

Knowledge Base Article

Product Group: Software

Product: CMSW7440 @ptitude Serv Suite

Version: 6.0

Abstract

This article documents the procedure in correcting the database version after installing the updated @ptitude Serv Suite v6.0 software.

Overview

Once the installation of @ptitude Serv Suite v6.0 is complete, a final message will appear indicating the database update is no longer part of the installation script (even though the manual seems to suggest this).

Use the configuration tool to verify the database version, and then action an update to v6.0.0.5. A message will appear, confirming the batch file process was okay. Now, verify the database version again. If the database version remains unchanged, the process has likely failed.

The following error may be encountered along the way. The actions necessary to resolve the error are also included in the section.

"Missing the Indx Data File"

Create an `INDX.DF` using the script below, taken from the `SKFUSERTS.SQL` file. Ensure the complete path for the datafile is included and correctly edited to the user's own installation of Oracle. Use the same location of the database file.

```
CREATE TABLESPACE INDX
DATAFILE
  '%ORACLE_PATH%\oradata\%DATABASE_NAME%\indx.dbf'
size 10M REUSE
AUTOEXTEND ON NEXT 65536K MAXSIZE UNLIMITED
EXTENT MANAGEMENT LOCAL
UNIFORM SIZE 4096K
SEGMENT SPACE MANAGEMENT AUTO;

ALTER DATABASE DATAFILE
  '%ORACLE_PATH%\oradata\%DATABASE_NAME%\indx.dbf'
AUTOEXTEND ON MAXSIZE UNLIMITED;

ALTER TABLESPACE indx ONLINE;
```

The following is an example of what the edited script will look like. In this example, the Oracle database path is 'C:\oracle\oradata\CMtest', where the name of the database is 'CMtest'.

Example:

```
CREATE TABLESPACE INDX
DATAFILE 'C:\oracle\oradata\CMtest\indx.dbf' size
10M REUSE
AUTOEXTEND ON NEXT 65536K MAXSIZE UNLIMITED
EXTENT MANAGEMENT LOCAL
UNIFORM SIZE 4096K
SEGMENT SPACE MANAGEMENT AUTO;

ALTER DATABASE DATAFILE
'C:\oracle\oradata\CMtest\indx.dbf' AUTOEXTEND ON
MAXSIZE UNLIMITED;

ALTER TABLESPACE indx ONLINE;
```

Save the changes to the file, and then run the script in SQLplus.

User Name: sys

Password: skf [default password, or password for the 'sys' account]

Connect: [database name as sysdba]

Once the file is added to Oracle, run dbupdate again. This will ensure the program is properly updated.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at tsg-americas@skf.com.