Upgrade Guide
SAP Returns Authorization
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CONFIDENTIAL

SAP Returns Authorization 2.7

Typographic Conventions

Type Style	Description
Example	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Textual cross-references to other documents.
Example	Emphasized words or expressions.
`EXAMPLE`	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
`Example`	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
`Example`	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
`<Example>`	Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
`EXAMPLE`	Keys on the keyboard, for example, `F2` or `ENTER`.

Document History

Caution

Before you start the implementation, make sure that you have the latest version of this document that is available on SAP Service Marketplace at http://service.sap.com/instguides.

Version	Date	Change
1.0	2011-11-30	Initial version for the SAP POS 2.3 release.
1.02	2012-06-01	Updated for SAP POS 2.3 SP02 release.
1.03	2012-07-27	Updated for SAP POS 2.3 SP03 release.
1.04	2012-11-06	Updated for SAP POS 2.3 SP04 release. Updated section *Uninstall SAP Returns Authorization* and section *Upgrade Database*.
1.05	2013-02-28	Updated for SAP POS 2.3 SP05 release. Minor clarifications.
1.06		Not applicable.
1.07	2013-08-26	Clarified the installation upgrade from the previous RA 2.7 support pack.
1.08	2014-02-28	Modified the instructions in the *Installer's Upgrade Database* section to refer to the SAP Note 1968057.
1.09	2014-10-31	Updated for SAP POS 2.3 SP09 release. Added/modified the following sections: Backup SAP RETURNS AUTHORIZATION Configurations, Installation of MS SQL Server 2008 R2, Install Oracle Java 1.7, Install IBM WebSphere 8.5.5.3, Release Level Upgrades, Support Package Level Upgrades, and Patch Level Upgrades.
1.10	N/A	Not applicable.
1.11	2016-05-31	Updated the document template.
1.12	2016-10-20	Updated for SAP POS 2.3 SP10 release. Added/modified the installation of MS SQL Server 2012 R2, installation of Oracle Java 1.8, and installation of IBM WebSphere 8.5.5.9.

Table of Contents

1 Introduction

This document provides information to perform an upgrade of the SAP RETURNS AUTHORIZATION application.

1.1 About this Document

Purpose

This document provides information on how to upgrade the SAP RETURNS AUTHORIZATION application.

Levels of Upgrades	Example
Release Level Upgrades	RA 2.6 (using IBM WebSphere 6) to RA 2.7 SP9 (using IBM WebSphere 8.5.5) RA 2.6 (using IBM WebSphere 7) to RA 2.7 SP9 (using IBM Websphere 8.5.5.) RA 2.7 (using IBM WebSphere 7) to RA 2.7 SP9 (using IBM WebSphere 8.5.5) RA 2.7 (using IBM WebSphere 8) to RA 2.7 SP10 (using IBM WebSphere 8.5.5.9)
Support Package Level Upgrades	RA 2.7 SPx (32-bit OS) to RA 2.7 SP10 (32-bit OS) RA 2.7 SPx (32-bit OS) to RA 2.7 SP10 (64 bit OS) * Where x is any support package lower than SP10
Patch Level Upgrades	RA 2.7 SP10 build 1 to RA 2.7 SP10 build 2 RA 2.7 SP10 build 1 to RA 2.7 SP10 build 8

Integration

This document should be used with the *SAP Returns Authorization Installation Guide* at http://service.sap.com/instguides → *Industry Solutions* → *Industry Solution Guides* → *SAP for Retail* → *SAP Point-of-Sale* → *SAP Returns Authorization*.

Constraints

This document does not provide information on how to install the SAP RETURNS AUTHORIZATION application for the first time. For more information, see the *SAP Returns Authorization Installation Guide*.

1.2 Before You Start

Refer to section *3 Planning*.

