Infinium Applications

Installing a New Infinium Application

For use with the applicable *Release Installation Details* publication

INFINIUM SOFTWARE

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Chapter 1 Introduction

1

This chapter provides the following summaries:

- This guide's audience, contents, and intended use
- Explanation of how to interpret the generic product and library names for individual applications and releases, such as interpreting *xxrrmmaabb* as GL12040000 for Infinium General Ledger Release 13.1
- Where to find more information and how to access installation instructions through the Web

Audience

This guide is intended for the following audiences:

- People who are not familiar with installing an Infinium application for the first time and need details for all steps
- People who are familiar with installing an Infinium application for the first time but need to check standard details for a step

Contents

This guide describes standard planning for installing a new application, pre-installation tasks, new installation tasks, the re-installation procedure if the initial installation is interrupted, post-installation tasks, how to implement a new test version, and standard troubleshooting information.

Special non-standard installation procedures apply for certain platform products, as noted later in this chapter of the guide.

Use with applicable *Release Installation Details* document

Use this document with the applicable *Release Installation Details* document. The details document provides release-specific data such as library names, prerequisites, disk space requirements, and special pre- and post-installation tasks.

Key to the naming conventions in this guide

Product names

Infinium *xx* refers to the application that you are installing. The *xx* refers to the two-character application identifier, such as GL, PY, or PM.

The following tables identify the abbreviations for Infinium application names. The abbreviation uses the two-character code application identifier such as GL for Infinium General Ledger.

Caution: The additional information after some tables identifies where to find alternative installation instructions for applications that do not use the procedures described in this guide. In addition, special installation instructions are shipped with related Infinium Self Service applications.

These tables list the applications in the typical order of installation for new customers. For more about sequencing the installation of multiple new Infinium applications, refer to the “Planning first time installation of an application” chapter.

Application	Abbreviation
Infinium Application Manager Infinium Application Manager Extended	Infinium AM Infinium AM/X
Infinium Financial Management Suite	**Infinium FM**
Infinium Accounts Receivable	Infinium AR
Infinium Currency Management	Infinium CM
Infinium Financial Products	Infinium FP
Infinium Fixed Assets	Infinium FA
Infinium General Ledger	Infinium GL
Infinium Global Taxation	Infinium GT
Infinium Income Reporting	Infinium IR

Application	Abbreviation
Infinium Payables Ledger	Infinium PL
Infinium Project Accounting	Infinium PA
Infinium Purchasing/Payables Exchange	Infinium PX
Infinium ReportWriter	Infinium RW
Infinium HCM Suite	**Infinium HR**
Infinium Flexible Benefits	Infinium FB
Infinium Human Resources	Infinium HR
Infinium Human Resources/Payroll	Infinium HR/PY
Infinium Human Resources International	Infinium HR/UK
Infinium Payroll	Infinium PY
Infinium Training Administration	Infinium TR
Infinium Materials Management Suite	**Infinium MM**
Infinium Cross Applications	Infinium CA
Infinium Electronic Exchange	Infinium EX
Infinium Inventory Control	Infinium IC
Infinium Journal Processor	Infinium JP
Infinium Order Processing	Infinium OP
Infinium Purchase Management	Infinium PM
Infinium Process Manufacturing Suite	**Infinium PR**
Infinium Advanced Planning	Infinium MP
Infinium Formula Management	Infinium PF
Infinium Laboratory Management	Infinium LA
Infinium Manufacturing Control	Infinium MC
Infinium Regulatory Management	Infinium RM

Note: Because Infinium RW is part of Infinium GL, the Infinium RW installation is part of the Infinium GL installation process.

Note: Infinium CA is also used by the Infinium PR suite.

Library names

This guide uses generic naming conventions to refer to Infinium installation and program libraries. For example:

- *xxrrmmaabb* refers to the installation library, such as GL13010000, where GL is the product code, 12 is the major release level, 01 is the minor release or modification level, 00 is the maintenance release level, and 00 is the emergency release level
- *xx*2000 refers to the program library, such as GL2000
- *xx*DBFA refers to the database library, such as GLDBFA
- *xx*DOC*rrm* refers to the documentation library, such as GLDOC131 for the Infinium GL Release 13.1 documentation library
- *xx*DBFT refers to a database library with training data, such as HRDBFT for an Infinium HR training database library

In each case *xx* is the product code, *rr* represents the release level, *mm* represents the modification level, *aa* represents the maintenance release level, and *bb* represents the emergency release level.

For the actual library names that apply to the application release you are installing, refer to the appropriate *Infinium xx Release Installation Details* document.

Where to find more information and answers to questions

For more information about installing Infinium products, refer to the *Infinium AM Guide to Application Manager*.

Web access to installation publications

You can access Infinium installation publications through Infor365 Online Support.

Chapter 2 Planning First Time Installation of an Application

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This chapter describes how to plan the installation of a new Infinium application, including:

- Planning the sequence of application installations if you are installing multiple applications for the first time
- Terminology, concepts and an explanation of standard system version examples
- Finding the instructions for your current scenario (initial installation, re-installation, post installation tasks or creation of a test version)

Map of overall installation sequence

We recommend that you install any of the items that you have purchased in the overall sequence summarized in the *Infinium Software Recommended Installation Sequence* which is in Appendix A.

Caution: In some cases, special installation sequencing applies. Refer to the information in the applicable *Infinium xx Release Installation Details* document for any special advice that applies to a specific release.

The previous information summarizes the sequence that Infinium recommends to new customers. In some cases, special instructions apply. Refer to the applicable installation instructions specified in the following notes.

Infinium recommends that you work with your Infinium Professional Services Implementation Consultant to determine the appropriate sequence in your case.

Terminology, concepts, and standard examples

This topic provides background as follows:

- Reviews terms and concepts related to installations
- Summarizes some standard examples of system versions

System

For the purposes of an Infinium application installation, a system is an individual application running on the Infinium AM platform. For example, you define Infinium GL as a system in Infinium AM.

Infinium AM includes a system definition with data such as active/inactive status, the system's library list, and the system menus.

You use the Infinium AM *Systems and Versions* function to maintain information about your systems and your versions of those systems.

Version

In the Infinium AM context, a version is a specific configuration of a system running on the Infinium AM platform. You can maintain multiple versions of a system in order to have a variety of environments.

The production or system version is always Version 000.

You can define additional versions from 001 through 999. For example, you can define version 001 as a training environment.

Program library xx2000

The application program library contains the programs used to run the various application functions. Except the AM2000, IQY2000 and PX2000 libraries, the program library does not contain data.

The program library is typically installed with a name in the format *xx*2000, where *xx* is the product identifier. Examples:

- GL2000 is the Infinium General Ledger program library
- HR2000 is the Infinium Human Resources/Payroll program library
- PM2000 is the Infinium Purchase Management program library

Ordinarily, all versions of the application at the same release level use the same program library.

Program library naming

In some cases, the program library may be included in the installation library with a release extension for as GL2000999 for the Infinium GL Release 99.9 and HR2000999 for Infinium HR Release 99.9. Some financial applications' shipped libraries also have a G (for general availability release) after the release number, such as GL2000999G.

The installation process that restores the libraries from the media typically removes the additional extensions such as *rrm* or *rrm*G before displaying the list of libraries for your installation confirmation. For example, the library selection list displays the library name GL2000 or HR2000 rather than GL2000999G or HR2000999.

The installation process also allows you to specify any name you want for the program library. For example, during installation you can specify installing GL2000 as GL2000999 to clarify that this program library is at the Release 99.9 level.

You can also use an IBM command to rename libraries after installation.

Database library xxDBFA

The database library is used for maintaining data. If you maintain separate versions for production and training or test purposes, you need multiple database libraries.

The default database library name at the library selection screen is in the format *xx*DBFA where *xx* is the product identifier.

Examples: GLDBFA, HRDBFA and PMDBFA are typical default names for the production environment versions of these libraries.

Database library naming

The library may be shipped with some of the same extensions and have the extensions removed during the restoration process, as in the case of the program library.

The installation process allows you to specify any name you want for the database library. For example, during installation you can specify installing GLDBFA as **GLDBFT999**, where **T999** identifies this database library as your training database at the Release 99.9 level.

You can also use a command to rename libraries after installation or upgrade.

System documentation library xxDOC

Most shipments also include an optional system documentation library. This library, usually named *xx*DOC, contains file field reference information, program reference information and database relations information.

