Oracle Knowledge Intelligent Search Installation Guide

Installing and Configuring Intelligent Search

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Oracle, Inc.

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PREFACE

About This Guide

This guide is intended for technical staff who are responsible for installing Oracle Knowledge. It provides detailed information on installing Oracle Knowledge and configuring a stand-alone application on a single processor using the Oracle Knowledge Common Environment facility. It also includes information about configuring distributed applications and automatically replicating installations and applications on additional processors.

This preface includes information on:

- The general organization of this guide
- The support services available from Oracle Knowledge Customer Support
- The available product documentation

In This Guide

The *Intelligent Search Installation Guide* is divided into the following sections:

Chapter 1, Installation Overview	This chapter describes the general installation process, lists hardware and software requirements and dependencies, and provides product packaging and distribution information.
Chapter 2, Installing and Configuring Oracle Knowledge	This chapter describes how to use the packaged installation program to install and configure the Intelligent Search software.
Chapter 3, Creating and Configuring an Oracle Knowledge Application	This chapter describes how to use the Oracle Knowledge Common Environment and the Create Application program to create a stand-alone Development Application that supports the basic content-processing and request-processing operations.
Chapter 4, Configuring Oracle Knowledge Instances	This chapter describes how to configure the Oracle Knowledge instances to perform basic content- and request- processing.
Chapter 5, Uninstall Intelligent Search	This chapter describes how to uninstall the Intelligent Search software.
Appendix A, Creating Application Instances for Demonstration Only	This appendix describes how to use the packaged installation program to install and configure the Intelligent Search software for demonstration purposes only.

Appendix B, Oracle Knowledge Installed Directories and Files	This appendix describes the directories and files that are installed during the Oracle Knowledge installation and configuration process.
Appendix C, Intelligent Search Installation Glossary	This appendix field definitions for various fields throughout the installer interface.

Screen and Text Representations

The product screens, screen text, and file contents depicted in the documentation are examples. We attempt to convey the product's appearance and functionality as accurately as possible; however, the actual product contents and displays may differ from the published examples.

References to World Wide Web Resources

For your convenience, we refer to Uniform Resource Locators (URLs) for resources published on the World Wide Web when appropriate. We attempt to provide accurate information; however, these resources are controlled by their respective owners and are therefore subject to change at any time.

CHAPTER 1

Installation Overview

This guide contains information about:

- *Chapter 1, Installation Overview*
  - "The Installation Process" on page 4
  - "Oracle Knowledge System Requirements" on page 5
- *Chapter 2, Installing and Configuring Oracle Knowledge*
  - "Starting the Installation Program" on page 9
  - "The Oracle Knowledge Installation Introduction" on page 10
  - "Choose the Installation Folder" on page 11
  - "Install Dictionary" on page 12
  - "Select Default Subject" on page 13
  - "Create the Application Instance" on page 14
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  - "The Pre-Installation Summary" on page 16
  - "Install the Product Files" on page 17
  - "Complete the Installation" on page 18
- *Chapter 3, Creating and Configuring an Oracle Knowledge Application*
- *Chapter 4, Configuring Oracle Knowledge Instances*
  - "Starting the Oracle Knowledge Common Environment " on page 35
  - "Compiling the Oracle Knowledge Web Application" on page 36
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  - "Installing and Starting Oracle Knowledge Services" on page 37
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  - "Starting the System Manager" on page 39
  - "Configuring the Application Data Stores" on page 43
  - "Working with the Configured Application" on page 52
- "Uninstall Intelligent Search" on page 53

Additional information can be found in three appendices.

The Installation Process

This guide provides the installation process for Oracle Knowledge. For upgrades, see *Upgrading Inquira*.

Note: The example path, directory, and file names in this guide follow Microsoft Windows naming conventions. Specific Linux information is provided where necessary for clarity. Operating system-specific procedure steps are noted in section or topic headings, or within topics, as appropriate.

This section describes the recommended Oracle Knowledge installation process.

Important! Before installing Oracle Knowledge, ensure that requirements and prerequisites are satisfied, and that appropriate personnel with access to the specified environments are available to perform the installation.

The Oracle Knowledge installation process uses a single automated installation program that installs and configures:

- The base Oracle Knowledge Intelligent Search components
- The appropriate Dictionary for your environment
- The Oracle Knowledge Common Environment , a standard operational environment for Oracle Knowledge applications. See “The Oracle Knowledge Common Environment ” on page 57 for more information.

Important! Oracle Knowledge is designed to operate only when the entire installation and configuration process is complete. Do not install or use individual Oracle Knowledge product components separately from the configured product unless specifically instructed by Oracle Knowledge technical staff.

Oracle Knowledge Product Distribution

Oracle Knowledge is distributed as the following platform-specific CD-ROMs containing the base software components, Dictionaries, and the installation programs:

CD-ROM	Installation Program
Oracle Knowledge for Microsoft Windows	`install_inquira.exe`
Oracle Knowledge for Linux	`install_inquira.bin`

Recommended Installation Procedure

We strongly recommend the following installation process:

- Install and configure only the base software as described in “Installing and Configuring Oracle Knowledge” on page 9
- Use the Create Application program in the Oracle Knowledge Common Environment to install and configure a distributed or Development Application (stand-alone) application as described in “Creating and Configuring an Oracle Knowledge Application” on page 20

  Important! Do not use the option to create the application from within the installation program. The option to create the application during the installation process is recommended for demonstration purposes only.

- Configure local and remote instances for operation as described in Configuring the Development Application Instances

Note: After installing a complete Oracle Knowledge application, you can replicate an Oracle Knowledge installation on a separate processor as described in “Replicating an Oracle Knowledge Application (Silent Install)” on page 65.

Oracle Knowledge System Requirements

This section describes Oracle Knowledge support and requirements for system hardware and software, and data access including:

- Memory Requirements, as described in “System Requirements” on page 5.
- Application server integration, as described in “Application Servers” on page 5.
- Databases and database drivers, as described in “Databases” on page 6.
- Disk space requirements, as described in “Disk Space Requirements” on page 7.
- User permissions, as described in “User Permissions” on page 7.
- Java Virtual Machine (JVM) Allocation Requirements, as described in “Java Virtual Machine (JVM) Allocation Requirements” on page 7.
- Unstructured and structured content access and processing requirements, as described in “Application Content Support” on page 7.
- Acquiring and installing recommended UNIX utilities, as described in “UNIX grep, rm, tail, and wget Utilities” on page 8.

System Requirements

It is recommended that you have at least 2Gb of RAM for each Oracle Knowledge Intelligent Search instance. Additionally, you should have a minimum of one processor core (2GHz+) for each Intelligent Search instance.

Application Servers

Oracle Knowledge uses Apache Tomcat as a packaged application server.

Application Server	Supported Release Levels
Apache Tomcat	Version 6.0.29

The Apache Tomcat application server installs during the Oracle Knowledge installation. The installer creates a default administrator account for Tomcat with username `inquira` and password `inquira123`. Oracle recommends that customers change the standard username and password to meet their own security standards. Oracle makes this part of our standard practice when our professional services organization installs the software.

Oracle Knowledge integrates with popular application servers using its packaged SOAP integration client, such as:

- BEA WebLogic
- IBM WebSphere

- Microsoft IIS

Databases

Oracle Knowledge requires JDBC-compatible databases for:

- Intelligent Search application content and internal data storage
- Oracle Knowledge Analytics report data storage
- Information Manager content and metadata storage

Note: See the “InQuira Analytics Installation Guide” and the “Oracle Knowledge Information Manager Installation Guide” for additional database support information.

Oracle Knowledge has been tested with the following databases:

- Microsoft SQL Server
- Oracle

Note: See *Oracle Knowledge Platform and Language Requirements* for complete information on supported platforms and databases. The document is available at: `https://documentation.inquira.com`.

Oracle Knowledge and its related products and modules require the following database properties.

Oracle Properties

For Oracle databases, set the character encoding for the database instance to support UTF8. See the relevant product documentation for more information on character encoding settings.

Microsoft SQL Server Database Collation Values

For Microsoft SQL Server databases, specify the following collation values:

Product or Module	Database	Collation
Intelligent Search	All	`Latin1_General_CS_AS`
Information Manager	application content	`Latin1_General_CI_AI`
	where:	
	AI	specifies accent insensitivity
	AS	specifies accent sensitivity
	CI	specifies case insensitivity
	CS	specifies case sensitivity

Note: For Oracle Knowledge Analytics database collation values, see the *Oracle Knowledge Analytics Installation Guide*.

Important! If case sensitivity is not properly set, you may incur unique key violation errors when loading application data.

JDBC Drivers

The Oracle Knowledge installation process installs and configures required JDBC database drivers for Microsoft SQL Server and Oracle.

Disk Space Requirements

Oracle Knowledge disk space requirements are largely dependent on the amount of application data to be processed. For Intelligent Search, you should allocate a minimum of 50 GB for each environment (development, staging, and production). In addition:

- The product code requires approximately 2 GB of disk space for installation and configuration
- The application logs require up to 6 GB for each instance running under the Oracle Knowledge service
- The application content space requirement ranges from 10 to 30 times the size of the content that you intend to process

User Permissions

You should install Oracle Knowledge in a central location that allows read and execute permissions to all the locations where the application will ultimately be installed. Create or choose a user with group permissions that allow other users and groups to have appropriate access to the Oracle Knowledge components.

Java Virtual Machine (JVM) Allocation Requirements

You must allocate sufficient memory to the Java Virtual Machine (JVM) process for the Oracle Knowledge application and the associated web or application server. The appropriate memory allocation, stack size, heap size, and garbage collection parameters vary depending on several factors, including:

- The resources available to the JVM in your environment
- The amount of application content you need to process

In general, you should attempt to use the highest values supported by your environment. Oracle Customer Support can provide guidelines and advice to help determine appropriate parameters for your specific application and environment.

Application Content Support

Intelligent Search supports information retrieval from both structured and unstructured content sources. This section describes the prerequisites and requirements for structured and unstructured content access.

Important! The unstructured information retrieval and structured information retrieval functions are separately licensed Oracle Knowledge components. Consult your account representative for more information about licensing Oracle Knowledge information retrieval functionality.

Supported Structured Data Access

Intelligent Search supports structured data access from the following JDBC-compliant databases:

- Microsoft SQL Server
- Oracle

Note: See *Oracle Knowledge Platform and Language Requirements* for complete information on supported platforms and databases. The document is available at: `https://documentation.inquira.com`.

Supported Unstructured Data Formats

Intelligent Search unstructured content processing supports the following document and data formats:

- Adobe PDF
- ASCII text, including Usenet newsgroup articles
- Hypertext Markup Language (HTML)
- Microsoft Office:
  - Excel
  - PowerPoint
  - Word
- Rich Text Format (RTF)
- Extensible Markup Language (XML)

UNIX grep, rm, tail, and wget Utilities

In order to use the certain ICE commands, customers that have deployed or plan on deploying on Windows operating systems must install the grep, rm, tail, and wget UNIX utilities prior to installing Oracle Knowledge software.

Microsoft provides ports of all of the required Unix utilities as part of their Microsoft Services for Unix (SUA) interoperability service package. These service packages are available at no charge from Microsoft's web site. Here are links to the available pacakges:

- http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=23754 (Win2008, Vista)
- http://technet.microsoft.com/en-us/library/cc771672.aspx (Win 7)
- http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=20983 (Win 2003)

Note: The location of these files may change over time.

After the SUA package is installed and available on the SYSTEM path, the existing ICE scripts should work normally.

To verify that the Unix utilities were properly installed and available inside the ICE environment, do the following:

1. After installing the Unix utilities open an ICE prompt.
2. Execute one of the commands, such as grep, and see if the command responds as expected:

```
c:\InQuira_8.4.1\instances\MyCompany > grep
c:\InQuira_8.4.1\instances\MyCompany > Usage: grep [OPTION]... PATTERN
[FILE]...
```

Try `grep --help' for more information.

CHAPTER 2

Installing and Configuring Oracle Knowledge

The Oracle Knowledge installation process uses an automated installation program that copies the Oracle Knowledge product files from the product distribution and installs and configures Oracle Knowledge in the specified location.

IMPORTANT: Before installing Oracle Knowledge, ensure that requirements and prerequisites are satisfied, and that appropriate personnel with access to the specified environments are available to perform the installation.

The Oracle Knowledge installation program installs and configures:

- The Oracle Knowledge Intelligent Search components
- The appropriate Dictionary for your environment
- The Oracle Knowledge Common Environment, a standard operational environment for Oracle Knowledge applications. See "The Oracle Knowledge Common Environment " on page 57 for more information.

See "Recommended Installation Procedure" on page 4 for the recommended procedure for installing and configuring Oracle Knowledge, the Development Application, and its supporting instances.

Starting the Installation Program

To start the installation program in Microsoft Windows environments:

- Execute `install_inquira.exe`

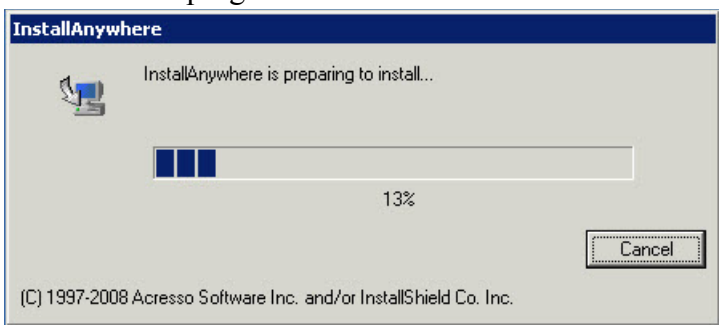
IMPORTANT: For Windows Server 2008, the user must be part of the Administrators group to install and operate Oracle Knowledge products.

To start the installation program in Linux environments:

- Execute `install_inquira.bin`

IMPORTANT: Oracle Knowledge software must be installed using a non-root user. Prior to running the installer, a standard Oracle Knowledge admin (Linux) user should be created in the operating system that will be used to install and run the Oracle Knowledge software. This user should be given permission to access network shares while running as a service.

The installation program starts:

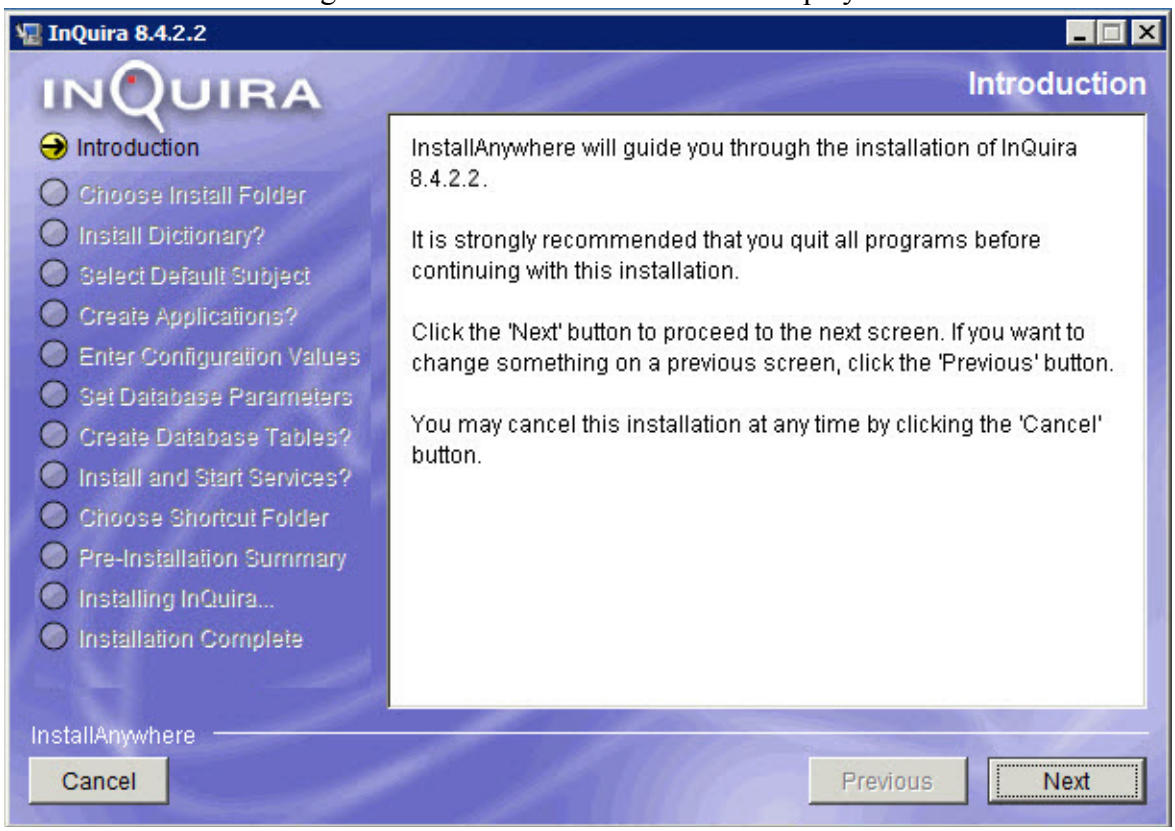


The installation program displays “The Oracle Knowledge Installation Introduction” on page 10 .

NOTE: Application screen shots used in this guide may reflect a different release number than the one being installed. Application screen content is compared for overall accuracy with screen shots in the guide prior to release. Updates are made where necessary.

The Oracle Knowledge Installation Introduction

The Oracle Knowledge Installation Introduction screen displays.

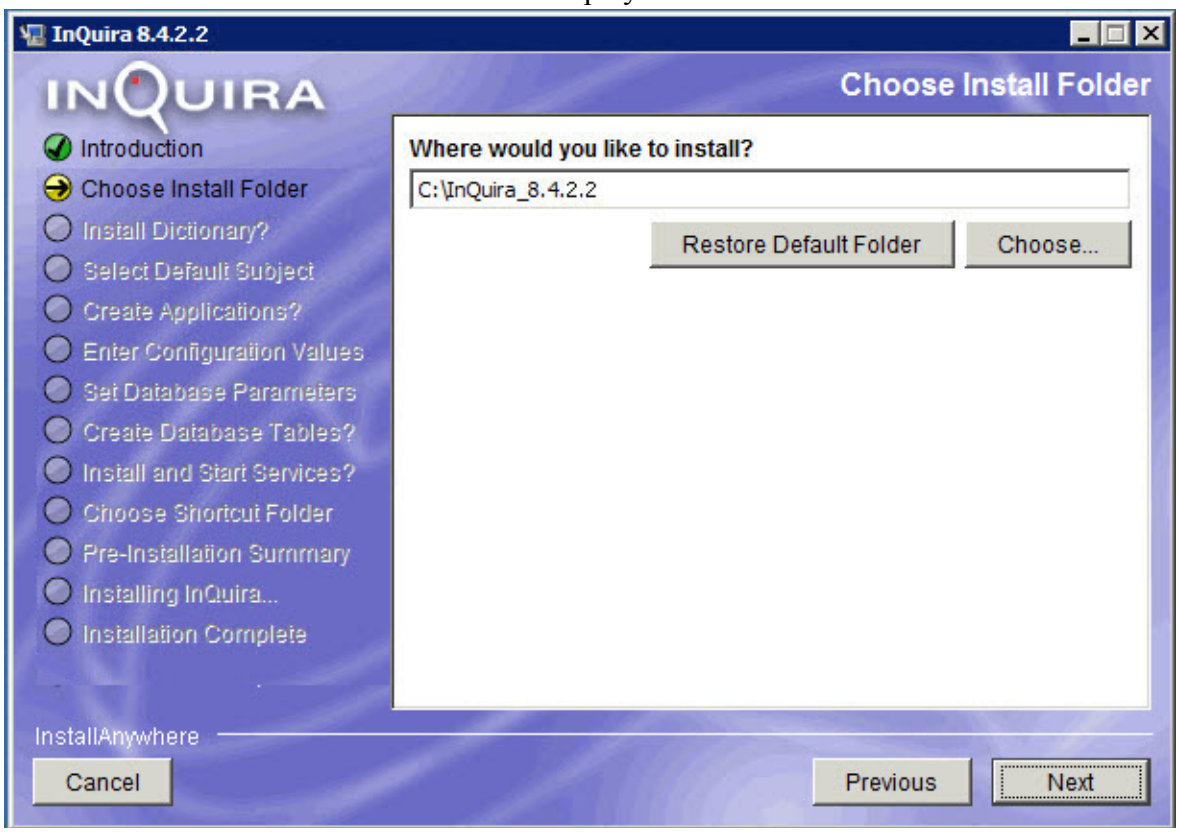


- Click **Next**.

See “Choose the Installation Folder” on page 11.

Choose the Installation Folder

The Choose Installation Folder screen displays.



- Specify the desired directory location.

  The default location is:

Windows	`C:\Inquira_8.n`
Linux	`<user_home>/InQuira_8.n`

  Use the **Choose...** option to open a file explorer and select an alternate location.

  Use the **Restore Default Folder** option to reset the default installation directory, if necessary.

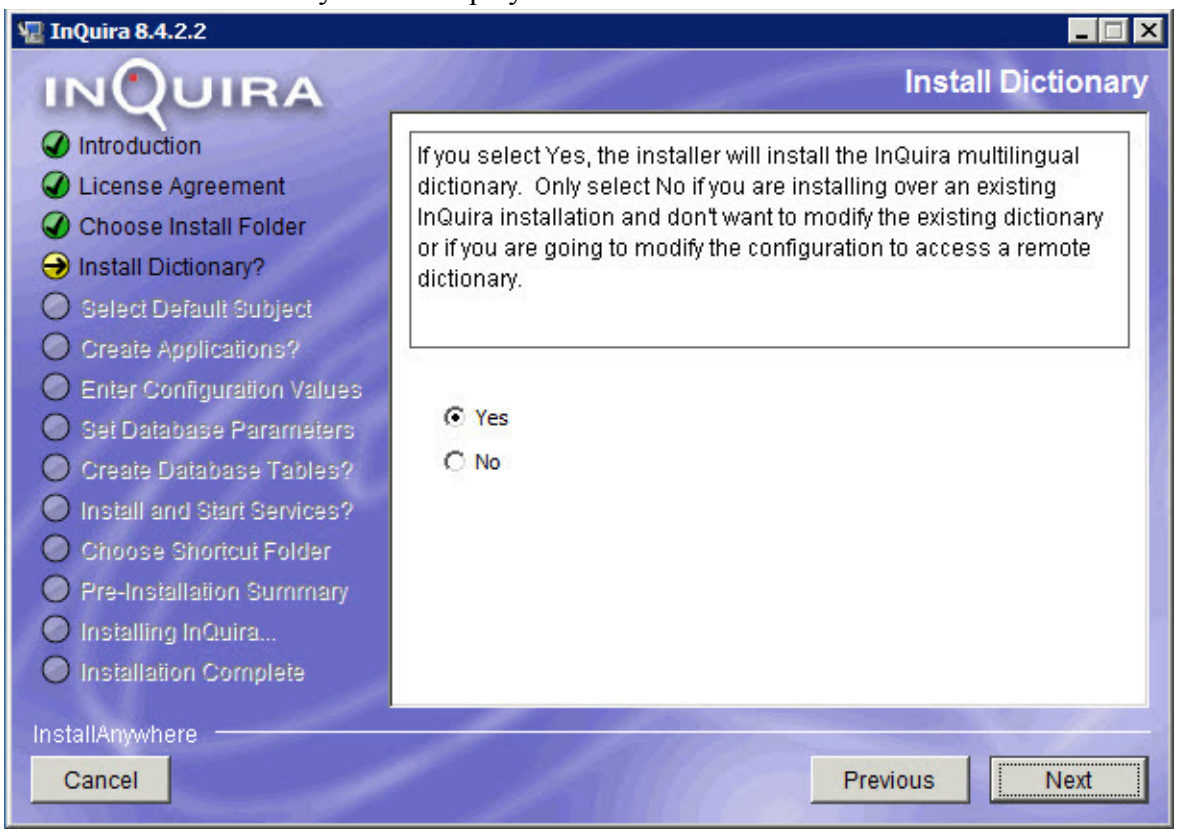
IMPORTANT: You must specify an installation directory name containing no blank spaces. The Oracle Knowledge Common Environment does not support Oracle Knowledge installation directory names containing blank spaces. On Windows platforms, keep the directory name short to avoid “command line too long” errors.

