
 - SQL> @\$OM_HOME/db/oracle/oms/OMS_Admin_SeedData.sql

Creating an OMS Oracle Database for the Default Tenant

Create an OMS Oracle database for the default tenant by running the provided scripts.

Procedure

1. Create the table space by modifying the file to assign proper table space name and location of the file including the .dbf extension in the file \$OM_HOME/db/oracle/oms/CreateTableSpace.sql.
2. Create the user and assign the table space by modifying the file \$OM_HOME/db/oracle/oms/createOMSUser.sql, and assign the proper username and password for every user and the table space to the user with proper quota size in the file.

3. Connect to SQL PLUS as an OMS database user. Execute the following SQL files in order:

1. Execute `$OM_HOME/db/oracle/oms/OMS_DDL.sql` passing the tablespacename as an input parameter.

For example,

- `SQL> @$OM_HOME/db/oracle/oms/OMS_DDL.sql <<omstablespace>>`

2. Execute `$OM_HOME/db/oracle/oms/OMS_SeedData.sql`.

For example,

- `SQL> @$OM_HOME/db/oracle/oms/OMS_SeedData.sql`

3. Run the script `OMS_Seed_OrderAddress.sql`, which creates the procedure `OMS_Seed_OrderAddress`.



While executing the procedure, keep the exponent value between 7 to 12

Creating an OCS Oracle Database

Procedure

1. Create a table space and execute the following script: `$OM_HOME/db/oracle/ocs/OCS_SCHEMA_DDL.sql`.
2. Modify the file to assign proper table space name and location of the file including the `.dbf` extension in the file `$OM_HOME/db/oracle/oms/CreateTableSpace.sql`.
3. Create the user and assign the table space by modifying the file `$OM_HOME/db/oracle/oms/createOMSUser.sql`. Assign the proper username and password for every user and the tablespace to the user with proper quota size in the file.
4. Connect to SQL PLUS as an OCS database user. Execute the following SQL files in order:
 - a) Execute `$OM_HOME/db/oracle/oms/OCS_SCHEMA_DDL.sql` passing the tablespacename as an input parameter.

For example,

```
SQL> @$OM_HOME/db/oracle/oms/OCS_SCHEMA_DDL.sql <<tablespacename>>
```



Creating a PostgreSQL Database for the Admin User and Default Tenant

Create a PostgreSQL database by configuring and running the following script: `$OM_HOME/db/postgreSQL/oms/setup.sh`

Procedure

1. Open `setup.sh` in a suitable editor and update the following values in the script:

Property	Update the Value for
PG_HOST	PostgreSQL database host
PGPORT	PostgreSQL port
pg_super_user_name	PostgreSQL super user name

Property	Update the Value for
pg_super_user_password	PostgreSQL super user password
 Based on the following details, two new database users, schemas, databases and tablespaces is created.	
pg_oms_user	New default tenant user
pg_oms_password	Password for the default tenant
pg_oms_database	Default tenant database name
pg_oms_schema	Default tenant schema
pg_oms_tablespace	Default tenant tablespace
pg_oms_tablespace_location	Default tenant tablespace location
pg_admin_user	New Order Management Server admin user  This is not the administrator user. This is an Order Management Server user, which holds tables related to the cluster administration.
pg_admin_password	Password for the Order Management Server admin user
pg_admin_database	Order Management Server admin database name
pg_admin_schema	Order Management Server admin schema
pg_admin_tablespace	Order Management Server admin tablespace
pg_admin_tablespace_location	Order Management Server admin tablespace location

2. Save and close the file.
3. Run the db-setup.sh script.

Creating an OCS PostgreSQL Database

Procedure

1. Create a PostgreSQL table space and execute the script: \$OM_HOME/db/postgreSQL/ocs/ocs_schema_ddl.sql.
2. To create a table space for the OCS database. run the following script: \$OM_HOME/db/postgreSQL/oms/dbscripts/create_tablespace.sql.
3. To create the database user for OCS, run the following script: \$OM_HOME/db/postgreSQL/oms/dbscripts/create_user.sql.
4. Do any of the following step, the choices are as follows:

- Run the following script: \$OM_HOME/db/PostgreSQL/ocs/ocs_schema_ddl.sql
- From \$OM_HOME/db/postgreSQL/oms/, copy ocs_schema_ddl.sql to \$OM_HOME/db/postgreSQL/oms/dbscripts, and then run the script: setup.sh or setup.cmd.

Post-Installation Task 3: Creating the TIBCO Enterprise Message Service Channel

The TIBCO Enterprise Message Service channel needs to be created to start the TIBCO® Order Management - Long Running 5.0 micro-services. To create the TIBCO Enterprise Message Service channels, run the tibemsadmin command.

