



# Oracle 10g ODBC Installation Guide

Voyager 7.2.1

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## Updates to This Guide

This guide contains the following updates:

- Updated the **Downloading** section on page **11**.
- Updated the guide format (headers and so forth)



# 1

---

## Introduction

This section includes:

- **About This Guide** on page 7
- **Before You Start** on page 8
- **Terminology** on page 9
- **Why All the Reboots?** on page 9

## About This Guide

The purpose of this guide is to provide direction for the following components of the Oracle 10g ODBC installation:

- **Preinstallation considerations**  
See **Before You Start** on page 8, **Terminology** on page 9, and **Why All the Reboots?** on page 9.
- **Downloading the Installation Packages**
- **Running the Ex Libris automation tool (BEAT)**  
See **Automation Tool** on page 8 for details about the tool.
- **Backing Up the Current Oracle Configuration**
- **Uninstalling Previous Versions of Oracle**
- **Installing Oracle 10g - XP/Vista or Installing Oracle 10g - Windows 7**
- **Configuring Oracle**
- **Prepackaged Reports**
- **Troubleshooting**

## Automation Tool

To simplify completing your installation, Ex Libris designed a tool to automate as much of the process as feasible. The following .bat files are provided for running the automated installation process:

- BEAT.bat  
(Microsoft Windows XP version from the package download  
10201\_client\_win32.zip)
- BEAT.bat  
(Microsoft Windows Vista version from the package download  
10203\_client\_vista-win7.zip)
- BEAT-win7.bat  
(Microsoft Windows 7 version from the package download  
10203\_client\_vista-win7.zip)

Specifically with the Microsoft Windows 7 version of the automated tool, you may need to perform some manual steps. The instructions in [Installing Oracle 10g - Windows 7](#) on page 23 guide you through using the automated tool, performing the manual steps, and returning to the tool to complete your installation.

## Microsoft XP, Vista, or Windows 7

The installation instructions are divided by operating system environment. For Microsoft XP and Microsoft Vista, see [Installing Oracle 10g - XP/Vista](#) on page 21; and for Microsoft Windows 7, see [Installing Oracle 10g - Windows 7](#) on page 23.

## Before You Start

- If you run into problems at any point, stop and seek assistance from Ex Libris Global Customer Support.
- The Oracle 10g client replaces any pre-existing client and is backwards compatible with Oracle 8i and Oracle 9i servers.
- Make sure your Windows logon has local administrator rights before you begin. Your IT department can assist you if you are unsure or do not have local administrator rights.
- Once the uninstall process has started, do not leave it unattended or start working on a different application until you have completed the process. Doing either may cause the application to freeze and require a reboot to resolve any problem. Rebooting at the wrong time could greatly complicate the uninstall process.



- Shut down all other applications. Temporarily, disable any PC firewall and virus software before running the applications.
- If you are running Norton AntiVirus 2006 or later, ODBC linking does not work by default. Read Microsoft's knowledge base article 329820 for help. Otherwise, consult with your IT department.
- The Ex Libris automation tool (BEAT.bat or BEAT-win7.bat) is designed and tested for use with Voyager.
- If you have other Ex Libris applications, contact Ex Libris Global Customer Support for assistance.
- If you have non-Ex Libris applications that use ODBC, check with your IT department before proceeding.
- If this is a new installation of the ODBC drivers, you can skip **Backing Up the Current Oracle Configuration** that starts on page 13 and **Uninstalling Previous Versions of Oracle** that starts on page 17.

## Terminology

- You may read or hear a reference to a driver CD. Years ago, the ODBC drivers were shipped out on a CD, but the prevalence of high-bandwidth network connections has made CD distribution obsolete.
- You can burn the contents of the downloaded zip file to a CD for archival purposes or for intra-library installation.
- If persistent network issues prevent you from downloading the zip file, you can request a physical CD from Ex Libris. Specify the Windows version you need.

## Why All the Reboots?

For a cleaner and faster uninstall (and install) process, rebooting the PC:

- Just before critical work helps minimize services competing for system resources.
- And then shutting down all the other programs minimizes program fragments and memory leaks.
- After making registry changes ensures that the link between PC files and the previous registry data no longer exists.



# 2

---

## Downloading the Installation Packages

This section includes:

- **Before You Start** on page 11
- **Downloading** on page 11
- **Extracting** on page 12

### Before You Start

#### Confirm Disk Space

The download requires 500MB of free space.

The installation requires an additional 500MB of free space.

#### Directories

Create a directory such as `C:\oracle10g` on your PC to which you can extract the package.

### Downloading

The packages available for download can be accessed from the Ex Libris FTP server (`downloads.exlibrisgroup.com`). You need the `odbc` password, which can be obtained from the eService knowledge base.

The package you need to download is determined by your operating system environment. For Microsoft XP, download the `10201_client_win32.zip` package. For Microsoft Vista and Microsoft Windows 7, download the `10203_client_vista-win7.zip` package.

## Extracting

Extract the downloaded file to the directory you created.

- The WinZip software is commonly used for this process.
- Check with your IT department if you are unsure which program to use.

Ensure you preserve the folder names when you extract the file.

- In WinZip, select the Use folder names option.
- Check with your IT department or software vendor if using other software.

The Oracle 10g ODBC package is ready to install.

# 3

---

## Backing Up the Current Oracle Configuration

This section includes:

- **Backing Up** on page 13

---

### NOTE:

The Oracle backup configuration step should only be run if there is already a working Voyager ODBC configuration. If your PC has never had Oracle ODBC drivers on it, you can skip to **Installing Oracle 10g - XP/Vista** on page 21 or **Installing Oracle 10g - Windows 7** on page 23.

---

## Backing Up

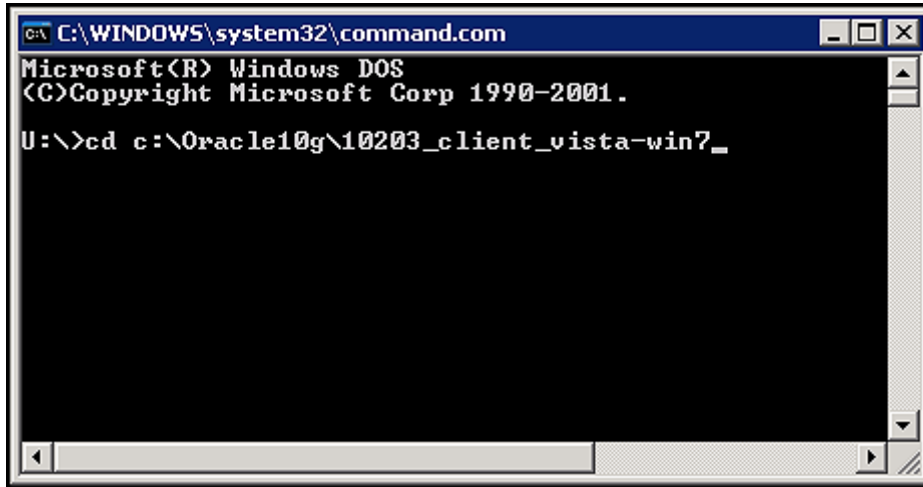
To back up your current Oracle configuration:

- 1 Restart your computer.
- 2 Log on to the PC and ensure that there are no open programs.
- 3 Start the Ex Libris automation tool.
  - BEAT.bat located in C:\Oracle10g\10201\_client\_win32 (Microsoft XP)
  - BEAT.bat located in C:\Oracle10g\10203\_client\_vista-win7 (Microsoft Vista)
  - BEAT-win7.bat located in C:\Oracle10g\10203\_client\_vista-win7 (Microsoft Windows 7)

For the Microsoft Windows 7 environment only, run the BEAT tool as Administrator from the command line as follows:

- a Click **Start > All Programs > Accessories > Command Prompt**.
- b Right click **Command Prompt**.

- c Click **Run as administrator**.  
The command line window opens.
- d Change the directory (cd) to the location of the unzipped files, specifically, the location of the BEAT-win7.bat file.



- e Run BEAT-win7.bat from the command line.

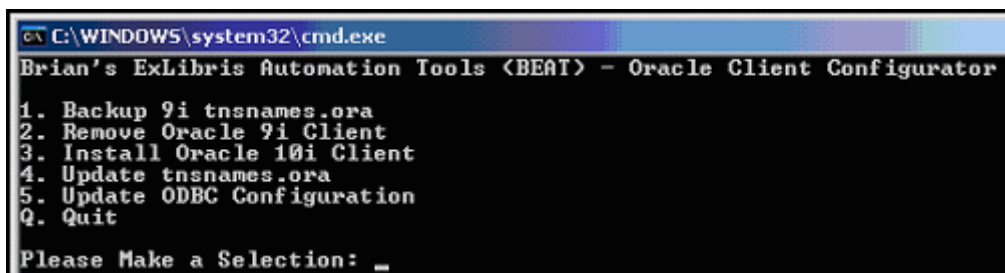
---

**IMPORTANT:**

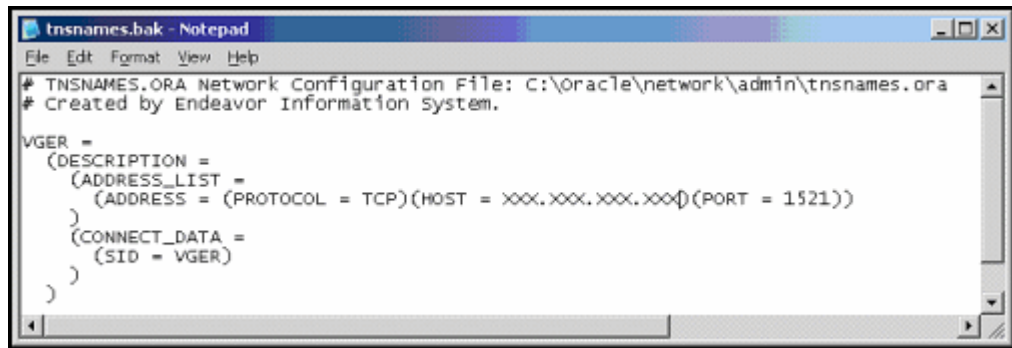
Using this method to run BEAT in the Windows 7 environment is necessary to insure that the BEAT tool is able to access all the files that it needs.