You can choose to install this library if you plan to access the system information from the computer, or you can omit this library during the installation process. The information is also included for your convenience on the Infinium Navigator documentation ISO CD image (Infinium Navigator), which allows word searches in the files for rapid access to any information you need.

The xxDOC library has the same naming shipment and installation conventions as the program and database libraries.

Releases and modifications

Each shipment of an Infinium application contains the software for a specific release and modification of that application, such as Infinium GL Release 13.1. In this example, the 13 represents the major release level and the 1 represents the minor or modification release level.

This guide represents the release number generically by *rrm*. For example a shipped program library called generically *xx*2000*rrm* could be in your case GL2000131 (Release 13.1) or IR2000132 (Release 13.2).

Coordination of versions and libraries for specific releases

The Infinium AM records for a system and its versions include library lists. Use the Infinium AM *Systems and versions* function to check these library lists after installations to ensure that the correct version uses the correct program and database libraries.

Standard example versions and libraries

The table below identifies a sample standard set of versions and libraries.

In your environment, you can use any numbers between 001 and 999 that you choose for the versions and any names you choose for the libraries.

Version	Description
000	The production (system) version. When you install a new application, the system automatically installs the application as the system version. The shipped database library may have training data in it. Standard examples of Version 000 libraries: ▪ *xx*2000 ▪ *xx*DBFA
001	A training environment for your users with your sample data. Infinium uses Version 001 as our standard training environment sample version. You can use any version number between 001 and 999 for this purpose at your site. You can create this environment after installing a new application, as described later in this guide. You typically use the same program library for all environments that are at the same release level. Standard examples of Version 001 libraries: ▪ *xx*2000 ▪ *xx*DBFT (the T is for Training)
002	A test environment for a new release when you upgrade an application. Infinium uses Version 002 as our standard upgrade test environment sample version. You can use any version number between 001 and 999 for this purpose at your site. This version does not apply when you are installing a new application for the first time because you can test in Version 000 before going live.

Find the instructions for your current scenario

This topic describes several scenarios and indicates where to find the related detailed instructions.

Scenario 1: Initial installation to system Version 000

This scenario always applies when you are installing a new application. You are not prompted for a version number when performing a first time installation for an application. The system automatically installs the new application to Version 000.

The table below summarizes the key choices to keep in mind for a first time installation.

Context	Choice
System prompt for installation type	At the First Time or Upgrade selection screen, specify **1** (Install product libraries) to indicate a first time installation of this application.
System prompt for library selection	At the First Time Installation screen keep the default selection of the *xx*2000 and *xx*DBFA libraries. Refer to the appropriate *Infinium xx Release Installation Details* document for other libraries that may apply in your case.

For detailed instructions refer to the “New (first time) installation tasks” chapter

Scenario 2: Re-Installation after an interrupted installation

Re-installation applies if the initial installation process was interrupted by an unusual event such as a power outage.

The procedure you follow depends upon where the interruption occurred. For details, refer to the “Re-installation after an interrupted installation” chapter.

Scenario 3: Completion of post-installation tasks

Post installation tasks apply after you have successfully completed an initial installation or re-installation procedure. Standard post installation procedures include such tasks as checking the Version 000 library list, setting up system controls, testing the application functions, and setting up your own production data.

Refer to the “Standard post-installation tasks” chapter for details. This chapter also describes certain optional post installation tasks.

The post installation instructions in the release specific *Infinium xx Release Installation Details* document shipped with the application.

Scenario 4: Creation of a separate test environment

This scenario applies after you have performed an initial installation of a new application to System Version 000 and have completed the usual post installation tasks for Version 000.

You can use Version 000 as your test environment before going live with your official data, or you can create a separate test environment that can also serve as a training environment for new users.

To create a separate test environment, follow the procedure in the “Implementing a New Test Environment” chapter.

Notes

Chapter 3 Pre-installation Tasks

3

Ensure you have first installed Infinium Application Manager

Installation of most Infinium applications uses functions accessible from the Infinium Application Manager (Infinium AM) platform menus. The instructions in this guide and in the related *Infinium xx Release Installation Details* documents assume that you have already installed Infinium AM.

Instructions for installing Infinium AM are shipped with Infinium AM.

Confirm that the first time installation procedure applies

Perform the First Time Installation procedure rather than an application upgrade if either of the following applies:

- Infinium *xx* is not already installed on your system.
- Infinium *xx* is on your system, but the *Infinium xx Release Installation Details* document specifies that you must delete the old release before installing the new release.

Check for software prerequisites (varies by release)

Refer to the applicable *Infinium xx Release Installation Details* document for information about the requirements below.

- Version of OS/400 operating system

- Infinium AM release
- Required release levels of interfacing Infinium applications
- The latest IBM PTF. See Infinium AM Solution Record DD5 for IBM PTF information.

Check for library name duplicates

Unless you are re-installing or have already performed manual restoration of the installation libraries from media, ensure that the system does not have libraries with the names of libraries you are installing.

To identify the library names for the release, refer to the applicable *Infinium xx Release Installation Details* document. The most common library naming conventions for Infinium releases are described in the table below.

Library type	Naming convention	Example and comments
Installation	*xxrrmmaabb*	GL13010000 for Infinium General Ledger Release 13.1 (maintenance release level 00 and emergency release level 00) This library contains the other libraries.
AM Build	AMBLD*xxrrm*	AMBLDGL131 for Release 13.1 The installation program automatically installs data from this library, such as help text and job controls, into the Infinium AM platform library AM2000.
Documentation	*xx*DOC	GLDOC This library contains system reference information such as file field definitions. This system information is not to be confused with Infinium Navigator, which contains user documentation as well as copies of system information.

Library type	Naming convention	Example and comments
Program	*xx*2000	GL2000 This library contains application programs
Database	*xx*DBFA	GLDBFA This library contains database files. Applications without a database do not include this library.
Training Database	*xx*DBFT	GLDBFT This library contains a separate training database shipped with some applications. Some applications ship training data in the DBFA library. Some ship no training data. See Infinium AM Solution Record KS518 for more information about the training database.

Manually restore libraries from media (optional)

The installation library *xxrrmmaabb* contains the product library, the database library and, for some application releases, a separate training database library, a document library or all of these, in save file *SAVF. During installation, the system automatically restores any of these libraries that the system cannot find already on your system.

Manual restoration is an optional pre-installation task. It can be useful when any of conditions below apply.

- The media drive will not be available at the time of actual installation (restore the installation library).
- You want to use a shipped training database library for a test version (restore the separate training database library).

Refer to the appropriate *Infinium xx Release Installation Details* document for the release to determine which libraries are included in your application release and their exact names. If there is a separate training database, also check for any special instructions that apply.

Note: Some financial application libraries included in installation library *xxrrmmaabb* may have an extension of *rrm*G. A “G” at the end indicates a general availability (GA) release.

Steps

If a shipment has more than one application media CDs, special LODRUN steps apply. Refer to the appropriate *Infinium xx Release Installation Details* document if you receive more than one application CD.

To restore one or more of these libraries, complete the steps below.

1. Sign on as AM2000 and go to a command line.
2. Load the media with *xxrrmmaabb* onto an online media drive.
3. Use the commands in the table below to perform the desired restorations, substituting the appropriate product designator such as GL or PM, the appropriate release and modification number such as 131 and your device name where applicable.

   The qualifier at the end of several of these commands ensures that you remove the release/mod extension and a possible B or G extension from the shipped library name just as the automated restoration process does during the installation process.

   Press Enter after each command.

Library	Command
Installation library xxrrmmaabb **Example: GL13010000**	**RSTLIB SAVLIB(xxrrmmaabb) DEV(device-name) VOL(*MOUNTED) ENDOPT(*UNLOAD) MBROPT(*ALL) RSTLIB(xxrrmmaabb)**
Product library *xx*2000*rrm* Example: GL2000131	After restoring *xxrrmmaabb*, use this command: **RSTLIB SAVLIB(xx2000rrm) DEV(*SAVF) SAVF(xxrrmmaabb/xx2000rrm) RSTLIB(xx2000)**
Database library *xx*DBFA*rrm* Example: GLDBFA131	After restoring *xx*INS*rrm*, use this command: **RSTLIB SAVLIB(xxDBFArrm) DEV(*SAVF) SAVF(xxrrmmaabb/xxDBFArrm) RSTLIB(xxDBFA)**

Library	Command
Training Db Library *xx*DBFT*rrm* Example PMDBFT130	After restoring *xxrrmmaabb*, use this command: **RSTLIB SAVLIB(xxDBFTrrm) DEV(*SAVF) SAVF(xxrrmmaabb/xxDBFTrrm) RSTLIB(xxDBFT)**
Document library xxDOC*rrm* Example: GLDOC131	After restoring *xxrrmmaabb*, use this command: **RSTLIB SAVLIB(xxDOCrrm) DEV(*SAVF) SAVF(xxrrmmaabb/xxDOCrrm) RSTLIB(xxDOC)**

Enlarge message queue (optional but recommended)

An authorized person must perform this task.

