

# ORACLE®

## PEOPLESOFT ENTERPRISE

### Installation Checklist – 8x/9x

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## **Scheduling for a PeopleSoft Installation**

We have received your request to perform an installation of your PeopleSoft software. Please complete this checklist and return it via e-mail at the earliest possible date.

North America: [walter.zuchold@oracle.com](mailto:walter.zuchold@oracle.com)

Your installation will be scheduled to occur within 2 to 5 weeks of the receipt of the completed 'Installation Checklist' and any applicable contracts.

## **Documentation and Helpful Links**

To complete this checklist, you will need to carefully review the linked documentation on the PeopleSoft Customer Connection web site. Use your **Customer Connection** login and password to reference the documentation. If you haven't received your login and password to the PeopleSoft **Customer Connection** web site, you will need to contact Customer Care (800-477-5738 Option #2) for assistance.

The following documents provide specific information for answering the questions in this document and preparing for the installation. They can be found in **Customer Connection** at the following links:

### **Hardware and Software Guide**

This document provides an overview of basic PeopleSoft architecture and the requirements for PeopleSoft Server Components. Be sure to select the correct version of this document for the PeopleTools release being installed as indicated on the PeopleTools CD. Also, review any supplemental guides identified for a product suite or application you are installing.

### **The PeopleSoft Installation Guide(s)**

The guides are available for both Applications and PeopleTools (particular attention should be paid to the first chapter of the PeopleTools installation guide for your PeopleTools release).

### **COBOL and Module Chart**

This chart identifies which products use COBOL, and will require the purchase of a PeopleSoft supported COBOL compiler.

\*\*COBOL compiler is not needed for: Enterprise Performance Mgt. (EPM), Customer Relationship Mgt. (CRM), Staffing Front Office (SFO), Enterprise Learning Management (ELM), or Enterprise Portal.

### **\*\*FAQ on COBOL Compiler**

### **PeopleSoft Platform Database**

This site identifies the PeopleSoft certified release levels for: the operating system, RDBMS, COBOL compiler, browser, Web Server, etc. **For the installation to occur you must be at the PeopleSoft certified version.**

### **Operating System, RDBMS & Third Party Product Patches Required for Installation**

This document lists any additional Operating System, RDBMS, or Third Party patches/fixes required for the PeopleSoft system to be certified. You must apply these patches for the installation to begin and prior to the arrival of the installer.

**\*\*For DB2 (OS390 or zOS) Customers only**

**UNIX System Services**

Please refer to the following links:

**USS FAQ (frequently asked questions)**

**USS Red Paper**

These documents list setup information for UNIX System Services and USS resources PeopleSoft will utilize (ODBC connectivity, Unicode System Services (regardless if this is a Unicode installation or not), JRE, etc) during the PeopleSoft installation and implementation. These resources should be available before the installer arrives on site and must be available before the install can begin.

**PTF Information**

Please refer to the following link:

**PTF Information**

This document lists any additional PeopleSoft/IBM PTFs required for the PeopleSoft system to be certified. You should apply these PTFs before the installer arrives on site and they must be applied before the install can begin.

**Logins**

Please refer to the following link:

**Mainframe IDs Needed for PeopleSoft System**

This document details the IDs, which you will need to create in order for the PeopleSoft system to be certified. You should create these IDs before the installer arrives on site and they must be created before the install can begin.

Have these guides been reviewed:  Yes  No

For Hardware sizing and recommendations, please contact the **Global Technology Alliances Group** (you can obtain contact information on this group from your Customer Service Executive). This group is equipped to handle questions in regards to appropriate hardware sizing for your environment. Additionally, some of the application install guides (as linked above) provide initial database sizes for various database platforms.

