



BEA AquaLogic® Interaction Publisher

Installation and Upgrade Guide

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Contents

1. Welcome

How to Use This Book	1-1
Audience	1-1
Organization.	1-1
Typographical Conventions	1-2
BEA Documentation and Resources	1-3

2. Installation Prerequisites

Hardware and Software Requirements	2-1
User and Group Requirements	2-3
Creating and Configuring the Databases.	2-3
Creating and Configuring Databases on Microsoft SQL Server 2000.	2-4
Creating and Configuring the Publisher Database	2-4
Creating and Configuring the Workflow Database.	2-5
Creating and Configuring Databases on Microsoft SQL Server 2005.	2-5
Creating and Configuring the Publisher Database	2-6
Creating and Configuring the Workflow Database.	2-6
Creating and Configuring Tablespaces on Oracle	2-7
Creating and Configuring the Publisher Tablespace.	2-7
Creating and Configuring the Workflow Tablespace	2-8

3. Installation

Installing the Publisher Components	3-1
-----------------------------------------------	-----

Launching the Publisher Installer on Unix	3-2
Completing the Installer Wizard Pages on Unix	3-2
Launching the Publisher Installer on Windows	3-5
Completing the Installer Wizard Pages on Windows.	3-5
Creating the Workflow Database Schema	3-8
Creating the Workflow Database Schema on Microsoft SQL Server.	3-8
Creating the Workflow Database Schema on Oracle	3-9
Importing the Publisher Migration Package.	3-9
Starting and Verifying the Installation.	3-10
Starting Publisher	3-10
Running the Diagnostic Utilities.	3-10
Importing the Published Content Portlets Migration Package.	3-11

4. Upgrade

Upgrade Paths.	4-1
Upgrading from Publisher (Content Server) 6.1, 6.2, 6.3, or 6.4 to Publisher 6.5.	4-2
Upgrading from Content Server 6.0 to Publisher 6.5.	4-3
Running the Installer During Upgrade.	4-3
Upgrading the Workflow Database	4-5
Updating Publishing Targets	4-5
Additional Information for Content Server 6.0 Upgrades	4-7

A. Installer Properties File

B. Clustering

High-Availability Overview.	B-2
Undeploying Published Content.	B-2
Installing the Published Content Configuration	B-3
Starting and Verifying the Published Content Configuration	B-3

Configuring the Publisher Redirector	B-4
------------------------------------------------	-----

C. Troubleshooting

Reviewing Log Files	C-1
Starting Publisher as a Console Program	C-2
Running the Diagnostic Utilities	C-2
Reviewing the Database Configuration Files	C-2
Diagnosing Unexpected Results	C-3

D. Uninstalling

Index

Welcome

This book describes how to install and deploy AquaLogic Interaction Publisher 6.5. It also provides instructions for upgrading to Publisher 6.5 from earlier versions.

How to Use This Book

This guide has detailed instructions suitable for users with installation experience as well as users installing for the first time.

Audience

This guide is written for the user responsible for installing or upgrading Publisher. This user must have strong knowledge of the platform operating system, database, web and application servers, and any other third-party software 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 Publisher.
- [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, “Installation,”](#) provides detailed instructions for installing and configuring Publisher.
- [Chapter 4, “Upgrade,”](#) provides detailed instructions for upgrading versions of Plumtree Content Server and Plumtree Publisher to the latest version of AquaLogic Interaction Publisher.
- [Appendix A, “Installer Properties File,”](#) provides information on using the Publisher properties file during installation.
- [Appendix B, “Clustering,”](#) provides information on setting up Publisher to provide high availability of published content.
- [Appendix C, “Troubleshooting,”](#) provides information on troubleshooting the installation and configuration process for Publisher.
- [Appendix D, “Uninstalling,”](#) provides information on uninstalling Publisher.

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\serverpackages</i>. • <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.

Table 1-1 Typographical Conventions

Convention	Typeface	Examples/Notes
<ul style="list-style-type: none"> Text you enter Computer generated text (such as error messages) Code samples 	computer	<ul style="list-style-type: none"> Type Marketing as the name of your community. This script may generate the following error: ORA-00942 table or view does not exist Example: <pre><setting name="SSOCookieIsSecure"> <value xsi:type="xsd:integer">0</value> </setting></pre>
<ul style="list-style-type: none"> Environment variables 	ALL_CAPS	<ul style="list-style-type: none"> The default location of BEA_HOME is C:\bea.

BEA Documentation and Resources

The tables in this section list other documentation and resources provided by BEA.

Table 1-2 Documentation

Resource	Description
Installation Worksheet	<p>This worksheet helps you to gather and record prerequisite information necessary for installing AquaLogic Interaction Publisher.</p> <p>It is available on edocs.bea.com/alui/publisher/docs65.</p>
Administrator Guide	<p>This book describes how to perform management and maintenance of Publisher.</p> <p>It is available on edocs.bea.com/alui/publisher/docs65.</p>
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 edocs.bea.com/alui/publisher/docs65 and on any physical media provided for delivering the application.</p>

Table 1-2 Documentation

Resource	Description
Deployment Guide	This document is written for business analysts and system administrators. It describes how to plan your AquaLogic User Interaction deployment. It is available on edocs.bea.com/alui/deployment/index.html .
Online Help	The online help is written for all levels of Publisher users. It describes the user interface for Publisher and gives detailed instructions for completing tasks in Publisher. To access online help, click the help icon.

Table 1-3 Other BEA 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.

Table 1-3 Other BEA Resources

Resource	Description
AquaLogic User Interaction (ALUI) and AquaLogic Business Process Management (ALBPM) Support Center	<p data-bbox="434 390 1231 560">The ALUI and ALBPM Support Center is a comprehensive repository for technical information on ALUI and ALBPM 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 ALUI and ALBPM-related needs. The Support Center encompasses the following communities:</p> <p data-bbox="434 578 623 604">Technical Support</p> <p data-bbox="434 618 1184 699">Submit online service requests, check the status of your requests, search the knowledge base, access documentation, and download maintenance packs and hotfixes.</p> <p data-bbox="434 716 556 743">User Group</p> <p data-bbox="434 756 1220 812">Participate in user groups; view webinars, presentations, the CustomerConnection newsletter, and the Upcoming Events calendar.</p> <p data-bbox="434 829 592 855">Product Center</p> <p data-bbox="434 869 1231 951">Download product updates, maintenance packs, and patches; view the Product Interoperability matrix (supported third-party products and interoperability between products).</p> <p data-bbox="434 968 612 994">Developer Center</p> <p data-bbox="434 1008 1166 1064">Download developer tools, view code samples, access technical articles, and participate in discussions.</p> <p data-bbox="434 1081 628 1107">Education Services</p> <p data-bbox="434 1121 1213 1203">Review the available education options, then choose courses by role and delivery method (Live Studio, Public Classroom Training, Remote Classroom, Private Training, or Self-Paced eLearning).</p> <p data-bbox="434 1220 579 1246">Profile Center</p> <p data-bbox="434 1260 1227 1281">Manage your implementation details, local user accounts, subscriptions, and more.</p> <p data-bbox="434 1298 1231 1380">If you do not see the Support Center when you log in to one.bea.com/support, contact ALUISupport@bea.com or ALBPMSupport@bea.com for the appropriate access privileges.</p>

Table 1-3 Other BEA Resources

Resource	Description
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 or ALBPMSupport@bea.com</p> <p>Phone Numbers:</p> <p>USA, Canada +1 866.262.7586 or +1 415.263.1696</p> <p>EMEA +44 1494 559127</p> <p>Asia Pacific +61 2.9931.7822</p> <p>Australia/NZ +61 2.9923.4030</p> <p>Singapore +1 800.1811.202</p>

Installation Prerequisites

Before you run the installer, complete the following steps to prepare your network and host machines for deployment of Publisher:

1. Download the most up-to-date documentation from edocs.bea.com.
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 and on edocs.
3. Provision host machines and configure software dependencies for your deployment. For details on software requirements, see “[Hardware and Software Requirements](#)” on page 2-1.
4. Organize the information you need for the installation process by completing the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
5. Verify that you have administrative access to the machines where Publisher will be installed. For details, see “[User and Group Requirements](#)” on page 2-3.
6. Create and configure the databases for Publisher. For details, see “[Creating and Configuring the Databases](#)” on page 2-3.