1. Make a note of your current system value QJOBMSGQMX size.
2. Change QJOBMSGQMX to 64.

After installation you can redefine the system size to the size that you noted.

Check available system ASP or alternative ASP disk space

Find the release's space requirements

Refer to the applicable *Infinium xx Release Installation Details* document for the following:

- Total MB needed
- Size and number of objects for each of the libraries in this release

Check the system ASP

This topic applies if you plan to install this application into the system Auxiliary Storage Pool (ASP).

To check that your system ASP meets the requirements, type the following command and press Enter to display the System Status screen:

WRKSYSSTS

Also ensure at the System Status screen that the percentage used in the target ASP is under 90%.

Check an alternative ASP

If you plan to specify an alternative ASP during installation, check the available space and percent used for that ASP.

Refer to applicable *Release Installation Details* for additional tasks

The *Infinium xx Release Installation Details* document for a specific release may include additional pre-installation tasks for that release.

Chapter 4 New (First Time) Installation Tasks

4

Unless otherwise specified, the system automatically displays the screens that you need to complete the installation tasks.

Carefully read the instructions at each displayed screen.

New installation task 1: Complete pre-installation tasks

Refer to the Pre-Installation Tasks topics. Ensure that you also refer to the pre-installation instructions in the appropriate *Infinium xx Release Installation Details* document.

New installation task 2: Load media (if did not manually restore)

If you did not restore the installation library *xxrrmmaabb* from media, load the media.

New installation Task 3: Submit installation to begin AM build

1. Sign on as AM2000.
2. Select AM Utilities. From the AM Utilities menu, select Install Functions. From the Install Functions menu, select Application Installation.

   The system displays an initial Application Installation screen.

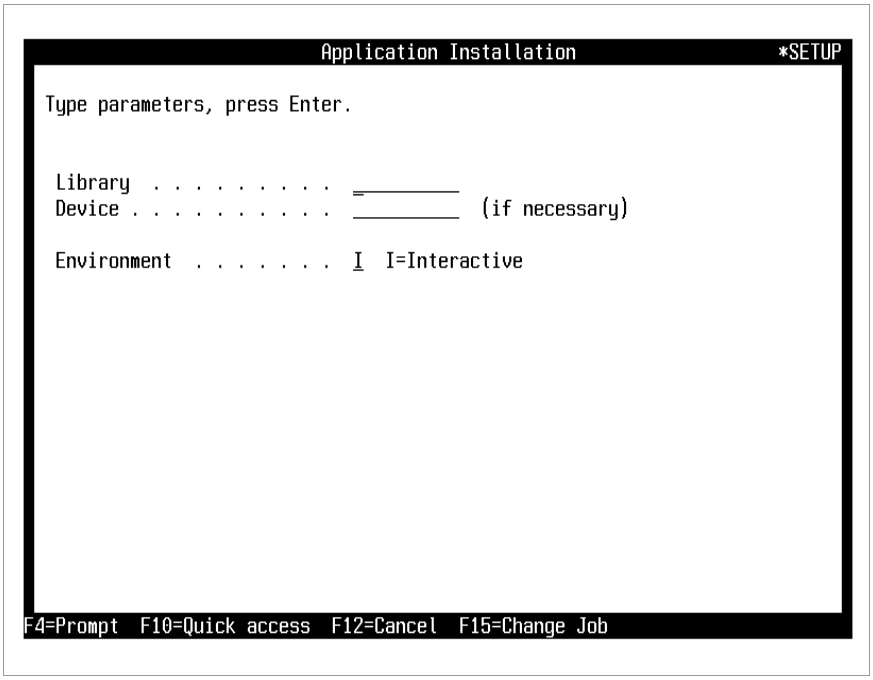


Figure 4-1 Application Installation screen

3 Use the information below to complete the displayed fields.

Library

Specify the appropriate *xxrrmmaabb* installation library. Refer to the appropriate *Infinium xx Release Installation Details* document for the exact library name.

The *Library* field sometimes displays the name of the last installation library with which you previously worked. If necessary, change this default to reflect the product, release and modification that you are installing.

Device

This is the media device name. If you manually restored the installation library, leave this field blank.

Environment

Specify **I** for interactive installation.

4 Press Enter. If you did not manually restore installation library *xxrrmmaabb*, the system now restores the *xxrrmmaabb* library to disk and adds that library to your current library list.

Read AMBLD messages on screen and specify Version 000

Next, the system displays a message while restoring the AMBLD*xxrrm* library from installation library *xxrrmmaabb*. The AMBLD library is for building Infinium AM platform information including function key controls, help members, job controls and menu controls for this release of this application.

The system then displays an Infinium AM window. While displaying this window, the system installs the platform information from the AMBLD*xxrrm* library.

New installation Task 4: Specify new installation

After installing the platform information, the system briefly displays the Executing Current Command window.

1. Monitor the command being executed at this window.
2. When the system displays the Product Install/Upgrade Library Selection window, read the displayed instructions while the system searches for existing libraries. The system prompts you to wait.
3. When prompted to do so, press Enter to continue to the First Time or Upgrading selection screen.

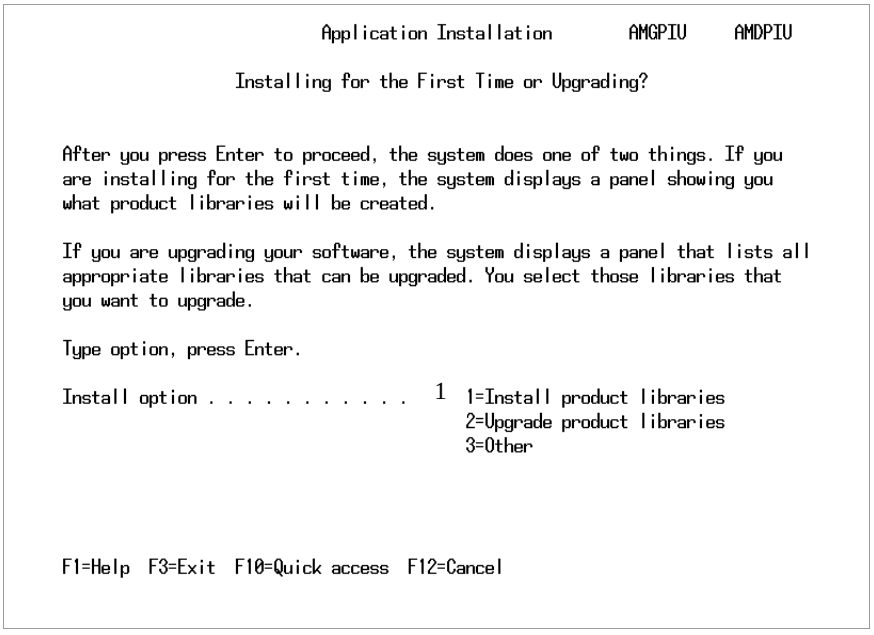


Figure 4-2: Installing for the First Time or Upgrading? selection screen

Caution: If the system displays **2** in the *Install option* field as the default at the Installing for the First Time or Upgrading? selection screen, the system has found one or more libraries that can be updated. The First Time Installation procedure therefore does not apply.

If the application requires a First Time Installation procedure, refer to the Delete Unneeded Installation Libraries post installation task in this guide for instructions on deleting old versions and libraries before installing the new release.

4 Read the instructions on the First Time or Upgrading selection screen. Then type **1** (for Install product libraries) in the Install option field and press Enter.

The system displays the First Time Installation screen. Continue to the next task.

New installation Task 5: Specify library installation information

The system identifies and describes the libraries eligible for creation, such as the example below.

GL 13.1 GLDBFA Infinium General Ledger 13.1 Database Library

Use the information in and after the table below to process the screen. The table identifies default *Opt* field values that the system can display at this screen. The information after the table identifies additional values that you can type in the *Opt* field to perform certain optional tasks.