## **Installations Delivery Statement**

We install and configure the PeopleSoft database, PeopleSoft application server, PeopleSoft batch server, and the PeopleSoft Internet Architecture (PIA). We are available for subsequent install related questions on a limited basis via email and/or phone for two weeks after our visit. The specific details pertaining to the delivered Installation service are listed below. We do not install on Hardware/Software combinations that have not been certified by PeopleSoft and supported by the Global Support Center (GSC).

During our engagement, we cannot display all functionality and features for every application; instead, we will focus on, the core architecture. For example, some advanced features of PeopleSoft product lines require considerable planning and configuration. Accordingly, the configuration of advanced features is not included within the scope of the installation and configuration services.

### **Delivered with an install**

- A pre-installation call to review this checklist and your preparations before our visit (as time permits).
- One (1) Demo and one (1) System Database (if applicable) on a supported PeopleSoft Platform.
- Creation of a directory structure on the File Server, Application Server, Process Scheduler, Web Server, and Database Server to support above mentioned databases.
- Configuration of one (1) PeopleSoft Application Server Domain per database (Demo and System Databases)
- Configuration of up to two (2) Process Schedulers (Batch Servers) per database (one (1) on Linux and/or UNIX and one (1) on Windows 2000/2003, if applicable).
- Configuration of the Report Repository for above databases.
- Installation and configuration of one (1) PeopleSoft supported Web Server.
- Configuration of up to two (2) PeopleSoft Development Workstations.
- Installation and configuration of one (1) PeopleSoft Bam Server (if applicable).
- Installation and configuration of one (1) Ascential DataStage Server (if applicable).
- Installation and configuration of PeopleBooks and PeopleBooks Search
- Installation and configuration of Change Assistant/EMF
- Installation and configuration of Performance Monitor (on request)
- Application of Updates and Fixes identified as "Required for Install" on the PeopleSoft Customer Connection web site
- Performance of the Installation Verification Test against the "Demo" Database.
- Certification of the installation upon completion.
- Explanation of the installation process. This can only take place with participation from your staff.

### **Additional offerings not delivered with Installation Service:**

The following additional services are available to you for an additional fee. You will need to contact your Consulting Sales Representative for more information on these offerings.

- PeopleTools and/or Application Upgrade
- Application of Maintenance Packs
- Remote DBA and PS Administration Services
- Performance tuning – Application Server, Web Server, Database
- Installation of Cognos and/or MicroStrategy
- Additional Environments (Test, Production, etc.)
- Installation/setup of LDAP (Directory Interface products)
- Installation of Mohomine
- **Installation of COBOL compiler.**
- Installation of Payroll Interface Connector For ADP Connection
- PeopleSoft Application and/or Technology consulting
- Installation/Setup of fail-over and clustered environments
- Setup of firewall, Reverse Proxy Servers
- Installation of InfoSync Server/Client
- Installation of ERP Connectors and Process Integration Pack (PIP)
- Installation of Correspondence Management (CRM)
- Installation/Setup of SMTP/POP3 Mail Servers and FTP Servers
- Installation/Configuration of ERP, MailCaster, WatchDog (Online Marketing)
- **Installation of Crystal Enterprise (BusinessObjects XI)**
- Installation of Oracle BAM
- Installation of Oracle BPEL
- Installation of Oracle OBIEE
- Integration of MS Projects, MS Outlook, Lotus Notes, Primavera

## Customer Information

Does this assignment require US Citizenship?  Yes  No

\*This address information pertains to the location where your installation will occur.

<b>Company Name:</b>	San Francisco Department of Telecommunications and Information Services
<b>Address 1:</b>	One South Van Ness Avenue
<b>Address 2:</b>	2 <sup>nd</sup> Floor Server Room
<b>City:</b>	San Francisco
<b>State/Province/Country:</b>	CA
<b>Zip Code:</b>	94102
<b>Closest Major Airport:</b>	SFO
<b>Preferred Start Date<sup>1</sup>:</b>	

\*This personnel information pertains to your staff members that will be available for the installation.