---

- 4 Back up TNSNAMES.ORA with **option 1, Backup 9i tnsnames.ora.**



Notepad opens to display the tnsnames.ora file.



```
tnsnames.bak - Notepad
File Edit Format View Help
# TNSNAMES.ORA Network Configuration File: C:\Oracle\network\admin\tnsnames.ora
# Created by Endeavor Information System.

VGER =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = TCP)(HOST = XXX.XXX.XXX.XXX)(PORT = 1521))
    )
    (CONNECT_DATA =
      (SID = VGER)
    )
  )
```

- 5 Compare your `tnsnames.ora` file with the file in the above illustration.
  - If your file and the above illustration look similar, close Notepad.
  - If your file is blank or significantly different from the above illustration, stop and contact Ex Libris Global Customer Support before proceeding.
- 6 Press any key to return to the Ex Libris automation tool.

The Oracle ODBC configuration is now backed up.





# 4

---

## Uninstalling Previous Versions of Oracle

This section includes:

- **Removing a Previous Version** on page 17

### Removing a Previous Version

To remove the previous version of your current Oracle client:

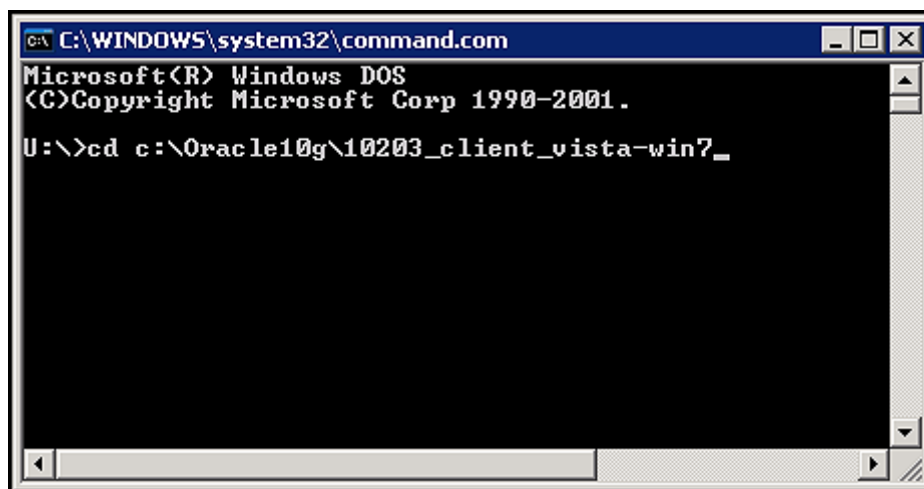
- 1 Restart your computer.
- 2 Log on to the PC and ensure that there are no open programs.
- 3 Start the Ex Libris automation tool.
  - BEAT.bat located in C:\Oracle10g\10201\_client\_win32 (Microsoft XP)
  - BEAT.bat located in C:\Oracle10g\10203\_client\_vista-win7 (Microsoft Vista)
  - BEAT-win7.bat located in C:\Oracle10g\10203\_client\_vista-win7 (Microsoft Windows 7)

For the Microsoft Windows 7 environment only, run the BEAT tool as Administrator from the command line as follows:

- a Click **Start > All Programs > Accessories > Command Prompt**.
- b Right click **Command Prompt**.
- c Click **Run as administrator**.

The command line window opens.

- d Change the directory (cd) to the location of the unzipped files, specifically, the location of the BEAT-win7.bat file.



```
C:\WINDOWS\system32\command.com
Microsoft(R) Windows DOS
(C)Copyright Microsoft Corp 1990-2001.
U:\>cd c:\Oracle10g\10203_client_vista-win7_
```

- e Run BEAT-win7.bat from the command line.

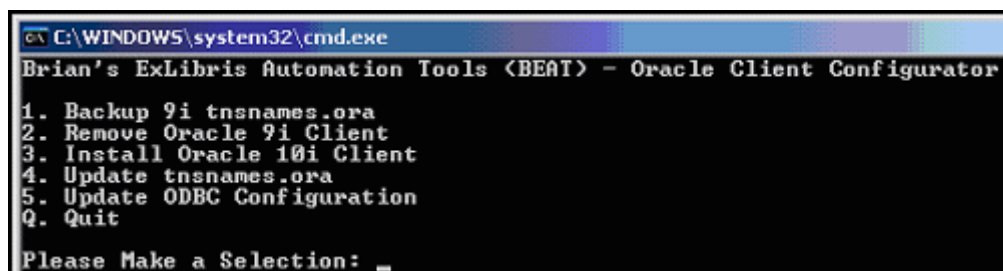
---

**IMPORTANT:**

Using this method to run BEAT in the Windows 7 environment is necessary to insure that the BEAT tool is able to access all the files that it needs.

---

- 4 Remove Oracle clients.
  - a Select **option 2, Remove Oracle 9i Client.**



```
C:\WINDOWS\system32\cmd.exe
Brian's ExLibris Automation Tools <BEAT> - Oracle Client Configurator
1. Backup 9i tnsnames.ora
2. Remove Oracle 9i Client
3. Install Oracle 10i Client
4. Update tnsnames.ora
5. Update ODBC Configuration
Q. Quit
Please Make a Selection: _
```

You are prompted to Press any key to continue.

---

**CAUTION:**

Do not press any key.

---

- b Type remove and press **Enter.**

```
C:\WINDOWS\system32\cmd.exe
Please contact support to use this option
Press any key to continue . . . remove_
```

- c Enter **Y** and press **Enter** if you are sure you want to remove all existing Oracle clients.

```
C:\WINDOWS\system32\cmd.exe
Please contact support to use this option
Press any key to continue . . . remove
Are you really sure you want to do this?? <Y/N>: y
```

You see a number of errors on the screen. These are normal and can be ignored.

```
C:\WINDOWS\system32\cmd.exe
The specified service does not exist as an installed service.
System error 1068 has occurred.
The specified service does not exist as an installed service.
The OracleMTSRecoveryService service is not started.
More help is available by typing NET HELPMSG 3521.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
The system cannot find the file specified.
Press any key to continue . . .
```

- d When prompted, press any key.
- 5 Restart your computer.  
Log on to the PC and ensure that there are no open programs.
- 6 Repeat this procedure starting at Step 3.  
If this is the second time reaching this step, you are done.  
The pre-10g Oracle ODBC is now successfully uninstalled.



# 5

---

## Installing Oracle 10g - XP/Vista

This section includes:

- **Installing Oracle 10g for XP/Vista** on page 21

---

### NOTE:

Confirm that you have the correct version, from Ex Libris, of the Oracle 10g installation software for your version of Microsoft Windows. The Oracle 10g CD from Oracle cannot be used with this procedure. See **Downloading the Installation Packages** on page 11 regarding downloading the installation materials that you need.

---

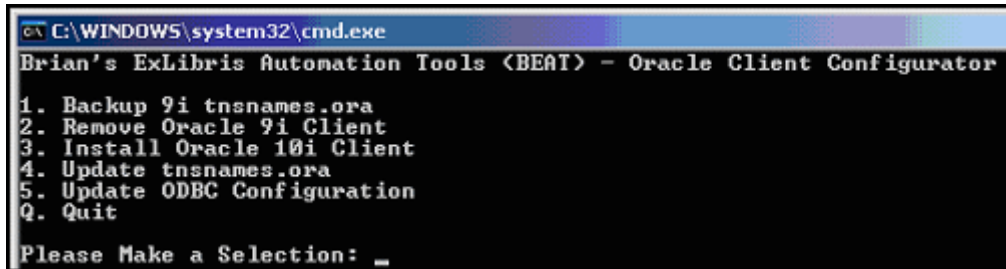
## Installing Oracle 10g for XP/Vista

This section provides installation instructions for the Microsoft XP or Microsoft Vista operating system environments. For Microsoft Windows 7, see **Installing Oracle 10g - Windows 7** on page 23.

### To install:

- 1 Restart your computer.
- 2 Log on to the PC and ensure that there are no open programs.
- 3 Start the Ex Libris automation tool, `BEAT.bat`, located in `C:\Oracle10g\10201_client_win32` (Microsoft XP) or `C:\Oracle10g\10203_client_vista-win7` (Microsoft Vista).

- 4 Install Oracle 10g.
  - a Select **option 3, Install Oracle 10g Client.**



```
C:\WINDOWS\system32\cmd.exe
Brian's ExLibris Automation Tools <BEAT> - Oracle Client Configurator
1. Backup 9i tnsnames.ora
2. Remove Oracle 9i Client
3. Install Oracle 10i Client
4. Update tnsnames.ora
5. Update ODBC Configuration
Q. Quit
Please Make a Selection: _
```

- b When prompted, answer **Y** to install the Oracle 10g client.

---

**CAUTION:**

Do not attempt to change the window focus during this process.

---

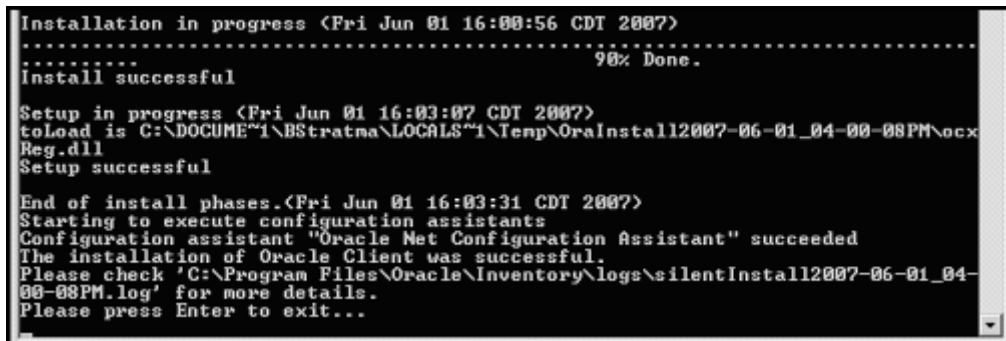
- c Wait for a message indicating that the installation has completed.

---

**NOTE:**

This may take up to 10 minutes.

---



```
Installation in progress (Fri Jun 01 16:00:56 CDT 2007)
.....
.....
Install successful
90% Done.
Setup in progress (Fri Jun 01 16:03:07 CDT 2007)
toLoad is C:\DOCUME~1\BStratma\LOCALS~1\Temp\OraInstall2007-06-01_04-00-08PM\ocx
Reg.dll
Setup successful
End of install phases.(Fri Jun 01 16:03:31 CDT 2007)
Starting to execute configuration assistants
Configuration assistant "Oracle Net Configuration Assistant" succeeded
The installation of Oracle Client was successful.
Please check 'C:\Program Files\Oracle\Inventory\logs\silentInstall2007-06-01_04-
00-08PM.log' for more details.
Please press Enter to exit...
_
```

- d Press **Enter** to close the install windows.
          - e Press **Enter** to return to the Ex Libris automation tool.
- Oracle 10g ODBC is now successfully installed.