- Click **Next**.

See “Install Dictionary” on page 12.

Install Dictionary

The Install Dictionary screen displays.



- Select **Yes** or **No**.

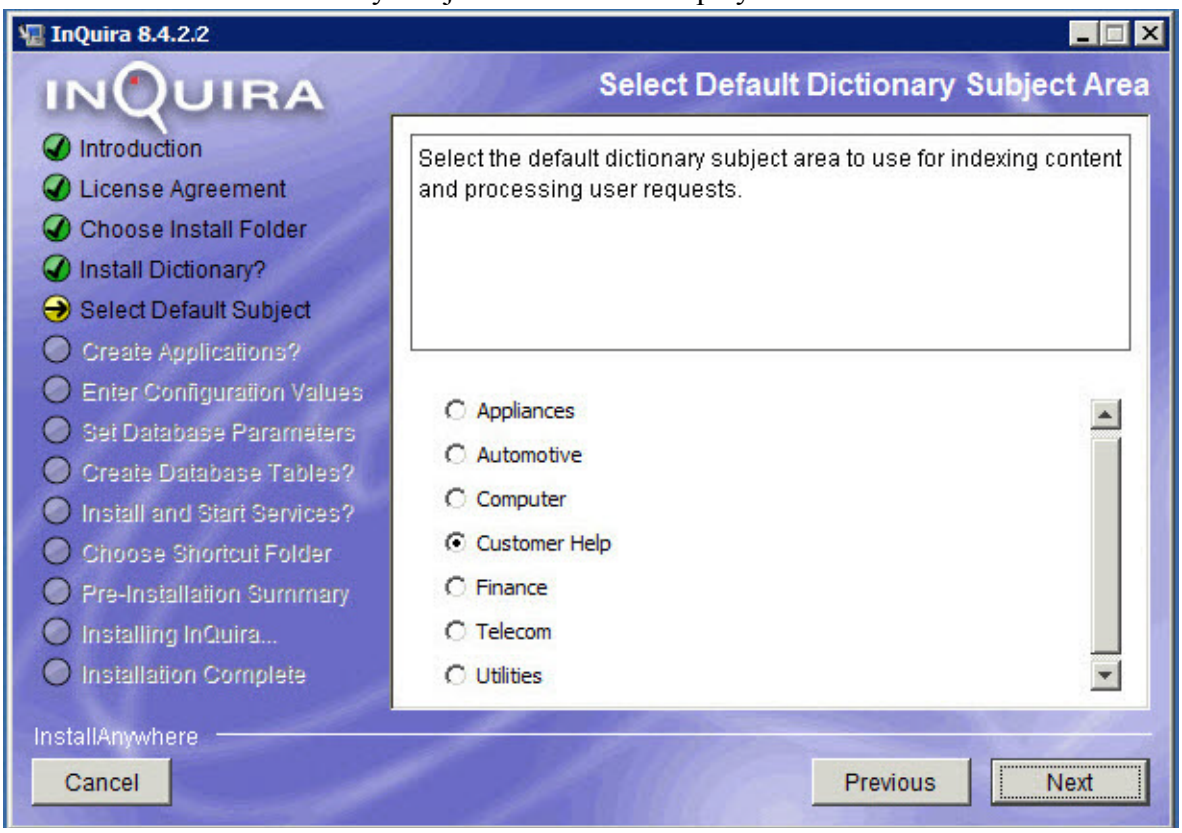
IMPORTANT: Select No *only* if you are:
- installing over an existing Oracle Knowledge Installation and do not want to modify the existing dictionary
or
- going to modify the configuration to access a remote dictionary.

- Click **Next**.

See “Select Default Subject” on page 13.

Select Default Subject

The Select Default Dictionary Subject Area screen displays:



- Select the desired default dictionary subject.

  The default dictionary subject is Customer Help.

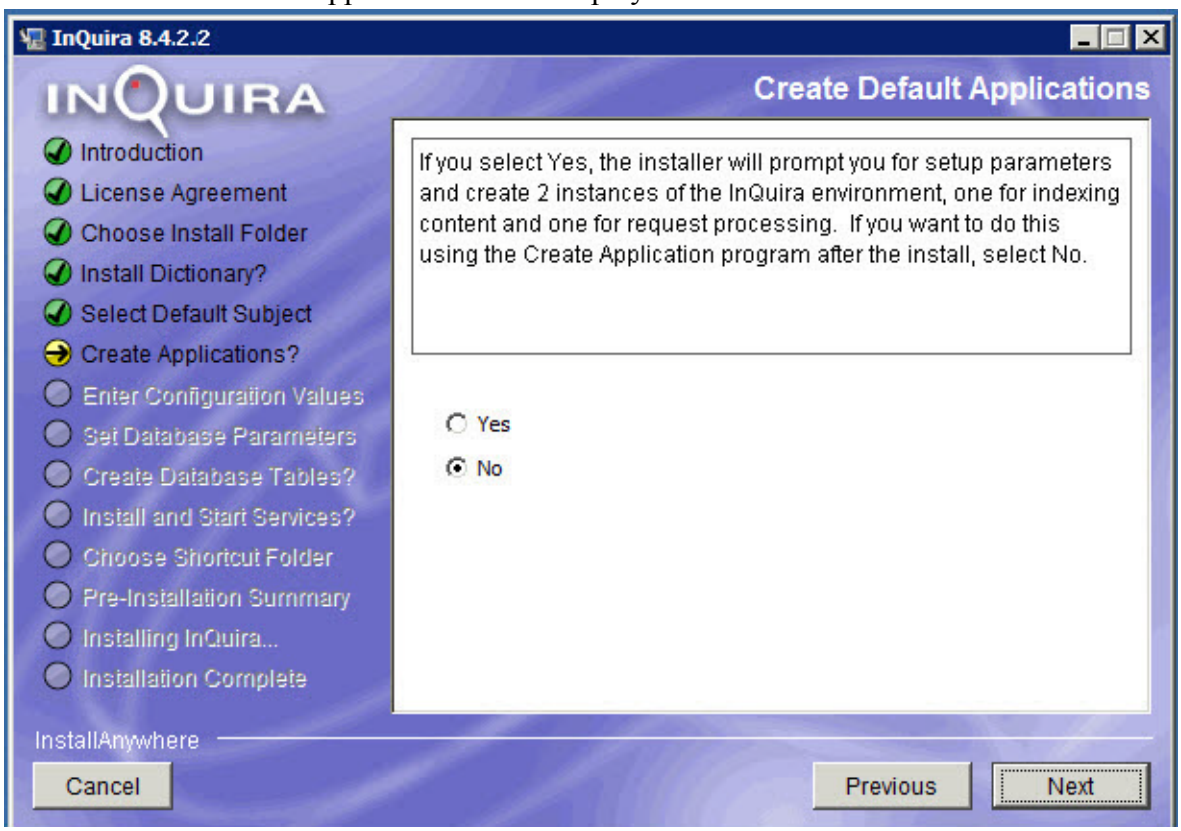
NOTE: The Customer Help Dictionary is included as a part of all other available Dictionaries.

- Click **Next**.

See “Create the Application Instance” on page 14.

Create the Application Instance

The Create Default Application screen displays.



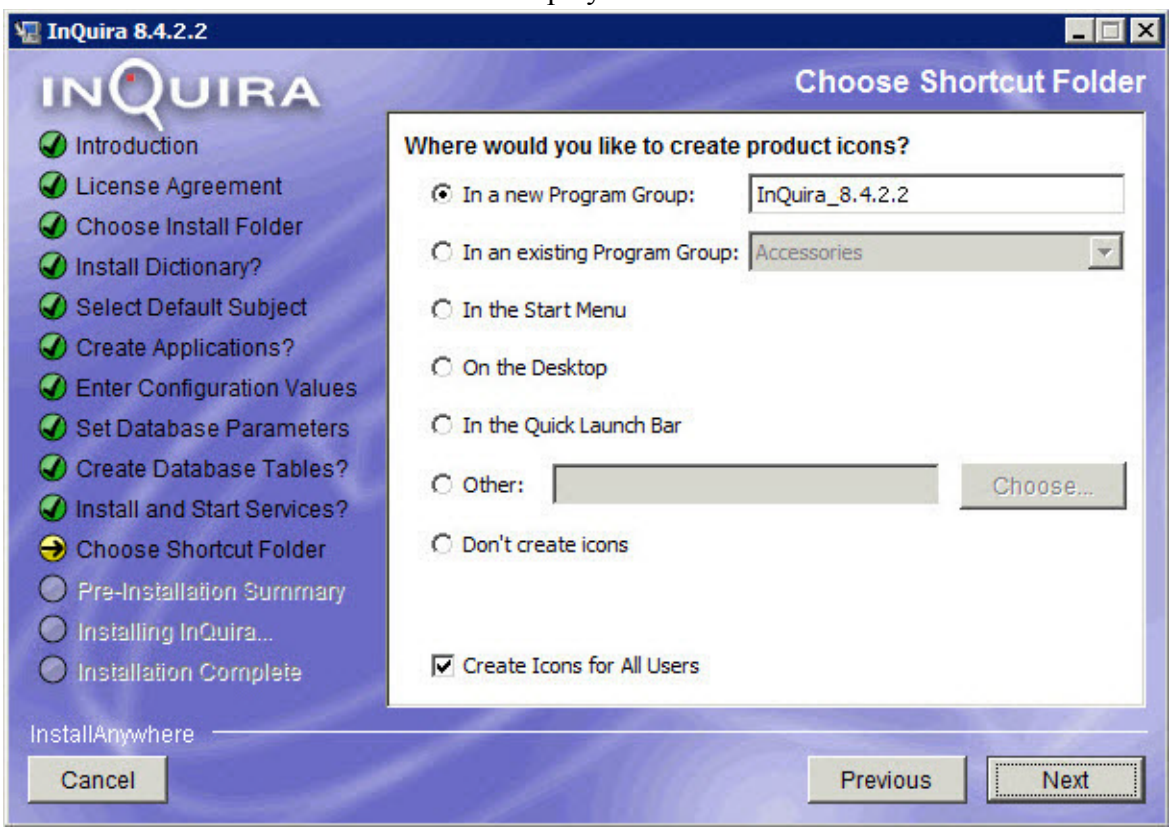
- Select **No**.
- Click **Next**.

IMPORTANT: By selecting **Yes** the installation process creates an application consisting of a content-processing and a request processing instance. This automated process is generally appropriate only for demonstration purposes. For more information on this process see “Creating the Application Instances for Demonstration Only” on page 58

If you selected No, see “Choose the Shortcut Folder” on page 15.

Choose the Shortcut Folder

The Choose Shortcut Folder screen displays.

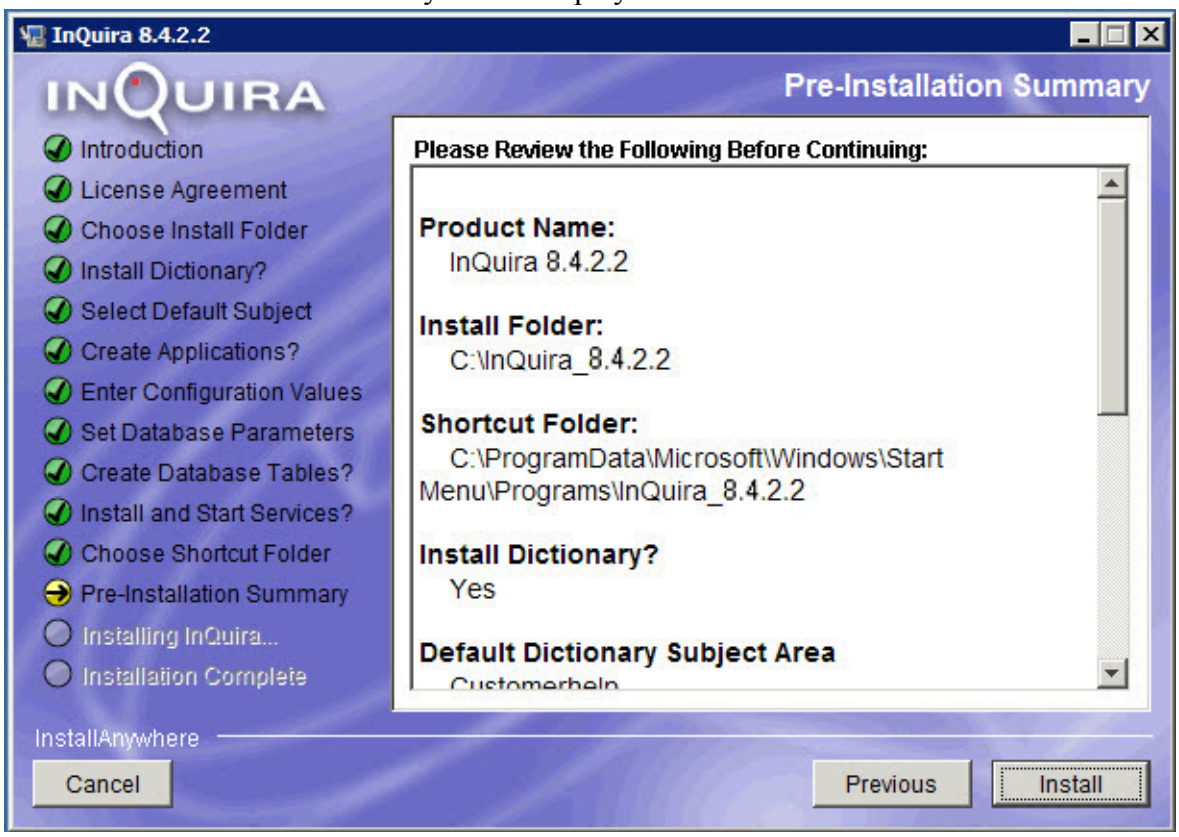


- Select the desired product icons location.
- Click **Next.**

See “The Pre-Installation Summary” on page 16.

The Pre-Installation Summary

The Pre-Installation Summary screen displays.

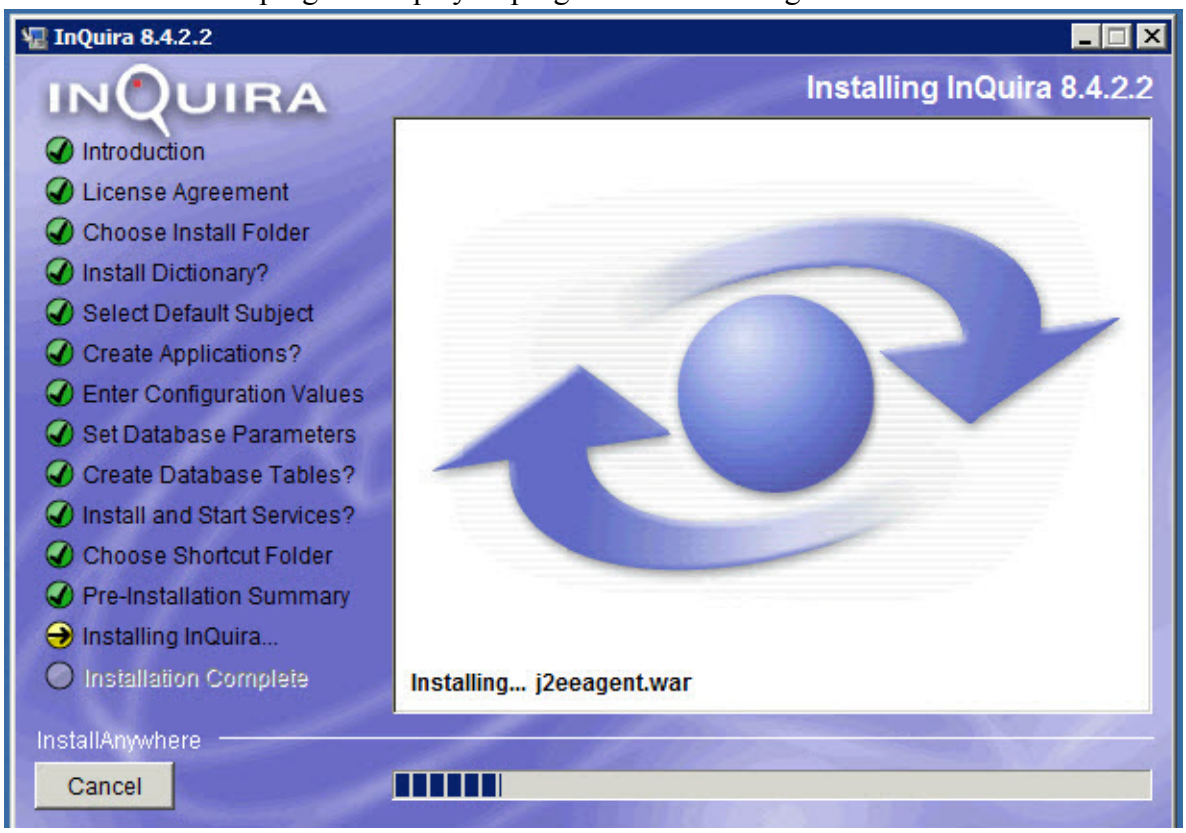


- Review the Pre-Installation Summary Screen and make any necessary changes using the **Previous** button.
- Click **Install**.

See “Install the Product Files” on page 17.

Install the Product Files

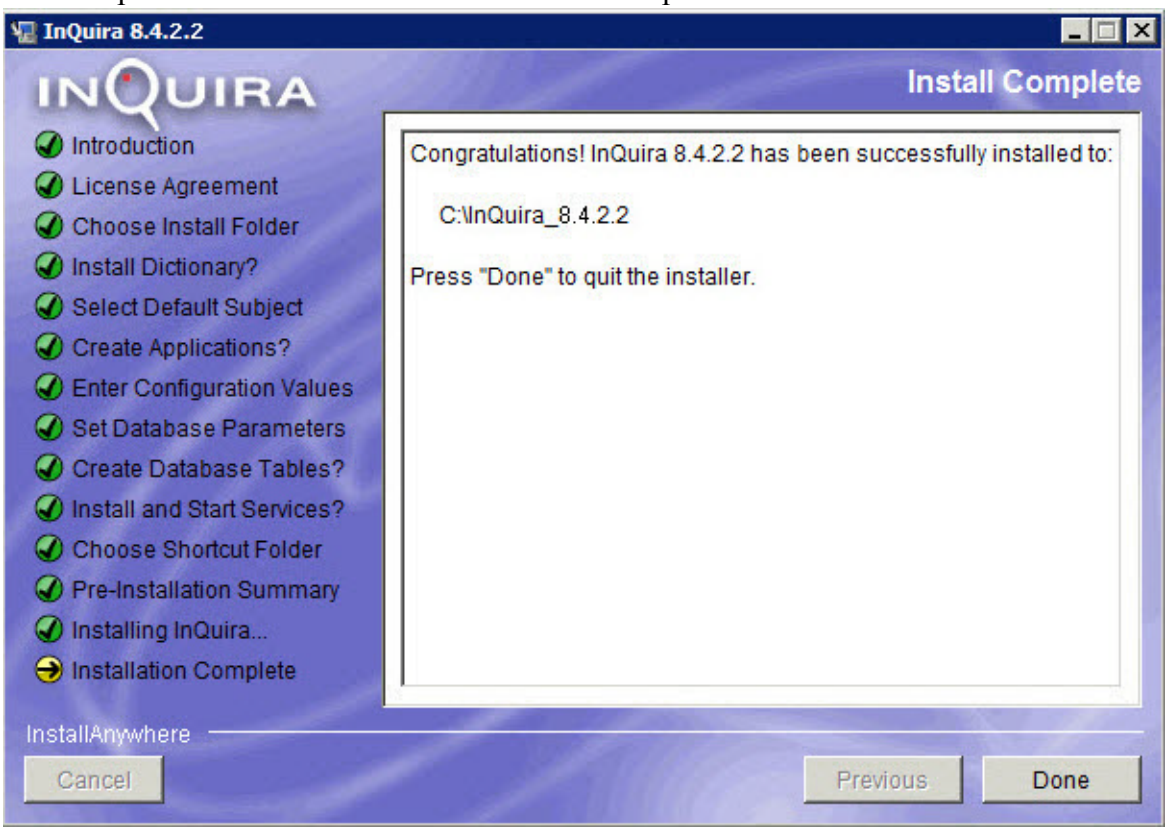
The installation program displays a progress screen during installation.



When installation is complete, the installation program displays the *Install Complete* screen see “Complete the Installation” on page 18.

Complete the Installation

The Oracle Knowledge component directories and files are now installed in the specified location. The completion screen summarizes the installation process.



- Click **Done** to exit the installation program

The installation program executes its cleanup routines and terminates.

IMPORTANT: After completing the installation process on Windows 2008 R2, the user must take ownership for the installation directory (`InQuira_<release>`), subdirectories, and objects. The user must also have **Full control** permission on this directory.

See *Appendix B, Oracle Knowledge Installed Directories and Files* for a description of the installed directories and files.

After the installation process is complete you must create and configure an Oracle Knowledge Application. See *Chapter 3, Creating and Configuring an Oracle Knowledge Application*.

IMPORTANT: If you have followed the recommended installation procedure as described in "Recommended Installation Procedure" on page 4, you can now create the Development Application as described in *Chapter 3, Creating and Configuring an Oracle Knowledge Application*.

Verifying the Installation

During the installation process, the installer runs several commands and scripts. The installer is unaware of whether they succeed or fail. The output of these commands and scripts are written to *_STDOUT and *_STDERR variables in the file:

```
<install_dir>/UninstallerData/installvariables.properties
```

Scan the contents of this file for errors to ensure that there were no hidden problems during the installation.

IMPORTANT: You can replicate the completed software installation and configuration on additional processors using the process described in “Replicating an Oracle Knowledge Application (Silent Install)” on page 65

CHAPTER 3

Creating and Configuring an Oracle Knowledge Application

IMPORTANT: The process described in this section applies only to installations performed according to the recommended procedure described in "Recommended Installation Procedure" on page 4 and *Chapter 2, Installing and Configuring Oracle Knowledge*. We do not recommend using the automatic application creation process described in ""Creating the Application Instances for Demonstration Only" on page 59.

After installing Oracle Knowledge you must configure an Oracle Knowledge application. Most production environments require a distributed application. A distributed application consists of multiple processors communicating over a network. These processors include:

- A local content processing instance (also referred to as the scheduler instance)
- A remote content processing instance
- A remote request processing instance

The following section describes how to configure a distributed Oracle Knowledge application using the Create Application program.