<b>Primary Contact Name:</b>	Shelley Thompson	Rachel Cukierman
<b>Telephone Number:</b>	(415) 554-2329	(415) 554-2333
<b>Email Address:</b>	shelley.thompson@sfgov.org	rachel.cukierman@sfgov.org

<b>DBA Name:</b>	Kim Thompson	Oi Ching Barr
<b>Telephone Number:</b>	415-581-3938	(415) 581-4039
<b>Email Address:</b>	kim.thompson@sfgov.org	oi.ching.barr@sfgov.org

<b>Other Name (Role):</b>	Wendel Lee (Server administration)	Henry Chin
<b>Telephone Number:</b>	415-581-3939	(415) 581-4062
<b>Email Address:</b>	wendel.lee@sfgov.org	henry.chin@sfgov.org

<b>Other Name (Role):</b>	Charles Thompson (Project management)
<b>Telephone Number:</b>	415-581-4098
<b>Email Address:</b>	charles.thompson@sfgov.org

<sup>1</sup> When identifying this date please take into consideration the availability of the Hardware and Software necessary for the PeopleSoft installation. This is your preferred start date, but it is contingent on availability of qualified PeopleSoft resources during your requested time frame and must be confirmed by the Installation Services Resource Specialist.

## PeopleSoft Software

Have you received your PeopleSoft Software?  Yes  No  
 If no, has it been ordered through Customer Care?  Yes  No Date of Delivery: \_\_\_\_\_  
 If yes, was the software received via:  Physical CD or  eDelivery (<http://edelivery.oracle.com/>)

If eDelivery, please indicate whether or not the download has been completed.  Yes  No  
 Please note: The software download must be completed and the files must be unzipped and verified prior to the arrival of the Installation Resource. \*\*Additional consulting costs will be incurred for the installer's time to download.

Are you using the J.D. Edwards EnterpriseOne application?  Yes  No  
 Are you upgrading from a prior PeopleSoft Release?  Yes  No  
 If yes, are you working with the PeopleSoft Upgrade Lab?  Yes  No  
 If you are working with the PeopleSoft Upgrade Lab, who is your contact? \_\_\_\_\_

Please list the label (including version) of the CD(s) received from PeopleSoft for this installation and the modules to be installed:

PeopleTools Version (e.g. PT 8.48)	PeopleSoft Enterprise PeopleTools 8.49
Application Suite/Version (e.g. HCM 9.0)	PeopleSoft Enterprise Human Resources Management System and Campus Solutions 9.0
Module(s) (e.g. HCM with Ben Admin Payroll, etc.)	Payroll, Absence Management, Time and Labor, iRecruitment, HRMS Portal Pack, Learning Management, Human Resources, Self-Service HR, Directory Interface, Portal, User Productivity Kit - Developer, User Productivity Kit - Employee, User Productivity Kit - Content



## **COBOL Information**

### **\*\*FAQ on COBOL compiler**

1. Determine which PeopleSoft Process Scheduler and Application Server will be running the COBOL programs. Once this is identified, you will know which operating system will require the COBOL compiler.
2. ServerExpress is shipped with two components: COBOL compiler and Merant Application Server (not to be confused with the PeopleSoft Application Server). The compiler is needed on the machine where the COBOL programs will be compiled (usually the Process Scheduler). The Merant Application Server can be installed on a physically different server that will be running, but not compiling, COBOL programs. For example, if the Process Scheduler and the PeopleSoft Application Server were on separate physical servers (and the same operating system), then you could install the compiler on the Process Scheduler server and the Merant Application Server on the PeopleSoft Application Server (this allows you to execute Remote Call thru the PeopleSoft Application Server).
3. COBOL Processes will run on both the Process Scheduler and the Application Server via Remote Call, so care should be taken when you plan the architecture so that you obtain the appropriate number of licenses for the COBOL compiler. Keep in mind that more than one Process Scheduler can be configured for a given database. If you need to obtain the COBOL compiler, please contact your Customer Service Executive.
4. **FAQ on COBOL Compiler**
5. **COBOL and Module Chart**
6. **Additional Information for COBOL w/ PT 8.48**
7. **Additional Information for COBOL w/ PT 8.46/8.47**
8. **Additional Information for COBOL w/ PT 8.44/8.45**
9. **Additional Information for COBOL w/ PT 8.40 - PT 8.43**
10. **Additional Information for COBOL w/ PT 8.1x**

