



BEA AquaLogic® Interaction Portlet Suite - IMAP

Installation and Upgrade Guide

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Welcome

AquaLogic Interaction Portlet Suite - IMAP provides a set of portlets that allows portal users to access E-mail from an Internet Message Access Protocol (IMAP)-compliant server through the AquaLogic Interaction portal.

This release provides localization support for eight languages: English, French, German, Italian, Spanish, Chinese Traditional, Japanese, and Korean.

This book describes how to install and deploy AquaLogic Interaction Portlet Suite - IMAP. It also provides instructions for upgrading and uninstalling.

How to Use This Book

This guide has been designed to be a quick reference for users with installation experience, while also providing detailed instructions for users installing for the first time.

Audience

This guide is written for the portal administrator who is responsible for managing portal infrastructure, including the installation and configuration of portlets that enable new services for portal users and groups.

If you are not already familiar with AquaLogic User Interaction, consider reading the *Deployment Guide for BEA AquaLogic User Interaction* and the *Administrator Guide for AquaLogic Interaction* before proceeding with installation of this product.

The user installing this software should also have strong knowledge of the web and application servers required for installation.

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 IMAP Portlets.
- [Chapter 2, “Installation Prerequisites,”](#) 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 the IMAP Portlets,”](#) provides detailed instructions for installing, upgrading, and configuring IMAP Portlets.
- [Chapter 4, “Registering and Configuring Portlets,”](#) provides detailed instructions for upgrading to IMAP Portlets 3.2 MP1.
- [Appendix A, “Troubleshooting the IMAP Portlets,”](#) provides examples of errors you might encounter and solutions to those errors.
- [Appendix B, “Uninstalling the IMAP Portlets,”](#) provides instructions for uninstalling IMAP Portlets.

Terminology

This guide uses the term “Remote Server” to identify the Portlet Suite services in relation to intrinsic portal services. After you install the Portlet Suite software on a Remote Server host computer, the Portlet Suite services can be managed through the portal Administration tool as a Remote Server. For detailed information on managing a Remote Server in the AquaLogic Interaction portal, refer to the online help and the *Administrator Guide for AquaLogic Interaction*.

In some instances, the word “Gadget” appears in the user interface and documentation. “Gadget” is an earlier term for “portlet” and any references are intended to identify a portlet.

Typographical Conventions

This book uses the following typographical conventions.

Table 1-1 Typographical Conventions

Convention	Typeface	Examples/Notes
<ul style="list-style-type: none"> File names Folder names Screen elements 	bold	<ul style="list-style-type: none"> Upload Procedures.doc to the portal. The log files are stored in the logs folder. To save your changes, click Apply Changes.
Text you enter	computer	Type Marketing as the name of your community.
Variables you enter	computer with angle brackets (<>)	Enter the base URL for the Remote Server. For example, http://<my_computer>/.
<ul style="list-style-type: none"> New terms Emphasis Object example names 	<i>italic</i>	<ul style="list-style-type: none"> <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.

BEA Documentation and Resources

This section describes the documentation and resources provided by BEA.

Table 1-2 BEA Documentation and Resources

Resource	Description
Release Notes	<p>These files are written for AquaLogic Interaction Portlet Suite - IMAP administrators. They include information about new features and known issues in the release.</p> <p>They are available on docs.bea.com and on the application CD.</p>
Online Help	<p>The online help is written for all levels of IMAP Portlets users. It describes the user interface for IMAP Portlets and gives detailed instructions for completing tasks in IMAP Portlets.</p> <p>To access online help, click the help icon.</p>