IMPORTANT: You can install and configure Oracle Knowledge as a development Oracle Knowledge application. A development application is considered a stand alone application. It is used for development and testing purposes as described in "Creating the Development Application" on page 69.

Creating a Distributed Application

This section provides an example of using the Create Application program to define a basic distributed application, consisting of a scheduler instance, a remote content processing instance (workclient), and a remote request processing instance:

Instance	Description
Request Processing	A remote instance configured to support request processing.
Workclient	A remote instance configured to perform content processing.

NOTE: It is possible to create an Oracle Knowledge application without using remote processors; however this is rare. Instructions on creating this type of Oracle Knowledge application are provided in the following sections as notes.

The distributed application creation process consists of the following steps:

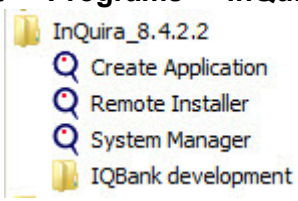
- Install and configure Oracle Knowledge software on all remote servers, as described in *Chapter 2, Installing and Configuring Oracle Knowledge*.
- Start the Oracle Knowledge Common Environment as a server on all remote servers, as described in "Starting the Oracle Knowledge Common Environment on Remote Processors" on page 22.
- Start the Oracle Knowledge Common Environment Create Application program on the local server, as described in "Starting the Create Application Program on the Local (Scheduler) Instance" on page 23.
- Specify application creation options, as described in "Specifying Application Creation Options" on page 70.
- Specifying content processing instance parameters, as described in "Creating the Remote Content Processing (Workclient) Instance" on page 26.
- Specifying request processing instance parameters, as described in "Creating the Remote Request Processing (Runtime) Instance" on page 28.
- Create the specified applications, as described in "Creating the Specified Distributed Application" on page 30
- Configure the new instance on the remote servers, as described in *Chapter 4, Configuring Oracle Knowledge Instances*.

IMPORTANT: The Oracle Knowledge Common Environment (ICE) window must be started as an administrator in order to install, uninstall, stop, or start Oracle Knowledge services.

Starting the Oracle Knowledge Common Environment on Remote Processors

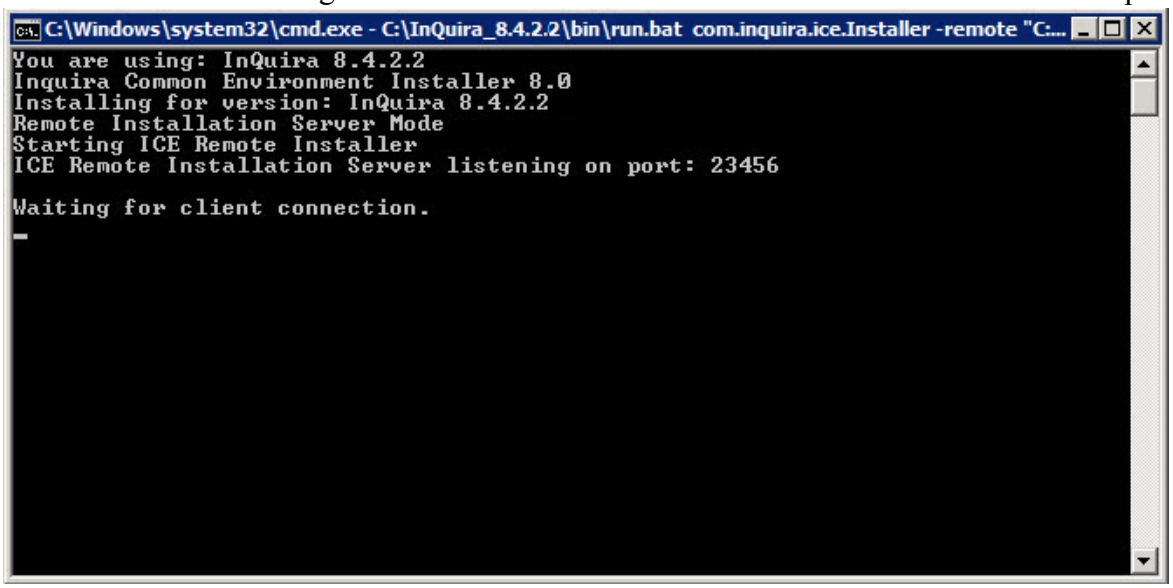
After installing Oracle Knowledge on additional servers, following the “Replicating an InQuira Application (Silent Install)” on page 67, start the Remote Installer on each remote server by logging onto the remote server and selecting:

Start -> Programs -> InQuira_[version] -> Remote Installer



NOTE: If you do not have remote instances of Oracle Knowledge, bypass this step and go directly to “Starting the Create Application Program on the Local (Scheduler) Instance” on page 23.

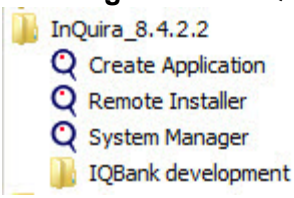
The Oracle Knowledge Common Environment starts and listens for connections on port 23456:



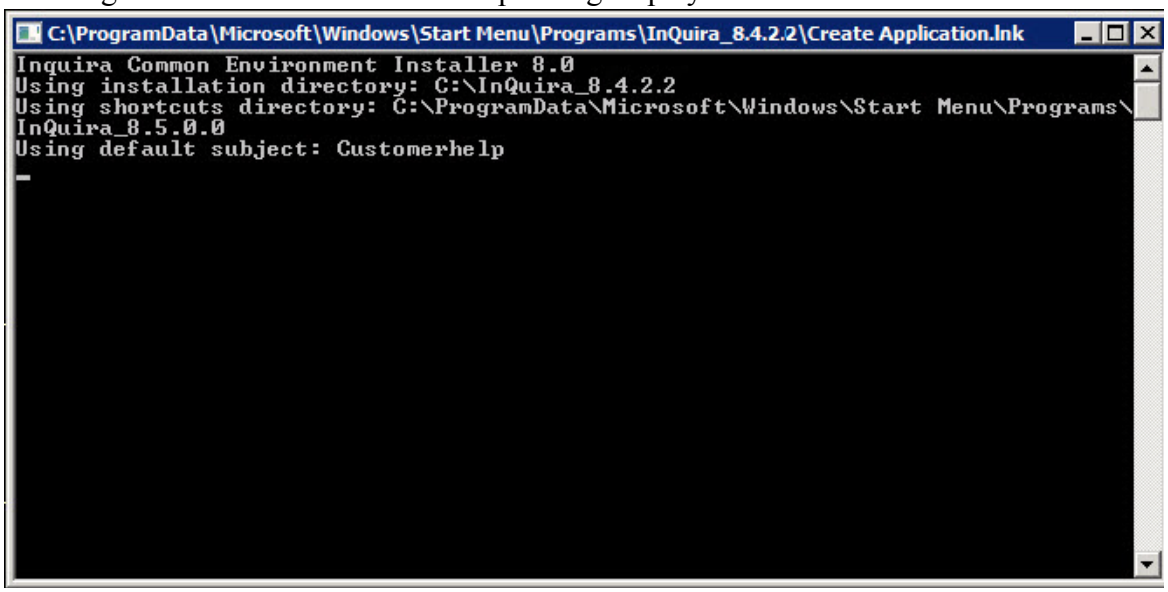
Starting the Create Application Program on the Local (Scheduler) Instance

On your local server, start the Create Application program by selecting:

Start -> Programs -> InQuira_[version] -> Create Application

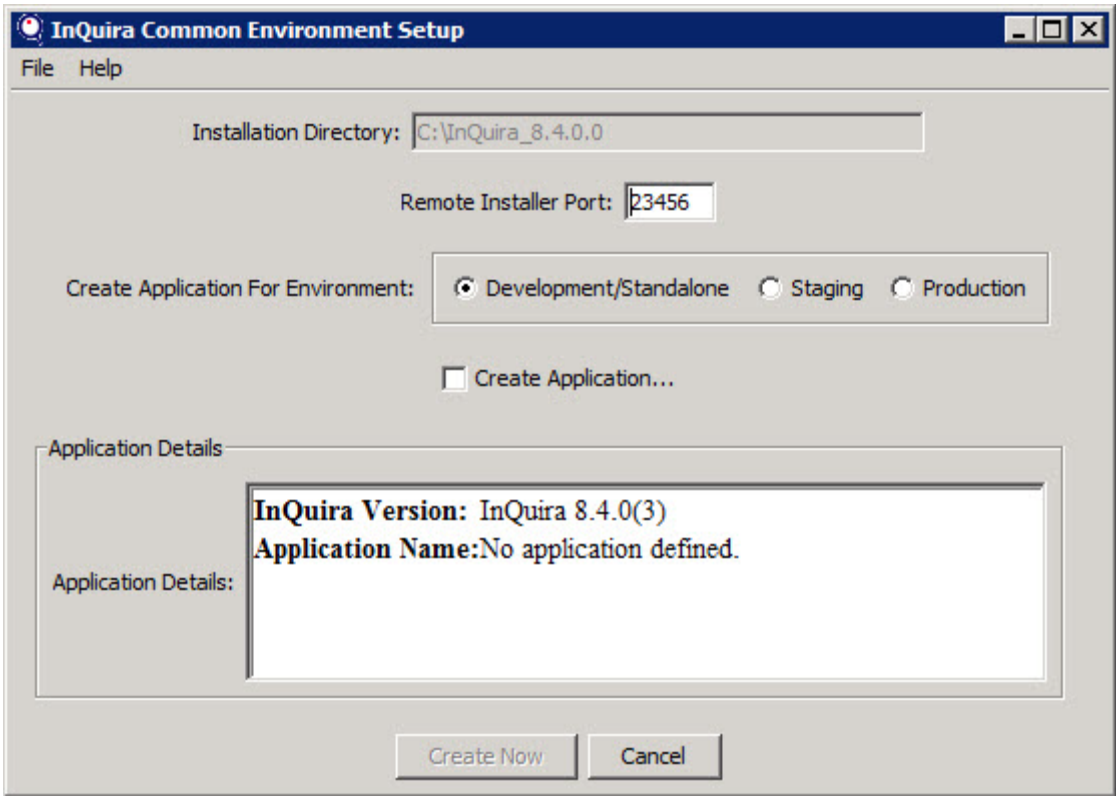


The Oracle Knowledge Common Environment Create Application console opens, and the Oracle Knowledge Common Environment Setup dialog displays.



Specifying Distributed Application Creation Options

On your local server, the Installation Common Environment Setup dialog displays fields to specify application creation options:

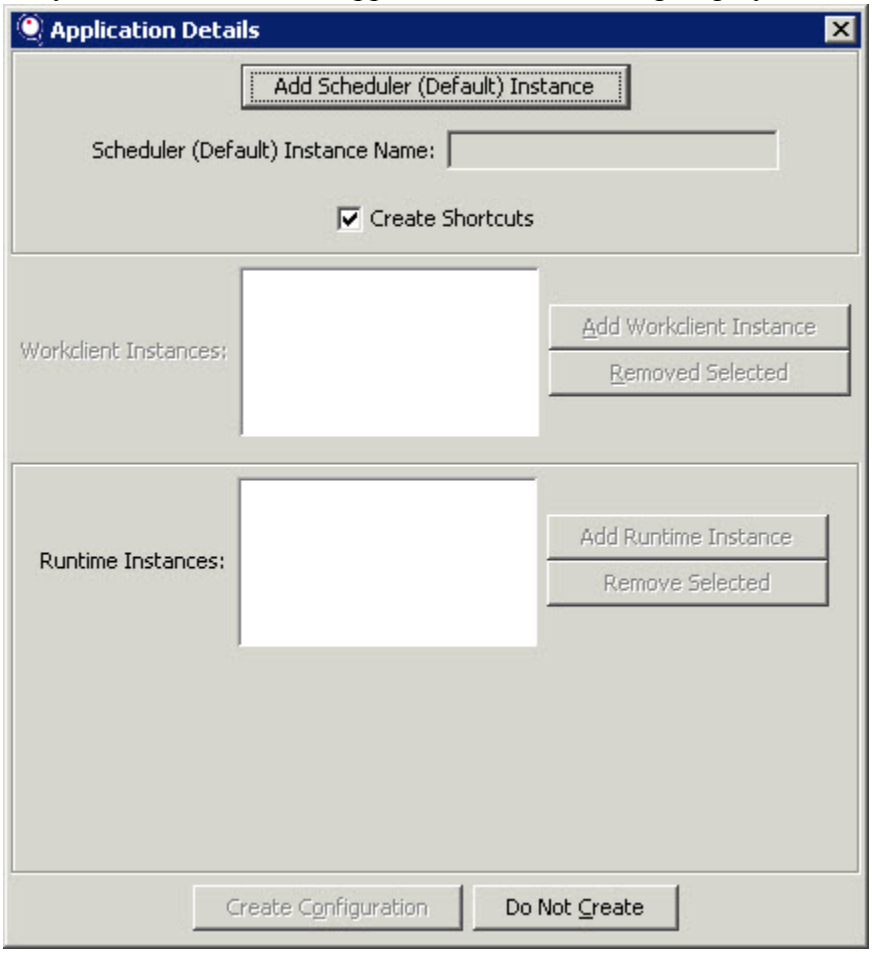


- Select **Development/Standalone.**
- Select **Create Application...**

The Application Details dialog displays.

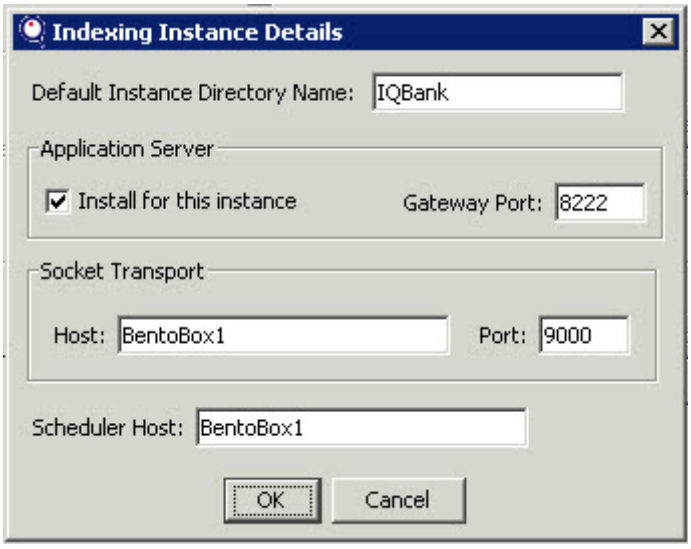
Creating the Scheduler (Default) Instance

On your local server, the Application Details dialog displays



- Select **Add Scheduler (Default) Instance**.

The Indexing Instance dialog box displays the following:



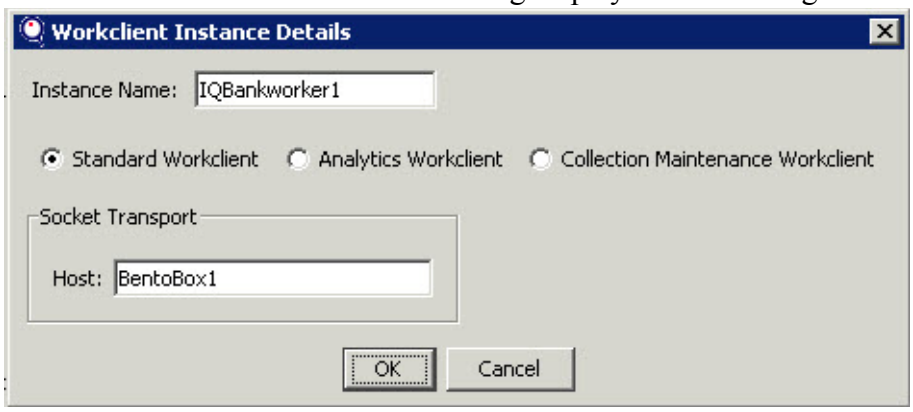
- Fill out the **Default Instance Directory Name**.
- Click **OK**

Creating the Remote Content Processing (Workclient) Instance

On your local server, the Application Details dialog displays an option to create a remote content processing (Workclient) instance:

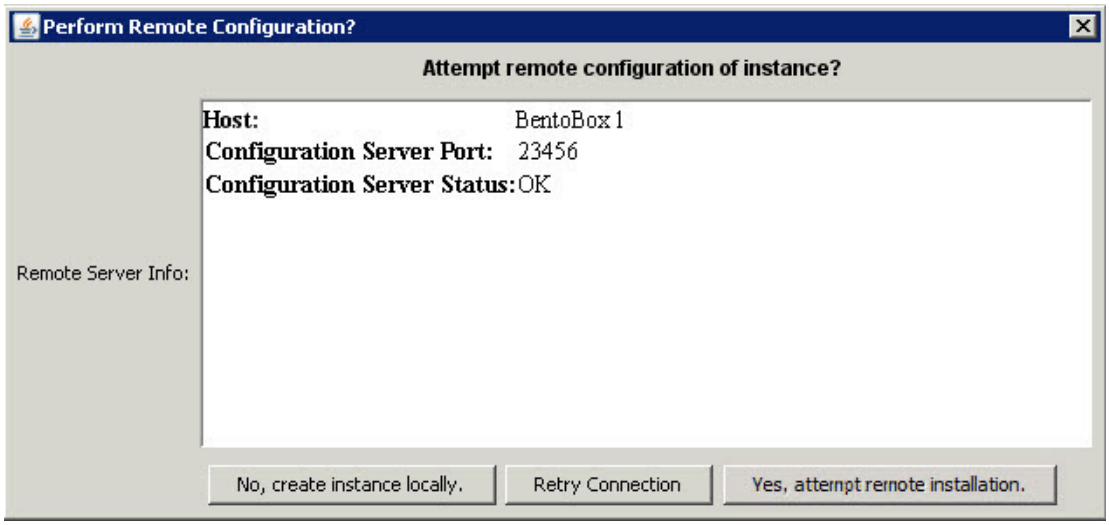
- select the **Add Workclient Instance** option

The Workclient Instance Details dialog displays the following fields:



- Select **OK**.

The Create Application program attempts to connect to the specified processor, and displays connection status:



- select the **Yes, attempt remote installation** option

NOTE: If you are not creating a distributed Oracle Knowledge application (using remote processors) select **No, create instance locally**.

The Application Details dialog displays the settings for the defined instances that are created as described in “Confirming the Distributed Application Details” on page 29.

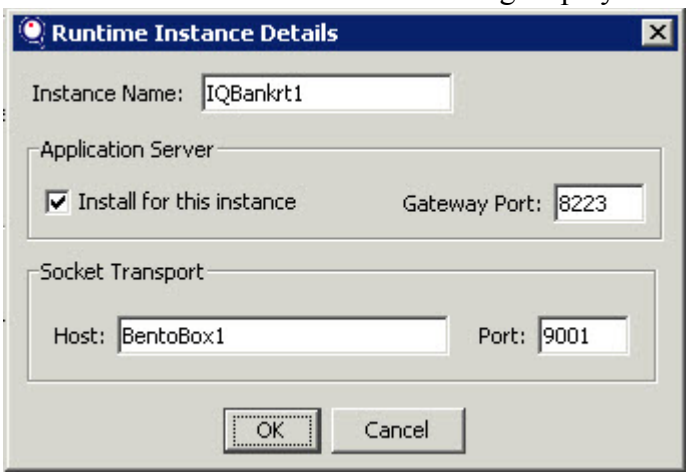
continue the application creation process as described in “Creating the Remote Request Processing (Runtime) Instance” on page 28.

Creating the Remote Request Processing (Runtime) Instance

On your local server, the Application Details dialog displays an option to create a remote request processing (Runtime) instance:

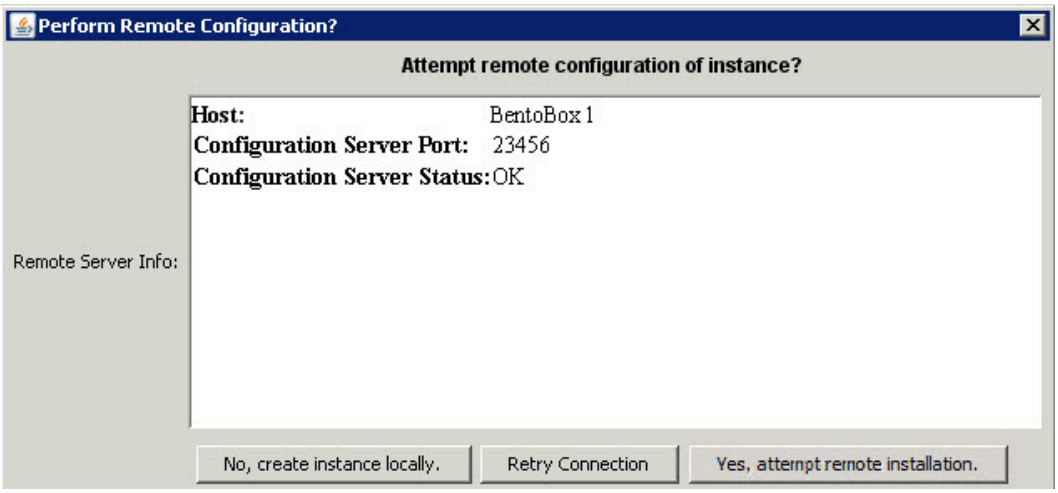
- select the **Add Runtime Instance** option

The Runtime Instance Details dialog displays the following fields:



- Select **OK**.

The Create Application program attempts to connect to the specified processor, and displays connection status:



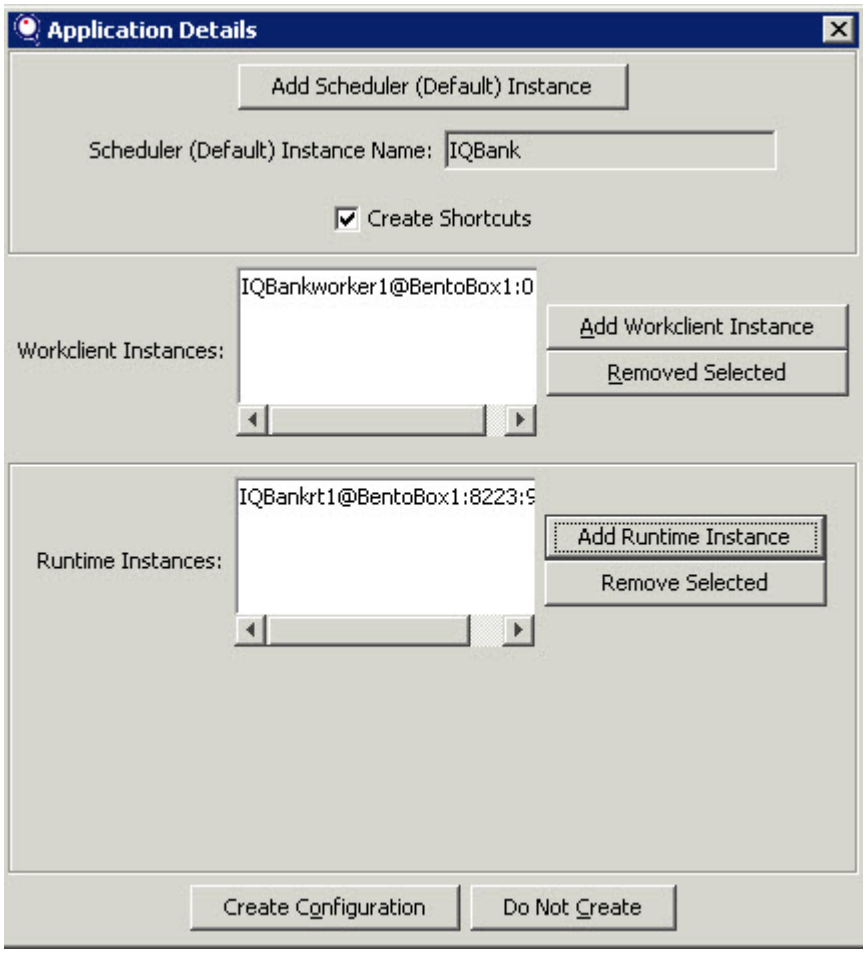
- select **Yes, attempt remote installation**.