Is a COBOL compiler required for the PeopleSoft products you have purchased?  Yes  No  
\*\*A COBOL compiler is not needed for Customer Relations Mgt (CRM), Enterprise Learning Management (ELM), Enterprise Performance Mgt (EPM), Staffing-Front Office (SFO), or Enterprise Portal.

Please indicate the version received:  
\*\*\*For example: NetExpress 4.0, ServerExpress 4.0, etc.

Please indicate the OS version on which COBOL will be running: AIX 5.3  
\*\*\*For example: AIX 5.3, Windows 2003 Server, zOS, etc.

\*\*\*The COBOL compiler must be installed and at the PeopleSoft certified level.

Is the PeopleSoft certified COBOL compiler version installed and tested?  Yes  No  
\*\*\*For tools 8.47 and below, this must be the 32-bit version (even if your OS is 64 bit)  
\*\*\*For tools 8.48, your platform may support the 64-bit version. See this [link](#) for more information.

## **Web Server Information**

If you are using PeopleTools 8.2x, which PeopleSoft delivered Web Server will you be using?

If you are using PeopleTools 8.4x, which PeopleSoft delivered Web Server will you be using? WebLogic

### **\*\*FAQ on Web Servers**

1. Oracle Application Server (OAS) is supported with PeopleTools 8.47 or greater.
2. Web Server machines will require "fully-qualified" domain names resolved through DNS for single signon to function.
3. We certify both the PeopleSoft Web Server Software and JRE version for compatibility with PeopleSoft PIA, and only these certified combinations are acceptable for use during the install.



## PeopleSoft Components

Please complete all the row(s) for your installation. Please ensure that the version you identify is, certified by PeopleSoft: PeopleSoft Platform Database.

\*\* PeopleSoft support statement for VMWare (see this link for official statement).

Due to this support statement the installer will make reasonable efforts to complete the installation within the fixed time frame. If problems arise with the VMWare configuration, there may be extra time and additional fees required to complete the installation.

	Operating System / Version	RAM	Available Hard Disk Capacity	RDBMS Version <sup>2</sup>	RDBMS Connectivity Software Version	Patch Level <sup>3</sup>
Database Server	Linux 5.2 x86-64	24gb	2TB	Oracle 11g 11.1.0.6.0 64 Bit	ORACLE 11g client 11.1.0.6.0 64bit	#6145570 #6376928 #6122097
Install Workstation <sup>4</sup>	Windows XP	6gb	16gb		Same as above	
File Server <sup>5</sup>	Windows Server 2003 Enterprise SP 2		300gb			
Batch Server – Windows <sup>6</sup>	Windows Server 2003 Enterprise	8gb	300gb		Same as above	
Batch Server – LINUX AND/OR UNIX <sup>7</sup>	Linux 5.2 x86-64	8gb	300gb		Same as above	
PS Application Server	Linux 5.2 x86-64	8gb	300gb		ORACLE 11g client 64 bit	
PS Web Server	Linux 5.2 x86-64	8gb	300gb			

<sup>2</sup>Please indicate complete RDBMS version; e.g Oracle – down to the 5<sup>th</sup> digit and whether it is 32 or 64 bit

<sup>3</sup> Review the Operating System, RDBMS & Third Party Product Patches Required for Installation document

<sup>4</sup> The minimum requirements for the Install/Development Workstation can be found in the Hardware and Software Guide and the PeopleSoft Platform Database. We require the operating system, web browser, and RDBMS connectivity software to be installed and tested. The workstation needs a CD-ROM and the ability to connect to the network to access the other PeopleSoft Server Components.