Hardware and Software Requirements

Note: For the most current platform support information, refer to the Interoperability Matrix in the Product Center at support.plumtree.com. For more information on the role of

Publisher as a part of your complete AquaLogic User Interaction deployment, refer to the *Deployment Guide for BEA AquaLogic User Interaction*.

Caution: IPv6 is not supported. You should verify that IPv6 is not enabled prior to installing Publisher

The following table describes the hardware, operating system and software requirements for Publisher.

Table 2-1 Hardware and Software Requirements

Component	Requirement
Publisher Host Machine	<p>Hardware</p> <ul style="list-style-type: none"> • Dual 1.8 GHz or higher, with 2 MB L2 cache • 1 GB memory • 40 GB disk space <p>Operating System</p> <ul style="list-style-type: none"> • AIX 5.3, on POWER3, POWER4, POWER5 • HP-UX 11i V2, on Itanium • Red Hat Enterprise Linux 4 Update 5, on x86 • Microsoft Windows Server 2003 SP1 or R2, SP2, on x86 , 32-bit only • Solaris 9, and 10, on SPARC • SUSE Enterprise Linux 9, on x86 <p>AIX requires these patches:</p> <ul style="list-style-type: none"> • AIX 5.3 Service pack 5300-05-06 • July 2007 IBM C++ Runtime Environment Component for AIX <p>Solaris 9 requires these patches:</p> <ul style="list-style-type: none"> • 111711-15 (32-bit Shared library patch for C++) • 111712-15 (64-bit Shared library patch for C++)
Database Server Host Machine	<ul style="list-style-type: none"> • Microsoft SQL Server 2005 with SQL Server 2000 compatibility level (Windows installations of Publisher only) • Oracle 9i (9.2.0.7 and above) in default or Oracle RAC configuration • Oracle 10g R2 (10.2.0.x and above) in default or Oracle RAC configuration

Table 2-1 Hardware and Software Requirements

Component	Requirement
Browser Requirements	<ul style="list-style-type: none"> • Administrative Users: Internet Explorer 6.0, 6.0 SP1, 6.0 SP2, 7.0 • Contributing Users: Internet Explorer 6.0, 6.0 SP1, 6.0 SP2, 7.0 ; Firefox 2.0; Netscape 7.2, 8.0 • Browsing Users: Safari 3.0, and all of the above
Portal Compatibility	AquaLogic Interaction 6.1 MP1, 6.5

User and Group Requirements

When installing on Unix, it is recommended to use the same local user and group for all AquaLogic User Interaction services. For convenience, **preinstall.sh**, a script to create users, groups and directories, is provided in the Product Center. For details on using preinstall.sh, see *Upgrade Guide for AquaLogic Interaction 6.1 to 6.5* and *Upgrade Guide for AquaLogic Interaction 6.0 to 6.5*.

When installing on Windows, you must log in to the host machine as a local administrator.

Creating and Configuring the Databases

This section describes how to create and configure the databases used by Publisher. It is expected that the person setting up the Publisher databases has a strong understanding of database system administration.

To set up the Publisher databases, follow the steps in the subsection appropriate to your environment:

- To set up the Publisher databases on Microsoft SQL Server 2000, see [“Creating and Configuring Databases on Microsoft SQL Server 2000” on page 2-4](#).
- To set up the Publisher databases on Microsoft SQL Server 2005, see [“Creating and Configuring Databases on Microsoft SQL Server 2005” on page 2-5](#).
- To set up the Publisher databases on Oracle, see [“Creating and Configuring Tablespaces on Oracle” on page 2-7](#).

Creating and Configuring Databases on Microsoft SQL Server 2000

This section describes how to create and configure the Publisher database on Microsoft SQL Server 2000.

Note: The Publisher and Workflow databases can be set up on the same server or separate servers.

Creating and Configuring the Publisher Database

To set up the Publisher database on SQL Server 2000:

1. Create the Publisher database:
 - a. Set the Publisher database name to the name you specified for the Publisher database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - b. Verify that the initial size of the Publisher database is sufficient for your Publisher deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.
2. Create the Publisher database user:
 - a. Create the Publisher database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - b. Configure the Publisher database user to use **SQL Server Authentication**.
 - c. Set the Publisher database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - d. Set the Publisher database user's default database to the Publisher database.
 - e. Grant the Publisher database user the **public** and **db_owner** roles for the Publisher database.
 - f. On the Publisher database **Properties | Permissions** tab, grant the Publisher database user all permissions on the Publisher database.

Creating and Configuring the Workflow Database

To set up the Workflow database on SQL Server on SQL Server 2000:

1. Create the Workflow database with the name you specified for the Workflow database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
2. Verify that the initial size of the Workflow database is sufficient for your Publisher deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.
3. Create the Workflow database user:
 - a. Create the Workflow database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - b. Configure the Workflow database user to use **SQL Server Authentication**.
 - c. Set the Workflow database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - d. Set the Workflow database user's default database to the Workflow database.
 - e. Grant the Workflow database user the **public** and **db_owner** roles for the Workflow database.
 - f. On the Workflow database **Properties | Permissions** tab, grant the Workflow database user all permissions on the Workflow database.

Creating and Configuring Databases on Microsoft SQL Server 2005

This section discusses how to create and configure the Publisher and Workflow databases on Microsoft SQL Server 2005.

Note: The Publisher and Workflow databases can be set up on the same server or separate servers.

Creating and Configuring the Publisher Database

To set up the Publisher database on Microsoft SQL Server 2005:

1. Configure the SQL Server instance to use **SQL Server and Windows Authentication mode**.
2. Create the Publisher database:
 - a. Set the Publisher database name to the name you specified for the Publisher database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - b. Verify that the initial size of the Publisher database is sufficient for your Publisher deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.
 - c. Configure the Publisher database to use **SQL Server 2000 (80) compatibility level**.
3. Create the Publisher database user:
 - a. Create the Publisher database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - b. Configure the Publisher database user to use **SQL Server Authentication**.
 - c. Set the Publisher database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - d. Set the Publisher database user's default database to the Publisher database.
 - e. Grant the Publisher database user the **sysadmin** server role.

Creating and Configuring the Workflow Database

To set up the Workflow database on Microsoft SQL Server 2005:

1. Configure the SQL Server instance to use **SQL Server and Windows Authentication mode**.
2. Create the Workflow database:
 - a. Set the Workflow database name to the name you specified for the Workflow database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.

