

Oracle® WebCenter Content Service for Lotus Notes

Installation and Upgrade Guide

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ORACLE®

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Welcome

Oracle WebCenter Content Service for Lotus Notes enables you to include Lotus Notes 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 Lotus Notes.

How to Use This Book

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

Audience

This guide is written for the user responsible for installing or upgrading Oracle WebCenter Content Service for Lotus Notes. 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 Lotus Notes 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 Lotus Notes.
- [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 or Upgrading Oracle WebCenter Content Service for Lotus Notes,”](#) provides detailed instructions for installing and configuring Oracle WebCenter Content Service for Lotus Notes.
- [Chapter 4, “Configuring Oracle WebCenter Content Service for Lotus Notes,”](#) provides detailed instructions for importing, configuring, and creating Oracle WebCenter Content Service for Lotus Notes objects in the portal.
- [Chapter 5, “Uninstalling Oracle WebCenter Content Service for Lotus Notes,”](#) provides instructions for uninstalling Oracle WebCenter Content Service for Lotus Notes.

Typographical Conventions

This book uses the following typographical conventions.

Table 1-1 Typographical Conventions

| Convention | Typeface | Examples/Notes |
|--|-----------------------|--|
| <ul style="list-style-type: none"> Items you need to take action on (such as files or screen elements) | bold | <ul style="list-style-type: none"> Upload Procedures.doc to the portal. To save your changes, click Apply Changes. |
| <ul style="list-style-type: none"> User-defined variables New terms Emphasis Object example names | <i>italic</i> | <ul style="list-style-type: none"> The migration package file is located in <i>install_dir</i>\serverpackages. <i>Portlets</i> are Web tools embedded in your portal. The URI <i>must</i> be a unique number. The example Knowledge Directory displayed in Figure 5 shows the <i>Human Resources</i> folder. |
| <ul style="list-style-type: none"> Text you enter Computer generated text (such as error messages) Code samples | <code>computer</code> | <ul style="list-style-type: none"> Type <code>Marketing</code> as the name of your community. This script may generate the following error: <code>ORA-00942 table or view does not exist</code> Example: <pre><setting name="SSOCookieIsSecure"> <value xsi:type="xsd:integer">0</value> </setting></pre> |
| <ul style="list-style-type: none"> Environment variables | <code>ALL_CAPS</code> | <ul style="list-style-type: none"> <code>ORACLE_HOME</code> 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 | <p>The release notes provide information about new features, issues addressed, and known issues in the release.</p> <p>They are available on the Oracle Technology Network at http://download.oracle.com/docs/cd/E13158_01/alui/integration/notescs/docs103/site-map.html.</p> |
| Online Help | <p>The online help is written for all levels of Oracle WebCenter Content Service for Lotus Notes users. It describes the user interface for Oracle WebCenter Content Service for Lotus Notes and gives detailed instructions for completing tasks in Oracle WebCenter Content Service for Lotus Notes.</p> <p>To access online help, click the help icon.</p> |
| Oracle Technology Network (OTN) | <p>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.</p> <p>As a member of the Oracle Technology Network you will enjoy access to software downloads, discussion forums, documentation, wikis, podcasts, blogs, plus much more.</p> <p>Access the Oracle Technology Network at http://www.oracle.com/technology/index.html.</p> |
| Oracle Support | <p>The Oracle Support site provides access to all Oracle support resources including online support, software and patches, technical articles, and contact numbers.</p> <p>Access the Oracle Support site at http://www.oracle.com/support/index.html.</p> |

Completing Pre-Installation Steps

This chapter describes the following pre-installation steps to ensure successful installation:

1. Download the most up-to-date documentation from the Oracle Technology Network at http://download.oracle.com/docs/cd/E13158_01/alui/integration/notescs/docs103/sitemap.html.
2. Read the release notes for additional 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. Install the Lotus Notes client on the Remote Server host computer.
5. Give the ASPNET user full access to the folder with the Lotus Notes ID file in it.

