Oracle® WebCenter Content Service for Windows Files

Installation and Upgrade Guide

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Oracle WebCenter Content Service for Windows Files Installation and Upgrade Guide, 10g Release 3 (10.3)

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Contents

1. Welcome

How to Use This Book 1-1

Audience 1-1

Organization. 1-2

Typographical Conventions 1-3

Oracle Documentation and Resources 1-4

2. Completing Pre-Installation Steps

Hardware and Software Requirements 2-2

Administrative User Requirements. 2-3

Configuring IIS 2-4

Registering .NET Extensions in IIS. 2-4

3. Installing and Configuring Oracle WebCenter Content Service for Windows Files Components

Installing Oracle WebCenter Content Service for Windows Files. 3-2

Manually Deploying Image Service Files for a Non-Windows Portal 3-4

Setting Up Security Rights. 3-4

Verifying the Security Library 3-5

4. Importing, Configuring, and Creating Oracle WebCenter Content Service for Windows Files Objects in the Portal

Importing the Remote Server and Content Web Service 4-2

Configuring Security 4-2
Creating a Content Source 4-3
Creating a Content Crawler 4-3
Creating a Job 4-4

5. Advanced Configuration

6. Upgrading and Uninstalling Oracle WebCenter Content Service for Windows Files

Uninstalling Oracle WebCenter Content Service for Windows Files 6-1
Upgrading Oracle WebCenter Content Service for Windows Files 6-3

Index

CHAPTER 1

Welcome

Oracle WebCenter Content Service for Windows Files enables you to include Windows file system content in your portal from repositories inside or outside your network. Portal administrators can then create remote content sources and remote content crawlers that access Windows files.

How to Use This Book

This book describes how to install and deploy Oracle WebCenter Content Service for Windows Files 10.3. It also provides instructions for upgrading to Oracle WebCenter Content Service for Windows Files 10.3 from earlier versions.

Audience

This guide is written for the user responsible for installing or upgrading Oracle WebCenter Content Service for Windows Files. This user must have an understanding of the existing portal deployment, knowledge of how to administer objects in the portal, and knowledge of the security required for your Windows file system.

Organization

This guide includes the following chapters:

- This chapter provides information on how to use this guide and describes other resources available to help install, deploy, upgrade, and administer Oracle WebCenter Content Service for Windows Files.
- Chapter 2, "Completing Pre-Installation Steps," provides hardware and software requirements, as well as environmental and third-party software prerequisites. You must read this chapter and meet the prerequisites prior to proceeding to the installation or upgrade.
- Chapter 3, "Installing and Configuring Oracle WebCenter Content Service for Windows Files Components," provides detailed instructions for installing and configuring Oracle WebCenter Content Service for Windows Files.
- Chapter 4, "Importing, Configuring, and Creating Oracle WebCenter Content Service for Windows Files Objects in the Portal," provides detailed instructions for importing, configuring, and creating Oracle WebCenter Content Service for Windows Files objects in the portal.
- Chapter 5, "Advanced Configuration," provides instructions for editing advanced settings in the configuration file.
- Chapter 6, "Upgrading and Uninstalling Oracle WebCenter Content Service for Windows Files," provides instructions for uninstalling Oracle WebCenter Content Service for Windows Files.

Typographical Conventions

This book uses the following typographical conventions.

Table 1-1 Typographical Conventions

Convention	Typeface	Examples/Notes
• Items you need to take action on (such as files or screen elements)	**bold**	• Upload **Procedures.doc** to the portal. • To save your changes, click **Apply Changes**.
• User-defined variables • New terms • Emphasis • Object example names	*italic*	• The migration package file is located in *install_dir*\serverpackages. • *Portlets* are Web tools embedded in your portal. • The URI *must* be a unique number. • The example Knowledge Directory displayed in Figure 5 shows the *Human Resources* folder.