# 6

---

## Installing Oracle 10g - Windows 7

This section includes:

- **Installing Oracle 10g for Windows 7** on page 23

---

### NOTE:

Confirm that you have the correct version, from Ex Libris, of the Oracle 10g installation software for your version of Microsoft Windows. The Oracle 10g CD from Oracle cannot be used with this procedure. See **Downloading the Installation Packages** on page 11 regarding downloading the installation materials that you need.

---

## Installing Oracle 10g for Windows 7

This section provides installation instructions for the Microsoft Windows 7 operating system environment. For Microsoft XP or Microsoft Vista, see **Installing Oracle 10g - XP/Vista** on page 21.

---

### NOTE:

For the Microsoft Windows 7 version of the installation, there are some manual steps that you need to complete in addition to running the automated tool to install the Vista ODBC drivers on your Microsoft Windows 7 system. **Installing Oracle 10g for Windows 7** below describes how to use the Ex Libris automation tool and what manual steps to perform.

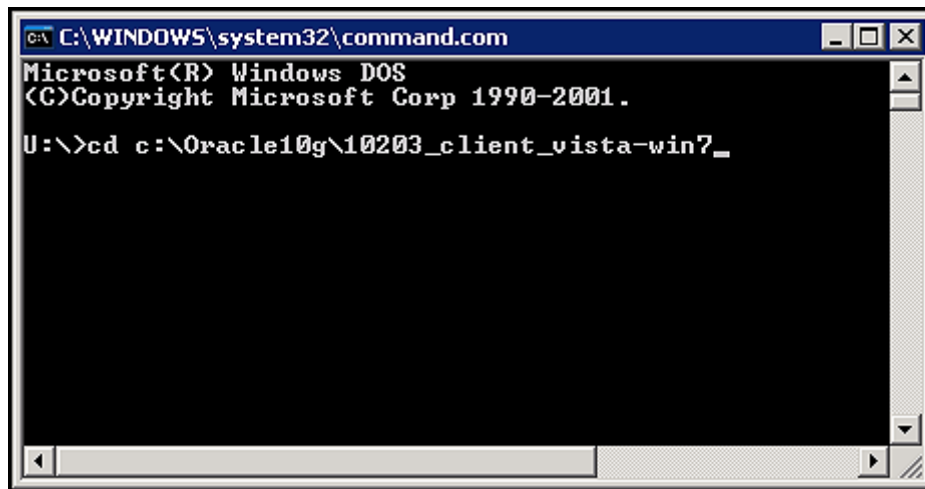
---

### To install:

- 1 Restart your computer.
- 2 Log on to the PC and ensure that there are no open programs.
- 3 Start the Ex Libris automation tool, `BEAT-win7.bat`, located in `C:\Oracle10g\10203_client_vista-win7`.

For the Microsoft Windows 7 environment only, run the BEAT tool as Administrator from the command line as follows:

- a Click **Start > All Programs > Accessories > Command Prompt**.
- b Right click **Command Prompt**.
- c Click **Run as administrator**.  
The command line window opens.
- d Change the directory (cd) to the location of the unzipped files, specifically, the location of the BEAT-win7.bat file.



- e Run BEAT-win7.bat from the command line.

---

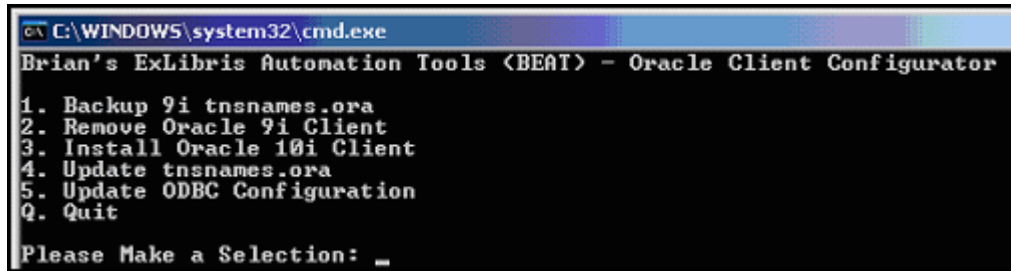
**IMPORTANT:**

Using this method to run BEAT in the Windows 7 environment is necessary to insure that the BEAT tool is able to access all the files that it needs.

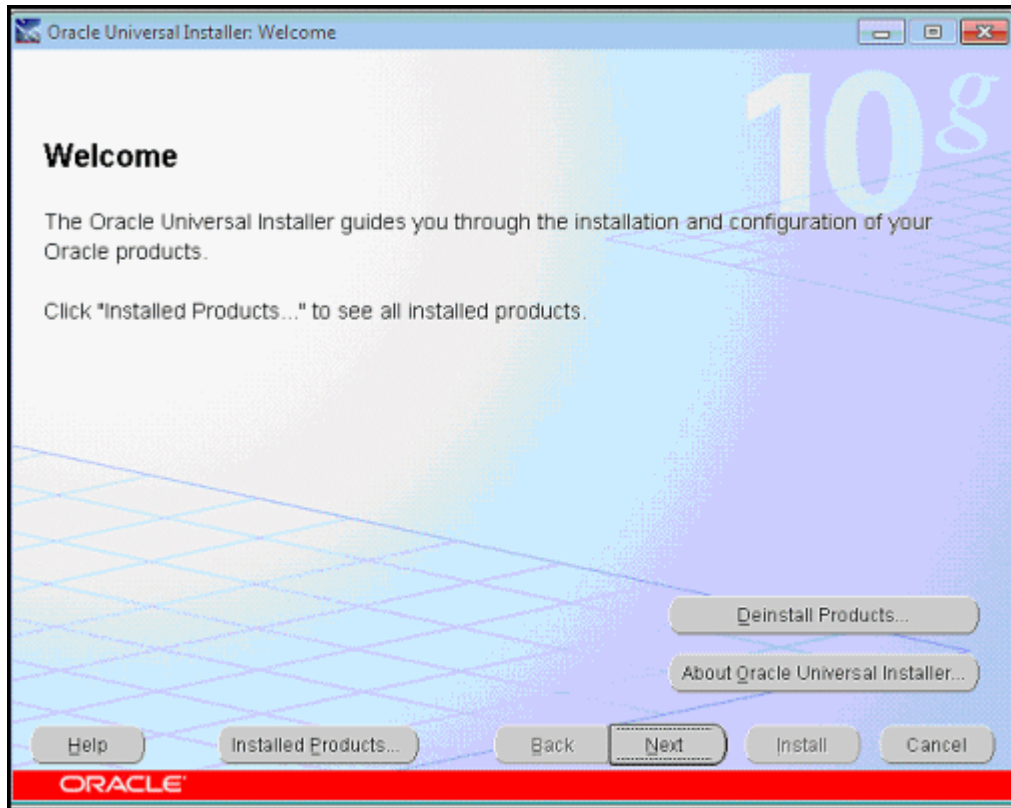
---

- 4 Install Oracle 10g.  
Select **option 3, Install Oracle 10g Client**.



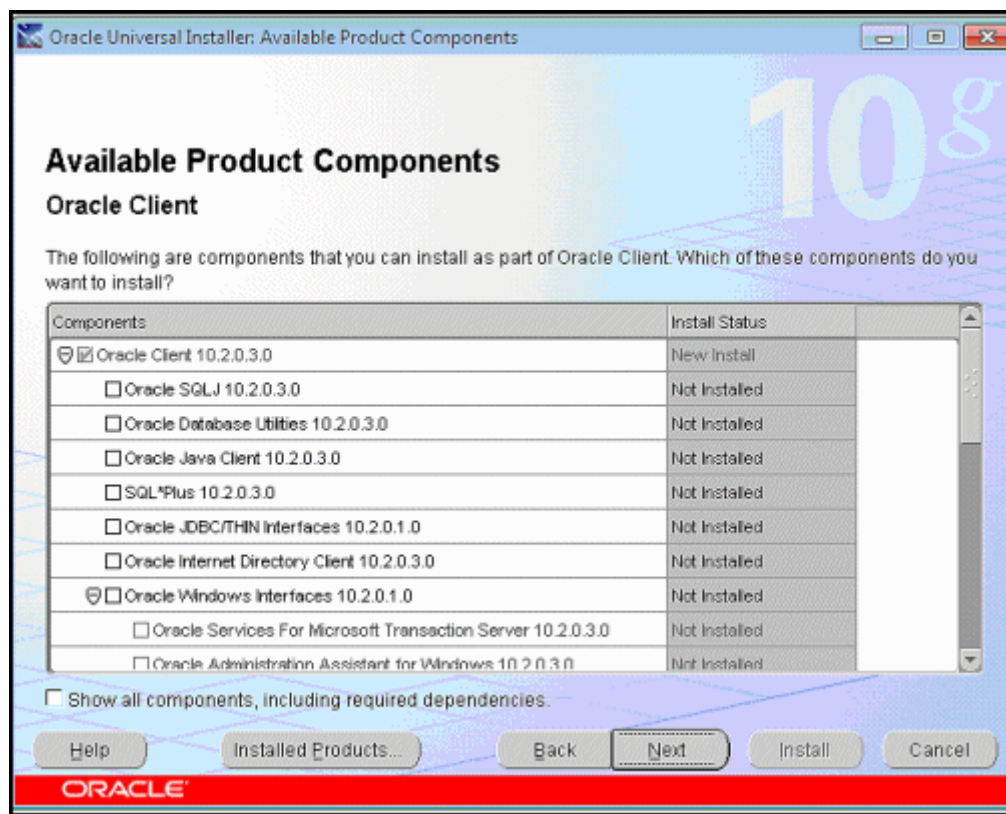


The Welcome screen displays.