NOTE: If you are not creating a distributed Oracle Knowledge application (using remote processors), select **No, create instance locally**.

The Application Details dialog displays the settings for the defined instances that are created as described in “Confirming the Distributed Application Details” on page 29.

Confirming the Distributed Application Details

On your local server, the Application Details dialog displays the parameters of the defined instances that are created.

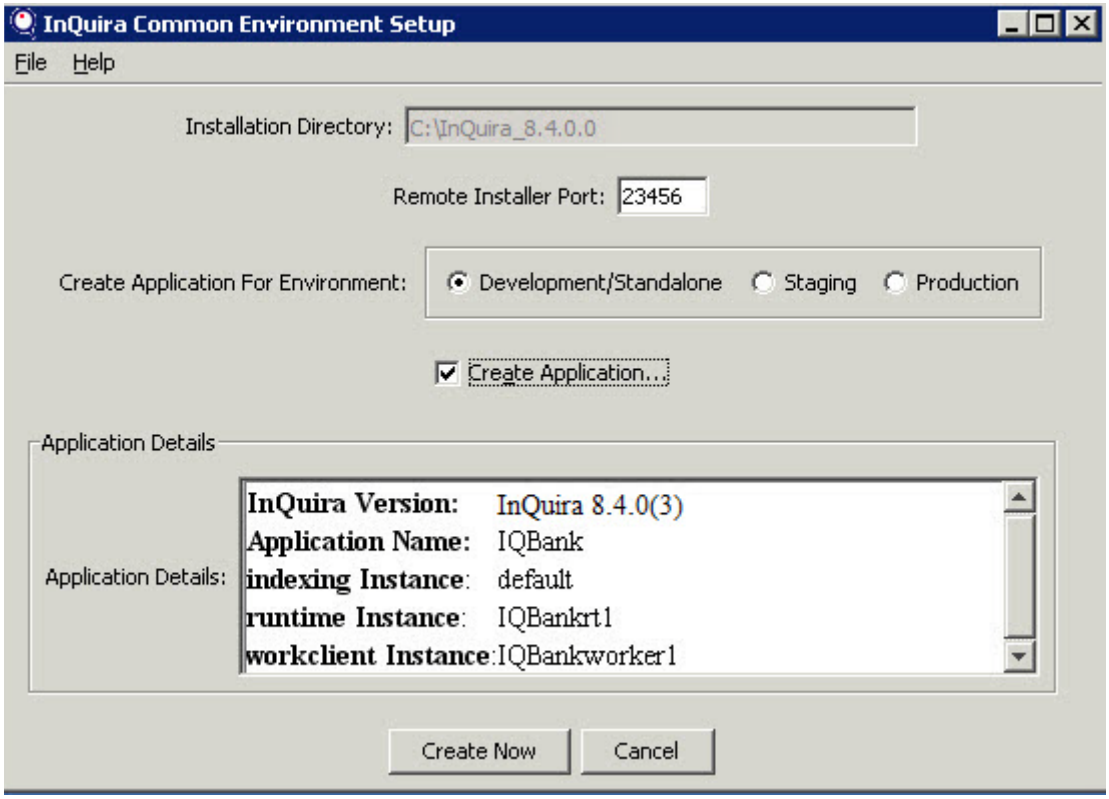


- Select **Create Configuration**.

The Oracle Knowledge Common Environment Setup dialog displays summary information about the specified application settings, as described in “Creating the Specified Distributed Application” on page 30.

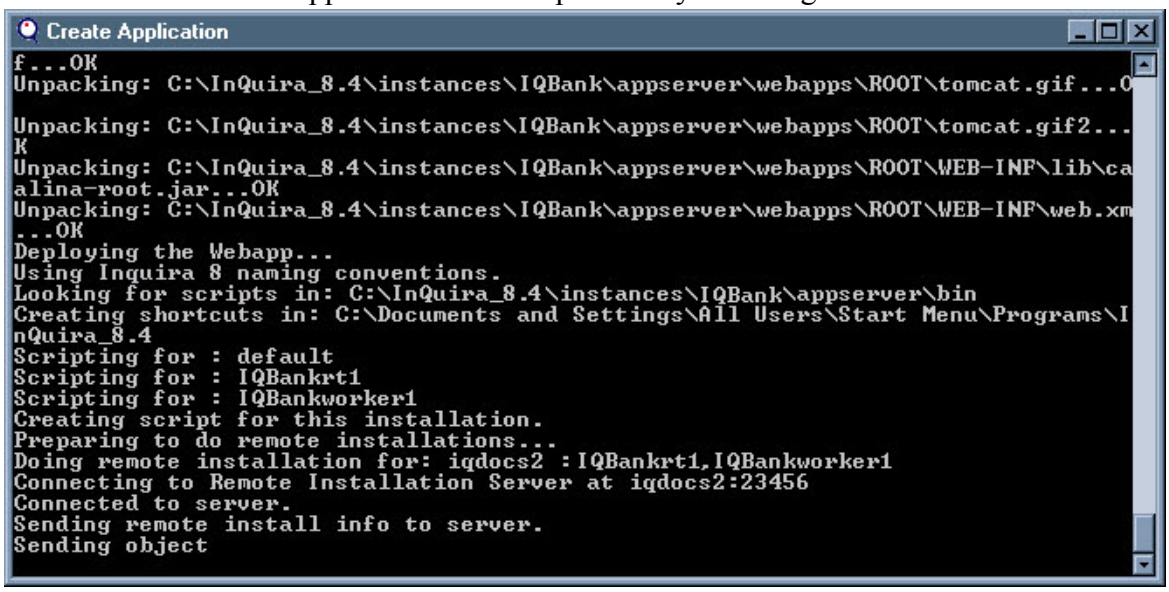
Creating the Specified Distributed Application

On your local server, the Oracle Knowledge Common Environment Setup dialog displays summary information about the specified application settings.



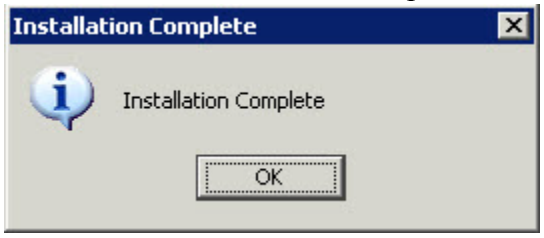
- Select the **Create Now**. The instance certification will be saved locally and an attempt will be made to send it to each remote instance for which **Yes, attempt remote installation** was selected. If the ICE remote installer is running on each of these systems, each will receive and save their respective configuration.

You can monitor the application creation process by watching the console.



NOTE: If you are not creating a distributed Oracle Knowledge application (using remote processors) this screen does not display.

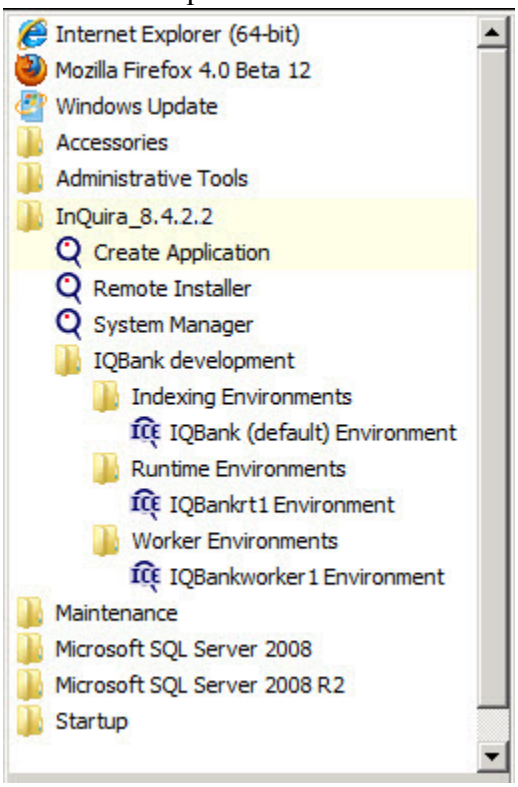
The installation is now complete, and the following message displays:



- Select **OK.**

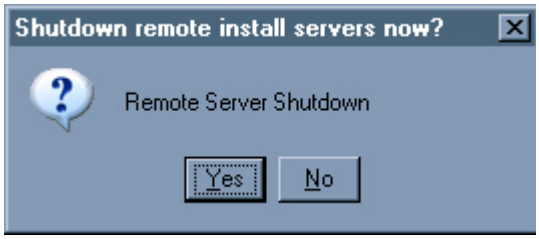
The Create Application program closes.

In Windows environments, the Create Application program creates the specified shortcuts to the setenv scripts



Completing the Remote Installation Process

On each remote server, the Create Application program displays the following completion dialog:



- select **Yes** to stop the remote Oracle Knowledge Common Environment server process

CHAPTER 4

Configuring Oracle Knowledge Instances

This section describes how to configure the content processing and request processing instances created in the Development Application as described in *Chapter 3, Creating and Configuring an Oracle Knowledge Application* to perform basic content- and request-processing.

IMPORTANT: The configuration procedures described in this chapter must be performed for each Oracle Knowledge instance. This means you must open a separate ICE prompt for your Indexing Environment, Runtime Environment, and Worker Environment and perform these configuration procedures in each.

Configuration Environment Overview

You configure the instances by:

On this instance:	Perform these steps:
Content Processing	• Start the Oracle Knowledge Common Environment, as described in "Starting the Oracle Knowledge Common Environment " on page 35. • Build the Oracle Knowledge web application, as described in "Compiling the Oracle Knowledge Web Application" on page 36. • Deploy the web application, as described in "Deploying the Oracle Knowledge Web Application" on page 36. • Install and start the Oracle Knowledge service, as described in "Installing and Starting Oracle Knowledge Services" on page 37. • Configuring the application data stores, as described in "Configuring the Content Store Datasource" on page 44. • Create the database tables, as described in "Creating the Content Store Database Tables" on page 49 and "Configuring the Quality Monitor Datasource" on page 49. • Restart the application, as described in "Restarting the Application" on page 52.
Request Processing	• Start the Oracle Knowledge Common Environment as described in "Starting the Oracle Knowledge Common Environment " on page 35. • Deploy the web application as described in "Deploying the Oracle Knowledge Web Application" on page 36. • Install and start the Oracle Knowledge service as described in "Installing and Starting Oracle Knowledge Services" on page 37.

When you have completed the configuration process, you can use the examples in Processing Sample Content to validate the Development Application by:

- Defining a content collection
- Processing the content to create an index of your content collection
- Submitting requests (questions) and receiving responses (answers) using the Development Application default Intelligent Search User Interface

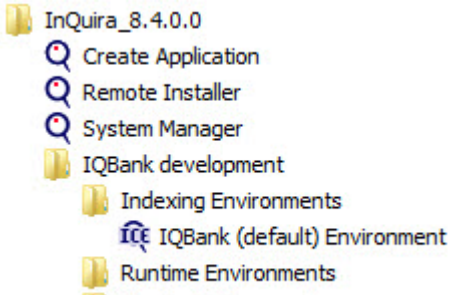
Starting the Oracle Knowledge Common Environment

When you create the Oracle Knowledge application, the Create Application program places Oracle Knowledge Common Environment items in the Microsoft Windows Start menu for each defined instance.

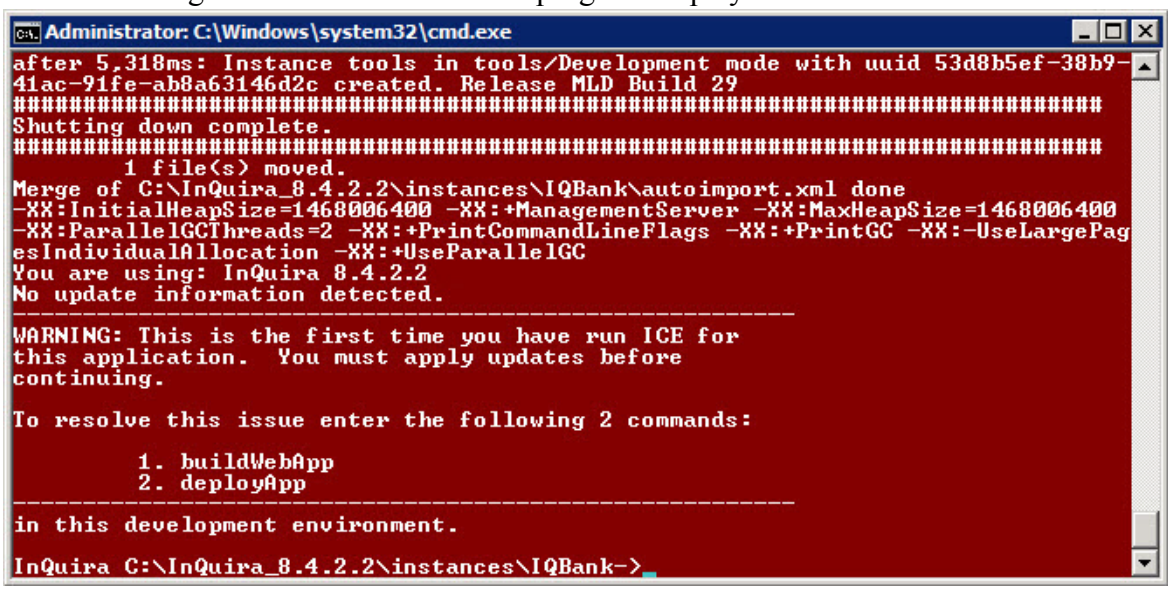
To start the Oracle Knowledge Common Environment:

- Select the Oracle Knowledge Common Environment item for the desired instance:

```
Start => Programs => InQuira [release]=>
<application_name>development=> Indexing Environments =>
<application_name> (default) Environment
```



The Oracle Knowledge Common Environment program displays its initial screen:



The initial Oracle Knowledge Common Environment screen advises that you must build and deploy the web application as described in "Compiling the Oracle Knowledge Web Application" on page 36 and "Deploying the Oracle Knowledge Web Application" on page 36.

NOTE: You must repeat these steps for all instances of Oracle Knowledge.

Compiling the Oracle Knowledge Web Application

The Oracle Knowledge Common Environment provides a facility to build the web application that supports the System Manager and the default User Interface.

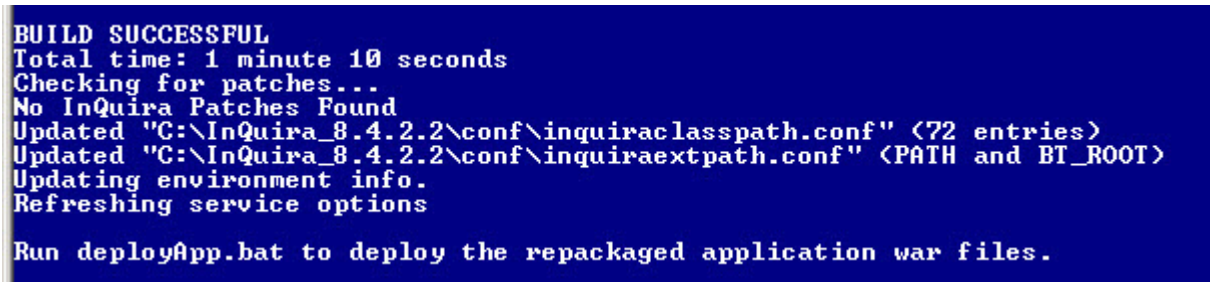
The Oracle Knowledge Common Environment web application facility supports customization of the Oracle Knowledge client and server web application files by merging custom files in the appropriate locations so that they can be deployed in the web application.

IMPORTANT: For the Development Application, build and deploy the Oracle Knowledge web applications on the content processing instance and deploy the web applications on the request processing instance.

To compile the Oracle Knowledge web application:

- Enter the command **buildWebApp** (Windows) or **buildWebApp.sh** (Linux) at the Oracle Knowledge Common Environment command prompt:

The `BuildWebApp` script executes and concludes with the following information:



NOTE: The Oracle Knowledge Common Environment console window background changes from red to blue when the process completes.

The Oracle Knowledge Common Environment web application building facility includes scripts to move the compiled web application into the Oracle Knowledge application server directories as described in “Deploying the Oracle Knowledge Web Application” on page 36.

Deploying the Oracle Knowledge Web Application

The Oracle Knowledge Common Environment web application building facility includes a script to move the compiled Oracle Knowledge web application into the application server directories.

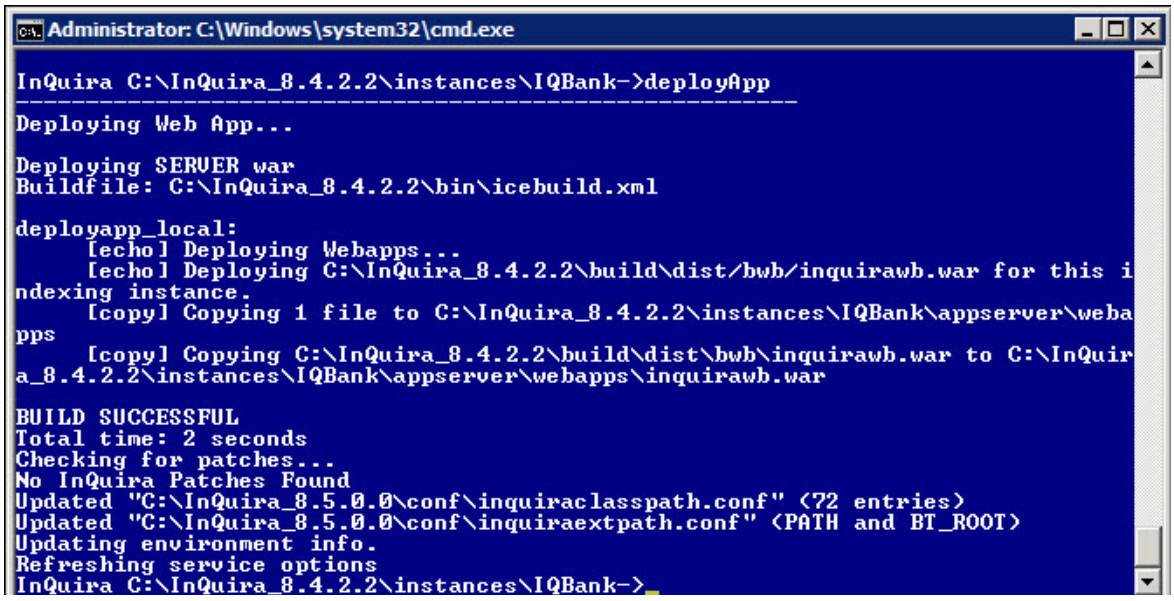
IMPORTANT: For the Development Application, deploy the Oracle Knowledge web application on both the content processing and request processing instances.

To deploy the Oracle Knowledge web application:

- Ensure that you have compiled the web application as described in "Compiling the Oracle Knowledge Web Application" on page 36.
- Enter the command **deployApp** (Windows) or **deployApp.sh** (Linux) at the Oracle Knowledge Common Environment command prompt:

```
InQuira C:\InQuira_8.4.2.2\instances\IQBank->deployApp_
```

The deployment script executes and concludes with the following information:



Installing and Starting Oracle Knowledge Services

The Oracle Knowledge Advanced Configuration Facility application can operate as a service in all supported environments.

In Microsoft Windows environments, you must install the Oracle Knowledge service as described in "Installing the Oracle Knowledge Service (Microsoft Windows)" on page 38.

In Linux and Unix environments, the Oracle Knowledge service does not require installation; you can start the service from the Oracle Knowledge Common Environment console as described in "Starting the Oracle Knowledge Service" on page 38.

NOTE: Oracle recommends using an automated process to start the Oracle Knowledge service in Unix and Linux environments.

Installing the Oracle Knowledge Service (Microsoft Windows)

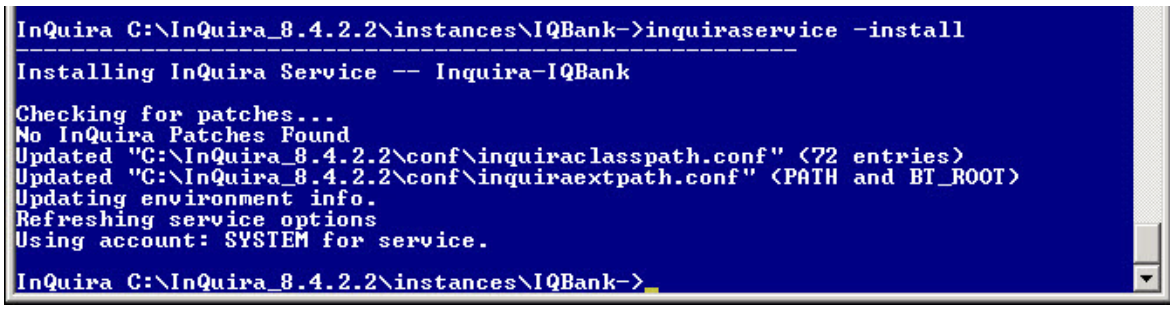
To install the Oracle Knowledge service:

- Enter the following command at the Oracle Knowledge Common Environment prompt:

```
inquiraservice -install
```

IMPORTANT: On Windows 2008, to install, uninstall, stop and start Oracle Knowledge services, you must execute the ICE window using the "Run as administrator" option.

The Oracle Knowledge Common Environment console displays information about the service installation process:



IMPORTANT: You must uninstall and reinstall the service any time you change the JVM options (JAVA_OPTS) in the Oracle Knowledge Common Environment .

After installing the Oracle Knowledge service you must start the Oracle Knowledge service see "Starting the Oracle Knowledge Service" on page 38 and then "Configuring the Application Data Stores" on page 43.

Starting the Oracle Knowledge Service

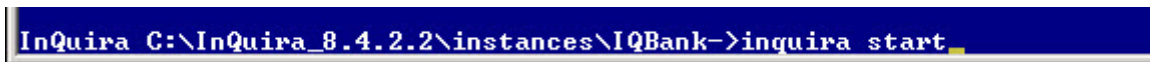
You start the Oracle Knowledge service from the Oracle Knowledge Common Environment command prompt for the related instance.

IMPORTANT: On Windows 2008, to install, uninstall, stop and start Oracle Knowledge services, you must execute the ICE window using the "Run as administrator" option.