1. Go to \$EMS_HOME/bin and run the following command:

```
$ tibemsadmin -server tcp://localhost:7222 -user admin -script $OM_HOME/ems/AF_CreateEMSChannel.txt
```

Post-Installation Task 4: Integrating with TIBCO Fulfillment Subscriber Inventory

Procedure

1. The value of the following property must be set to true to enable integration with TIBCO Fulfillment Subscriber Inventory:

TIBCO Order Management - Long Running provides an inbuilt integration with TIBCO Fulfillment Subscriber Inventory. To use this component, configure the following properties in the ConfigValues_OMS.xml file within the existing parent category "Orchestrator Configuration" and sub-category "Generic Configuration":

```
<ConfValue description="Merge inventory in AOPD request" name="Merge inventory in AOPD request" propname="com.tibco.fom.oms.af. aopd.merge.inventory" sinceVersion="3.0" visibility="Advanced" <ConfBool default="false" value="false"/> </ConfValue>
```

2. The value of this property must be set in the format hostname:port indicating the server location where TIBCO Fulfillment Subscriber Inventory is deployed:

```
<ConfValue description="Inventory service address" isHotDeployable="true" name="Host/Port for Inventory Service" propname="com.tibco.fom.oms.af. aopd.merge.inventory.hostport" readonly="false" sinceVersion="3.0" visibility="Basic"> <ConfString default="localhost:8080" value="localhost:8080"/> </ConfValue>
```

3. The value of this property must be set to the TIBCO Fulfillment Subscriber Inventory user with administrator privileges. The username must be of the format username@enterprise_name:

```
<ConfValue description="Inventory service username" isHotDeployable="true" name="Inventory service username" propname="com.tibco.fom.oms.af. aopd.merge.inventory.username" readonly="false" sinceVersion="3.0" visibility="Basic"> <ConfString default="admin@enterprise" value="admin@enterprise"/> </ConfValue>
```

4. The value of this property must be set to the password corresponding to the TIBCO Fulfillment Subscriber Inventory user being used to fetch inventory information:

```
<ConfValue description="Inventory service password" isHotDeployable="true" name="Inventory service password" propname="com.tibco.fom.oms.af. aopd.merge.inventory.password" readonly="false" sinceVersion="3.0" visibility="Basic"> <ConfString default="admin" value="admin"/> </ConfValue>
```


Post-Installation Task 5: Starting the TIBCO Order Management - Long Running Engines

Start the TIBCO Order Management - Long Running engines you use (Automated Order Plan Development, Order Capture System, omsServer, and Order Management Server UI):

- Go to `$OM_HOME/roles/<Automated Order Plan Development, Order Capture System, omsServer, Order Management Server UI >/standalone/bin` and run `./start.sh`.

Configuring and Verifying Installation

After installation and post-installation tasks, a set of steps are supposed to be performed to ensure successful installation of TIBCO Order Management - Long Running. Configuring and verifying installation deals with tasks like configuring the database and messaging, restarting the server, and verifying the installation.

Configuring the Libraries

Execute the `<OM_HOME>\roles\copyLib.sh` file, before starting any service.

Configuring the Database and Messaging Through Configurator

You can configure the database for the default tenant and the admin database user for an Oracle or PostgreSQL database and configure the TIBCO Enterprise Message Service channel through Order management Configurator.



The database client and TIBCO Enterprise Message Service must be present on the machine where Configurator is deployed. Set the `EMS_HOME` and `ORACLE_HOME` (if an Oracle database is used) environment variables and ensure they point to TIBCO Enterprise Message Service and the Oracle client respectively.

Procedure

1. Go to `$OM_HOME/roles/configurator/standalone/bin` and run the following script: `./start.sh`.
2. Start Configurator on a compatible browser with the following URL: `http://<<IP>>:<<PORT>>` and log in to Configurator. The default port is 9090, and the default user name and password is admin. You can change this user in `$OM_HOME/roles/configurator/standalone/config/ConfigLogin.info`.
3. Select **Order Management System** from the Select Configuration drop-down menu.
4. Click **Messaging Configuration** on the left side panel to configure the messaging.
5. After configuring the messaging, click the **Advanced** tab to configure the Order Management Server database for the admin user, click **Data Source Configuration**.
6. Click **Data Source Configuration Default Tenant** to configure the Order Management Server database for the default tenant.
7. Click **Order Management Server Persistence** to configure the Order Management Server Oracle or PostgreSQL database.
8. Click **Order Management Server User Interface** to configure the Order Management Server host, Order Management Server port, and Order Management Server UI port.
9. Click **Web Service Configuration** to configure the web service HTTP port.
10. Select **OCS** from the Select Configuration drop-down menu.
11. Select **Member1** from the left side panel, click the **Advanced** tab, and then click **OCS catalog directories** to configure the catalog directory location.
12. From the same **OCS Advanced** tab, configure pricing host, pricing port, eligibility host, eligibility port, OMSUI host, and OMSUI port.
13. Click **OCS Database** to configure the database for the Order Capture System service.

See [Database Configuration Properties](#) for the Order Management Server and Order Capture System database configuration properties specifically for an Oracle and PostgreSQL database.

Configuration Properties

The following tables list the properties for configuring the database of order management services.

