Product Installation and Upgrade Guide v4.2.1.0

The Global Leader in Infrastructure Asset Management Solutions

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1.1 Author

Exor Development

1.2 Document Summary

This document covers steps involved in installing/upgrading the components for:

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- Street Gazetteer Manager
- Maintenance Manager
- Enquiry Manager
- TMA Manager
- TMA API
- Structures Manager
- UKPMS
- Mapcapture
- Information Manager Foundation Layer
- Information Manager 4
- Work Orders Work Tray

1.3 Document History

Document History			
Revision	**Date**	**By**	**Description**
3.4	10-Jun-2010	Exor Development	Amended WOWT instructions
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1.4 Reference documents

None

1.5 Distribution

Exor Customers, Partners and Staff

1.6 Quality Assurance

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2 Introduction

2.1 Purpose

This guide covers steps involved in installing/upgrading the components for:

- Network Manager
- Street Gazetteer Manager
- Maintenance Manager
- Enquiry Manager
- TMA Manager
- TMA API
- Structures Manager
- UKPMS
- Mapcapture
- Information Manager Foundation Layer
- Information Manager 4
- Work Orders Work Tray

Each product upgrade is split into two distinct stages,

- Stage 1 – Implementation of the Software files
- Stage 2 – Installation/Upgrade of the Server

2.2 Products Covered by this Guide

Table 1 lists the relevant products that are covered by this guide.

Product	Install	Upgrade From 4.2.0.0	Upgrade From 4.0
Network Manager	✖	✓	✖
Street Gazetteer Manager	✖	✓	✖
Maintenance Manager	✖	✓	✖
Enquiry Manager	✖	✓	✖
TMA Manager	✖	✓	✖
TMA API	✖	✓	✖
Structures Manager	✖	✓	✖

Product	Install	Upgrade From 4.2.0.0	Upgrade From 4.0
UKPMS	✖	✓	✖
Mapcapture	✖	✖	✓
Information Manager Foundation Layer	✖	✓	✖
Information Manager 4	✖	✓	✖
Work Orders Work Tray	✓	✖	✖

Table 1: List of products covered by this guide

2.3 Order in which to Install/Upgrade Products

Table 2 lists the order in which to install/upgrade the products in this release.

Product to Install/Upgrade	Order to Install/Upgrade
Network Manager	1
Street Gazetteer Manager	2
Maintenance Manager	3
Enquiry Manager	4
TMA Manager	5
TMA API	6
Structures Manager	7
UKPMS	8
Mapcapture	9
Information Manager Foundation Layer	10
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Table 2: Order in which to install/upgrade products

2.4 Pre-Requisites to Installation/Upgrade

It is assumed that the audience of this document understand the configuration of the servers being installed/upgraded and are sufficiently proficient with SQL*Plus. It is also assumed that the terminology used in this document is understood by the reader.

NB. The instructions for installation of the software describes the installation of all the software into a single area (usually referred to as the 'Client'). The instructions for installing/upgrading the Server (your Highways schema) assume you have access to the database from the 'Client'.