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 on <http://one.bea.com/support>.

| Component | Requirement |
|--|--|
| Oracle WebCenter Content Service for Lotus Notes Host Computer | <p>Hardware</p> <ul style="list-style-type: none"> • 512 MB memory • 128 MB disk space <p>Operating System</p> <ul style="list-style-type: none"> • Microsoft Windows 2000 Professional, Microsoft Windows 2000 Server SP4, Microsoft Windows 2003 Server SP1 <p>Note: Windows 2003 SP1 is only supported for the Remote Host when using Lotus Notes Client 7.0.1</p> <p>Software</p> <ul style="list-style-type: none"> • IIS 5.0 and 6.0 • .NET Framework 1.1 |
| Lotus Domino Server | Domino Server 6.5, 7.0 |
| Lotus Notes Client | Lotus Notes Client 6.5.1, 7.0.1 |
| Portal Software | Oracle WebCenter Interaction 10.3 |
| Client Browser | <ul style="list-style-type: none"> • Firefox 1.0, 1.5, 2.0 • Microsoft Internet Explorer 6.0, 7.0 • Netscape 7.2, 8.0 • Safari 1.3, 2.0 |

Installing or Upgrading Oracle WebCenter Content Service for Lotus

Notes

This chapter describes how to install or upgrade Lotus Notes CS. Before you begin, ensure that you have met the prerequisites for installation and performed the necessary pre-installation procedures described in [Chapter 2, “Completing Pre-Installation Steps.”](#)

1. Install the Oracle WebCenter Content Service for Lotus Notes application on the remote server host. For details, see [“Installing or Upgrading Product Files” on page 3-2.](#)
2. Install the image files and help files for Oracle WebCenter Content Service for Lotus Notes on the Image Service host. For details, see [“Installing Image Files” on page 3-4.](#)
3. Verify deployment of Oracle WebCenter Content Service for Lotus Notes. For details, see [“Verifying Installation” on page 3-5.](#)

Installing or Upgrading Product Files

Oracle WebCenter Content Service for Lotus Notes is implemented as a remote server in the context of your portal deployment. It must be installed on a remote server host computer that can communicate with Oracle WebCenter Interaction. For best performance, the remote server host computer should not host other Oracle WebCenter Interaction components. For host specifications, see [“Hardware and Software Requirements” on page 2-2](#).

Note: Oracle WebCenter Content Service for Lotus Notes is not supported when installed on the same computer that is running the Lotus Domino Server.

Note: If you have previously installed Oracle WebCenter Content Service for Lotus Notes, we recommend uninstalling the earlier files before installing the current version.

To install product files:

1. Log in to the host computer as the local host administrator.
2. Close all applications.
3. Copy the Oracle WebCenter Content Service for Lotus Notes installation package to a location on the remote server host.
4. Double-click **ALContentServiceLotusNotes_v6-1.exe** to launch the installer.
5. Complete installation wizard pages as described in the following table.

Note: To facilitate any troubleshooting that might be required, as well as communication among IT staff and customer support, we recommend you keep the default settings.

| Wizard Page | Description |
|-----------------------------|---|
| Introduction | Click Next . |
| Choose Components | Choose Content Service for Lotus Notes and click Install . |
| Choose Install Folder | The default installation folder is C:\bea\alui . This is the location is where the component will be installed. |
| Fully Qualified Domain Name | Enter the domain name for your host computer, for example: mycomputer.mycompany.com. |
| Web Protocol | The installer asks you to choose whether to use a secure HTTP protocol for the Web service (https) or a standard Web protocol (http). |