Order Management Server Admin Data Source Configuration Properties

Property Name	Oracle Database Property Value	PostgreSQL Database Property Value
Pooled Data Source Driver Class Name	oracle.jdbc.driver.OracleDriver	org.postgresql.Driver
Pooled Data Source Port	1521 (default)	5432 (default)
Pooled Data Source Database	orcl (default)	admindb (default)
Pooled Data Source Username	aff_admin (default)	adminuser (default)
Pooled Data Source Schema	N/A	adminschema (default)
Pooled Data Source URL	jdbc:oracle:thin:@/\${com.tibco.af.oms.pooledDataSource.host}:\${com.tibco.af.oms.pooledDataSource.port}/\${com.tibco.af.oms.pooledDataSource.database}	jdbc:postgresql://\${com.tibco.af.oms.pooledDataSource.host}:\${com.tibco.af.oms.pooledDataSource.port}/\${com.tibco.af.oms.pooledDataSource.database}?currentSchema=\${com.tibco.af.oms.pooledDataSource.postgres.schema}
Pooled Data Source Validation Query	select 1 from dual	SELECT 1
Pooled Database Connection Property	oracle.jdbc.ReadTimeout=120000	N/A

Order Management Server Default Tenant Data Source Configuration Properties

Property Name	Oracle Database Property Value	PostgreSQL Database Property Value
Pooled Data Source Driver Class Name	oracle.jdbc.driver.OracleDriver	org.postgresql.Driver
Pooled Data Source Port	1521 (default)	5432 (default)
Pooled Data Source Database	orcl (default)	fomdb (default)
Pooled Data Source Username	aff_oms (default)	fomuser (default)
Pooled Data Source Schema	N/A	fomschema (default)

Property Name	Oracle Database Property Value	PostgreSQL Database Property Value
Pooled Data Source URL	<code>jdbc:oracle:thin:@//\$ {com.tibco.af.oms.pooledData aSource.host}:\$ {com.tibco.af.oms.pooledData aSource.port}/\$ {com.tibco.af.oms.pooledData aSource.database}</code>	<code>jdbc:postgresql://\$ {com.tibco.af.oms.pooledData aSource.host}:\$ {com.tibco.af.oms.pooledData aSource.port}/\$ {com.tibco.af.oms.pooledData aSource.database}? currentSchema=\$ {com.tibco.af.oms.pooledData aSource.postgres.schema}</code>
Pooled Data Source Validation Query	<code>select 1 from dual</code>	<code>SELECT 1</code>
Pooled Database Connection Property	<code>oracle.jdbc.ReadTimeout=120 000</code>	N/A

Order Management Server Data Persistence Configuration Properties

Property Name	Oracle Database Property Value	PostgreSQL Database Property Value
Database Type	<code>oracle</code>	<code>postgres</code>
<code>com.tibco.af.hibernate.dialect</code>	<code>org.hibernate.dialect.Oracle10gDialect</code>	<code>org.hibernate.dialect.PostgreSQLDialect</code>
Pooled Data Source URL	<code>jdbc:oracle:thin:@//\$ {com.tibco.af.oms.pooledData aSource.host}:\$ {com.tibco.af.oms.pooledData aSource.port}/\$ {com.tibco.af.oms.pooledData aSource.database}</code>	<code>jdbc:postgresql://\$ {com.tibco.af.oms.pooledData aSource.host}:\$ {com.tibco.af.oms.pooledData aSource.port}/\$ {com.tibco.af.oms.pooledData aSource.database}? currentSchema=\$ {com.tibco.af.oms.pooledData aSource.postgres.schema}</code>
Pooled Data Source Validation Query	<code>select 1 from dual</code>	<code>SELECT 1</code>

Order Capture System Data Source Configuration Properties

Property Name	Oracle Database Property Value	PostgreSQL Database Property Value
Pooled Data Source Driver Class Name	<code>oracle.jdbc.driver.OracleDriver</code>	<code>org.postgresql.Driver</code>
Pooled Data Source Port	<code>1521 (default)</code>	<code>5432 (default)</code>

Property Name	Oracle Database Property Value	PostgreSQL Database Property Value
Pooled Data Source Database	orcl (default)	ocsdb (default)
Pooled Data Source Username	aff_ocs (default)	ocsuser (default)
Pooled Data Source Schema for postgres	N/A	ocsschema (default)
Pooled Data Source URL	jdbc:oracle:thin:@//\${com.tibco.af.oms.pooledDataSource.host}:\${com.tibco.af.oms.pooledDataSource.port}/\${com.tibco.af.oms.pooledDataSource.database}	jdbc:postgresql://\${com.tibco.af.oms.pooledDataSource.host}:\${com.tibco.af.oms.pooledDataSource.port}/\${com.tibco.af.oms.pooledDataSource.database}?currentSchema=\${com.tibco.af.oms.pooledDataSource.postgres.schema }
Pooled Data Source Validation Query	select 1 from dual	SELECT 1
Hibernate dialect	org.hibernate.dialect.Oracle10gDialect	org.hibernate.dialect.PostgreSQLDialect
Hibernate Default Catalog	aff_ocs (default)	Ocsuser (default)

Starting or Restarting the Services

1. To restart the Order Management Server go to the \$OM_HOME/roles/omsServer/standalone/bin directory and stop the service by running:

```
./stop.sh
```
2. Restart the service by running:

```
./start.sh
```
1. To restart the Configurator service go to the \$OM_HOME/roles/configurator/standalone/bin directory and stop the service by running:

```
./stop.sh
```
2. Restart the service by running:

```
./start.sh
```

Verifying Installation

This section provides instructions for verifying that TIBCO Order Management - Long Running has installed correctly and for verifying the connectivity between components. The AF_TestHarness_BW6 project referred in this section is intended for testing only.