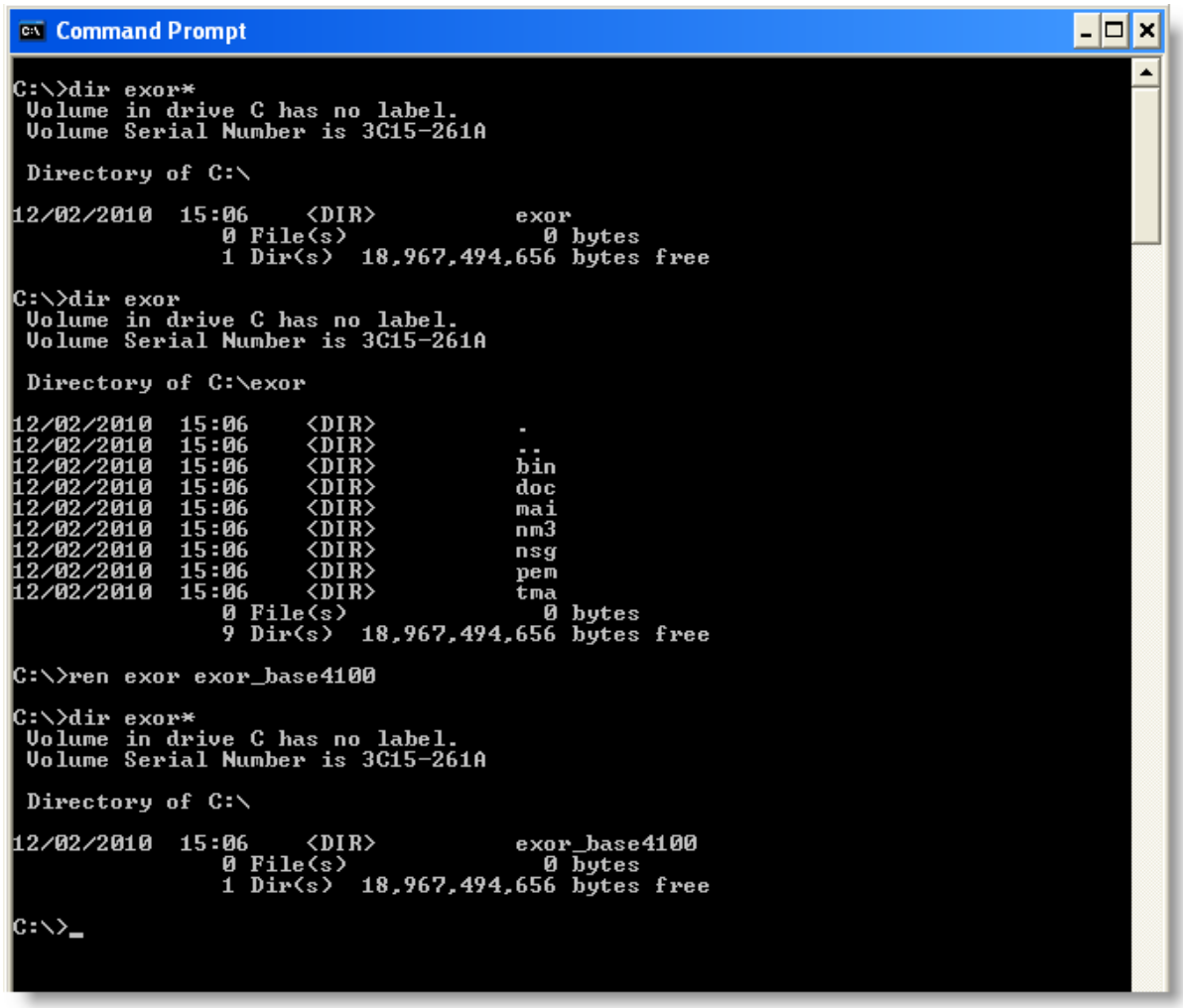
Your configuration and server access may differ from this; the InstallShield can still be used for installation. For example, you may have to install the Client software on the Application Server and the Server software on the Database Server for reasons of database access availablilty from the Application Server.

If in any doubt please contact support@exorcorp.com.