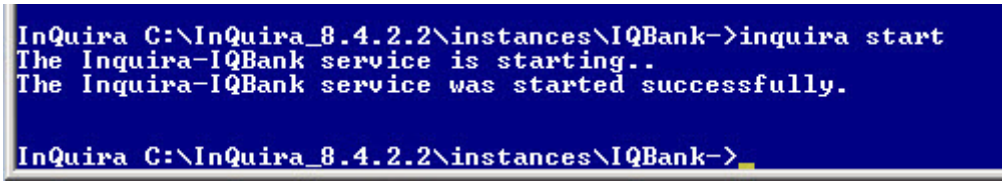
To start the Oracle Knowledge service:

- Enter the following command in Microsoft Windows environments:

```
inquira start
```



The Oracle Knowledge service starts:



Viewing the Oracle Knowledge Web Application Logs

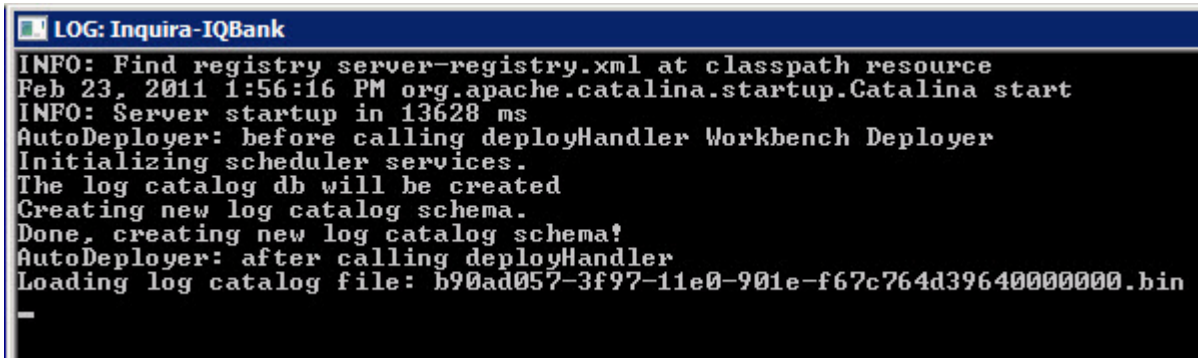
The Oracle Knowledge Common Environment provides a facility for viewing the STDOUT and STDERR logs for the Oracle Knowledge web application.

To view the application logs:

- Enter the following command at the Oracle Knowledge Common Environment command prompt:

```
tailthelog -a
```

Oracle Knowledge displays application log information in a separate window:



NOTE: See the "Oracle Knowledge Intelligent Search Administration Guide" for more information on Oracle Knowledge logs and how to access log data.

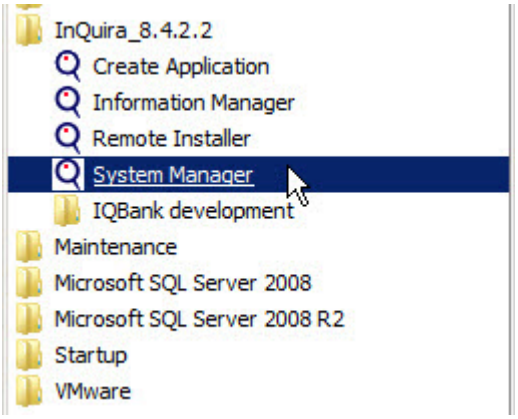
Starting the System Manager

Use System Manager to configure content processing and data storage options for your application.

NOTE: The System Manager requires that the Oracle Knowledge Application Service is running.

To start the System Manager:

- Use the System Manager shortcut:



or

- Open a browser and enter the following URL:

http://<hostname>:<port>/inquirawb/sm

where:

<port> : Specifies the application server/gateway port specified during the installation process as described in “Creating the Content Processing Instance” on page 69. The default is 8222.

The System Manager Login page displays.

Logging into System Manager

The System Manager Login page displays.

- Log onto the Advanced Configuration Facility as:

USERNAME:	Administrator
PASSWORD:	Administrator

Note: Oracle recommends that the System Administrator change the password of the Search System Manager administrator account from the default value of Administrator/Administrator.

The System Manager login fields are case-sensitive.

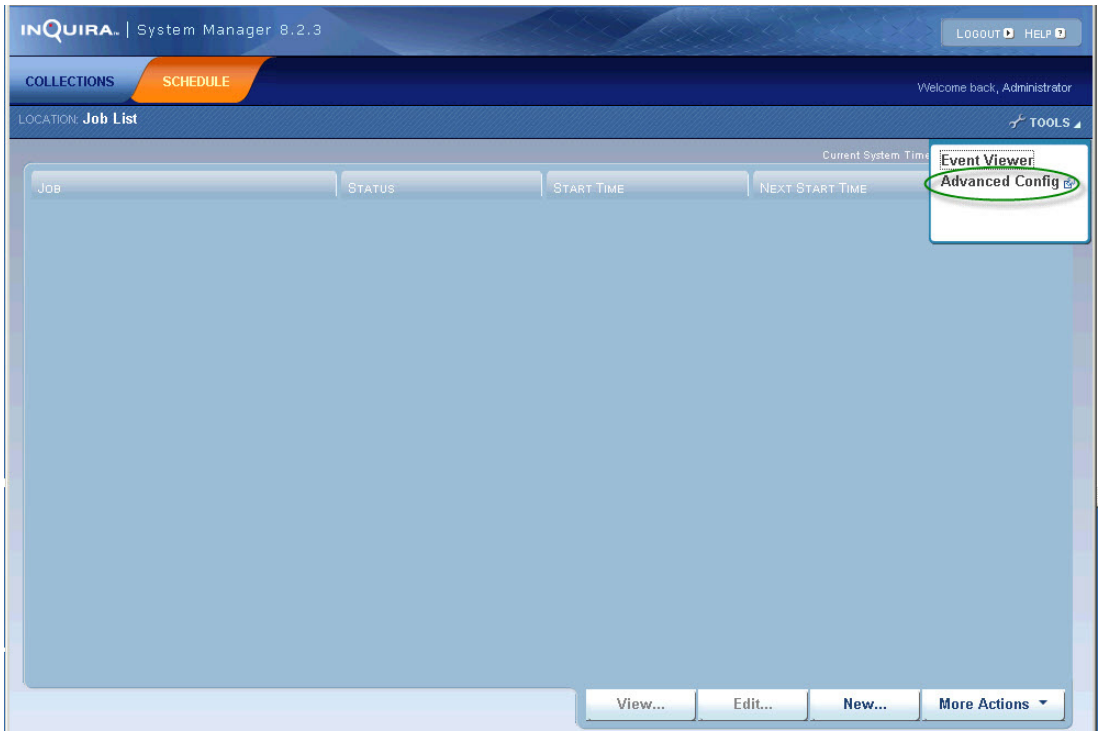
See the “Oracle Knowledge Intelligent Search Administration Guide” for more information on the System Manager and Oracle Knowledge administration.

The System Manager displays the Job List.

Accessing the Advanced Configuration Facility

From the Job List Screen:

1. Select the **Tools** menu in the upper-right portion of the screen
2. Select **Advanced Config**

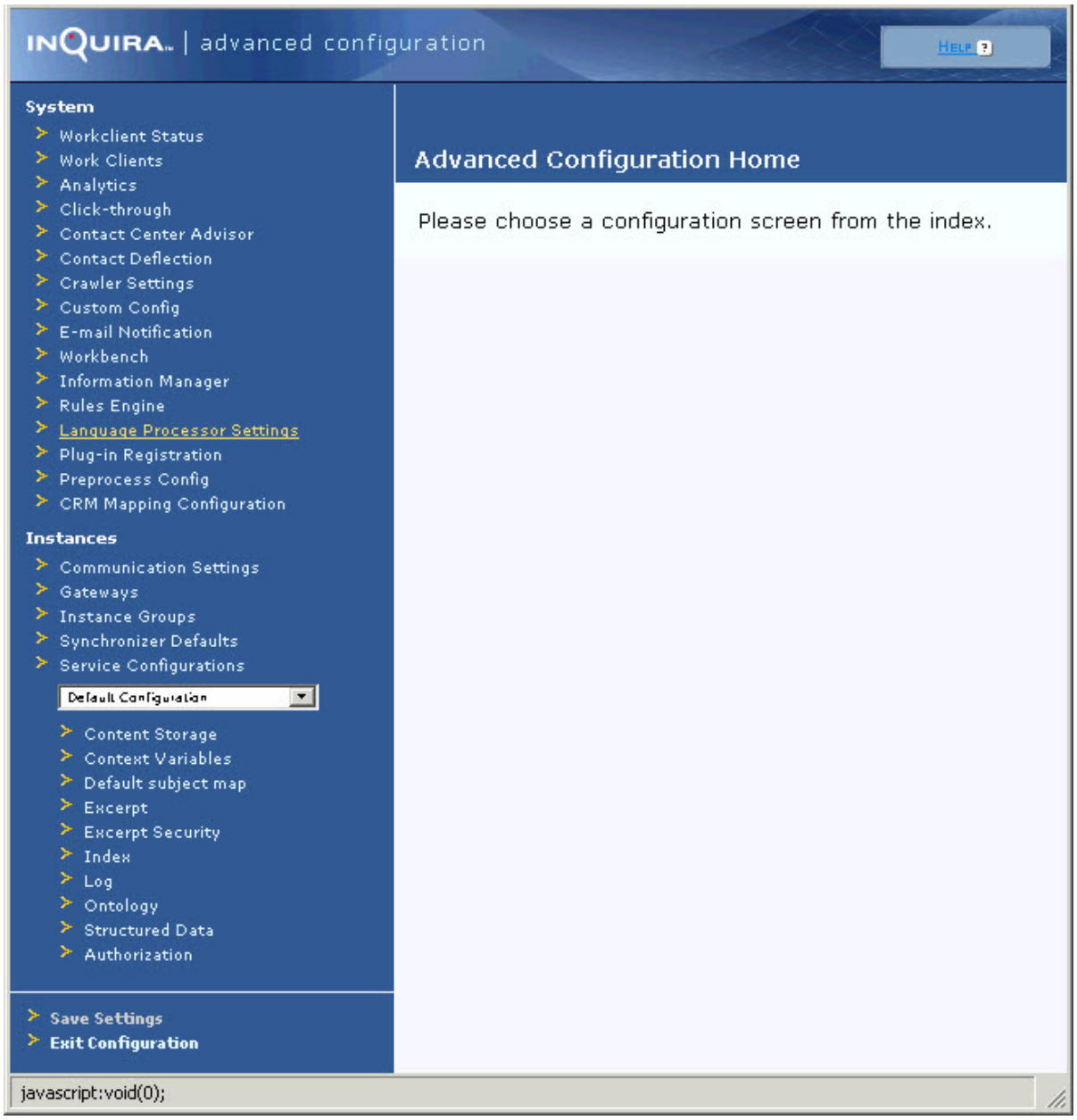


The System Manager displays the Advanced Configuration page as described in “The Advanced Configuration Facility” on page 42.

The Advanced Configuration Facility

The Advanced Configuration Facility is divided into the following functional areas:

- System
- Instances



NOTE: See the "Oracle Knowledge Intelligent Search Administration Guide" for more information on the Advanced Configuration Facility and advanced Oracle Knowledge administration.

Configuring the Application Data Stores

An Oracle Knowledge application requires configured data sources for various types of application data. Using ***System Manager***, see "Starting the System Manager" on page 39, you configure an application to use a single data source for the required data tables, which includes:

- The Content Store, which contains the indexed documents used to answer users' questions.
- The Quality Monitor data store, which stores data used for testing application request processing performance.

IMPORTANT: If you use the optional Oracle Knowledge Analytics and Information Manager products, you must configure Analytics data sources as described in the Oracle Knowledge Analytics and Information Manager product documentation.

You configure data sources for an application by:

- specifying database connection information for each component
- creating the data tables

To configure data sources for additional components, select the corresponding Advanced Configuration Facility menu items, and configure the appropriate data sources:

To Configure the Data Source for...	Select...
Content Store	**Content Storage**, in the Instances portion of the Advanced Configuration menu.
Quality Monitor Store	**Workbench**, in the System portion of the Advanced Configuration menu.

See “Configuring the Content Store Datasource” on page 44 for detailed content store datasource configuration information.

See “Configuring the Quality Monitor Datasource” on page 49for detailed Quality Monitor store datasource configuration information.

Configuring the Content Store Datasource

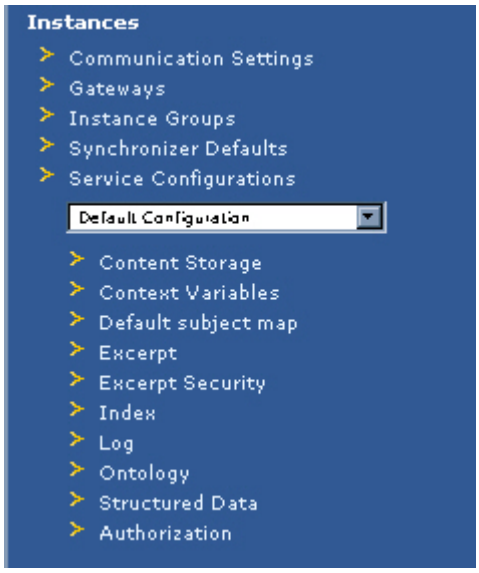
The Oracle Knowledge Content Store is the database that contains the application content used in request processing.

You must configure a data source for the Content Store to store content for use by the application. (See “Databases” on page 6 in the Oracle Knowledge System Requirements section for more information.) You configure the data source for the Content Store by specifying appropriate values for the fields in the Content Store Data Sources page of the Advanced Configuration Facility.

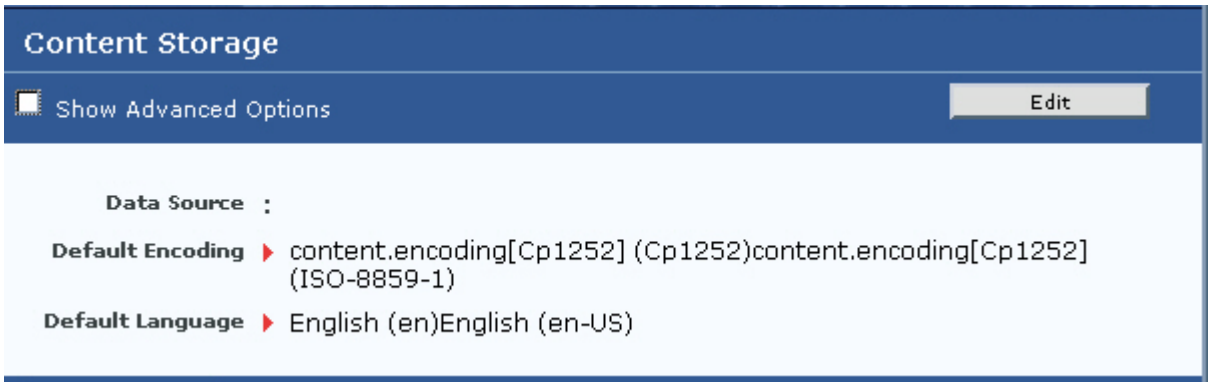
NOTE: You can use a single database as a data source for multiple Oracle Knowledge components; for example you can configure the same database for the Content Store and the Oracle Knowledge Analytics module.

To configure a data source for the application:

- Select **Content Storage** from the Instances section of the Advanced Configuration Facility menu:

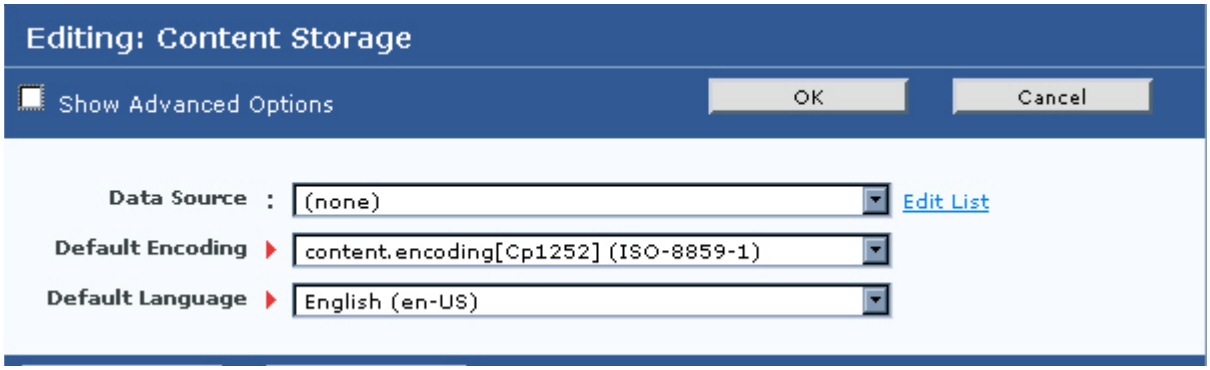


The **Content Storage** page displays.



- Click **Edit** on the **Content Storage** page.

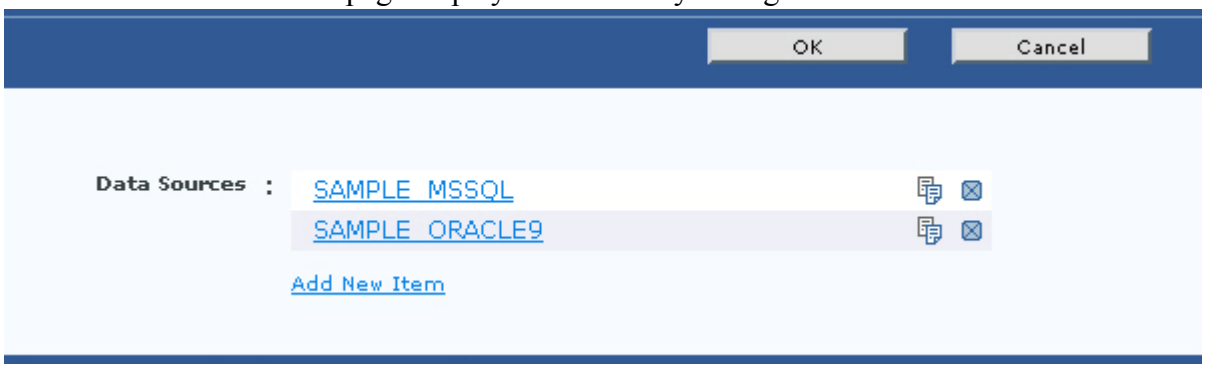
  The **Editing: Content Storage** page displays the list of defined data sources in the Data Source field:



For initial configuration, you need to define a new data source:

- Click **Edit List** in the Data Source field

  The **Data Sources** page displays the currently configured data sources:



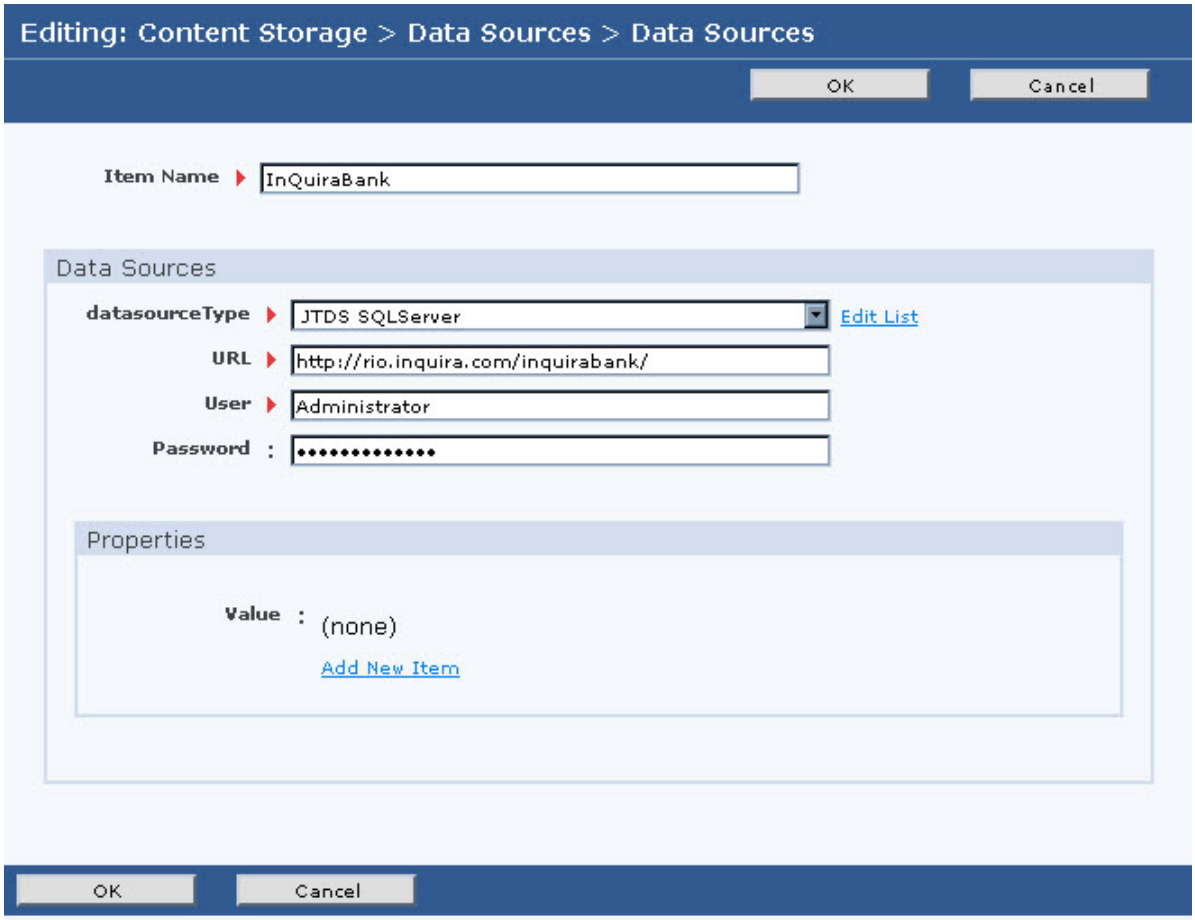
NOTE: The SAMPLE MSSQL and SAMPLE ORACLE9 databases are for demonstration purposes only.

- Click **Add New Item**.

  or

- Click the copy icon next to appropriate sample data source, for example, SAMPLE_MSSQL.
- Click the newly created copy, for example, SAMPLE_MSSQL (copy).

The **Data Sources** page displays fields for entering data source information.



- Specify the following parameters to configure the data source:

Parameter	Description
Item Name	Specify a required name for the data source. **NOTE:** The name must be a single string without spaces.
Datasource Type	Specify the database type. Select the type of data source from the list of supported types (MSSQL, ORACLE).
URL	Specify the connection URL for the JDBC connection. Enter the value of the connection URL as appropriate for your RDBMS and JDBC driver, for example, YOUR_HOST_NAME and YOUR_DATABASE_NAME.
User	Specify the user name to use for the specified data source.
Password	Specify the password to use for the specified data source. **NOTE:** The Advanced Configuration Facility encrypts the saved password; the contents of the field may not appear to match the specified password.

Parameter	Description (Continued)	
Properties	Specify any additional required connection properties. The sample data source configurations may contain additional default properties, for example:	
	TDS	Specifies the Tabular Data Stream (TDS) version. TDS is the protocol that SQL Server uses to communicate with database clients. SQL Server 2005 uses Version 8.0. Newer database server versions usually understand older protocol versions.
	useCursors	Specifies that the jTDS driver uses server side cursors instead of direct selects (AKA firehose cursors) for forward-only read-only result sets. For other types of result sets, server- or client-side cursors are always used. SQL Server creates a fast forward-only cursor when this property is set to `true`.