You must have TIBCO ActiveMatrix BusinessWorks installed on your machine to use the TestHarness.

Procedure

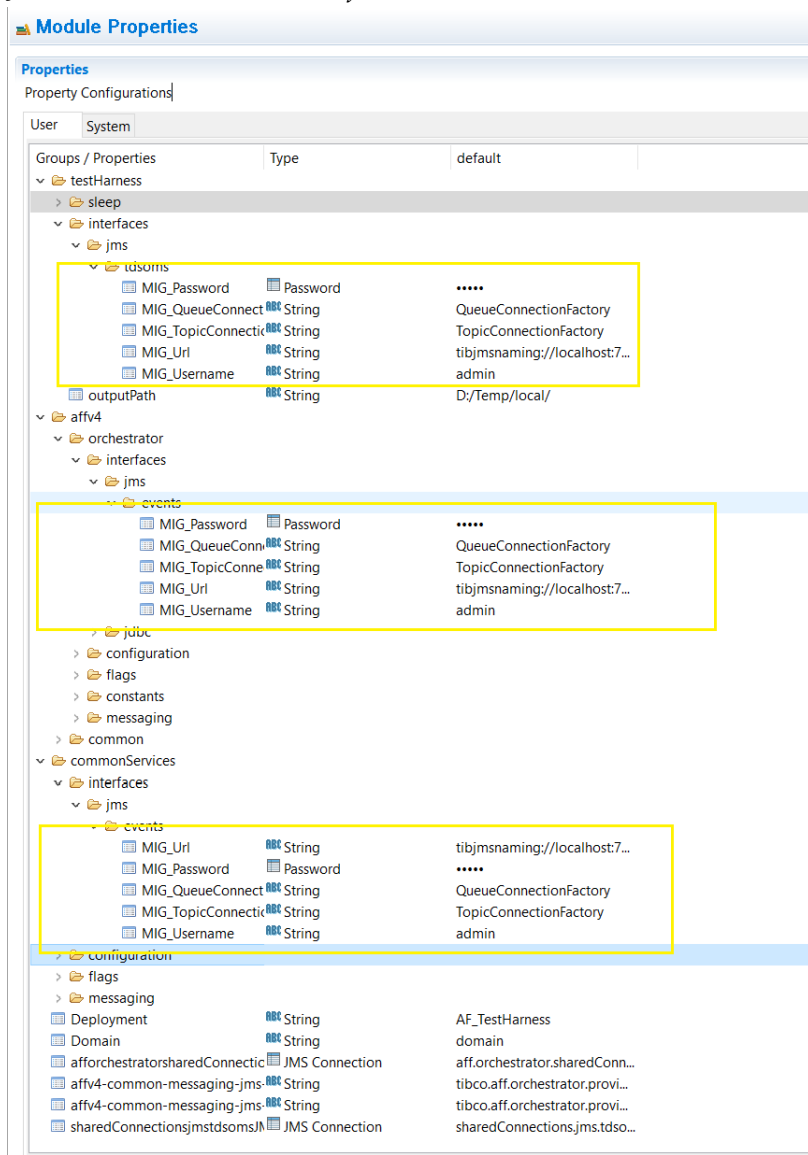
1. After performing installation and post-installation steps for TIBCO Order Management - Long Running engines, start and verify that the following server has been started or deployed without any errors.
To start the Order Management Server, perform the following steps:

1. To start the server, run the following command:

```
$cd $OM_HOME/roles/omsServer/standalone/bin
$./start.sh
```

2. Open the AF_TestHarness_BW6 project available in \$OM_HOME/samples/TestHarness/AF_TestHarness_BW6.zip through TIBCO Business Studio.
3. Change the values of module properties related to JMS connection parameters for Orchestrator and the test harness output directory path as shown in the following figures.