Default *Opt* value	Description
X	The system has selected this library to be installed. You can blank out the **X** to omit the library from the installation process.
2	The system has determined that you must change the installation options. Press Enter and follow the directions on the screen. The system returns you to this screen.
5	You use this value to display the commands that are executed during the installation.

Default *Opt* value	Description
8	You must specify additional application options before the system can display **X** next to this library.

Read the instructions on the screen throughout these procedures.

Specify required product options (if a default option = 8)

If the default value in a library's *Opt* field is **8**, you must press Enter and follow the instructions on the displayed screen or screens to specify application specific options. When done, return to the list of libraries.

When you return to the list of libraries, the system automatically changes the library's **8** to **X**.

Change the ASP and default report output queue (optional)

To change the ASP into which the system is to install this library, or to change the default report output queue, or to do both, type **2** next to the library and press Enter. At the displayed screen, consider the choices below.

- To change the ASP, type a value in the displayed *ASP to restore library to* field.
- To change the default report output queue library *USRPRF, type a different value in the *Output queue library* field.
- To return to the list of libraries, press Enter.

Repeat for each library for which you need to specify alternative options.

The screen displayed when you select a library with **2** also includes two library name fields. You do not need to process these fields during installation of a new application.

Preview installation actions for a library (optional)

To preview the actions that the system executes for a listed library during installation, type **5** in the *Opt* field for that library and press Enter.

After reviewing the list of actions, press Enter again to return to the list of libraries.

Review default library names

Review the names of the libraries that you are about to install.

We recommend that you keep the default standard names for the production version. If you prefer to use alternative names, you can change the value in the *Library* field for any library.

For example, you can change the product and database library names to *xx***2000***rrm* and *xx***DBFA***rrm* to indicate the release level, such as changing GL2000 to **GL2000131** for release 13.1.

Deselect a library to prevent installation (optional)

Blank out the **X** next to a library if you do not want to install that library at this time.

Example 1

This step may apply if you do not use the system documentation or prefer to read the copies on Infinium Navigator. You can choose to save space by not installing the *xx*DOC library. The system documentation includes file field reference, program and database relations information.

Example 2

Under some circumstances after a normal installation you may want to install only a separate training database library with Infinium test data. In this case, you can remove the **X** next to the other libraries to prevent re-installation of those libraries.

Exit first time installation library screen (required)

When you have finished working with the list of libraries and the following are both true, press Enter to continue the installation:

- The system displays **X** next to each library that is to be installed.
- The system does not display any value other than **X** next to any library.

If you press Enter when these are both true, the system displays the Interactive or Batch? selection screen. Continue to the next task.

New installation Task 6: Select interactive or batch installation (required)

Infinium recommends that you perform the installation in batch mode, especially if you have dialed in from a remote location.

At the Interactive or Batch? selection screen, do one of the following:

- Specify **2** to run the installation as a batch job.

  If you run the installation as a batch job, Infinium recommends using a single threaded queue. Press Enter and continue to the next task.

- Specify **1** to run the installation interactively. Press Enter and continue to the next task.

New installation task 7: Specify whether to install Web components

Specify whether to install the Web components at this time. You can install the Web components later using the “Installing Web Components” topic in the "Post Installation Tasks" chapter of the guide.

Note: This window only displays the first time the release is installed and you specify **Y** to install the Web components. If you are not using the Web version of the application, type **N** in the instructions below.

- To install the HTML pages and java classes necessary to run this release over the Web, type **Y** and press Enter.
- Type **N** and press Enter to install the Web components at a later time.

If you specified batch installation, continue to task 8 (Confirm Batch Parameters).

If you specified interactive installation, continue directly to New Installation task 9 (Process Confirmation Panel). task 8 does not apply.

New installation task 8: Confirm batch parameters (required for batch installation)

If you specified batch installation at the Interactive or Batch? selection screen and pressed Enter, the system displays a Batch Installation screen with job queue and job description parameters.

- Review the default values and make any necessary changes.
- Press Enter to continue to the installation Confirmation Panel.

New installation task 9: Process confirmation panel (required)

The system displays a Confirmation Panel summarizing the installation parameters you specified at earlier screens.

Verify the parameters. If there are errors, press F12 to return to earlier screens and correct the parameters.

If the parameters are correct, press Enter to install the libraries. The system displays messages during library installation as follows:

- If you specified interactive installation as in the illustration of this screen, the system displays messages that report on the progress of the installation, such as a message at the bottom of the screen, **Creating library *xx*2000**. The system also displays a > character to the left of the library being installed.

  When done, the system displays a message that the installation tasks are completed and prompts you to press Enter to return to the menu.

- If you specified batch installation, the system displays a message that the installation has been submitted to a batch process and prompts you to press Enter to return to the menu.

New installation task 10: Check installation reports

Refer to the appropriate *Infinium xx Release Installation Details* document for the names of the reports to check. The topics below summarize the typical names of the reports and how to access those reports depending upon your method of installation.

If you installed interactively

The table below describes standard reports for typical interactive installations.

Name	Notes
AMTCPB	Application Installation *SETUP report. This report identifies the initial parameters you specified, including the installation library name *xxrrmmaabb*.

Name	Notes
QPSRLDSP	Restore Library Information report There is one report for each library (typically the AMBLD, DOC, DBFA, and 2000 libraries). At the end of each report, the system specifies how many objects were restored, how many were not restored and how many were excluded. If the installation process was successfully completed, all objects were restored and no objects were excluded. If there are installation errors, the report flags the corresponding messages with * in the first column. Carefully check for these * flags if the end of the report indicates that there were errors.
AMTCS2K	The Infinium Software Product Release Identifiers report For your reference, this report lists all the Infinium libraries on your system along with their identifiers. Example: **Library GLDBFA is identified as GL 13.1, library type DTA.**
AMTINT	Application Installation report, summarizing the installation of each library This report specifies whether there were errors in this installation. If there are installation errors, this report flags the corresponding messages with * in the first column. Carefully check for these * flags if the end of the report indicates errors were found.

To display each of these reports, complete the steps below.

1. At a command line, press Shift + F6 to work with spooled files.
2. If necessary, page down through the list to find the spooled file for the report you are checking. Type **5** next to the file name and press Enter to display the report.
3. Review the report. If there are errors, you must correct the errors and re-run the installation successfully before continuing to the post installation tasks.
4. When done viewing a report, press Enter to return to the list of spooled files.
5. Repeat steps 2 through 4 for each of this installation's additional reports.

6 When done reviewing the reports, press F3 to exit to the menu.

If you installed in batch mode

The table below describes standard reports for typical batch installations.

Name	Notes
AMTBCH	Infinium *xx rrm* report If there are installation errors, this report flags the corresponding messages with * in the first column. Carefully check for these * flags.
QPSRLDSP	Restore Library Information report There is one QPSRLDSP report for each of the batch jobs (typically jobs *xx*DOC, *xx*DBFA and *xx*2000). At the end of each report, the system specifies how many objects were restored, how many were not restored and how many were excluded. If the installation process was successfully completely, all objects were restored and no objects were excluded.
QPJOBLOG	One job log for each job (typically *xx*DOC, *xx*DBFA and *xx*2000) It is usually not necessary to check this job log.

To display the batch installation reports, complete the steps below.

1 At a command line, press Shift + F2 to display the Work with Submitted Jobs screen. Page through the list of jobs to find the jobs for this installation (typically jobs xxDOC, xxDBFA, and xx2000).

2 Monitor the status of the batch jobs. Completed jobs have a status of OUTQ.

3 When the jobs are complete, type **8** in the *Opt* field next to a job and press Enter to display the list of reports for that job at the Work with Job Spooled Files screen.

4 Type **5** in the *Opt* field next to a report and press Enter to display that report. Refer to the table earlier in this batch installation report topic for contents to review. In some cases, you must page through the report to find information at the end of the report.

5 When done viewing the report, press Enter to return to the list of reports.

6 Repeat steps 4 and 5 for each relevant report for this job. Press F3 at the Work with Job Spooled Files screen to return to the Work with Submitted Jobs screen.

7 Repeat steps 3 through 6 for each additional job.

8 When done with the jobs, press F3 to exit the Work with Submitted Jobs screen to the menu.

When installation is successful

If the installation is complete without errors, continue to the post installation tasks.

If there are errors, refer to the “Troubleshooting” chapter in this guide/

Notes

Chapter 5 Re-installation after an Interrupted Installation

5

Re-installation applies, for example, if the initial installation was interrupted by such problems as a power outage. The procedure varies depending upon where the interruption occurred in the initial installation process.