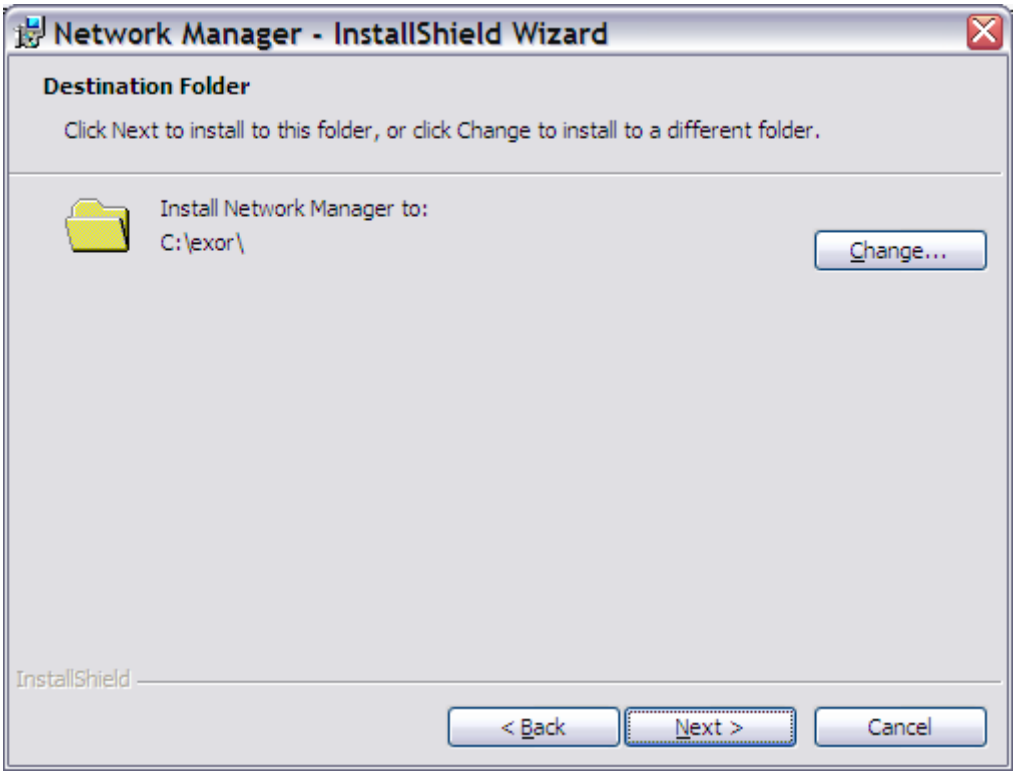
Before attempting to install/upgrade, you should ensure that;

- **the appropriate software components are installed and are compatible with the exor certification matrix. The certification matrix can be downloaded from the Client area of the exor website.**
- **all users are disconnected from the system**
- **the highways listener processes are not running**
- **a database export of the owner of Highways owner has been taken.**
- **You MUST rename the current <*exor_base*> directory and sub-directory structure and contents to a new area (e.g. <*exor_base4100*>). This ensures that a copy is available for backup or reference purposes should any issues arise during the installation.**
  The installation can then continue into the area that the <exor_base> normally resides (which should now be empty).

  For Example:
  ….rename the current <*exor_base*> directory and sub-directory structure and contents to a new area (e.g. <*exor_base4100*>)



… The installation can then continue into a clean area (e.g. c:\exor)



3 Network Manager

3.1 Installation of the Network Manager Software files

To install the software components for Network Manager execute the **setup_network_manager_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact **support@exorcorp.com**.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

3.2 Network Manager Server Upgrade

This section provides details of steps involved in upgrading the server components for Network Manager to 4.2.1.0.

Important:
This product will require upgrading ***before*** any other 4.2.1.0 product upgrades.

3.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 3.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

3.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation.

3.2.3 Upgrade of Network Manager

This section describes the steps necessary to upgrade Network Manager to 4.2.1.0

To upgrade the base data and objects for the Network Manager modules;