• Text you enter
• Computer generated text (such as error messages)
• Code samples
	`computer`	• Type `Marketing` as the name of your community.
		• This script may generate the following error: `ORA-00942 table or view does not exist`
		• Example:
		`<setting name="SSOCookieIsSecure">`
		`<value xsi:type="xsd:integer">0</value>`
		`</setting>`

• Environment variables	ALL_CAPS	• ORACLE_HOME specifies the directory where Oracle products are installed.

Oracle Documentation and Resources

This section describes other documentation and resources provided by Oracle.

Table 1-2 Oracle Documentation and Resources

Resource	Description
Release Notes	The release notes provide information about new features, issues addressed, and known issues in the release. They are available on the Oracle Technology Network at http://download.oracle.com/docs/cd/E13158_01/alui/integration/windowsfilescs/docs103/sitemap.html.
Online Help	The online help is written for all levels of Oracle WebCenter Content Service for Windows Files users. It describes the user interface for Oracle WebCenter Content Service for Windows Files and gives detailed instructions for completing tasks in Oracle WebCenter Content Service for Windows Files. To access online help, click the help icon.
Oracle Technology Network (OTN)	The Oracle Technology Network is the world's largest community of developers, DBAs, and architects using Oracle products and industry-standard technologies. Every day, members collaborate via OTN to share real-world insight, expertise, and best practices on how to build, deploy, manage, and optimize applications. As a member of the Oracle Technology Network you will enjoy access to software downloads, discussion forums, documentation, wikis, podcasts, blogs, plus much more. Access the Oracle Technology Network at http://www.oracle.com/technology/index.html.
Oracle Support	The Oracle Support site provides access to all Oracle support resources including online support, software and patches, technical articles, and contact numbers. Access the Oracle Support site at http://www.oracle.com/support/index.html.

CHAPTER 2

Completing Pre-Installation Steps

This chapter provides hardware and software requirements, as well as environmental and third-party software prerequisites. You must read this chapter and meet the prerequisites prior to proceeding to the installation or upgrade.

Complete the following basic steps to prepare your network and host computers for deployment:

1. Download the most up-to-date documentation from the Oracle Technology Network at http://download.oracle.com/docs/cd/E13158_01/alui/integration/windowsfilescs/docs103/sitemap.html.
2. Read the product release notes for information on compatibility issues, known problems, and workarounds that might affect how you proceed with your deployment. Release notes are located at the top-level directory of the product package.
3. Provision host computers for your deployment and install prerequisite software. For details, see "Hardware and Software Requirements" on page 2-2.
4. Organize the information needed for the installation process by completing the *Installation Worksheet for Oracle WebCenter Content Service for Windows Files*.
5. Ensure that you have administrative access to the resources you need to complete installation and configuration tasks. For details, see "Administrative User Requirements" on page 2-3.
6. Register your .NET extensions in IIS. For details, see "Registering .NET Extensions in IIS" on page 2-4.

Hardware and Software Requirements

Note: For the most up-to-date list of supported software for your deployment, refer to the Interoperability page in the Product Center at http://one.bea.com/support.

The following table summarizes the hardware, operating system, and software requirements for Oracle WebCenter Content Service for Windows Files.

Table 2-1 Hardware and Software Requirements

Component	Requirement
Oracle WebCenter Content Service for Windows Files Host Computer	**Hardware** • 512 MB memory • 128 MB disk space **Operating System** • Microsoft Windows 2003 Server SP1 **Software** • IIS 6.0 • .Net 1.1 with hotfixes KB 824629 and KB 839462 • MDAC 2.7.1.90
Portal Software	Oracle WebCenter Interaction 10.3
Network	You must be able to configure communication between the remote server and the portal.
Client Browser	• Firefox 1.0, 1.5, 2.0 • Internet Explorer 6.0, 7.0 • Netscape 7.2, 8.0 • Safari 1.3, 2.0

Administrative User Requirements

The installation and configuration of Oracle WebCenter Content Service for Windows Files components require the following administrative user permissions.