Determine where the installation failed

The first phase of an Infinium installation is the AMBLD (Infinium Application Manager build) phase. This is the phase during which the installation program creates platform level items such as the application help text and function key definitions.

Re-installation if interrupted during AM build

If your installation process reached the prompt for choosing a first time or upgrade installation before failing, the process had already completed the AMBLD (AM Build) phase of the installation. Otherwise, the interruption occurred during the AMBLD.

To perform the re-installation after an interruption during the AMBLD, perform the following steps:

1 At a command line, type the delete library command below and press Enter to delete the AMBLDrrm library from your system.

DLTLIB LIB(AMBLDxxrrm)

Example: **DLTLIB LIB(AMBLDGL131)**

2 At the Infinium AM main menu, select *AM Utilities*. From the AM Utilities menu, select *Install Functions*. From the Install Functions menu, select *Install Library Setup*. From the Install Library Setup menu, select *Work with install batch commands*.

The system displays a Build Installation Commands screen.

3 At the Build Installation Commands screen, type *xxrrmmaabb* (such as GL13010000 to identify the installation library that contains the commands for this installation. Press Enter to display a list of the installation instructions.

The *Sts* column identifies the status of each installation instruction. A status code **D** for “Done” indicates that the instruction has been executed. A status code **X** indicates that the instruction needs to be executed. The **D** and **X** codes apply to the AM Build portion of the installation.

Status code **A** indicates that the system is always to execute this instruction. This code applies to instructions after the AM Build.

4 If a listed installation instruction has status code **D** in the *Sts* column, type **2** (for Change) in the *Option* field next to that instruction and press Enter. Do not change instructions that have code X or A.

5 Tab to the *Command status* field and type **X** (to be executed).

6 Press F3 to exit the screen. At the Exit window, specify **1** and press Enter to exit and save your changes.

7 When returned to the list of installation instructions, repeat steps 4 through 6 for any additional instructions with status **D**.

8 When done resetting the status for all appropriate instructions, press F3 at the list of instructions to exit. At the Exit window, specify **1** and press Enter to confirm your changes and exit to the menu.

The system updates the status for the selected instructions when you complete step 8.

9 Repeat the First Time Installation procedure. At the messages that Version 000 already exists, choose installation to Version 000 and at each deletion prompt, specify deletion of the objects. These are the objects from the interrupted installation.

Re-installation if interrupted after AM build complete

If the initial installation was interrupted after the AMBLD was complete, perform the following steps:

1. Use the reports, if available, to determine where the process failed. For example, if the system generated reports indicating successful installation of the first two libraries but not of a third library, you know the first two libraries are complete but the third is not.

2. Back up and rename or delete any of the release's application specific libraries that were created. For example, if the system created the xxDOC and xxDBFA libraries but not the xx2000 library, delete the xxDOC and xxDBFA libraries.

   To delete a library from a command line, type the following command and press Enter:

   DLTLIB LIB(*library_name*)

   Example: **DLTLIB LIB(GL2000)**

3. Repeat the initial restoration of installation library *xxrrmmaabb* from the original media to ensure that library *xxrrmmaabb* is uncorrupted.

4. Repeat the First Time Installation procedure as described in the "New (First Time) Installation Tasks" chapter of this guide.

   When you repeat the procedure, the system omits the previously completed AMBLD phase of the process due to installation instruction status flags set during the original installation process to **D** (for Done, that is, executed) in Infinium AM.

Notes

Chapter 6 Post-installation Tasks

6

Find information about other tasks for specific releases (required)

Caution: Some installations require additional tasks. In some cases you must perform one or more of these additional tasks before performing the post installation tasks described in this guide.

Before performing the following tasks, refer to the instructions in the applicable *Infinium xx Release Installation Details* document.

Check handling of multiple releases received in one shipment

Inclusion of minor, maintenance and emergency releases in shipments

Some shipments include both the most recent major release of your new application and one or more subsequent revisions to that release such as software updates and application program changes, minor and maintenance releases.

Minor, maintenance and emergency releases are typically incorporated into the application shortly after they are released to customers. If you are shipped an application before this merge process is complete, you may receive multiple packages.

Infinium HR/PY suite customers may also receive multiple maintenance releases, which include regulatory changes.

If you do receive multiple packages for your application, plan to apply each shipped revision after completing the base upgrade. Refer to the materials enclosed with the upgrade for information on sequence.

Using multiple details documents

Refer to the appropriate *Infinium xx Release Installation Details* for special instructions that may apply to particular shipments.

If you receive multiple details documents, you can usually identify the chronological sequence by looking at the dates on the backs of the cover pages in the documents.

Later documents in some cases override information in earlier documents.

Update the database library and program library code variables

Immediately following installation of this release, you must update the database library and program library code variables. The Infinium application program library must be named according to the program library found in the installation details for the application.

Delete unneeded installation libraries (optional)

When you have successfully completed the installation and do not plan to re-install after testing, you can delete the following libraries from your system:

- Installation library *xxrrmmaabb*

  Caution: Because library *xxrrmmaabb* contains all of the reports that the system generated during the installation process, We recommend that you back up *xxrrmmaabb* before deleting *xxrrmmaabb*.

- Application Manager Build library AMBLD*xxrrm*

Incorporate prior user-defined controls into new release (optional)

These steps apply if your system includes user-defined user or group controls.

Copy user-defined job controls from prior release

To carry forward user-defined controls from the prior release, perform the following steps to copy the old controls to the new Version 000 at the new release level. This procedure copies only user-defined job controls, not job controls supplied by Infinium.

1. Select *AM Utilities*.
2. Select *Install Functions*.
3. Select *Copy Functions*.
4. Select *Copy user-defined job controls*. You may have to press Page Down to see this option.
5. Type values in the *System*, *From Release* and *From Modification* fields to identify the source from which you are copying the user-defined job controls.
6. Also type the name of your current Infinium AM platform library in the *From Library* field.
7. Type values in the *To Release* and *To Modification* fields to identify where you want to copy the Job Controls.

   Also type the name of your current Infinium AM platform library in the *To Library* field.
8. Press Enter to execute the command. The system provides a report identifying the copied job controls.

Check for menu changes affecting user menus

If your system includes customized menus, also check the appropriate *Infinium xx Release Installation Details* document for any additions, changes, or deletions of menu options.

If there are menu changes in this release that affect your customized or user menus, apply the appropriate changes.

Refer to the *Infinium AM Guide to Application Manager* for information on working with menus.

Save disk space by deleting unused source code (optional)

Infinium ships products with source code, except for certain proprietary objects.

If you do not need to customize the objects, you can save disk space by backing up the source files to media such as tape and removing the files from your system.

Reset size of message queue (if enlarged for installation)

If you enlarged the message queue for installation as part of the pre-installation procedure, you can reset the queue to its former size.

Check Version 000 library list

Use Infinium AM function *Systems and versions* to verify that the System Version 000 library list specifies the libraries you installed under the names you accepted or typed at the First Time Installation library selection screen.

Set up application for testing and use

Follow the instructions in the application's user documentation available on Infinium Navigator to set up the application's controls and perform other setup tasks.

Some applications have separate controls guides. Some include setup task instructions in an *Infinium xx Guide to Setup and Processing*.

To set up a separate version of the application for test and training purposes, refer to the “Implementing a new test environment” chapter You can implement a new test environment before or after setting up your own data in the new application's System Version 000.

Review list of tasks for moving to production Version 000

If you installed the software to a test environment, review this topic when you are ready to move to the production environment Version 000. The *Installing a New Infinium Application* guide provides the steps that must be performed before moving to a production environment.

Creating a default printer control

After installing into a new version, you must create a default printer control record for the new system and version. You do this through Infinium AM. The printer controls are described in the table below.

Field	Value
System	System_Designator
Version	The version into which you installed
User Profile	Leave blank
Printer File	Leave blank

Perform this step for each installed application and each version you may set up in the future.

Copying printer controls for test version

If you define a secondary version other than System Version 000, you must also copy the Version 000 printer controls to the other version.

For example, if you set up Version 001 as a training or test version, complete the steps below to copy the printer controls from Version 000 to Version 001.

1. Sign on to Infinium AM as **AM2000**.
2. At the Infinium AM main menu, select *AM Utilities*, *Printer Controls and Copy*.
3. At the Copy Printer Controls (CPYPRTCTL) screen, specify the values in the table below.

