sage | Sage X3 Certified Solution

V1
Document
Management

EDM for Sage X3 by V1

Electronic Document Management

PIA for Sage X3 by V1

Purchase Invoice Automation

SOA for Sage X3 by V1

Sales Order Automation

Release 12.1

FAQ - Oracle Support

Updated - 16 March 2017

Contents

1. Introduction

EDM for Sage X3 by V1 Release 12.1 maintains Oracle Database support for the EDM file repository.

You are encouraged to bookmark the Portal which is regularly updated with information about the release:

http://support.wearev1.com/software/x3/X3EDMHELP/index.htm

NOTE: Currently only Oracle 11g is supported. If the installation is 12c you will not be able to initialise the EDM database.

If only Oracle 12c is available, you are encouraged to install SQL Express on the Sage X3 Application server and use this instance to install the EDM database against.

NOTE: The EDM database does not have to be in the same one as Sage X3, so for instance if Sage X3 is running on Oracle 12c, EDM can run on SQL without consequences.

2. Pre-requisites for using Oracle

Note the following before starting the installation:

- ▶ The Oracle database server is accessible by the Sage X3 Application Server
- ▶ An Oracle database **X3EDMDB** has been created*
- ▶ We advise a specific Oracle user (**V1USER**) is created and given unrestricted access to the **X3EDMDB** database
- ▶ Ensure the windows client libraries (**OCL.dll**) are present on the Sage X3 Application Server

Once you have completed the Initial Setup and Folder Setup stages of the installation:

- ▶ On the Database tab, select Oracle from the drop down list and click the Select button. This 'locks in' the selection and the remainder of the setup will be based on this choice.

* The EDM setup.exe program will not create the Oracle database, whereas for SQL installation it does.

- ▶ In the **Database Instance Name** field, ensure the DNS name of the Sage X3 Database Server is populated. (This is read from the solution.xml when browsed to at the Setup stage of the installation process.)

Unlike SQL, the Authentication Type field is auto populated as **Database**, windows authentication is not supported for Oracle.

- ▶ Enter the Database Username and Database Password ensuring they match those specified during the creation of the **X3EDMDB** Oracle database.
- ▶ When satisfied the details have been entered correctly, click the Install button

3. Possible Issues

Reasons for failure to initialise:

▶ Communication between the Sage X3 Oracle Database server has been compromised during the installation.
  ▶ Check the connectivity between servers, retry when satisfied

▶ The authentication details are incorrect.
  ▶ Ensure you can login to the **X3EDMDB** database using the credentials supplied using sqlplus, retry when satisfied

▶ The X3EDMDB Oracle database has not been created.
  ▶ As per the pre-requisites, ensure the **X3EDMDB** Oracle database has been created on the Sage X3 Database Server, retry when created / if satisfied.

▶ If the Oracle Database server is Linux, the oracle client libraries are not present on the Sage X3 Application Server.
  ▶ The EDM setup.exe is only compiled on Windows, as such, if the Oracle server is Linux, the Oracle client libraries must be present on the Sage X3 Application Server / server running the setup program.