JMS Connection Parameters for Orchestrator



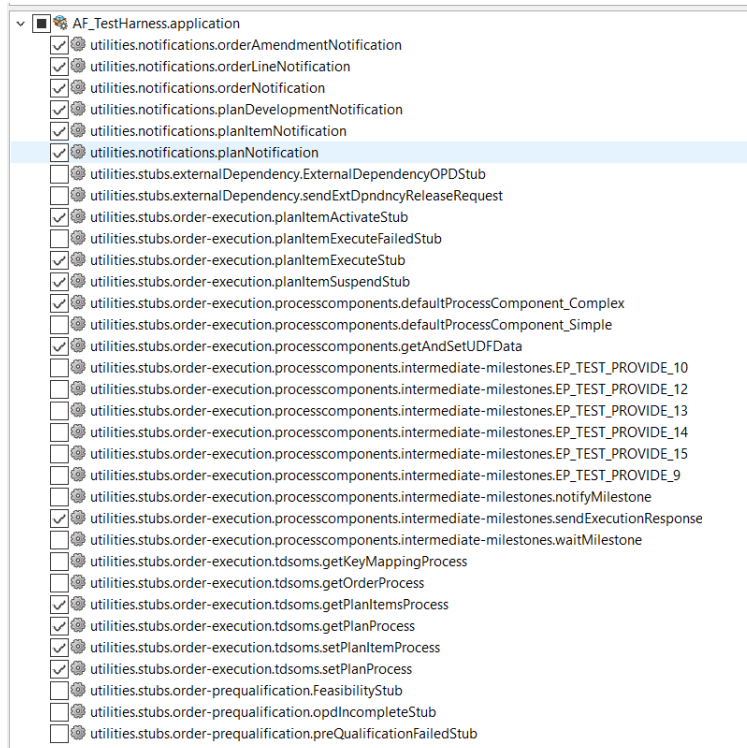
The AF_TestHarness_BW6 project contains several BW processes integrating with OM Orchestrator or Order Management Server components over the JMS channels according to the following list. These are the stub processes just to show how the integration is done, and to have an end-to-end run.

- process component stubs (execute, suspend, activate)
- error handler stub
- pre-qualification failed handler stub
- status notification subscriber stubs

All these processes log the relevant details (for example, execution request payload) in different files. These files are created under the directory named as orderref of the corresponding order. These directories are created under a parent directory whose path is configured in `testharness/outputPath` module properties.

4. Start the following starter processes in TIBCO Business Studio.

Starting Processes



Orchestrator Notifications Listener Processes:

- `utilities/notifications/orderAmendmentNotification.process`
- `utilities/notifications/orderLineNotification.process`
- `utilities/notifications/orderNotification.process`
- `utilities/notifications/planDevelopmentNotification.process`
- `utilities/notifications/planItemNotification.process`
- `utilities/notifications/planNotification.process`

These processes subscribe to the notification events from the Orchestrator. By using these events the exact state of the order/plan can be known.



The publishing of status change notifications for each entity is not enabled in Orchestrator out of the box. To subscribe to the status change notifications by using the above-mentioned processes, the notification publishing must be enabled for each entity through the respective flags. These flags are available in the **Orchestrator Configuration > Generic Configuration** category in the Configurator UI.

Orchestrator Task Stubs:

- `utilities/stubs/planItemActivateStub`
- `utilities/stubs/planItemExecuteStub`
- `utilities/stubs/planItemSuspendStub`

The process `planItemExecuteStub` is a dummy process component implementation. It calls a default process that gets and sets `plan/planItem` data by using JMS-based data access interfaces and finally sends an execution success response to Orchestrator. The `planItemSuspendStub` and `planItemActivateStub` processes are used for testing the order amendments functionality.

5. Verify that the following queues or topics are up and have listeners:


- `tibco.aff.oms.ordersService`
- `tibco.aff.catalog.planfragment.request`
- `tibco.aff.catalog.product.request`

6. Publish the following models:

Model	Send Model on Queue	Sample Located In
Product Model	<code>tibco.aff.catalog.product.request</code>	<code>\$OM_HOME/samples/Models/ProductModel.xml</code>
Plan Fragment Model	<code>tibco.aff.catalog.planfragment.request</code>	<code>\$OM_HOME/samples/Models/PlanFragmentModel.xml</code>



To send the model in the queue, the content of the model might be sent on the queue.

7.  Use only UTF-8 encoding type in the web service request.

Submit a dummy order through SOAP¹ over HTTP², or SOAP over JMS to the Order Management Server according to the `SubmitOrderRequest` sample located at `$OM_HOME/samples/Webservice/SubmitOrderRequest.xml`. Use the WSDL available at `$OM_HOME/schemas/wsd1/http/OrderServiceHTTP.wsd1` or `$OM_HOME/schemas/wsd1/jms/OrderServiceJMS.wsd1` to submit orders. For instance, `http://localhost:8080/api/orderService?wsdl`.

8. Verify that the jobs of processes selected in the test harness are created. The `planItemExecute` stub acts as the basic process component, which processes and responds to the execution request sent by Orchestrator for each plan item.
9. Navigate to `http://<machineIPAddress>:<port number>/Login/Login.jsp`. Verify that you can see the order and the plan in the Order Management Server UI as shown in the following sample figures. Check whether the status of the order is 'Complete'. For additional information on how to navigate through the Order Management Server UI, see *TIBCO Order Management - Long Running User's Guide*.

¹ a simple XML-based protocol to let applications exchange information over HTTP.