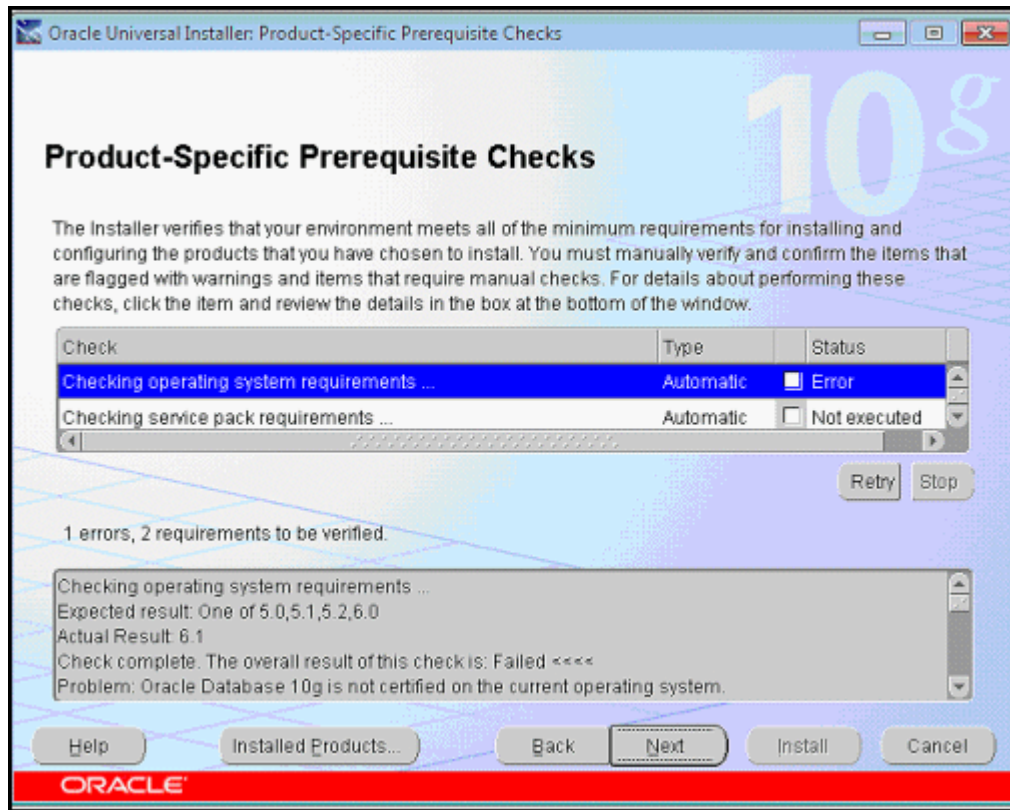
- 5 Click Next.

The Available Product Components screen displays.



**6** Click **Next**.

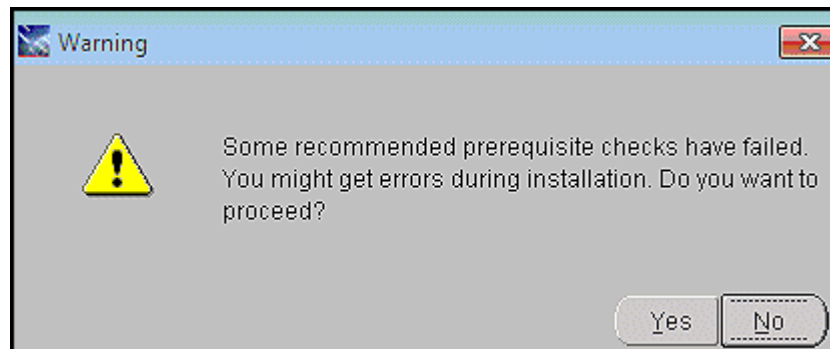
The Product-Specific Prerequisite Checks screen displays.



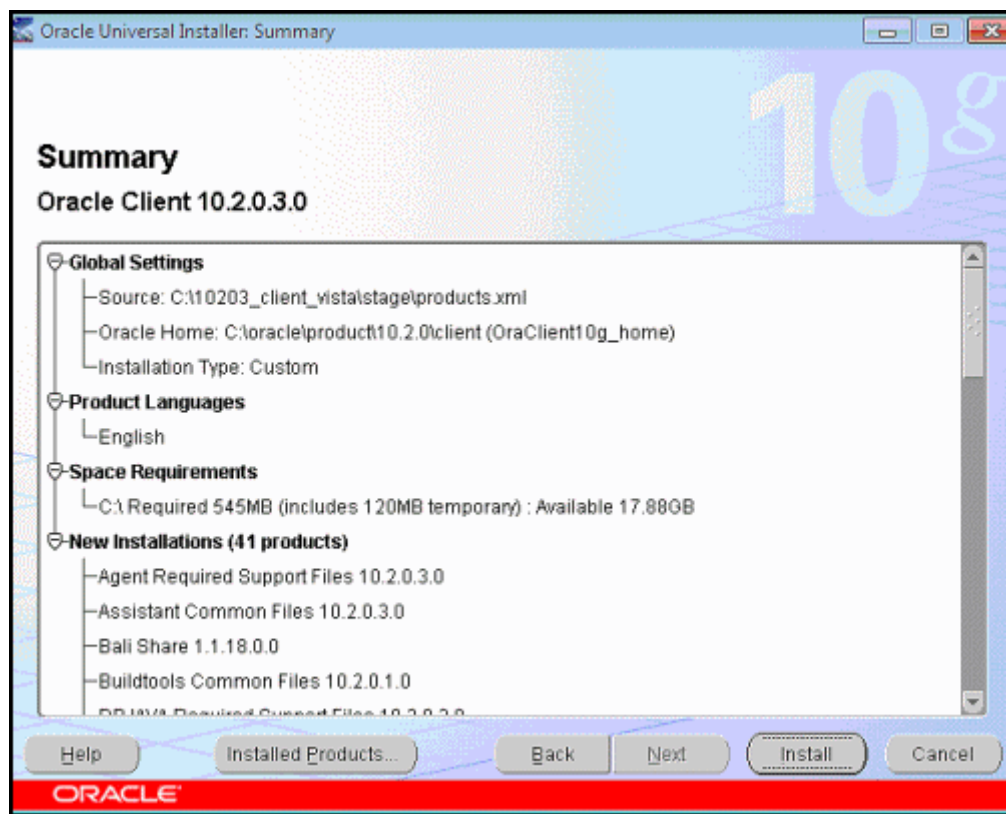
**NOTE:**

The operating system version check fails. This is okay. However, you need to select the check box to the right of the highlighted error message (manual check) and click Next to continue with the installation.

- 7 Click **Yes** to continue processing when you receive the warning message.



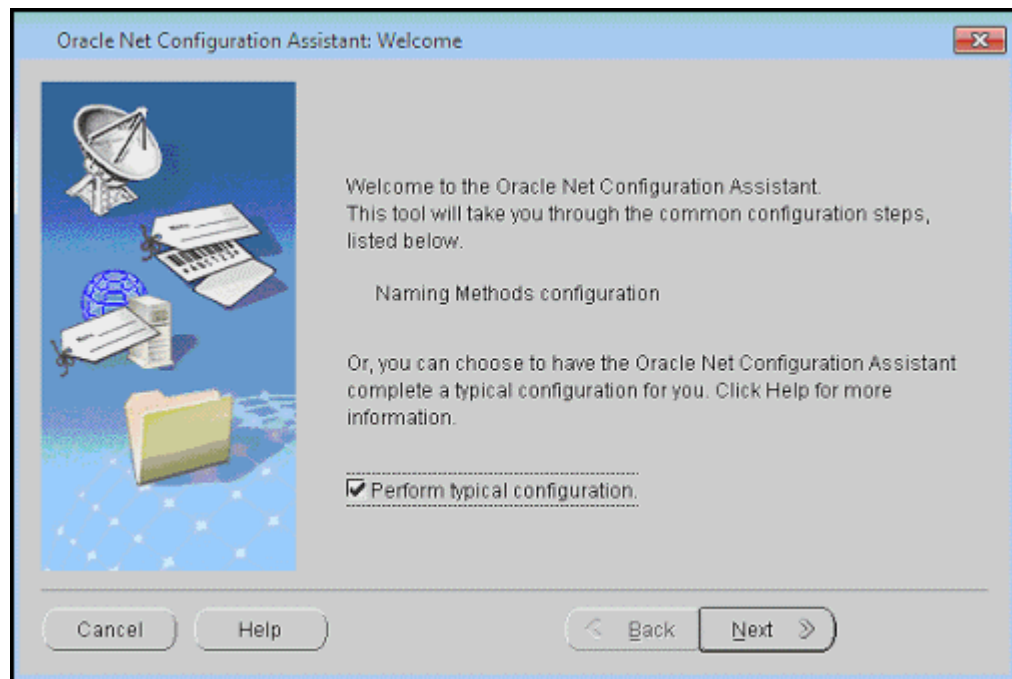
The Summary screen displays with the correct products selected.



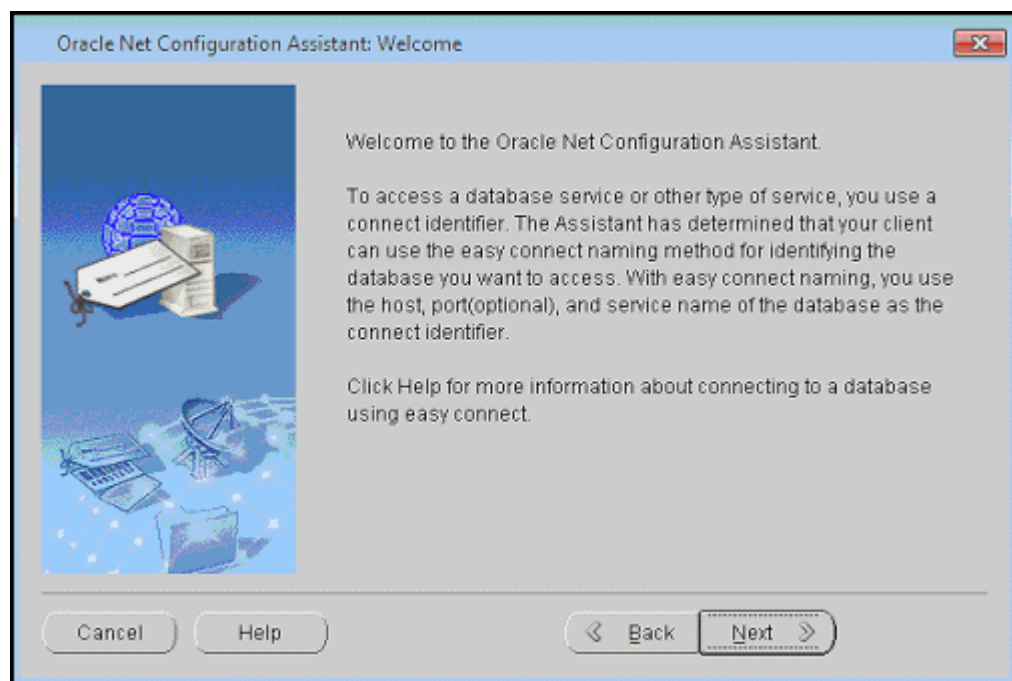
8 Click **Install**.