- Click **OK** to save your changes while reverting to the Content Storage page.
- Select your newly created Data Source from the drop down list.
- Click **OK.**
- Click **Save.**

You can now create the tables for the Oracle Knowledge content store as described in “Creating the Content Store Database Tables” on page 49.

Creating the Content Store Database Tables

The Oracle Knowledge Common Environment provides a facility to create the Content Store database tables for the configured data source.

To create the content store database tables, enter the following command from the Oracle Knowledge Common Environment prompt:

- In Microsoft Windows environments:

```
createContentStore.bat
```

- In Linux environments:

```
createContentStore.sh
```

NOTE: You can create and maintain the content store database tables using various Oracle Knowledge facilities available as commands and as scheduled tasks.

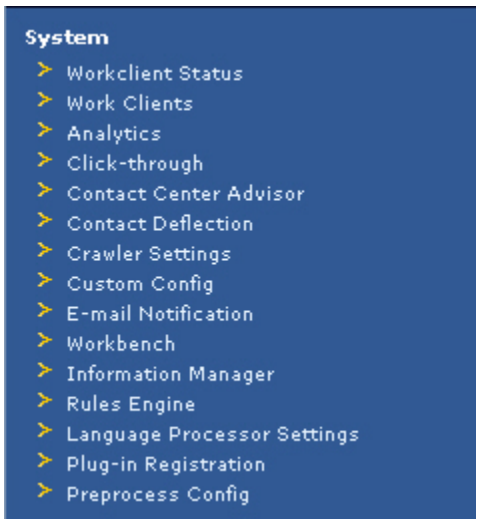
Configuring the Quality Monitor Datasource

The Oracle Knowledge Quality Monitor Data Store is the database that stores data used for testing application request processing accuracy.

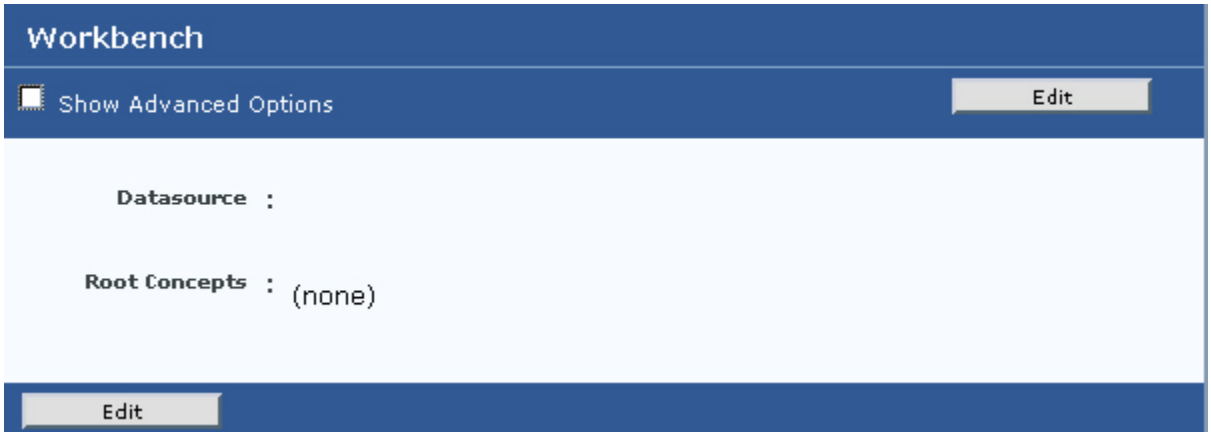
You must configure a data source for the Quality Monitor Data Store to store content for use by the application. (See “Databases” on page 6 in the Oracle Knowledge System Requirements section for more information.) You configure the data source for the Quality Monitor by specifying appropriate values for the fields in the Workbench page of the Advanced Configuration Facility.

To configure a data source for the application:

- Select **Workbench** from the System section of the Advanced Configuration Facility menu:



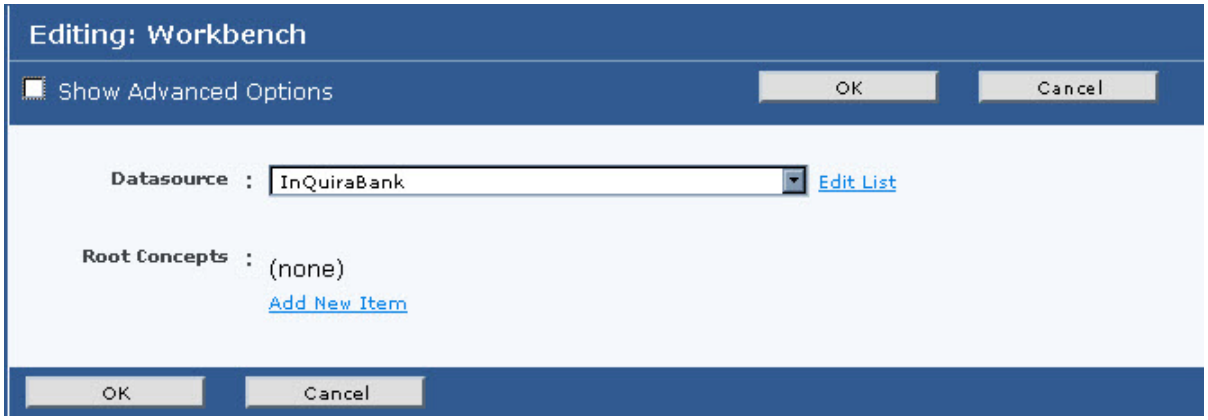
The **Workbench** page displays.



- Select **Edit** on the Workbench page

  The **Editing: Workbench** page displays a drop down list of data sources.

You can now create the tables for the Oracle Knowledge content store as described in "Creating the Content Store Database Tables" on page 49.



- Select the same data source created for the Content Store.
- Select **OK** to save your changes while reverting to the Workbench page.
- Select **Save** on the Workbench page.

Creating the Quality Monitor Database Tables

The Oracle Knowledge Common Environment provides a facility to create the Quality Monitor database tables for the configured data source.

To create the Quality Monitor database tables, enter the following command from the Oracle Knowledge Common Environment prompt:

- In Microsoft Windows environments:

  createQualityMonitorStore.bat

- In Unix and Linux environments:

  createQualityMonitorStore.sh

Restarting the Application

You should restart the Oracle Knowledge application to ensure that your configuration changes are available to the applications.

To restart the Oracle Knowledge application, enter the following command from the Oracle Knowledge Common Environment : **inquira restart**

Working with the Configured Application

The Oracle Knowledge application is now configured and ready to use. You can now begin working with the application to process content, schedule tasks, and develop language processing components using the System Manager, and additional Oracle Knowledge tools and processes.

To begin working with the application by processing content and scheduling jobs, see the “Oracle Knowledge Intelligent Search Administration Guide”.

To begin working with the application by developing language processing components, see the **Intelligent Search Language Administration Guide* and **Intelligent Search Language Developers' Guide*.

CHAPTER 5

Uninstall Intelligent Search

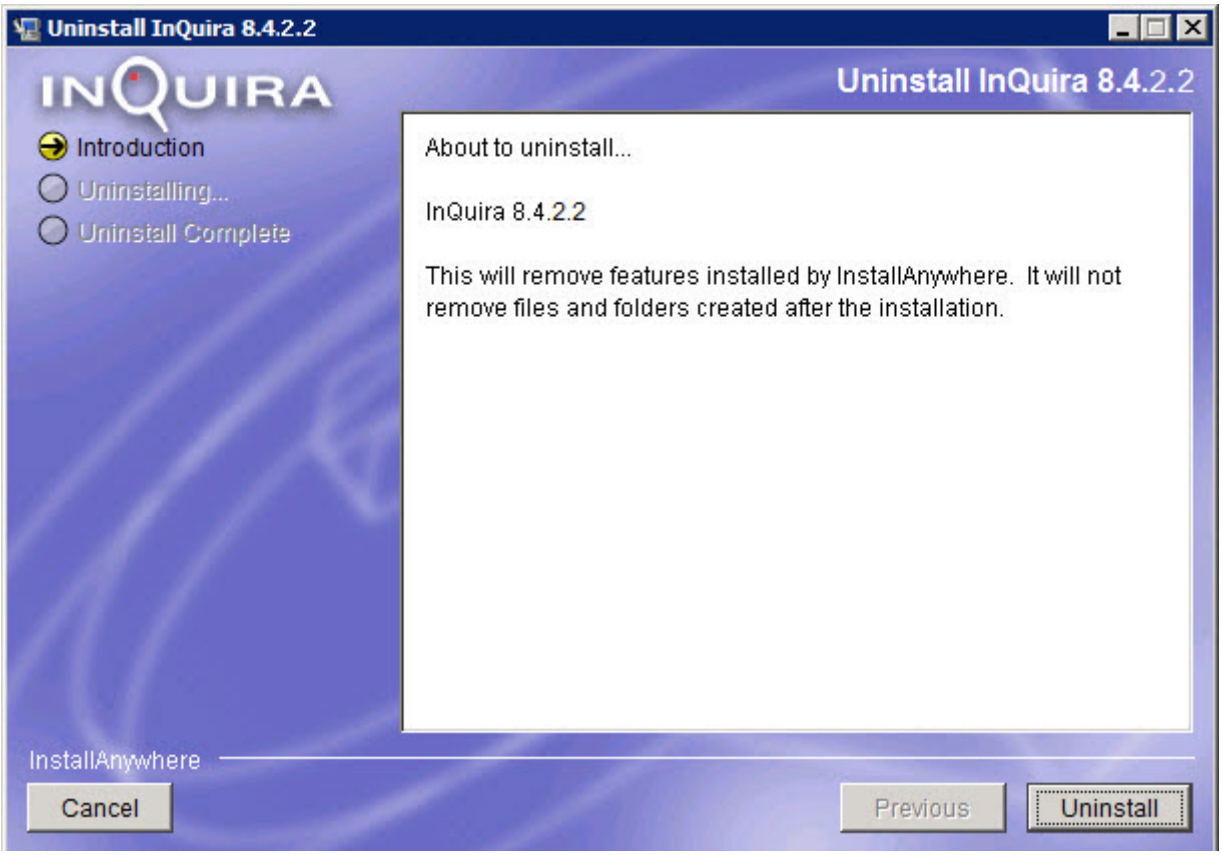
Intelligent Search provides an uninstall program. This chapter describes the uninstall procedure.

To uninstall Intelligent Search:

- Locate the UninstallerData folder.

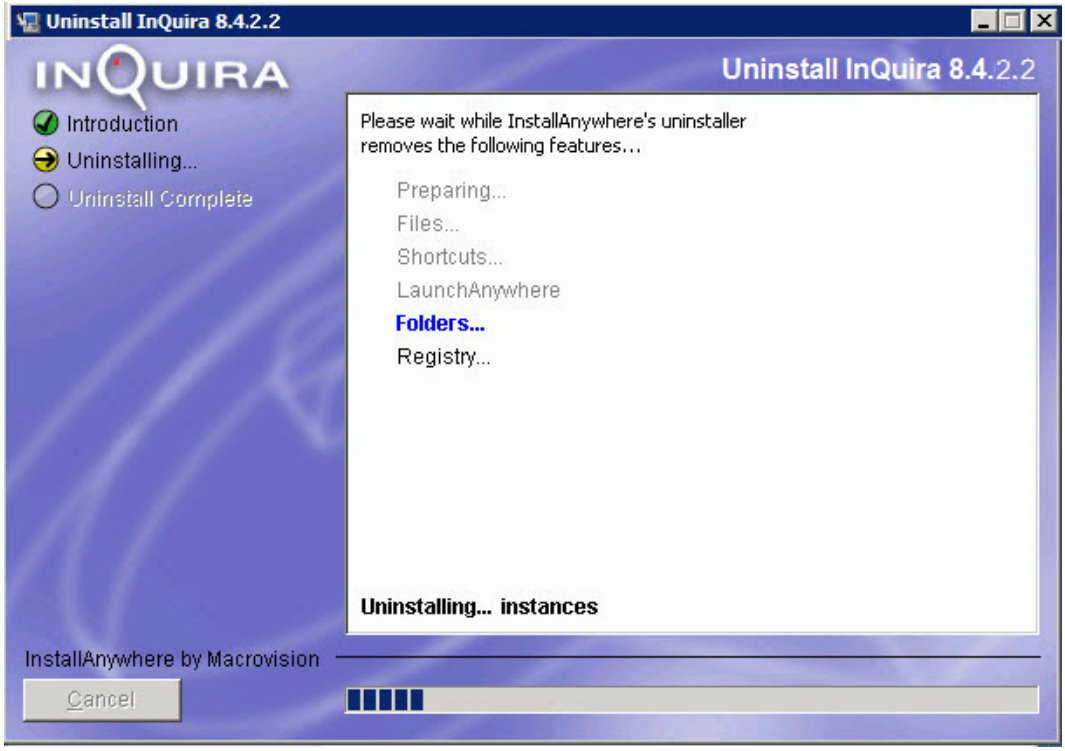
  This folder is located at <InQuira_home>>/UninstallerData
- Execute `Uninstall_Inquira.exe` in Windows environments
- Execute `Uninstall_Inquira.sh` in Linux environments

The Uninstall Oracle Knowledge screen displays.

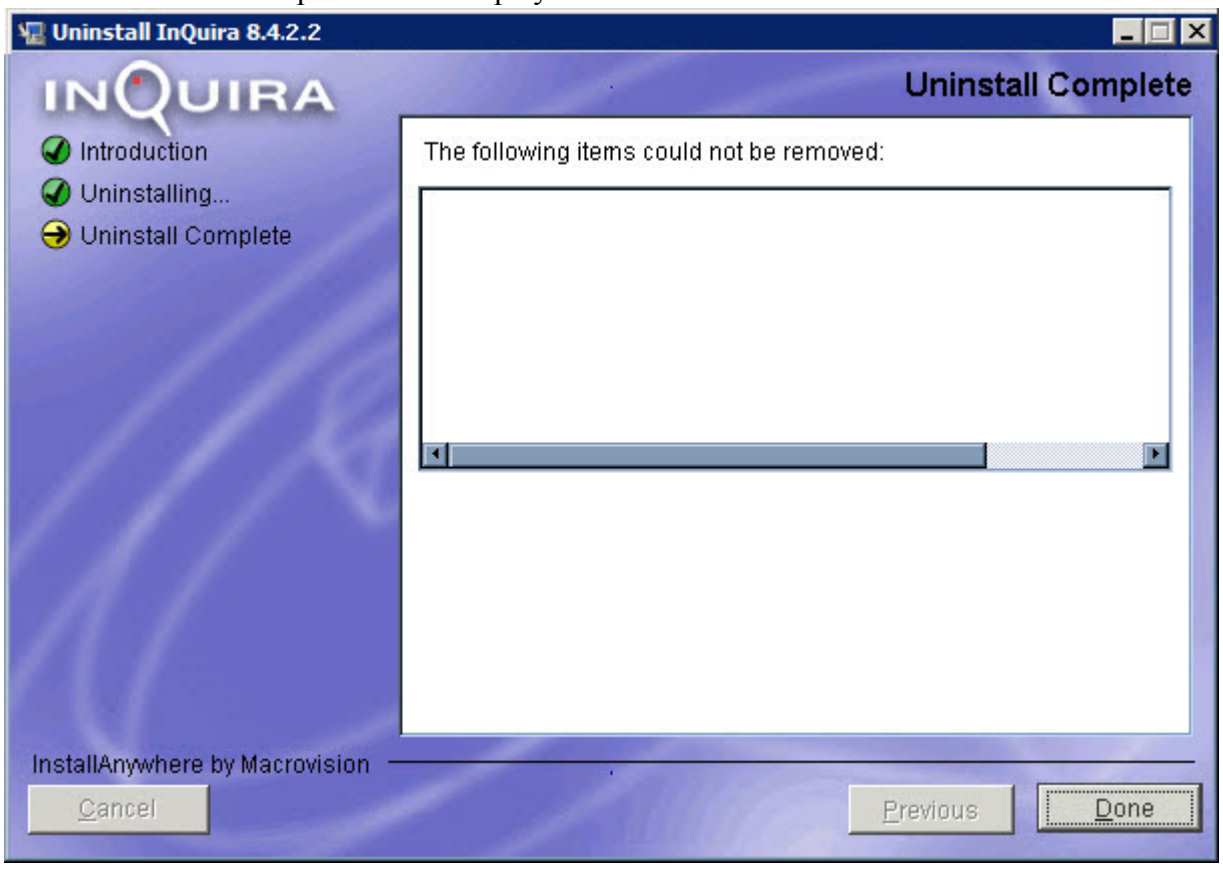


- Click **Uninstall**.

The uninstall process begins:



The Uninstall Complete screen displays.



Files that were added after the installation are not removed as a part of the uninstallation process. These items appear in the **The following items could not be removed field**, and they must be removed manually. Review these files before deleting.

- Select either **Yes, restart my system** or **No, I will restart my system myself**.
- Click **Done**.

APPENDIX A

Creating Application Instances for Demonstration Only

This appendix describes:

- "The Oracle Knowledge Common Environment " on page 57
- "Creating the Application Instances for Demonstration Only" on page 58
- "Replicating an Oracle Knowledge Application (Silent Install)" on page 65
- "Creating the Development Application" on page 67

The Oracle Knowledge Common Environment

The Oracle Knowledge Common Environment is a common operational environment for Oracle Knowledge applications that is installed and configured as part of the standard installation process. The Oracle Knowledge Common Environment contains tools and utilities that assist in creating, administering, and maintaining Oracle Knowledge instances and applications, enabling you to easily:

- Create and configure applications and instances
- Apply and remove patches and updates to product code
- Build and maintain customized Oracle Knowledge web applications
- Automate operations using external utilities, such as shell scripts

The Oracle Knowledge Common Environment provides system administration benefits, including:

- A single point of control for managing environment configuration
- Support for implementations using only one instance of Oracle Knowledge product code
- Support for a central Dictionary repository, shared by all applications
- Separate and standard locations for Oracle Knowledge product code and custom code
- Simplified integration and configuration of custom code that uses Oracle Knowledge services
- Access to commonly used environment variables

Creating the Application Instances for Demonstration Only

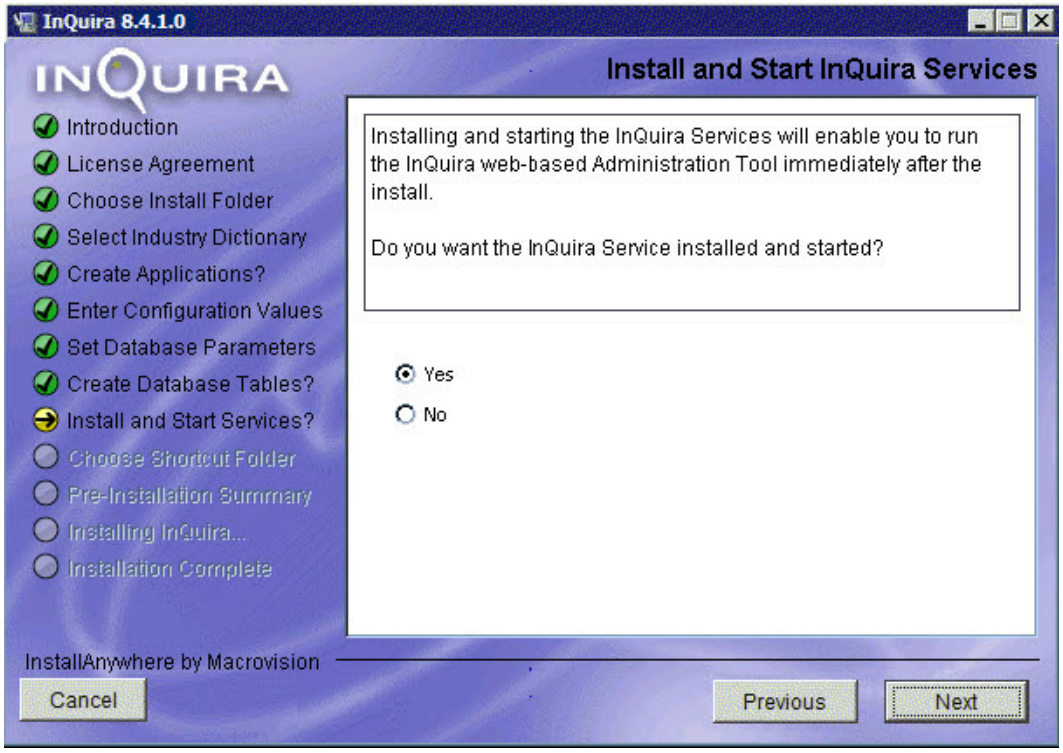
Installing and Starting Oracle Knowledge Service (Demonstration Only)

If you create the application instances as part of the installation process as described in "Creating the Application Instances for Demonstration Only" on page 58, the installation program prompts you to automatically install and start the Oracle Knowledge Service.

NOTE: This screen does not display during the recommended installation process as described in *Chapter 2, Installing and Configuring Oracle Knowledge*.

The Oracle Knowledge Service provides a standardized method of starting and stopping Oracle Knowledge and managing processes associated with the application.

Select Yes to install and start the Oracle Knowledge Service. Select **No** to bypass installing and starting the Oracle Knowledge Service. You can install and start the service at a later time using the process described in "Installing and Starting Oracle Knowledge Services" on page 37.

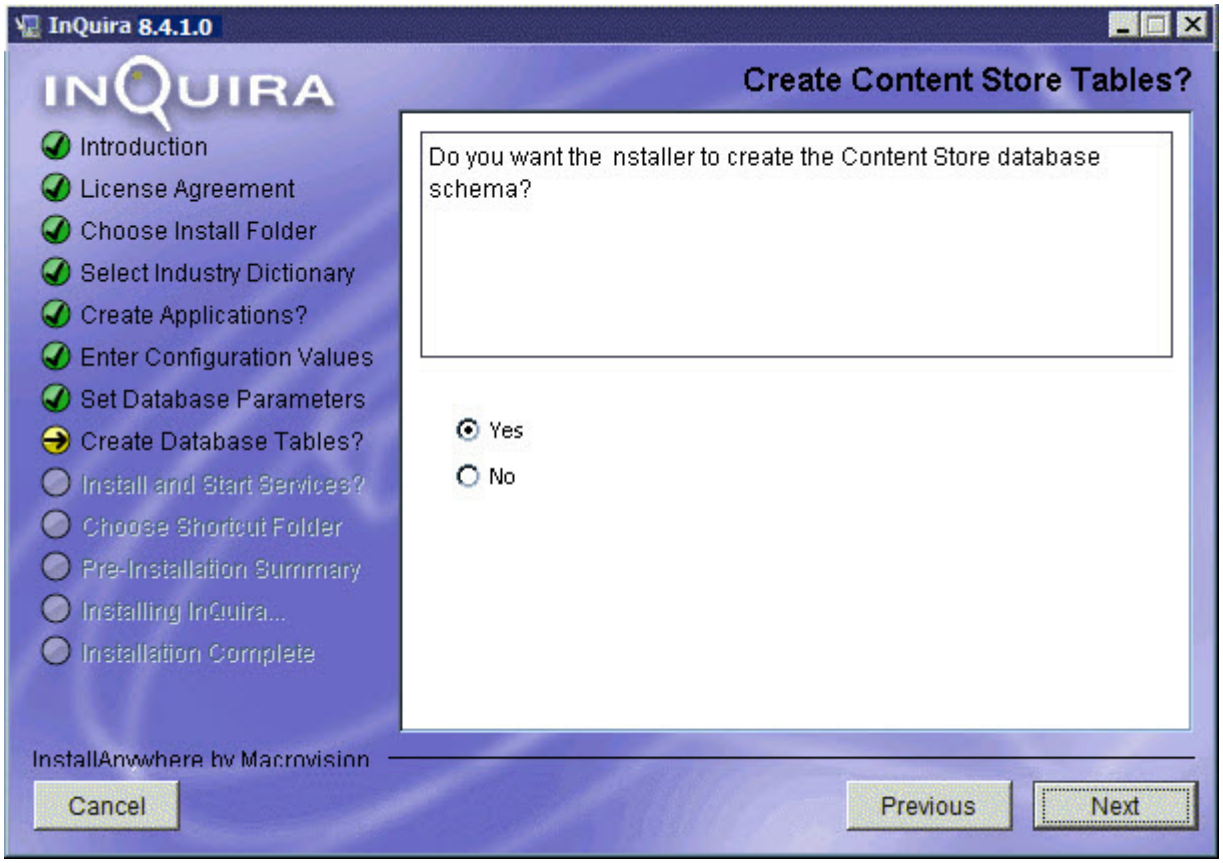


- Select **Yes** or **No**.
- Select **Next.**

The installation program displays the shortcut folder selection screen.