- Change directory to **<*exor_base*>**\nm3\install
- Login to SQL*PLUS as the highways owner on the client PC
- Run the following command

```
start nm4200_nm4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as **<*exor_base*>.**

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

- When the script has completed, all the Network Manager objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
nm4200_nm4210_1_<date&time>.LOG
nm4200_nm4210_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been upgraded.

3.2.4 Post Upgrade Tasks

exor_version.txt

Before accessing Network Manager you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for Network Manager is set accordingly;

NET=4.2.1.0
HIG=4.2.1.0
AST=4.2.1.0
DOC=4.2.1.0
WMP=4.2.1.0

3.2.5 Additional Configuration

Consult the documentation that accompanies this release for details of any additional configuration that may be required following an install/upgrade.

For example, to obtain details of product options, and for details of new product features/amendments.

Important:
It is highly recommended that you do this before attempting to use the application.

3.2.6 EXOR_JPG.JAR

Copy the new EXOR_JPG.JAR from the <exor_base>/icons/java folder to the <forms_home>/java folder on the application server.

Users may need to clear their JRE caches to see the changes.

3.2.7 Spatial Configuration

Specific information regarding the registration of spatial layers can be found in the ***"Locator and Web Mapping"*** document.

3.2.8 Mapserver Component Install

At version 4.2.1.0 of the Exor Application set, locator mapping software using Oracle Application Server Mapviewer version 10.1.3.3 should be implemented.

Locate the <exor_base>\msv\exorMapviewer4210 where you will find exorMapviewer4210_10_1_3.jar. Copy this file to <oracle_home>\mid\forms\java.

The formsweb.cfg file, located at <oracle_home>\mid\forms\server, will need editing to reference occurrences of exorMapviewer4210_10_1_3.jar.

Once the upgrade of the test and/or live system has taken place. There are usually two lines per entry (test and live)

Eg for Oracle Mapviewer version 10.1.3:

pjcArchive=frmall.jar,exor_jpg.jar,UploadClient.jar,UploadClient.jar.sig,exorMapviewer42`0_10_1_3.jar,mvclient_10_1_3.jar
archive_jini=exor_jpg.jar,exorMapviewer4210_10_1_3.jar,frmall.jar,mvclient_10_1_3.jar,UploadClient.jar,UploadClient.jar.sig

Save the file and exit.

On each client machine the Jar Cache will need to be cleared. This can be done by the following methods.

Sun JRE users

Start-> Settings-> Control Panel-> Java. Navigate to the "General" tab and click "Settings" button. In the Disk Space section click "Delete Files" button

You should now load the exor application in the usual way. On the first load, it will take longer than usual whilst the JAR files are cached again.

4 Street Gazetteer Manager

4.1 Implementation of the Street Gazetteer Manager Software files

To install the software components for Street Gazetteer Manager execute the **setup_street_gazetteer_manager_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact support@exorcorp.com.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

4.2 Street Gazetteer Manager Server Upgrade

This chapter provides details of steps involved in upgrading the server components for Street Gazetteer Manager.

Important:
This product will require upgrading ***after*** Network Manager and ***before*** Maintenance Manager, Enquiry Manager and TMA Manager.

4.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in Section 2.4 of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <exor_base>. You may recall that whilst undertaking the tasks in **Section 4.1** you will have implemented software into the location referred to as <exor_base>, for example, C:\EXOR.

4.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation.

4.2.3 Upgrade of Street Gazetteer Manager

This section describes the steps necessary to upgrade Street Gazetteer Manager to 4.2.1.0

To upgrade the base data and objects for the Street Gazetteer Manager modules;

- Change directory to **<*exor_base*>**\nsg\install
- Login to SQL*PLUS as the highways owner on the client PC
- The same script is used to upgrade from the previous version shown in **Section 2.2**.
  Run the following command

```
start nsg4200_nsg4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as ***<exor_base>***.

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.
- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.
- When the script has completed, all the Street Gazetteer Manager objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
nsg4200_nsg4210_1_<date&time>.LOG
nsg4200_nsg4210_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been upgraded.

4.2.4 Mandatory Configuration

exor_version.txt

Before accessing Street Gazetteer Manager you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for Street Gazetteer Manager is set accordingly;

NSG=4.2.1.0

5 Maintenance Manager

5.1 Implementation of the Maintenance Manager Software files

To install the software components for Maintenance Manager execute the **setup_maintenance_manager_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact **support@exorcorp.com**.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

5.2 Maintenance Manager Server Upgrade

This chapter provides details of steps involved in upgrading the server components for Maintenance Manager.

Important:
This product will require upgrading ***after*** Network Manager and Street Gazetteer Manager.

5.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where an upgrade is to be performed please ensure that any data loading being done through the Maintenance Manager loader modules has been completed, any data held in the Maintenance Manager load tables may be removed during this upgrade.

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 5.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

5.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation.