The installation takes a few minutes. A patch is also installed.

The Oracle Net Configuration Assistant: Welcome screen displays.



- 9 Select the **Perform typical configuration** check box and click **Next**.  
Another Welcome screen displays.



- 10 Click **Next**.

- 11 Click **Finish** when the Oracle Net Configuration Complete screen displays.
- 12 Click **Exit** when the End of Installation screen displays.
- 13 Click **Yes** when prompted with the exit warning.

# 7

---

## Configuring Oracle

This section includes:

- **Before You Start** on page 31
- **Upgrade Instructions** on page 32
- **New Installation Instructions** on page 33
- **Completing the Configuration** on page 35

### Before You Start

If this an upgrade from Oracle 9i and the steps in the **Backing Up the Current Oracle Configuration** on page 13 were followed, proceed to the **Upgrade Instructions** on page 32.

If this is a new installation of Oracle 10g, proceed to the **New Installation Instructions** on page 33.

After either section, continue to **Completing the Configuration** on page 35.

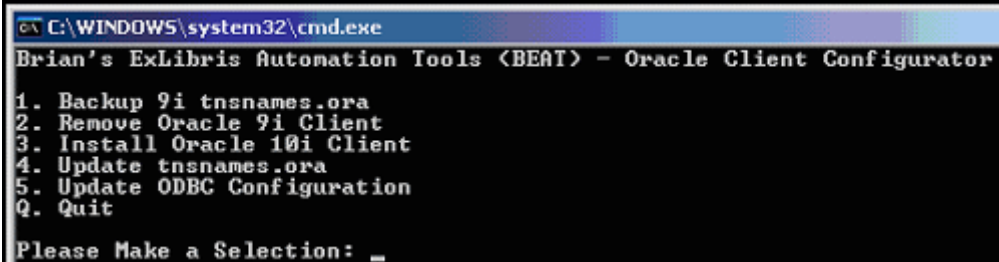
After completing either the new or upgrade instructions, the PC should have a `tnsnames.ora` file in `C:\oracle\product\10.2.0\client\NETWORK\ADMIN\` with the following stanza:

```
VGER =  
  
  (DESCRIPTION =  
  
    (ADDRESS_LIST =  
  
      (ADDRESS = (PROTOCOL = TCP)(HOST = xxx.xxx.xxx.xxx)(PORT  
= 1521))  
  
    )  
  
    (CONNECT_DATA =  
  
      (SID = VGER)  
  
    )  
  
  )
```

## Upgrade Instructions

To upgrade:

- 1 Restart your computer.
- 2 Log on to the PC and ensure that there are no open programs.
- 3 Start the Ex Libris automation tool (BEAT).
- 4 Restore TNSNAMES.ORA.
  - a Select **option 4, Update tnsnames.ora.**



The screenshot shows a command prompt window with the title "Brian's ExLibris Automation Tools <BEAT> - Oracle Client Configurator". The menu options are:

```
1. Backup 9i tnsnames.ora  
2. Remove Oracle 9i Client  
3. Install Oracle 10i Client  
4. Update tnsnames.ora  
5. Update ODBC Configuration  
Q. Quit  
Please Make a Selection: _
```

- b Select **option 7, Restore backup TNSNAMES.**



- c Enter **Y** if you are sure you want to restore.

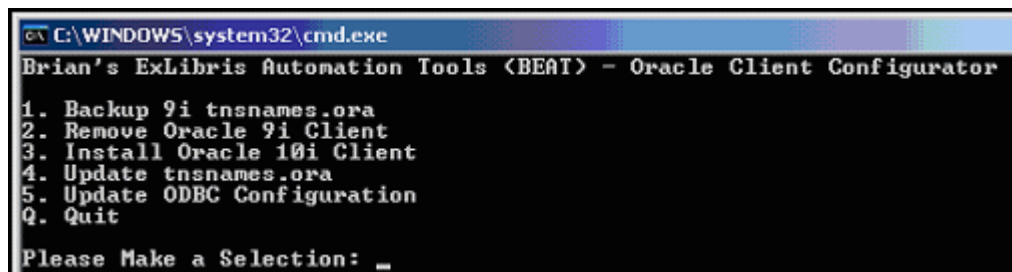
```
Restoring tnsnames.ora...  
Are you sure you want to restore? <Y/N>:
```

- d Press **Enter** to return to the Ex Libris automation tool.
- 5 Continue to **Completing the Configuration** on page 35.

## New Installation Instructions

To configure a new installation of Oracle:

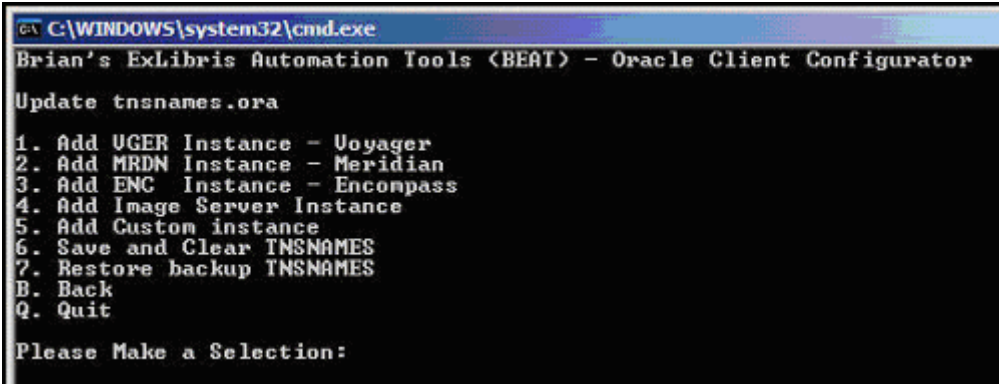
- 1 Restart your computer.
- 2 Log on to the PC and ensure that there are no open programs.
- 3 Start the Ex Libris automation tool (BEAT).
- 4 Create a TNSNAMES.ORA.
  - a Select **option 4, Update tnsnames.ora.**



The screenshot shows a command prompt window titled "Brian's ExLibris Automation Tools (BEAT) - Oracle Client Configurator". The window displays a menu with the following options:

```
1. Backup 9i tnsnames.ora  
2. Remove Oracle 9i Client  
3. Install Oracle 10i Client  
4. Update tnsnames.ora  
5. Update ODBC Configuration  
Q. Quit  
Please Make a Selection: _
```

- b Select **option 1, Add VGER Instance - Voyager.**



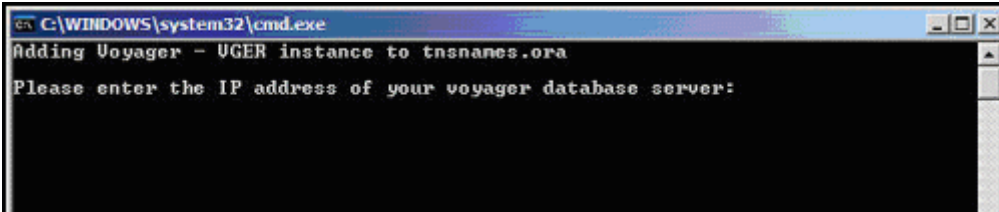
```
C:\WINDOWS\system32\cmd.exe
Brian's ExLibris Automation Tools (BEAT) - Oracle Client Configurator

Update tnsnames.ora

1. Add UGER Instance - Voyager
2. Add MRDN Instance - Meridian
3. Add ENC Instance - Encompass
4. Add Image Server Instance
5. Add Custom instance
6. Save and Clear TNSNAMES
7. Restore backup TNSNAMES
B. Back
Q. Quit

Please Make a Selection:
```

- c Enter the IP Address of your Voyager server.



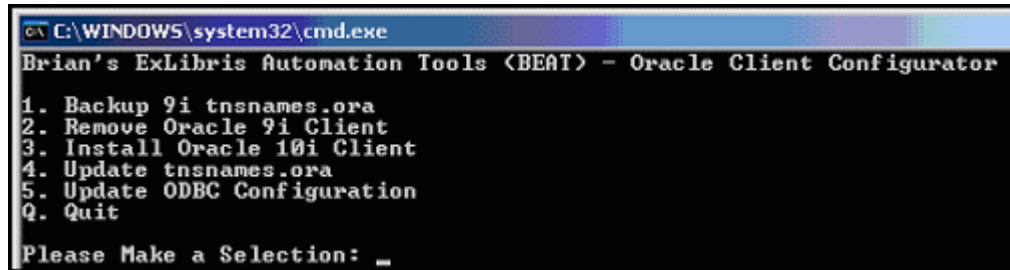
```
C:\WINDOWS\system32\cmd.exe
Adding Voyager - UGER instance to tnsnames.ora
Please enter the IP address of your voyager database server:
```

- d Enter **Y** to confirm when prompted.
  - e Press **Enter** to return to the Ex Libris automation tool (the Update tnsnames.ora section).
  - f Enter **option B, Back**, to return to the Ex Libris automation tool main menu.
- 5 Continue to **Completing the Configuration** on page 35.

## Completing the Configuration

To update ODBC Configuration:

- 1 Select **option 5, Update ODBC Configuration.**



```
C:\WINDOWS\system32\cmd.exe
Brian's ExLibris Automation Tools <BEAT> - Oracle Client Configurator
1. Backup 9i tnsnames.ora
2. Remove Oracle 9i Client
3. Install Oracle 10i Client
4. Update tnsnames.ora
5. Update ODBC Configuration
6. Quit
Please Make a Selection: _
```

- 2 Select **option 6, Save and Clear System ODBC Configuration.**

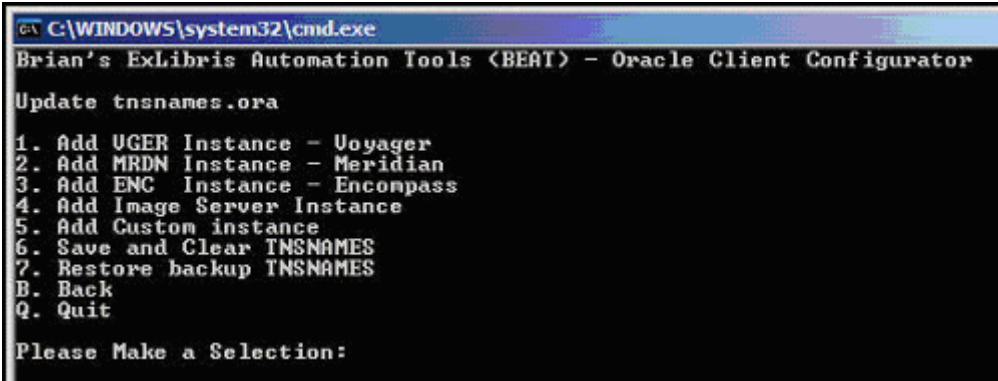
---

### CAUTION:

Under Windows XP Professional SP2, the option 6, Save and Clear System ODBC Configuration, may remove all System DSNs. Instead of selecting this option, proceed to Step 3.