1.2.1 Naming Conventions

In this guide, the following naming conventions apply:

Variables

Variable	Description
`<OS>`	Operating system name within a path.
`<EI-HOME>`	SAP EInvoice home folder. The directory path where the EInvoice is installed. EInvoice is normally located in the `%RA_HOME%\EInvoice` folder.
`<RA-HOME>`	SAP RETURNS AUTHORIZATION home folder. The directory path where SAP RETURNS AUTHORIZATION is installed. This is also referred to as `%RA_HOME%`.
`<WAS-HOME>`	IBM WebSphere home folder. This is the directory path where IBM WebSphere is installed. This is also referred to as the `%WAS_HOME%` environment variable. By default this is located in the `C:\Program Files (x86)\IBM\WebSphere\AppServer` folder for the 64-bit OS or the `C:\Program Files\IBM\WebSphere\AppServer` folder for the 32-bit OS.

The following example shows how the variables are used:

```
C:\<OS>\system32
```

1.2.2 New Features

The main feature for this release is to deploy and run the SAP RETURNS AUTHORIZATION application on the following technology stack:

Scenario 1:

- Microsoft Windows 2012 Server R2 (64-bit)
- Microsoft SQL Server 2012 R2 database (64 bit)
- IBM WebSphere version 8.5.5.9 (32 bit)
- Java Standard Edition SE8 (32-bit).

1.2.3 SAP Notes for the Upgrade

You must read the following SAP Notes before you start the upgrade. These SAP Notes contain the most recent information on the upgrade, as well as corrections to the upgrade documentation.

Make sure that you have the up-to-date version of each SAP Note, which you can find on the SAP Service Marketplace at https://support.sap.com/home.html.

SAP Note Number	Title	Description
1756277	Incomplete Un-Installation of Returns Authorization	Contains information to properly uninstall SAP RETURNS AUTHORIZATION.

2 Quick Guide

This section is a checklist of the actions you must perform. The actions are in chronological order, so that you can work through them like a checklist.

Planning

✓	Activity
	During the upgrade, the service for SAP RETURNS AUTHORIZATION will be stopped. Plan the upgrade at a time when the impact of this disruption is minimal.
	Check if any other applications are running under the same profile as IBM WebSphere and discuss the implication of stopping the server with the IBM WebSphere administrator.
	If you intend to install an SMD agent, your machine network name must be 13 characters or less.

Preparation

✓	Activity
	Make sure that the trickle processing is complete.
	Stop the SAP RETURNS AUTHORIZATION application.
	Backup the SAP RETURNS AUTHORIZATION database data; the default name is `returndb`.
	Backup the SAP RETURNS AUTHORIZATION configurations.
	Export existing security container encryption keys.
	If not already installed, install MS SQL Server 2012 R2.
	If not already installed, install Oracle Java 1.8.
	If not already installed, install IBM WebSphere 8.5.5.9.

Upgrade Process

Release Level Upgrade

✓	Activity
	Uninstall the current version SAP RETURNS AUTHORIZATION.
	Install the new version of SAP RETURNS AUTHORIZATION using the same database name as the uninstalled application.

✓	Activity
	Import the security keys.
	Upgrade the database.

Upgrade Process

Support Package Level Upgrades (32-bit)

✓	Activity
	Uninstall the current version of SAP RETURNS AUTHORIZATION.
	Uninstall IBM WebSphere 7.x.
	Install IBM WebSphere 8.5.5.9 (32 bit).
	Install MS SQL Server 2012 R2 (32-bit).
	Install Oracle Java 1.8 JRE/SDK. (32-bit).
	Install the new version of SAP RETURNS AUTHORIZATION without overwriting the existing `returndb` database.
	Import the security keys.
	Upgrade the database by running `autoUpdate.sql`.

Upgrade Process

Support Package Level Upgrades (64-bit)

✓	Activity
	Install IBM WebSphere 8.5.5.9 (32 bit).
	Install MS SQL Server 2012 R2 (64-bit).
	Install Oracle Java 1.8 JRE/SDK. (32-bit).
	Install the new version of SAP RETURNS AUTHORIZATION.
	Import the security keys.
	Upgrade the database by detaching and attaching the old RA database.

Upgrade Process

Patch Level Upgrades

✓	Activity
	Start the `ReturnsAuthorization.exe` installation and select the *Upgrade/Repair* option.

Follow-Up Activities

✓	Activity
	See the Pre- and Post-Installation section in the *SAP Returns Authorization Installation Guide*.