5.2.3 Upgrade of Maintenance Manager

This section describes the steps necessary to upgrade Maintenance Manager to 4.2.1.0

To upgrade the base data and objects for the Maintenance Manager modules;

- Change directory to **<*exor_base*>**\mai\install

- Login to SQL*PLUS as the highways owner on the client PC
- The same script is used to upgrade from the previous version shown in **Section 2.2**.
  Run the following command

```
start mai4200_mai4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as ***<exor_base>*.**

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.
- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.
- When the script has completed, all the Maintenance Manager objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
mai4200_mai4210_1_<date&time>.LOG
mai4200_mai4210_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been upgraded.

5.2.4 Mandatory Configuration

exor_version.txt

Before accessing Maintenance Manager you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for Maintenance Manager is set accordingly;

MAI=4.2.1.0

5.2.5 Conflated Networks

Customers using a Conflated Network must run an additional script to implement an appropriate view for Cyclic Maintenance.

NB. This step is not required if the Maintenance Sections used by Maintenance Manager are Datum Elements.

To implement the view;

- Change directory to **<*exor_base*>**\mai\admin\views
- Login to SQL*PLUS as the highways owner on the client PC
- Run the following command

```
start inv_items_all_section.sql
```

- You will be prompted to enter the Group Type of the Maintenance Sections used by Maintenance Manager.
- When you have supplied this value press enter and the script will create the appropriate view.

5.2.6 Additional Configuration

Consult the documentation that accompanies this release for details of any additional configuration that may be required following an install/upgrade.

For example, to obtain details of product options, and for details of new product features/amendments.

Important:
It is highly recommended that you do this before attempting to use the application.

5.2.7 Spatial Configuration

Specific information regarding the registration of spatial layers can be found in the ***"Locator and Web Mapping"*** document.

6 Enquiry Manager

6.1 Implementation of the Enquiry Manager Software files

To install the software components for Enquiry Manager execute the **setup_enquiry_manager_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact **support@exorcorp.com**.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

6.2 Enquiry Manager Server Upgrade

This chapter provides details of steps involved in upgrading the server components for Enquiry Manager.

Important:
This product will require upgrading ***after*** Network Manager, Street Gazetteer Manager and Maintenance Manager.

6.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 6.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

6.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation.

6.2.3 Upgrade of Enquiry Manager

This section describes the steps necessary to upgrade Enquiry Manager to 4.2.1.0

To upgrade the base data and objects for the Enquiry Manager modules;

- Change directory to **<*exor_base*>**\pem\install
- Login to SQL*PLUS as the highways owner on the client PC

- The same script is used to upgrade from the previous version shown in **Section 2.2**.
  Run the following command

```
start pem4200_pem4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as ***<exor_base>*.**

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

- When the script has completed, all the Enquiry Manager objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
pem4200_pem4210_1_<date&time>.LOG
pem4200_pem4210_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been upgraded.

6.2.4 Mandatory Configuration

exor_version.txt

Before accessing Enquiry Manager you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for Enquiry Manager is set accordingly;

PEM=4.2.1.0

6.2.5 Additional Configuration

Consult the documentation that accompanies this release for details of any additional configuration that may be required following an install/upgrade.

For example, to obtain details of product options, and for details of new product features/amendments.

Important:
It is highly recommended that you do this before attempting to use the application.

6.2.6 Spatial Configuration

Specific information regarding the registration of spatial layers can be found in the ***"Locator and Web Mapping"*** document.

7 TMA Manager

7.1 Implementation of the TMA Manager Software files

To install the software components for TMA Manager execute the **setup_tma_manager_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact support@exorcorp.com.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

7.2 TMA Manager Server Upgrade

This chapter provides details of steps involved in upgrading the server components for TMA Manager.

Important:
This product will require upgrading ***after*** Network Manager and Street Gazetteer Manager.

7.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Extremely Important (When Upgrading):

Before upgrading TMA Manager shutdown the TMA Web Server and Restart it, after successfully upgrading TMA Manager.

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 7.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

7.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation.