<sup>5</sup> A share or Novell volume must be setup and available. This share or volume will need to be mapped by the Install/Development Workstation to a network drive or accessible via UNC (Universal Naming Convention). Your file server must support long file names.

<sup>6</sup> If Crystal, nVision, or MS Word based reports are desired, then a Windows Batch Server will need to be configured.

<sup>7</sup> A Linux and/or UNIX batch server can run and display Application Engine, COBOL, SQR, etc..

\*\* During the installation we are not responsible for the network speed between the various physical boxes. If your Hardware will be in another location and the connection speed is slow you should transfer the PeopleSoft CDs to that location prior to the arrival of the PeopleSoft installer at your site.

## Languages to be installed

Will you be using the UNICODE Character Set? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No *** Informix and Sybase are not supported for UNICODE *** All languages are not supported for all modules -- Please review the <a href="#">Product Roadmap</a> to confirm any language support
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Languages to be installed:

<input checked="" type="checkbox"/> English	<input type="checkbox"/> German	<input type="checkbox"/> Swedish
<input type="checkbox"/> Arabic	<input type="checkbox"/> Hungarian	<input type="checkbox"/> Thai
<input type="checkbox"/> Canadian French	<input type="checkbox"/> Italian	<input type="checkbox"/> Japanese
<input type="checkbox"/> Czech	<input type="checkbox"/> Norwegian	<input type="checkbox"/> Chinese – Simplified
<input type="checkbox"/> Dutch	<input type="checkbox"/> Portuguese	<input type="checkbox"/> Chinese - Traditional
<input type="checkbox"/> Finnish	<input type="checkbox"/> Russian	<input type="checkbox"/> Other:
<input type="checkbox"/> French	<input type="checkbox"/> Spanish	<input type="checkbox"/> Other:

## Access to Hardware and Login

We require physical access to the hardware or accessible support staff with physical access. If the hardware cannot be accessed, please discuss any special situations with the Installation Resource assigned to your installation. The use of Third Party Software to access the servers can be used in special circumstances, but we do not guarantee that this software will work for all installation components. Also, you may need to install and configure FTP or SMTP. The PeopleSoft Installation Resource is not responsible for installing and configuring FTP and/or SMTP servers.

Logins are required for various phases of the installation. Please discuss requirements with the Installation Resource assigned to your installation. At a minimum we require:

- For the install workstation(s): a domain or local account with local admin privileges
- For LINUX and/or UNIX: an id that maintains the PeopleSoft file system (default to ksh) and root access (to mount CD(s); install third party products, etc.). If root access is not possible, then the LINUX and/or UNIX administrator must be readily available.

## Installation Resource Requirements

You will need to provide the Installation Resource with access to the following:

- Personnel: Personnel identified on page 6 of this document must be actively involved with the installation process.
- Workstations: We require at least one (1) dedicated workstation be available and configured with the specified software. This workstation must be equipped with Internet access and be able to ftp from <ftp.peoplesoft.com> (download files may exceed 500MB).
- Modem/VPN: Access to an analog/modem telephone line or VPN access is required to allow the installer access to internal PeopleSoft databases to research install-related issues.
- Telephone: Access to a telephone is required to allow the installer to call external numbers to contact other PeopleSoft personnel for resolution of issues.