Table 1-2 BEA Documentation and Resources

Resource	Description
Developer Guides, Articles, API Documentation, Blogs, Newsgroups, and Sample Code	These resources are provided for developers on the BEA dev2dev site (dev2dev.bea.com). They describe how to build custom applications using AquaLogic User Interaction and how to customize AquaLogic User Interaction products and features.
Deployment Guide	<p>This document is written for business analysts and system administrators. It describes how to plan your AquaLogic User Interaction deployment.</p> <p>It is available in electronic form (PDF) on edocs.bea.com.</p>
AquaLogic User Interaction Support Center	<p>The AquaLogic User Interaction Support Center is a comprehensive repository for technical information on AquaLogic User Interaction products. From the Support Center, you can access products and documentation, search knowledge base articles, read the latest news and information, participate in a support community, get training, and find tools to meet most of your AquaLogic User Interaction-related needs. The Support Center encompasses the following communities:</p> <p>Technical Support Center</p> <p>Submit and track support incidents and feature requests, search the knowledge base, access documentation, and download service packs and hotfixes.</p> <p>User Group</p> <p>Visit the User Group section to collaborate with peers and view upcoming meetings.</p> <p>Product Center</p> <p>Download products, read Release Notes, access recent product documentation, and view interoperability information.</p> <p>Developer Center</p> <p>Download developer tools and documentation, get help with your development project, and interact with other developers via BEA's dev2dev Newsgroups.</p> <p>Education Services</p> <p>Find information about available training courses, purchase training credits, and register for upcoming classes.</p> <p>If you do not see the Support Center when you log in to http://support.plumtree.com, contact ALUISupport@bea.com for the appropriate access privileges.</p>

Table 1-2 BEA Documentation and Resources

Resource	Description
dev2dev.bea.com	Download developer tools and documentation, get help with your development project, and interact with other developers via BEA's dev2dev Newsgroups.
Technical Support	<p>If you cannot resolve an issue using the above resources, BEA Technical Support is happy to assist. Our staff is available 24 hours a day, 7 days a week to handle all your technical support needs.</p> <p>E-mail: ALUISupport@bea.com</p> <p>Phone Numbers:</p> <p>U.S.A. +1 866.262.PLUM (7586) or +1 415.263.1696</p> <p>Europe +44 1494 559127</p> <p>France +33 1.46.91.86.79</p> <p>Australia/NZ +61 2.9923.4030</p> <p>Asia Pacific +61 2.9931.7822</p> <p>Singapore +1 800.1811.202</p>

Welcome

Installation Prerequisites

Before you run the AquaLogic Interaction Portlet Suite - IMAP installer, complete the following steps:

1. Download the most up-to-date documentation from edocs.bea.com.
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 in the Product Center.
3. Provision host computers for your deployment and install prerequisite software. For details, see [Hardware and Software Requirements](#).

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 AquaLogic User Interaction Support Center.

The following table summarizes the requirements for AquaLogic Interaction Portlet Suite - IMAP. For the most current platform support information, refer to the Interoperability Matrix in the AquaLogic User Interaction Product Center.

Caution: IPv6 is not supported. Verify that IPv6 is not enabled prior to installing this product.

Component	Requirement
IMAP Portlets 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"> • AIX 5.3 on POWER3, POWER4, POWER5 • Microsoft Windows 2003 Server SP1 or R2, on x86 • Red Hat Enterprise Linux 4Update 3, on x86 • Solaris 8, 9, and 10, on SPARC • SUSE Enterprise Linux 9, on x86 <p>AquaLogic Interaction Development Kit (IDK)</p> <ul style="list-style-type: none"> • Java 3.52 or higher
Portal Software	AquaLogic Interaction 6.1
IMAP-compliant server	<ul style="list-style-type: none"> • iPlanet Messaging Server 5.2 • Lotus Notes Domino Server Release 4.61 • Novell GroupWise 6.5 • Sun ONE Messaging Server 5.2 • Cyrus IMAP Server 1.5.14

Component	Requirement
Network	You must be able to configure communication between the Remote Server, AquaLogic Interaction, and the IMAP-compliant server. If the back-end IMAP server is located on a computer outside of the portal and Remote Server domain, you must configure trust relations between domains.
Client Browser	<ul style="list-style-type: none">• Administrative Users: Internet Explorer 6.0, 7.0• Browsing Users: Internet Explorer 6.0, 7.0; Firefox 1.0, 1.5, 2.0; Netscape 7.2, 8.0; Safari 1.3, 2.0

Installation Prerequisites

Installing or Upgrading the IMAP Portlets

This chapter describes how to install or upgrade AquaLogic Interaction Portlet Suite - IMAP. Before you begin, ensure that you have met the prerequisites for installation described in [Chapter 2, “Installation Prerequisites.”](#)

This chapter provides detailed installation steps and instructions on how to start the AquaLogic Interaction Portlet Suite - IMAP service and verify your deployment.

