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Installing and Configuring Oracle Knowledge

Contents

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 product components and post-installation

In This Guide

This book, *Installing and Configuring Oracle Knowledge*, is divided into the following chapters:

Chapter	Description
Chapter 1, Oracle Knowledge Overview	Describes the general installation process, and lists hardware and software requirements.
Chapter 2, Planning to Install Oracle Knowledge	Describes the requirements that must be met before installing Oracle Knowledge products.
Chapter 3, Preparing to Install Oracle Knowledge Using WebLogic	Describes preparation measures, such as WebLogic server installation, that must be done prior to installation.
Chapter 4, Installing Oracle Knowledge Intelligent Search	Describes using the automated installer to install and configure Oracle Knowledge Intelligent Search components.
Chapter 5, Installing Oracle Knowledge Information Manager	Describes using the automated installer to install and configure Oracle Knowledge Information Manager components.
Chapter 6, Installing Oracle Knowledge Analytics	Describes using the automated installer to install and configure Oracle Knowledge Analytics components.
Chapter 7, Installing Oracle Knowledge AnswerFlow	Describes using the automated installer to install and configure Oracle Knowledge AnswerFlow components.
Appendix A, Troubleshooting Oracle Knowledge Installations	Provides troubleshooting processes for various potential situations.

Screen and Text Representations

The product screens, screen text, and file contents depicted in the documentation are examples. This guide attempts to convey the product's appearance and functionality as accurately as possible. Application screen content is compared for overall accuracy with screen shots in the guide prior to release. Updates are made where necessary. However, the actual product contents and displays might differ from the published examples.

References to Web Content

For your convenience, this guide refers 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.

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Examples of Product Screens and Text

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.

Operating System Variations in Examples and Procedures

We generally use Linux screen displays and naming conventions in our examples and procedures. We include other operating system-specific procedures or steps as noted in section headings, or within topics, as appropriate.

We present command syntax, program output, and screen displays:

- in Linux format first
- in other Unix-specific variants only when necessary for proper operation or to clarify functional differences
- in Windows format only when necessary for clarity

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Oracle Knowledge Overview

This chapter provides an overview of the Oracle Knowledge products for which this guide provides installation and configuration instructions. These products are:

- Oracle Knowledge Intelligent Search
- Oracle Knowledge Information Manager
  - iConnect
  - iConnect for Siebel
  - iConnect for Oracle On Demand
  - CRMOD Self-Service Portal
- Oracle Knowledge Analytics
- AnswerFlow

Overview of Oracle Knowledge

Oracle Knowledge is a suite of components that provide enterprise class Knowledge Management functionality that can scale to the needs of the most demanding customer.
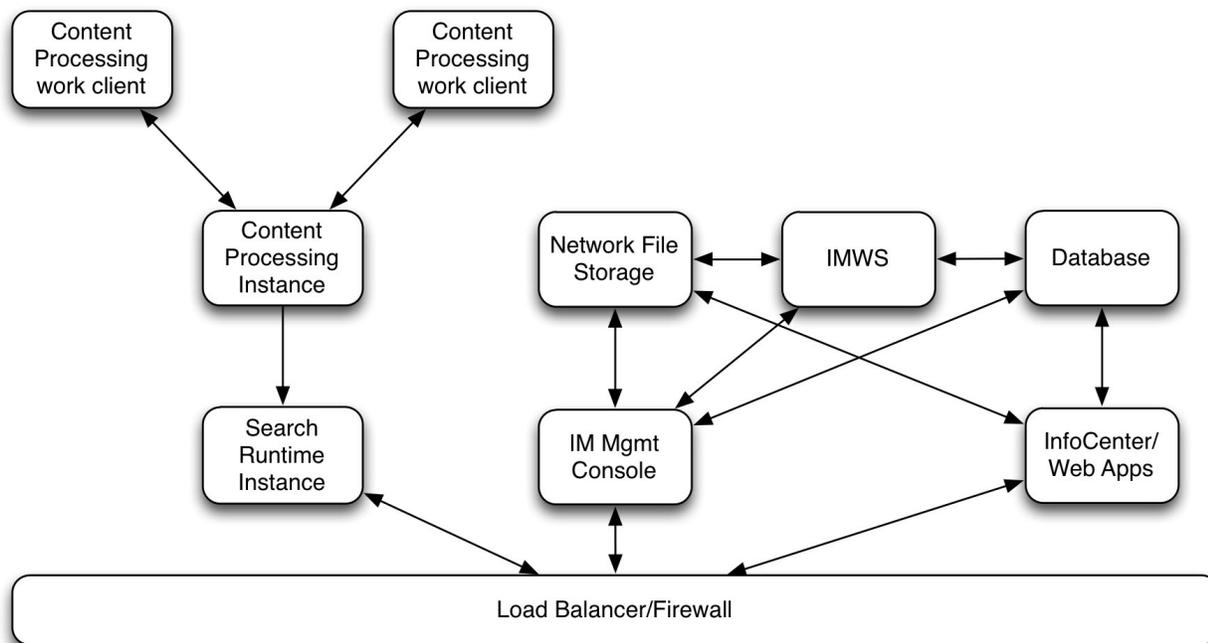
Oracle Knowledge components

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The Intelligent Search provides natural language analysis of user's questions in more than 20 languages. The Intelligent Search component provides a scalable enterprise search engine that can index web sites, file systems, database's, discussion forums, and other stores of knowledge including social media. The Intelligent Search component can be scaled as needed for load simply by adding additional instances to the network.

The Information Manager (IM) component is used to create new knowledge for use within the enterprise Knowledge Base. IM provides the ability to define customized templates to capture knowledge and configurable workflows to manage the review and publication of the knowledge. A role based security system provides coverage from knowledge creation thru distribution and consumption.

The Oracle Knowledge web applications include:

- InfoCenter - a reference web self service UI that can be customized by customers for their own needs. InfoCenter embodies some good KCS best practices that can be adapted for an organizations needs

- iConnect - iConnect provides reference integrations to external systems such as Siebel, Oracle on Demand, RightNow, and other CRM vendors products.

Oracle Knowledge Analytics is a business intelligence application that provides insight into the effectiveness and performance of Oracle Knowledge Intelligent Search and Information Manager implementations. The Analytics application provides intuitive dashboards and packaged reports that provide insight into the most important aspects of search and content performance and user interaction. Analytics features near-realtime data integration, easy end-user access to application data for creating custom reports, and a comprehensive set of reporting tools packaged within Oracle's Business Intelligence presentation environment.

The Oracle Knowledge documentation set is available at:

```
http://www.oracle.com/technetwork/indexes/documentation/knowledge-
documentation-1506742.html
```

Oracle Knowledge Intelligent Search Overview

Intelligent Search is composed of a content processing instance and one or more search runtime (request processing) instances that are used to process search requests. The following graphic illustrates the relationships between components and the Development and Production environments:
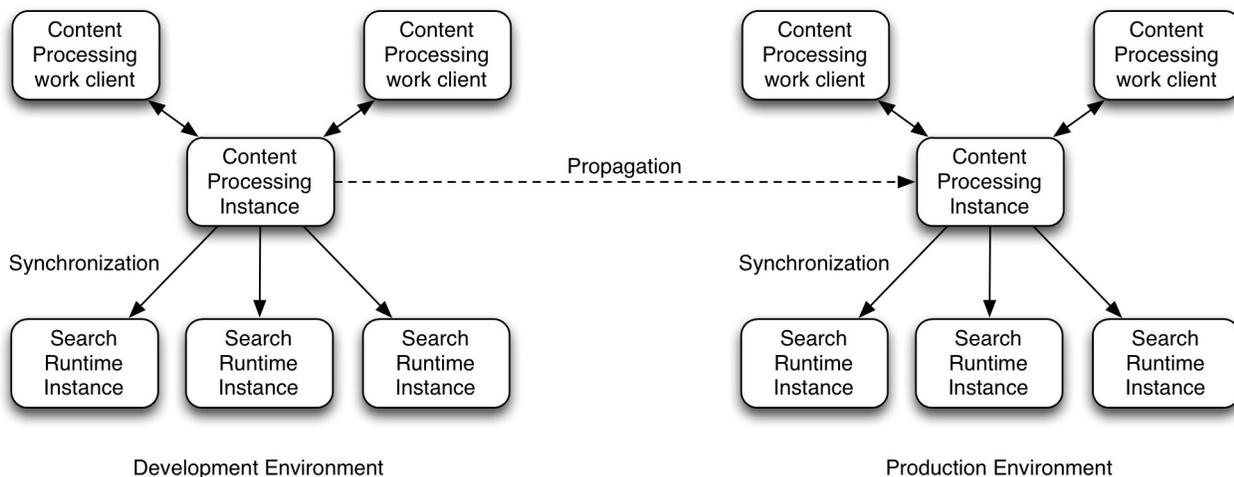
Oracle Knowledge Intelligent Search components

Content processing can be distributed across multiple machines using work clients to improve indexing performance. Typically there is a single content processing instance in per environment (development, staging,

or production) and one or more work clients available to perform indexing operations. The content processing instance also hosts the Search System Manager web application that is used to configure the Search collections and schedule indexing on the collections.

Each environment also has one or more search runtimes available. These runtimes are typically load balanced to allow greater scalability and fault tolerance in the environment. Depending on the size of the overall index it may be necessary to set up a distributed runtime environment in order to more efficiently handle the search requests. Configuring the distributed runtime is outside of the scope of this installation guide. More information can be found on the Oracle Knowledge support site.

Intelligent Search typically uses two or three different environments. The development environment is used for developing business rule conditions and experimenting with search tuning. The staging environment is typically used to perform final testing before pushing the changes to the production environment. The production environment is used for answering customer requirements.

The Search software must be installed in each environment separately. After the software is installed, the Dictionary and configuration changes can be propagated between environments using the Content processing instance and tasks configured in the Search System Manager.

Oracle Knowledge Information Manager Overview

An Information Manager application uses the following components, which are installed and configured in the standard installation process. You can configure Information Manager components on a single server or distribute them throughout a network.

The following diagram illustrates the relationships between the logical application components:

Oracle Knowledge Information Manager components

Component	Description
Information Manager Tag Library Web Applications	Information Manager uses a J2EE servlet container supporting JSP version 1.2 and higher compatible tag libraries to distribute Information Manager application content.
Web Server	An external Web server is used as the primary interface to the Information Manager based Web applications.
Information Manager Content Resource Store	The Information Manager Content Resource Store stores resources (files) that are attached to content records in the application. The content resource store is a directory on a file system that is accessible to the Management Console and the application Web server. It can be located on the same server as the Management Console, or on a network file system. You can configure Information Manager to maintain separate staging and production resource stores. Resources can be served by separate Web servers or configured to use resource caching services (such as Akamai). The content resource store stores XML versions of content records used for search indexing, and tracks all versions of content records and attached resources.
Management Console	The Management Console is a Web-based user interface to all content creation and management functions. The Management Console can be replicated on multiple servers.
	There are two different configurations that a management console can run in. When running in "batch" mode, the IM Console should be used to process batch operations and content crawling requests. When running in "authoring and admin" mode, the instance can be used to configure the IM repository and author knowledge articles.

Component	Description (Continued)
Database Server	The Information Manager database stores the Information Manager content management objects. The installation process automatically creates the required tables in a specified database.
Information Manager Web Services	Information Manager provides an open set of Web services and a native platform API (Java and Microsoft .Net platforms) to support adding and modifying content, content categories, and user information from external applications.

Oracle Knowledge Analytics Overview

You can use Oracle Knowledge Analytics to:

- Understand user behavior, such as why users visit your site, and what they try to achieve

- Assess the quality of Oracle Knowledge responses and determine whether users are finding the information they need

- Determine if important information is missing from your application content

The following diagram illustrates the Oracle Knowledge Analytics process flow:
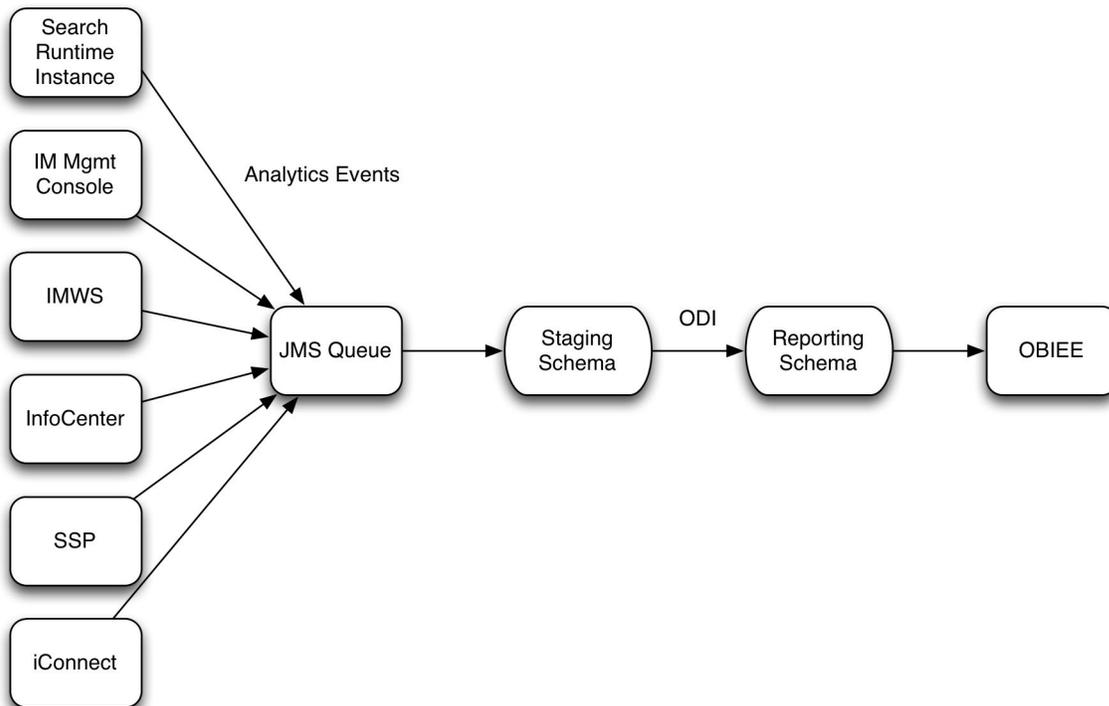
Oracle Knowledge Analytics components

Oracle Knowledge AnswerFlow Overview

Oracle Knowledge AnswerFlow is a guided knowledge delivery application that enables you to provide precise and dynamic automated answers and user assistance for complex customer questions.

AnswerFlow enables you to create and deploy service processes that provides automated guidance that

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increases agent productivity and improves service quality by prompting users for guiding leveraging rich contextual data from internal and external systems to diagnose and resolve complex service processes with guided knowledge delivery.

Some of the benefits of AnswerFlow include:

- Presents knowledge in a prescribed, repeatable manner.

- Enhances answer accuracy by bringing in additional CRM content.

- Visual process mapping to streamline service processes.

- Framework that allows transactional data to influence the service process model.

AnswerFlow is ideal in environments where delivering answers meets most or all of the following criteria:

- **Answers are conditional** – The answer may be based on a customers account status or the specific piece of equipment they are using.

- **Answer diagnostics are complex** – The question has many potential answers. Getting the correct answer involves asking several detailed questions to eliminate other possibilities.

- **Answers require knowledge** – Delivering the right answer requires the use of accurate information whether it is dynamic customer data or static corporate policies.

The components of the AnswerFlow application include:

- the Editor, which you use to create and manage AnswerFlow processes, context variables, and service calls

- the datastore, which stores the AnswerFlow objects

- the Runtime user interface, which you use to display AnswerFlow processes to end-users, and which you can customize to integrate with your application's look and feel

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Planning to Install Oracle Knowledge

This chapter provides an overview of the installation process and describes the requirements for installing, configuring, and operating Oracle Knowledge products.

Installation Process Overview

The following is a summary of the tasks required for installing Oracle Knowledge:

1 Design the KM system topology. A typical installation requires instances for indexing content, answering questions, creating knowledge, displaying the knowledge enhanced UI, analytics transformation, and reporting. Separate environments are typically configured for development, staging, and production usage. The WebLogic domain should be defined at this point as well. Load balancers, external web servers, and firewalls should be included based on the requirements of the organization.

2 For each environment (development, staging, production) install the pre-requisite software. A database server is needed with schemas for the content processing, knowledge creation, and analytics staging and reporting. Install WebLogic, Oracle Data Integrator, and Oracle Business Intelligence on the designated KM machines should be done prior to starting any of the installations of the Oracle Knowledge components.

3 Install the Oracle Knowledge components. The components can be installed in any order to accommodate the specifics of the environment being configured. In general it is a good idea to install all of the components of a single type (Search, IM, etc) in an environment at the same time to make sure that they are all working together properly. After the instances of each component are installed, the configuration between components can be completed as needed.

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

   b Intelligent Search - The Search application consists of content processing components and runtime components. The content processing components should be installed prior to installing the runtime components. Once the content processing components are installed - content collections can be created and the indexing process can begin. Once the indexing process is complete, the indexes and configuration can be synchronized and propagated to the search runtime instances in the environment.

   c Information Manager - The IM application consists of an administration console, a web services application, and a JSP custom tag library that is used by the InfoCenter based web applications. Typically the IM admin console and web services are installed first. Once the IM admin console is installed, the KM system can be configured, content and users can be imported, workflows defined,

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and IM content can be indexed by Intelligent Search. The web applications can be deployed at any time after an IM repository is created. This means that after running the installer for the initial installation, after you create the IM repository, you must run the installer again, selecting to install only the web applications you choose to install.

d Analytics - The analytics application consists of a JMS queue and event listener that writes incoming events into a staging database. Oracle Data Integrator (ODI) and Oracle Business Intelligence (OBIEE) is used to transform and report on the events that get generated by the Oracle Knowledge applications. Search and IM both need to be configured with the correct JMS queue information in order to send events to the Analytics subsystem. The default values should be used for a first time installation to avoid having to jump back and forth during the installation process.

e AnswerFlow - the AnswerFlow application is a business process design utility that is used to orchestrate specific business flows to solve a specific problem. It requires access to IM and Search and should be installed after those components are installed and operational.

4 Perform post installation configuration and validation steps. The installers help you get all of the Oracle Knowledge components installed correctly. Depending on your configuration needs for a particular environment there must be some post installation configuration work in order for the environment to work together properly. This typically involves setting up load balancers, firewalls, and external web servers to server static content. Integrating into existing security mechanisms is out of the scope of this manual.

Installation Planning Worksheet

Use the following worksheet to help collect the necessary information needed to successfully install all of the Oracle Knowledge components in each environment. You may have multiple instances of a given component. You should have a detailed network architecture diagram for each environment that completely specifies the number of instances, load balancers, and firewall configuration.

Environment	Host Name	IP Address	Type of Instance	TCP Port[1]
Development			Content Processing	8222
Development			Search Runtime	8223
Development			InfoManager	8226
Development			InfoCenter	
Development			IM Client Library	8226
Development			WebLogic Domain Server	7001
Development			WebLogic JMS queue server	
Development			ODI Server	
Development			OBIEE Server	

1. The worksheet reflects the default port value as recommended in the installed version of Oracle Knowledge.

Oracle Knowledge Product Distribution

Oracle Knowledge software components and installers are distributed as the following platform-specific media packages. These packages are distributed on Oracle Software Delivery Cloud or on CD-ROMs.

Media Package	Contents	Installer
Oracle Knowledge for Linux	Oracle Knowledge base software components (includes Intelligent Search), Dictionaries, and installers.	`install_inquira_weblogic.bin` `install_inquira_tomcat.bin`
Oracle Knowledge for Microsoft Windows	Oracle Knowledge base software components (includes Intelligent Search), Dictionaries, and installers.	`install_inquira_weblogic.exe` `install_inquira_tomcat.exe`
Oracle Knowledge Information Manager for Linux	Oracle Knowledge Information Manager software components and installers.	`install_im_sa.bin`
Oracle Knowledge Information Manager for Microsoft Windows	Oracle Knowledge Information Manager software components and installers.	`install_im_sa.exe`
Oracle Knowledge Analytics for Linux	Oracle Knowledge Analytics software components and installers.	`install_analytics.bin`
Oracle Knowledge Analytics for Microsoft Windows	Oracle Knowledge Analytics software components and installers.	`install_analytics.exe`
Oracle Knowledge AnswerFlow for Linux	Oracle Knowledge AnswerFlow software components and installers.	`install_answerFlow.bin`
Oracle Knowledge AnswerFlow for Microsoft Windows	Oracle Knowledge AnswerFlow software components and installers.	`install_answerFlow.exe`

Installation Requirements

This section describes requirements for installing Oracle Knowledge products, including:

- Operating System requirements, as described in "System Requirements" on page 12.

- Application server integration, as described in "Application Server Requirements" on page 12.

- Databases and database drivers, as described in "Database Schema Requirements" on page 12.

- Disk space requirements, as described in "Disk Space Requirements" on page 13.

- User permissions, as described in "User Permissions" on page 13.

- Java Virtual Machine (JVM) allocation requirements, as described in "Java Virtual Machine (JVM) Allocation Requirements" on page 14.

- Tasks necessary for acquiring and installing recommended UNIX utilities, as described in "UNIX grep, rm, tail, and wget Utilities" on page 14.

- Keystore requirements, as described in "Creating the Oracle Knowledge Keystore" on page 15.

- ODI requirements for Oracle Knowledge Analytics, as described in "Oracle Data Integrator (ODI) Requirements for Oracle Knowledge Analytics" on page 17.

- OBIEE requirements for Oracle Knowledge Analytics, as described in "Oracle Business Intelligence Enterprise Edition (OBIEE) Requirements for Oracle Knowledge Analytics" on page 17.

System Requirements

Oracle Knowledge has the following system requirements:

- 4 GB of RAM for each Oracle Knowledge instance (recommended)
- minimum of two processor cores (2GHz+) for each instance

Supported 64 bit operating systems include:

- Oracle Enterprise Linux v5
- Redhat v5
- Solaris
- Windows 2008 Server

Supported databases include:

- Oracle 10g, 11g

See *Oracle Knowledge Platform Requirements and Language Reference* for complete information on supported platforms, databases, and versions. This document is available on Oracle Technology Network.

Application Server Requirements

WebLogic

For Intelligent Search and Information Manager, use the `install_<product>_weblogic.bin|exe` installer. Oracle Knowledge runs on WebLogic 11g (v10.3.6). It is recommended that each Oracle Knowledge environment have its own WebLogic domain configured. Each Oracle Knowledge application instance that is installed should be installed in its own managed server on the domain. Select the JDK Selection as Sun SDK.

Database Schema Requirements

Oracle Knowledge requires a database schema for the following components:

- Intelligent Search application content and internal data storage (needed during content processing operations)
- Information Manager content and metadata storage (needed for content authoring and runtime content access)
- Oracle Knowledge Analytics staging and reporting data storage

We recommend the following guidelines regarding database schemas:

- Create the schemas for each component with separate tablespaces for the data and indexes.
- Create the analytics schemas on a database instance specifically configured for data warehousing operations.
- Create the schemas for Search and IM on a database instance configured for OLTP operations.

In order to take full advantage of Oracle Knowledge's multilingual capabilities, the database server must be configured to store UTF-8 formatted information. Consult your database server documentation for configuration instructions.

Information Manager should be configured with CASE INSENSITIVITY, while Search schemas should be configured to support CASE SENSITIVE operations.

Oracle Knowledge supports Oracle Database 10g and 11g.

Disk Space Requirements

Oracle Knowledge disk space requirements largely depend on the amount of application data to be processed. We recommend that a shared disk array be used to store attachments to Information Manager documents. You can also use shared disk space to centralize configuration information, which simplifies maintenance operations. The application or shared disk space should be included in a regular backup and virus-scanning operations. Allocate a minimum of 50 GB for each environment (development, staging, and production).). Closely monitor the disk space usage on both the database server and the file server as content is imported.

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.

Browser Requirement for AnswerFlow Editor

To use AnswerFlow Editor with the Internet Explorer Release 7 or Release 8 browser, you must install Google Chrome Frame. The free Google Chrome Frame download is available from:

```
http://www.google.com/chromeframe?quickenable=true
```

User Permissions

To install and operate Oracle Knowledge products on Linux, you must be logged on as a non-root user. Create a standard Oracle Knowledge administrative user to install and run Oracle Knowledge. This user must have permission to access network shares while running as a service.

In general, all of the Oracle Knowledge applications should be owned by an application user account created on the operating system, and not from a normal user account. For convenience, it is useful to add this application user account to an Administrative user group, so that other authorized administrators can view and edit the installation files. The owner and group should have full control over the file in the installation directory.

To install and operate Oracle Knowledge products on Windows 2008, you must be logged on as a user who belongs to the Administrators group.

> **Note:** Do not install, configure, or operate other Oracle Knowledge or supplementary software components as a user with root privileges. The functions that Oracle Knowledge products use to maintain data integrity do not operate properly if the user that owns the Oracle Knowledge processes has root permissions.

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 server 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

64-bit operating systems should use a minimum of 2.8 GB of RAM for each application instance. Generally, more RAM provides better overall performance.

In general, 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.

> **Important!** If you use Oracle JRockit JVM, you must install and configure WebLogic, ODI, and OBI to use JRockit. You must also deploy the 8.5.0.2 roll-up patch.