- b. Verify that the initial size of the Workflow database is sufficient for your Publisher deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.
 - c. Configure the Workflow database to use **SQL Server 2000 (80) compatibility level**.
3. Create the Workflow database user:
 - a. Create the Workflow database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - b. Configure the Workflow database user to use **SQL Server Authentication**.
 - c. Set the Workflow database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - d. Set the Workflow database user's default database to the Workflow database.
 - e. Grant the Workflow database user the **sysadmin** server.

Creating and Configuring Tablespaces on Oracle

This section discusses how to create and configure the Publisher and Workflow tablespaces on Oracle.

Creating and Configuring the Publisher Tablespace

To set up the Publisher tablespace on Oracle:

1. Create the Publisher tablespace:
 - a. Create a new tablespace for Publisher in the portal database instance.
 - b. Use the name you designated for the Publisher tablespace when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - c. Verify that the initial size of the tablespace is sufficient for your Publisher deployment. For a relatively small installation, configure a tablespace that is at least 100 MB. For a

large enterprise with as many as 20,000 users, configure a tablespace that is as large as 1 GB.

- d. Configure the newly created Publisher tablespace to **Automatically extend data file**.
2. Create the Publisher schema user:
 - a. Use the name you designated for the Publisher schema user when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - b. Grant the Publisher schema user default ownership of the newly created Publisher tablespace.
 - c. Grant the Publisher schema user the **Resource** role.

Creating and Configuring the Workflow Tablespace

To set up the Workflow tablespace on Oracle:

1. Create the Workflow tablespace:
 - a. Create a new tablespace for Workflow in the portal database instance.
 - b. Use the name you designated for the Workflow tablespace when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - c. Verify that the initial size of the tablespace is sufficient for your Publisher deployment. For a relatively small installation, configure a tablespace that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a tablespace that is as large as 1 GB.
 - d. Configure the newly created Workflow tablespace to **Automatically extend data file**.
2. Create the Workflow schema user:
 - a. Use the name you designated for the Workflow schema user when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.
 - b. Grant the Workflow schema user default ownership of the newly created Workflow tablespace.

- c. Grant the Workflow schema user the **Resource** role.
- d. (**Oracle 10g R2 only**) Grant the Workflow schema user the **CREATE VIEW** privilege.

Installation Prerequisites

Installation

This chapter describes how to install Publisher. If you are upgrading Publisher, refer to [Chapter 4, “Upgrade.”](#)

To install Publisher:

1. Verify that you have completed the installation prerequisites. For details, see [Chapter 2, “Installation Prerequisites.”](#)
2. Install the Publisher components. For details, see [“Installing the Publisher Components” on page 3-1.](#)
3. Create the Workflow database schema. For details, see [“Creating the Workflow Database Schema” on page 3-8.](#)
4. Import the Publisher migration package. For details, see [“Importing the Publisher Migration Package” on page 3-9.](#)
5. Start and verify the Publisher installation. For details, see [“Starting and Verifying the Installation” on page 3-10.](#)
6. Import the Published Content Portlets migration package. For details, see [“Importing the Published Content Portlets Migration Package” on page 3-11.](#)

Installing the Publisher Components

This section describes how to install the Publisher components. The Publisher components are:

- Image Service files
- Publisher

Note: If you want to install the Image Service on a machine other than the Publisher host machine, you must also run the installer on that machine. Select **Custom** when the installer wizard asks you to choose components to install. Install the Publisher component on the Publisher host machine. Install the Image Service component on the machine hosting the Image Service.

Note: You must create and configure the Publisher database and perform all post-installation steps before starting Publisher.

Launching the Publisher Installer on Unix

The Publisher installer is a graphical X-Windows client when run in interactive mode. If you are running the installer on a remote terminal, verify that your `DISPLAY` is set appropriately.

To launch the Publisher installer on a Unix host:

1. Log in to the Unix host as the local administrator.
2. Copy the installer to a temporary location and run it as follows:

```
$ ./ALPublisher_v6-5
```

Complete the installation wizard pages according to the settings you planned when you completed the configuration worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.

Completing the Installer Wizard Pages on Unix

The following table describes the Publisher installer wizard pages. The wizard pages that appear vary according to the selections you choose.

Note: If the installer setting does not apply to the Publisher components you are installing, the installer does not display the wizard page.

Table 3-1 Publisher Installer Wizard Pages for Unix

Wizard Page	Description
Introduction	This installer wizard page provides a brief description of the installer.
License Agreement	Read and accept the license agreement.
Choose components	Select either Complete or Custom . A custom installation allows you to install Publisher and Image Service files on separate computers. Workflow and Publisher Search Libraries are automatically installed with Publisher.
Configuration	<p>Select Full Configuration or Published Content Configuration.</p> <p>Full Configuration installs all Publisher functions on the current machine.</p> <p>If you want to load-balance published content, you can have one server host Publisher administrative functions and published content while additional servers host only published content. To do this, select Full Configuration for the administrative host machine and Published Content Configuration for each machine hosting only published content. For more information on setting up a Publisher instance for redirecting to published content, see Appendix B, “Clustering.”</p>
Installation Folder	<p>Accept the default installation folder or select a different folder in which to install Publisher.</p> <p>Default: <code>/opt/bea/alui</code></p> <p>Note: In the rest of this guide, the installation folder that you choose is referred to as <i>install_dir</i>. By default, <i>install_dir</i> is <code>/opt/bea/alui</code>.</p> <p>Note: (Non-Linux Systems Only) If you are installing Publisher on the same computer on which AquaLogic Interaction 6.5 is installed, you must install Publisher into a different installation folder than the AquaLogic Interaction installation folder. For example, if the AquaLogic Interaction installation folder is <code>/opt/bea/alui</code>, install Publisher into a folder that is different than <code>/opt/bea/alui</code>, such as <code>/opt/bea/alui_other</code>.</p>
Application Host and Port	<p>Enter the fully qualified domain name and port number that Publisher web components will use to handle requests.</p> <p>Example host: <code>publisher.mycompany.com</code></p> <p>Example port: <code>7087</code></p>
Publisher Database	Select either SQL Server or Oracle as the database Publisher will use.

Table 3-1 Publisher Installer Wizard Pages for Unix

Wizard Page	Description
Publisher Database Connection Information	Enter connection information for the Publisher database, such as host name, port, database service name, and administrative user information.
Workflow Database	Select either SQL Server or Oracle as the database Workflow will use.
Workflow Database Connection Information	Enter connection information for the Workflow database, such as host name, port, database service name, and administrative user information.
Portal Database	Select either SQL Server or Oracle as the database used by the portal.
Portal Database Connection Information	Enter connection information for the portal database. These are the database host name, port, service name, and database administrative user information that were created for the portal database when AquaLogic Interaction was installed.
Path to Image Service Files	Enter the path to the Image Service folder. Example location: /opt/bea/alui/ptimages
Published Content	Select whether to use Defaults or Custom Configuration for published content.
Custom Published Content Configuration	Note: This panel appears if you selected Custom Configuration in the Published Content panel. Publisher uses the Published Content URL to access published content. The Published Content Folder stores content published by Publisher. Default Published Content URL: <code>http://<machine_name>:<port>/publishedcontent</code> Default Published Content Folder: <code><install_dir>/ptcs/publishedcontent</code>
Portal Settings: Document Repository Service	Enter the fully qualified domain name and port number for the portal Document Repository Service. Example host: <code>doc-repository.mycompany.com</code> Example port: 8020
Search Service	Enter the fully qualified domain name and port number for the Search Service. Example host: <code>searchhost.mycompany.com</code> Example port: 15250

Table 3-1 Publisher Installer Wizard Pages for Unix

Wizard Page	Description
SMTP Notification Settings	Enter the name of the SMTP server and the notification email address that will be used for Workflow notification emails. Example host: mail.mycorp.com Example email address: portaladmin@mycorp.com
Authentication Information	Specify the authentication ID and password for the portal to use when it connects to Publisher. Default Authentication ID: authenticationid
Default Language	Select the language for searching Publisher objects.
Pre-Installation Summary	Review the list of components to be installed. Click Install .
Install Complete	Choose to restart the system now or restart it manually. The system must be restarted to complete the installation. Click Done .