Field	Value
From System Designator	System_Designator
From Version	**000**

Field	Value
To System Designator	System_Designator
To Version	The non-production version you defined, such as **001**.

4 Press Enter to copy the printer controls and return to the main menu.

Install Web components

For more information about installing the Web components, refer to Infinium AM Master Solution Record MSWT4.3.

To install the Web components if they were not installed during the installation process, follow the steps below. Only install the Web components if you plan to use the application on the Web.

Note that *xx* indicates the product identifier, *rr* indicates the release level and *m* indicates the modification number of the release. For example, Release 13.1 of Infinium GL would yield *xx*=**GI**, *rr*=**13** and *m*=**1**.

Note: The Infinium HCM suite has separate Web components for Human Resources (PE) and Payroll (PY).

1 Copy the xx W3P* data into the platform library by accessing a command line and typing the command below.

CPY_WEB SYSD(*xx*) RLS(rr) MOD(*m*) FRDTALIB(AMBLD*xxrrm*) TODTABLIB(AM2000) FRPRDLIB(*xx*2000) TOPRDLIB(*xx*2000)

2 Restore the xx IFS components by accessing a command line and typing the command below.

INSTALLWEB SYSTEM(*xx*) RLS(*rr*) MOD(*m*) INSLIP(*xxrrmmaabb*)

Reset the Integrated File System (IFS) authority

You must have ***ALLOBJ** authority to perform the command in the steps below. Follow the steps below to reset ownership of the folder in the IFS.

1. Sign on to your system as a user who has *ALLOBJ authority, and proceed to any command line.
2. Type the following command to add your platform library to your library list:

   ADDLIBLE platform_library_name

   Replace platform_library_name with the name of your Webtop Server platform library, for example, AM2000.
3. Type **WASIFSAUT**. Press F4. The system displays the Reset IFS Authority screen.
4. Type **IWEBTOP** in the *Installation WAR File Name* field.
5. Type **1** in the *Fix case issues* field to fix case sensitivity issues with folder names.
6. Type **1** in the *Run in batch* field to run the command as a batch job or retain the default value to run the command interactively.

   If you run the command as a batch job, a job is submitted using the job description (JOBD) of the user profile running the command.
7. Press Enter.

Requirements for building search files

Verifying the QHTTPSVR server is started

You must verify that the QHTTPSVR server has been started and the instances are active. If the server has not been started, type the following command at a command line:

STRTCPSVR SERVER(*HTTP) HTTPSVR(server_instance)

Verifying *IOSYSCFG authority

Verify that the AM2000 user or a designated user has *IOSYSCFG special authority.

Create the Web help search index files

To provide a search capability for the Infinium embedded help, you must create a help index file within IBM HTTP Server. Depending upon the PTF level on your IBM machine, the navigation used to create the help index file may be different than the navigation described below. Complete the steps below to perform this process.

1. Open Microsoft® Internet Explorer.
2. In the *Address* box type **http://{*hostname*}:2001** and press Enter. *Hostname* is the name of your Web/Application Server.

   Note: Make sure that your user profile has *IOSYSCFG authority.
3. Select IBM Web Administration for iSeries.
4. Select the Advanced tab.
5. Select the Search Setup tab.
6. Access **Create search index**.
7. In the *Index name* field, type **XXIndex**, where **XX** is the product identifier.
8. In the *Index directory* box, type **/infinium/web/httproot/index**.
9. In the *Index description* box type a brief description for the index file.
10. Click Apply.
11. Click Build a document list from this directory and type **/infinium/web/httproot/libs/xx2000/help**, where **XX** is the product identifier.
12. Select the *Document filter checkbox*, and in the entry box type ***_help.htm***.
13. Click Apply.
14. Click OK.

Restart the server

After creating the help file index, complete the steps below to stop the HTTP Server and then start the server and instance.

1. On a command line type the command below and press Enter to end the server instance with which you are working.

   ENDTCPSVR SERVER(*HTTP) HTTPSVR(server_instance)

2. On a command line type the command below and press Enter to start the applicable server instance.

   STRTCPSVR SERVER(*HTTP) HTTPSVR(server_instance)

Access Infinium Web applications

To ensure that the installation completes successfully, verify that you can access the Infinium Web application as described below.

To access the Infinium Web application, type the Uniform Resource Locator (URL) below in the *Address* box of Microsoft® Internet Explorer. Replace **{*hostname*}** with the name of your Web Application Server.

For IBM WebSphere 5.1 or higher, type:

http://{*hostname*}:8010/inabler/web/Login.htm

For convenience, you can create a shortcut that launches the URL.

View and print Infinium reports in PDF format

Adobe® Reader™ must be installed on each client for users to view and print reports in PDF format.

Manually add the Infinium Query Batch Run menu option

If Infinium Query is installed and you want your users to be able to run Infinium QY reports from the Web, you can manually add the Batch Run option to the Infinium application menu.

Job name	System	Version	Job control description
QYRUNB2	QY	000	Batch Run

Notes

Chapter 7 Implementing a New Test Environment

7

Overview

After completing installation of a new Infinium application, you can test the application using the test data shipped in the DBFA file, if any, before entering your own data and using Version 000 in your production environment.

You can also set up a separate test environment that you can use for testing and training after you begin use of Version 000 as your production version. There are several ways that you can set up a separate test environment. This chapter provides instructions for one method.

Procedure to set up a new test environment

To set up a separate test environment version of the new application, perform the following steps:

1. At a command line, type **CRTLIB xxDBFT** and press Enter to create a new test database called DBFT. The T at the end stands for test or training.

   For example, to create a test DBFT library for Infinium GL, type **CRTLIB GLDBFT**.

2. Still at the command line, type **CRTDUPOBJ xxDBFA xxDBFT *ALL** and press Enter to copy all of the application's DBFA library data to the new xxDBFT library. CRTDUPOBJ is the Create duplicate object command.

For example, type **CRTDUPOBJ GLDBFA GLDBFT *ALL** to duplicate the GLDBFA data in the GLDBFT library.

3 Log on to Infinium AM as **AM2000**.

4 Select *Systems and Versions*.

5 Select the application with **5** (Work with system). For example, if you are creating a new version of Infinium GL, select Infinium GL.

6 Press F7 to display the System Version Maintenance screen.

7 Type a new version number such as 001 in the *Ver* field and type a description of the version, such as **Test Version**.

8 Type the release and modification levels in the *Rls* and *Mod* fields. For example, if you are creating a test version for Infinium GL Release 13.1, type **13** in the *Rls* field and **1** in the *Mod* field.

9 Type a job description in the *Jobd* field if you want a version specific job description. Otherwise the system uses the default *NODEF, which means using the job description from the parent Version 000.

10 Press Enter to complete creation of the new version.

11 Ensure that xx2000 and xxDBFT (the program and test database libraries) are correctly listed in the new version's library list.

For further information about working with versions, refer to the *Infinium AM Guide to Application Manager*.

Alternative test environment procedure for shipped test libraries

For some applications, Infinium ships a second database library with test data rather than including the test data in the primary DBFA library. The shipped test library is typically already called *xx*DBFT.

Refer to the appropriate *Infinium xx Release Installation Details* document for information about whether the application shipment includes a separate test database library.

To create a test environment using a shipped DBFT library, perform the same steps as in the preceding procedure except replace steps 1 and 2 with restoring the shipped DBFT test library from the media.

Chapter 8 Working with Alternate Language Message Files

8

The chapter consists of the following topics:

Topic	Page
Overview	8-2
Restore alternate language message files	8-4
Create or change the CCSID for a data library	8-6

Overview

Infinium provides support for using an alternate language through translated message files. This chapter discusses the steps you must complete to install message files for an Infinium application in a language other than English.

Infinium dellivers all of the message files in English. Languages other than English are licensed and installed separately. Infinium does the following:

- Uses a single code base for working with multiple languages.
- Extracts all of the literals from the Infinium application source code and database files and resolves these at execution time.
- Uses the user's language code preference at execution time to implement message file overrides, which direct the system to retrieve literals from the proper set of message files.
- Translates each application's message files into the applicable language.

  The actual application message files vary by application. The system renames the translated message files by appending the associated language code to the original message file. All message files are installed into the application program library. Infinium AM platform message translations are installed into the AM platform.
- Maintains only one set of programs and device files regardless of the number of languages in use. One set of objects (i.e., one library) is easier to maintain and upgrade. The use of disk space is also minimized.
- Keeps the application logic independent of language.