UNIX grep, rm, tail, and wget Utilities

In order to use certain Common Environment 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 packages:

- http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=23754 (Windows 2008, Windows Vista)
- http://technet.microsoft.com/en-us/library/cc771672.aspx (Windows 7)
- http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=20983 (Windows 2003)

The location of these files might change over time.

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

To verify that the UNIX utilities were properly installed and available inside the Common Environment, do the following.

After installing the UNIX utilities, open a command line prompt.

Execute one of the commands, such as grep, and see if the command responds as expected:

```
C:\Oracle\Knowledge\instances\MyCompany > grep

C:\Oracle\Knowledge\instances\MyCompany > Usage: grep [OPTION]... PATTERN
[FILE]...
```

Try `grep --help' for more information.

Creating the Oracle Knowledge Keystore

You must create a single encryption keystore that all Oracle Knowledge applications use. The keystore is a repository for the site-specific key that encrypts all sensitive data. Oracle Knowledge uses the shared keystore to generate and access encrypted strings that are used across all products in your environment.

Requirements for Creating the Keystore

You must create the keystore in a location that all Oracle Knowledge applications can access.

Important: If you cannot place the keystore in a shared location, you must manually copy it to each Oracle Knowledge product installation, as described in "Manually Copying the Keystore to Additional Instances" on page 16.

You must use the installation program to create the keystore and configure all products to use the keystore as described in "Specifying the Oracle Knowledge Keystore" on page 16.

Recommendations for Creating the Keystore

We recommend that you:

- Select a keystore location that is protected from external access
- Create a secure backup copy of the keystore
- Record the Keystore Password, Site Name, and Key Password values that you specify in "Specifying the Oracle Knowledge Keystore" on page 16 in a secure location for future reference
- Use the default installation keystore file permissions as described in "Keystore Access Permissions" on page 15

Keystore Contents

The keystore contains the following files:

File	Description
ewallet.p12	This is the Oracle wallet, which stores all encrypted keys.
keystore.jks	This is the keystore, which stores the public key certificates.

Keystore Access Permissions

The installer sets the following file permissions for the keystore directory and files to enable administrators of other installed products to access the keystore.

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DEFAULT KEYSTORE DIRECTORY PERMISSIONS

The installer sets the keystore directory permissions to 774:

User	Read	Write	Execute
Owner	Yes	Yes	Yes
Group	Yes	Yes	Yes
World	Yes	No	No

DEFAULT KEYSTORE FILE PERMISSIONS

The installer sets the keystore file and wallet file permissions to 644:

User	Read	Write	Execute
Owner	Yes	Yes	No
Group	Yes	No	No
World	Yes	No	No

Keystore Parameters

You must specify the following information when you create the keystore during the installation process:

Keystore Password	The password that protects the keystore.
Site Name	The identifier for the encryption key.
Key Password	The password that protects the keystore encryption key.

Specifying the Oracle Knowledge Keystore

Each Oracle Knowledge installation program prompts you to specify the keystore location. We recommend that you follow this process to specify a common keystore:

- Designate a secure location that is accessible to all Oracle Knowledge products that you install.

- Specify this location when you install the first Oracle Knowledge product in your environment.

  The installation program then creates the keystore in the specified location, when you have completed the first Oracle Knowledge product installation.

- Create a secure backup copy of the keystore directory.

- Specify this same key store location for each subsequent Oracle Knowledge installation.

Manually Copying the Keystore to Additional Instances

We recommend that you create and configure the keystore in a location that all Oracle Knowledge applications can access. If you cannot place the keystore in a shared location, you must manually copy it to each Oracle Knowledge product installation.

> **Important!** You must manually copy the keystore to the each instance's product directory before you start the installation program for each instance.

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To manually copy the keystore:

- Use the installation program to create the keystore during your initial product installation as described in "Specifying Keystore Parameters" on page 29
- Copy the keystore directory to the desired location for each instance before starting the installation program for each subsequent installation

Oracle Knowledge Analytics Requirements

Oracle Knowledge Analytics uses Oracle Data Integrator (ODI) and Oracle Business Intelligence Enterprise Edition (OBIEE).

Oracle Data Integrator (ODI) Requirements for Oracle Knowledge Analytics

Oracle Data Integrator (ODI) is required for all customers that intend to use Oracle Knowledge Analytics.

Important! You must acquire, install, and configure an instance of ODI before installing Oracle Knowledge Analytics.

See http://docs.oracle.com/cd/E21764_01/odi.htm for ODI hardware and software requirements.

We recommend to install ODI and OBIEE on separate physical (or virtual) machines in the production environment. In other environments, such as Development and Staging, they can be co-located. Installations that generate a large volume of analytic data require the installation of additional Java agents on additional servers to process the data transformation efficiently. At a minimum the Standalone Agent and at least one Java agent must be installed.

See also "Oracle Data Integrator (ODI) and Analytics" on page 117.

See *Oracle Knowledge Platform and Language Requirements* for complete information on supported platforms and databases.

Oracle Business Intelligence Enterprise Edition (OBIEE) Requirements for Oracle Knowledge Analytics

Oracle Business Intelligence Enterprise Edition (OBIEE) is required for all customers that intend to use Oracle Knowledge Analytics.

Important! You must acquire, install, and configure an instance of OBIEE before installing Oracle Knowledge Analytics.

We recommend to install ODI and OBIEE on separate physical (or virtual) machines in the production environment. In other environments, such as for development and staging, they can be co-located.

See the *Oracle Fusion Middleware Quick Installation Guide for Oracle Business Intelligence* for OBIEE hardware and software requirements, installation requirements, and instructions for installing, configuring, and uninstalling Oracle Business Intelligence products. You can access the Oracle Business Intelligence documentation library at: http://www.oracle.com/technetwork/middleware/bi-enterprise-edition/documentation/index.html. It is strongly recommended that you familiarize yourself with the contents of this documentation.

Note: The initial Analytics configuration process depends on the OBIEE Administration Tool, which runs only on Windows. Consult the OBIEE documentation for specific Administration Tool requirements.

Important! If you are using an SQL Server database, you must use Microsoft Data Access Components (MDAC), also known as Windows DAC, on the Report server in order to connect OBIEE to the SQL Server database. You can locate Microsoft Data Access Components (MDAC) 2.8 SP1 at http://www.microsoft.com/download/en/default.aspx.

See also "Oracle Business Intelligence Enterprise Edition (OBIEE) and Analytics" on page 118.

See *Oracle Knowledge Platform and Language Requirements* for complete information on supported platforms and databases.

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Preparing to Install Oracle Knowledge Using WebLogic

Using WebLogic Server with Oracle Knowledge

This chapter provides the following information on WebLogic server:

- **Manage WebLogic Credentials**
- **Start Oracle Knowledge on WebLogic Server**
- **Find the JAVA_HOME Directory in the WebLogic Installation**

Manage WebLogic Credentials

The credentials of the user used to boot the managed server are stored in encrypted form in a boot identity file located at `$Oracle_Knowledge_ROOT/instances/<Instance_Name>/boot.properties`. If the credentials need to be updated, the boot identity file also must be modified in order to assume the changes. To update the file, change the user name to be the plain-text form of the new user name and change the password to be the plain-text form of the new password. Restart the server and the server start process encrypts the values and overwrite the file.

Start Oracle Knowledge on WebLogic Server

The Oracle Knowledge applications must be started by starting the specified managed server through the WebLogic Administration Console.

Managed servers can be started through the WebLogic Administration Console by using the WebLogic Server Node Manager. In order to start the managed server, the Node Manager must be running.

Important! WebLogic Server must be installed, in Production mode, and the Node Manager and Admin Servers must be running before you start to install any of the Oracle Knowledge products. A domain must be created and any changes to the domain must be activated. The domain cannot be running in edit mode while running installers.

Starting WebLogic Administrator Console

1. Open a command prompt.

2. Navigate to the WebLogic Domain Path:

   `<weblogic_dir>/Middleware/user_projects/domains/<Company>`
   where `<weblogic_dir>` is the installation directory of your WebLogic Server.

3. On Linux, execute `startWebLogic.sh`.
   On Windows, execute `startWebLogic.cmd`

Starting and Stopping Oracle Knowledge on WebLogic Server

The Oracle Knowledge application(s) must be started by starting the specified managed server through the WebLogic Administration Console.

If the Search runtime instance was not deployed at the time of installation, then you must deploy it from the Common Environment, as described in "Create a Content Processing Instance" on page 59.

You can start Managed Servers through the WebLogic Administration Console by using the WebLogic Server node manager. In order to start the managed server, the node manager must be running.

On Windows, the Node Manager can be installed as a service. If the Node Manager was not installed as a service as part of the installation of WebLogic Server, follow the instructions for installing and uninstalling the Node Manager Service in the post-installation section of the *Oracle Fusion Middleware Installation Guide for Oracle WebLogic Server 11g*.

On Linux, or if you do not want to have the Node Manager run as a service on Windows, you can start the Node Manager manually by following the instructions in "Start Oracle Knowledge on WebLogic Server" on page 19.

1   Open a command prompt.

2   Navigate to:

`<weblogic_dir>/Middleware/wlserver_10.3/server/bin`
where `<weblogic_dir>` is the installation directory of your WebLogic Server.

3   On Linux, execute `startNodeManager.sh`. On Windows, execute startNodeManager.cmd.

4   The Node Manager continues running in the command prompt.

To start or stop the managed server from the WebLogic Administration Console:

1   Start the WebLogic Administration Server (if it is not running).

2   Using a Web browser, navigate to the WebLogic Administration Console URL. (Located at `http://<Administration Server Listen Address>:<Administration Server Listen Port>/console`.)

3   Provide the Administration Server's credentials to log in.

4   From the **Domain Structure** section, expand the Environment.

5   Select **Servers** to manage and control the Managed Server.

6   Select the **Control** tab to start and stop the Managed Server.

7   Select the check box of the Managed Server specified in the installation process.

8   Select **Start** or **Shutdown**/**Force Shutdown Now**.
The **State** of the server now reflects that the server is STARTING or FORCE_SHUTTING_DOWN (for Analytics, the state is FORCE_SUSPENDING).

9   Select the refresh icon above the table of servers. When the **State** of the server reflects that the server is running, the Oracle Knowledge application(s) can be accessed. When the State displays SHUTDOWN, the server must be restarted to access the Oracle Knowledge application(s).

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Find the `JAVA_HOME` Directory in the WebLogic Installation

During the Oracle Knowledge installation process, you need to input the `JAVA_HOME` directory that is used by the WebLogic server. The following instructions guide a System Administrator to find out what `JAVA_HOME` their WebLogic installation is using if they are uncertain.

Note: `MW_HOME` in these instructions refer to the Oracle Middleware Home directory (for example /home/user/Oracle/Middleware)

1 Navigate to `<MW_HOME>/wlserver_10.3/common/bin`

2 On Linux, open the `commEnv.sh` file for viewing

   On Windows, open the `commEnv.cmd` file for viewing.

3 Find these lines in the file:

   ```
   Reset JAVA_HOME, JAVA_VENDOR and PRODUCTION_MODE unless JAVA_HOME
   and JAVA_VENDOR are pre-defined.
   ```

4 View the subsequent lines to see the directory that WebLogic sets as the default JAVA_HOME.

Enabling Tunneling

Before running the Analytics installer, make certain Tunneling is enabled on the target server. This should be set by default but you may need to confirm this. To confirm, open the WebLogic Server Administration Console for the target domain to check. Follow this these steps:

1 Open `<Domain>/Environment/Servers under Domain Structure.`

2 Select the target server.

3 Open tab **Protocols**, subtab **General**.

4 If **Enable Tunneling** is *not* checked:

   a   Select **Lock & Edit**.

   b   Check **Enable Tunneling**.

   c   Select **Save**.

5 Select **Activate Changes**.

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Installing Oracle Knowledge Intelligent Search

This chapter describes the installation process for Oracle Knowledge Intelligent Search.

Intelligent Search Installation Procedure Overview

The following installation process is required:

1   Ensure that WebLogic is installed and the Node Manager and Admin Servers are running.

2   A WebLogic domain must be configured.

   Important! Any changes to your domain must be activated and your domain cannot be running in edit mode while running this installer.

3   A database schema must be created for the content store and quality monitor database.

4   If Analytics support is being installed, you must know the host name and user credentials of the WebLogic instance serving the queue. If you have modified the default configuration values for the JMS installation, you also need the JNDI information for the JMS queue and connection factory.

5   Install and configure the content processing instance.

6   Install and configure the search runtimes.

   Note: If installing on remote servers from the Content processing instance, do not configure any applications within the installer, those are done from the `createApp` utility.

7   Verify the installation and operation of the search components is correct.

8   Configure local and remote instances for operation, as described in Creating and Configuring an Oracle Knowledge Application.

Starting the Installer

Ensure that the Node Manager server and Admin Server are both running before starting this installation.

WARNING! Do not install Intelligent Search into an existing managed server. The application deployments require the managed server to make changes to the server start classpath and arguments before the server starts the applications

You start the Intelligent Search installer by following the appropriate steps for your environment:

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Starting the Installer in Windows Environments

To start the installer in Windows environments:

Double-click the installation file:

– Or –

Run the file using the command line with the following command:

```
install_inquira_<app_server>.exe
```

Starting the Installer in Linux Environments

To start the installer in Linux environments:

1   Open a bash shell by entering bash command:

```
bash
```

2   Use `cd` to go to the installer temporary directory.

3   Set the default locale for the bash shell to `en_US` by entering the following:

```
export LC_ALL="en_US"
```

4   Set permissions on the binary files so that they are executable by entering:

```
chmod +x *.bin
```

5   Start the installer:

```
./install_inquira_<app_server>.bin
```

The Installation Introduction screen recommends that all other programs running be stopped and provides information on operating the installer:
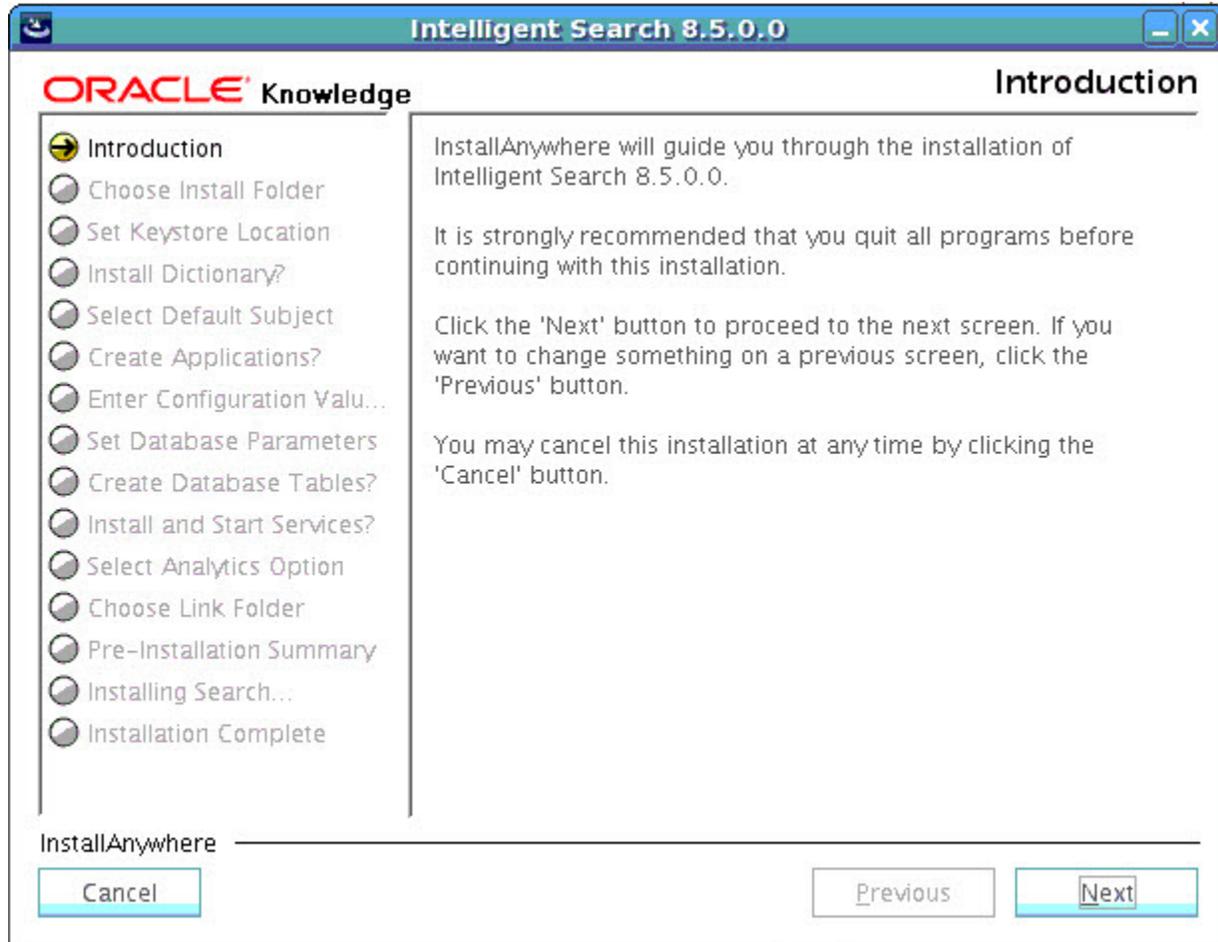
6   Select **Next** to continue.

Choose the Installation Location

The installer prompts you to specify the installation location. Specify the location according to the following requirements:

• You cannot install Intelligent Search in a location containing an existing Intelligent Search installation or any remaining Intelligent Search files or directories from a previous installation or installation attempt.

• You must specify an installation directory name containing no blank spaces. The Common Environment does not support Oracle Knowledge installation directory names containing blank spaces. Ensure that the target file system is large enough to install the software and create your indexes. On Windows, keep the directory name short to avoid "command line too long" errors.
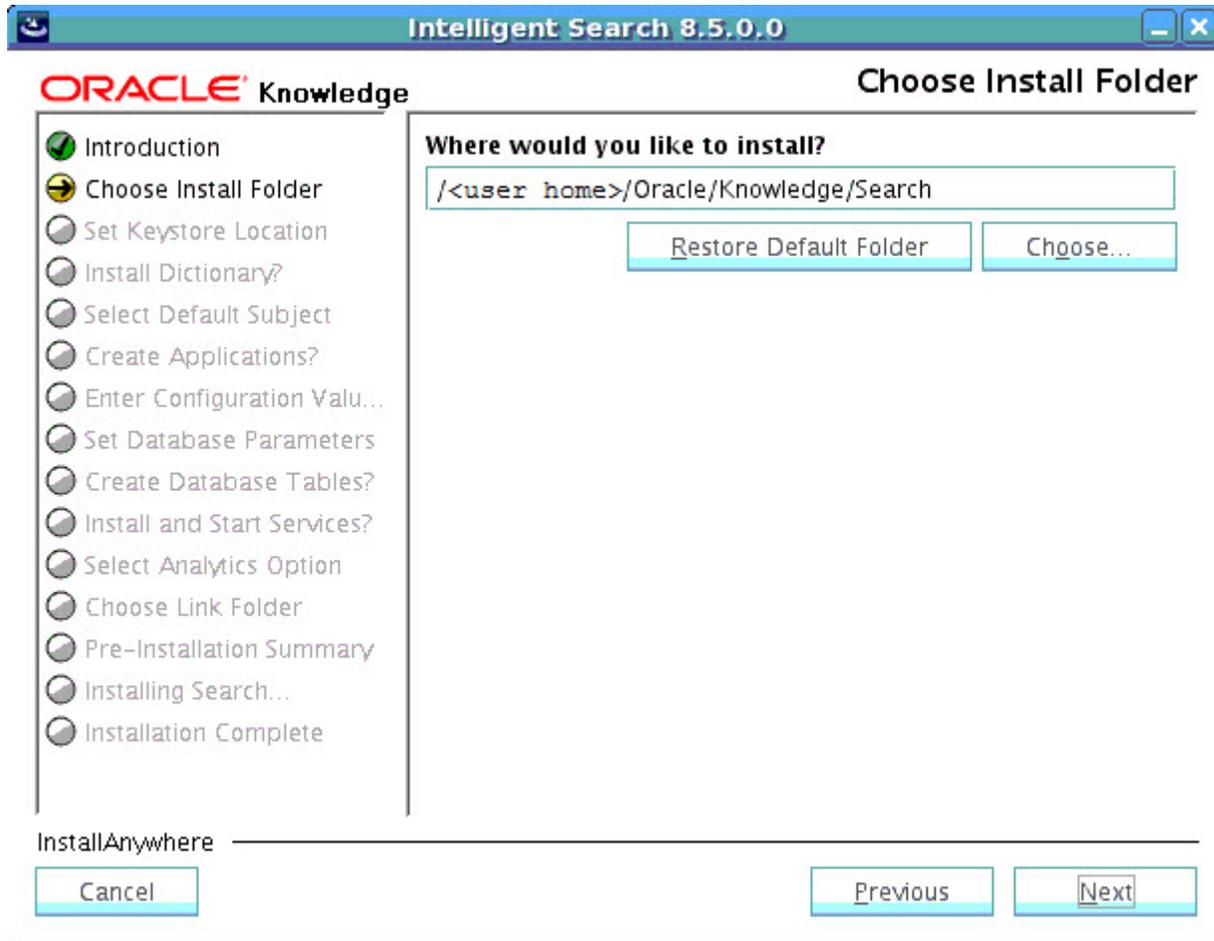
The default Linux location is:

    <user_home>/Oracle/Knowledge/Search

The default Windows location is:

    C:\Oracle\Knowledge\Search

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.

Select **Next** to continue.

The installer asks for information on **Create the Encryption Keystore**.

Create the Encryption Keystore

The installer prompts you to specify the location of the Oracle Knowledge keystore. If you are installing Search first or without Information Manager or Analytics, create a new keystore. If you have already installed Oracle Knowledge Information Manager or Analytics, use the same keystore created during that installation by selecting the location of that keystore.

For more information about the keystore, see "Creating the Oracle Knowledge Keystore" on page 15.
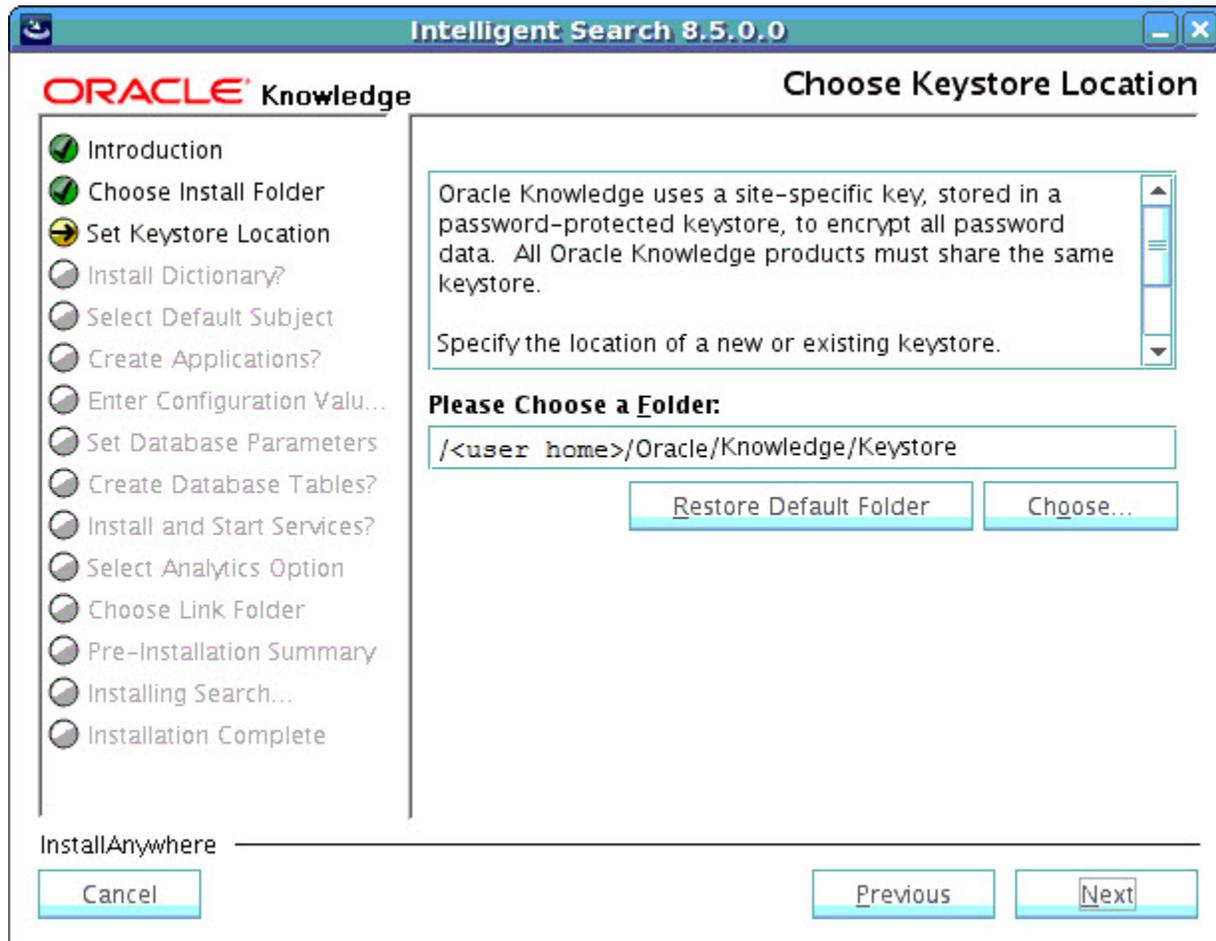
You must configure a keystore that is used by all Oracle Knowledge products, as described in <xref Specifying the Oracle Knowledge Key Store in the Planning section>.