Launching the Publisher Installer on Windows

To launch the Publisher installer on a Windows host:

1. Log in to the Windows host as the local Administrator.
2. Copy the **ALPublisher_v6-5.exe** installer to a temporary location.
3. Close all unnecessary windows and applications.
4. Double-click **ALPublisher_v6-5.exe** to launch the installer.

Complete the installation wizard pages according to the settings you planned when you completed the configuration worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.5*.

Completing the Installer Wizard Pages on Windows

The following table describes the Publisher installer wizard pages. The wizard pages that appear vary according to the selections you choose.

Note: If the installer setting does not apply to the Publisher components you are installing, the installer does not display the wizard page.

Table 3-2 Publisher Installer Wizard Pages for Windows

Wizard Page	Description
Introduction	This installer wizard page provides a brief description of the installer.
License Agreement	Read and accept the license agreement.
Choose components	Select either Complete or Custom . A custom installation allows you to install Publisher and Image Service files separately. Workflow and Publisher Search Libraries are automatically installed with Publisher.
Configuration	<p>Select Full Configuration or Published Content Configuration. Full Configuration installs all Publisher functions on the current machine.</p> <p>If you want to load-balance published content, you can host Publisher administrative functions on one server and published content on another server or servers. To do this, select Full Configuration for the administrative host machine and Published Content Configuration for each machine serving only published content. For more information on setting up a Publisher instance for redirecting to published content, see Appendix B, “Clustering.”</p>
Installation Folder	<p>Accept the default installation folder or select a different folder in which to install Publisher.</p> <p>Default: C:\bea\alui</p> <p>Note: In the rest of this guide, the installation folder that you choose is referred to as <i>install_dir</i>. By default, <i>install_dir</i> is C:\bea\alui.</p>
Application Host and Port	<p>Enter the fully qualified domain name and port number that Publisher web components will use to handle requests. Indicate whether the components should use http or https.</p> <p>Example host: publisher.mycompany.com</p> <p>Example port: 7087</p>
Publisher Database	Select either SQL Server or Oracle as the database Publisher will use.
Publisher Database Connection Information	Enter connection information for the Publisher database, such as host name, port, database service name, and administrative user information.
Workflow Database	Select either SQL Server or Oracle as the database Workflow will use.

Table 3-2 Publisher Installer Wizard Pages for Windows

Wizard Page	Description
Workflow Database Connection Information	Enter connection information for the Workflow database, such as host name, port, database service name, and administrative user information.
Portal Database	Select either SQL Server or Oracle as the database used by the portal.
Portal Database Connection Information	Enter connection information for the portal database, such as host name, port, database service name, and administrative user information.
Path to Image Service Files	Enter the path to the Image Service folder. Example location: c:\bea\alui\ptimages
Published Content	Select whether to use Defaults or Custom Configuration for published content.
Custom Published Content Configuration	<p>Note: This panel appears if you selected Custom Configuration in the Published Content panel.</p> <p>Publisher uses the Published Content URL to access published content. The Published Content Folder stores content published by Publisher.</p> <p>Default Published Content URL: http://<machine_name>:<port>/publishedcontent</p> <p>Default Published Content Folder: <install_dir>\ptcs\publishedcontent</p>
Portal Settings: Document Repository Service	<p>Enter the fully qualified domain name and port number for the portal Document Repository Service.</p> <p>Example host: doc-repository.mycompany.com</p> <p>Example port: 8020</p>
Search Service	<p>Enter the fully qualified domain name and port number for the Search Service.</p> <p>Example host: searchhost.mycompany.com</p> <p>Example port: 15250</p>
SMTP Notification Settings	<p>Enter the name of the SMTP server and the notification email address that will be used for Workflow notification emails.</p> <p>Example host: mail.mycorp.com</p> <p>Example email address: portaladmin@mycorp.com</p>
Authentication Information	<p>Specify the authentication ID and password for the portal to use when it connects to Publisher.</p> <p>Default Authentication ID: authenticationid</p>

Table 3-2 Publisher Installer Wizard Pages for Windows

Wizard Page	Description
Default Language	Select the language for searching Publisher objects.
Pre-Installation Summary	Review the list of components to be installed. Click Install .
Install Complete	Choose to restart the system now or restart it manually. The system must be restarted to complete the installation. Click Done .

Creating the Workflow Database Schema

This section describes how to create the Workflow database schema on Oracle or Microsoft SQL Server. It is expected that the person setting up the Workflow database has a strong understanding of database system administration.

To create the Workflow database schema, follow the steps in the subsection appropriate for your environment:

- [“Creating the Workflow Database Schema on Microsoft SQL Server” on page 3-8.](#)
- [“Creating the Workflow Database Schema on Oracle” on page 3-9.](#)

There are no post-installation configuration steps for the Publisher database.

Creating the Workflow Database Schema on Microsoft SQL Server

To create the Workflow schema on Microsoft SQL Server:

1. Copy the `<install_dir>\ptworkflow\6.5\sql\mssql\create_schema.sql` script from the Publisher host machine to the Workflow database host machine.
2. As the Workflow database user, run the **create_schema.sql** script on the Workflow database. For information on the Workflow database and database user, see the database creation section appropriate for your version of Microsoft SQL Server:

[“Creating and Configuring Databases on Microsoft SQL Server 2000” on page 2-4](#) or

[“Creating and Configuring Databases on Microsoft SQL Server 2005” on page 2-5.](#)

Creating the Workflow Database Schema on Oracle

To create the Workflow schema on Oracle:

1. Locate the appropriate version of the **create_schema.sql** script on the Publisher host machine:
`<install_dir>/ptworkflow/6.5/sql/oracle9.2/create_schema.sql`
`<install_dir>/ptworkflow/6.5/sql/oracle10/create_schema.sql`
2. Copy the **create_schema.sql** script to the Workflow database host machine.
3. As the Workflow database user, run the **create_schema.sql** script on the Workflow tablespace. For information on the Workflow database and database user, see [“Creating and Configuring Tablespaces on Oracle”](#) on page 2-7.
4. Increase the open cursors on the Workflow tablespace to 10,000.

Importing the Publisher Migration Package

This section describes how to import the Publisher migration package. Importing the Publisher migration package creates portal objects such as Web services, content sources, and intrinsic portlets used by Publisher.

To import the Publisher .pte file:

1. Verify that AquaLogic Interaction Search is running.
2. From the Administration Select Utility drop-down list, use the **Migration - Import** utility to import the **publisher.pte** file, which is located in the following location on the Publisher host machine:
 - On **Unix**: `<install_dir>/ptcs/6.5/serverpackages/`
 - On **Windows**: `<install_dir>\ptcs\6.5\serverpackages\`

Select **Overwrite Remote Servers**. If necessary, adjust other import settings.

For details on using the Migration - Import utility, see *Administration Guide for BEA AquaLogic Interaction*.

Starting and Verifying the Installation

This section describes how to start Publisher and verify operation.