---

- 3 (Alternative) Use the Registry Editor, `regedit.exe`, to make the following registry changes:
  - a In `HKEY_LOCAL_MACHINE\SOFTWARE\ODBC\ODBC.INI\ODBC Data Sources`, delete the key-value pair `voyager=Microsoft ODBC for Oracle` and replace it with `VGER=Microsoft ODBC for Oracle`.
  - b In `HKEY_LOCAL_MACHINE\SOFTWARE\ODBC\ODBC.INI`, rename the `voyager` key to `VGER`.
  - c Skip to Step 7 to quit the BEAT, and follow Step 8 to make additional registry changes.



```
C:\WINDOWS\system32\cmd.exe
Brian's ExLibris Automation Tools (BEAT) - Oracle Client Configurator

Update tnsnames.ora

1. Add UGER Instance - Voyager
2. Add MRDN Instance - Meridian
3. Add ENC Instance - Encompass
4. Add Image Server Instance
5. Add Custom instance
6. Save and Clear TNSNAMES
7. Restore backup TNSNAMES
B. Back
Q. Quit

Please Make a Selection:
```

- 4 Select **option 1, Add VGER Instance - Voyager**.
  - 5 Enter **Y** to confirm when prompted.
  - 6 Press **Enter** to return to the Ex Libris automation tool (Update ODBC Configuration).
  - 7 Select **option Q, Quit**, to quit the Ex Libris automation tool.
  - 8 Open the Registry Editor, `regedit.exe`, and search for `NLS_LANG`.
  - 9 For any occurrences of `NLS_LANG`, change the data value to:  
`AMERICAN_AMERICA.US7ASCII`
- Oracle 10g ODBC is now successfully configured.

# 8

---

## Prepackaged Reports

This section includes:

- **Before You Start** on page 37
- **Linking Prepackaged Reports** on page 38

### Before You Start

The procedures for linking tables with different versions of Microsoft Access are similar, but there are some differences. Instructions are provided for both Access 2007 and Access 2003.

Record the following information on **Table 1** to use in **Linking Prepackaged Reports** on page 38:

- Your database name  
For example: xxxxdb
- Your read-only ID and password (usually written as logon/password)  
Username = ro\_xxxdb  
Password = ro\_xxxdb  
ro\_xxxdb/ro\_xxxdb

- Database server name or IP address

- Oracle SID

For Voyager 5.0 or higher, your SID is VGER.

For Image Server, your SID is VGER.

For an earlier version of Voyager or Endeavor Heritage Digital Products, contact Ex Libris Global Customer Support.

Table 1. Access for Linking Prepackaged Reports

Voyager Database Name:	
Read-Only User ID:	
Read-Only User Password:	
Server Name or IP Address:	
Oracle SID:	

Contact Ex Libris Global Customer Support if you need assistance with any of this information.

## Linking Prepackaged Reports

To link prepackaged reports for Access 2007:

- 1 Open the Voyager Access Reports file.  
This is also referred to as the `Reports.mdb` file.

---

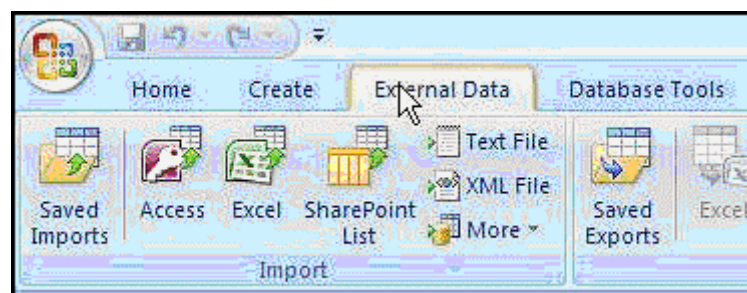
**NOTE:**

If this file does not exist, confirm that Voyager Access Reports was installed.

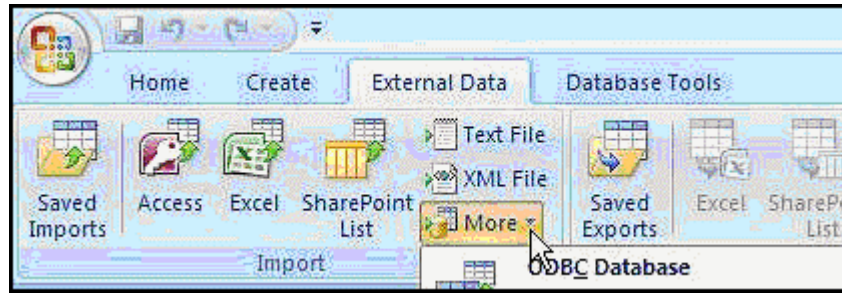
---

You may see the security warning mentioned in Step **e** on page **39**.

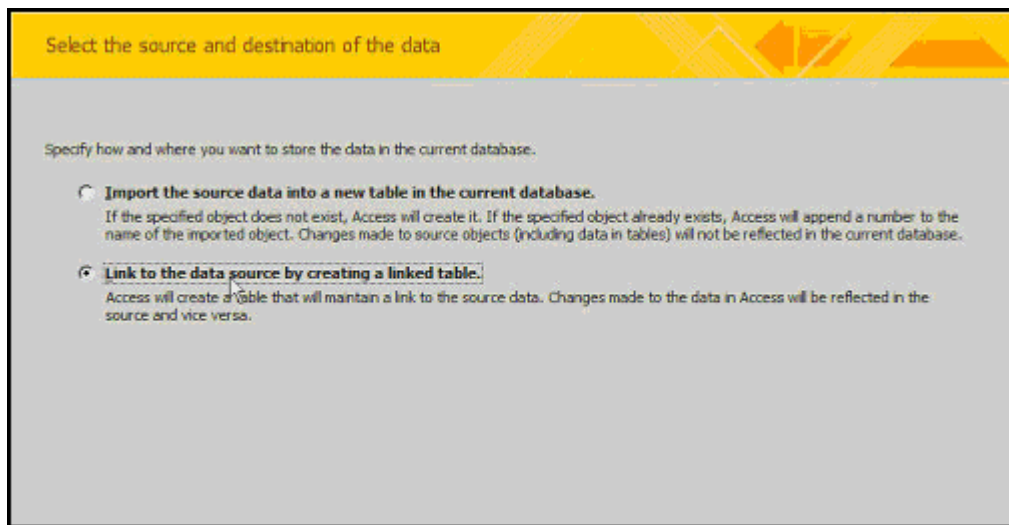
- 2 Get the external data to initiate the linking.
  - a Click the **External Data** tab.



- b Specify the ODBC databases. Under the More button, select **ODBC Databases**.

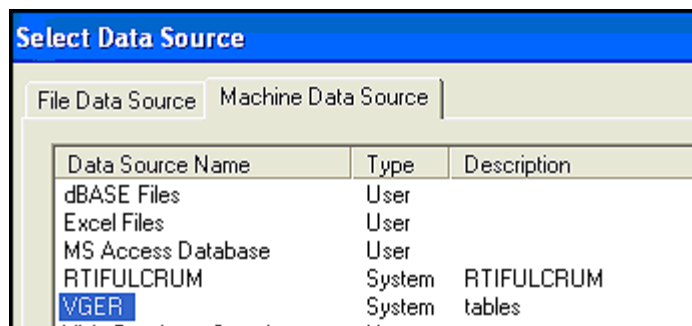


- c Select **Link to data source by creating a linked table**.

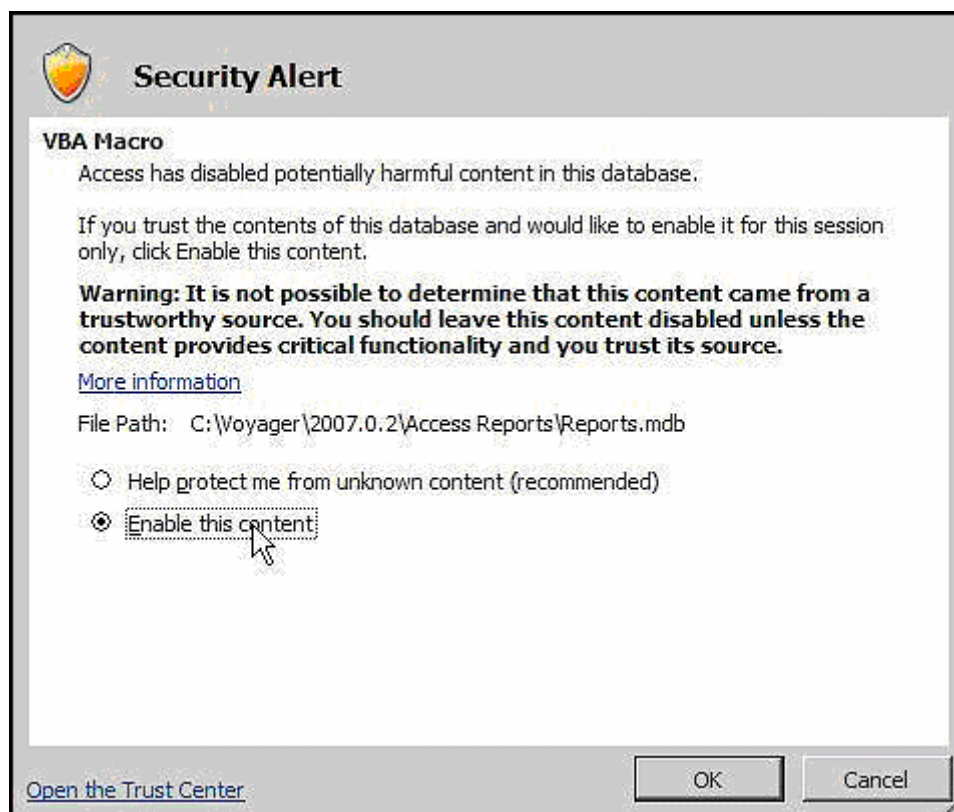
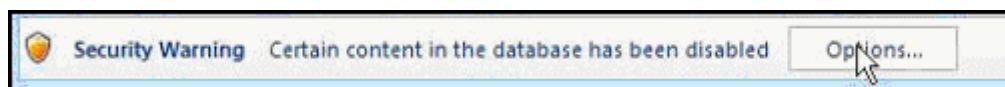


The Select Data Source screen displays.