Specify one of the following:

- the location of an existing keystore that can be shared by all Oracle Knowledge products.
- the location of a new keystore that the installation program creates.

The default key store location is:

```
<INSTALL_FOLDER_PARENT>/Keystore
```

   where:

`<INSTALL_FOLDER_PARENT>` is the parent folder of the top-level installation folder. For example, if you are installing in `<user_home>/Oracle/Knowledge/Search`, then the installer uses the default key store location: `<user_home >/Oracle/Knowledge/Keystore`.

Select **Next** to continue.

The installation program checks whether a keystore exists in the specified location.

If you specify a new keystore location, the installer prompts you to create the keystore, displaying the **Create Keystore** screen.

If you specify the location of an existing keystore, the installer uses the existing keystore files to encrypt the necessary values, as required, and displays the **Install the Dictionary** screen.

Create Keystore
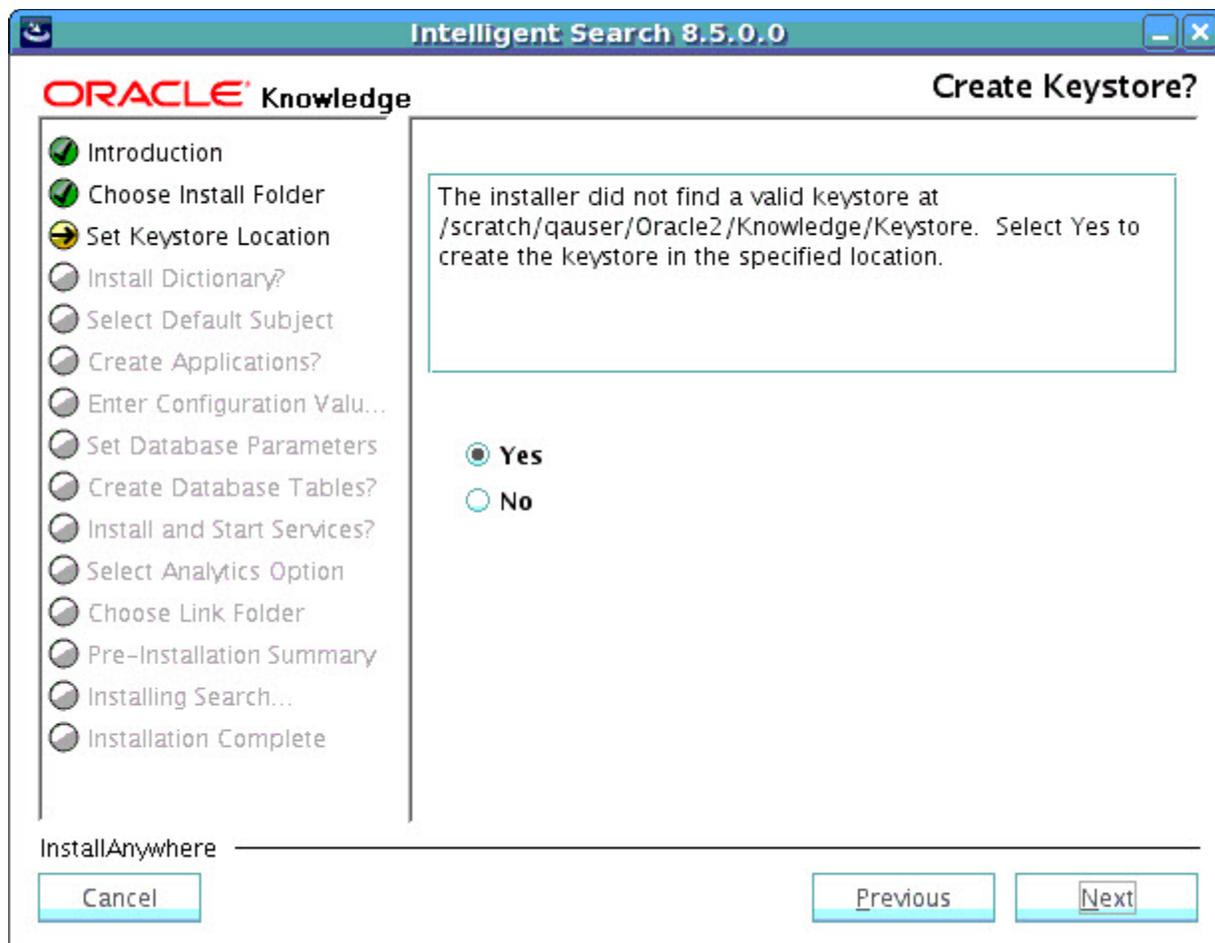
The installation program prompts you to create the keystore.

Select **Yes**.

Select **Next** to continue.

The installation program creates the keystore and prompts you to specify key store parameters, displaying the **Specifying Keystore Parameters** screen.

Specifying Keystore Parameters

The installer prompts you to specify keystore security parameters:

If you chose to create a new keystore, the installer prompts you to specify:

Field	Description
Keystore Password	The password used to protect the keystore.
Site Name	The unique identifier used to identify the encryption key.
Key Password	The password used to protect the encryption key in the keystore.

Important! We recommend that you record the keystore parameter values in a secure location for future reference.

Select **Next** to continue.

The installer displays the **Install the Dictionary** screen.

Install the Dictionary

The installer prompts you to install the Dictionary. Typically, the Dictionary is installed on the Content Processing instance and then propagated to the runtime instances. The Dictionary should not be installed on remote machines by the installer.
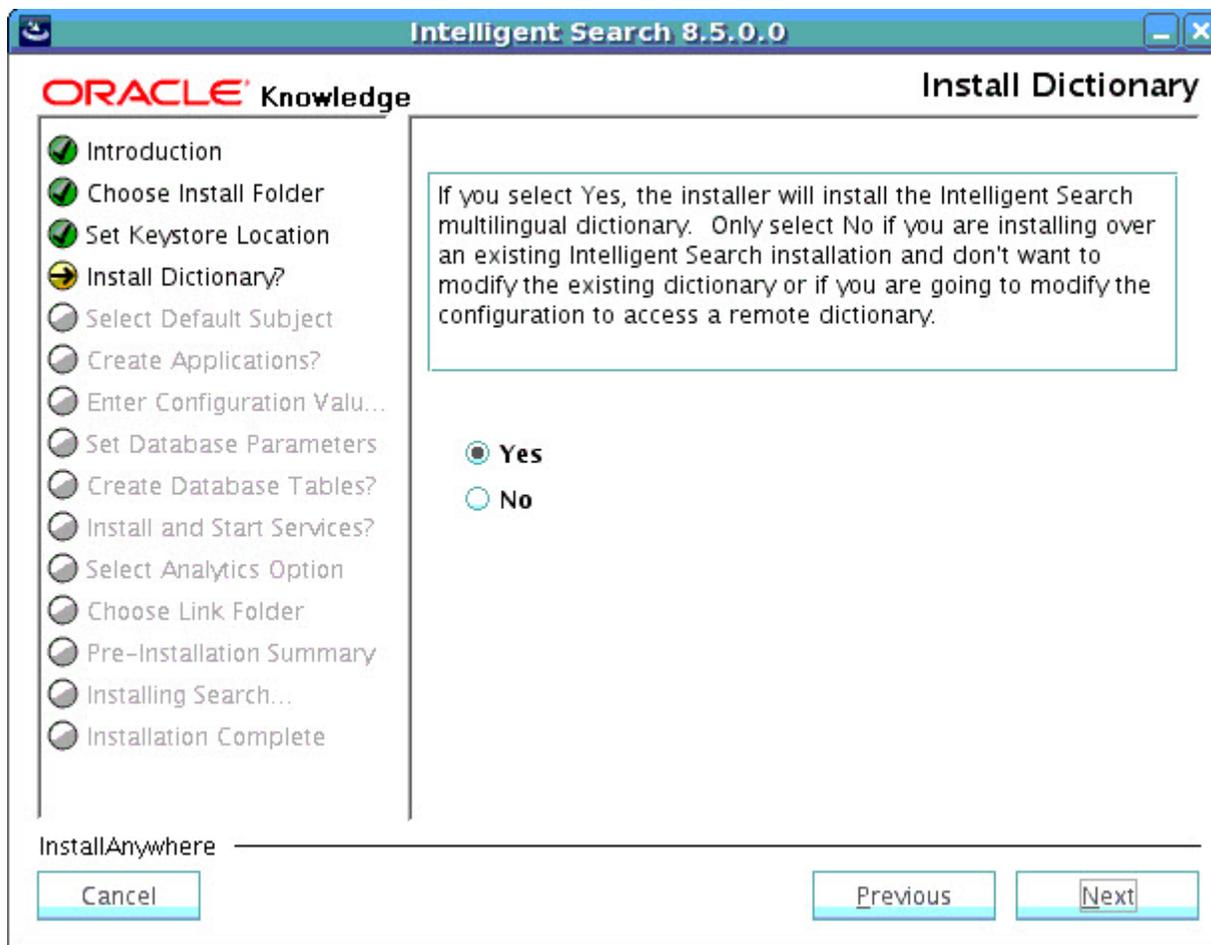
Select **Yes** or **No**.

Select **No** only if you are:

- Installing over an existing Oracle Knowledge Installation and do not want to modify the existing Dictionary.

     or

- Intending to modify the configuration to access a remote Dictionary.

Select **Next** to continue.

The installer displays the **Select the Default Dictionary Subject Area** screen.

Select the Default Dictionary Subject Area

The installer prompts you to select the default Dictionary subject.
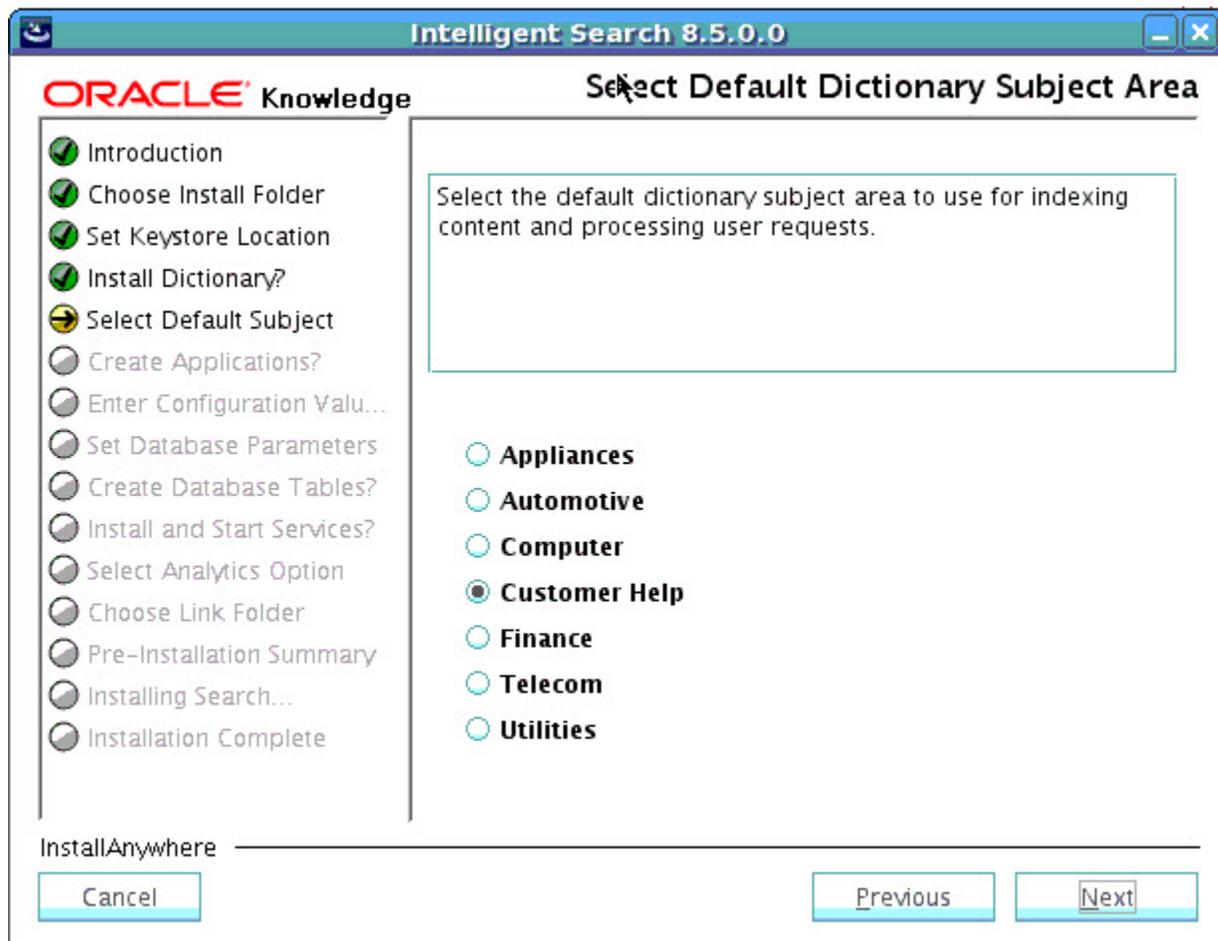
Select the desired default Dictionary subject. The default Dictionary subject is Customer Help. The Customer Help Dictionary is included as a part of all other available Dictionaries.

Select **Next** to continue.

The installer prompts you for information about **Create the Application Instance**.

Create the Application Instance

Most customers should follow the typical installation process—where you install one or more runtime components on a separate instance using the Create Application program.

> **Note:** The installer provides the option to create a consolidated installation—where both the content-processing instance and a request processing instance are installed on the local machine. This automated process is generally appropriate only for small-scale purposes such as a demonstration, and not for production installations of any type.
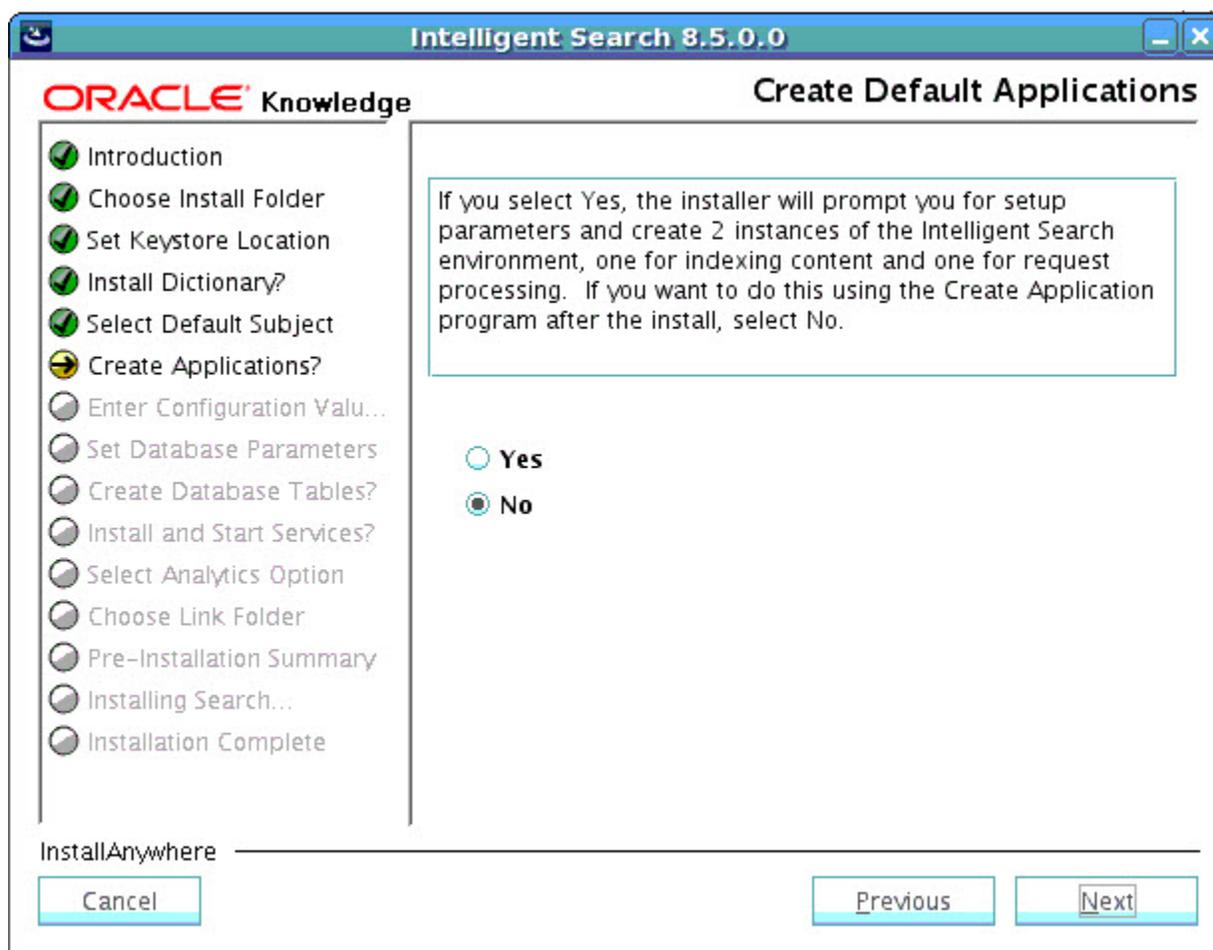
Select **No** to continue with a typical installation or select **Yes** for a consolidated installation.

Select **Next** to continue.

If you select **No**, the installer displays the **Configure the WebLogic Server** screen, if you use WebLogic Server; or, the **Specify Oracle Knowledge Analytics Event Messaging** screen if you use Tomcat Server.

If you select **Yes,** the installer displays screens to specify parameters for a **Consolidated Installation**.

Consolidated Installation

The following sections describe the installation screens for a consolidated installation.

Specifying Instance Parameters (Consolidated Installation)

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 installer creates.

The installer displays the Instance Configuration Parameters screen only if you specify to automatically create the application instances, as described in .

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.

Parameter (Continued)	Description (Continued)
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 **Setting Database Tables (Consolidated Installation)** screen displays.

Setting Database Tables (Consolidated Installation)

If you elect to create the application instances using the installer, the installer presents options to configure the database connection and to create the Content Store and Quality Monitor tables.

The Set Database Parameters screen allows you to set your database connection parameters. The database users must already be created in order for the user validation to complete successfully.
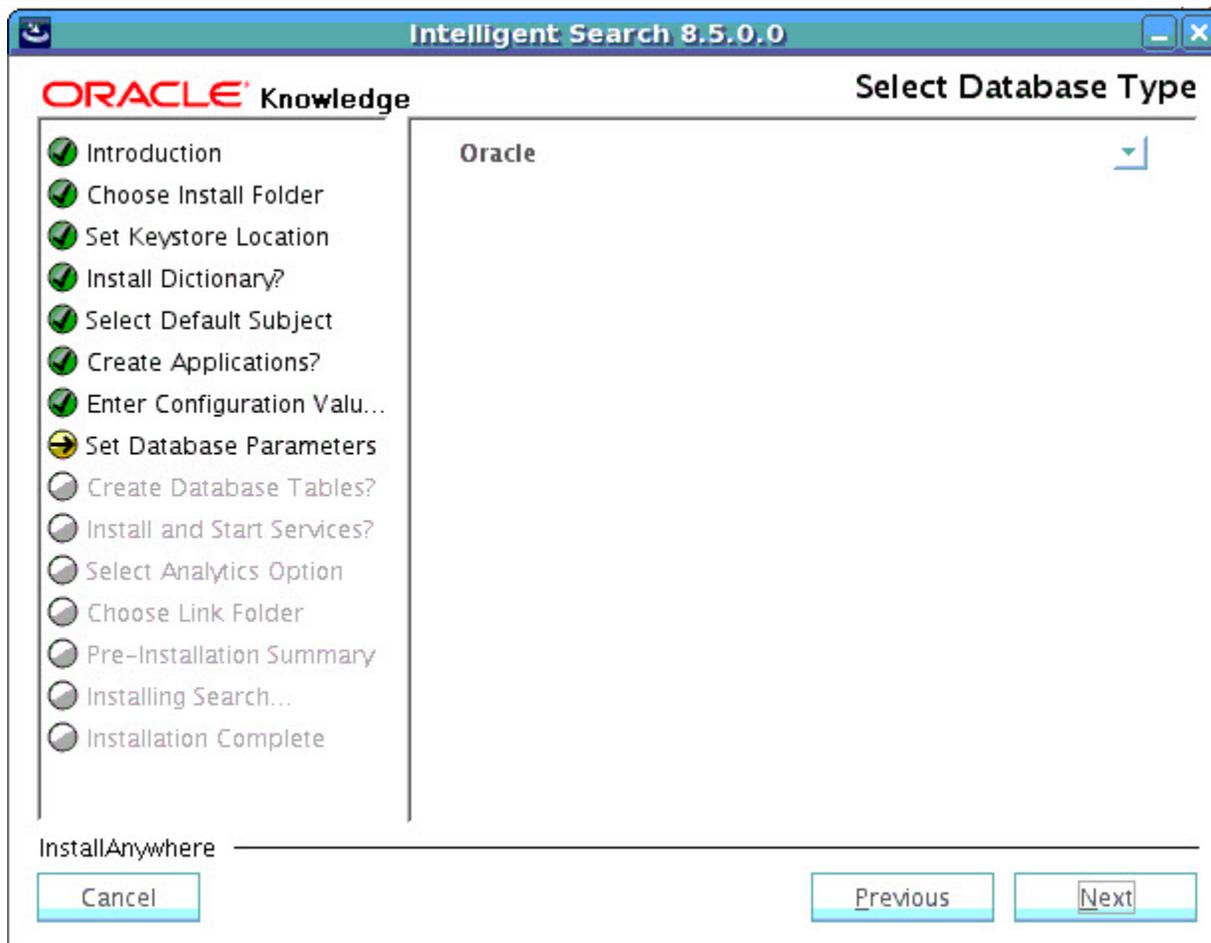
Select your Database type: **Oracle** or **SQL Server**.

Select **Next** to continue.

The installer displays the **Setting Database Parameters (Consolidated Installation)** screen.

Setting Database Parameters (Consolidated Installation)

Enter the database connection parameters

Enter the following parameters:

Parameter	Description
Database JDBC URL	The JDBS URL used to connect to the database.
Database User	The user name the system uses to connect to the database.
Database Password	The password associated with the user name above.

Select **Next** to continue.

The installer displays the **Creating Database Tables (Consolidated Installation)** screen.

Creating Database Tables (Consolidated Installation)

The Create Content Store Table screen allows you the option to have the installer create the Content Store database schema. The default is **No**. We recommend that you select **Yes**.
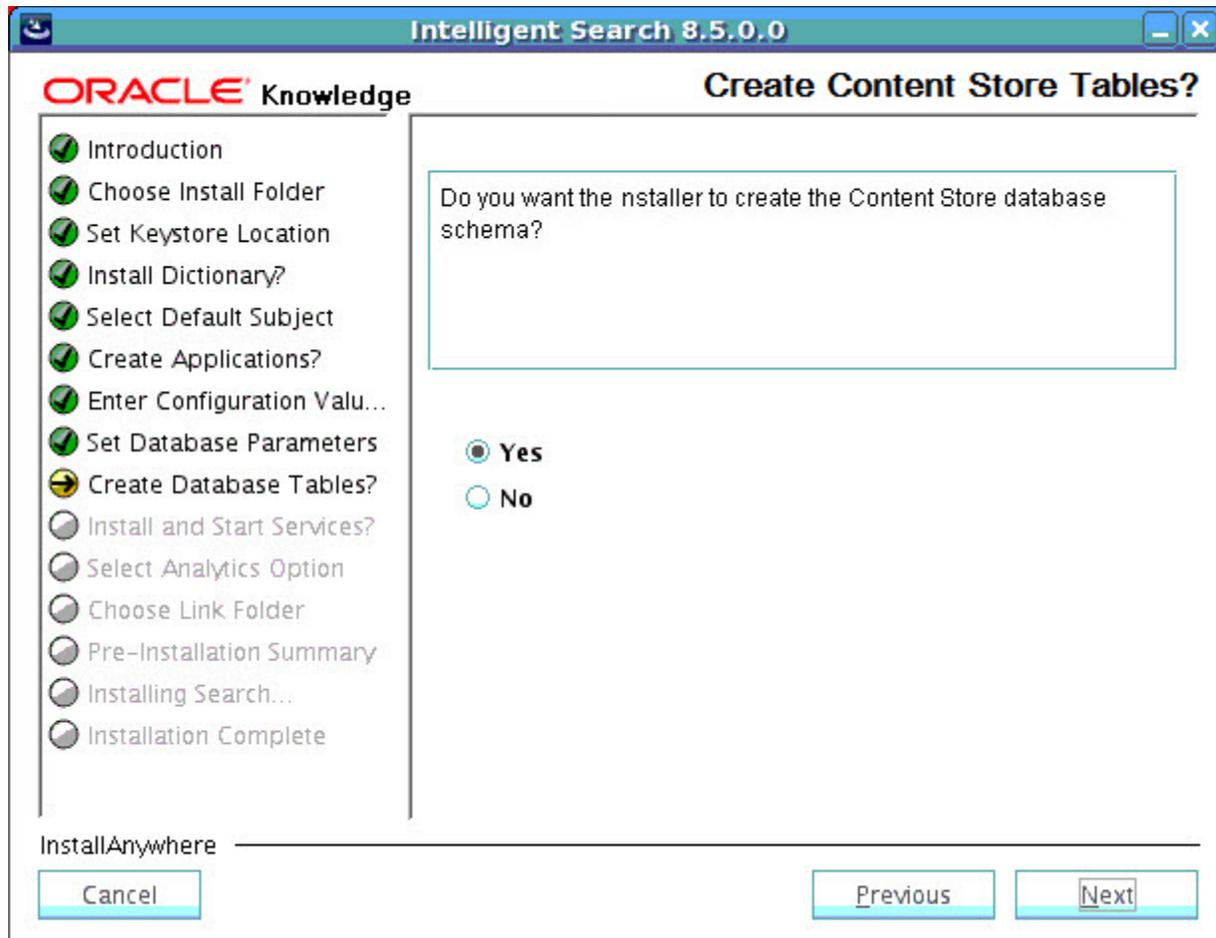
Select **Yes**.