Note: Infinium AM does not support the entry of double-byte data.

Use Coded Character Set Identifiers (CCSID)

Every language that the System i supports is assigned a Coded Character Set Identifier (CCSID), which is a five-digit number. For example, the CCSID for US English is 00037. Sometimes the same CCSID is valid across several languages. CCSID 00037 also supports Canadian (English), Dutch, Portuguese, Brazilian (Portuguese), New Zealand, and Australian.

You should not combine languages with different CCSIDs in the same database files because combining languages with different CCSIDs can

cause issues when you access it from an outside source such as ODBC or JDBC.

Separate the data by CCSID to easily group the languages by CCSID. This approach avoids the need to rename or override specific file names.

You should construct separate database libraries when you use different CCSIDs. Program libraries should not require this action.

Combine database libraries by CCSID when you construct library lists. For example, if you require Infinium General Ledger in an additional CCSID, and Infinium GL is interfacing with Infinium Purchase Ledger and Ininium Fixed Assets, create database libraries for Infinium PL and Infinium FA in that same CCSID and use them in the same library list.

The SKRELEASE data area in each database library is used to indicate the language code and CCSID expected for that library. Use the *Create S2KRELEASE data area* [CRT_S2KRLS] function to verify the *Language Code* value and update the *CCSID* values.

To install alternate language files you must restore the message files

For information about maintaining your various language message files, see the following:

- "Using Supervisor's Tasks" chapter in the *Infinium AM Guide to Basics*
- "Working with Job Controls, Menus, and Printer Controls" chapter in the *Infinium AM Technical Guide*
- “Working with Language Overrides" chapter in the *Infinium AM Programmer’s Technical Guide*

Restore alternate language message files

Restore your alternate language message library on to your System i. You should have a library for each application, such as HR105CHT.

After you restore the alternate language library on the System i, you can merge the contents to the appropriate application library.

Complete the steps below to restore the alternate language message files.

1. Sign on as **AM2000**.
2. Go to a command entry line.
3. Load the CD-ROM or image containing the secondary language library on to your System i optical drive.
4. Type this command:

   LODRUN (*device name*)

5. Press Enter to run the command.
6. Go to a command entry line.
7. Type this command:

   RST_MSGF

8. Press F4. The system displays a screen similar to Figure 8-1.

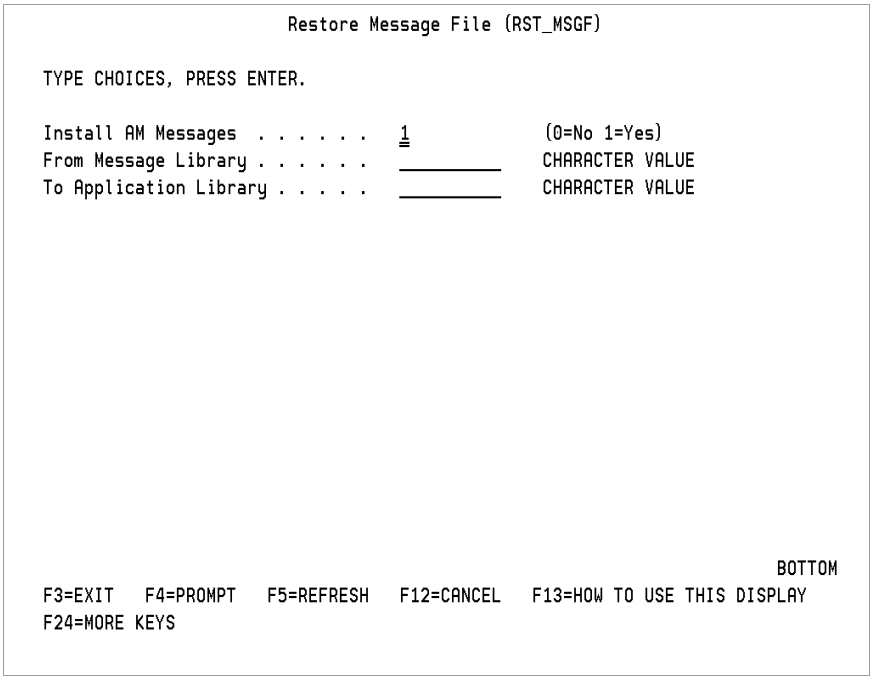


Figure 8-1: Restore Message File screen (RST_MSGF)

9 Use the information below to complete the fields on this screen.

Install AM Messages

Accept the default of **1** to restore the platform messages files to Infinium AM.

From Message Library

Type the name of the secondary language message file, for example **HR110CHT**.

To Application Library

Type **AM2000**.

10 Press Enter.

11 After the installation is complete, check the installation report for any errors.

Create or change the CCSID for a data library

You can create a new data library with a different Coded Character Set Identifier (CCSID) for a data library by using the mass update of the CCSID for all physical files within one library.

Note: If a library is not empty, the program tries to convert existing data, which could cause an error depending on the “to” and “from” CCSID values.

Complete the steps below to create or change the CCSID for a data library.

If you are changing the CCSID, start with step 2.

1 If you are creating a new database library, copy an existing empty database library to a new library.

2 At a command line, type:

CHGPFCCSID

The system displays the Change Physical File CCSID (CHGPFCCSID) screen.

```
                    Change Physical File CCSID (CHGPFCCSID)

TYPE CHOICES, PRESS ENTER.

Library  . . . . . . . . . . . .   _________    CHARACTER VALUE
Coded Character Set ID . . . . .   _____        CHARACTER VALUE

                                                                  BOTTOM
F3=EXIT   F4=PROMPT   F5=REFRESH   F12=CANCEL   F13=HOW TO USE THIS DISPLAY
F24=MORE KEYS
```

Figure 8-2: Change Physical File CCSID (CHGPFCCSID) screen

3 Use the information below to complete the fields on this screen.

Library

Type the library for which you want to update the CCSID for all physical files.

Coded Character Set ID

Type the CCSID that you want to use for the physical files in this library, for example, 00037 for English.

4 Press Enter.

Notes

Chapter 9 Troubleshooting

9

Use the following information to resolve installation issues. See Infinium AM Solution Record MS1000 for more tips about installing an Infinium application.

Media and media device issues

Device not ready

If you receive a message that the device is not ready, either the drive is off line or you have not correctly loaded the media on the drive.

Media error

If you receive a media error message, clean the media drive and retry the restoration or installation operation.

Some objects not restored

If you receive a message that a certain number of objects were restored and a certain number of objects were not restored, the system has successfully restored a library but has not restored all of the objects in that library.

Review the job log to identify the objects that were not restored. Use the **RSTOBJ** command to restore those objects.

System unable to rename an object

If the system cannot rename an object because the object is locked by another process, use the **WRKOBJLCK** command to identify the job that is locking the object. Try again when the object is no longer locked.

Subledger library release level issue

If you receive a message that a subledger program library such as the Infinium PL program library PL2000 or the Infinium AR program library AR2000 is not at the prerequisite release level, upgrade the Infinium subledger applications to the required release levels.

Then try the installation again.

Command failure

If you receive a message that a command failed, the system has not been able to complete a standard installation step.

Review the job log to identify the command that failed. Repeat execution of the application installation function.

If the system repeats the error, report the issue to the Customer Support Center.

Object not found

If you receive a message that object *xxxx*x of type *yyyyy* was not found, the installation process was unable to find a specified object that is required for a successful installation. Consider the following:

- Ensure that the object exists.
- If the object does not exist, determine whether you skipped a step during the installation process and whether your current libraries are at the correct release levels.
- If the object exists, ensure that you are authorized to access the object.

Installation report issues

Report has characters other than asterisks

Sometimes the report may contain unusual characters such as pound signs in the left column where asterisks could appear.

These characters do not indicate an error. They result from how a message is built and how the printer prints an attribute.

Only an asterisk (*) indicates an error.

System does not correctly print report

If the report is missing the header, the lines, or both, you probably have printer file parameter problems.

After the system has produced reports, you cannot reproduce these reports without re-installing the software.