Table 2-2 Administrative User Permissions

User	Permissions
Local Host Administrator Account	The installing user must have local administrative rights. You must log in to the host computer as the local administrator.
Valid NT User	The installer requests the domain, user name, and password for a valid NT user. If you are installing in the same domain as your portal server, you can enter the ALI user created during the portal installation.

Configuring IIS

Before installing Oracle WebCenter Content Service for Windows Files, you must configure IIS to work with your installation.

Registering .NET Extensions in IIS

The Oracle WebCenter Content Service for Windows Files installer expects .NET extensions to be registered and allowed in IIS.

To register .NET extensions from the command line, run the following:

```
<appropriate directory for v1.1.4322 framework>\aspnet_regiis.exe -i
```

To allow ASP.NET 1.1.4322 extensions:

1. Open IIS Manager by selecting it from **Programs | Administrative Tools | Internet Information Services Manager**.
2. In the left pane of the IIS Manager expand the node for the Web server and click **Web Service Extensions**.
3. In the right pane, view a list of Web service extensions and the status (**Prohibited** or **Allowed**) for each. Right-click on the extension name and select **Allow** to enable it.

CHAPTER 3

Installing and Configuring Oracle WebCenter Content Service for Windows Files Components

This chapter describes the steps you take to install Oracle WebCenter Content Service for Windows Files. It includes the following topics:

- "Installing Oracle WebCenter Content Service for Windows Files" on page 3-2.
- "Manually Deploying Image Service Files for a Non-Windows Portal" on page 3-4.
- "Setting Up Security Rights" on page 3-4.
- "Verifying the Security Library" on page 3-5.

Installing Oracle WebCenter Content Service for Windows Files

To install Oracle WebCenter Content Service for Windows Files, perform the following steps on the remote server that hosts your Oracle WebCenter Interaction Web services:

1. Log on to the remote server as the local administrator.
2. Close all programs.
3. Launch the installer by double-clicking **ALIContentServiceWindowsFiles_v6-1.exe.**
4. Complete the installation wizard pages as described in the following table and according to the settings you planned when you completed the *Installation Worksheet for Oracle WebCenter Content Service for Windows Files*.

Table 3-1 Installer Wizard Page

Wizard Page	Description
Introduction	Click **Next**.
Choose Components	Choose the components that you want to install. • Choose **Content Service for Windows Files** to install the Oracle WebCenter Content Service for Windows Files on the remote server. • Choose **Image Service Files** to place the Oracle WebCenter Content Service for Windows Files image service files on your Image Service. Then click **Install**.
Choose Install Folder	Accept the default installation location (C:\bea\alui) or browse to another directory. Then click **Next.**
Specify Image Service Folder	The default location is **C:\bea\alui\ptimages**. If your Image Service is located in a different directory, enter it here. Then click **Next**.
Fully Qualified Domain Name	Enter the fully qualified domain name for your host computer.

Table 3-1 Installer Wizard Page

Wizard Page	Description
Select IIS Web Site	Specify if you want to use the default Web site: • **Use Default Web Site** - Choose this option to create a virtual directory called ntcws in the Web directory http://<RemoteServer>/ntcws. The default Web site listens on port 80. • **Use another Web site** - You will specify the Web site particulars on the next page.
Specify IIS Web Site Information	If you selected to use another Web site, specify the information for that site: • **IIS Web Site Name** - Enter the name of the site on which you want to deploy the Oracle WebCenter Content Service for Windows Files. • **IIS Web Site Port** - If necessary, change the port for this site. The default port is 8082. • **IIS Web Site Secure Port** - If necessary, change the secure port for this site. The default port is 9092.

5. On the Pre-Installation Summary page, click **Install** to begin installation.

Note: You must restart your computer before you can use the Oracle WebCenter Content Service for Windows Files.