- [Installing or Upgrading the IMAP Portlets](#)
- [Starting the BEA ALI Portlet Suite for IMAP Service](#)
- [Verifying Deployment](#)

Installing or Upgrading the IMAP Portlets

The IMAP Portlet Suite is implemented as a Remote Server in the context of the portal platform. Because mail processes utilize a great deal of host capacity, we recommend provisioning a host machine that is not a host for other AquaLogic User Interaction servers and has no other CPU or memory intensive processes.

Note: If you have previously installed IMAP Portlets, we recommend uninstalling the earlier files before installing the current version.

To install or upgrade product files:

1. Log in to the host computer using an administrator account that has access to the AquaLogic Interaction portal installation. Alternatively, log into any host using an administrator account that has access to the Remote Server host and the portal.
2. Map a connection to the top-level folder of the AquaLogic Interaction portal installation.
3. Copy the installation package to a location on the Remote Server host.
4. To launch the installer, click the **ALIPortletSuiteIMAP_v3-2.exe** (Windows) / **ALIPortletSuiteIMAP_v3-2** (Unix/Linux) file.
5. Complete the installation wizard pages as described in the following table.

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

Table 3-1 IMAP Portlets Installer Wizard Pages

Wizard Page	Description
License Agreement	Read and accept the license agreement and click Next .
Choose Server Type	To install only files for the Portlet Suite, choose Remote Server . To install only files for the Image Service, choose Image Service . To install both sets of files, choose Both . (The wizard pages that follow are based on your selection.)
Choose Install Folder	To accept the default, click Next .
Cryptography Key	Type a random string of ASCII alphabetic and numeric characters to be used to encrypt and decrypt a password.

Table 3-1 IMAP Portlets Installer Wizard Pages

Wizard Page	Description
Specify Image Service Folder	Click Choose and browse to and select the imageserver directory on the portal host computer. (This page only appears when installing Image Service files.) Note: If you choose a different location to install Image Server files, you must copy the files from the images\RemoteGadgets\groupwareui and ImageServer\css subdirectories of the location you specify to the directory for the Image Server on the portal host. If the folders already exist on the portal Image Server, you must copy the files contained in these directories to the portal Image Service.
Portlet Suite for IMAP Application Port	Specify the port that the Portlet Suite service should use to handle requests. Indicate whether it should be HTTP or HTTPS.
Pre-Installation Summary	Verify the information in the panel and click Install .
Install Complete	Click Done to close the installer.

Starting the BEA ALI Portlet Suite for IMAP Service

Follow the instructions below to start the IMAP Portlets service.

Windows

To start the service in Windows, use either the Control Panel or the command line:

- In Windows Control Panel, select **Administrative Tools**. Click **Services** to open the Service Control Manager. Start the **NT Service** and **ALI IMAP Service**.

- Or, type the following at the command line:

```
$ <install base>\PortletSuiteIMAP\3.2\bin\ptimapd.bat start
```

To stop the service:

- From the Service Control Manager, stop the **ALI IMAP Service**.

- From the command line, type the following:

```
$ <install base>\PortletSuiteIMAP\3.2\bin\ptimapd.bat stop
```

Unix or Linux

To start the service in Unix or Linux, type the following at the command line:

```
$ .<PT_HOME>/pthome.sh
```

```
$ sh <install base>/PortletSuiteIMAP/3.2/bin/ptimapd.sh start
```

Note: If PT_HOME is set to a directory other than /bea/alui, you must edit the script in the pthome.sh file to reference the correct PT_HOME path.

To stop the IMAP service, type the following at the command line:

```
$ sh <install base>/PortletSuiteIMAP/3.2/bin/ptimapd.sh stop
```

Verifying Deployment

After you have deployed the package to your application server, run the provided diagnostic utility to verify connectivity among deployment components.

In a Web browser, type the URL for the Remote Server diagnostic utility, for example:

http://<remoteserver>:<port>/imap/install. The default port is 11953.

Use the diagnostic page to verify the following configuration elements:

- **PT_HOME:** To verify that you have set PT_HOME to enable communication among deployment components, click the **PT_HOME** link and confirm your setting.
- **Backend Server:** To test connectivity to the IMAP server, click **Verify Connection to Backend Server**, type the appropriate values, and click **Submit**. Verify the connectivity information that appears in the Test Results section.

Note: If your deployment includes multiple IMAP server instances, test connectivity with each server one at a time.

See [Chapter 4, “Registering and Configuring Portlets”](#) for instructions on registering portlet services in the portal.