If you repeat the installation process, use the following command at a command line to change the printer file parameters in the AM2000 library to accommodate the printer that you are using:

CHGPRTF FILE(INTPRTF) PAGESIZE(66 132) LPI(6) CPI(10) OVRFLW(62)

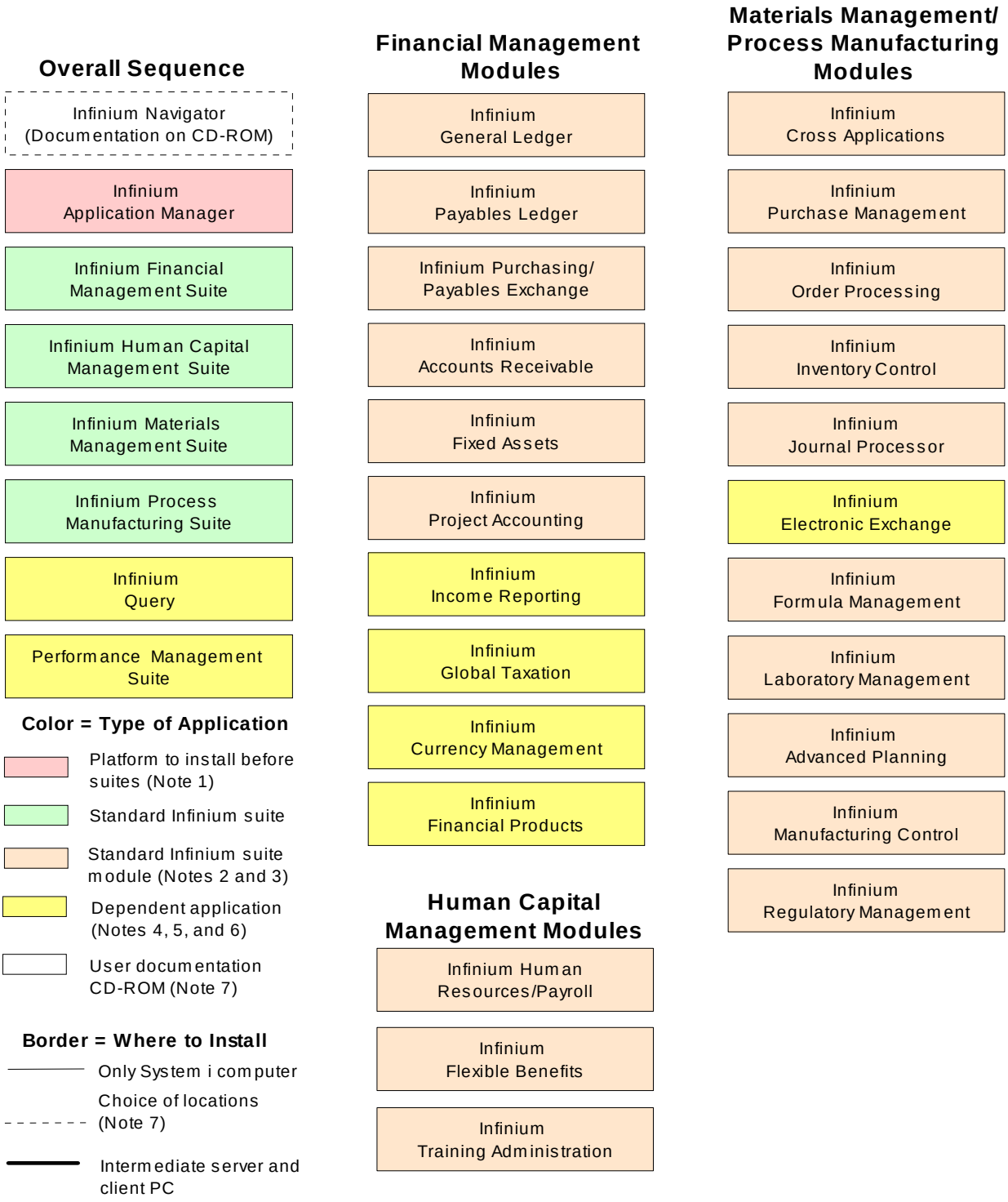
Notes

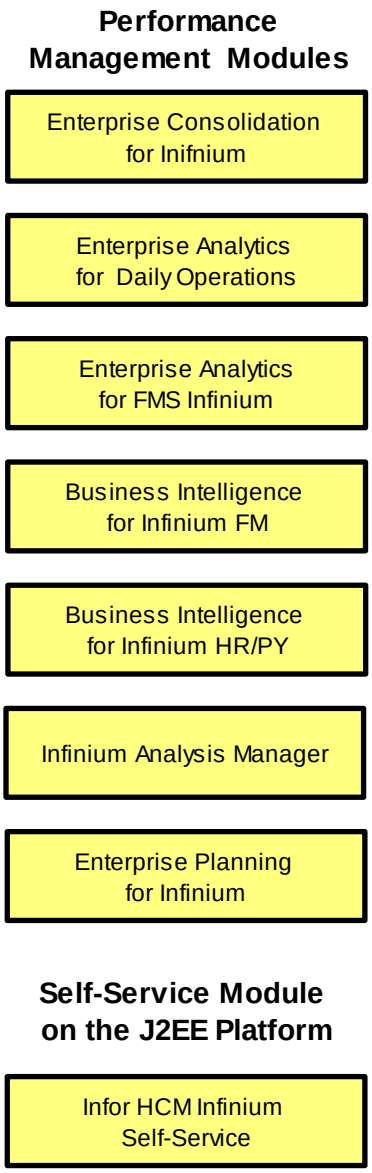
Appendix A Recommended Installation Sequence

A

This appendix contains information about the sequence in which to install Infinium applications.

Install the applications that you have in this sequence, reading top to bottom in each column beginning with the Overall Sequence column. For procedures, refer to the documents cited in the notes.


Overall Sequence
Infinium Navigator (Documentation on CD-ROM)
Infinium Application Manager
Infinium Financial Management Suite
Infinium Human Capital Management Suite
Infinium Materials Management Suite
Infinium Process Manufacturing Suite
Infinium Query
Performance Management Suite
Color = Type of Application
Platform to install before suites (Note 1)
Standard Infinium suite
Standard Infinium suite module (Notes 2 and 3)
Dependent application (Notes 4, 5, and 6)
User documentation CD-ROM (Note 7)
Border = Where to Install
Only System i computer
Choice of locations (Note 7)
Intermediate server and client PC
Financial Management Modules
Infinium General Ledger
Infinium Payables Ledger
Infinium Purchasing/ Payables Exchange
Infinium Accounts Receivable
Infinium Fixed Assets
Infinium Project Accounting
Infinium Income Reporting
Infinium Global Taxation
Infinium Currency Management
Infinium Financial Products
Human Capital Management Modules
Infinium Human Resources/Payroll
Infinium Flexible Benefits
Infinium Training Administration
Materials Management/ Process Manufacturing Modules
Infinium Cross Applications
Infinium Purchase Management
Infinium Order Processing
Infinium Inventory Control
Infinium Journal Processor
Infinium Electronic Exchange
Infinium Formula Management
Infinium Laboratory Management
Infinium Advanced Planning
Infinium Manufacturing Control
Infinium Regulatory Management



Notes

The previous information summarizes the sequence that we recommend to new customers. In some cases, special instructions apply. Refer to the applicable installation instructions specified in the notes below.

We recommend that you work with your Professional Services Implementation Consultant to determine the appropriate sequence in your case.

1 Refer to the applicable Infinium AM installation document.

2 For important product and release-specific instructions, refer to the applicable release installation document. During the installation process, you can install the Web components to run the application on the Web.

3 If you plan to use modules from the Infinium Materials Management or Infinium Process Manufacturing suites with interfacing Infinium Financial Management modules, install the applicable interfacing modules before installing the Infinium MM and PR suites.

The interfacing Infinium FM modules are:

- Infinium General Ledger
- Infinium Payables Ledger with Infinium Purchasing/Payables Exchange
- Infinium Accounts Receivable
- Infinium Global Taxation
- Infinium Currency Management

4 A dependent application enhances or extends access to and use of data from one or more related database applications.

5 If you plan to use modules from the Performance Management or Self-Service suites, you can install these modules anytime after installing their associated core applications.

6 The Infor HCM Infinium Self-Service module is also referred to as the SHCM application.

7 Refer to the instructions in the Infinium Navigator CD case. You can install Infinium Navigator in any of these locations:

- You can insert the CD into a networked CD drive and install the Acrobat Reader® software on each user's personal computer.
- You can install the Infinium Navigator files on a server accessible to users and install the reader on each user's personal computer.
- If users have CD drives, you can order additional copies of this CD for users to run in those drives. You must install the reader on the users' hard drives so that they can read the CD's pdf files.

You can install the reader and the Infinium Navigator files onto each user's personal computer hard drive for direct access.