## **Miscellaneous Product Requirements**

### **PeopleTools**

- We do not require a C or C++ compiler for any of the LINUX, UNIX, or NT platforms when installing or operating our Batch or Application Server in a standard fashion. We test and certify our products using standard C and C++ "runtime" libraries; do not confuse this with a requirement for a compiler. Some third party applications may require re-linking or need to be linked with our APIs, again, but do not confuse the linking process with compiling. All of the LINUX AND/OR UNIX platforms come standard with linkers and loaders. Please read the vendors installation requirements thoroughly before purchasing a compiler. Please review the document **Operating System, RDBMS & Third Party Product Patches Required for Installation** for further information.
- You may not run multiple versions of PeopleTools on the same Windows based server for the Process Scheduler. The ODBC and Crystal versions are specific to the PeopleTools Release. Therefore, you are unable to run multiple Windows Process Schedulers on different PeopleTools releases on the same physical server.
- PeopleTools 8.48: Our App/Batch Server is now 64bit on AIX, SOLARIS and HPUX. This means anyone with 3rd party libraries linked directly with a PeopleSoft Application/Batch Server (BI's) must obtain 64bit versions of those libraries from their suppliers as well as database client libraries for those operating systems. AIX, SOLARIS and HPUX operating systems have been 64bit for many years, so it is unlikely you will have to upgrade your hardware. Check with your hardware vendor if you have concerns. Webservers and database servers are not affected by this change -- see your specific supported platforms communication.
- Please review the tools Hardware/Software guide for your tools release.

### **Portal**

- You must review the **Portal Installation Guide**.
- Please review the Portal Hardware/Software guide.
- You must review Chapter 3; Task 3-1 "Use the Network Domain Name".
- Your Web Server must have a static IP address, a fully qualified domain name, and must be resolvable by a DNS Server.
- The Web Servers for your PeopleSoft Portal and content providers (other PeopleSoft applications) must be within the same DNS domain for single signon to work.
- The Enterprise Portal delivers functionality related to "Internet – based" content (e.g. news feeds, stock quotes, etc). Your Application Server must be able to process HTTP requests (needs Internet access) to enable this functionality.

### **EPM**

- You must review the **EPM Installation Guide**.
- Please review the EPM Hardware/Software guide.
- For DB2 zOS you will need to have version 8.1
- You must review the Ascential installation document that resides on the Ascential CD. For UNIX/Linux installs root access and kernel parameters changes maybe necessary for installation of this product (kernel changes will require a reboot of the server). Ascential **is not supported** on OS390, but is supported on Linux starting with PeopleTools 8.46.

### **CRM 9.0: Advance Configurator**

- Advance Configurator is only certified on Solaris (9 or 10), AIX 5.3, and Windows 2003.
- For the Oracle RDBMS Advance Configurator is only supported on Oracle 10g, MSSQL 2005, and DB2 8.2.
- The only Web Server that can be used for this product is WebLogic (delivered on CD).
- You must review the **CRM Installation Guide**.
- Please review the CRM Hardware/Software guide.

	Operating System Version	Version
Web Server:		WebLogic 8.1 SP5

### **CRM 9.0: Online Marketing (OLM)**

- OLM is only certified on Windows 2003, Sun Solaris 9 or 10; IBM AIX 5.3, Red Hat Enterprise Linux 3.0 and HP-UX Itanium 11.23.
- For the Oracle RDBMS OLM is supported on Microsoft SQL Server 2005, Oracle 10g and IBM DB2 (UDB) 8.2.
- For the implementation of the module (not needed during install) you will need a SMTP/POP3 Mail Server (please see the discussion in the **CRM Installation Guide**).
- For Solaris, there are kernel parameters changes they will require a reboot of the server (please see the discussion in the **CRM Installation Guide**).
- Please review the **CRM Hardware/Software guide**.

## Appendix A: Post Installation Checklist

The PeopleSoft Installer will complete this appendix, at the end of each installation to provide a record of the tasks accomplished. Each item should be checked-off as it is discussed with the Customer Installation Contact. Place any notes, comments, or follow up issues in the appropriate section. Once all of the items pertaining to this installation have been reviewed with the Customer Installation Contact, the indicated parties will sign it, and originals/copies will be distributed as noted.