Starting Publisher

Note: Verify that AquaLogic Interaction Search and the AquaLogic Interaction Document Repository are running before starting Publisher.

To start Publisher:

- On **Unix**: From the command line, run `$ <install_dir>/ptcs/6.5/bin/service.sh start`.
- On **Windows**, there are two options:
 - From Services, select and start the **BEA ALI Publisher** service.
 - From the command line, run `<install_dir>\ptcs\6.5\bin\service.bat start`.

Running the Diagnostic Utilities

To verify Publisher operation, run the diagnostic utilities included in the Publisher installation:

1. Browse to the Publisher diagnostics page:
`http://<publisher_host>:<port>/ptcs/console/index.jsp`
Enter the authentication ID and password you created during installation in the authentication challenge box.
2. If you are licensed for and plan to use Workflow, browse to the Workflow diagnostics page:
`http://<publisher_host>:<port>/wfconsole`
Enter the authentication ID and password you created during installation in the authentication challenge box.

Note: If you are licensed for Publisher only to support portal branding, you do not need Workflow and may disable it. For information on disabling Workflow, see Knowledge Base article DA_222501, “Enabling and Disabling Workflow Server.”

Use the error messages to correct any configuration problems. For additional troubleshooting information, see [Appendix C, “Troubleshooting.”](#)

Importing the Published Content Portlets Migration Package

This section describes how to import the published content migration package. Importing the published content migration package creates templates that you can use to create Publisher portlets.

To import the Published Content Portlets migration package:

1. Verify that Publisher is running.
2. From the Administration Select Utility drop-down list, use the **Migration - Import** utility to import the **published_content_portlets.ptc** file, which is located in the following location on the Publisher host machine:
 - On **Unix**: `<install_dir>/ptcs/6.5/serverpackages/`
 - On **Windows**: `<install_dir>\ptcs\6.5\serverpackages\`

If necessary, adjust any import settings.

For details on using the Migration - Import utility, see Administration Guide for BEA AquaLogic Interaction.

After the migration is complete, a new folder called “Portlet Templates” appears in Publisher Explorer containing the Publisher objects that comprise the default portlet templates. If you are upgrading from 6.0 or higher, this folder is called “Portlet Templates (2).” You can delete the old “Portlet Templates” folder and reapply any customizations to the new objects in “Portlet Templates (2).” Default templates in the old “Portlet Templates” folder are no longer used, but existing portlets created from them will continue to work.

Installation

Upgrade

This chapter describes the process of upgrading from previous versions of Plumtree Content Server and AquaLogic Interaction Publisher to the current version.

Upgrade Paths

This section describes the paths that are available to upgrade to Publisher 6.5.

Note: All upgrade paths are between two systems of the same operating system brand, but not necessarily the same operating system version. Check current hardware and software requirements and make any required upgrades to operating system or database software prior to proceeding with the Publisher upgrade.

Upgrade Path	Upgrade References
Content Server 6.1, Publisher 6.2, Publisher 6.3, or Publisher 6.4 to Publisher 6.5	Follow the procedure described in “Upgrading from Publisher (Content Server) 6.1, 6.2, 6.3, or 6.4 to Publisher 6.5” on page 4-2.
Content Server 6.0 to Publisher 6.5	Follow the procedures in described in “Upgrading from Content Server 6.0 to Publisher 6.5” on page 4-3

Upgrading from Publisher (Content Server) 6.1, 6.2, 6.3, or 6.4 to Publisher 6.5

To upgrade from Content Server 6.1, Publisher 6.2, Publisher 6.3, Publisher 6.4 to Publisher 6.5:

1. Run the Publisher installer. For details, see [“Running the Installer During Upgrade” on page 4-3](#).
2. If you are upgrading from Content Server 6.1, upgrade the Workflow database. For details, see [“Upgrading the Workflow Database” on page 4-5](#).
3. Import the Publisher migration package. For details, see [“Importing the Publisher Migration Package” on page 3-9](#).
4. Start Publisher and verify the installation. For details, see [“Starting and Verifying the Installation” on page 3-10](#).
5. Upgrade the default Publisher portlet templates. For details, see [“Importing the Published Content Portlets Migration Package” on page 3-11](#).

Note: If you have customized the object properties, such as the name or description, of the default portlet templates, make copies of the portlet templates before importing the published content portlets migration package. These customizations will be overwritten and will need to be reapplied. Customizations to the Publisher settings will not be overwritten.

6. If your published content is located on the Publisher host machine and deployed by the Publisher application server, update the publishing targets to reflect any changes from your previous installation. For details, see [“Updating Publishing Targets” on page 4-5](#).

Note: If you are upgrading from Publisher 6.4, this step does not apply unless you install Publisher 6.5 to a directory different than that of the Publisher 6.4 installation.

7. Re-index Publisher objects by performing one of the following:
 - Republish all content items that you want to be included in the search index.
 - Republish all content folders that contain content items that you want to be included in the search index.
 - Republish the entire Publisher hierarchy.

Note: When you republish the entire Publisher hierarchy, all Publisher objects will be included in the search index. This includes objects that were not published and indexed before upgrading to Publisher 6.5.

For details on publishing, see *Administrator Guide for AquaLogic Interaction Publisher*.

Upgrading from Content Server 6.0 to Publisher 6.5

To upgrade from Content Server 6.0 to Publisher 6.5:

1. Run the Publisher installer. For details, see [“Running the Installer During Upgrade” on page 4-3](#).
2. **(Oracle only)** Upgrade the Workflow database. For details, see [“Upgrading the Workflow Database” on page 4-5](#).
3. Import the Publisher migration package. For details, see [“Importing the Publisher Migration Package” on page 3-9](#).
4. Start Publisher and verify the installation. For details, see [“Starting and Verifying the Installation” on page 3-10](#).
5. Upgrade the default Publisher portlet templates. For details, see [“Importing the Published Content Portlets Migration Package” on page 3-11](#).

Note: If you have customized the object properties, such as the name or description, of the default portlet templates, make copies of the portlet templates before importing the published content portlets migration package. These customizations will be overwritten and will need to be reapplied. Customizations to the Publisher settings will not be overwritten.

6. If your published content is located on the Publisher host machine and deployed by the Publisher application server, update the publishing targets to reflect any changes from your previous installation. For details, see [“Updating Publishing Targets” on page 4-5](#).

Running the Installer During Upgrade

To run the installer during upgrade:

1. Back up the existing Portal, Publisher and Workflow databases.

This allows you to recover your data if there is a problem during installation. For more information, see your database documentation.

2. For Content Server 6.1 and higher:
 - a. Stop the Publisher (Content Server) service, Search service, Automation Service and Document Repository Service.

- b. Clear the application server's work directory. By default, this directory is located in:

Unix: `<install_dir>/common/container/tomcat/<version>/work`

Windows: `<install_dir>\common\container\tomcat\<version>\work`

3. For Content Server 6.0:

- a. Stop the application server that hosts Content Server.
- b. Stop the Workflow Server service.
- c. If you installed the published content directory in the default location, `\plumtree\ptcs\publishedcontent`, back up your published content directory.
- d. Uninstall the existing version of Content Server. Verify that the application is removed from the application server after uninstall.

Note: If you want to continue running Publisher on the same port that the legacy application server was on, change the port used by the application server to avoid a port conflict.

- e. If your published content is deployed on the same application server as Content Server and you want to deploy it to the new Publisher application server, undeploy it from the legacy application server.