| Wizard Page | Description |
|----------------------------------|--|
| Select IIS Web Site | <p>Specify if you want to use the default Web site:</p> <ul style="list-style-type: none"> • Use Default Web Site - Choose this option to create a virtual directory called notescws in the Web directory http://<RemoteServer>/notescws. 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 | <p>If you selected to use another Web site, specify the information for that site:</p> <ul style="list-style-type: none"> • IIS Web Site Name - Enter the name of the site on which you want to deploy the Oracle WebCenter Content Service for Lotus Notes. • 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. |
| Path to Temporary Directory | <p>Type the complete path name for the directory in which temporary files are downloaded during crawls before they are served to the indexing servlet.</p> <p>The default is C:\bea\alui\ptnotescws\10.3.0\tmp.</p> |
| User Credential Key | <p>If you are using Groupware Notes and want the Oracle WebCenter Content Service for Lotus Notes to pick up the Groupware Notes user credentials, this key must be the same as the Groupware Encryption key.</p> <p>If you are not using Groupware, set this key to any value other than blank.</p> |

6. On the Pre-Installation Summary page, review the installation settings and click **Install** to begin installation.
7. You must restart your computer before you can use the Oracle WebCenter Content Service for Lotus Notes. Select **Yes, restart my system**, and click **Done**.

Installing Image Files

The image files used by the Oracle WebCenter Content Service for Lotus Notes are hosted on the Image Service used by the portal. You must install these files on the Image Service host so they are available to the remote server. This section contains information on the following procedures:

- [“Installing Image Files on a Windows Host” on page 3-4.](#)
- [“Installing Image Files on a Unix Host” on page 3-5.](#)

Installing Image Files on a Windows Host

To install image files on a Windows host:

1. Log in to the host computer as the local host administrator.
2. Close all applications.
3. Copy the Oracle WebCenter Content Service for Lotus Notes installation package to a location on the remote server host.
4. Double-click **ALIContentServiceLotusNotes_v6-1.exe** to launch the installer.
5. Complete installation wizard pages as described in the following table.

Note: To facilitate any troubleshooting that might be required, as well as communication among IT staff and customer support, we recommend you keep the default settings.

| Wizard Page | Description |
|------------------------------|---|
| Introduction | Click Next . |
| Choose Components | Choose Image Server Files for Windows Image Service and click Install . |
| Specify Image Service Folder | Specify the location of your Image Service folder. Note: We recommend using: <code>\ptimages</code> . |

6. On the Pre-Installation Summary page, review the installation settings and click **Install** to begin installation.
7. You must restart your computer before you can use the Oracle WebCenter Content Service for Lotus Notes. Select **Yes, restart my system**, and click **Done**.

Installing Image Files on a Unix Host

To install image files on a Unix host:

1. Navigate to the images directory on the computer where you installed the Oracle WebCenter Content Service for Lotus Notes. The default installation location is **/bea/alui/ptnotescws/10.3.0/images**
2. Move the **imageserver.tgz** file to the server on which the Image Service is installed.
3. Decompress the **.tgz** file.
4. Navigate to the directory in which the Image Service is installed and confirm a **Webservices** folder exists underneath it.
5. Decompress the .tar file into the directory in which the Image Service is installed. Do not overwrite existing files. This step results in files being put into the **ptimages/imageserver/Webservices** folder.

Verifying Installation

To verify a successful installation:

1. Ensure the ASPNET user has full control privileges to the Lotus Notes data directory.
2. Open the installation test page in the following location:

http://<server_name>:<port>/NotesCWS/Servlets/InstallTest.aspx

Run the procedures using a valid Lotus Notes ID and password.

Installing or Upgrading Oracle WebCenter Content Service for Lotus Notes

Configuring Oracle WebCenter Content Service for Lotus Notes

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 Lotus Notes objects in the portal. This chapter includes the following topics:

- [“Importing, Configuring, and Creating Lotus Notes Objects”](#) on page 4-1
- [“Configuring User Preferences for Click-Through”](#) on page 4-5
- [“Configuring Remote Server Logging”](#) on page 4-5

Importing, Configuring, and Creating Lotus Notes Objects

Complete the following steps to import, configure, and create Oracle WebCenter Content Service for Lotus Notes objects in the portal:

- Import the remote server and content Web service. For details, see [“Importing the Remote Server and Content Web Service”](#) on page 4-2.
- Map Lotus Notes file types. For details, see [“Mapping File Types”](#) on page 4-2.
- Configure Oracle WebCenter Content Service for Lotus Notes security. For details, see [“Configuring Security”](#) on page 4-3.
- Create a content source. For details, see [“Creating a Content Source”](#) on page 4-4.
- Create a content crawler. For details, see [“Creating a Content Crawler”](#) on page 4-4.