3 Planning

During the upgrade, the service for SAP RETURNS AUTHORIZATION is stopped. Plan the upgrade to occur at a time when the impact of this disruption is minimal.

3.1 Third-Party Software

To support SAP RETURNS AUTHORIZATION, you must acquire the following third-party software available from the locations listed below:

Software	URL
IBM WebSphere 8.5.5.9 (x86)	http://www-01.ibm.com/support/docview.wss?uid=swg27024129
Microsoft SQL Server JDBC Driver 4 (x64)	http://www.microsoft.com/enaa/download/details.aspx?id=11774
Microsoft SQL Server 2012 R2 (x64)	http://www.microsoft.com/en-us/download/details.aspx?id=23650
Microsoft Visual C++ 2010 Redistributable Package (x64)	http://www.microsoft.com/en-ca/download/details.aspx?id=14632
Oracle Java JDK 1. 8(x86)	http://www.oracle.com/technetwork/java/javase/downloads/jdk7-downloads-1880260.html

4 Preparation

The upgrade preparation is performed manually. It includes the following steps:

Process Flow

1. *4.1. Ensure that the Trickle Processing is Complete*.
2. *4.2. Stop the SAP RETURNS AUTHORIZATION Service*.
3. *4.3. Backup returndb*.
4. *4.4. Backup SAP RETURNS AUTHORIZATION Configurations*.
5. *4.5. Export Existing Encryption Keys*.
6. *4.6. Installation of MS SQL Server 2012 R2*.
7. *4.7. Install Oracle* .
8. *4.8. Install IBM WebSphere* .

4.1 Ensure that the Trickle Processing is Complete

Procedure

Stop POS Store Data Transfer for Retail. Make sure that transactions are no longer being written to the logs.

4.2 Stop the SAP RETURNS AUTHORIZATION Service

Procedure

1. You can do this by choosing the option in *Control Panel → Administrative Tools → Services*.

   Note

   Depending on the installation option, the node name is composed of the `server_name+Node#`.
2. Stop the service IBM WebSphere Application Server `Vx – NodeName` (Where x is the IBM WebSphere version, and the `NodeName` is the actual node name).

4.3 Backup returndb

Procedure

Backup the SAP RETURNS AUTHORIZATION database data; the default name is `returndb`.

4.4 Backup SAP RETURNS AUTHORIZATION Configurations

Procedure

Backup the following folders and files into a temporary folder:

1. The backup folder found in the `<RA-HOME>` folder.
2. The dataload folder found in the `<RA-HOME>` folder.
3. The lib folder found in the `<RA-HOME>` folder.
4. The EInvoiceConfig folder found in the `<EI-HOME>` folder.
5. The `recoverytool.properties` found in the `<EI-HOME>\EInvoiceRecoveryTool` folder.
6. The `<WAS-HOME>\ profiles\EXPRESSRETURNS\installedApps\<WAS-HOSTNAME_NODECELL>\ReturnsAuthorization.ear` folder.

4.5 Export Existing Encryption Keys

Procedure

1. Export the encryption key from the current security container to a key file.
2. In the command prompt, execute the following command:

   ```
   java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar com.triversity.security.service.TWInstall -appname RA -export key -all -filename oldkeyfile.txt
   ```

   where:

   `oldkeyfile.txt` is the file produced by the exported encryption key or keys.
3. When prompted, enter the existing container password.
4. When prompted, specify a file access password. You need this to access the file when importing the keys back later.
5. Keep the key file in a temporary folder for later use.

4.6 Installation of MS SQL Server 2012 R2

Procedure

For information about how to install Microsoft SQL Server 2012 R2, follow the instructions in the following sections found in the *SAP Returns Authorization Installation Guide*:

1. *Installing Microsoft SQL Server 2012 R2 and Enabling TCP/IP.*
2. *Installing the Microsoft Visual C++ 2010 Redistributable Package.*
3. *Installing or Updating XA Data Sources.*
4. *Preparing Microsoft SQL Server for XA Transactions*.