Note: If you will not use the legacy application server for published content, then disable the service or set it to start manually.

4. Copy the installer file to the directory where you installed the previous version of Publisher.

This allows the installer to use the silent properties file created by previous installations.

For more information on using the silent properties file, see [Appendix A, "Installer Properties File."](#)

5. Install the Publisher components as described in ["Installing the Publisher Components" on page 3-1.](#)

Note: Non-Linux Systems Only) If you are installing Publisher on the same computer on which AquaLogic Interaction 6.5 is installed, you must install Publisher into a different installation folder than the AquaLogic Interaction installation folder. For example, if the AquaLogic Interaction installation folder is `/opt/bea/alui`, install Publisher into a folder that is different than `/opt/bea/alui`, such as `/opt/bea/alui_other`.

6. **(Windows only)** When the installer prompts you, reboot the machine. If you do not reboot, certain PATH environment variable changes might not take effect, and you will get errors when you try to deploy and start the applications.

You do not need to reboot a Unix machine.

Upgrading the Workflow Database

This table describes the steps to upgrade an existing Workflow database to Publisher 6.5 specifications.

Table 4-1 Workflow Database Upgrade Instructions

Existing Configuration	Workflow Database Upgrade Instructions
Content Server 6.x; no existing Workflow database.	<ul style="list-style-type: none"> Create a Workflow database and user with the information you entered in the installer. Refer to “Creating and Configuring the Databases” on page 2-3 for full details on database and user creation for the database you are using. As the Workflow database user, run the script appropriate to your database: <code><install_dir>\ptworkflow\6.5\sql\mssql\create_schema.sql</code> <code><install_dir>\ptworkflow\6.5\sql\oracle9.2\create_schema.sql</code> <code><install_dir>\ptworkflow\6.5\sql\oracle10\create_schema.sql</code>
Content Server 6.0 and 6.1; existing Workflow database	<ul style="list-style-type: none"> As the Workflow database user, run the script appropriate to your database: <code><install_dir>\ptworkflow\6.5\sql\mssql\upgrade_schema6.2.sql</code> <code><install_dir>\ptworkflow\6.5\sql\oracle9.2\upgrade_schema6.2.sql</code> <code><install_dir>\ptworkflow\6.5\sql\oracle10\upgrade_schema6.2.sql</code>
Publisher 6.2, 6.3, or 6.4	<ul style="list-style-type: none"> No upgrade scripts are necessary.

Updating Publishing Targets

Note: This section applies only to installations in which published content is deployed by the Publisher application server or located in the Publisher installation directory on the Publisher host machine.

After upgrading from earlier versions of Content Server or Publisher, it may be necessary to modify the publishing targets to reflect a new published content URL or file system location.

1. If your published content is located on the same host as Publisher, copy or move your published content from the old location to the new installation directory structure.

If you have accepted all defaults, the old location is:

\plumtree\ptcs\publishedcontent

and the new location is:

\bea\alui\ptcs\publishedcontent

2. Point Publisher to the new published content location. From Publisher Explorer, right-click on the root node and select **Publishing Target**.

- a. Update the publishing target:

- On the Publish tab, update the **Transfer Path** to point to the new published content location.
- If your Publisher port has changed, update the **Browser Path** to reflect the new port number.
- Click **Test Publish Target** to verify the new publishing target.

- b. Update the preview target:

- On the Preview tab, update the **Transfer Path** to point to the new published content location.
- If your Publisher port has changed, update the **Browser Path** to reflect the new port number.
- Click **Test Preview Target** to verify the new preview target.

- c. Click **Finish** to save your changes.

3. Change the gateway URL prefixes for the Publisher Web services:

- a. In the Admin Objects Directory, open the folder in which the Publisher Web services were created.

- b. Edit the **Published Content** Web service:

On the HTTP Configuration page, under **Gateway URL Prefixes**, update the publish and preview URLs to the correct values.

Example:

```
http://<publisher_host>:<port>/publishedcontent/publish  
http://<publisher_host>:<port>/publishedcontent/preview
```


Note: The URL prefix is ignored if the value in the text box begins with “http://” or https://.

- c. Edit the **Publisher Administration** Web service:

On the HTTP Configuration page, under **Gateway URL Prefixes**, update the preview URL to the correct values.

Example:

```
http://<publisher_host>:<port>/publishedcontent/preview
```

Note: The URL prefix is ignored if the value in the text box begins with “http://” or https://.

4. Republish your existing published content. To republish the entire directory, right-click on the root node in Publisher Explorer and select **Publish**.

Additional Information for Content Server 6.0 Upgrades

The following are important differences between Publisher 6.5 and versions of Content Server prior to Content Server 6.1:

- **Simplified Deployment:** Publisher 6.5 contains a significant change in the deployment configuration for the product. Instead of installing the product, installing a separate application server, and deploying a WAR file to the application server, Publisher 6.5 is self-contained. It includes the runtime components needed for HTTP/HTTPS processing, and no longer requires a separate application server. This change makes the product easier to install and maintain.
- **BEA AquaLogic Publisher Service:** After you install or upgrade to 6.5, there is a single service (or daemon on Unix) that starts and stops both the Publisher and Workflow applications. The service is controlled from the Services control panel on Windows and from the command line on Unix. In versions prior to 6.1, Content Server was deployed to a separate application server, and Workflow was a standalone service. For more information on starting and stopping the Publisher Service, see [“Starting and Verifying the Installation” on page 3-10](#).
- **Single port number:** The BEA AquaLogic Publisher Service runs on a single port number. In versions prior to 6.1, the Content Server Web application ran on one port number, and the Workflow Server ran on a different port number. We recommend the use of port 7087 for the BEA AquaLogic Publisher Service. Version 6.5 includes a

Upgrade

container.conf file containing any port number settings that need to be changed after installation.

Installer Properties File

The Publisher installer can take a properties file as an argument to configure many Publisher deployment properties. The installer expects this file to exist in the directory in which it is run. If the installer does not use a properties file to configure portal properties, it generates a file named **AquaLogic Interaction Publisher_v6.5_silent.properties** in the directory in which it is run. You can copy this file to subsequent host machines before you run the installer. This ensures consistent data entry for the portal contained in the file. These properties are described in the following table.

Note: The properties file is used only for installation and does not reflect the running configuration of Publisher; you do not need the properties file to run or maintain Publisher.

The table below shows sample contents of a properties file.

Table A-1 Sample Properties File

System Configuration/Property	Example Value
PRIMARY_IMAGE_SERVER_URL	http://<machine_name>:<port>/imageserver
SEARCH_SERVER_HOST	<machine_name>
SEARCH_SERVER_PORT	15250
PUBLISHED_CONTENT_URL	http://<machine_name>:<port>/publishedcontent
PUBLISHED_CONTENT_PATH	Unix: /opt/bea/alui/ptcs/publishedcontent Windows: C:\bea\alui\ptcs\publishedcontent

Table A-1 Sample Properties File

System Configuration/Property	Example Value
AUTHENTICATION_ID	<authenticationid>
AUTHENTICATION_PASSWORD	<password>
DOCUMENT_REPOSITORY_HOST	<machine_name>
DOCUMENT_REPOSITORY_PORT	8020
PORTAL_DB_HOST	<machine_name>
PORTAL_DB_PORT	1433
PORTAL_DB_NAME	alidb
PORTAL_DB_LOGIN	alidbuser
PORTAL_DB_PASSWORD	<empty_field>
TEMPLATING_ENGINE_DB_HOST	<machine_name>
TEMPLATING_ENGINE_DB_PORT	1433
WORKFLOW_DB_HOST	<machine_name>
WORKFLOW_DB_PORT	1433
WORKFLOW_DB_NAME	workflowdb
WORKFLOW_DB_LOGIN	workflowdbuser
WORKFLOW_DB_PASSWORD	<empty_field>

Clustering

This appendix describes how Publisher supports limited clustering in order to provide high availability of published content.