Create Database Tables (Demonstration Only)

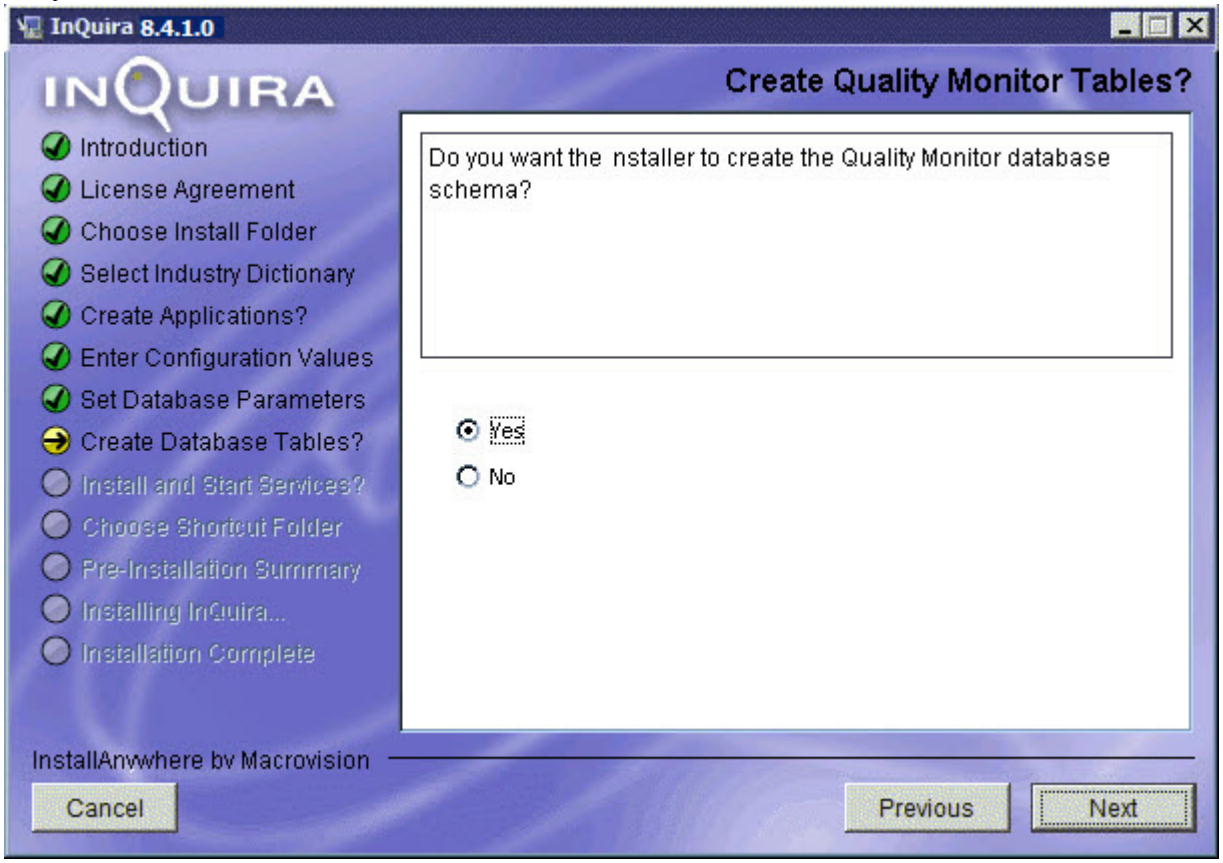
The Create Content Store Table screen allows you the option to have the installer create the Content Store database schema. The default is No. It is recommended that you select yes.



- Select **Yes**.
- Select **Next**.

The Create Quality Monitor Tables screen displays.

The Create Quality Monitor Tables screen allows you the option to have the installer create the Quality Monitor Tables database schema. The default is no. It is recommended that you select yes.

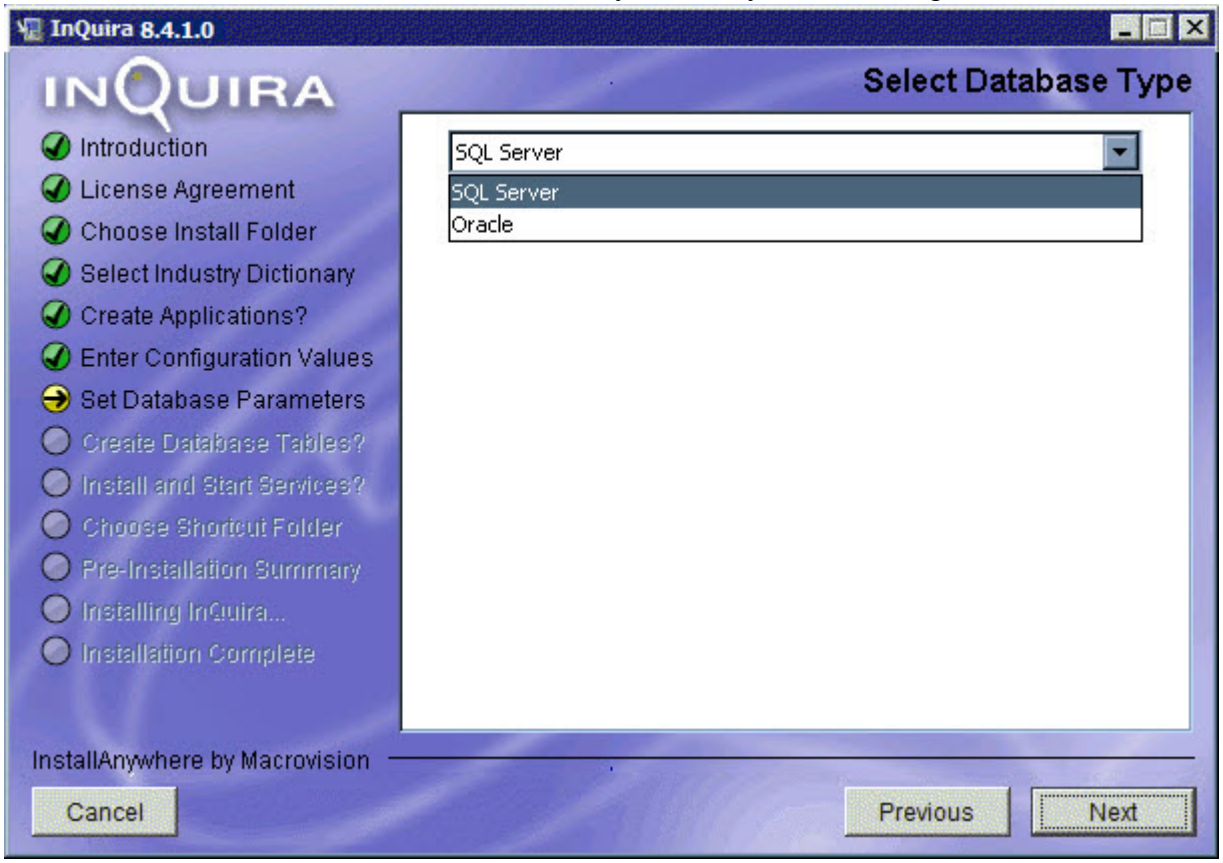


- Select **Yes**.
- Select **Next**.

The Install and Start Oracle Knowledge Services Screen displays.

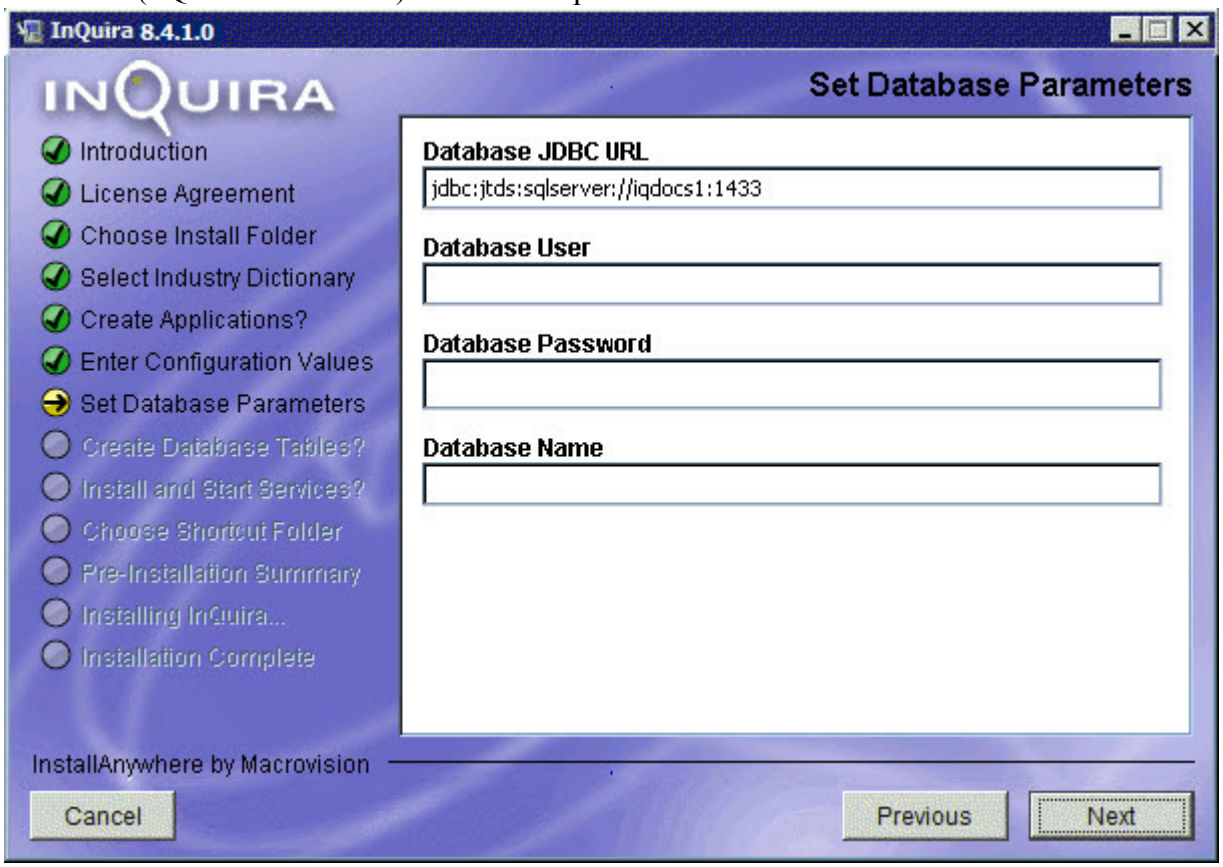
Setting Database Tables (Demonstration Only)

The Set Database Parameters screen allows you to set your database parameters.



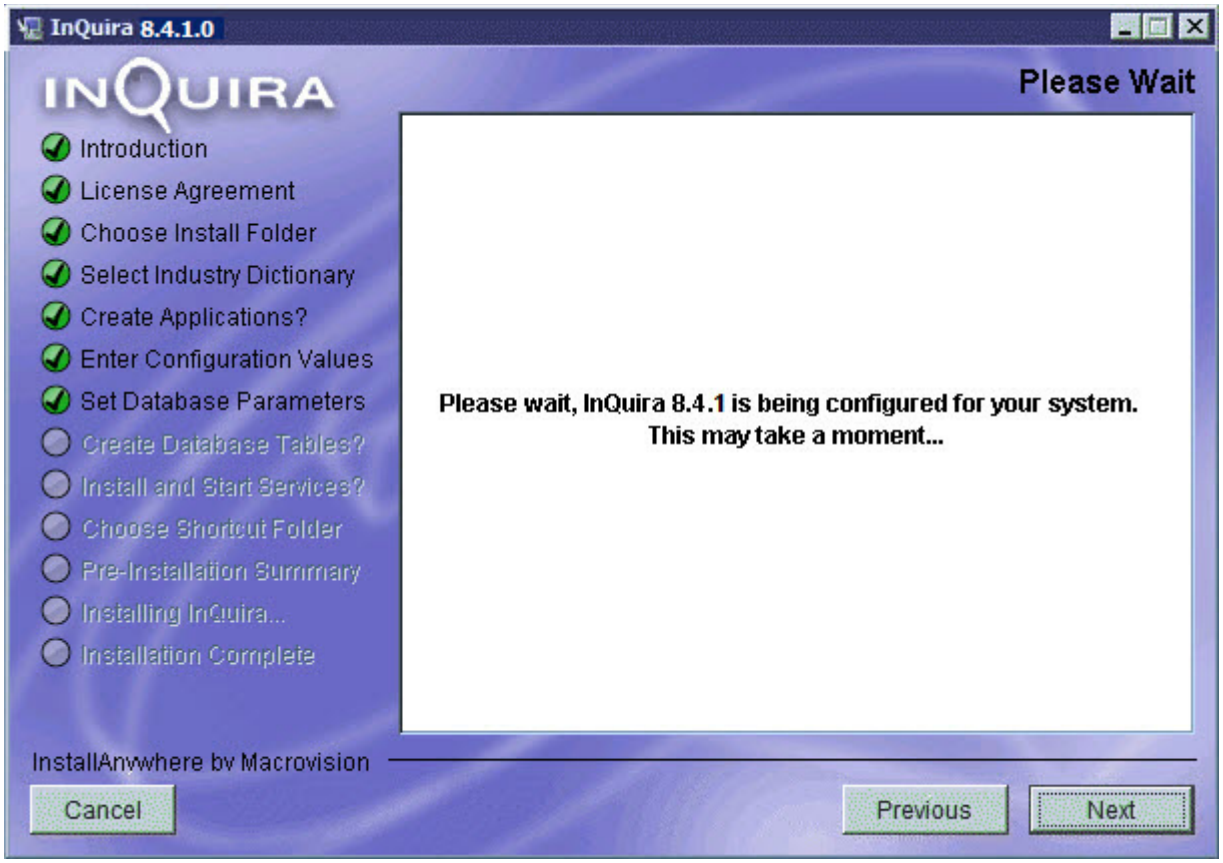
- Select your Database type: **SQL Server** or **Oracle**.

After you select your Database type enter your Database User, Database Password, and Database Name (SQL Server ONLY) in the fields provided.



- Select **Next**.

The Installer automatically configures Oracle Knowledge for your system.

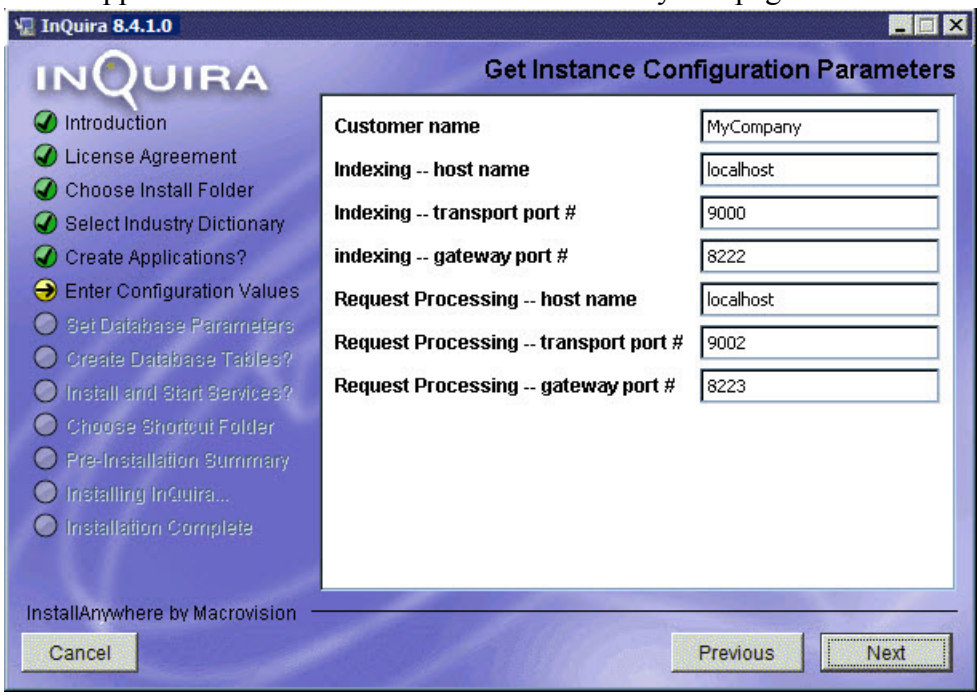


The Create Content Store screen displays.

Specifying Instance Parameters (Demonstration Only)

The Instance Configuration Parameters screen contains fields in which you specify the configuration parameters for the content processing instance and request processing instance that the installation program creates.

NOTE: The installation program displays the Instance Configuration Parameters screen only if you specify to automatically create the application instances as described in "Creating the Application Instances for Demonstration Only" on page 58



- Specify the following instance parameters:

Parameter	Description
Customer name	Specify the name of the default instance. The application creation process uses this name for the instance directory within the Oracle Knowledge directory structure. This name is also used as the prefix for the runtime instance. Specify a descriptive name, using no blank spaces within the directory name.
Indexing -- host name	Specify the host name for the default indexing instance. The default is `localhost`.
Indexing -- transport port	Specify the port for the default instance. The default is `9000`.
Indexing -- gateway port	Specify the port that the application server uses. The default is `8222`.
Request Processing -- host name	Specify the host name for the request processing (runtime) instance. The default is `localhost`.
Request Processing -- transport port	Specify the port for the request processing (runtime) instance. The default is `9002`.
Request Processing -- gateway port	Specify the port for the request processing (runtime) instance web application. The default is `8223`.

- Select **Next** to continue.

The Set Database Parameters screen displays.

Creating the Development Application

This section provides an example of using the Create Application program to define a Development Application, consisting of a content processing instance and a request processing instance, on the local processor:

Instance	Description
Content Processing	An instance configured to perform administration tasks, including running the web-based administration tools, and content processing. **NOTE:** The content processing instance is sometimes referred to as the default instance or indexing instance
Request Processing	An instance configured to support request processing using the local default User Interface.

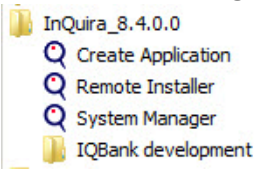
The Development Application creation process consists of the following steps:

- Install and configure Oracle Knowledge software as described in *Chapter 2, Installing and Configuring Oracle Knowledge*.
- Start the Oracle Knowledge Common Environment Create Application program as described in “Starting the Create Application Program” on page 68.
- Specify application creation options as described in “Specifying Application Creation Options” on page 68.
- Specifying content processing instance parameters as described in “Creating the Content Processing Instance” on page 69
- Specifying request processing instance parameters as described in “Creating the Request Processing Instance” on page 70.
- Create the specified applications as described in “Creating the Specified Application and Instances” on page 74.

Starting the Create Application Program

Start the Create Application program using the shortcut created by the standard installation process:

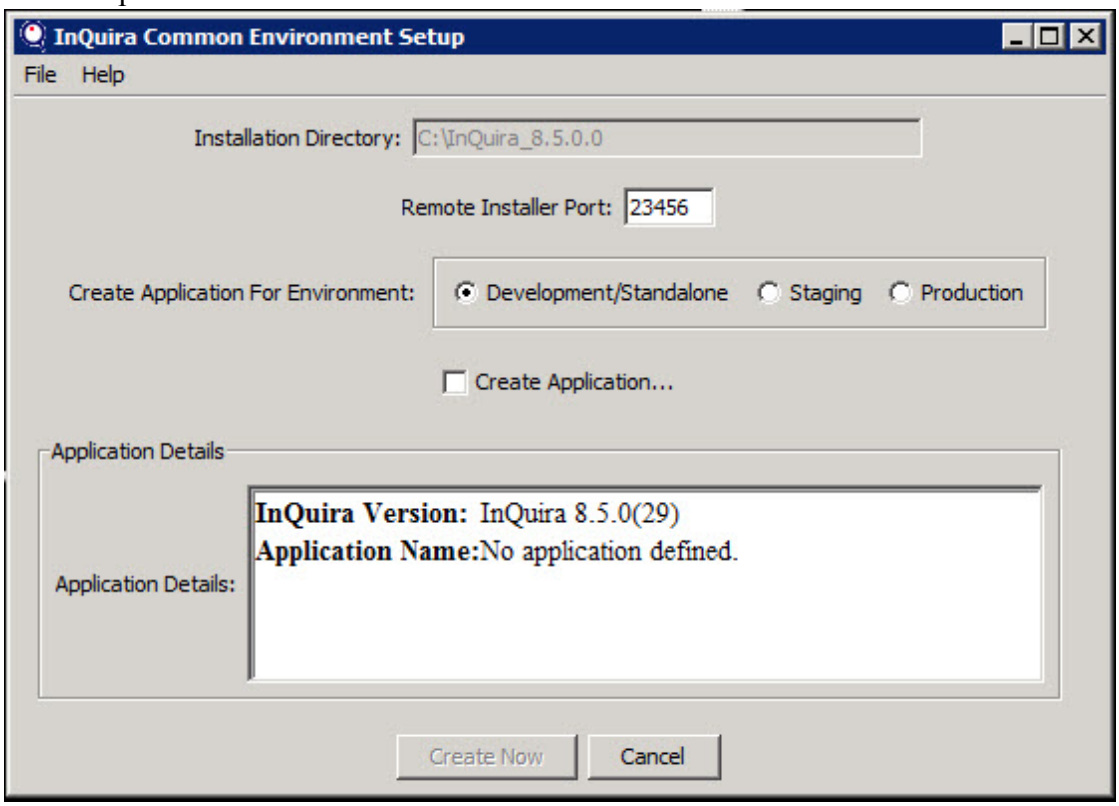
- select **Start -> Programs -> InQuira_[release] -> Create Application**



The Oracle Knowledge Common Environment Create Application console opens, and the Oracle Knowledge Common Environment Setup dialog displays.