4.7 Install Oracle Java 1.8

Procedure

For information about how to install Oracle Java 1.8, follow the instructions found in the *SAP Returns Authorization Installation Guide* section *Installing JDK and JRE and SQL Server JDBC Driver*.

4.8 Install IBM WebSphere 8.5.5.9

Procedure

Recommendation

It is highly recommended to uninstall IBM WebSphere 7 (WAS7) before installing WebSphere 8 (WAS8).

For information about how to install/uninstall IBM WebSphere, see the IBM Knowledge center at http://www.ibm.com/support/knowledgecenter

or

http://www.ibm.com/support/knowledgecenter/prodconn_1.0.0/com.ibm.scenarios.wmqwasmig2v7.doc/topics/mig_unins_wasmq.htm

5 Upgrade Process

This section describes the three different levels of SAP RETURNS AUTHORIZATION upgrades.

Process Flow

1. *5.1. Release Level Upgrades*.
2. *5.2. Uninstall SAP RETURNS AUTHORIZATION*.
3. *5.3. Support Package Level Upgrades*.
4. *5.4. Patch Level Upgrades*.

5.1 Release Level Upgrades

A release level upgrade involves upgrading SAP RETURNS AUTHORIZATION from one release to another; for example, RA 2.6 to RA 2.7.

> **Caution**
>
> Please contact SAP Consulting before proceeding to upgrade from RA 2.6 to RA 2.7.
>
> SAP Consulting must verify if the TLog parser configuration and the database are compatible.

The overall procedure is as follows:

- Uninstall SAP RETURNS AUTHORIZATION
- Install a New Version of SAP RETURNS AUTHORIZATION
- Import Encryption Keys
- Upgrade the Database.

5.2 Uninstall SAP RETURNS AUTHORIZATION

Procedure

For more information about how to uninstall SAP RETURNS AUTHORIZATION, see the *SAP Returns Authorization Installation Guide*.

> **Note**
>
> The SAP RETURNS AUTHORIZATION uninstall does not delete the `returndb` database.

Caution

The RETURNS AUTHORIZATION configurations are not backed up during uninstallation.

See *4.4 Backup SAP RETURNS AUTHORIZATION Configurations*.

Caution

Often, the uninstallation of RETURNS AUTHORIZATION is incomplete for various environment reasons.

For more information, see SAP Note 1756277 to troubleshoot uninstallation issues.

5.2.1 Install a New Version of SAP RETURNS AUTHORIZATION

Procedure

Follow the *SAP Returns Authorization Installation Guide* for new installations.

Note

Contact SAP Consulting to assist you in restoring your customized configuration.

5.2.2 Import Encryption Keys

Procedure

Import encryption keys from the key file into the new security container by following these steps:

1. Copy the existing key file (`oldkeyfile.txt`) to the `<RA-HOME>\lib` folder (see *4.5 Export Existing Encryption Keys*).
2. In the command prompt, execute the following:
   - Import the keys from the source keystore file using the following command:

     ```
     java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
     com.triversity.security.service.TWInstall -appname RA -import key -all -filename
     <RA-HOME>\lib\oldkeyfile.txt
     ```
   - List all keys and check if the needed keys are active using the following command:

     ```
     java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
     com.triversity.security.service.TWInstall -appname RA -list key
     ```
   - Activate all required keys (if needed) using the following command:

     ```
     java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
     com.triversity.security.service.TWInstall -appname RA -update key -token
     <key_token> -status AC
     ```

5.2.3 Upgrade the Database

Procedure

When upgrading RETURNS AUTHORIZATION from RA 2.6 to RA 2.7 (SP0-SP8 or lower), follow the instructions under Upgrading Database in the Collective SAP Note 1968057 for SP08.

> **Note**
>
> RA 2.6 database upgrades are non-cumulative. It is recommended to contact SAP Consulting to determine if your upgrade is feasible.

5.3 Support Package Level Upgrades

Support package (SP) level upgrades involve upgrading SAP RETURNS AUTHORIZATION from a lower level SP to another SP; for example, RA 2.7 SP8 to RA 2.7 SP10.