7.2.3 Upgrade of TMA Manager

This section describes the steps necessary to upgrade TMA Manager to 4.2.1.0

To upgrade the base data and objects for the TMA Manager modules;

- Change directory to **<*exor_base*>**\tma\install
- Login to SQL*PLUS as the highways owner on the client PC
- The same script is used to upgrade from the previous version shown in **Section 2.2**.
  Run the following command

```
start tma4200_tma4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as **<*exor_base*>.**

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.
- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.
- When the script has completed, all the TMA Manager objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
tma4200_tma4210_1_<date&time>.LOG
tma4200_tma4210_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been upgraded.

7.2.4 Mandatory Configuration

exor_version.txt

Before accessing TMA Manager you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for TMA Manager is set accordingly;

TMA=4.2.1.0

8 TMA API

8.1 Implementation of the TMA API Software files

To install the software components for TMA Manager execute the **setup_tma_api_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact support@exorcorp.com.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

8.2 TMA API Server Upgrade

This chapter provides details of steps involved in upgrading the server components for TMA Manager.

Important:
This product will require upgrading ***after*** Network Manager, Street Gazetteer Manager and TMA Manager.

8.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Extremely Important (When Upgrading):

Before upgrading TMA API shutdown the TMA External Notice API Web Server and Restart it, after successfully upgrading TMA API.

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 8.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

8.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation.

8.3 TMA External Notice API Implementation

8.3.1 Deployment of API Software Files

This section provides details of steps involved in deploying the files that the api is composed of to the relevant location on the file system.

Important:
All Exor applications that you install must go into the same destination – what is often referred to as `<exor_base>`.

To deploy the software components for the api, execute the **setup_tma_api_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary software files will have been deployed**.** These are held in the API directory. Copy the API folder and contents to the tma\admin folder.

8.3.2 API Server Component Upgrade

This section provides details of steps involved in upgrading the server components for the api.

Note, that there is no upgrade option; the software can be reinstalled as required.

Important:
The api will require upgrading after the TMA application.

Also please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of `<exor_base>`.

To create the base data and objects for api;

Change directory to `<exor_base>\tma\admin\api`

Login to SQL*PLUS as the highways owner on the client PC and run the following command

```
start tma_api_inst.sql
```

You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as `<exor_base>`.

For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

```
C:\EXOR\
```

When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

When the script has completed, the api will have been installed.

Checking Log File(s)

The following log file is produced in the working directory. At the end of the installation, the file can be viewed to check for any errors that could have occurred during installation.

`tma_api_install_<date&time>.LOG`

Note:
If there are any queries regarding the results of the install then the Log file should be emailed to support@exorcorp.com to allow Exor support staff to verify the install has been successful.

9 Structures Manager

9.1 Implementation of the Structures Manager Software files

To install the software components for Structures Manager execute the **setup_structures_manager_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact support@exorcorp.com.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

9.2 Structures Manager Server Upgrade

This chapter provides details of steps involved in upgrading the server components for Structures Manager.

Important:
This product will require upgrading ***after*** Network Manager.

9.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 9.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

9.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation.

9.2.3 Upgrade of Structures Manager

This section describes the steps necessary to upgrade Structures Manager to 4.2.1.0

To upgrade the base data and objects for the Structures Manager modules;

- Change directory to **<*exor_base*>**\str\install
- Login to SQL*PLUS as the highways owner on the client PC

- The same script is used to upgrade from the previous version shown in **Section 2.2**.
  Run the following command

```
start str4200_str4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as ***<exor_base>*.**

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

- When the script has completed, all the Structures Manager objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
str4200_str4210_1_<date&time>.LOG
str4200_str4210_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been upgraded.

9.2.4 Mandatory Configuration

exor_version.txt

Before accessing Structures Manager you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for Structures Manager is set accordingly;

STR=4.2.1.0

10 UKPMS

10.1 Implementation of the UKPMS Software files

To install the software components for UKPMS execute the **setup_ukpms_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact **support@exorcorp.com**.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

10.2 UKPMS Server Upgrade

This chapter provides details of steps involved in upgrading the server components for UKPMS.

Important:
This product will require upgrading ***after*** Network Manager.

10.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 10.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

10.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation and completion of post installation tasks.