- 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 Lotus Notes remote server and content Web service 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 Lotus Notes 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\ptnotescws\10.3.0\serverpackages\
LotusNotesCS_WS_RemoteServer.ptc`
6. Click **Load Package**.
7. Select **Overwrite Remote Servers**.
8. Click **Finish**.

Stay logged in to the portal for the next procedure.

Mapping File Types

To map Lotus Notes file types to portal file types, import the Lotus Notes content types into the portal using the Object Migration utility:

1. From the Select Utility menu, select **Migration - Import**.
2. Browse to the migration package. If you accepted installation defaults, the location is:
`\\<RemoteServer>\bea\alui\ptnotescws\10.3.0\serverpackages\
LotusNotesCS_DocumentType.ptc`
3. Click **Load Package**.
4. 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 Lotus Notes:

1. Deploy an authentication source (for example, LDAP) to manage Lotus Notes users. For details, refer to Lotus Notes documentation.
2. Create a remote authentication source in the portal to import the Lotus Notes 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 Lotus Notes 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 Lotus Notes users, usually the Lotus Domino Server name.
 - f. Click **Finish**.

Note: Oracle WebCenter Content Service for Lotus Notes only maps group level security rights from Lotus Notes groups to portal groups. It does not map user level security rights.

You will configure additional security settings in the Content Crawler Editor as described in [“Creating a Content Crawler” on page 4-4](#).

Stay logged in to the portal for the next procedure.

Creating a Content Source

Create a content source to define the area of Lotus Notes 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 Lotus Notes** 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 Lotus Notes** 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 Lotus Notes 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 Lotus Notes 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 Lotus Notes 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 Lotus Notes folder of the portal:

1. From the Create Object menu, select **Job**.
2. Click  **Add Operation** and choose the content crawler created in the previous procedure.

3. Configure the rest of the job as described in the online help.
4. When you are finished creating the job, make sure the Oracle WebCenter Content Service for Lotus Notes folder is associated with an Automation Service. For assistance, see the online help under **Select Utilities | Automation Service**.

Configuring User Preferences for Click-Through

The portal can be configured to automatically pass the Lotus Notes user credential information to the remote server when a user clicks a Lotus Notes document. If the user preference is not configured, the user will have to log in to Lotus Notes on every document click-through.

Each user should perform the following steps to set user preferences for click-through:

1. Log in to the portal.
2. Click **My Account**.
3. Click **Oracle WebCenter Content Service for Lotus Notes**.
4. Enter the client you would like to use on click-through and your Lotus Notes user name and password.
5. Click **Submit**.

Configuring Remote Server Logging

Oracle WebCenter Content Service for Lotus Notes keeps a log of errors and other information on the remote server. If you need to troubleshoot the Oracle WebCenter Content Service for Lotus Notes remote server or you are curious how your crawls are progressing, you might want to change the logging level to record more information.

To change the logging level and view the current log:

1. Log in to the portal as an administrator.
2. Click **Administration**.
3. From the Select Utility menu, select **Oracle WebCenter Content Service for Lotus Notes**.
4. Select the appropriate logging level or view the most recent log.

Note: If you want to view the log files directly, the default location on the remote server is:
<PT_HOME>\ptnotescws\10.3\Webapp\NotesCWS\log

Configuring Oracle WebCenter Content Service for Lotus Notes

Uninstalling Oracle WebCenter Content Service for Lotus Notes

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

After the installation process has completed, it is safe to delete the installation directory and any directories created for the Oracle WebCenter Content Service for Lotus Notes in IIS.

Uninstalling Oracle WebCenter Content Service for Lotus Notes

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