Registering and Configuring Portlets

After you have run the installation wizard and verified correct installation, you must register the IMAP Portlets portlets with the portal. This chapter describes how to register and configure the portlets in the portal.

- [Registering IMAP Portlets](#)
- [Configuring Portlet Services](#)
 - [Modifying Administrative Preferences](#)
 - [Enabling Basic Authentication](#)
 - [Enabling LDAP Authentication](#)
- [Localizing Portlet Objects](#)

Registering IMAP Portlets

To register the IMAP Portlets, import the portlet package:

1. Log in to the portal as an administrator and click **Administration**.
2. Click the **Select Utility** drop down menu and choose **Migration - Import**.
3. Click **Browse** and locate the **PortletSuite-IMAP.ptc** file, located by default in **C:\bea\alui\PortletSuiteIMAP\3.2\portalfiles\packages\5.0**. Click **Open**.
4. Click **Load Package**.
5. Check the box next to **Overwrite Remote Servers**.
6. Click **Finish**.

Configuring Portlet Services

After you have installed and registered the portlet suite, you must configure the services used to manage mail servers and the users and domains that they support. This section provides instructions for modifying the required Administrative Preferences and updating portlet settings to implement optional authentication features.

Modifying Administrative Preferences

Administrative Preferences determine how portlet users are authenticated and how mail is handled. You must update the settings on the Administrative Preference pages to complete installation and setup.

1. Log in to the portal as an administrator and click **Administration**.
2. Navigate to the folder that was created for the IMAP Portlets when you migrated the portlet package into the portal.
3. To display a list of portlet objects, click **Portlet**.
4. Click the name of one of the IMAP portlets to open the Portlet Editor. The preferences you set for one portlet are inherited by all portlets in the suite.
5. On the **Main Settings** page, under **Web Service**, click the **Edit** button to open the Administrative Preferences page.

Administrative Preferences Menus and Settings

Use the links in the menu column to display forms that enable you to modify settings. The following table summarizes the menu and the available settings. For detailed information about settings, click **Tips** on the Administrative Preferences page.

Table 4-1 IMAP Portlets Administrative Preferences Page Settings

Menu	Settings
Portlet Information	Displays version information for the portlet and the backend server.
Custom Editor Settings	Select whether clients use a portal or client Web interface to access mail.
Attachment Settings	Displays an editable path to the temporary file directory on the Remote Server and the maximum attachment size (in bytes). If an SSL client certificate is not installed on the Remote Server, the field can be left blank. The Temporary File Directory field does not require a value for attachments to work properly.
User Information Settings	<p>Displays options for user authentication:</p> <ul style="list-style-type: none"> • Portal Setting Authentication: The portlet uses the User or Community preferences to connect to the back-end server. • Basic Authentication: The portlet uses basic authentication for the Remote Server to connect to the backend server. For additional requirements, see Enabling Basic Authentication. • User Information Authentication: The portlet uses values from an associated LDAP system. Specify the LDAP field name associated with the user name, password, domain, or mailbox. For additional requirements, see Enabling LDAP Authentication.
Server List	<p>Displays the back-end servers that appear on the User Preferences page. (If the Administrative Preferences are set up with only one server, the Server List is not displayed on the User Preferences page.)</p> <p>Add each server in use in your deployment. To add a server to the list, click + (add row). To delete a server, click - (delete row).</p> <ul style="list-style-type: none"> • Server Name/IP/URL: Type the fully qualified domain name, IP address, or URL to the back-end server (and virtual directory, if applicable), for example, <code>http://<host>/imap</code>. Do not type a trailing slash (/). If the URL is redirected, specify the ultimate location. For example, if <code>http://mail.myco.com</code> is redirected to <code>https://mail.myco.com/imap</code>, use <code>https://mail.myco.com/imap</code>. • Server Alias: Type the server name to be displayed on the User Preferences page.

Table 4-1 IMAP Portlets Administrative Preferences Page Settings

Menu	Settings
Server List (continued)	<ul style="list-style-type: none"> • SMTP: Type the server name or IP address for the SMTP server. • SMTP Authentication: If your SMTP server requires authentication, configure this option to synchronize portlet and back-end server authentication. <p>To save your changes, click Finish.</p>
Root Folder Name	Cyrus IMAP servers only: Specify the root folder name. The default is Inbox .