10.2.3 Upgrade of UKPMS

This section describes the steps necessary to upgrade UKPMS to 4.2.1.0

To upgrade the base data and objects for the UKPMS modules;

- Change directory to **<*exor_base*>**\ukp\install
- Login to SQL*PLUS as the highways owner on the client PC

- The same script is used to upgrade from the previous version shown in **Section 2.2**.
  Run the following command

```
start ukp4200_ukp4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as ***<exor_base>*.**

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

- When the script has completed, all the UKPMS objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
ukp4200_ukp4210_1_<date&time>.LOG
ukp4200_ukp4210_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been installed. Also, objects may be invalid for certain products due to post configuration tasks not being completed. In this case reassess invalid objects when post installation task have been completed.

10.2.4 Mandatory Configuration

exor_version.txt

Before accessing UKPMS you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for UKPMS is set accordingly;

UKP=4.2.1.0

10.2.5 Additional Configuration

Consult the documentation that accompanies this release for details of any additional configuration that may be required following an install/upgrade.

For example, to obtain details of product options, and for details of new product features/amendments.

Important:
It is highly recommended that you do this before attempting to use the application.

11 Mapcapture

11.1 Implementation of the Mapcapture Software files

To install the software components for Mapcapture execute the **setup_mapcapture_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact support@exorcorp.com.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

11.2 Mapcapture Server Upgrade

This chapter provides details of steps involved in upgrading the server components for Mapcapture.

Important:
This product will require upgrading ***after*** Network Manager.

11.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 11.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

11.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation and completion of post installation tasks.

11.2.3 Upgrade of Mapcapture

This section describes the steps necessary to upgrade Mapcapture to 4.2.1.0

To upgrade the base data and objects for the Mapcapture modules;

- Change directory to **<*exor_base*>**\mcp\install
- Login to SQL*PLUS as the highways owner on the client PC

- The same script is used to upgrade from the previous version shown in **Section 2.2**.
  Run the following command

```
start mcp40_mcp4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as ***<exor_base>*.**

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

- When the script has completed, all the Mapcapture objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
mcp40_mcp4210_1_<date&time>.LOG
mcp40_mcp4210_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been installed. Also, objects may be invalid for certain products due to post configuration tasks not being completed. In this case reassess invalid objects when post installation task have been completed.

11.2.4 Mandatory Configuration

exor_version.txt

Before accessing Mapcapture you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for Mapcapture is set accordingly;

MCP=4.2.1.0

11.2.5 Additional Configuration

Consult the documentation that accompanies this release for details of any additional configuration that may be required following an install/upgrade.

For example, to obtain details of product options, and for details of new product features/amendments.

Important:
It is highly recommended that you do this before attempting to use the application.

12 Information Manager Foundation Layer

12.1 Implementation of the Information Manager Foundation Layer Software files

To install the software components for Information Manager Foundation Layer execute the **setup_information_manager_foundation_layer_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact **support@exorcorp.com**.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

12.2 Information Manager Foundation Layer Server Upgrade

This chapter provides details of steps involved in upgrading the server components for Information Manager Foundation Layer.

Important:
This product will require upgrading ***after*** 4.2.1.0 versions of products integrated with Information Manager Foundation Layer i.e. Network Manager and/or Maintenance Manager, Enquiry Manager, TMA Manager.

12.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 12.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

12.2.2 Upgrade of Information Manager Foundation Layer

To create the base data and objects for Information Manager Foundation Layer modules;

Change directory to **<*exor_base*>\imf\install**

Login to SQL*PLUS as the highways owner on the client PC and run the following command:

```
start imf_inst
```

You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as <***exor_base***>.

For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

C:\EXOR

When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

When the script has completed, all the Information Manager Foundation Layer objects and data will have been installed/upgraded.

Checking Log File(s)

The following log file is produced in the working directory. At the end of the upgrade the file can be viewed to check for any errors that could have occurred during upgrade.

`imf4200_imf4210_<date&time>.LOG`

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

12.2.3 Documentation

Documentation is automatically produced as part of the upgrade process

Two documents are produced per licenced product with foundation views.

All filenames are prefixed with the product code and they can be located in the working directory i.e. **<*exor_base*>\imf\install**

For example, with the TMA product the following files will be produced;

```
TMA_foundation_view_list.txt
TMA_foundation_view_column_list.txt
```

12.2.4 Mandatory Configuration

exor_version.txt

Before accessing Information Manager Foundation Layer you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for Information Manager Foundation Layer is set accordingly;

IMF=4.2.1.0

13 Information Manager 4

13.1 Implementation of the Information Manager 4 Software files

To install the software components for Information Manager 4 execute the **setup_information_manager_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact **support@exorcorp.com**.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

13.2 Information Manager 4 Server Upgrade

This chapter provides details of steps involved in upgrading the server components for Information Manager 4.