Select **Next** to continue.

The installer displays the **Creating Quality Monitor Tables (Consolidated Installation)** screen.

Creating Quality Monitor Tables (Consolidated Installation)

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**. We recommend that you select **Yes**.
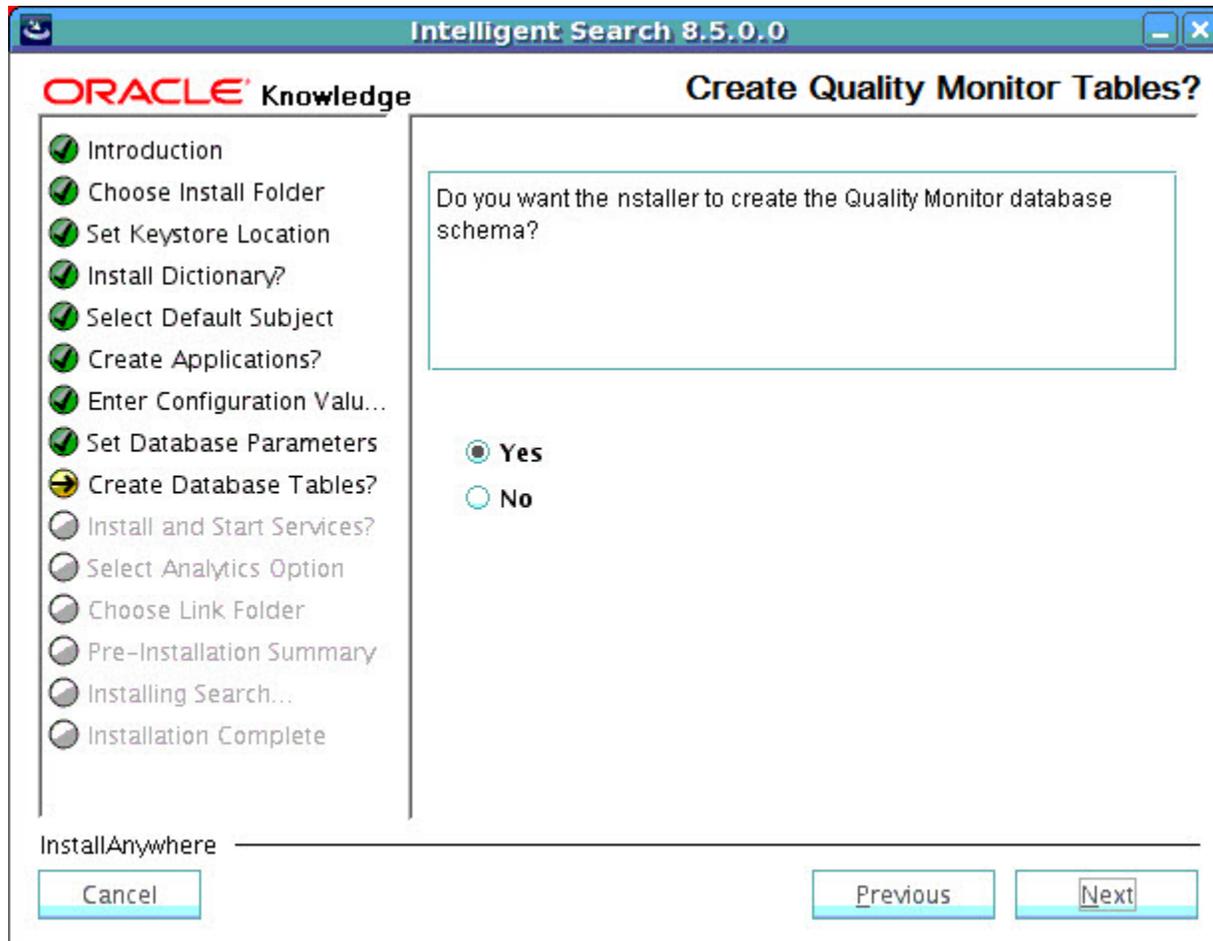
Select **Yes**.

Select **Next** to continue.

On Windows, the installer displays the **Installing and Starting Oracle Knowledge Services (Consolidated Installation)** screens.

On Linux, the installer displays the **Choose WebLogic Middleware Install Directory** screen.

Installing and Starting Oracle Knowledge Services (Consolidated Installation)

Select whether or not to install and start Oracle Knowledge services.
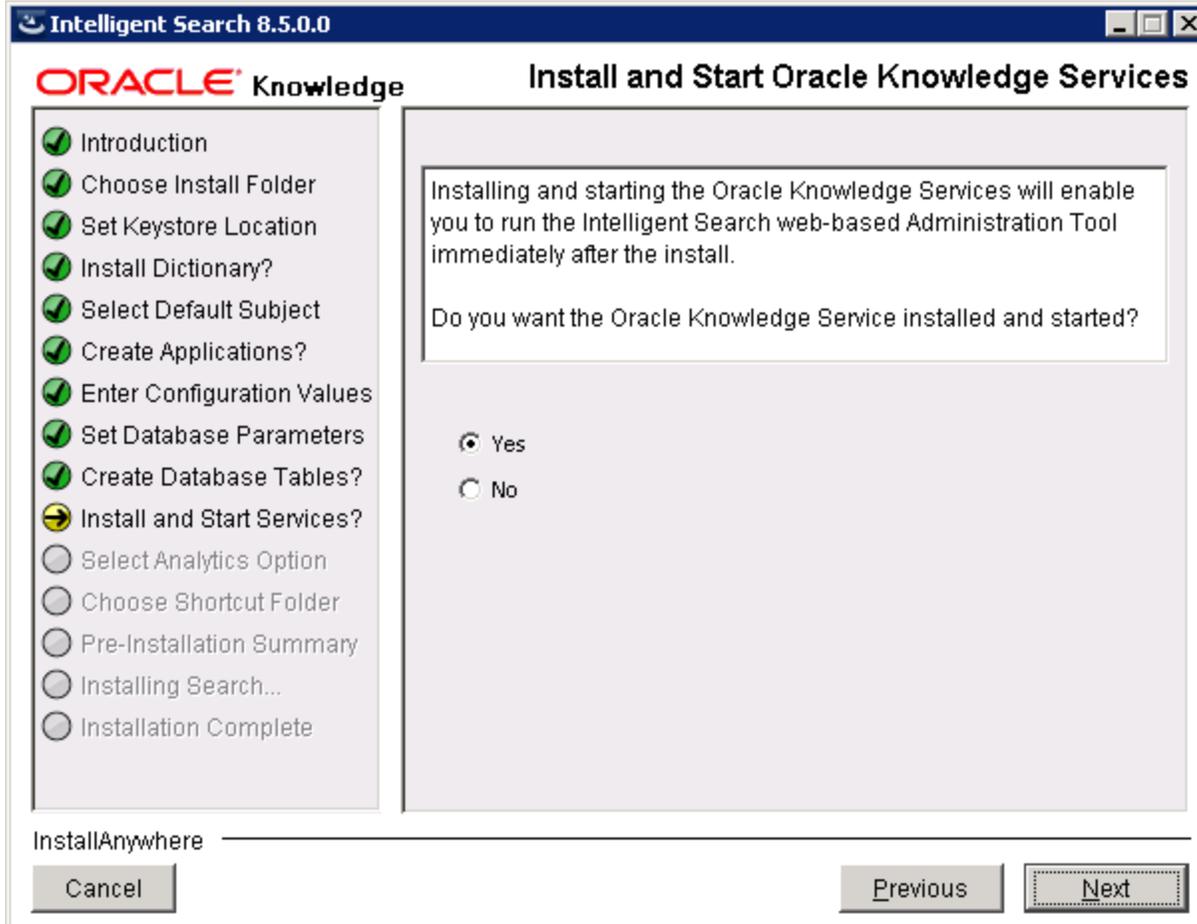
Select **Yes** to install and start services; select **No** to manually install services following the installation.

If you use WebLogic Server, the installer displays the **Configure the WebLogic Server** screens.

If you use Tomcat Server; the installer displays the **Specify Oracle Knowledge Analytics Event Messaging** screen.

Configure the WebLogic Server

The installer prompts you to specify information about your Oracle WebLogic Server environment.

WARNING! Do not install Intelligent Search into an existing managed server.The application deployments require the managed server to make changes to the *server start classpath* and *arguments* before the server starts the applications.

Choose WebLogic Middleware Install Directory

Choose the directory where WebLogic Middleware is installed.
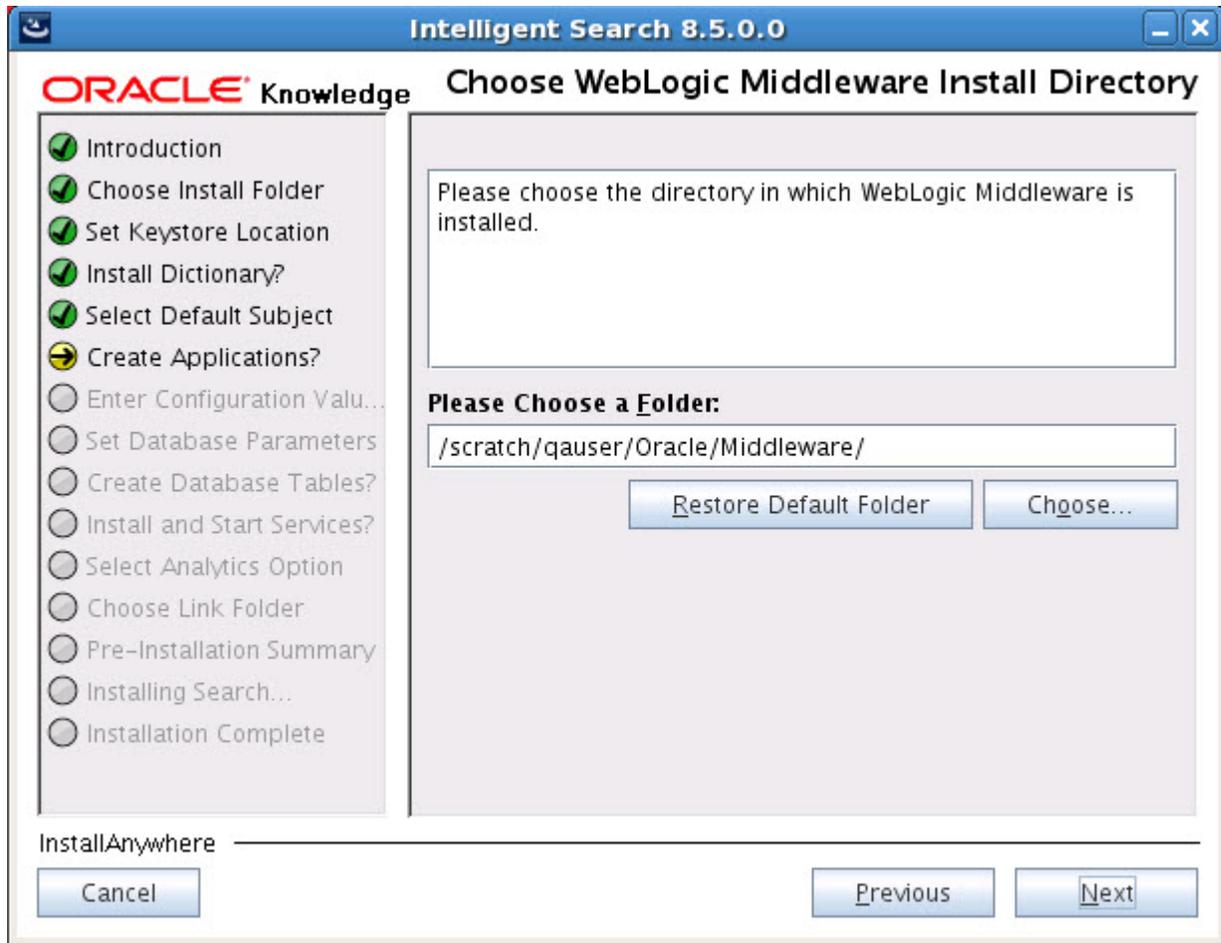
Select the directory in which WebLogic Server is installed (for example, `<weblogic_dir>/Middleware/`).

Select **Next** to continue.

The installer displays the **Choose the WebLogic Server Install Directory** screen.

Choose the WebLogic Server Install Directory

Choose the directory which contains the WebLogic server installation.
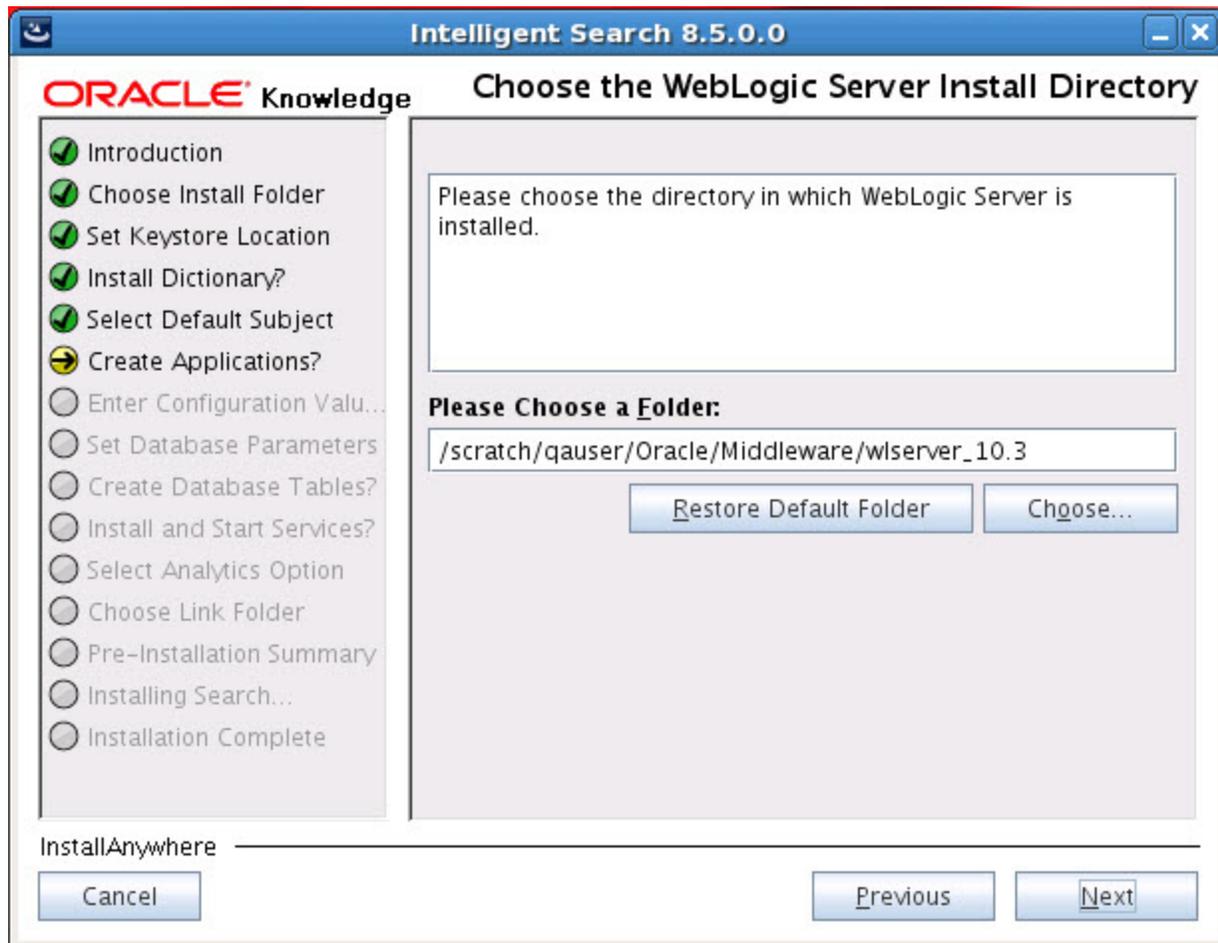
Select the directory in which WebLogic Server is installed (for example, `<weblogic_dir>/Middleware/wlserver_10.3`).

Select **Next** to continue.

The installer displays the **Specify Java Options** screen.

Specify Java Options

Enter Java memory options.
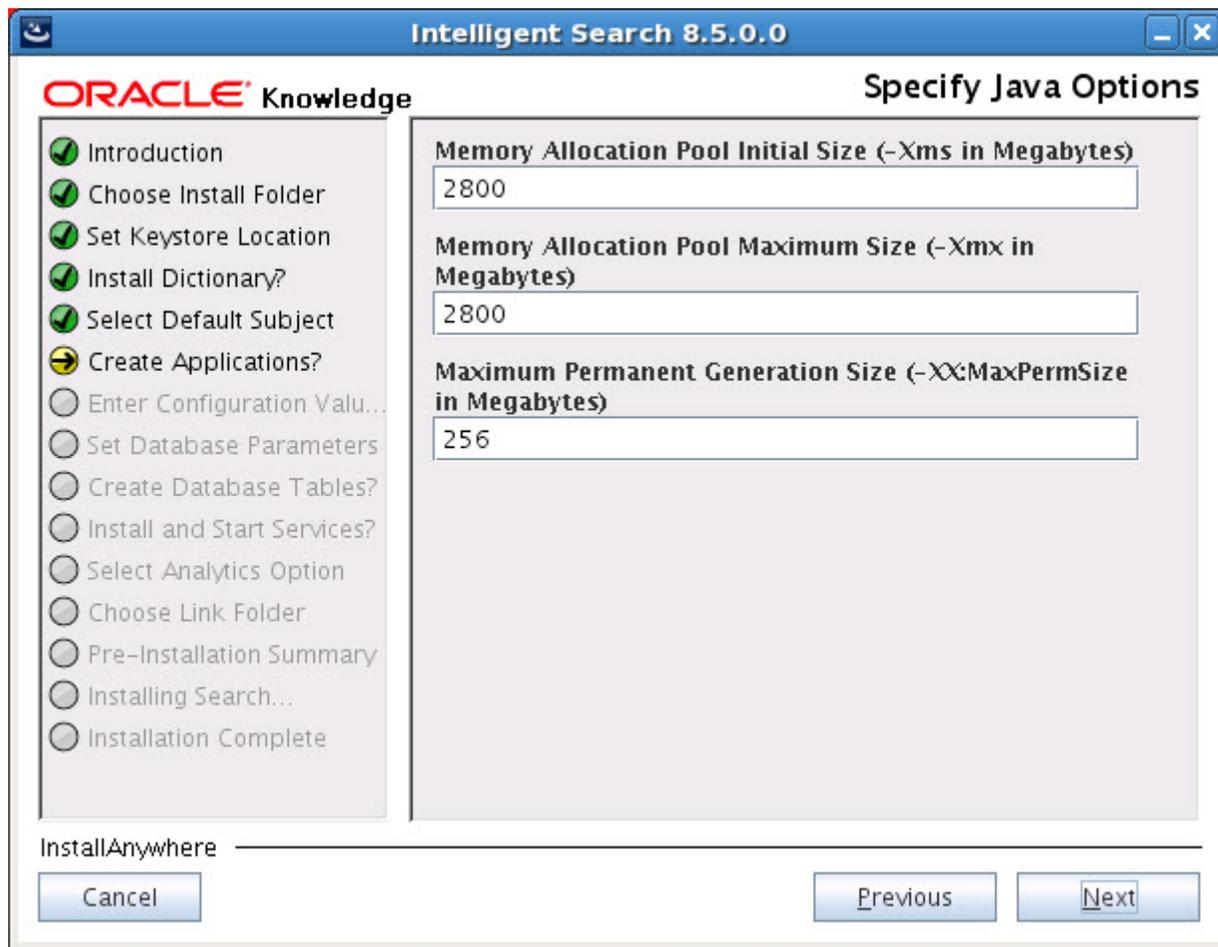
Specify the following Java parameters:

Option	Description
Memory Allocation Pool Initial Size	Specify the $-Xms\,nM$ argument, where *n* is a number of megabytes. The default value is 2800.
Memory Allocation Pool Maximum Size	Specify the $-Xmx\,nM$ argument, where *n* is a number of megabytes. The default value is 2800.
Maximum Permanent Generation Size	Specify the $-XX:MaxPermSize=nM$ argument, where *n* is a number of megabytes. The default value is 256.

Select **Next** to continue.

The installer displays the **Choose a WebLogic Domain** screen.

Choose a WebLogic Domain

Specify the name and location of your WebLogic domain to install the Oracle Knowledge Search components.

Enter the following:

Property	Description
WebLogic Domain Path	The full path to the WebLogic domain. The name of the WebLogic domain is added to the domains or `user_projects` folder under the WebLogic installation folder. For example, `<weblogic_dir>/Middleware/user_projects/domains/<domain_name>`.

Select **Next** to continue.

The installer displays the **Set WebLogic Administrator Credentials** screen.

Set WebLogic Administrator Credentials

Provide the credentials to the Administration Server of the specified WebLogic domain.

Enter the following:

Property	Description
Administrator User Name	Specify the user name of the user used to boot the Administration Server.
Administrator User Password	Specify the password of the user used to boot the Administration Server.
Administration Server URL	Specify the `<protocol>://<listen address>:<listen port>` used to connect to the Administration Server. <protocol> for WebLogic uses t3://. The default port for WebLogic installations is 7001.

Select **Next** to continue.

The installer displays the **Specify Oracle Knowledge Analytics Event Messaging** screen for typical installations or, the **Set Managed Server Values (Consolidated Installation)** screen for consolidated installations.

Set Managed Server Values (Consolidated Installation)

If you chose to create content processing and search runtime components on the local machine, the installer prompts you to set managed server values.

Set the name of the managed server for scheduler and runtime instances. The installer deploys the scheduler and runtime instances to this managed server. If no managed server exists with that name, then a new managed server is created. Set the name of the machine for the managed server.

Specify values for the following properties:

Property	Description
Scheduler Managed Server Name	Specify the name of the managed server. Make sure that the name is unique to your domain.
Runtime Managed Server Name	Specify the name of the new managed server. Make sure that the name is unique to your domain.
Machine Name	Specify the name of the machine.

Select **Next** to continue.

The installer displays the **Specify Oracle Knowledge Analytics Event Messaging** screen.

Specify Oracle Knowledge Analytics Event Messaging

The installer prompts you to activate logging for Oracle Knowledge Analytics.

Specify the configuration parameters to the instance of WebLogic where the Analytics event listener is running and monitoring the JMS queue. These values can be updated after the installation of Search or Analytics is completed, if necessary, by editing the `<search_install_home>/config/ok_jms.properties` file.

> **Note:**   In high-volume environments, multiple JMS queues might already exist. Make sure that you are configuring the correct JMS queue or event listener.
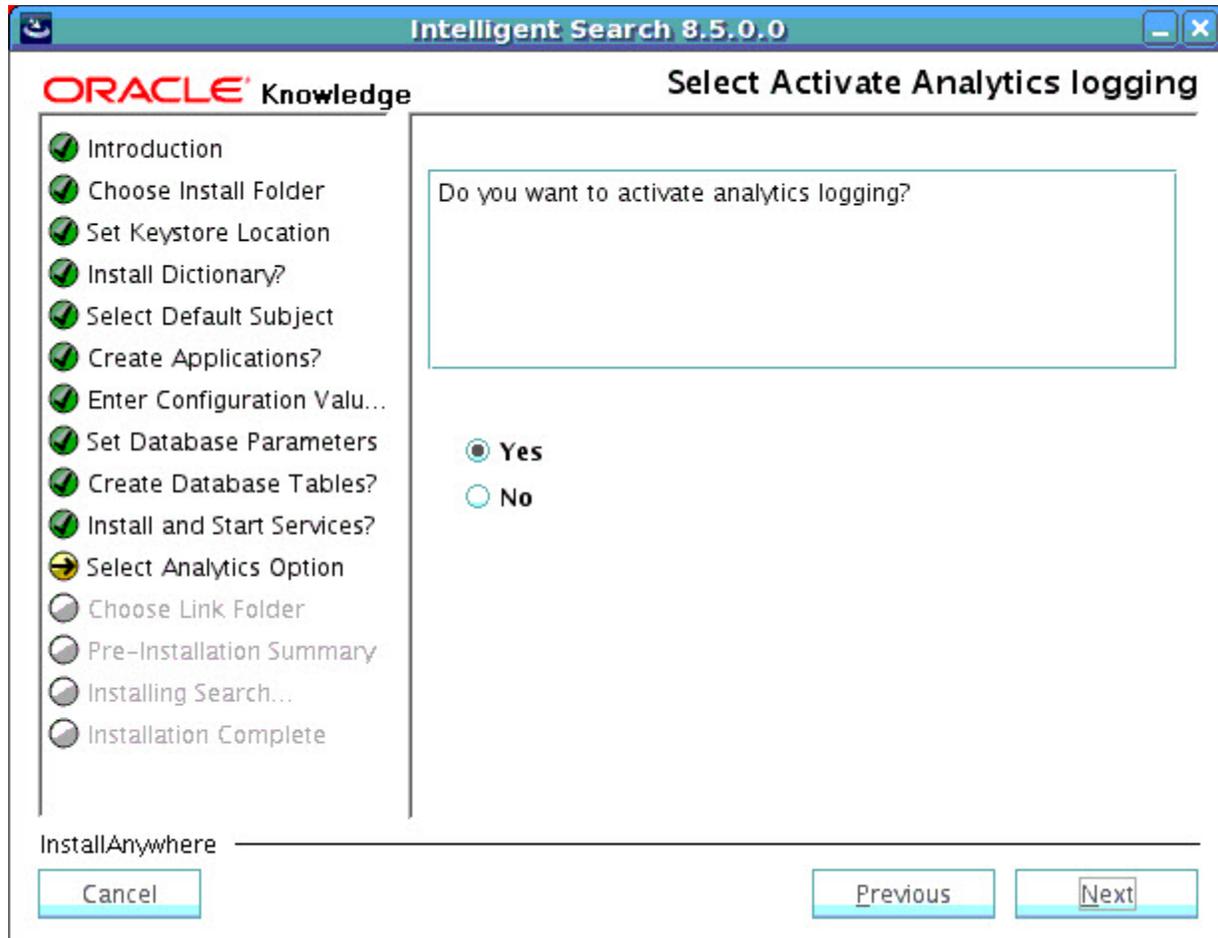
Select **Yes** or **No**.