> **Note**
>
> Support package 10 for RA 2.6 supports the newer versions of the operating system and SQL servers. The upgrade should be treated as a new installation on Microsoft Windows server version 2012; Microsoft SQL Server 2012 database upgrades are non-cumulative. It is recommended to contact SAP Consulting to determine if your upgrade is feasible.

There are two SP upgrade scenarios:

1. 64 -bit to 64-bit Scenario: RA 2.7 SP 9 (64-bit OS) to RA 2.7 SP10 (64-bit OS) (see *5.3.1 64-bit to 64-bit Process Flow*).
2. 32-bit to 64-bit Scenario: RA 2.7 SPx (32-bit OS) into RA 2.7 SP10 (64-bit OS) (see *5.3.2 32-bit to 64-bit Process Flow*).

   Where x is the lower level SP.

5.3.1 64-bit to 64-bit Process Flow

The overall procedure is as follows:

- Uninstall SAP Returns Authorization
- Third Party Software Installation
- Install SAP Returns Authorization
- Import Encryption Keys
- Upgrade the Database.

5.3.1.1 Uninstall SAP Returns Authorization

Procedure

For more information about how to uninstall SAP RETURNS AUTHORIZATION, see the *SAP Returns Authorization Installation Guide*.

> **Note**
>
> The SAP RETURNS AUTHORIZATION uninstall does not delete the `returndb` database.

> **Caution**
>
> Backup all RETURNS AUTHORIZATION configurations before uninstalling. See *4.4 Backup SAP RETURNS AUTHORIZATION Configurations*.

> **Caution**
>
> Often, the uninstallation of RETURNS AUTHORIZATION is incomplete for various environment reasons.
>
> For more information, see SAP Note 1756277 to troubleshoot uninstallation issues.

5.3.1.2 Third Party Software Installation

Before installing IBM WebSphere 8.5.5.9 (32 bit), make sure to uninstall the existing IBM WebSphere 7.x or lower.

The overall procedure is as follows:

- To install IBM WebSphere, see *4.8 Install IBM WebSphere*
- To install the MS SQL Server, see *4.6 Installation of MS SQL Server 2012 R2*
- To install the Java 1.8, see *4.7 Install Oracle* .

5.3.1.3 Install SAP Returns Authorization

Procedure

Follow the *SAP Returns Authorization Installation Guide* that is used for new installations.

> **Caution**
>
> Do not install the database or overwrite an existing database during the installation of SAP RETURNS AUTHORIZATION.
>
> Un-check the checkbox *Install database or overwrite an existing database* on the *Return Authorization Database* page of the RETURNS AUTHORIZATION installer.

> **Note**
>
> Contact SAP Consulting to assist you in restoring your customized configuration.

5.3.1.4 Import Encryption Keys

Procedure

Import encryption keys from the key file into the new security container by following these steps:

1. Copy the existing key file (`oldkeyfile.txt`) to the `<RA-HOME>\lib` folder (see *4.5 Export Existing Encryption Keys*.)
2. In the command prompt, execute the following:
   - Import the keys from the source keystore file using the following command:

     ```
     java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
     com.triversity.security.service.TWInstall -appname RA -import key -all -filename
     <RA-HOME>\lib\oldkeyfile.txt
     ```
   - List all keys and check if the needed keys are active using the following command:

     ```
     java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
     com.triversity.security.service.TWInstall -appname RA –list key
     ```
   - Activate all required keys (if needed) using the following command:

     ```
     java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
     com.triversity.security.service.TWInstall -appname RA –update key –token
     <key_token> -status AC
     ```

5.3.1.5 Upgrade the Database

A database upgrade will be manually executed since the RETURNS AUTHORIZATION installation was a new install.

The following is the procedure to execute the `autoUpdate.sql`.

Procedure

1. Open Microsoft SQL Server Management Studio and log on to the instance that holds the RETURNS AUTHORIZAITON database.
2. Once connected to the instance open a query window and copy the contents of the `<RA-HOME>\Database\autoUpdate.sql` file into the query window.

   > **Note**
   >
   > The default name for the RA database is `returndb`. If your installation uses a different name you will have to change line 8 in the query window from `USE [returndb]` to `USE [yourDBName]`.