² The Hypertext Transfer Protocol (HTTP) is an application protocol for distributed, collaborative, hypermedia information systems

Order View

TIBCO™ Order Management Logged in as admin@TIBCO | No Notification | About | Logout

Dashboard Orders Plans Rule Config Activity Log

Browse Orders

[Add Order](#)
[Cancel Order](#)
[Suspend Execution](#)
[Withdraw Order](#)
[Show Execution Plan](#)
[Show Activity Log](#)

Search: ([Submitted Date] [between] to_date('11/26/2019 11:26:20'))

Order ID	Status	Execution Status	Submitted Date	Submitted Time	Submitted User
jenkinsci_Run1_00001_http_PDO_TFOM-4839_20191202080001	Orange	EXECUTION	12/02/2019	08:02:05 UTC-8	AFO
AMD_jenkinsci_Run1_00001_http_OrangeSpain_PCO_PDO_PRF_Amendment_TFOM-4308_20191202075700	Test	COMPLETE	12/02/2019	07:59:33 UTC-8	AFO

Order Ref ID: jenkinsci_Run1_00001_http_PDO_TFOM-4839_20191202080001

Current Order

Order ID: 1:10106:PROVIDE

Original Request Amendments

General

Order Ref ID: jenkinsci_Run1_00001_http_PDO_TFOM-4839_20191202080001

Order ID: 2213

Status: EXECUTION

Execution Plan: 2214

Required By Date

Notes

Description

Invoice Address

Locality

Street Type

Street Name

Street Number

Subscriber ID

Customer ID: Orange

Changed Date: 12/02/2019 08:02:05 UTC-8

Execution Status: EXECUTION

Required On Date

Order Priority: 4

Delivery Address

Locality

Street Type

Street Name

Street Number

Plan Grid View

TIBCO™ Order Management Logged in as admin@TIBCO | No Notification | About | Logout

Dashboard Orders Plans Rule Config Activity Log

Browse Plans

Search: ([Created on] [between] to_date('11/26/2019 11:26:20'))

Plan ID	Plan Item	Status	Created Date	Created Time	Created User
AMD_jenkinsci_Run1_00001_http_PDOWithSequenceDirection_Amendment_VBWSFlags_TFOM-3911_20191202070813	2160	ProductDependsOn	12/02/2019	07:10:14 UTC-8	07:10:54 UTC-8

1-20 of 933

Plan ID: 2160(Plan Item: 1)

Plan Item	Custom Headers	Order Line	Process Info	Sections
Plan Item ID: 1	1	1	Description: PF_Provide_TFOM-3911	PF_Provide_TFOM-3911
Status: CANCELLED			Changed Date: 12/02/2019 07:10:47 UTC-8	12/02/2019 07:10:47 UTC-8
Start TimeStamp: 12/02/2019 07:10:14 UTC-8			End TimeStamp: 12/02/2019 07:10:47 UTC-8	12/02/2019 07:10:47 UTC-8
Action: CANCEL			Non Executing	false

Plan Gantt View

TIBCO™ Order Management Logged in as admin@TIBCO | No Notification | About | Logout

Dashboard Orders Plans Rule Config Activity Log

Browse Plans

Search: ([Created on] [between] to_date('11/26/2019 11:26:20'))

Plan ID	Plan Item	Status	Created Date	Created Time	Created User
AMD_jenkinsci_Run1_00001_http_PDOWithSequenceDirection_Amendment_VBWSFlags_TFOM-3913_20191202071638	2169	ProductDependsOn	12/02/2019	07:12:12 UTC-8	07:12:11 UTC-8
AMD_jenkinsci_Run1_00001_http_PDOWithSequenceDirection_Amendment_VBWSFlags_TFOM-3919_20191202071950	2166	ProductDependsOn	12/02/2019	07:15:55 UTC-8	07:16:36 UTC-8
AMD_jenkinsci_Run1_00001_http_PDOWithSequenceDirection_Amendment_VBWSFlags_TFOM-3918_20191202071982	2163	ProductDependsOn	12/02/2019	07:15:55 UTC-8	07:16:36 UTC-8
AMD_jenkinsci_Run1_00001_http_PDOWithSequenceDirection_Amendment_VBWSFlags_TFOM-3917_20191202071982	2160	ProductDependsOn	12/02/2019	07:15:55 UTC-8	07:16:36 UTC-8

Plan ID: 2160(Gantt View)

ID	Action	Plan Details	Status	Start	End	Descendants	Section Maximum End	Section Typical End
1	START	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:14 UTC-8	12/02/2019 07:10:54 UTC-8			
2	END	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:14 UTC-8	12/02/2019 07:10:47 UTC-8			
3	START	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:14 UTC-8	12/02/2019 07:10:47 UTC-8			
4	END	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:14 UTC-8	12/02/2019 07:10:47 UTC-8			
5	START	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:47 UTC-8	12/02/2019 07:10:52 UTC-8	11	12/02/2019 07:12:14 UTC-8	12/02/2019 07:11:14 UTC-8
6	END	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:47 UTC-8	12/02/2019 07:10:52 UTC-8			
7	START	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:47 UTC-8	12/02/2019 07:10:52 UTC-8			
8	END	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:47 UTC-8	12/02/2019 07:10:52 UTC-8			
9	START	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:52 UTC-8	12/02/2019 07:10:54 UTC-8			
10	END	PF_Provide_TFOM-3911	✓	12/02/2019 07:10:52 UTC-8	12/02/2019 07:10:54 UTC-8			

Seconds

Deploying and Running the TIBCO BusinessWorks 6 and TIBCO BusinessWorks Container Edition Projects

Complete the steps to deploy and run the TIBCO BusinessWorks 6 Test Harness and Performance Test Injector projects and the TIBCO BusinessWorks Container Edition Test Harness project.