### POST INSTALLATION CHECKLIST

<b>Company Name:</b>	<b>San Francisco Department of Telecommunications and Information Services</b>
<b>Installation Date(s):</b>	<b>09/29/08 - 10/22/08</b>
<b>Installer Name:</b>	<b>Mel Boynton</b>
<b>RDBMS/OS Version:</b>	<b>Oracle 11.1.0.6.0, Linux 5</b>
<b>COBOL Compiler Version:</b>	<b>Server Express 5.0</b>
<b>Title(s) of IVT completed:</b>	<b>HRMS 9.0 Installation Verification Tests.doc, 849-ivt.doc</b>
<b>Type of Work:</b>	<input checked="" type="checkbox"/> Installation and Certification
	<input type="checkbox"/> Certification: Customer Self-Install

Product	Version	PeopleTools Version	Modules
<input type="checkbox"/> CRM			
<input type="checkbox"/> ELM			
<input type="checkbox"/> Ent./Community Portal			
<input type="checkbox"/> EPM			
<input type="checkbox"/> Financials – SCM/ESA			
<input checked="" type="checkbox"/> HCM	9.0	8.49.14	the generic license code was used, so all modules were installed
<input type="checkbox"/> RMS			
<input type="checkbox"/> SIM			
<input type="checkbox"/> Staffing Front Office			
<input type="checkbox"/> Other:			

#### Installation Tasks completed:

- Overview of installation process
  - Review of customer environment reflects PeopleSoft certified/supported version
  - Review installation process and informal agenda of tasks
- Loading of CDs and creation of directory structure for PeopleSoft Server Components
- Creation of one (1) *Demo* Database on a supported PeopleSoft Platform
- Creation of one (1) *System* Database on a supported PeopleSoft Platform, if applicable
- Configuration of one (1) PeopleSoft Application Server Domain per database (one (1) *Demo* and one (1) *System* Database, if applicable)
- Configuration of up to two (2) Process Scheduler (Batch Server) per database (one (1) on LINUX AND/OR UNIX and one (1) on NT/2000, if applicable)
- Configuration of Report Repository for above databases
- Install and configuration of one (1) PeopleSoft supported Web Server
- Configuration of up to two (2) PeopleSoft Development Workstations
- N/A Installation and configuration of one (1) PeopleSoft Bam Server (if applicable)
- N/A Installation and configuration of one (1) Ascential DataStage Server (if applicable)
- Install and configuration of PeopleBooks
- Apply the "Required for Install" Updates and Fixes, as identified on PeopleSoft Customer Connection.

- Perform the Installation Verification Test against the "Demo" Database
- Review the need to backup the environment
- Conduct an informal system administrator session – Topics to include:
  - Starting/stopping/configuring – the PeopleSoft Application Server, Process Scheduler, Web Server (PeopleSoft Internet Architecture);
  - Contact information and guidelines concerning the Install Resource (Installer), Global Support Center (GSC), or Customer Care.
- Explain the installation process to customer staff during the installation.
  - \*\*This can only take place with participation from customer staff.

**Customer Staff that the Install Resource worked with: Wendell Lee**

<p><b>List of "Required for Install" Patches applied:</b></p>	<p>8.49.14 HCM 9.0 MP5</p>
<p><b>Notes/Comments/Follow-up Issues:</b></p>	<p>This was a rough install. The client had to make the Linux app/batch and web servers 32 bit because they were originally installed as 64 bit.</p> <p>We created an install cheat sheet that has the license code we used, the commands we used to install the products, plus the locations where the products were installed. This allowed us to cut and paste whenever a location question came up during the installation.</p> <p>We had to create a G: drive on the windows server. The first windows server we went to use had to be renamed and rebooted before we could start. Then we had to re-install the Oracle client onto this <u>server</u>, because oracle 64 bit was installed and PS is a 32 bit application.</p> <p>Decided to create a separate userid for HR, ELM &amp; Portal. This lead to new userids for the installation of Tuxedo and weblogic.</p> <p>Then we had trouble trying to install the HR 9.0 CD onto the LINUX servers. The setup.linux command did not work. It indicated that the operating system was not recognized. So, we used the java -cp setup.jar run -console command to get around it. Had to install it into a separate temporary directory to ensure that something came off the CD. File did, so we then installed into the PS_HOME where tools was initially installed into. Logged case: 4874935 with the GSC.</p> <p>The case was closed days later after much debugging. It took an installation of Linux 5.2 by Eric Harris within Oracle to confirm that the installation would work on this platform. He had no issues with his Linux 5.0 installation. He concluded that the Kernel had to be changed on our servers. Once Wendell installed the latest kernel for Linux 5.2, the PIA create and start times dropped from 30 minutes to less than 2 minutes. The latest kernel was the fix to this problem.</p> <p>Installing the cobol compiler was another issue we had. We got a "No Shared Memory</p>