3. Choose *Execute* to run the script or press F5.
4. Check for any error messages that appear, otherwise the database upgrade was successful.

5.3.2 32-bit to 64-bit Process Flow

The overall process is as follows:

- Install a New Version of SAP RETURNS AUTHORIZATION
- Import Encryption Keys
- Upgrade the Database.

5.3.2.1 Install a New Version of SAP RETURNS AUTHORIZATION

Procedure

Follow the *SAP Returns Authorization Installation Guide* that is used for new installations.

> **Note**
>
> Contact SAP Consulting to assist you in restoring your customized configuration.

5.3.2.2 Import Encryption Keys

Procedure

Import encryption keys from the key file into the new security container by following these steps:

1. Copy the existing key file (`oldkeyfile.txt`) to the `<RA-HOME>\lib` folder (see *4.5 Export Existing Encryption Keys*).
2. In the command prompt, execute the following:
   - Import the keys from the source keystore file using the following command:

     ```
     java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
     com.triversity.security.service.TWInstall -appname RA -import key -all -filename
     <RA-HOME>\lib\oldkeyfile.txt
     ```

   - List all keys and check if the needed keys are active using the following command:

     ```
     java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
     com.triversity.security.service.TWInstall -appname RA –list key
     ```

   - Activate all required keys (if needed) using the following command:

```
java -Dkey.storage.path="<RA-HOME>\lib" -classpath <RA-HOME>\lib\tw-security.jar
com.triversity.security.service.TWInstall -appname RA –update key –token
<key_token> -status AC.
```

5.3.2.3 Upgrade the Database

This section describes the process of upgrading the SAP RETURNS AUTHORIZATION 2.7 database from MS SQL Server running a 32-bit OS to MS SQL Server running a 64-bit OS.

The process flow of upgrading the database is to detach the database from the old MS SQL Server, then attach the database to the new MS SQL Server. Optionally, update the database to the current version.

> **Note**
>
> Refer to the MS SQL Server documentation for detaching and attaching the database.

Procedure

1. Locate and note the filenames of the RA database's data and transaction log files.

   > **Note**
   >
   > If the RA database name is `returndb`, the data and transaction log filename would be `returndb_Data.LDF` and `returndb_Data.MDF`.

2. Detach the RA database from the MS SQL Server running a 32-bit OS.
3. Copy the detached RA database's data and transaction log files to the 64-bit OS machine.
4. Attach the RA database to the MS SQL Server running a 64-bit OS using the copied data and transaction log files.
5. Optionally, update the newly attached RA database. Perform the following steps:
   - Locate the `autoUpdate.sql` file found in the `<RA-HOME>\database` folder.
   - Open MS SQL Server Management Studio and log on to the instance that holds the SAP RETURNS AUTHORIZATION database
   - Once connected, open a query window and copy the contents of the `autoUpdate.sql` file into the query window
   - Choose *Execute* to run the SQL script or press F5
   - Validate that the SQL script executed successfully.

5.4 Patch Level Upgrades

A patch level upgrade involves upgrading SAP RETURNS AUTHORIZATION from one patch to another; for example, RA 2.7 SP10 build#887 to RA 2.7 SP10 build#888.

Upgrading from a previous patch level is done by running the RETURNS AUTHORIZATION executable and selecting *Upgrade* on the *Options* menu. The upgrade does not update the databases. For more information, see

5.2.3 Upgrade the Database to update the database. During the upgrade, the installer process creates two additional folders in the installation folder of RETURNS AUTHORIZATION.

> **Note**
>
> Your current configuration files are backed up in a folder named backup.

The backup folder is located in the RETURNS AUTHORIZATION installation folder; it has a sub folder structure `backup\BKP-Date-Time` format. In this folder, sub folders are structured similar to the RETURNS AUTHORIZATION installation folder. They contain your current configuration files that were in use prior to the upgrade. You can use these files by restoring them if the upgrade fails during the installation. The upgrade process preserves these files if the upgrade was completed successfully.

5.4.1 List of Files Preserved and Backed up During the Upgrade Process

These are the files preserved by the installer during RETURNS AUTHORIZATION Version 2.7 support pack updates. They are copied to the backup folder and restored to the relevant folders by the installer during the upgrade.