The studio projects for TIBCO BusinessWorks 6 Test Harness and Performance Test Injector and the TIBCO BusinessWorks Container Edition Test Harness can be found in the following locations:

- \$OM_HOME\samples\TestHarness\AF_TestHarness_BW6.zip
- \$OM_HOME\samples\TestHarness\AF_TestHarness_BWCE.zip
- \$OM_HOME\samples\PerformanceTester\FOM_PerformanceInjectorTester_BW6.zip

You can deploy and run AF_TestHarness_BWCE.zip in BWCE Studio or on a Docker container.

You can deploy and run AF_TestHarness_BW6.zip and FOM_PerformanceInjectorTester_BW6.zip in either of the following ways:

- BW Studio
- Local mode
- Enterprise mode
- Deployment on TEA server



FOM_PerformanceInjectorTester_BW6.zip uses WSS security to invoke the order services of TIBCO Order Management - Long Running. Therefore, to prevent an exception from getting thrown, you must enable the governance policy by following the steps in "Enabling the Governance Agent Using an AppSpace Configuration File" in the TIBCO BusinessWorks 6.x documentation.

Procedure

1. From TIBCO BusinessWorks 6 studio or TIBCO BusinessWorks Container Edition studio, click **File**.
2. Select **Existing Studio Project into Workspace** and click **Next**.
3. Select **Project Unzipped Location** (select the root directory). Select **All Projects** and click **Finish**.
4. **For BWCE only:** If you are deploying and running the project on BWCE, you must change the default workspace perspective to Docker. From TIBCO BusinessWorks Container Edition Studio, select **Windows > Preferences > BusinessWorks Container Edition > Container Platform > Docker > Apply** and restart the workspace.
5. To run the project, click **Run > Run Configuration > Business works Application > BW Application**. Select the processes to run and click **Apply and Run**.
6. To create an EAR file, click **BW application > Create Enterprise Archive (EAR)**. Provide the location and click **Finish**.
You can deploy this EAR file in any mode by following the BW6 or BWCE documentation.

Migrating TIBCO Fulfillment Order Management 4.0.2 HF3 to TIBCO Order Management - Long Running 5.0

To migrate TIBCO Fulfillment Order Management 4.0.2 HF3 to TIBCO Order Management - Long Running 5.0, perform the following steps:

Procedure

1. Shut down all other TIBCO applications that are running.
2. To upgrade the tenant specific database:
 - For PostgreSQL users: Run `upgrade-fom4.0.2hf3-to-om5.0.0-lr.sql` script from the location `$OM_HOME/db/postgreSQL/oms/dbscripts`.
 - For Oracle users: Run `upgrade-fom4.0.2hf3-to-om5.0.0-lr.sql` script from the location `$OM_HOME/db/oracle/oms`.
3. Check the console and the logs to verify whether the script has run without any errors. If you find errors, fix them, and run the script again.
Ensure that the newly added table and procedure are executed successfully in the database.
4. From the location `$OM_HOME/ems`, run the following script: `UpgradeEMSChannel_4.0.2hf3_to_5.0.0-lr.txt`
5. Restart the TIBCO applications.

Installation FAQs and Troubleshooting

This section can help you troubleshoot some common error messages that you might receive.

What might I do if the Enterprise Message Service destination creation fails when configuring TIBCO Order Management?

If TIBCO Enterprise Message Service is not installed on the same machine as TIBCO Order Management, the destination creation fails. Create the destinations manually by using the Enterprise Message Service Administration utility on the machine where Enterprise Message Service is installed.

For details, see `$OM_HOME/ems/AF_CreateEMSChannel.txt`

What might I do when I get the "ORA-00942: table or view does not exist" error. I have created Order Management Server database by using the Database Wizard and see the tables created correctly in the database. What could be the problem?

Ensure you have configured the `hibernate.default_catalog` property correctly. This property can be configured through the Configurator UI and is located at the following path: "Order management System -> Member 1 -> Persistence -> hibernate.default_catalog. The value of this property might be the database user name of the Order Management Server database.

What might I do if I get the following error related to the Oracle driver?

SEVERE: Error when registering Oracle JDBC Diagnosability MBean.

```
javax.management.MalformedObjectNameException: Invalid character ' ' in value part of property
```

```
at javax.management.ObjectName.construct(ObjectName.java:602)
```

```
at javax.management.ObjectName.<init>(ObjectName.java:1394)
```

This could be an Oracle driver issue. Try downloading the drivers from OTN again. A patch has been added for fixing this issue. To know whether you have the patch, run:

```
java -jar ojdbc6.jar
```

- If the `ojdbc6.jar` contains the patch, the following is displayed:

```
Oracle 11.1.0.6.0-Production+ JDBC 4.0 complied with JDK11
```

- If the `ojdbc6.jar` does not contain the patch, the following is displayed:

```
Oracle 11.1.0.6.0-Production JDBC 4.0 complied with JDK11
```

What might I do to get the Hibernate component if the servers where TIBCO Order Management is deployed does not have Internet connectivity?