Select **Next** to continue.

If you select **Yes**, the installer prompts you to specify JMS queue parameters so that Intelligent Search application data is available for use by a configured Oracle Knowledge Analytics application and displays the **Configure the JMS Queue for Oracle Knowledge Analytics Logging** screen.

If you select **No**, the Intelligent Search application is not configured to send data to an Analytics application using the JMS queue. The Analytics support files are installed, but Analytics logging is inactivated. The installer displays the **Choose Shortcut Folder (Windows)** screen or the **Pre-installation Summary** screen on Linux.

Configure the JMS Queue for Oracle Knowledge Analytics Logging

Configure the JMS queue for Search events to be accessed by Analytics.
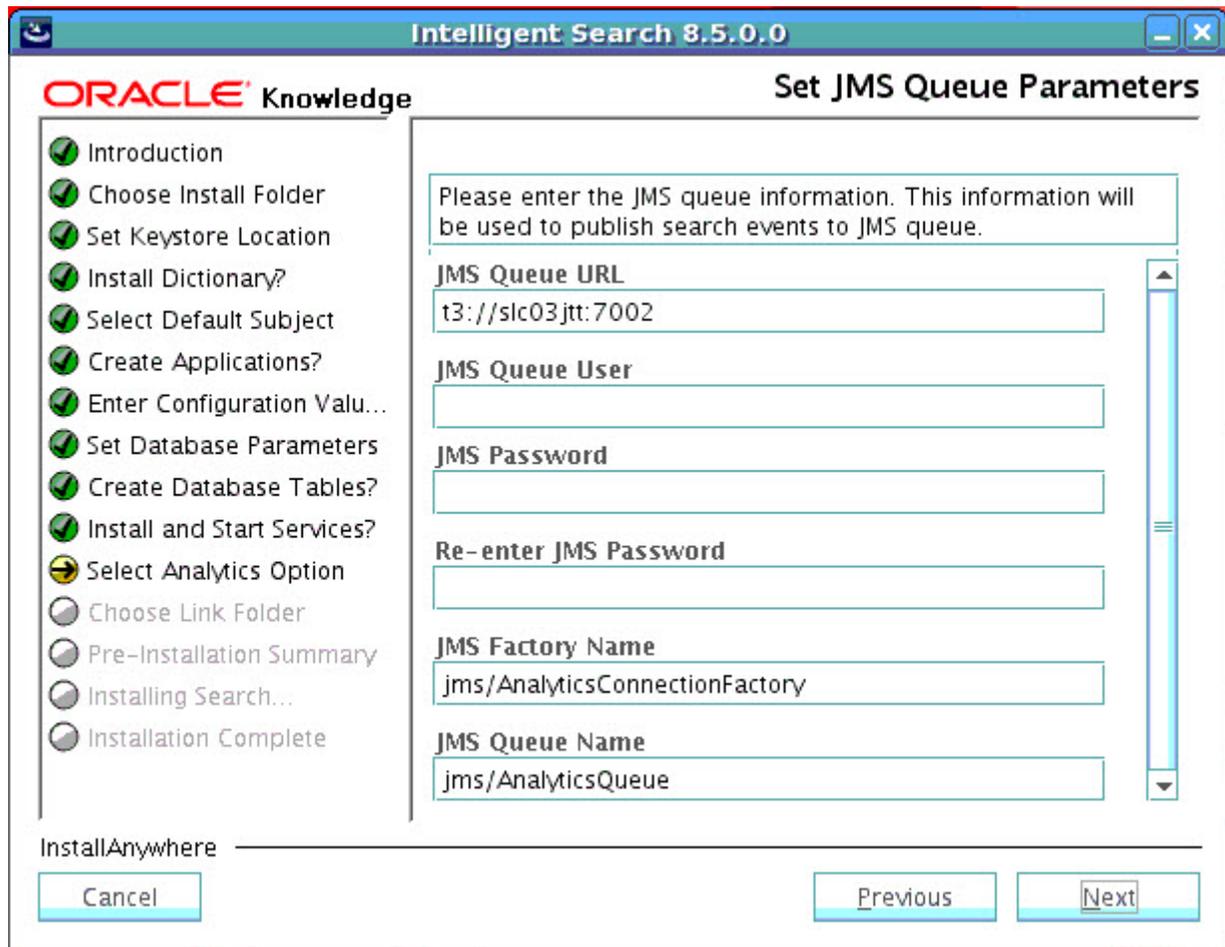
The installer prompts you for the following JMS queue values:

Value	Description
JMS Queue URL	Specify the WebLogic Server (WLS) domain that is serving the queue. For example: `t3://<listen address>:<listen port>` **Note:** The URL must contain the host name of the queue server.
JMS Queue User	Specify the user ID for the WebLogic console/domain where the queue is configured.
JMS Password	Specify the password for the WebLogic console/domain where the queue is configured.
JMS Factory Name	Specify a JMS factory name or use the default name: `jms/AnalyticsConnectionFactory`.
JMS Queue Name	Specify a JMS factory name or use the default name: `jms/AnalyticsQueue`

Select **Next** to continue.

The installer displays the **Choose Shortcut Folder (Windows)** screen or the **Pre-installation Summary** screen on Linux.

Choose Shortcut Folder (Windows)

Select the location in which you want to create shortcuts or links to Oracle Knowledge. If the installer locates an existing Oracle Knowledge program group on Windows, then it uses that group as the default. If the installer does not locate an existing Oracle Knowledge program group, then it creates a new program group.
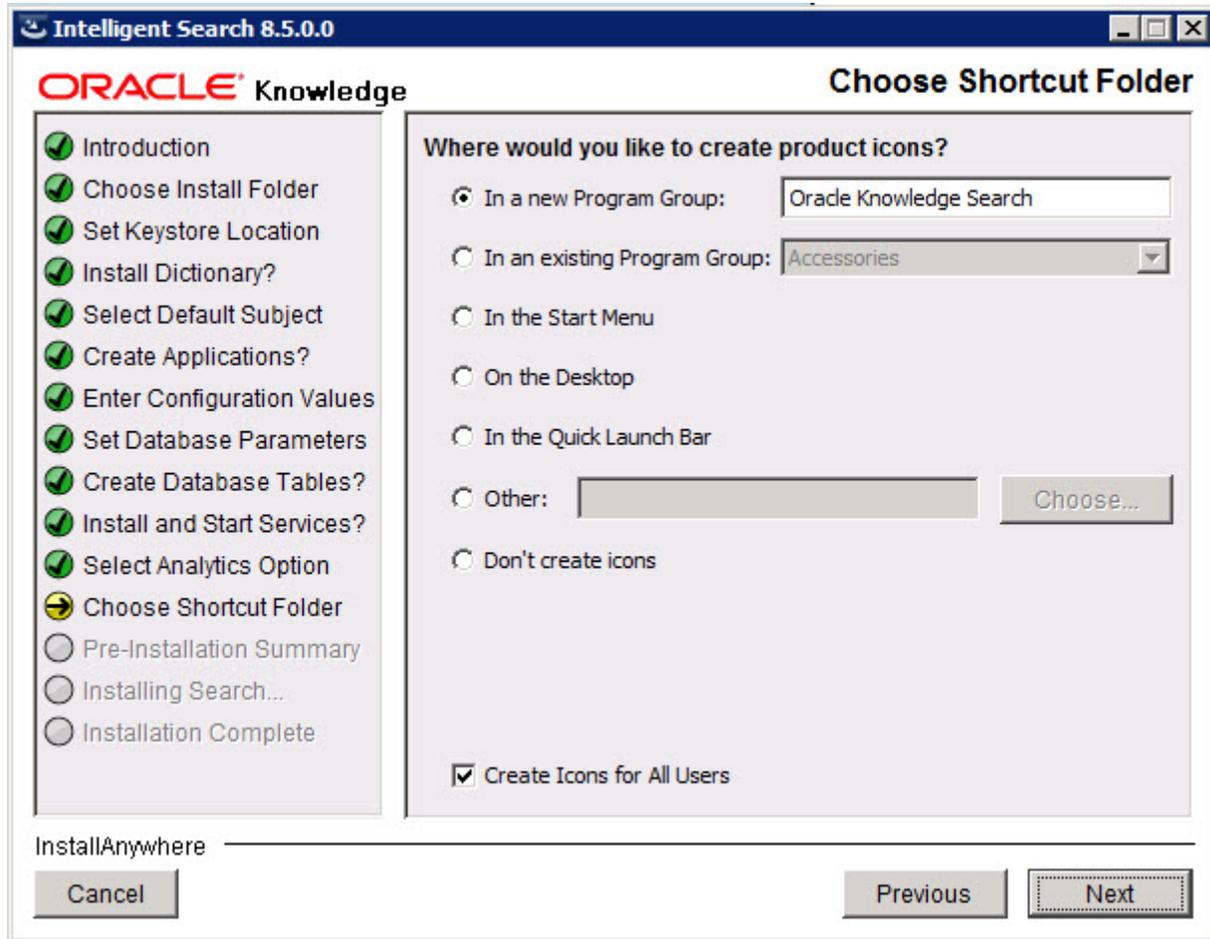
On Windows, you can specify:

- To create an alternate new program group in which the shortcuts are created
- To create shortcuts in an alternate existing program group
- To place Oracle Knowledge icons in the Start Menu, on the Desktop, or the Quick Launch Bar for the current user or for all users

- To create no Oracle Knowledge icons
- To create icons for All Users
- To create Oracle Knowledge icons in another location

Select the desired product icon locations.

Select **Next** to continue.

The installer displays the **Pre-installation Summary** screen.

Pre-installation Summary

The Pre-installation Summary screen displays.
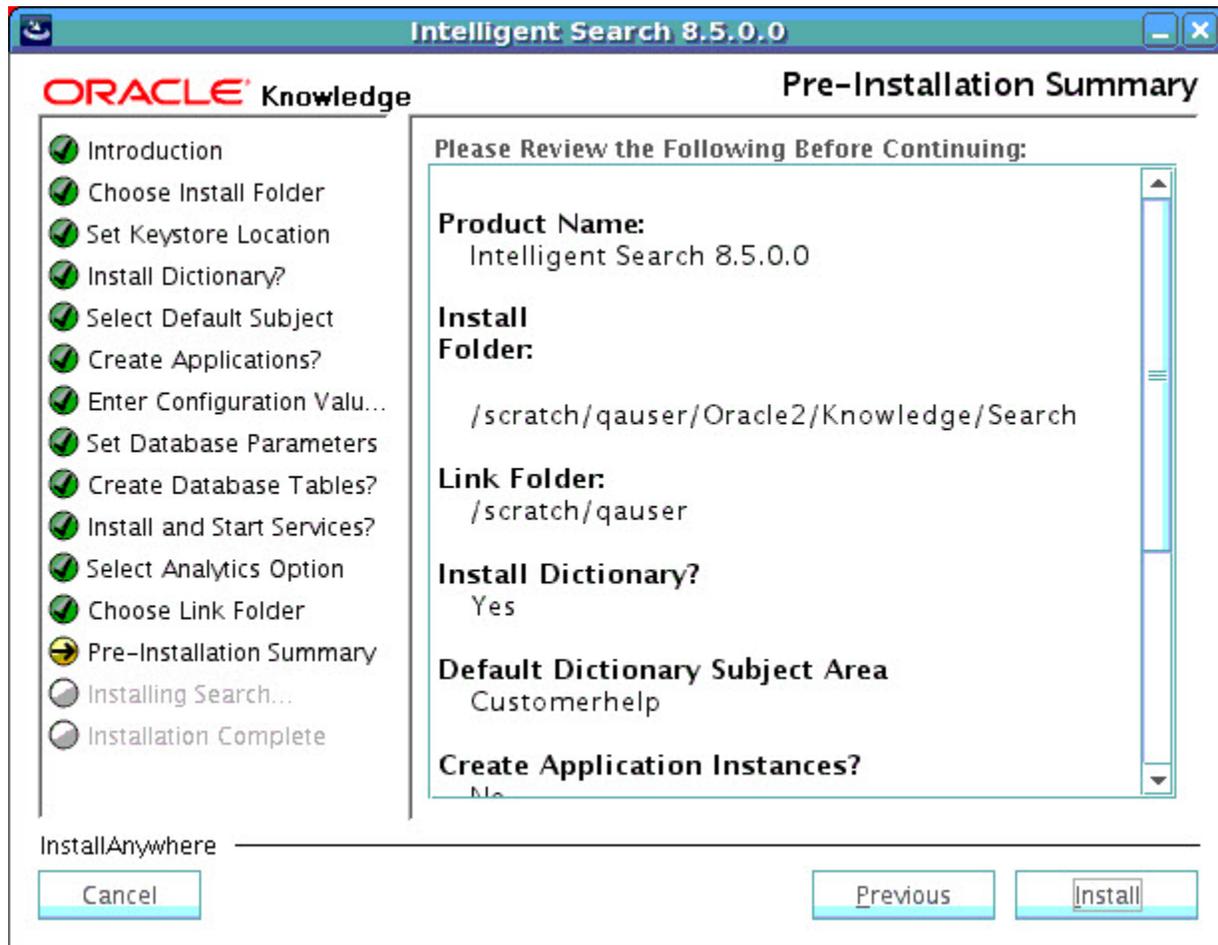
Review the preinstallation summary and make any necessary changes by selecting Previous.

Select **Install** to continue.

The installer displays a progress screen.

Installing the Product Files

The installer displays a progress screen during installation.
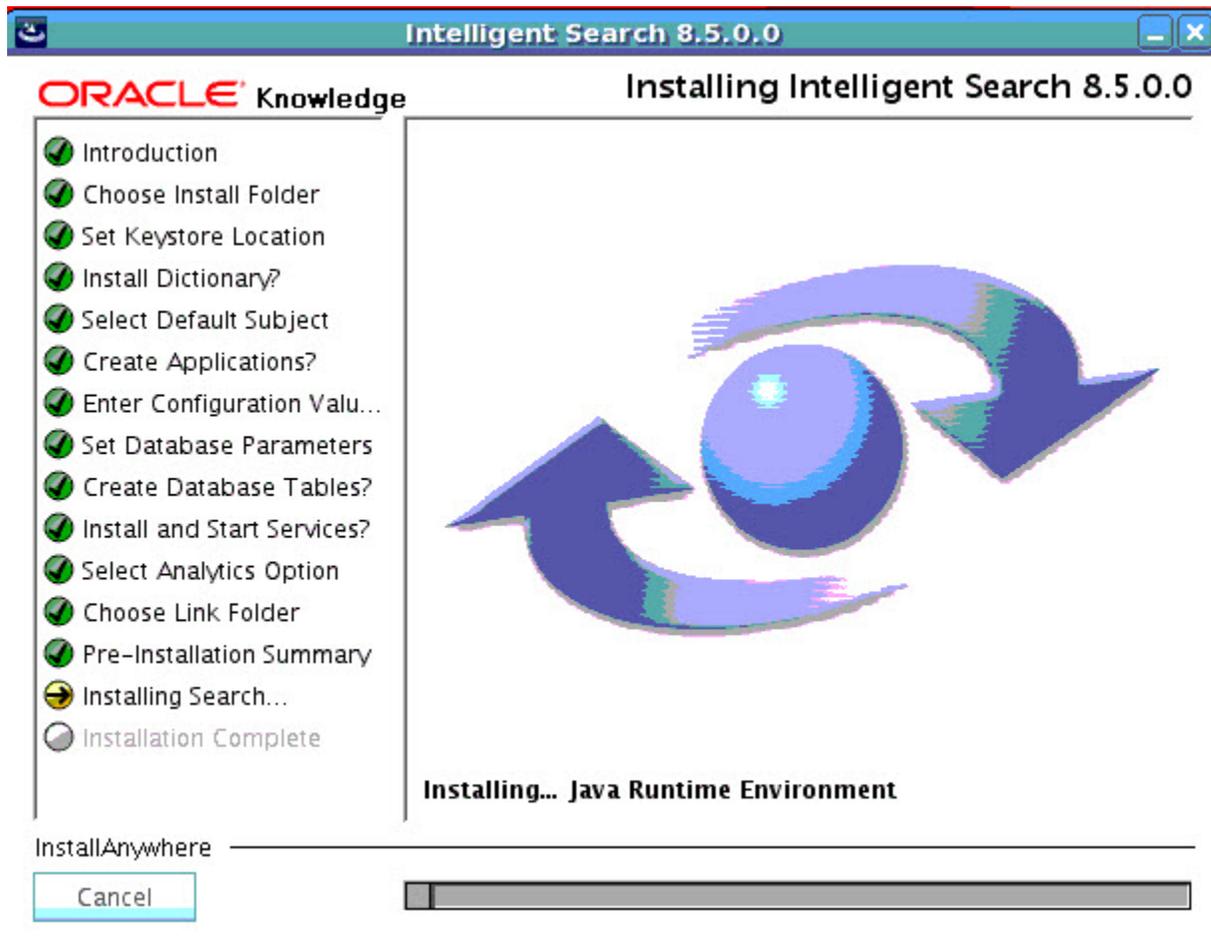
When the installation is complete, the installer displays the **Installation Complete** screen.

Installation Complete

Intelligent Search is now installed in the specified location.
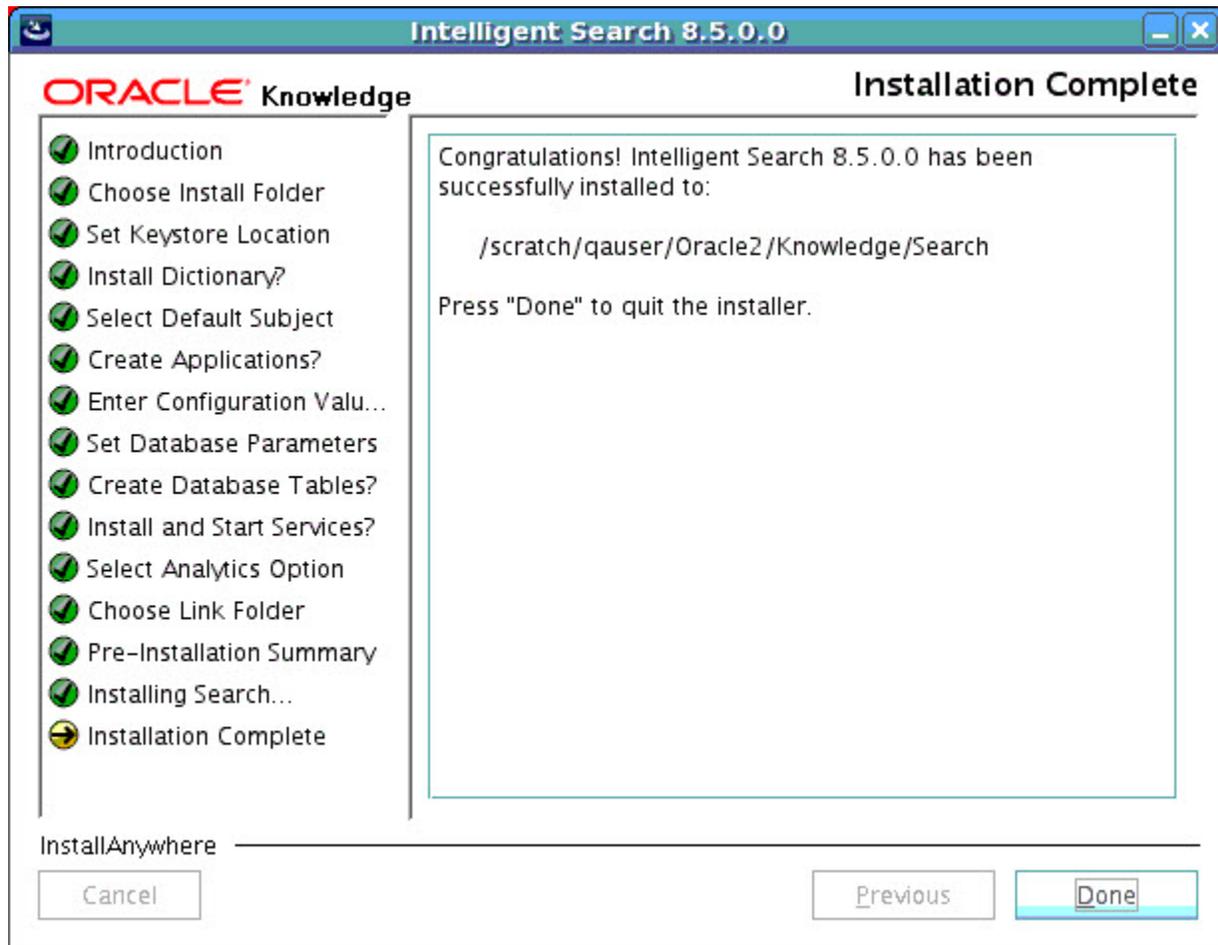
Select **Done** to exit the installer.

The installer executes its cleanup routines and terminates.

Restart the WebLogic Node Manager

After the installation completes, you must restart the WebLogic Node Manager.

This is required because changes are made to the Node Manager configuration during installation that cannot take effect until it is restarted. It must be restarted before the Managed Server for the Search instance can be started through the WebLogic Administration Console.

For additional WebLogic information, see "Start Oracle Knowledge on WebLogic Server" on page 19.

Configuring Application Remote Clients and Data Stores

Important! For a typical installation, you must complete the following post-installation configuration tasks. For a consolidated installation, you only need to complete steps 1 and 2 below.

You must complete the following steps:

    1   Start the Oracle Knowledge Service.

    2   Start the Common Environment.

    3   Create a content processing instance.

    4   Prepare the remote servers for search software installation.

    5   Create remote content processing (workclient) instances on designated machines in the environment.

    6   Create remote request processing (runtime) instances on designated machines in the environment.

    7   Configure the application data stores.

    8   Create the application database tables.

    9   Restart the application.

Start Intelligent Search from the WebLogic Administration Console

To start Oracle Knowledge Search from the WebLogic Administration Console, see the instructions in "Start Oracle Knowledge on WebLogic Server" on page 19

You can now access the System Manager application, as described in "Accessing System Manager" on page 66.

Start the Oracle Knowledge Service for Intelligent Search

You can start the Oracle Knowledge service either from the Common Environment command prompt if you use Tomcat server, or the WebLogic Administration Console for WebLogic server. On Windows, you must first install the service. To start the Oracle Knowledge service on the Tomcat server, see "Start the Common Environment" on page 58.

The following table provides an overview of the steps necessary to start the Oracle Knowledge service on WebLogic, depending upon your environment.

If your environment is...	Complete the following steps...
Typical installation on Linux with WebLogic	Start the Oracle Knowledge Service as described in "Starting the Oracle Knowledge Intelligent Search Service" on page 57.
Consolidated installation on Linux with Weblogic	Start the Oracle Knowledge Service as described in "Starting the Oracle Knowledge Intelligent Search Service" on page 57.
Typical installation on Windows with WebLogic	Start the Oracle Knowledge Service as described in "Starting the Oracle Knowledge Intelligent Search Service" on page 57.