Folder name

`\Backup\BKP-Todays_date_time\Dataload\\(CLIENT_NAME)\`

(Default name for (`CLIENT_NAME`) is `SAP-POS`).

Files

`cdl.properties, CreateCDLLoginFile.bat, jdbc1-login.properties, logging.properties, pipeline.bat, reencrypt.properties, reencryptPipeline.bat, (CLIENT_NAME)-trickle.xml, (CLIENT_NAME).xml.`

Folder name

`\Backup\BKP-Todays_date_time\LIB \`

Files

`keydata.dat, logging.properties, loggingExt.properties, rasec.properties, AuthEngineEJB.jar, AuthEngineEJBClient.jar, ExpressReturnsJava.jar, ExpressReturnsMenuApplet.jar, ExpressReturnsWeb.war, ExpressReturnsResources.jar, trickleload.jar.`

Folder name

`\Backup\BKP-Todays_date_time\EInvoice\EinvoiceConfig\`

Files

`eInvoiceConfig.properties, eInvoiceCheckingRuleConfig.xml, eInvoiceCheckingRuleSchema.xsd, eInvoiceFormatConfig.properties, masterData.xml, eInvoiceReceiptDocument.form.`

> **Note**
>
> New configuration files are saved for reference in a folder named Sample.

The folder Sample is located in the RETURNS AUTHORIZATION installation folder. It has sub folders structured similar to the RETURNS AUTHORIZATION installation folder with new configuration files that belong to the latest support pack. You can refer to them if they are mentioned in the release notes.

5.4.2 List of New Files Saved by the Installer During the Upgrade Process

These are the new configuration files saved by the installer during RETURNS AUTHORIZATION Version 2.7 Support pack updates.

Folder name

`\SAMPLE\Dataload\\(CLIENT_NAME)\`

(Default name for (`CLIENT_NAME`) is `SAP-POS`)

Files

`cdl.properties, CreateCDLLoginFile.bat, jdbc1-login.properties, logging.properties, pipeline.bat, reencrypt.properties, reencryptPipeline.bat, (CLIENT_NAME)-trickle.xml, (CLIENT_NAME).xml.`

Folder name

`\SAMPLE\LIB \`

Files

`keydata.dat, logging.properties, loggingExt.properties, rasec.properties, AuthEngineEJB.jar, AuthEngineEJBClient.jar, ExpressReturnsJava.jar, ExpressReturnsMenuApplet.jar, ExpressReturnsWeb.war, ExpressReturnsResources.jar, trickleload.jar.`

Folder name

`\SAMPLE\EInvoice\EinvoiceConfig\`

Files

`eInvoiceConfig.properties, eInvoiceCheckingRuleConfig.xml, eInvoiceCheckingRuleSchema.xsd, eInvoiceFormatConfig.properties, masterData.xml, eInvoiceReceiptDocument.form.`

Procedure

1. Start the Returns Authorization `.exe` installer executable and follow the displayed instructions.
2. On the *Introduction* screen, choose *Next* to continue.

   As you are upgrading an existing installation of SAP RETURNS AUTHORIZATION 2.7, select the *Upgrade/Repair* option and choose *Next*. Follow the instructions on the remaining screens.
3. When the installer has finished, choose *Finish*.
4. The system reboots.

   Note

   The installation log file is saved in the Temp folder during the installation.

To view the installation log file from the *Start* menu, select *Run* and enter `%temp%` to open the temporary folder. In this folder you will find a file named Returns Authorization `Install.log`. You can view it in a text editor such as `notepad.exe`.

Note

There is a process to redeploy RETURNS AUTHORIZATION in WebSphere after you update the libraries in the `LIB` folder. This ensures that the configuration files are the same in both places.

6 Follow-Up Activities

For more information, see the *Post-Installation* section in the *SAP Returns Authorization Installation Guide*.