Important:
This product will require upgrading ***after*** 4.2.1.0 versions of products integrated with Information Manager 4 i.e. Information Manager Foundation Layer, Network Manager and/or Maintenance Manager, Enquiry Manager, TMA Manager.

13.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 13.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

13.2.2 Upgrade of Information Manager 4

This section describes the steps necessary to upgrade the Information Manager 4 to 4.2.1.0

To upgrade the base data and objects for Information Manager 4 modules;

- Change directory to **<*exor_base*>**\im\install
- Login to SQL*PLUS as the highways owner on the client PC
- The same script is used to upgrade from the previous version shown in **Section 2.2**.
  Run the following command

```
start im4200_im4210.sql
```

- You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as **<*exor_base*>.**

  For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

  C:\EXOR

- When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

- If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.
- When the script has completed, all the Information Manager 4 objects and data will have been upgraded.

Checking Log File(s)

The following log file is produced in the working directory. At the end of the upgrade, it can be viewed to check for any errors that could have occurred during the upgrade process.

```
im4200_im4210_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Due to interdependencies between some Exor products, please ignore all compilation errors until all of your products have been upgraded.

13.2.3 Mandatory Configuration

exor_version.txt

Before accessing Information Manager 4 you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <***exor_base***>\bin directory.

Ensure that the entry for Information Manager 4 is set accordingly;

IM=4.2.1.0

14 Work Orders Work Tray

14.1 Implementation of the Work Orders Work Tray Software files

To install the software components for Enquiry Manager Work Tray execute the **setup_work_orders_work_tray_4210.exe** and follow the on-screen prompts.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact support@exorcorp.com.

Important:
All exor applications that you install must go into the same destination – what is often referred to as <***exor_base***>.

To support different roll-out models, you can decide to just install Client or Server or both sets of components into the <***exor_base***>.

14.2 Work Orders Work Tray Server Install

This chapter provides details of steps involved in installing the server components for Work Orders Work Tray.

Important:
This product will require installing ***after*** Network Manager, Maintenance Manager, Enquiry Manager and Information Manager.

14.2.1 Before you Start

Before proceeding please ensure that the pre-requisites mentioned in **Section 2.4** of this document are met.

Also, please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <***exor_base***>. You may recall that whilst undertaking the tasks in **Section 14.1** you will have implemented software into the location referred to as <***exor_base***>, for example, C:\EXOR.

14.2.2 Typical problems that you may encounter

It is possible that, when you are running some of the install scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

Also during install Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the install. However it will be of concern if compilation errors still occur following the re-compilation.

14.2.3 Install of Work Orders Work Tray

To create the base data and objects for Work Orders Work Tray modules;

Change directory to **<*exor_base*>\wowt\install**

Login to SQL*PLUS as the highways owner on the client PC and run the following command:

```
start wowt_inst
```

You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as <***exor_base***>.

For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

C:\EXOR

When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

When the script has completed, all the Work Orders Work Tray objects and data will have been installed.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the installation, the files can be viewed to check for any errors that could have occurred during installation.

```
wowt_install_1_<date&time>.LOG
wowt_install_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the install has been successful.

14.2.4 Additional Configuration

Consult the documentation that accompanies this release for details of any additional configuration that may be required following an install.

For example, to obtain details of product options, and for details of new product features/amendments.

Important:
It is highly recommended that you do this before attempting to use the application.

14.2.5 Spatial Configuration

Specific information regarding the registration of spatial layers can be found in the ***"Locator and Web Mapping"*** document.

14.3 HTTP Server Setup

You will need to copy the \wowt\admin\im4_framework directory to the application server under the apache\apache\htdocs directory appending to what already exists.

When appending to an existing folder it is recommended that the existing folder be copied and renamed as a backup (i.e, im4_framework_4200). The im4_framework directory can then be appended to the existing folder.