Available" when trying to start the compiler. I got Eric Harris on the phone and he looked at the kernel parameters. He made the values a lot less than what they were, and our problems were solved. It appeared that the server was configured for 64 bit operating system, and when we installed the 32 bit OS for Linux, it could not handle all the memory that was assigned to it.

Then we we tried to link to cobols (after successfully compiling them), we got a LGCC could not be found. The solution was to modify \$COBDIR/etc/cobopt. We had to change a line to: /usr/lib/gcc/i386-redhat-linux/4.1.2

Password for Apptrack within the compiler is: passwd

The license codes I had were alittle out of date. My original license codes had all the products that the client purchased, but once I noticed there was a newest set of license codes out there, we redid the PS\_HOME's to reflect this new license code.

Then once the application server domains started up and the PIA's started, the PIA's could not attach to the JSL port when we tried to sign in. We got a application server down, yet we knew it was up and the files were ocnfigured properly. We could not even telnet to the JSL port once the application server started. Wendell looked into it and found out he had to change the /etc/host file.

Verity does not work with Linux as delivered. This was a known issue. We had to add -Xss64m to the setEnv.sh file.

Client had NetExpress on their contract and was working on changing it to say Server Express. Without this change, Oracle would not give me the permanent license. So, the client is using the temporary license code for the cobol compiler. They will have to update the license manager with the new code once it arrives. The instructions for this is within the same instructions on the workstation that I used for the installation.

The manual steps of the MP were done by Wendell and AI.

Good news:

Client had the DB's built for me when I arrived

Oracle was installed onto the Linux App/batch server prior to my arrival

The CD's were all downloaded before I arrived

DBA's were able to turn around the backups quickly, even on short notice.

\*\*Note modifications to standard installation procedures, updates and fixes that were applied, and any issues preventing certification including relevant logged cases with the GSC.



**Installation and Certification**

The PeopleSoft products specified on this Appendix A (Post Installation Checklist) have been installed and are certified in accordance with, and subject to any notes in, this Appendix A (Post Installation Checklist).

**Certification (Customer Self-Install)**

The PeopleSoft Installer identified below has reviewed the Customer Self-Install of the PeopleSoft products specified on the first page of this Appendix A (Post Installation Checklist). The Customer Self-Install was performed by Customer without on-site assistance from PeopleSoft. As determined by the PeopleSoft Installer, the Customer Self-Install is:

- Certified
- Not Certified
- Certified with Exceptions

If "Not Certified" or "Certified with Exceptions", the following steps must be taken in advance of a further evaluation: (Brief summary. Exact details may be summarized on an attached addendum.)

<b>Details</b>	
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Please note: In the event of receipt of a "Not Certified" status, after you complete the above steps, you may request a return engagement for further evaluation.

**Installation Completed and Accepted:**

Agreed to and signed this day 22 of October, 2008

Customer Representative	PeopleSoft Installer
Title	Installer
Printed Name	Mel Boynton
Printed Name	Printed Name

**Distribution:** Customer Representative (copy)