Specifying Application Creation Options

The Oracle Knowledge Common Environment Setup dialog displays fields to specify application creation options:

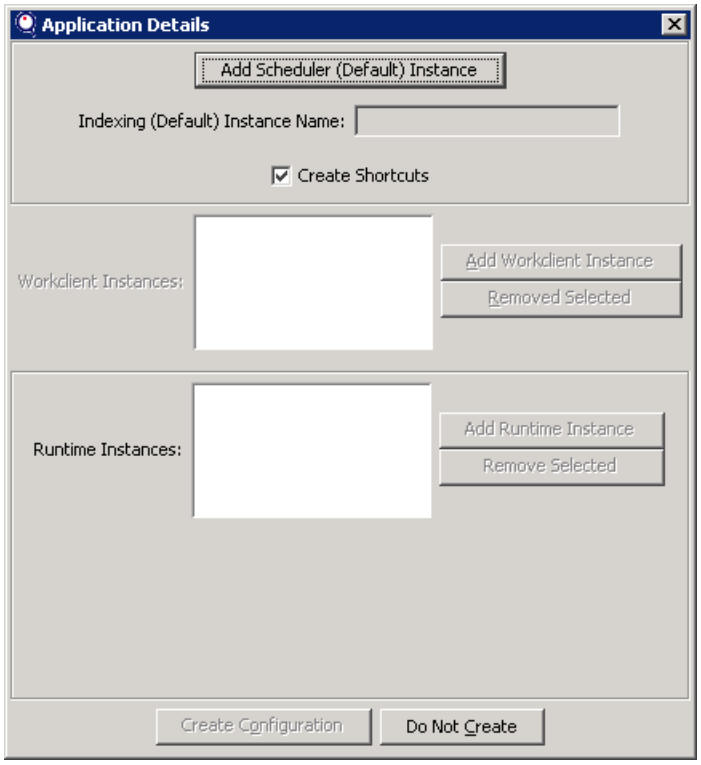


- Select **Development/Standalone**
- Select **Create Application**

The Application Details dialog displays as described in “Creating the Content Processing Instance” on page 69.

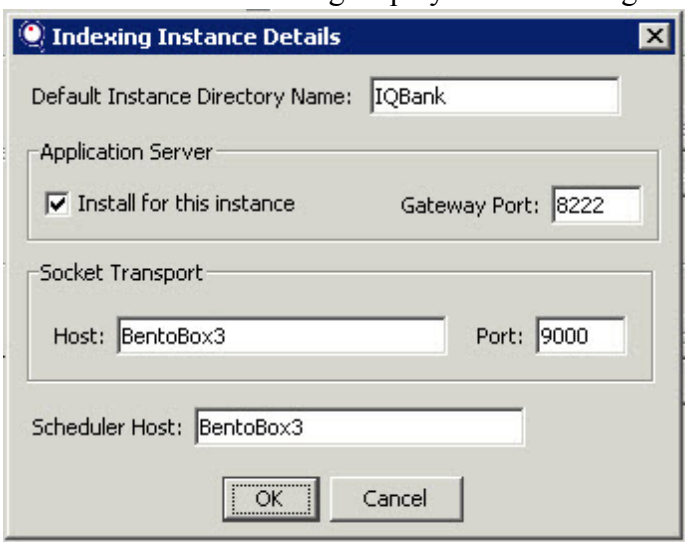
Creating the Content Processing Instance

The Application Details dialog displays an option to create the content processing and scheduling instance, as well as additional Oracle Knowledge Common Environment and Oracle Knowledge Business Workbench shortcuts.



- Select the **Create Shortcuts** option if desired.
- Select the **Add Scheduler (Default) Instance** option.

The Instance Details dialog displays the following fields:



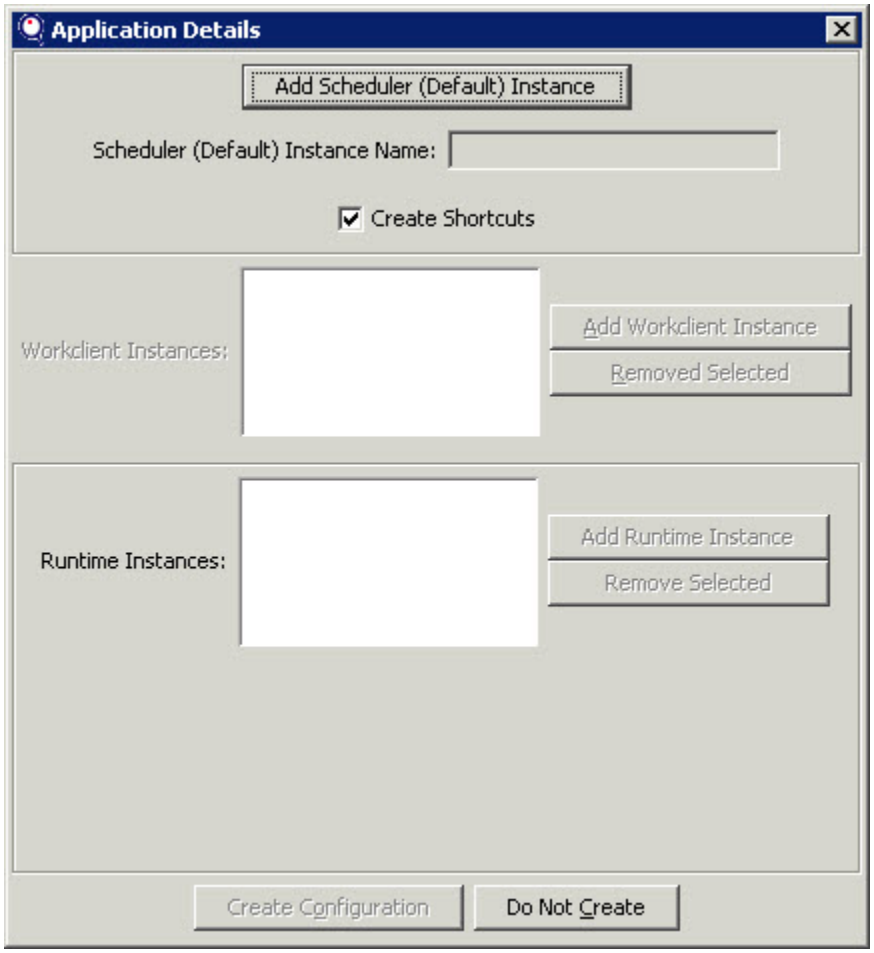
- Specify the desired instance parameters

- Select **OK**

The Application Details dialog displays as described in “Creating the Request Processing Instance” on page 70.

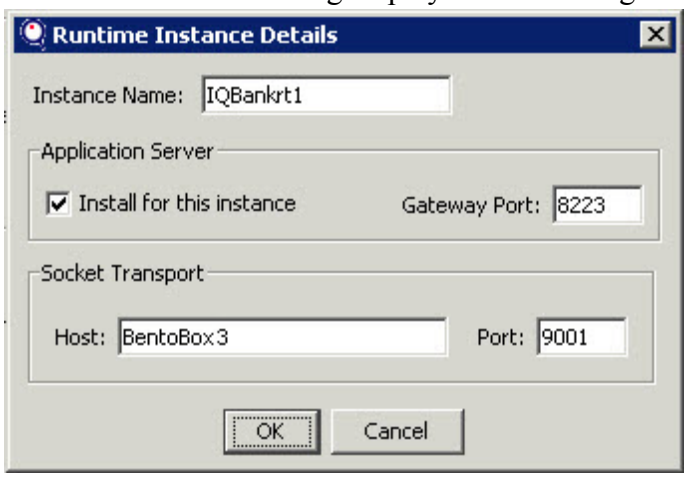
Creating the Request Processing Instance

The Application Details dialog displays the defined content processing instance:



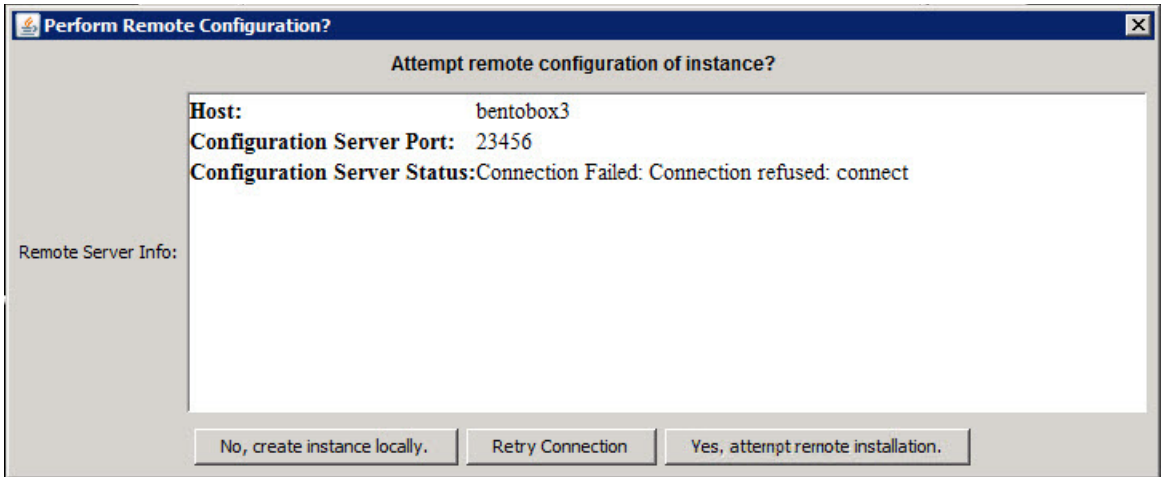
- Select the **Add Runtime Instance** option

The Instance Details dialog displays the following fields:



- Specify the desired Request Processing instance settings.
- Select **OK**.

The Perform Remote Configuration dialog box displays.

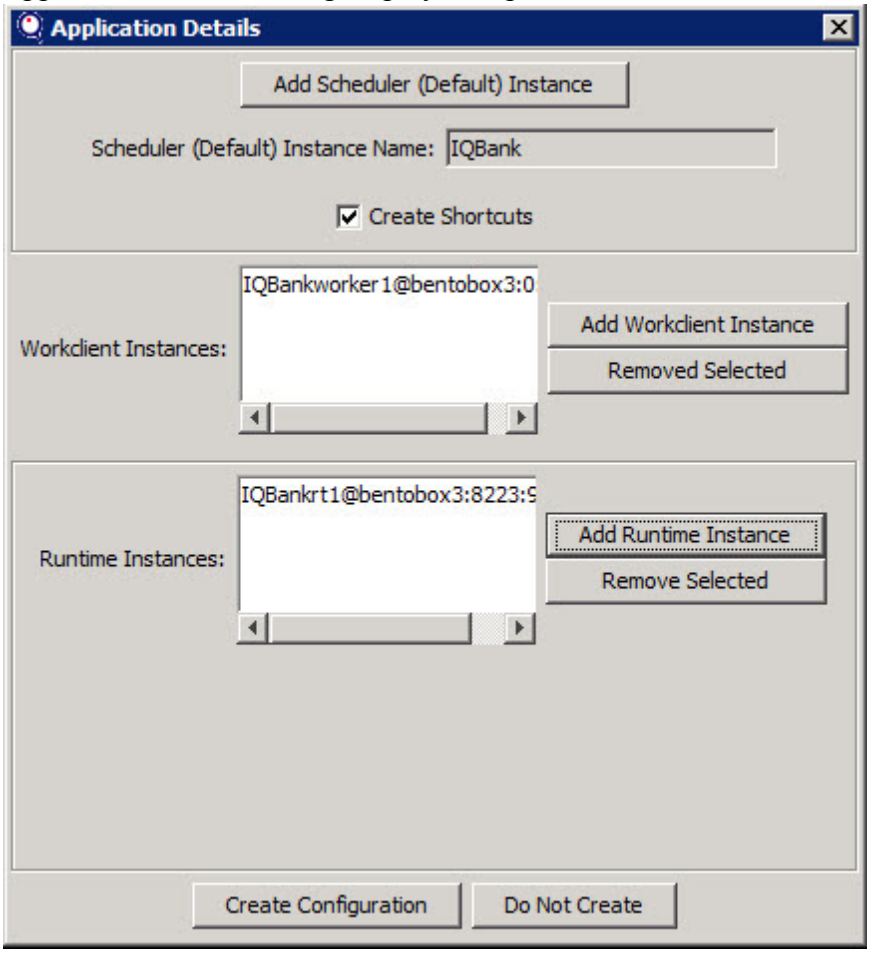


- Select **No, create instance locally.**

The Application Details dialog displays the settings for the defined instances that are created as described in “Confirming the Application Details” on page 72.

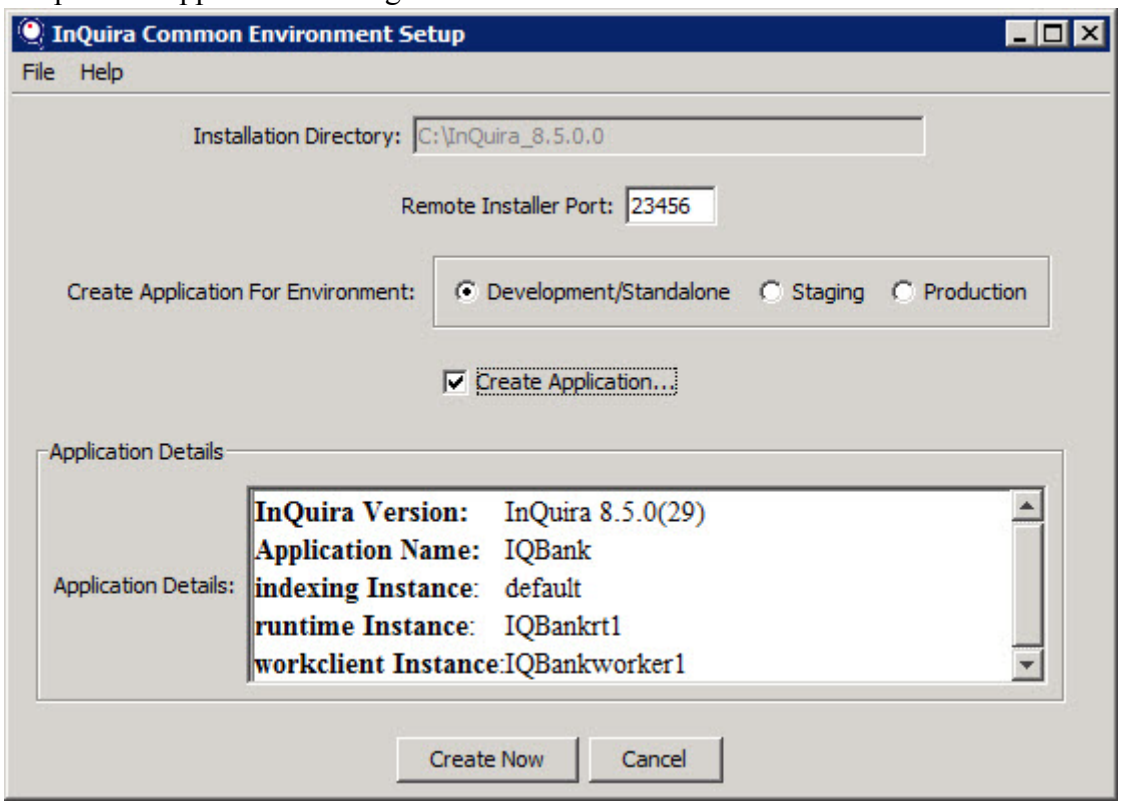
Confirming the Application Details

The Application Details dialog displays the parameters of the defined instances that are created.



- Select the **Create Configuration** option

The Oracle Knowledge Common Environment Setup dialog displays summary information about the specified application settings:



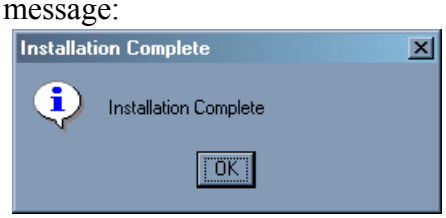
- Select the **Create Now** option.

The Create Application program does not respond; you can monitor the application creation progress as described in “Creating the Specified Application and Instances” on page 74.

Creating the Specified Application and Instances

You can monitor the application creation process by observing the Oracle Knowledge Common Environment console window.

When the application creation process completes, the Create Application program displays the message:



- Select **OK**

The Create Application program closes. You can continue configuring the content processing and request processing instances as described in *Chapter 4, Configuring Oracle Knowledge Instances*.

APPENDIX B

Oracle Knowledge Installed Directories and Files

The Oracle Knowledge installation and configuration processes create and populate the standard Oracle Knowledge directory structure under the specified installation directory. The default Oracle Knowledge home directory is `InQuira_[release_number]`; it contains the following directories and files:

Directory	Description
archive	Contains supplemental directories and files that support client integration with the Oracle Knowledge runtime environment, as described in “Oracle Knowledge Archive Directory Contents” on page 76.
automation	Contains sample scripts for automating Oracle Knowledge processes using automation tools such as CRON or Microsoft Windows Scheduler.
base	Contains the installation-specific configuration and application data that defines the Oracle Knowledge instance, as described in “Oracle Knowledge Base Directory Contents” on page 77.
bin	Contains scripts and executables used to perform various administrative and maintenance tasks. See the “Oracle Knowledge Intelligent Search Administration Guide” for more information on administration and maintenance.
build	This is a working directory for the output of the web application creation process. The `inquiragw.war` archive, which provides the Oracle Knowledge SOAP gateway for use with applications using SOAP to communicate between the client and the runtime environment, is located in the \dist\runtime sub-directory. You can use this archive with any SOAP client.
conf	Contains the configuration files used by Oracle Knowledge when it is running as a service.
deploy	Recommended location for customer-specific files to be merged with the product code and deployed with the customer application.
inquira	Contains the Oracle Knowledge software components, as described in “Oracle Knowledge inquira Directory Contents” on page 78.
instances	Contains instance-specific data for each instance defined within the application.
integration	Recommended location for the virtual directory when using the ASP agent to integrate with a production web application.
jre **jre-64**	Contains the Java Runtime Environment.
lib	Contains shared customer libraries such as the Oracle Knowledge Common Environment java archive.

Directory (Continued)	Description (Continued)
packages	Recommended location for installation files.
patches	Contains installed patches obtained from Customer Support.
resources	Recommended location for supporting customer-specific files, such as sample questions.
samples	Contains Process Wizard sample content , shared fields data and sample logos graphics for rebranding.
scripts	Recommended location for customer-specific scripts to be executed within the Oracle Knowledge Common Environment .
tmp	This is the Java temporary directory.
UninstallerData	Contains the Oracle Knowledge Uninstaller application and supporting directories and files.

File	Description
iceinstallation.properties	Stores the parameters specified when executing the Oracle Knowledge installation (install_inquira.exe or .bin), enabling replication of the installation on remote processors, as described in “Replicating an Oracle Knowledge Installation (Silent Installation)” on page 66 To replicate an Oracle Knowledge application configuration with defined instances, use the iceinstallation.properties file located in <installation_dir>/resources as described in “Replicating an Oracle Knowledge Application (Silent Install)” on page 65.
InQuira_[release]_InstallLog.log	Contains information from the automated product installation and configuration process.
InquiraCommonEnvironment.jar	Contains the Oracle Knowledge Common Environment components.
install_settings.txt	Records information from the installation process for use in debugging, and for future automated upgrades.

Oracle Knowledge Archive Directory Contents

The Oracle Knowledge `archive` directory contains the compressed application server, web applications, and gateways:

File	Description
appserver.zip	This archive is the Oracle Knowledge application server, which is installed automatically.
aspagent.zip	This agent provides an IIS/ASP-compliant web application that uses SOAP to communicate with the Java 1.5 runtime environment. **NOTE:** The `InQuira_[release]/inquira/components` directory contains two components that are required for ASP support, and a README file that provides usage information.

htmlagent.war	This agent provides a J2SE 1.5 compliant web application that performs XSLT processing using the provided integrated (Tomcat) web server. You can use this archive to operate the User Interface and the Advanced Configuration Facility.
inquira-dev.jar	This archive contains diagnostic tools for use by Oracle Customer Support.
inquirawb.war	This archive contains the Oracle Knowledge Business Workbench applications (System Manager).
j2eeagent13.war	This agent provides a J2EE compliant web application that performs XSL processing using an Oracle Knowledge gateway. You can use this archive to connect a Java 1.3 web server to the Java 1.4 runtime using SOAP or RMI.
j2eeagent.war	This agent provides a J2EE compliant web application that performs XSL processing using an Oracle Knowledge gateway. You can use this archive to connect a Java 1.4 web server to the Java 1.4 runtime using SOAP or RMI.
j2eeclient.jar	This archive contains the classes required to create a client for use within a Java 1.3 environment that communicates with the Oracle Knowledge Java 1.4 runtime environment. Common protocols supported are RMI and SOAP, with the 1.4 environment configured for the appropriate connectivity.

Oracle Knowledge Base Directory Contents

The Oracle Knowledge `base` directory contains installation- and environment-related data:

Directory	Description
development	Contains environment-related data within various subdirectories, as well as the `env.xml` file, which is used to store environment-specific configuration.

File	Description
installation.xml	Stores installation-specific settings to override the basic configuration settings specified at installation.

Oracle Knowledge `inquira` Directory Contents

The Oracle Knowledge `inquira` directory contains the following directories and files:

Directory	Description
basis **basis64**	Contains the NLP components required for the operation of the Basis RLP application which provides linguist analysis (stemming, tokenization, language detection, etc) for the languages supported by Oracle Knowledge.
bin	Not for use by customers.
components (Windows) **prefs_systemRoot** (Linux)	Contains required components for an IIS web server running the Oracle Knowledge ASP client.
data	Contains supporting directories and files for the spelling checker facility.
index	Container for content index directories and files.
int	Contains presentation-related libraries and files, such as applets, java server pages, and style-sheets, used by the various administration tools and the User Interface.
lib	Contains archived Oracle Knowledge, external third party, and JDBC-related libraries.
logs	Contains Oracle Knowledge log files.
sql	Contains SQL commands required for various database-related application functions.
src	Contains files required for the Preprocessor, which translates the source application content to a standard format for use by the application.

File	Description
install_override.xml	This file records the specified Oracle Knowledge home directory and the location of the default application as specified during the installation process.
version.xml	This file records the version number of the installation.

APPENDIX C

Intelligent Search Installation Glossary

Field	Description
Gateway Port	The port that the application server uses. The default is 8223.
Installation Directory	The directory in which the Oracle Knowledge product is installed.
Instance Name	The name of the request processing instance. The Create Application program displays a default value consisting of the specified content processing instance name, appended with a request processing instance suffix, for example, MyCompanyrt1. Specify a descriptive name, using no blank spaces.
Port	The port for the default instance. The default is 9002.
Remote Installer Port	The port on which Oracle Knowledge Common Environment communicates with remote instances.
Socket Transport Host	The hostname for socket communications between the content processing and request processing instances. We recommend that you plan to move your request processing instance to another host, using the process for configuring remote request processing instances.
Workclient Type	Specify whether this workclient: • performs any assigned tasks • performs only Oracle Knowledge Analytics ETL tasks • performs only Collection Maintenance tasks See the *Intelligent Search Administration Guide* for more information on scheduling tasks.