- d Click the **Machine Data Source** tab, select the data source name that matches your Oracle SID, and click **OK**.

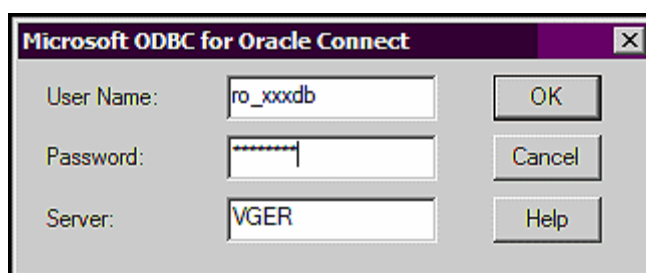


- e Approve the security warning.



The Microsoft ODBC for Oracle Connect dialog box displays.

- f Enter the read-only user ID, your read-only user password, your Oracle SID, and click **OK**.



The Link Tables dialog box displays.

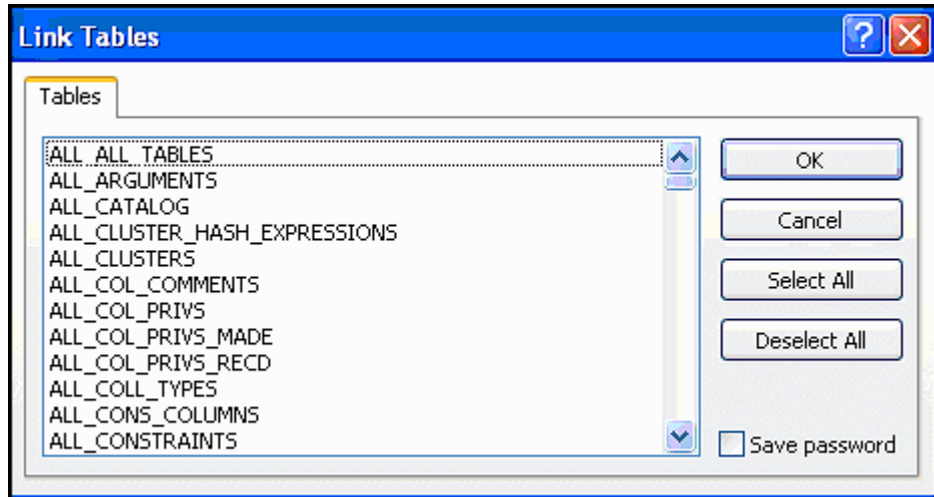


---

**NOTE:**

It may take a few minutes to display.

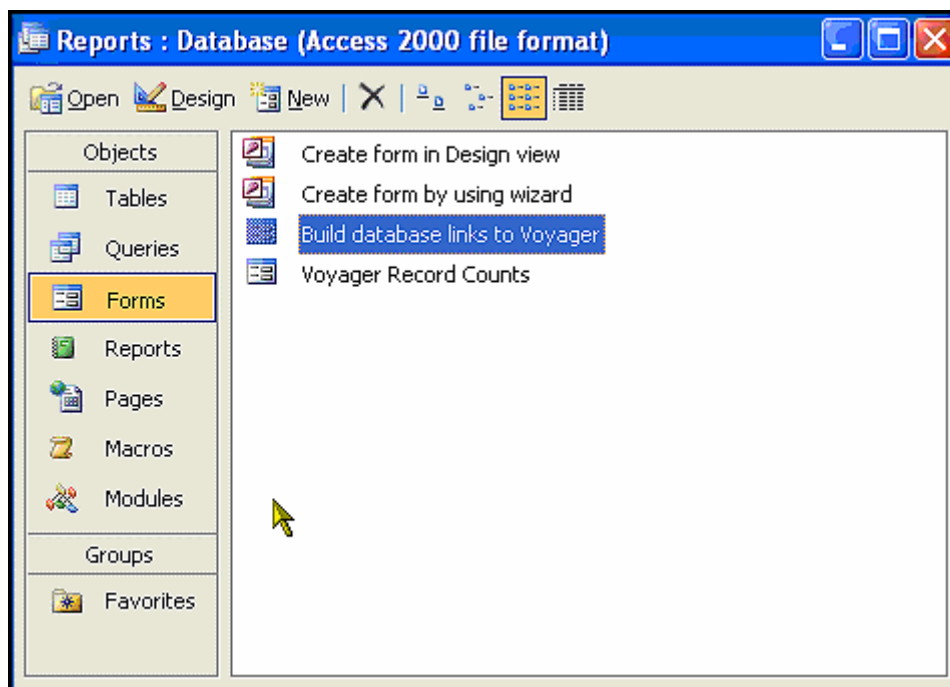
---



- g For Voyager, click **Deselect All** and click **OK**.

For Endeavor Heritage Digital Products, highlight the first through the last table (using SHIFT/Click), click **OK**, and contact Ex Libris Global Customer Support for assistance in completing your installation.

- 3 Build database links.
  - a Under Objects, select the **Forms** option.



- b Double-click **Build database links to Voyager**.  
The Build links to Voyager screen displays.
    - c Enter the **Oracle SID for the ODBC Name**, the **Oracle SID for the Connect String**, the **read-only user ID** for DB User ID, the **read-only user password** for Password, and the **Voyager database name** for the Tablespace.
    - d Confirm that the **Relink** check box is selected.

- e Click **Connect**.

**Build database links to Voyager**

ODBC Name: VGER

Connect String: VGER

DB User ID: ro\_xxxdb

Password: \*\*\*\*\*

Tablespace: xxxdb  ReLink

Connect Cancel Close

Each table is listed as it is successfully linked.

The ALL\_TAB\_COLUMNS table does not link.

---

**NOTE:**

This is not an error.

---

- f Once the tables have completed linking, click **Close**.  
The prepackaged reports are now successfully linked.

**To link prepackaged reports for Access 2003:**

- 1 Set the security level.
  - a Start MS Access.
  - b Select **Tools -> Macro -> Security -> Security Level**.
  - c Select the **Low** option.
  - d Click **OK**.
  - e When prompted, click **Yes**.

- f Close and restart MS Access.
- 2 Open the Voyager Access Reports file.  
This is also referred to as the Reports.mdb file.

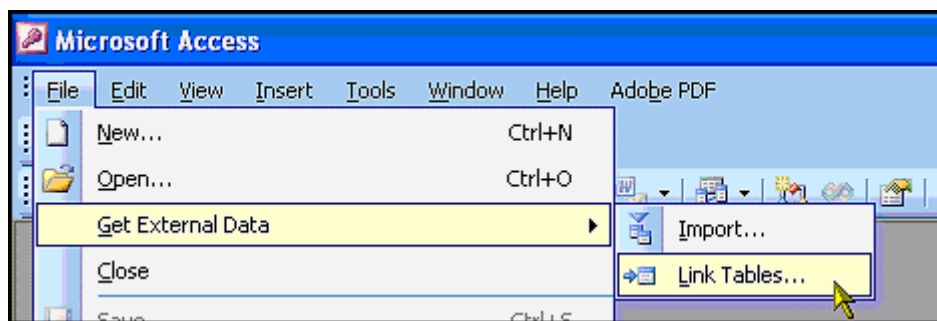
---

**NOTE:**

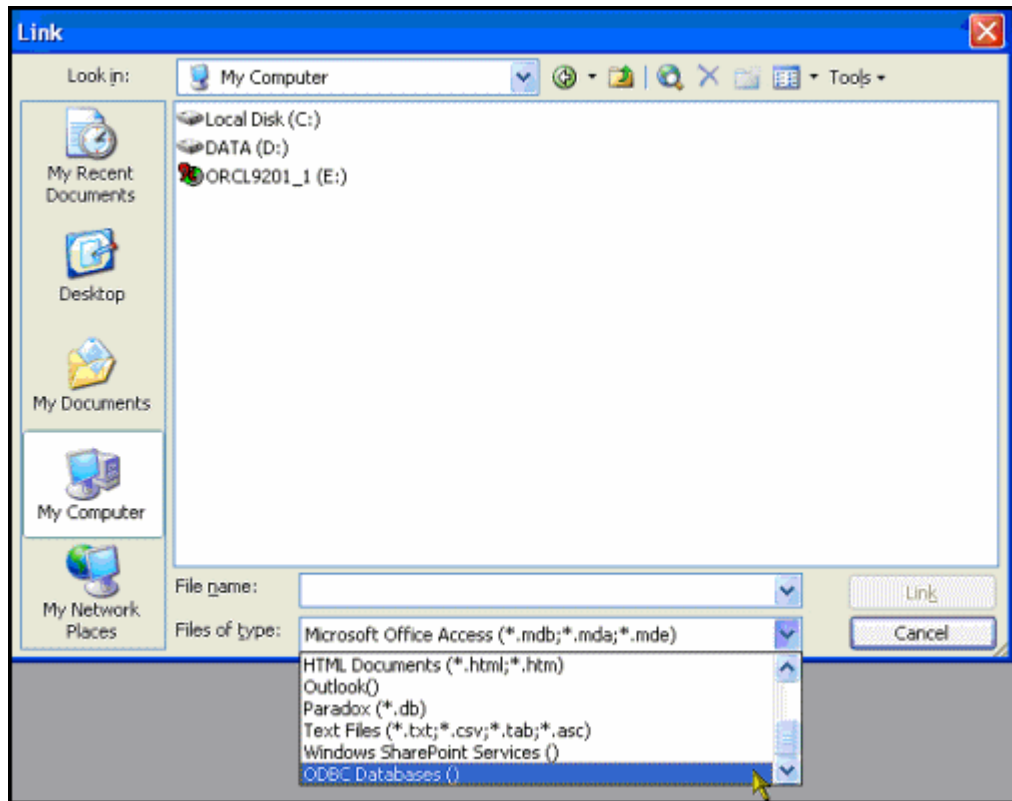
If this file does not exist, confirm that Voyager Access Reports was installed.