Note: IIS must be running in order to complete the remaining tasks. If IIS does not begin automatically, start it manually before continuing with the remaining steps.

Manually Deploying Image Service Files for a Non-Windows Portal

If you are installing on a non-Windows portal, follow the directions below to manually deploy the Image Service files.

1. Navigate to the **images** directory on the computer on which you installed Oracle WebCenter Content Service for Windows Files. The default installation location is: **C:\bea\alui\ptntcws\10.3.0\images**
2. Move the **imageserver50.tgz** file to the location where the Image Service is installed.
3. Decompress the .tgz file.
4. Navigate to the directory where the Image Service is installed and confirm that there is a **Webservices** folder underneath.
5. Untar the .tar file into the directory where the Image Service is installed. This step puts files into the **<ImageService>/Webservices/file** folder.

Setting Up Security Rights

Each content source you set up needs to impersonate an NT domain user to access your file system. You might want to create an NT user specifically for use with each content source you intend to create and then make sure that those users have write access to the directory where Oracle WebCenter Content Service for Windows Files is installed. Use the following steps if you need to add a user.

1. From the **Start** menu, select **Settings | Control Panel | Administrative Tools.**
2. Double-click **Local Security Policy.**
3. Expand the **Local Policies** folder.
4. Click the **User Rights Assignment** folder**.**
5. Double-click **Log on as Service.**
6. In the Local Security Policy Setting dialog box, click **Add**.
7. In the Select Users or Groups dialog box, select the user and click **Add**.
8. Click **OK**, and then **OK** again.

9. Double-click **Log on as Batch Job** and repeat steps 6-8.
10. Reboot your computer after the user rights are added.

Verifying the Security Library

To verify that Oracle WebCenter Interaction security library is encrypting and decrypting passwords properly:

1. Go to the directory on the computer on which you installed Oracle WebCenter Content Service for Windows Files. The default installation location is: **C:\bea\alui\ptntcws\10.3.0**.
2. Navigate to the **bin\native** directory, relative to the folder designated in the previous step.
3. Double-click the **ptcryptotest.exe** file. This file contains a test application used to test Oracle WebCenter Interaction encryption and decryption.
4. A console opens and prints the progress of encrypting and decrypting a password. If the test has finished successfully, the console displays `Success!` and asks the user to press ENTER to finish. Verify that `Success!` is displayed on the console, then press ENTER to close the test application.

CHAPTER 4

Importing, Configuring, and Creating Oracle WebCenter Content Service for Windows Files Objects in the Portal

This chapter provides detailed instructions for importing, configuring, and creating Oracle WebCenter Content Service for Windows Files objects in the portal.

After you have run the installation wizard and verified correct installation, the next step is to import, configure, and create Oracle WebCenter Content Service for Windows Files objects in the portal.

Complete the following steps:

- Import the remote server and content Web service. For details, see "Importing the Remote Server and Content Web Service" on page 4-2.
- Configure Oracle WebCenter Content Service for Windows Files security. For details, see "Configuring Security" on page 4-2.
- Create a content source. For details, see "Creating a Content Source" on page 4-3.
- Create a content crawler. For details, see "Creating a Content Crawler" on page 4-3.
- Create a job. For details, see "Creating a Job" on page 4-4.

Importing the Remote Server and Content Web Service

Import the Oracle WebCenter Content Service for Windows Files remote server and content Web service objects into the portal using the Object Migration utility:

1. On the computer that hosts the portal application, map or mount a network drive connection to the Oracle WebCenter Content Service for Windows Files host computer or copy files to an accessible directory.
2. Log into your portal as an administrator.
3. Click **Administration**.
4. From the Select Utility menu, select **Migration - Import**.
5. Browse to the migration package. If you accepted installation defaults, the location is: **\\<RemoteServer>\bea\alui\ptntcws\10.3.0\serverpackages\ WindowsFilesCS_WS_RemoteServer.pte**
6. Click **Load Package**.
7. Select **Overwrite Remote Servers**.
8. Click **Finish**.