7 Upgrade Administration

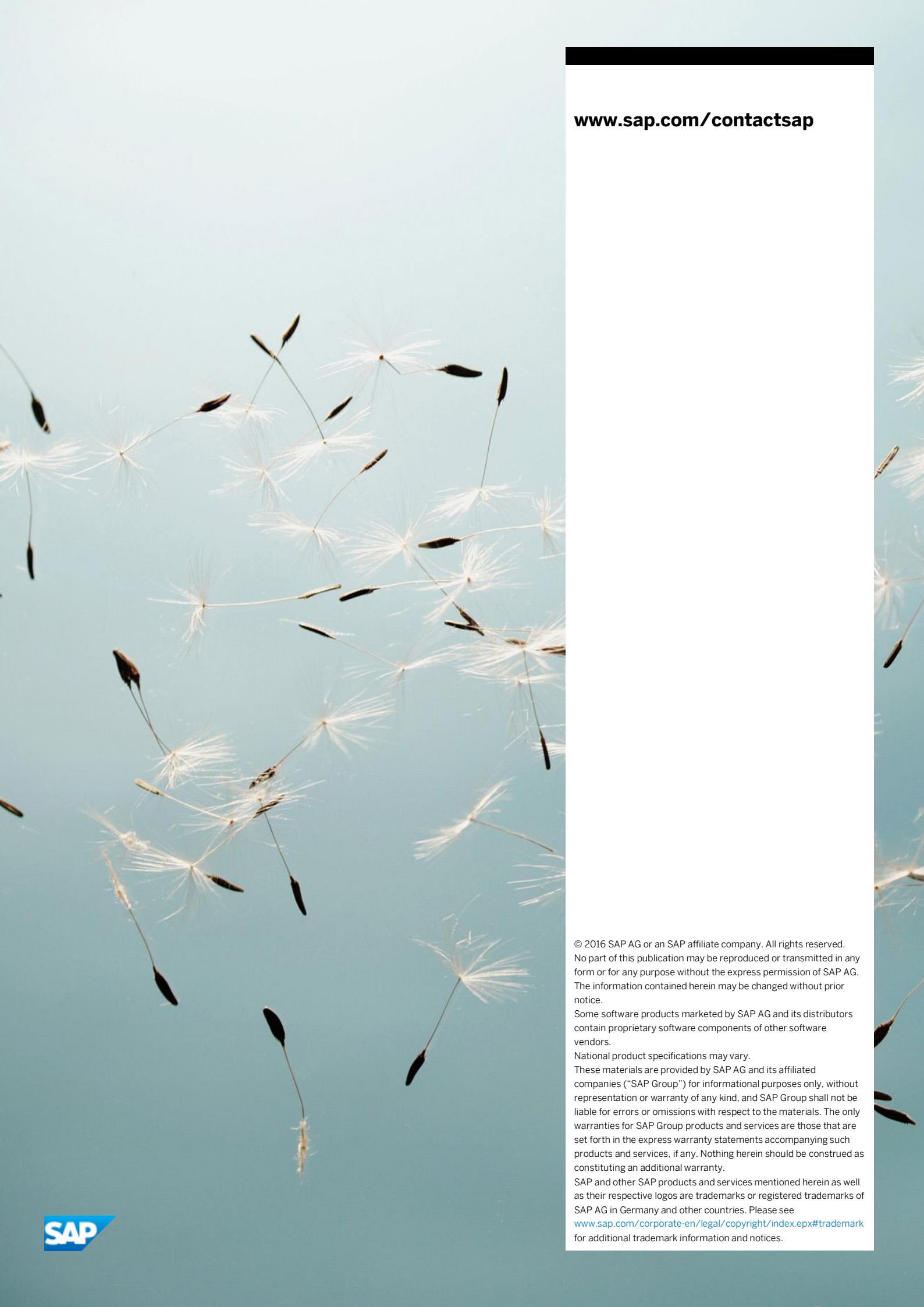
Other than the tasks mentioned in the *Planning and Upgrade Process* sections in this guide, no additional administrative tasks are required to reinstall or upgrade the application.

8 Upgrade Tools

No additional tools are required to reinstall or upgrade the application.

9 References

Related documentation: *SAP Returns Authorization Installation Guide*, *SAP Returns Authorization Security Guide*.



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