Note: If you do not currently have any Publisher published content, create a Publisher portlet using your full Publisher installation, add it to a page, and verify that the portlet is displayed correctly. After setting up the Published Content Redirector, use this portlet to verify that published content can still be accessed.

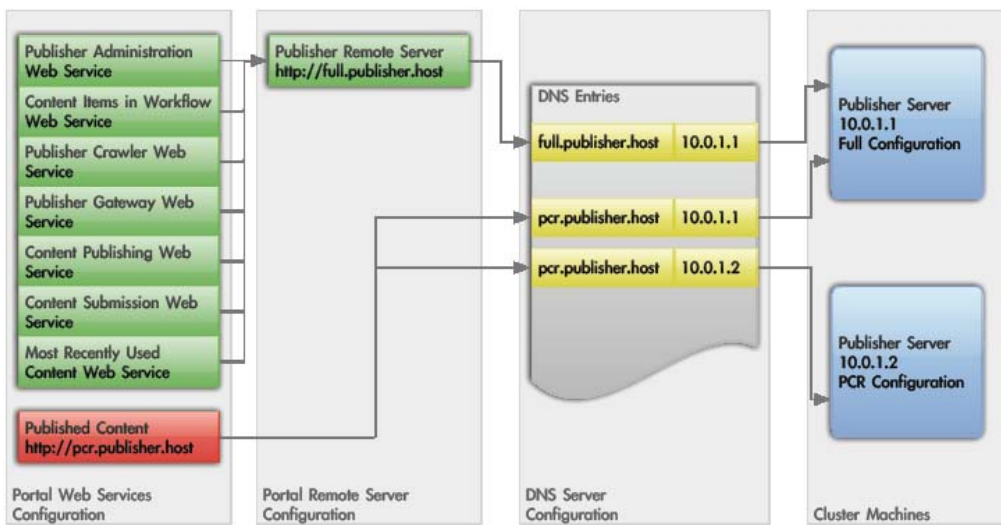
To install a clustered configuration:

1. Undeploy your published content from the default location. For details, see [“Undeploying Published Content” on page B-2](#).
2. Install the Published Content Configuration instance of Publisher. For details, see [“Installing the Published Content Configuration” on page B-3](#).
3. Start and verify the Published Content Configuration installation. For details, see [“Starting and Verifying the Published Content Configuration” on page B-3](#).
4. Configure the Published Content Redirector. For details, see [“Configuring the Publisher Redirector” on page B-4](#).

High-Availability Overview

Figure B-1 gives an overview of the highly available published content configuration. This configuration uses clustering, which involves mapping of multiple IP addresses to a single machine domain name, sometimes referred to as the ‘virtual host’ (see ‘pcr.publisher.host’ in Figure B-1).

Figure B-1 High-Availability Published Content Configuration



Undeploying Published Content

This section describes how to undeploy your published content from the default location. If your published content is deployed to another Web server, you can skip this step.

To undeploy published content from the default location:

1. Delete `<install_dir>/ptcs/6.5/container/conf/jboss.web/localhost/publishedcontent.xml`.
2. Deploy the published content on another Web server.
3. Update the publishing targets in Publisher Explorer to reflect the new published content location. For more information on changing updating targets, see [“Updating Publishing Targets” on page 4-5](#).

Republish your existing content to the new location and verify that published content portlets display properly.

Installing the Published Content Configuration

To perform a second installation on a different machine:

1. Run the Publisher installer. For details on running the installer, see [“Installing the Publisher Components” on page 3-1](#).
2. On the Choose Components page in the installation wizard, select **Publisher**.
3. On the Configuration page in the installation wizard, select **Published Content Configuration**.
4. Complete the remaining wizard pages using the same information you entered for the full Publisher installation.

Starting and Verifying the Published Content Configuration

After installing the Published Content Configuration, start and verify the installation.

To start the Published Content Configuration:

- On **Unix**: From the command line, run `$ <install_dir>/ptcs/6.5/bin/service.sh start`.
- On **Windows**, there are two options:
 - From Services, select and start the **BEA ALI Published Content** service.
 - From the command line, run `<install_dir>\ptcs\6.5\bin\service.bat start`.

To verify the Published Content Configuration:

Browse to the Publisher diagnostics page:

`http://<published_content_host>:<port>/ptcs/console/index.jsp`

Enter the authentication ID and password you created during installation in the authentication challenge box. All values should display either “NOT ENABLED” or “OK” status.

Configuring the Publisher Redirector

To configure the Publisher Redirector for high availability:

1. Set up the virtual host:
 - a. For each Portal server in your deployment, edit the file **serverconfig.xml**, found in the following location:
 - On **Unix**: **/opt/bea/alui/settings/common**
 - On **Windows**: **C:\bea\alui\settings\common**
 - b. Add the following settings under the section **<component name="openhttp" type="http://www.plumtree.com/config/component/types/openhttp">**:


```
<setting name="openhttp:LoadBalancedHost0">
<value xsi:type="xsd:string"><hostname0></value>
</setting>
<setting name="openhttp:LoadBalancedIPs0">
<value xsi:type="xsd:string"><IP1>;<IP2></value>
</setting>
<setting name="openhttp:FailuresTimeToClear">
<value xsi:type="xsd:integer">30</value>
</setting>
```
 - c. In the "openhttp:LoadBalancedHost0" setting, replace **<hostname0>** with the host name you want to use to access published content.
 - d. In the "openhttp:LoadBalancedIPs0" setting, replace **<IP1>** and **<IP2>** with the IP addresses of the Publisher full installation and Published Content Configuration machines.
 - e. Restart the Portal servers.
2. Update the **Published Content** Web service portlet URL:
 - a. Log in to the portal.
 - b. Click **Administration**.

- c. In the Admin Objects Directory, open the folder in which the Publisher Web services were created.
 - d. Edit the **Published Content** Web service.
 - e. On the Main Settings page, under **HTTP Settings**, type the full URL to the virtual host in the **Portlet URL** text box. `<virtual_host_name>` is the value you entered for `<hostname0>` when configuring `serverconfig.xml`.

Example:
`http://<virtual_host_name>:<virtual_host_port>/ptcs/published_content_noredirect.jsp`

Note: The URL prefix is ignored if the value in the text box begins with “http://” or “https://”.
3. Verify that you can still access your published content portlets by shutting down your Publisher full configuration instance. Your published content portlets should still display properly.

Clustering

Troubleshooting

This chapter provides troubleshooting tips for installing and deploying Publisher. It includes the following sections:

- [“Reviewing Log Files” on page C-1](#)
- [“Starting Publisher as a Console Program” on page C-2](#)
- [“Running the Diagnostic Utilities” on page C-2](#)
- [“Reviewing the Database Configuration Files” on page C-2](#)
- [“Diagnosing Unexpected Results” on page C-3](#)

Reviewing Log Files

If installation fails and you are unable to complete the installer, follow the installer error messages to correct problems with software dependencies. In addition, the installer creates four separate log files and places them in the installation folder. The generated log files are listed below:

- AquaLogic_Interaction_Publisher_InstallLog.log
- content_register.log
- workflow_register.log
- imageserver_register.log (This is created only for Image Service installations).