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If your environment is...	Complete the following steps...
Consolidated installation on Windows with Weblogic	Start the Oracle Knowledge Service as described in "Starting the Oracle Knowledge Intelligent Search Service" on page 57.
Typical installation on Linux with WebLogic and JRockit	Define Java Home for JRockit, as described in "Edit iqcmd.sh|bat for Oracle JRockit JVM (JRockit Only)" on page 53.
	Start the Oracle Knowledge Service as described in "Starting the Oracle Knowledge Intelligent Search Service" on page 57.
Consolidated installation on Linux with Weblogic and JRockit	Define Java Home for JRockit, as described in "Edit iqcmd.sh|bat for Oracle JRockit JVM (JRockit Only)" on page 53.
	Start the Oracle Knowledge Service as described in "Starting the Oracle Knowledge Intelligent Search Service" on page 57.
Typical installation on Windows with WebLogic and JRockit	Define Java Home for JRockit, as described in "Edit iqcmd.sh|bat for Oracle JRockit JVM (JRockit Only)" on page 53
	Start the Oracle Knowledge Service as described in "Starting the Oracle Knowledge Intelligent Search Service" on page 57.
Consolidated installation on Windows with Weblogic and JRockit	Define Java Home for JRockit, as described in "Edit iqcmd.sh|bat for Oracle JRockit JVM (JRockit Only)" on page 53
	Uninstall the Oracle Knowledge Service, as described in "Uninstalling the Oracle Knowledge Service (Windows)" on page 56.
	Start the Oracle Knowledge Service as described in "Starting the Oracle Knowledge Intelligent Search Service" on page 57.

Edit `iqcmd.sh|bat` for Oracle JRockit JVM (JRockit Only)

To run Intelligent Search with the JRockit JVM, you must edit the `iqcmd.sh|bat` script to:

- **Define Java Home Directory for Oracle JRockit JVM**
- **Remove the -XX:+PrintCommandLineFlags Command**

DEFINE JAVA HOME DIRECTORY FOR ORACLE JROCKIT JVM

If you use the Oracle JRockit JVM, you must modify the `iqcmd.bat|sh` script to point to the correct Java JDK home directory.

ON LINUX:

1   Display the `iqcmd.sh` script in the ICE window.

2   After these default JRE lines:

```
if test -d "$INSTALL_DIR/jre"
then
   JAVA_HOME="$INSTALL_DIR/jre"
else
#Mac OSX:
   if test -d "/System/Library/Frameworks/JavaVM.framework/Versions/1.6.0/Home"
   then
      JAVA_HOME="/System/Library/Frameworks/JavaVM.framework/Versions/1.6.0/Home"
   else
      if test -d "/System/Library/Frameworks/JavaVM.framework/home"
      then
         JAVA_HOME="/System/Library/Frameworks/JavaVM.framework/home"
      fi
   fi
fi
```

add the following lines:

```
JDK_HOME=<PATH_TO_JROCKIT_JDK_DIRECTORY>
JAVA_HOME=$JDK_HOME/jre
```

3   After the following lines:

```
ANT_HOME="INQUIRA_ROOT/src/prep/ext/ant"
export ANT_HOME
```

add the following lines:

```
JAVA_HOME=$JDK_HOME
export JAVA_HOME
LD_LIBRARY_PATH=$LD_LIBRARY_PATH:$JAVA_HOME/lib
```

4   Exit and restart the ICE environment for the changes to take effect.

ON WINDOWS:

1   Display the `iqcmd.bat` script in the ICE window.

2   After these default JRE lines:

```
if exist "%INSTALL_DIR%\jdk" (
   set JAVA_HOME=%INSTALL_DIR%\jdk
) else (
   if exist "%INSTALL_DIR%\jre" (
      set JAVA_HOME=%INSTALL_DIR%\jre
   )
)
```

add the following line:

```
set JAVA_HOME=<PATH_TO_JROCKIT_JDK_LOCATION>
```

3   Exit and restart the ICE environment for the changes to take effect. If you have already installed
`InquiraService` you must uninstall it and reinstall it.

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REMOVE THE -XX:+PRINTCOMMANDLINEFLAGS COMMAND

If you use the Oracle JRockit JVM, you must modify the `iqcmd.bat|sh` script to remove the
`-XX:+PrintCommandLineFlags` command.

ON LINUX:

1   Display the `$INSTALL_DIR/bin/iqcmd.sh` script in the ICE window.

2   On the following line:

```
JAVA_OPTS="-server $MEMORY -DentityExpansionLimit=500000
-Djava.io.tmpdir=$APROOT/tmp -Dcom.sun.management.jmxremote -verbose:gc
-XX:+PrintCommandLineFlags -Djcifs.smb.client.disablePlainTextPasswords=true
-DKEYSTORE_LOCATION=$KEYSTORE_LOCATION
-DSOAP_URL=http://localhost:8223/inquiragw/servlet/rpcrouter
-Dcom.inquira.infra.config.url=file://$INQUIRA_ROOT/install_override.xml,file:
//$APROOT/installation.xml$CUSTOM_XML_FILE
-Dcom.inquira.infra.instance=$APP_INSTANCE
-Dcom.inquira.infra.baseDirectory=$APROOT
-Dcom.inquira.infra.installDirectory=$INQUIRA_ROOT
-Dcom.inquira.infra.environment=$ENVIRONMENT_ROLE
-Dderby.system.home=$DERBY_LOGDIR
-Djavax.xml.transform.TransformerFactory=org.apache.xalan.processor.Transforme
rFactoryImpl -DOK_JMS_CONFIGURATION_FILE=$INSTALL_DIR/conf/ok_jms.properties
$IQ_OPTS"
```

remove:

```
-XX:+PrintCommandLineFlags
```

3   Restart the ICE prompt.

ON WINDOWS:

1   Display the `<INSTALL_DIR>\bin\iqcmd.bat` script in the ICE window.

2   On the following line:

```
set JAVA_OPTS="-server" "-ms2800M" "-mx2800M"
"-DentityExpansionLimit=500000" "-Djava.io.tmpdir=%APROOT%\tmp"
"-Dwinroot=%SYSTEMROOT%" "-Dcom.sun.management.jmxremote" "-verbose:gc"
"-XX:+PrintCommandLineFlags"
"-Djcifs.smb.client.disablePlainTextPasswords=true"
```

remove:

```
"-XX:+PrintCommandLineFlags"
```

3   Restart the ICE prompt, and re-install the service if it has already been installed.

To uninstall, run `inquiraservice -uninstall`, to re-install, run `inquiraservice -install` within
an ICE prompt.

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Using JRockit with Intelligent Search on Windows (JRockit Only)

If you use the Oracle JRockit JVM on Windows, you must modify the `<INSTALL DIR>/bin/InquiraService.bat` script to include the WebLogic Native Performance Pack.

FROM THE ICE WINDOW:

Within the `:appserver` label, after these 3 library path lines:

```
echo wrapper.java.library.path.1=%ARCH_BIN% >> "%WRAPPERLAUNCH_FILE%"
echo wrapper.java.library.path.2=%CATALINA_HOME%/common/lib >>
"%WRAPPERLAUNCH_FILE%"
set COUNT=3
```

Add the following lines, where `WL_HOME` is the WebLogic Server install directory (e.g. `C:\Oracle\Middleware\wlserver_10.3`):

```
if "%APP_SERVER_TYPE%" == "weblogic" (
echo wrapper.java.library.path.!COUNT!=<WL_HOME>\server\native\win\x64>>
"%WRAPPERLAUNCH_FILE%"
set /A COUNT+=1
)
```

Exit and restart the ICE environment for the changes to take effect. If you have already installed `InquiraService` you must uninstall it and reinstall it.

Installing the Oracle Knowledge Service (Windows)

To install the Oracle Knowledge service:

Enter the following command at the Common Environment prompt:

```
inquiraservice -install
```

On Windows 2008, to install, uninstall, stop, and start Oracle Knowledge services, you must execute the Common Environment window using the Run as Administrator option.

The Common Environment console displays information about the service installation process.

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

After installing the Oracle Knowledge service you must start the Oracle Knowledge service see "Start the Common Environment" on page 58 and then "Configuring the Application Data Stores" on page 66.

Uninstalling the Oracle Knowledge Service (Windows)

To uninstall the Oracle Knowledge service:

Enter the following command at the Common Environment prompt:

```
inquiraservice -uninstall
```

On Windows 2008, to install, uninstall, stop, and start Oracle Knowledge services, you must execute the Common Environment window using the Run as Administrator option.

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

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After uninstalling the Oracle Knowledge service you must reinstall the Oracle Knowledge service see "Installing the Oracle Knowledge Service (Windows)" on page 56.

Starting the Oracle Knowledge Intelligent Search Service

This must be done for both the content processing instance and the runtime instance.

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

Starting Search from ICE:

1   Open a command prompt and cd into `<search_install_home>/instances/`
`<Instance_Name>`, where `Instance_Name` refers to the Search instance name on this installation.

2   On Linux, execute `setenv.sh` to open the Common Environment.

On Windows, execute `setenv.bat` to open the Common Environment.

3   On Linux, enter `inquira.sh start`, to start the Oracle Knowledge service.
On Windows, enter `inquira start`, to start the Oracle Knowledge service.

>   **Note:**   On Windows 2008, to install, uninstall, stop, and start Oracle Knowledge services, you must execute the Common Environment window using the Run as Administrator option.

The Oracle Knowledge service starts.

You can use the command `inquira.sh` stop to stop the service on Linux or `inquira stop` to stop the service on Windows.

The Intelligent Search managed servers can also be started and stopped from the WebLogic Management Console. See "Start Oracle Knowledge on WebLogic Server" on page 19 for more information.

Restart the Application Instance

You must restart the Oracle Knowledge application instance to make any configuration changes available to the applications.

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

On Linux:

```
inquira.sh restart
```

On Windows:

```
inquira restart
```

>   **Note:**   The commands `inquira.sh restart` and `inquira restart` can only be executed successfully when the application is started by executing the `inquira.sh start` and `inquira start` commands.

The Search service can also be stopped and restarted using the WebLogic Administration Console. For more information, see "Start Oracle Knowledge on WebLogic Server" on page 19.

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Start the Common Environment

When you create the Oracle Knowledge application, the Create Application program places Common Environment items in the Microsoft Windows Start menu for each defined instance. There are no menu items set up for Linux based installations. The Common Environment is used to perform the remaining tasks.

To start the Common Environment:

On Linux, open a terminal window and type:

```
<install_root>/instances/<Content_Processing_Instance_Name>/
enter ./setenv.sh
```

On Windows, open a terminal window and type:

```
<install_root>/instances/<Content_Processing_Instance_Name>/
enter setenv.bat
```

The first time the Common Environment is accessed it may be necessary to build and deploy the web applications that were selected during installation. This is accomplished by following the prompts on the screen.

> **Note:** This process is also used when a patch is applied.

Building the web application creates the WAR file (`inquirawb` or `inquiragw`) and adds in any patches or updated .jar files.

Deploying the web application copies the new WAR file to the application server container deployment folder and initiates the deployment process automatically.

Manage Intelligent Search from the Common Environment

You can manage the Intelligent Search application using the following Common Environment commands. You can access this environment from a Common Environment shortcut that is installed as part of the standard and stand-alone installation processes.

Command	Description
`inquira.sh start` (Linux)	Starts the Intelligent Search services.
`inquira start` (Windows)	
`inquira.sh stop` (Linux)	Stops the Intelligent Search services.
`inquira stop` (Windows)	
`inquira.sh restart` (Linux)	Stops and restarts the Intelligent Search services.
`inquira restart` (Windows)	

> **Note:** The commands `inquira.sh`/`inquira restart` and `inquira.sh`/`inquira stop` can only be executed successfully when the application is started by executing the `inquira.sh start` and `inquira start` commands.

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Create a Content Processing Instance

On your local server, start the Create Application program by executing the following command from the Common Environment:

Linux:

```
<install_root>/bin/createApp.sh
```

Windows:

Use the shortcut in the Start menu or, in the Common Environment, run `createApp.bat`.

The Common Environment Create Application console opens, and the Common Environment Setup dialog displays.
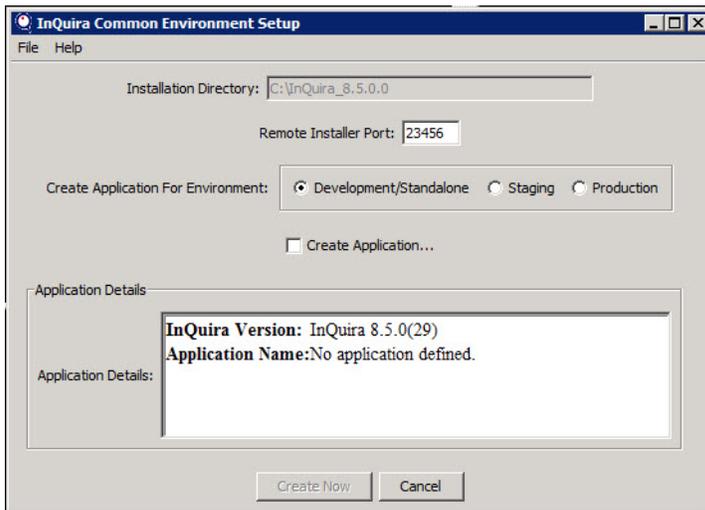
Perform the following steps to create a Content Processing instance on the local machine:

1   Select the appropriate environment.

2   Select **Create Application…**.
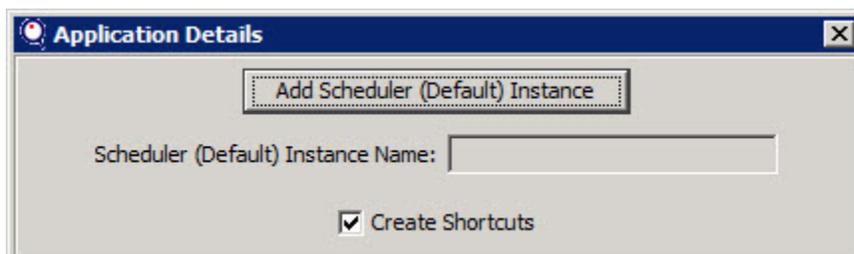
3   Click **Add Scheduler (Default) Instance** in the new dialog window.
        The Indexing Instance dialog box displays the following:
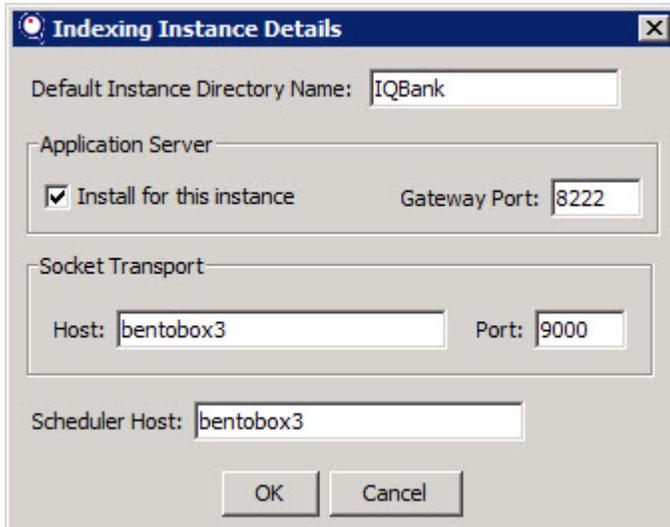
4   Provide a name for the instance in this environment.

5   Verify the values entered by default, click **OK**

6   Click **Create Configuration**.

Review the confirmation screen and save your changes to create the content processing instance. When you are complete, go to the Common Environment command line prompt and follow the instructions to build the web app (`buildWebApp`) and to deploy it (`deployApp`).

Prepare Remote Servers for Search Software Installation

Prior to installing Search on remote servers - it is necessary to prepare the remote servers for search installation. To prepare the remote servers run the Search installer but DO NOT elect to install a Dictionary or the web applications (content processing instance or search runtimes). The installer provides the required software to communicate with the `createApp` utility.

On Linux, use the remote machine(s) ICE window to execute `remoteInstaller.sh`.

On Windows, use the remote machine(s) ICE window to execute `remoteInstaller` or `remoteInstaller.bat`.

Create the Remote Content Processing (Workclient) Instance

After the base Search software is installed on a remote server, you can install an instance of a content processing work client on it using the `createApp` utility. Follow these instructions:

1   Start the `createApp` utility from the Common Environment.

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2   Select the **Add Workclient Instance** option.

The Workclient Instance Details dialog displays.
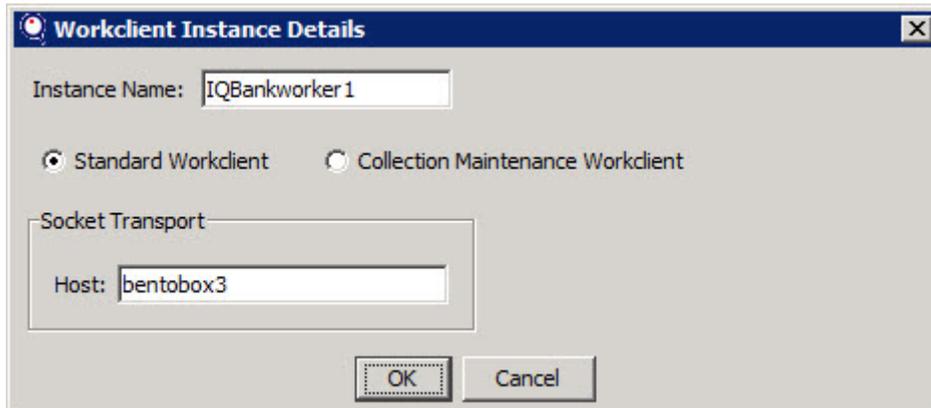
3   Fill in the required fields for the remote workclient server.

4   Select **OK**.

The Create Application program attempts to connect to the specified processor, and displays connection status:
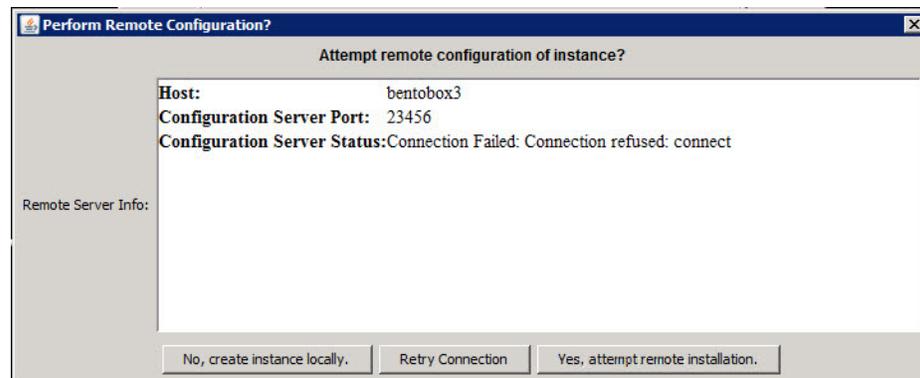
5   Select **Yes, attempt remote installation**.

If you are not creating a distributed multi-server Oracle Knowledge application Search installation (using remote processors) select **No**, to create the instance locally.

The Application Details dialog displays the settings for the defined instances that are created.

Create the Remote Request Processing (Runtime) Instance

After the base Search software is installed on a remote server, you can install an instance on your local server, the Application Details dialog displays an option to create a remote request processing (Runtime) instance.

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Do the following:

1 Start the createApp utility from the Common Environment.

2 Select the **Add Runtime Instance** option. The runtime Instance Details dialog displays.
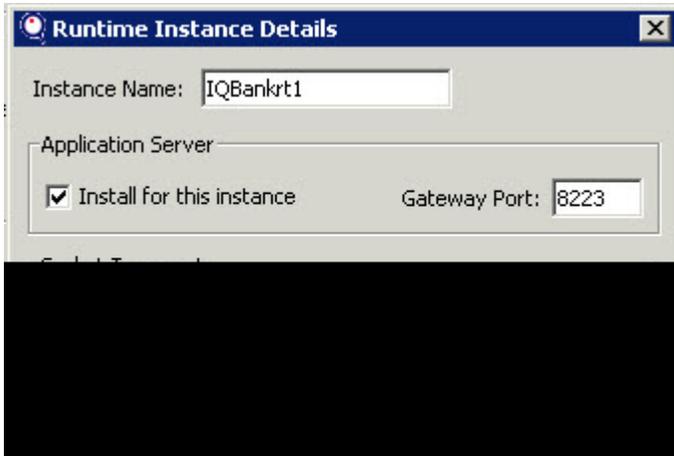
3 Fill in the required fields for the remote runtime instance.

4 Select **OK**.

The Create Application program attempts to connect to the specified processor, and displays connection status.
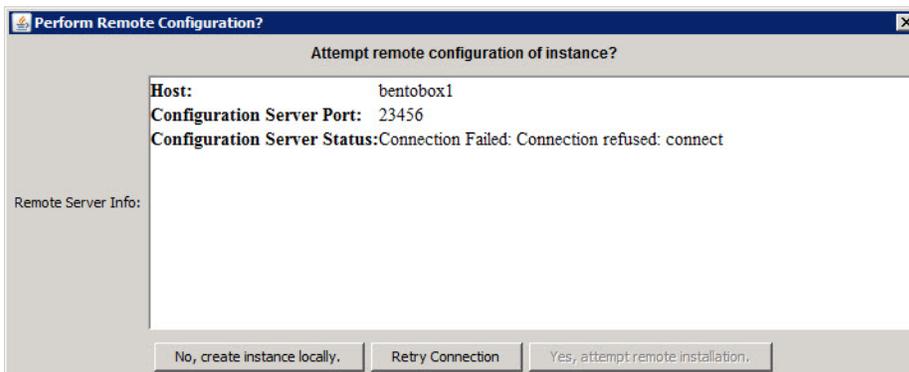
5 Select **Yes, attempt remote installation.**

If you are installing the Runtime instance on the local server, select **No, create instance locally**.

The Application Details dialog displays the settings for the defined instances that are created.

Confirming the Distributed Application Details

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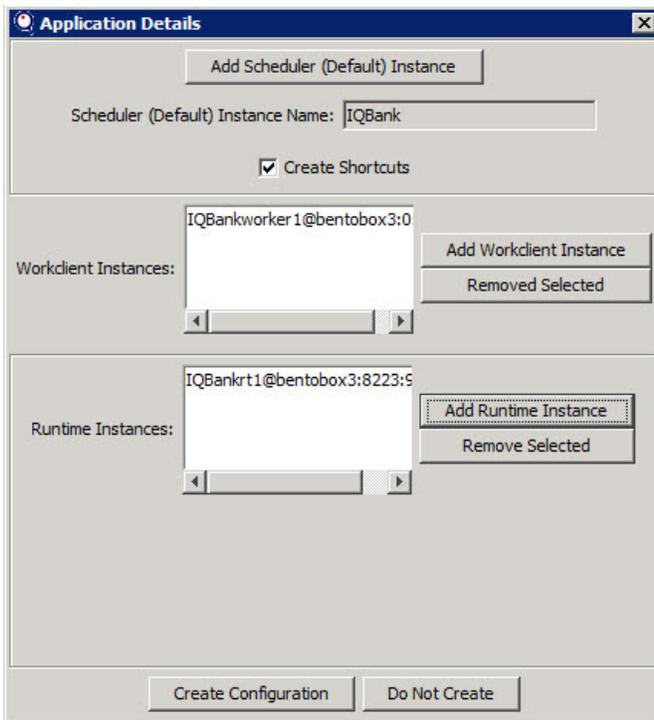
Select **Create Configuration**.

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 64.

Creating the Specified Distributed Application

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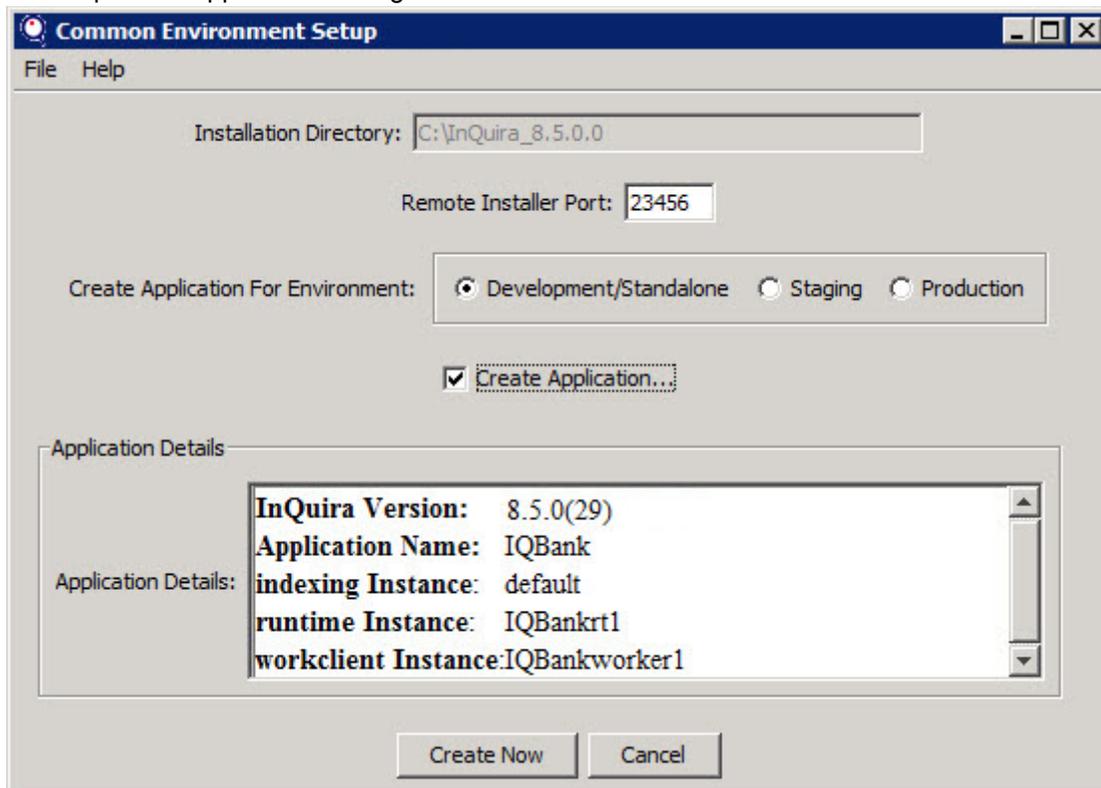
1   Select **Create Now**.