---

- 3 Get the external data to initiate the linking.
  - a Select **File -> Get External Data -> Link Tables**.

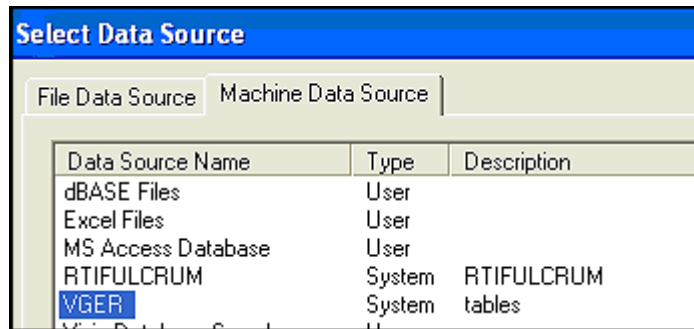


- b Specify the ODBC databases by clicking the **Files of Type** drop-down list located at the bottom of the screen and selecting **ODBC Databases**.

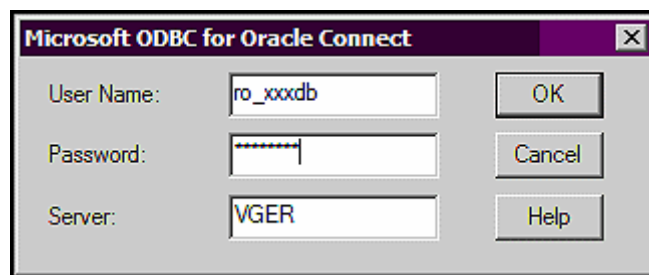


The Select Data Source screen displays.

- c Click the **Machine Data Source** tab, select the data source name that matches your Oracle SID, and click **OK**.



The Microsoft ODBC for Oracle Connect dialog box displays.



- d Enter the read-only user ID, your read-only user password, your Oracle SID, and click **OK**.

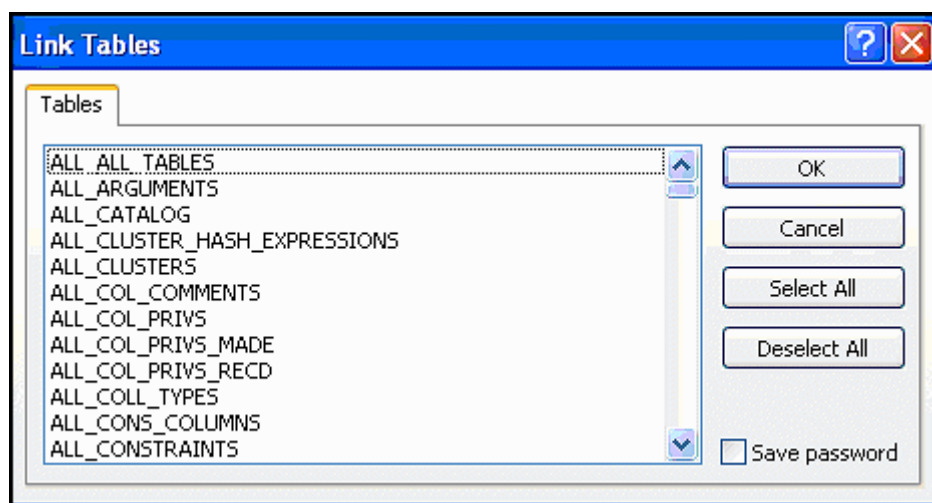
The Link Tables dialog box displays.

---

**NOTE:**

It may take a few minutes to display.

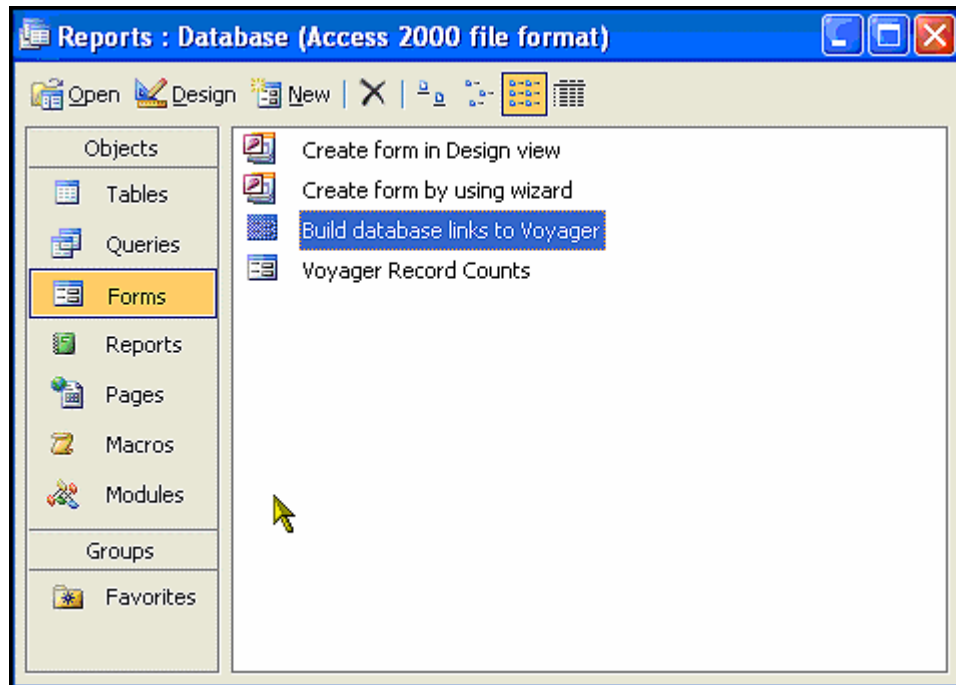
---



- e For Voyager, click **Deselect All** and click **OK**.

For Endeavor Heritage Digital Products, highlight the first through the last table (using **SHIFT/Click**), click **OK**, and contact Ex Libris Global Customer Support for assistance in completing your installation.

- 4 Build database links.
  - a Under Objects, select the **Forms** option.



- b Double-click **Build database links to Voyager**.  
The Build links to Voyager screen displays.
    - c Enter the **Oracle SID for the ODBC Name**, the **Oracle SID for the Connect String**, the **read-only user ID** for DB User ID, the **read-only user password** for Password, and the **Voyager database name** for the Tablespace.
    - d Confirm that the **Relink** check box is selected.

- e Click **Connect**.

**Build database links to Voyager**

ODBC Name: VGER

Connect String: VGER

DB User ID: ro\_xxdb

Password: \*\*\*\*\*

Tablespace: xxxdb  Relink

Connect Cancel Close

Each table is listed as it is successfully linked.

The ALL\_TAB\_COLUMNS table does not link.

---

**NOTE:**

This is not an error.

---

- f Once the tables have completed linking, click **Close**.  
The prepackaged reports are now successfully linked.



# 9

## Troubleshooting

This section includes:

- **First Steps** on page 49
- **Error Codes** on page 50
- **Other Possible Errors** on page 51

### First Steps

When installing the ODBC drivers, make sure that the directory from which you are running the `BEAT.bat` (or `BEAT-win7.bat`) file has no spaces or special symbols in it. All of the subdirectories of the ODBC installer hold true to this. As a result, we suggest that you extract the archive downloaded into the root `C:\` directory.

The installation process for the ODBC drivers requires certain actions be taken at certain points during the installation. Otherwise, you could run into errors when attempting to link your tables. Thus, it is absolutely necessary that the instructions provided are read through carefully and followed exactly.

If you are running Windows Vista, make sure that you are logged onto your machine as its administrator. When you launch the `BEAT.bat` installer, select the option to run it as an administrator (available in the context menu).

After the installation is complete and before you link your tables, verify whether or not you can connect to the database by launching a command prompt and typing `tnsping VGER` into the shell. You know it works if, on the last line of the output, you see something like `OK (30ms)`. If you encounter any other errors, consult **Table 2** on page 50.

In `TNSNAMES.ORA`, use an IP address for the host definition. You can use an alias. However, make sure that the host name resolves properly by checking the `/etc/hosts` file on your database server.

If you have trouble linking, examine your `TNSNAMES.ORA` in comparison to what you have stored on your server in `/oracle/app/oracle/product/10.2.0/db_1/network/admin/tnsnames.ora`. If your `SERVICE_NAME` is set to something other than `VGER`, match that with your local version of the file. This is not always what fixes your problems, but it may help.

## Error Codes

The table below outlines some of the most common error codes that have been seen during the linking process. If your error is not mentioned here, a good place to search is <http://www.ora-code.com/> which provides you with some helpful insights before you contact support.

Table 2. Error Codes

Error Code	Meaning and Causes	Solutions
ORA-3113	There are issues with network connectivity	Talk to your IT department to confirm that your database server can accept connections over port 1521. It is possible that a firewall is blocking this service.
ORA-12514	The listener is unable to resolve the host name specified	Check <code>/etc/hosts</code> to confirm that the host name you entered in <code>tnsnames.ora</code> is resolving somewhere. If you are using <code>localhost</code> , confirm that the only definition in <code>/etc/hosts</code> is <code>127.0.0.1</code> . If you see <code>::1</code> , comment out this line.
ORA-12154	Could not resolve the connect identifier specified	There is something wrong with the <code>tnsnames.ora</code> file. Most likely, it is non-existent or the <code>VGER</code> instance is not properly defined. Use the <code>BEAT.bat</code> script to recreate this file.
TNS-12535	Operation timed out	Your <code>tnsping</code> timed out. Confirm that the IP/alias you are using in <code>tnsnames.ora</code> is correct and can resolve. Confirm that a firewall is not preventing any communications over port 1521.
TNS-12545	Connect failed because target host or object does not exist	There is most likely a typo in your <code>tnsnames.ora</code> file. Check to confirm that the host is correct.

## Other Possible Errors

If, when building the database links in Access, the list of tables linked eventually shows `Process stopped, too many errors!`, first check the suggestions described earlier. If none of those help, evaluate the response time when performing `tnsping VGER`. If the time is above 300ms, you may be having network connectivity issues. In this situation, you should talk to your IT staff.

Whenever you attempt to link tables in Access, you should use the read-only user for that specific database. If your database name is `exldb`, the user name and password would be `ro_exldb`. If this user is not working for you, a read-only user refresh may be needed.

If linking your tables fails almost immediately because the first six tables produce errors, you may need to refresh your read-only user. To do this, run the `readonly.ksh` file located in the `/m1/utility/` folder. You must be logged in as the `oracle` user to run this script.