If you encounter problems after installation, review the `<install_dir>\ptcs\6.5\logs\container.log` and `<install_dir>\ptcs\6.5\logs\service.log` files to help diagnose and correct the problem.

Starting Publisher as a Console Program

For debugging and troubleshooting, you can start the Publisher service as a console program rather than in the background, so that startup messages and errors are displayed directly in the console:

On **Unix**, run `$ <install_dir>/ptcs/6.5/bin/service.sh console`.

On **Windows**, run `<install_dir>\ptcs\6.5\bin\service.bat console`.

Running the Diagnostic Utilities

To verify Publisher operation, run the diagnostic utilities included in the Publisher installation:

1. Browse to the Publisher diagnostics page:
`http://<publisher_host>:<port>/ptcs/console/index.jsp`
Enter the authentication ID and password you created during installation in the authentication challenge box.
2. If you are licensed for and plan to use Workflow, browse to the Workflow diagnostics page:
`http://<publisher_host>:<port>/wfconsole`
Enter the authentication ID and password you created during installation in the authentication challenge box.

Note: If you are licensed for Publisher only to support portal branding, you do not need Workflow and may disable it. For information on disabling Workflow, see Knowledge Base article DA_222501, “Enabling and Disabling Workflow Server.”

Use the error messages to correct any configuration problems. Review the configuration decisions you recorded on the configuration worksheets provided in *Installation Worksheet for AquaLogic Interaction Publisher 6.5* and re-run the installer.

Reviewing the Database Configuration Files

Two Publisher database configuration files are populated with information you entered in the Publisher installer. Later, these files may be modified if you must change a database

configuration setting. The files **database.content.properties** and **database.portal.properties** are installed in the following directory:

<install_dir>\ptcs\6.5\settings\config

Similarly, there is a Workflow database configuration file that is populated with information that you entered in the Publisher installer. This file, **application.conf**, is installed in the following directory:

<install_dir>\ptworkflow\6.5\settings\config

Diagnosing Unexpected Results

This following table provides symptom-solution interpretations for unexpected results you might encounter when you install and deploy Publisher.

Table 4-2 Troubleshooting

Symptom	Possible Solution
The BEA AquaLogic Interaction Publisher Service does not start.	<p>The BEA AquaLogic Interaction Publisher Service attempts to connect to port 1098, which may already be in use. To change the port:</p> <ul style="list-style-type: none"> – Open <install_dir>\ptcs\settings\config\container.conf with a text editor. – Change plumtree.container.jboss.jndi.rmi.port=1098 to indicate an unused port, for example 10098. – Restart the BEA AquaLogic Interaction Publisher Service.
After starting Publisher, the portlets time out and errors are displayed. These errors are most likely to occur when you start up Publisher the first time after it is installed.	<p>The Java Server Pages (.jsp pages) in your application server were not precompiled before you started Publisher for the first time.</p> <p>Refresh the page to resolve the errors.</p>
An error occurs when trying to publish content for which the publishing target is a drive mapped to a network shared folder.	<p>Specify a UNC path instead of a mapped drive for the publishing target. For more information, see KB article DA_130773, “Problem Publishing Content Server Content To a Mapped Drive.”</p>

Table 4-2 Troubleshooting

Symptom	Possible Solution
Port conflict, port in use, BindException	<p>Port numbers for HTTP and HTTPS are configured in <install_dir>/ptcs/6.5/settings/config/service.conf. Edit the HTTP and HTTPS settings in service.conf to set the value to an available port. 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 which may reference that port number.</p>
Memory consumption, Out of Memory Errors	<p>The maximum amount of memory, in megabytes, that the service JVM will be allowed to use is controlled by the wrapper.java.maxmemory property, configured in the file <install_dir>/ptcs/6.5/settings/config/service.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 will be 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 (e.g. 1024 or 1536) but should always remain below the amount of physical RAM on the host machine.</p>

Uninstalling

To uninstall Publisher:

- For Windows, use **Add/Remove Programs** to remove AquaLogic Interaction Publisher.
- For Unix, run **uninstall AquaLogic_Interaction_Publisher** in the folder **<install folder>/uninstall/ptcs/6.5/**.

Uninstalling

Index

A

- Application Host and Port page 3-3, 3-6
- application.conf file C-3
- authentication ID default 3-5, 3-7
- Authentication Information page 3-5

B

- browser requirements 2-3

C

- Choose Component page 3-3, 3-6
- clustering B-1
- compatibility requirements for Foundation 2-3
- Configuration page 3-3, 3-6
- content publishing error C-3
- Custom Published Content Configuration page 3-4, 3-7

D

- database schema
 - creating for Workflow on Oracle 3-9
 - creating for Workflow on SQL Server 3-8
- database server
 - host computer requirements 2-2
- database users
 - creating on Oracle 2-7
- database.content.properties file C-3
- database.portal.properties file C-3
- Default Language page 3-5, 3-8
- Document Repository Service Host and Port
- Number page 3-4, 3-7

E

- errors and solutions C-3

F

- Foundation
 - compatibility requirements 2-3
 - See also portal

I

- Image Service page 3-4, 3-7
- installation
 - failure instructions C-1
- Installation Folder page 3-3
- installation steps 3-1
- installer properties file A-1

L

- License Agreement page 3-3, 3-6
- log files C-1

M

- memory consumption error C-4
- Microsoft SQL Server database
 - scripting the Publisher database on SQL Server 2000 2-4
 - scripting the Publisher database on SQL Server 2005 2-6
 - scripting the Workflow database on SQL Server 2000 2-5

scripting the Workflow database on SQL
Server 2005 2-6

O

Oracle

- creating tablespaces and database users 2-7
- creating Workflow database schema 3-9
- Workflow database default port connection
3-4, 3-7

out of memory errors C-4

P

port conflict error C-4

Portal Server Database Connection Information
page 3-4, 3-7

Portal Server Database page 3-7

portlet templates

- location of default templates 3-11

portlet URL

- updating B-4

properties file A-1

published content

- undeploying B-2

published content configuration

- installing B-3

- starting and verifying B-3

- verifying B-3

Published Content page 3-4, 3-7

Published Content Portlets migration package,
importing 3-11

Published Content Web service

- updating B-4

Publisher

- additional upgrade information 4-7

- deploying published content separately from
B-3

- host computer requirements 2-2

- installing 3-1

- second installation B-3

Publisher Connection Information page 3-4, 3-6

Publisher database

- creating on SQL Server 2000 2-4

- creating on SQL Server 2005 2-6

Publisher Database page 3-6

Publisher Service

- starting as a console program C-2

- startup failure C-3

S

Search Service Host and Port Number page 3-4,
3-7

SMTP Mail Server Information page 3-5, 3-7

SQL Server

- creating Workflow database schema 3-8

- Workflow database default port connection
3-4, 3-7

startup failure C-3

T

tablespaces, creating 2-7

U

undeploying published content B-2

uninstalling D-1

UNIX

- starting Publisher and Workflow 3-10

V

virtual host

- configuring B-4

W

Windows

- starting Publisher and Workflow 3-10

- starting Publisher Service C-2

Workflow database

- creating database schema on Oracle 3-9

creating database schema on SQL Server 3-8
creating on SQL Server 2000 2-5
creating on SQL Server 2005 2-6
Workflow Database Connection Information
page 3-4, 3-7
Workflow Database page 3-6