The instance certification is saved locally and an attempt is 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 receives and saves their respective configuration.

You can monitor the application creation process by watching the console.
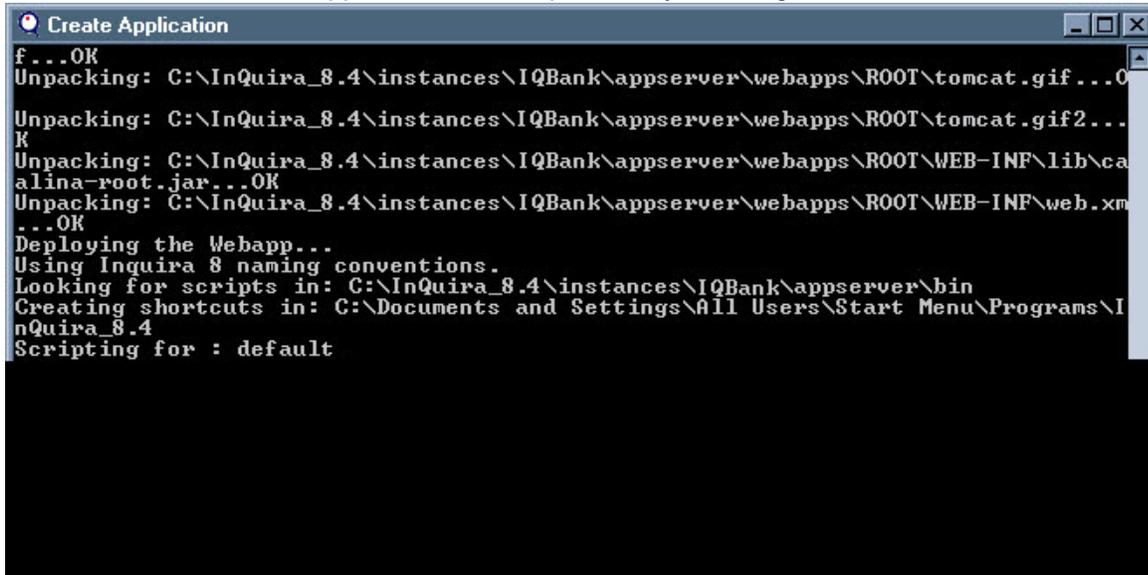
The installation is now complete, and the following message displays:
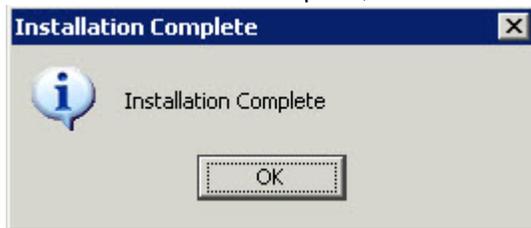
2   Select **OK.**

The Create Application program closes.

Configure the Application Data Stores

To configure the application data stores, you access the Advanced Configuration section in System Manager. Before you can log into the Search System Manager web application, you must first set the administrator password using the Workbench utility.

Setting the Administrator Account Password in Workbench

Perform the following steps to reset the Administrator password:

1   Open a command prompt into the Common environment for the content processing instance.

2   On Linux execute `workbench.sh`,
On Windows execute `workbench.bat.`

3   When the Workbench utility displays, enter the following (case sensitive):

a   Username: Administrator

b   Password: Administrator

4   Enter the new password for the Administrator account when prompted.

You can now log into the Search System Manager console using the new password for the Administrator account.

Accessing System Manager

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

You must first set the Administrator password using the Workbench utility before you can to log into System Manager. See "Setting the Administrator Account Password in Workbench" on page 65.

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

To access System Manager:

1   Use the System Manager shortcut (on Windows).
or
Open a Web browser and enter the following URL:

```
http://<hostname>:<port>/inquirawb/
```
where `<hostname>:<port>` specifies the application server/gateway and port specified during the installation process, as described in "Create a Content Processing Instance" on page 59. The default port is 8222.
The System Manager Login page displays. The System Manager login fields are case-sensitive.

2   Log onto the System Manager as:
- User name: Administrator
- Password: <password defined in "Setting the Administrator Account Password in Workbench">.
The System Manager displays the Job List.

3   From the Job List Screen, select the Tools menu in the upper-right portion of the screen.

4   Select **Advanced Config**.
The System Manager displays the Advanced Configuration page.

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

- System
- Instances

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), 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.

If you use the optional Oracle Knowledge Information Manager product, you must configure data sources, as described in the 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** facility.
Quality Monitor Store	**Workbench**, in the **System** section of the **Advanced Configuration** facility.

See "Configuring the Application Data Stores" on page 66 for detailed content store data source configuration information.

See "Configuring the Quality Monitor Data Source" on page 70 for detailed Quality Monitor store data source configuration information.

Configuring the Content Store Data Source

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.

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.

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 module.

To configure a data source for the Content Store do the following:

1   Select **Content Storage** from the Instances section of the Advanced Configuration Facility menu.

The Content Storage page displays.
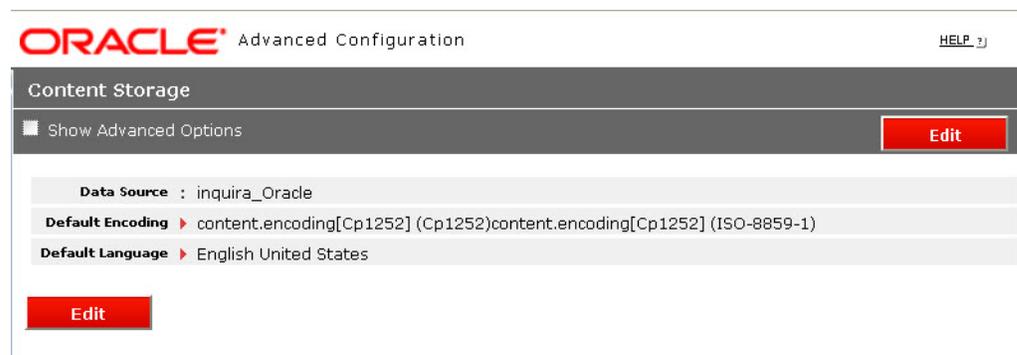
2   Select **Edit** on the Content Storage page.

Content Storage page displays the list of defined data sources in the Data Source field.

3   Select **Edit List** in the Data Source field.

The Data Sources page displays the currently configured data sources.

4   Select the copy icon next to appropriate sample data source, for example, SAMPLE_MSSQL.

5   Select the **Data Sources** name to edit that item.

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

6 Specify the following parameters to configure the data source:

Parameter	Description
Item Name	Specify a name for the data source. 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 (ORACLE, MSSQL).
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. The Advanced Configuration Facility encrypts the saved password; the contents of the field might not appear to match the specified password.
Properties	Specify any additional required connection properties. The sample data source configurations might contain additional default properties.
TDS	(MS SQL Server only) 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	(MS SQL Server only) Specifies that the TDS 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.

7   Select **OK** to save your changes while reverting to the Content Storage page.
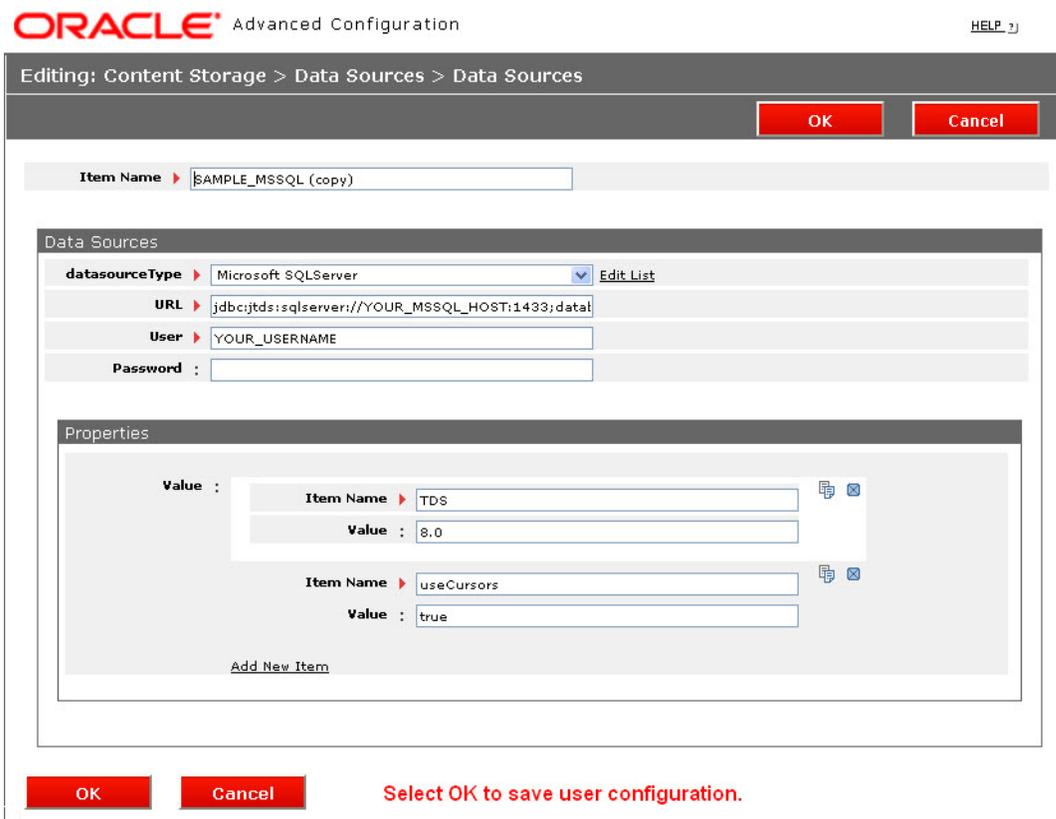
8   Select **OK**.

9   Select your newly created Data Source from the drop down list.

10   Select **OK**.

11   Select **Save**.

Configuring the Quality Monitor Data Source

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 in 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. It is possible to re-use the same schema as the Content Store database tables.

To configure a data source for the application:

1   Select **Workbench** from the **System** section of the **Advanced Configuration** facility menu.

The Workbench page displays.

2   Select **Edit** on the Workbench page.

Workbench page displays a drop down list of data sources.

3 If you want to re-use the Content Store data source, select that data source. Otherwise, create a new data source for your Quality Monitor schema, following step 3 - step 9 under "Configuring the Content Store Data Source" on page 67.

4 Select **OK** to save your changes and return to the Advanced Configuration page.

5 Select **Save** on the Workbench page.

You can now create the tables for the Oracle Knowledge content store, as described in **Create the Search Application Database Tables**.

Create the Search Application Database Tables

The Common Environment provides a facility to create the Content Store and Quality Monitor database tables for the configured data source.

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

1 On Linux:

```
createContentStore.sh
```
On Windows:

```
createContentStore.bat
```

2 Restart the application instance. See the instructions under "Restarting the Application" on page 71.

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

1 On Linux:

```
createQualityMonitorStore.sh
```
On Windows:

```
createQualityMonitorStore.bat
```

2 Restart the application instance. See the instructions under "Restarting the Application" on page 71.

Viewing the Oracle Knowledge Search Application Logs

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

On Windows, you must have first installed the utilities described in "UNIX grep, rm, tail, and wget Utilities" on page 14.

To view the application logs:

Enter the following command at the Common Environment command prompt:

```
tailThelog.sh –a
```

Oracle Knowledge displays application log information in a separate window.

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

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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 *Oracle Knowledge Intelligent Search Language Administration Guide* and *Oracle Knowledge Intelligent Search Language Developers' Guide*.

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Installing Oracle Knowledge Information Manager

This chapter describes the installation process for Oracle Knowledge Information Manager.

Oracle Knowledge Information Manager Application Components

An Information Manager application uses the following components, which are installed and configured in the standard installation process. You can configure Information Manager components on a single server or distribute them throughout a network.

The following table describes the relationships between the logical application components:

Component	Description
Information Manager Tag Library Web Applications	Information Manager uses a J2EE servlet container supporting JSP version 1.2 and higher compatible tag libraries to distribute Information Manager application content.
Web Server	An external Web server is used as the primary interface to the Information Manager based Web applications.
Information Manager Content Resource Store	The Information Manager Content Resource Store stores resources (files) that are attached to content records in the application. The content resource store is a directory on a file system that is accessible to the Management Console and the application Web server. It can be located on the same server as the Management Console, or on a network file system. You can configure Information Manager to maintain separate staging and production resource stores. Resources can be served by separate Web servers or configured to use resource caching services (such as Akamai). The content resource store stores XML versions of content records used for search indexing, and tracks all versions of content records and attached resources.
Management Console	The Management Console is a Web-based user interface to all content creation and management functions. The Management Console can be replicated on multiple servers.
	There are two different configurations that a management console can run in. When running in "batch" mode, the IM Console should be used to process batch operations and content crawling requests. When running in "authoring and admin" mode, the instance can be used to configure the IM repository and author knowledge articles.
Database Server	The Information Manager database stores the Information Manager content management objects. The installation process automatically creates the required tables in a specified database.
Information Manager Web Services	Information Manager provides an open set of Web services and a native platform API (Java and Microsoft .Net platforms) to support adding and modifying content, content categories, and user information from external applications.

About the IM Management Console and Batch Jobs

The IM Management Console has the ability to run jobs, or processes, that maintain the repository's data through a job scheduling service. These jobs are referred to as batch jobs. Each non-system repository contains its own set of batch jobs to maintain its data. Though each repository manages its own batch jobs, every job in every repository is managed by a single system-wide job scheduling service.

When a new repository is created, the system assigns a set of mandatory and standard batch jobs to it and registers them with the system's job scheduler. When a repository is deleted, the system unregisters the repository's batch jobs from the system's job scheduler.

If you are installing multiple instances of the IM Management Console, only one can be configured to run batch jobs, in order to maintain the integrity of the job scheduler.

The IM Management Console can be configured when you install or configured as a post-installation task.

Installing and Configuring Information Manager

The Information Manager installation process uses an automated installation program that copies the Information Manager product files from the product distribution and installs and configures Information Manager with an existing Oracle Knowledge application.

Single Server Installation

The standard installation process using the packaged installer installs and configures all Information Manager components on a single server. The standard process requires an existing Oracle Knowledge Intelligent Search instance on the target server. The stand-alone installation installs all of the necessary components to run Information Manager without requiring a previously installed installation of Oracle Knowledge Intelligent Search.

In a single server environment, the Information Manager Content Resource Store is created on the local file system, as follows:

If you are on WebLogic, the default location is:

```
<Oracle_Knowledge_home>/instances/<instance_name>/webapps/<OKResource App
Name>/app/resources,
```
where `<OKResource App Name>` is OKResources by default and can be configured during the installation process.

On Tomcat, the default location is:

```
<Oracle_Knowledge_home>/instances/<Instance_Name>/appserverim/webapps/ROOT/
resources
```

This folder is served by the Oracle Knowledge Resources Web application.

In a single server environment, the Web application serves images and accesses the Information Manager application.

Multiple Server Installation

If you install instances of Information Manager on multiple servers, you must configure each physical server to use a `<Oracle_Knowledge_home>` directory. You can accomplish this by:

- Manually copying the `<Oracle_Knowledge_home>` directory to each new installation

- Placing the `<Oracle_Knowledge_home>` directory on a networked drive that is shared by all servers that host Information Manager instances

Information Manager stores configuration settings that you specify in the management console in a file, configuration.properties, which resides in the `<Oracle_Knowledge_home>` directory. The default repository configuration file is `<Oracle_Knowledge_home>/config/SYSTEM/config.properties`. When you change the configuration for your application repository, e.g. CUSTOMER, Information Manager stores the application-specific properties in `<Oracle_Knowledge_home>/config/CUSTOMER/config.properties`.

If you are operating multiple Information Manager instances, then We recommend that you designate one instance as the master instance, and make configuration changes only in that instance. You can then make the configuration changes available to the additional instances by copying or sharing the `<Oracle_Knowledge_home>` directory.

If you are installing Information Manager on one server and Web applications on another, the tasks and refer to the server where the Web applications are to be installed. If you do not have a machine on the server, answer **No** to the question "Is this an existing machine on your domain?"

> **Important!** You must restart all applications to apply configuration changes.

You can also install the Management Console and the tag library applications on separate remote servers.

The Information Manager Content Resource Store can be stored using FTP or local copy, either on a network file system or on a local file system on the same server as the Management Console. The file system must be visible to a Web server to serve the attached resources. The file system used to store attachments for the Information Manager application must have read/write access for the Information Manager management console and other Information Manager applications that are used to create or modify content.

The Information Manager Installation Process

The Information Manager installation process uses an automated program that installs and configures:

- The Information Manager product components, including the Management Console, the JSP Tag Library, and the optional Information Manager Web Services.

- The Information Manager content database schema.

- Configures the IM components as managed servers in a WebLogic domain.

The installation process consists of the following steps:

1   Ensure that WebLogic is installed and the Node Manager and Admin Servers are running.

2   A WebLogic domain must be configured.

> **Important!** Any changes to your domain must be activated and your domain cannot be running in edit mode while running this installer.

3   Start the installer, as described in "Running the Information Manager Installer" on page 74.

4   Supply the following information to the installer:
- Information about the database that you use to store Information Manager content
- Administrator passwords for the administrative repository
- Administrator email information
- Information about how you store and retrieve content resources (files such as text documents and spreadsheets) that are attached as supporting documents for Information Manager content items

When the installation process is complete, you can configure a Web application by: defining the application repository and the initial administrative user. You must then rerun the installer to install the individual web applications iConnect, CRM On-Demand, and Siebel CRM iConnect.

Running the Information Manager Installer

Start the installer by locating and executing the appropriate version of the installer for your environment.

To start the installer on Linux:

- Execute `install_im_sa.bin`

To start the installer on Windows:

- Execute `install_im_sa.exe`

On Linux, Oracle Knowledge software must be installed using a non-root user. Before running the installer, create a standard Oracle Knowledge admin (Linux) user in the operating system. This user installs and runs the Oracle Knowledge software and must be given permission to access network shares while running as a service.

On Windows 2008, the user must be part of the Administrators group to install and operate Oracle Knowledge products.

When the initialization progress dialog completes, the installer displays the introduction screen.

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The Information Manager Installation Introduction

The installer's introduction screen provides general information about the installation process and recommends that you close any other programs that are currently running.
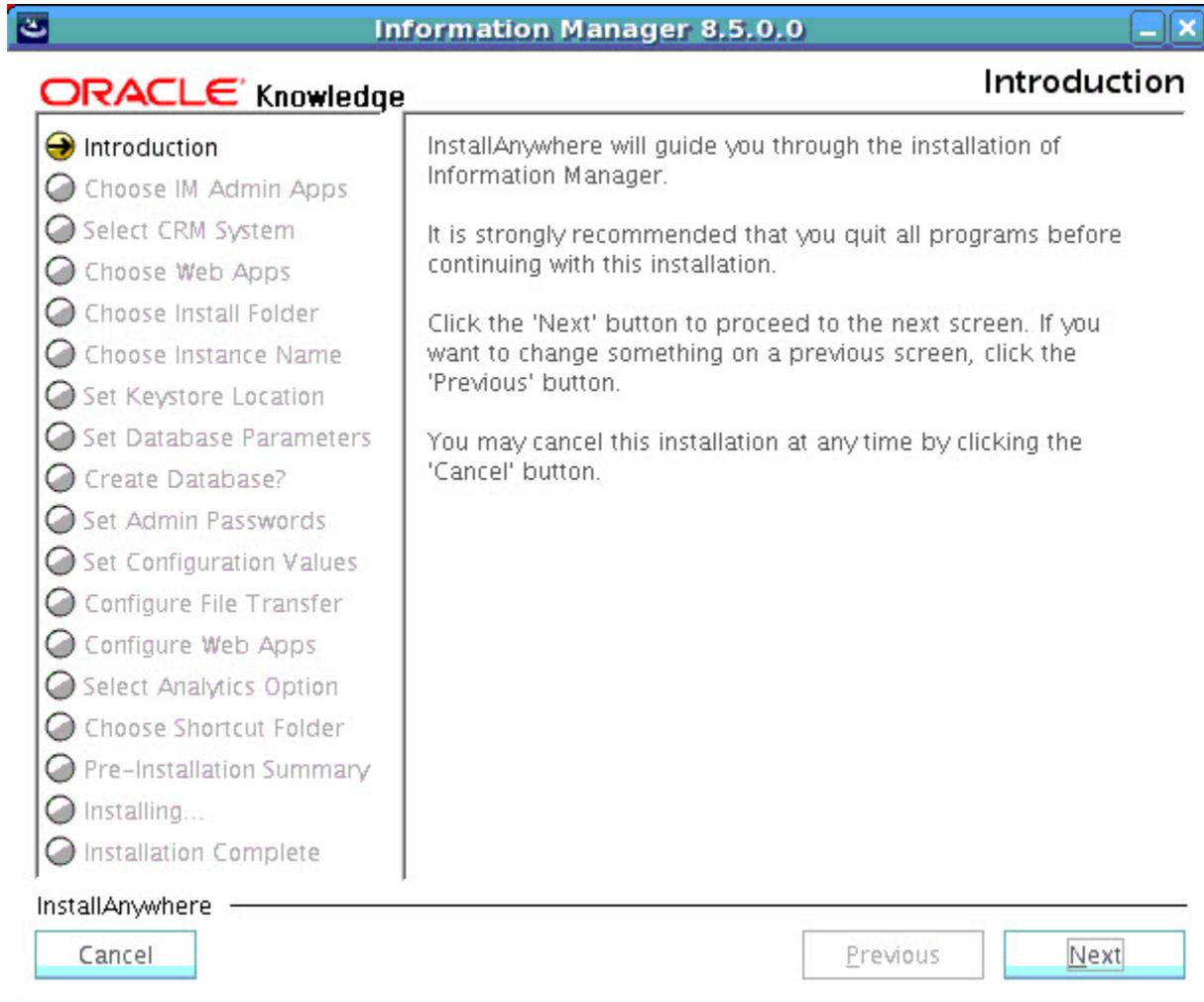
Select **Next** to continue.

The installer displays the Information Manager Administration Applications selection screen.

Select Information Manager Administration Applications

Select the Information Manager Administration Applications you would like to install. At least one instance of IM Console and IM Web Services must be installed within an environment (development, staging, production). Until an IM repository is created, it is not possible to deploy web applications successfully.
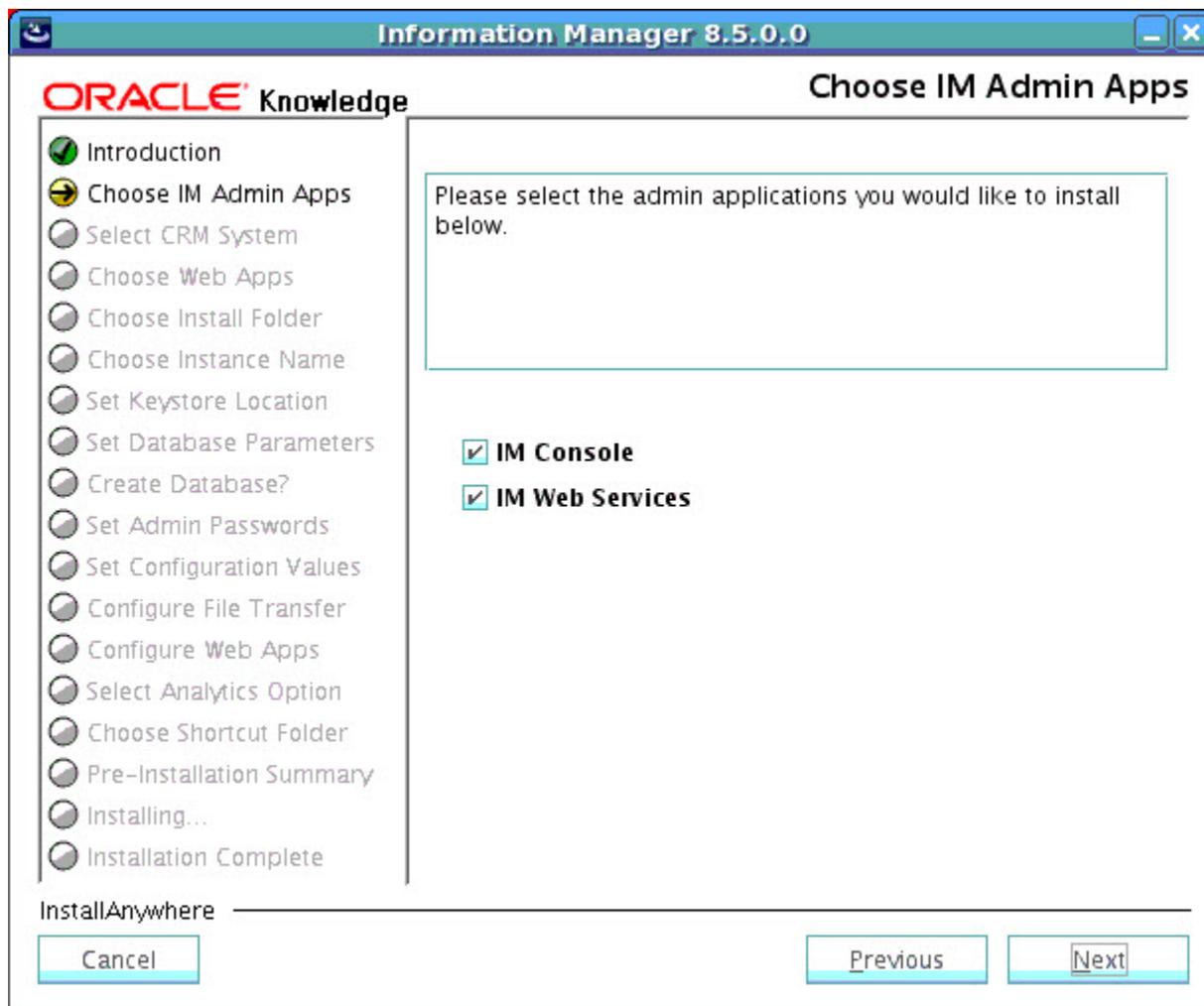
The installer displays the following options:

- IM Console
- IM Web Services

Select the Administration applications to install.