Stay logged in to the portal for the next procedure.

Configuring Security

To configure security settings for the Oracle WebCenter Content Service for Windows Files:

1. Deploy an authentication source (for example, Active Directory) to manage Windows users. For details, refer to Windows documentation.
2. Create a remote authentication source in the portal to import the Windows users. For details, refer to the portal's online help or the *Administrator Guide for Oracle WebCenter Interaction*.
3. Configure the Global ACL Sync Map to associate the Windows domain name with the authentication source:
   a. Log in to the portal as an administrator.
   b. Click **Administration**.
   c. From the Select Utility menu, select **Global ACL Sync Map**.

d. Click **Add Mapping** and choose the authentication source you created in step 2.

e. In the **Domain Name** column, click and enter the domain name of the Windows users.

f. Click **Finish**.

You will configure additional security settings in the Content Crawler Editor as described in "Creating a Content Crawler" on page 4-3.

Stay logged in to the portal for the next procedure.

Creating a Content Source

Create a content source to define the area of Windows from which you want to import content. To create a content source, perform the following steps in the portal:

1. Open the **Oracle WebCenter Content Service for Windows Files** folder.
2. From the Create Object menu, select **Content Source - Remote**.
3. In the Choose Web Service dialog box, choose the **Oracle WebCenter Content Service for Windows Files** Web service.
4. Configure the content source as described in the online help.

Stay logged in to the portal with the Oracle WebCenter Content Service for Windows Files folder open for the next procedure.

Creating a Content Crawler

Create a content crawler to import content from the content source. To create a content crawler, perform the following steps in the Oracle WebCenter Content Service for Windows Files folder of the portal:

1. From the Create Object menu, select **Content Crawler - Remote.**
2. In the Choose Content Source dialog box, choose the content source you created in the previous procedure.
3. On the Main Settings page of the Content Crawler Editor, select **Import security with each document**. Configure the rest of the content crawler as described in the online help.

Stay logged in to the portal with the Oracle WebCenter Content Service for Windows Files folder open for the next procedure.

Creating a Job

To import content, you must associate the content crawler with a job and run the job. To create and run a job, perform the following steps in the Oracle WebCenter Content Service for Windows Files folder of the portal:

1. From the Create Object menu, select **Job**.
2. Click **Add Operation**.
3. Choose the content crawler created in the previous procedure.
4. Choose the scheduling values for the job and click **Finish**.
5. Name the job and click **OK.**
6. When you are finished creating the job, make sure the Oracle WebCenter Content Service for Windows Files folder is associated with an Automation Service. For assistance, see the online help under **Select Utilities | Automation Service**.

Advanced Configuration

This chapter provides instructions for editing advanced settings in the configuration file.

There are several advanced configuration settings that can be set in the configuration file **Web.config.** The default location is on the Oracle WebCenter Content Service for Windows Files host computer is **C:\bea\alui\ptntcws\10.3.0\Webapp\ntcws**.

Note: Only the parameters listed below should be changed in the **Web.config** file. Do not change any of the other parameters in the file.

1. Open **Web.config** in a text editor.
2. Oracle WebCenter Content Service for Windows Files keeps a log of errors and other information on the remote server. If a problem occurs with Oracle WebCenter Content Service for Windows Files, you might be directed by customer support to change the logging level from the default level of ERROR to DEBUG. To do so, find the text `<level value="ERROR"/>` and change the value to DEBUG: `<level value="DEBUG"/>`.

   Note: The default location of the log files on the remote server is: **C:\bea\alui\ptntcws\10.3.0\Webapp\settings\logs**.

3. If you do not want to use basic authentication information passed in the Basic Authentication headers for Oracle WebCenter Content Service for Windows Files content sources, but would rather specify a particular NT domain user to impersonate, find the text `<identity impersonate="false"/>` and change the value to TRUE: `<identity impersonate="true"/>`.