Enabling Basic Authentication

Follow the instructions below if you want IMAP portlets to use basic authentication information from the portal.

1. On the Administrative Preference page, set the User Information Settings option to **Basic Authentication** as described in the previous section.
2. In the folder that contains the IMAP Portlets, click **Remote Server** to display a list of Remote Server objects.
3. Click the Portlet Suite for IMAP Remote Server to display the Remote Server Editor.
4. On the **Main Settings** page, in the **Basic Authentication Type** section, select **User's Basic Authentication Info**.
5. If you deploy SSL, modify the Base URL for HTTPS protocol.
6. To save your changes, click **Finish**.

Note: The portal must be enabled for basic authentication. For information on configuring the portal, refer to the *Administrator Guide for AquaLogic Interaction*.

Enabling LDAP Authentication

Follow the instructions below if you want IMAP portlets to use LDAP authentication values from the portal.

1. On the Administrative Preference page, set the User Information Settings option to **User Information Authentication** as described in the previous section.
2. In the folder that contains the IMAP Portlets, click **Web Service** to display a list of Web Service objects.
3. Complete the following steps for each of the IMAP Web Service objects:
 - a. Click the Web Service name to open the Web Service Editor.
 - b. In the **Edit Object Settings** menu, click **User Information**.
 - c. Select existing LDAP field settings in the **User Information Settings** section, or add field names by clicking **Add New User Information**.
 - d. To save your changes, click **Finish**.

Localizing Portlet Objects

IMAP Portlets includes localization support for the following languages: Chinese, English, French, German, Italian, Japanese, Korean, and Spanish.

Localization support files allow names and descriptions of portlets and Remote Server objects to be localized when the portal settings locale is changed.

The installer copies localization support files to the following location on the Remote Server host computer: `<PT_HOME>\PortletSuite\IMAP\3.2\portalfiles\common\msgs\`

To enable language support in the portal, copy these files to the appropriate directory on the Portal Server host, for example:

`<PT_HOME>\ptportal\6.1\settings\i18n\`

Registering and Configuring Portlets

Troubleshooting the IMAP Portlets

The following table summarizes cases in which users encountered unexpected results with the IMAP Portlets. Use this table as a reference for troubleshooting any similar problems you may encounter.

Error	Solution
Port conflict, port in use, BindException	Edit the HTTP and HTTPS settings in application.conf to set the value to an available port (<PT_HOME>/ALISuiteIMAP/3.2/settings/config/application.conf). The service must be restarted to pick up changes made in the configuration file. Note that changes to a service port number require corresponding changes to any Web service or remote server settings that reference that port number.
Memory consumption, Out of Memory Errors	<p>The maximum amount of memory (MB) that the service JVM will be allowed to use is controlled by the wrapper.java.maxmemory property, configured in the file <PT_HOME>/ALISuiteIMAP/3.2/settings/config/wrapper.conf. For example, the following line shows a maximum memory setting of 1 GB:</p> <pre>wrapper.java.maxmemory=1024</pre> <p>The setting corresponds directly to the -Xmx parameter used by the java executable. The default value of this setting in the config file is adequate for most configurations. For large production configurations, especially those in which the service is installed on a dedicated host machine, this value should be set as high as possible (for example, 1024 or 1536) but should always remain below the amount of physical RAM on the host machine.</p>

Uninstalling the IMAP Portlets

This chapter describes how to uninstall the components of your IMAP Portlets deployment. The process is different depending on your operating system.

- [Uninstalling from a Windows Host](#)
- [Uninstalling from a Unix Host](#)

Uninstalling from a Windows Host

To uninstall software and remove services on a Windows host:

1. From the Windows Task Bar, click **Start | Settings | Control Panel**.
2. Double-click **Add/Remove Programs**.
3. From the list of currently installed programs, select **Portlet Suite for IMAP** and click **Remove**.

The uninstallation wizard will remove the software and service configuration information.

Uninstalling from a Unix Host

To uninstall software and remove services on a Unix host:

1. Log in to the Remote Server host computer and execute the command
<PT_HOME>/PortletSuiteIMAP/3.2/uninstall/Uninstall_PortletSuiteIMAP.
2. Click **Done** to close the uninstallation wizard.

Note: The uninstallation wizard removes the <PT_HOME> install directory and all its subdirectories and contents. If there are files residing in these directories that were not installed by the installer, they will not be deleted.

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