Download the `product_tibco_hibernate_3.6.9.001.zip` file from the http://public.tibco.com/pub/tibco_oss/hibernate/product_tibco_hibernate_3.6.9.001.zip location.

What might I do if I see the ORACLE related errors during migration?

Set of ORACLE errors are bound to occur if other scripts have already been run. For example, purge scripts. Such ORACLE errors have been added to the ignore list and they do not cause the migration to fail. However, any error other than the defined list results in the database migration failure.

All the errors are logged in the `$OM_HOME/migration/log/DBmigration<<dd-mm-yy>>:min:dec>>.log` file:

Error Codes	Description
ORA-00942	Table or view does not exist
ORA-00955	Name is already used by an existing object
ORA-01418	The specified index does not exist
ORA-02289	The sequence does not exist
ORA-02442	Cannot drop nonexistent unique key
ORA-02443	Cannot drop constraint - nonexistent constraint

What might I do to upgrade Enterprise Message Service from version X to 8.x.x?

Ensure you back up all the data store and configuration files before performing any upgrade.

For a single Enterprise Message Service server, perform the following steps:

Steps to upgrade the Enterprise Message Service server:

1. Disconnect all your applications connecting to the current Enterprise Message Service versions.
2. Stop the Enterprise Message Service server.
3. Back up all the configuration files and the data store for the Enterprise Message Service server.
4. Uninstall the current version of the Enterprise Message Service server.



You can skip this step if you want to have multiple Enterprise Message Service server versions on the box. It is not a good practice to follow.

5. Install Enterprise Message Service server 8.x.x.
6. Update the environment variables accordingly on the Enterprise Message Service server box to reflect the new Enterprise Message Service installation path.



Enterprise Message Service 8.x.x is installed in the \$TIBCO_HOME/ems/8.x folder. Ensure that you modify the environment variables set for the Enterprise Message Service servers and other applications accordingly.

7. Start the Enterprise Message Service server against your old configuration files and data store.
8. Start all the applications that you want to connect to the Enterprise Message Service server.

If you have set up the Enterprise Message Service server to work on Fault Tolerant, perform the following steps:

1. Back up the .conf and .db files.
2. Shutdown the standby Enterprise Message Service server (*version X*) by connecting to it through EMSAdmin and issuing the shutdown command.



Ensure that you are connected to the standby server by executing the **info** command and verifying the state before issuing the shutdown command.

3. Restart the standby version 8.x.x Enterprise Message Service server having the same configuration setup as that of the standby server. This locks the database files and becomes the standby server. The standby server then runs with the Enterprise Message Service version X.
4. Shutdown active version X Enterprise Message Service server by connecting to it through EMSAdmin and issuing the shutdown command.



This step activates the standby server, resulting in the shared state conversion to the 8.x.x version. The active server then runs with the 8.x.x version.

5. View the active server log file to verify that the original standby server has been successfully activated.
6. To ensure that applications remain connected and they are processing messages, wait for a few minutes.
7. Restart the previously active Enterprise Message Service server in standby mode with the 8.x.x Enterprise Message Service version with the same configuration file of the previous active Enterprise Message Service server (version X).
8. To failback to the original server, shut down the active server.



This step is optional. To ensure that both the Enterprise Message Service servers can become active during failover, start the standby Enterprise Message Service server to make both Enterprise Message Service servers run in FT mode.

What might I do if I get the following error message? "Resource Bundle Not found as per locale - java.util.MissingResourceException: Can't find bundle for base name com.tibco.mdm.properties.activecatalog.HierarchyMessages" in OMS-UI startup logs.

Ignore this message

What might I do if I want to run the spring boot service on IPv4 only?

Set the following parameter to change the network interface:

```
export _JAVA_OPTIONS="-Djava.net.preferIPv4Stack=true"
```

TIBCO Documentation and Support Services

For information about this product, you can read the documentation, contact TIBCO Support, and join TIBCO Community.

How to Access TIBCO Documentation

Documentation for TIBCO products is available on the TIBCO Product Documentation website, mainly in HTML and PDF formats.

The TIBCO Product Documentation website is updated frequently and is more current than any other documentation included with the product. To access the latest documentation, visit <https://docs.tibco.com>.

Product-Specific Documentation

The following documentation for this product is available on the [TIBCO® Order Management Documentation](#) page:

- *TIBCO® Order Management - Long Running Release Notes*
- *TIBCO® Order Management - Long Running Installation and Configuration Guide*
- *TIBCO® Order Management - Long Running Getting Started Guide*
- *TIBCO® Order Management - Long Running Concepts and Architecture Guide*
- *TIBCO® Order Management - Long Running Administration Guide*
- *TIBCO® Order Management - Long Running User's Guide*
- *TIBCO® Order Management - Long Running Web Services Guide*
- *TIBCO® Order Management - Long Running Best Practices Guide*

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- For creating a Support case, you must have a valid maintenance or support contract with TIBCO. You also need a user name and password to log in to [TIBCO Support](#) website. If you do not have a user name, you can request one by clicking **Register** on the website.

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