   For more information on content source authentication, refer to the online help.

4. It is possible for crawl jobs that handle a very large number of documents to fail as a result of a session having timed out.

   When you run a crawl, there are two sessions that are created: one for crawling folders and one for crawling documents.The folder session remains inactive while the document session is used to crawl all the documents in the folder. If you are crawling a folder with a very large number of documents, the folder session might exceed the default IIS session timeout of 80 minutes. When the portal attempts to hit this session that has timed out, the job fails.

   If you encounter this problem, increase the IIS session timeout in **Web.config** and on the ntcws virtual directory in IIS. To increase the timeout value in **Web.config**, find the following text and increase the timeout value in the last line:

   ```
   <sessionState cookieless="false"
   mode="InProc"
   sqlConnectionString="data source=127.0.0.1;user id=sa;password="
   stateConnectionString="tcpip=127.0.0.1:42424"
   timeout="80"/>
   ```

   Note: To avoid having a large timeout setting, we recommend that you modify your directory structure such that there are not folders that have a large number of documents in them.

5. Save the file and restart IIS for the changes to take effect.

CHAPTER 6

Upgrading and Uninstalling Oracle WebCenter Content Service for

Windows Files

This chapter provides information on how to uninstall and upgrade Oracle WebCenter Content Service for Windows Files. It includes the following sections:

- "Uninstalling Oracle WebCenter Content Service for Windows Files" on page 6-1
- "Upgrading Oracle WebCenter Content Service for Windows Files" on page 6-3

Uninstalling Oracle WebCenter Content Service for Windows Files

To remove Oracle WebCenter Content Service for Windows Files from your remote server, use the Windows Add/Remove Programs utility. The uninstaller removes the application files that were installed.

After restarting your computer, go through the following checklist to ensure that Oracle WebCenter Content Service for Windows Files was uninstalled correctly:

- If you did not use IIS's default Web site for Oracle WebCenter Content Service for Windows Files, and if there are no other Oracle WebCenter web services installed on the Web site you created, make sure the Web site was deleted in IIS.

- In IIS, make sure the ntcws virtual directory was deleted.
- Make sure the **ptntcws\10.3\Webapp\ntcws** subfolder in your installation directory is empty. You can safely delete this directory.

Upgrading Oracle WebCenter Content Service for Windows Files

To upgrade a previous installation of Oracle WebCenter Content Service for Windows Files:

1. Uninstall the previous version of the software.
2. Complete the pre-installation steps described in Chapter 2, "Completing Pre-Installation Steps."
3. Follow the installation procedures described in Chapter 3, "Installing and Configuring Oracle WebCenter Content Service for Windows Files Components."
4. Re-enter passwords in your Oracle WebCenter Content Service for Windows Files content sources.

Index

Symbols

.NET extensions
    registering in IIS 2-4

A

ASP.NET 1.1.4322 extensions, allowing 2-4

B

browsers
    supported versions 2-2

C

Choose Components wizard page 3-2
command line
    registering .NET extensions using 2-4

F

Fully Qualified Domain Name wizard page 3-2

H

hardware requirements 2-2

I

IIS
    configuring 2-4
    registering .NET extensions 2-4
IIS Web Site wizard page 3-3
Image Service
    manually deploying files for a non-Windows portal 3-4
Installation Folder wizard page 3-2

L

local host administrator account permissions requirements 2-3

N

network requirements 2-2
non-Windows portal
    manually deploying Image Service files 3-4
NT user permissions requirements 2-3

P

portal compatibility requirements 2-2

R

requirements
    administrative user 2-3
    client browser 2-2
    hardware and software 2-2

S

security library
    verifying 3-5
security rights
    setting up 3-4
software requirements 2-2

Specify IIS Web Site Information wizard page
3-3

W

Windows
    host computer requirements for files 2-2
Windows File CS
    installing 3-2
Windows Files CS
    default installation location 3-4