Select **Next** to continue.

The installer displays the CRM System selection screen.

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Select the CRM System

Select the CRM system with which you are integrating. Choose **Other** to install the base iConnect software for use when creating custom integrations to non supported CRM systems. Choose **None** to enable the default web self service application, InfoCenter, to be installed without installing any CRM integration support.
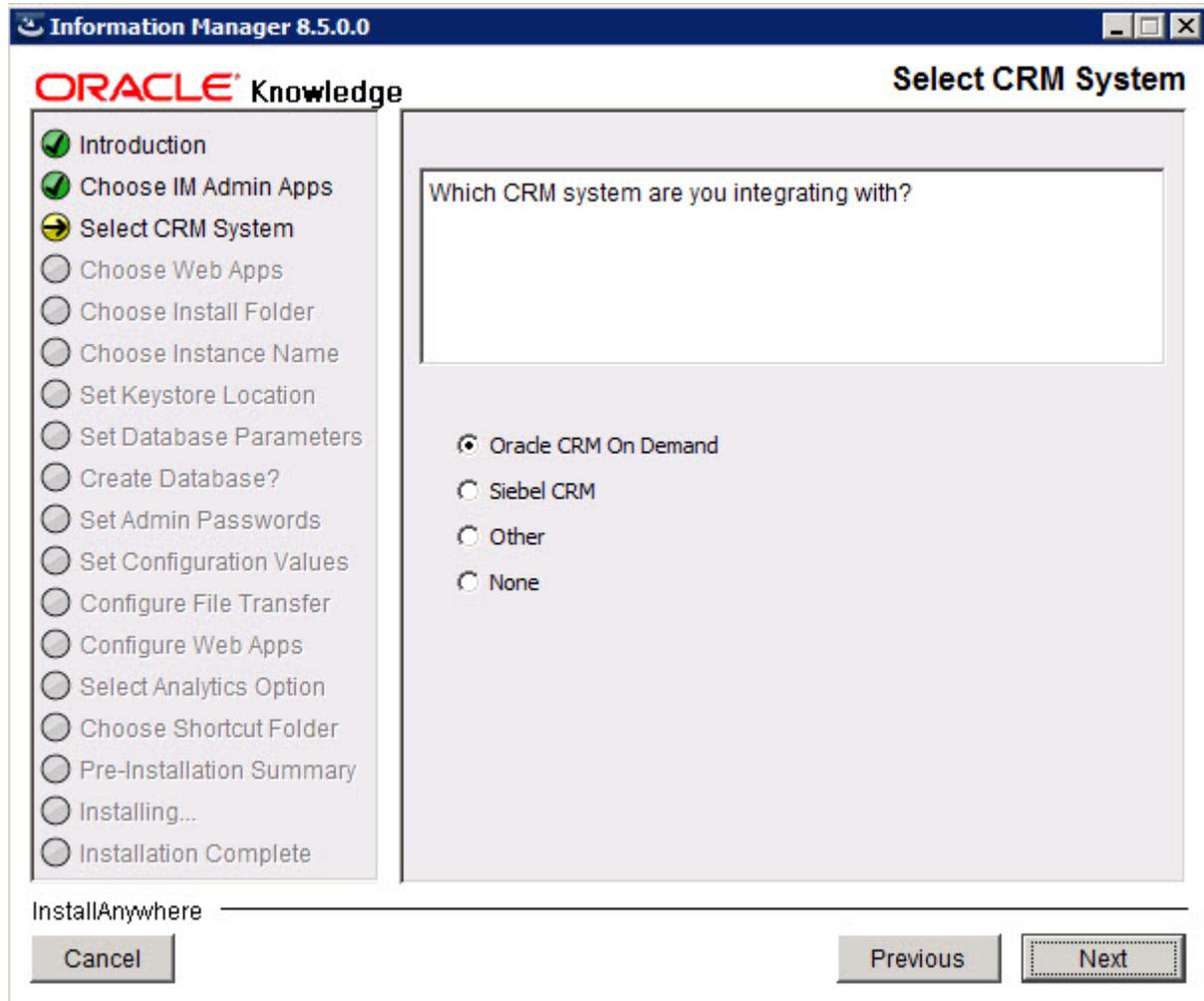
The installer displays the following options:
- Oracle CRM On Demand
- Siebel CRM
- Other
- None

Select the CRM system files to install. The choice of CRM affects the available Web applications for installation. Your selection here prepares the IM system for the chosen web application(s) but does not install the web application(s). After you have finished the installation and created a repository, run the installer again to deploy the web applications properly.

Select **Next** to continue.

If Siebel CRM is selected, the installer displays the **Configure Information Manager for Siebel CRM** screen. Otherwise, the installer displays the **Choose the Web Applications to Install** screen.

Configure Information Manager for Siebel CRM

The Configure Siebel screen shows options for configuring Information Manager to integrate with Siebel CRM. Siebel integration requires the manual deployment of specialized SIF files that Oracle Knowledge uses to communicate with your Siebel installation. In this screen are two inputs:

- Selecting the Siebel version
- Selecting the SIF location for deployment
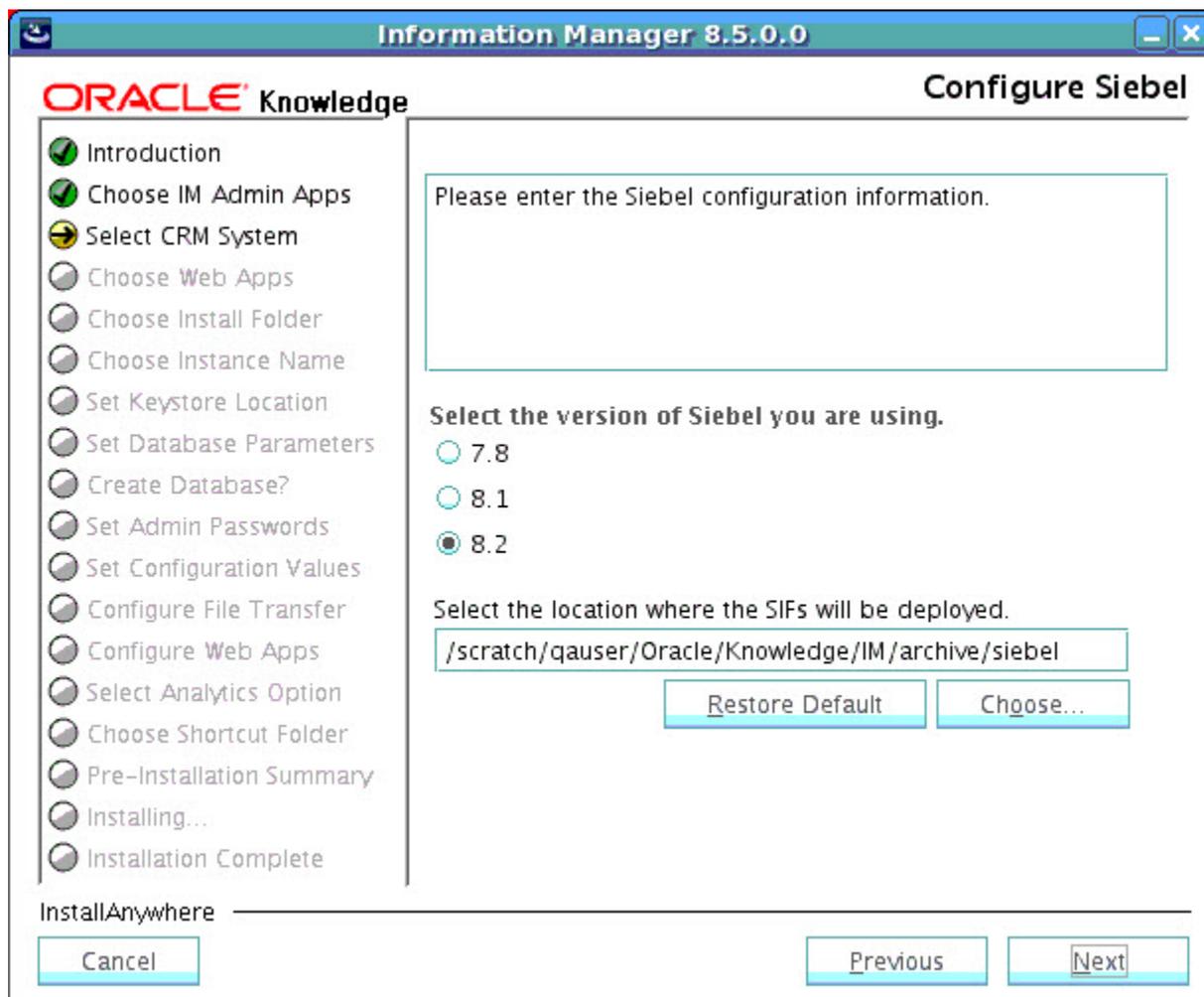
The following are the options for the Siebel CRM version:

- 7.8   - 8.1   - 8.2

The default version of Siebel CRM is 8.2.

After selecting the version of Siebel CRM, select **Choose** to open a file browser and select the SIF location. Use the **Restore Default Folder** option to reset the default directory, if necessary.

Select **Next** to continue.

The installer displays the **Choose the Web Applications to Install** screen.

Choose the Web Applications to Install

Select the Web applications to install: iConnect, iConnect for Siebel, iConnect for Oracle CRM On Demand, Information Center (InfoCenter), or Self-Service Portal (SSP). The Web applications can be installed independently or in any available combination.
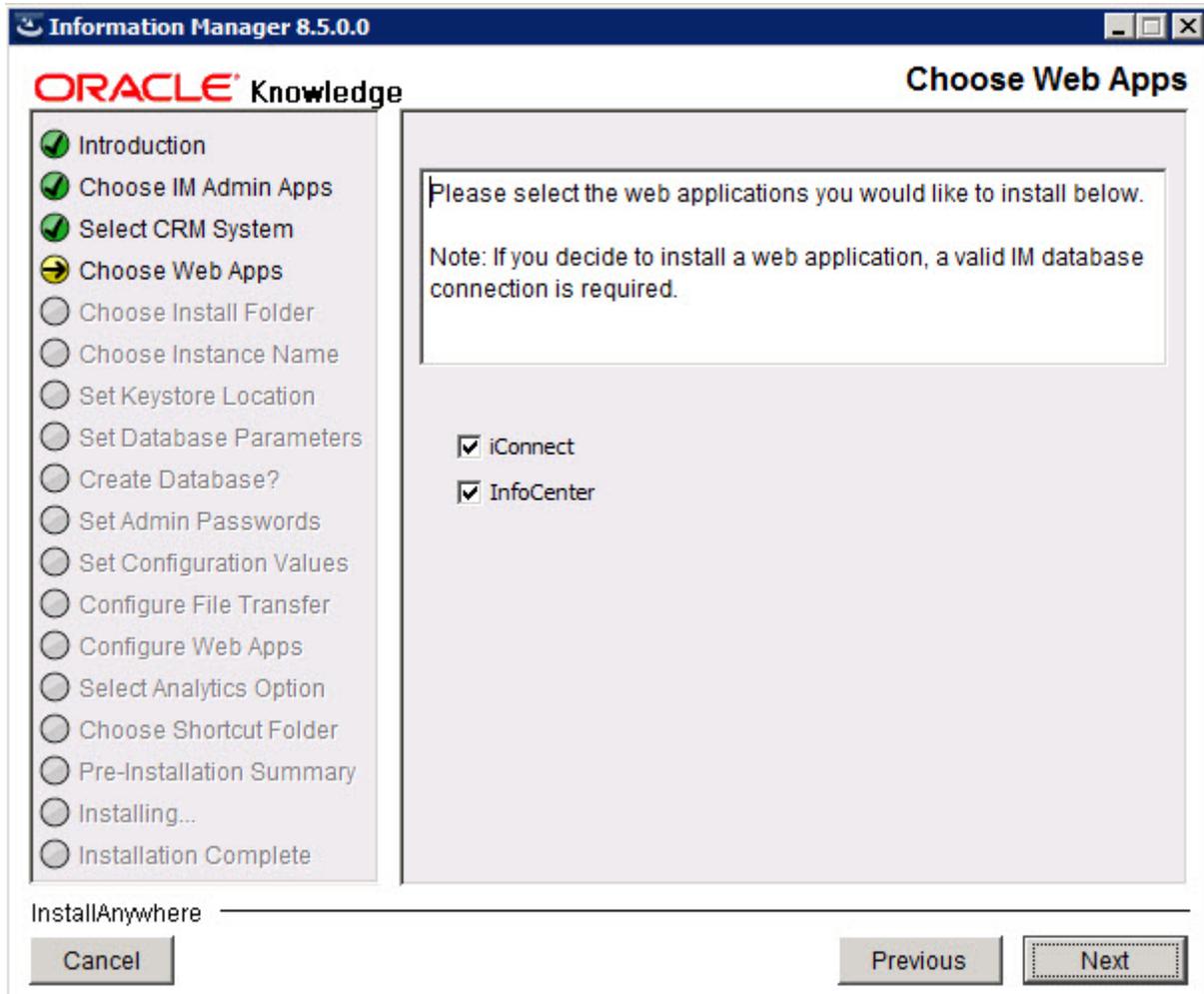
The Web application choices vary with the CRM system chosen. Refer to the following table for the choices of CRM system available for each of the Web applications.

CRM System	iConnect	InfoCenter	SSP
Oracle CRM On Demand	Yes	No	Yes
Siebel CRM	Yes	Yes	No
Other	Yes	Yes	No
None	No	Yes	No

Note: Installing Web applications also requires configuration to an existing Information Manager repository.

Select **Next** to continue.

The installer displays the installation location selection screen.

Select the Installation Location

Select the location at which you want to install Information Manager.

The installer displays the default Oracle Knowledge installation directory:

- `<user_home>/Oracle/Knowledge/IM` on Linux
- `C:\Oracle\Knowledge\IM` on Windows

You can install at any location. The suggested location is the base Oracle Knowledge application directory for Information Manager (for example: C:\Oracle\Knowledge\IM on Windows).
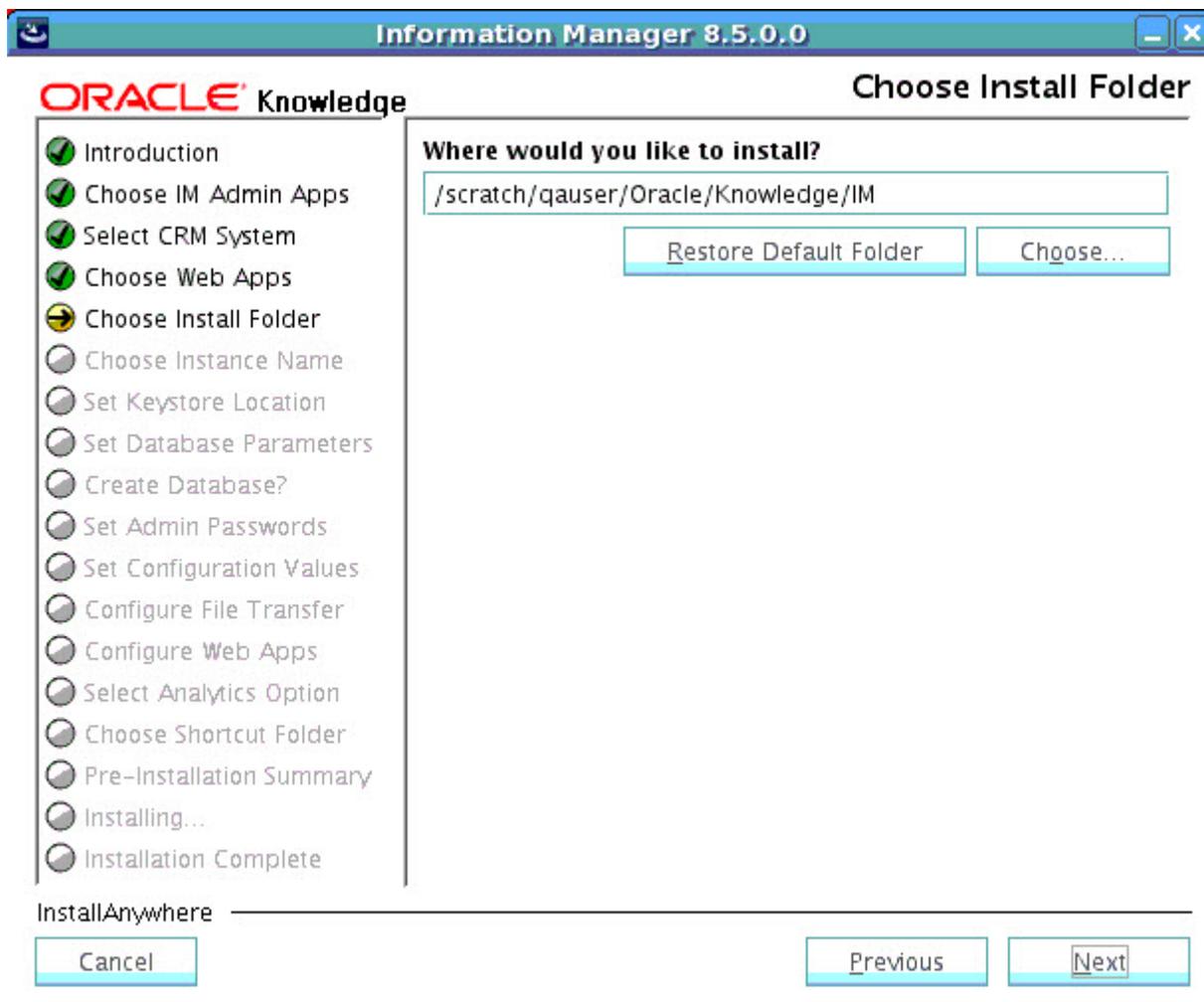
Specify the appropriate directory.

Select **Choose** to open a file browser and select an alternate Oracle Knowledge base directory. Use the **Restore Default Folder** option to reset the default installation directory, if necessary.

Select **Next** to continue.

If the location you selected is appropriate, the installer displays the Instance Name specification screen. If the installer detects that the location contains an existing Oracle Knowledge Intelligent Search or Analytics installation or an existing Oracle Knowledge Information Manager installation with one or more of the applications you selected already installed, the installer prompts you to provide an alternate location.

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Specify the InfoManager Instance Folder

Enter the Info Manager instance name where the application server is to be installed.
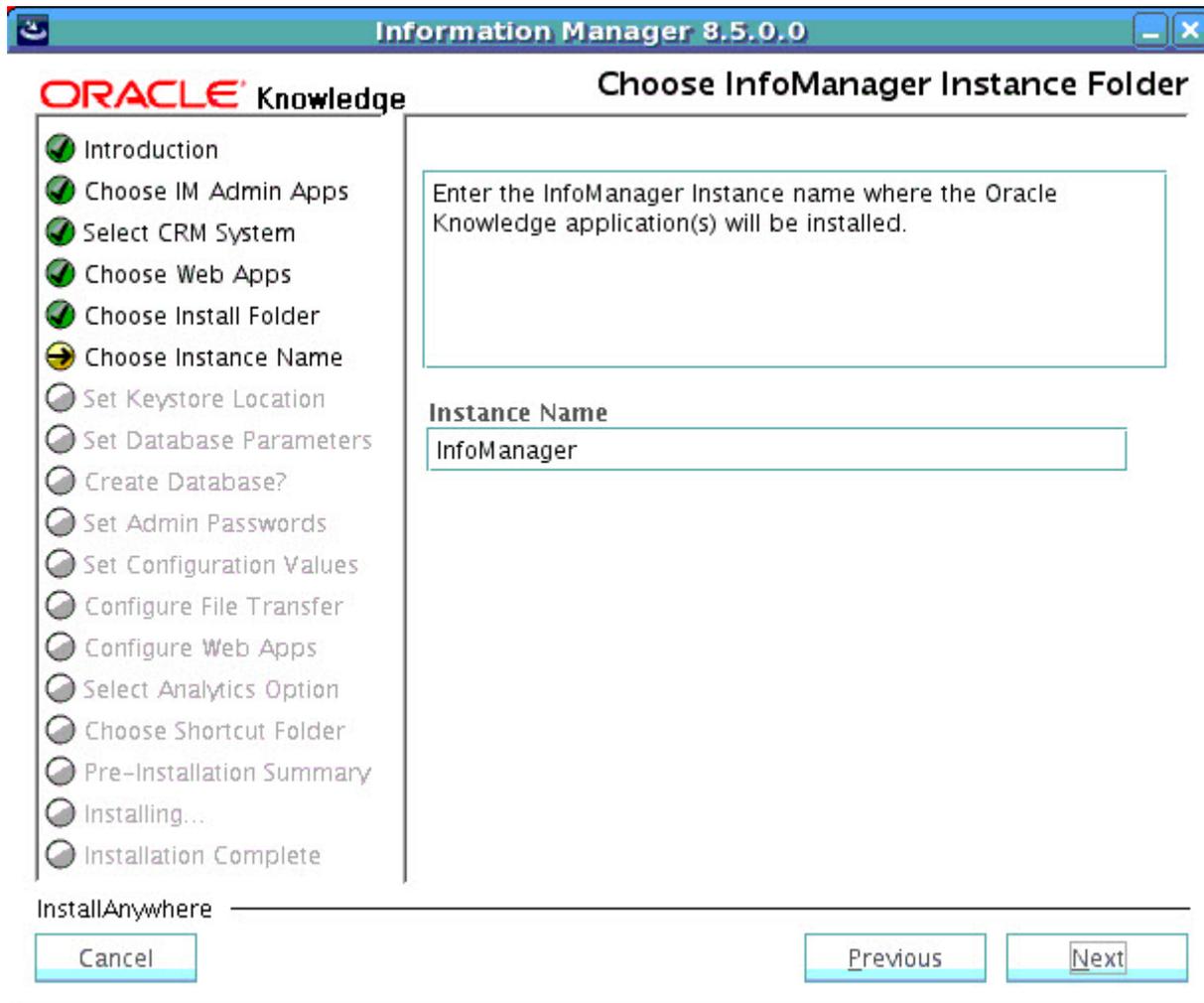
Enter the **Instance Name**.

Select **Next** to continue.

The installer prompts you to configure the keystore.

Configure the Keystore

The installer prompts you to specify the location of the Oracle Knowledge keystore. If you have already installed Oracle Knowledge Search or Analytics, use the same keystore created during that installation by selecting the location of that keystore. If you are installing Information Manager without Search or Analytics, create a new keystore.

For more information about the keystore, see "Creating the Oracle Knowledge Keystore" on page 15.

You must configure a keystore that is used by all Oracle Knowledge products, as described in "Creating the Oracle Knowledge Keystore" on page 15.

Specify one of the following:

- the location of an existing keystore that can be shared by all Oracle Knowledge products.
- the location of a new keystore that the installation program creates.

The default key store location is:

    `<INSTALL_FOLDER_PARENT>/Keystore`

  where:

  `<INSTALL_FOLDER_PARENT>` is the parent folder of the top-level installation folder. For example, if you are installing in `<user_home>/Oracle/Knowledge/Search`, then the installer uses the default key store location: `<user_home >/Oracle/Knowledge/Keystore`.

Select **Next** to continue.

The installation program checks whether a keystore exists in the specified location.

If you specify a new keystore location, the installer prompts you to create the keystore, displaying the **Create Keystore** screen.

If you specify the location of an existing keystore, the installer uses the existing keystore files to encrypt the necessary values, as required, and displays the **Specify the Information Manager Database Type** screen.

Create Keystore

The installation program prompts you to create the keystore.

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Select **Yes**.

Select **Next** to continue.

The installation program creates the keystore and prompts you to specify key store parameters, displaying the **Specify Keystore Parameters** screen.

Specify Keystore Parameters

The installer prompts you to specify keystore security parameters:

If you chose to create a new keystore, the installer prompts you to specify:

Field	Description
Keystore Password	The password used to protect the keystore.
Site Name	The unique identifier used to identify the encryption key.
Key Password	The password used to protect the encryption key in the keystore.

Important! We recommend that you record the keystore parameter values securely for future reference.

Select **Next** to continue.

The installer displays the **Specify the Information Manager Database Type** screen.

Specify the Information Manager Database Type

Select the type of database that you use for the Information Manager. The installation process prompts you to automatically create the database tables if they have not been created previously. See "Database Schema Requirements" on page 12 in "Installation Requirements" on page 10 for more information on supported databases.
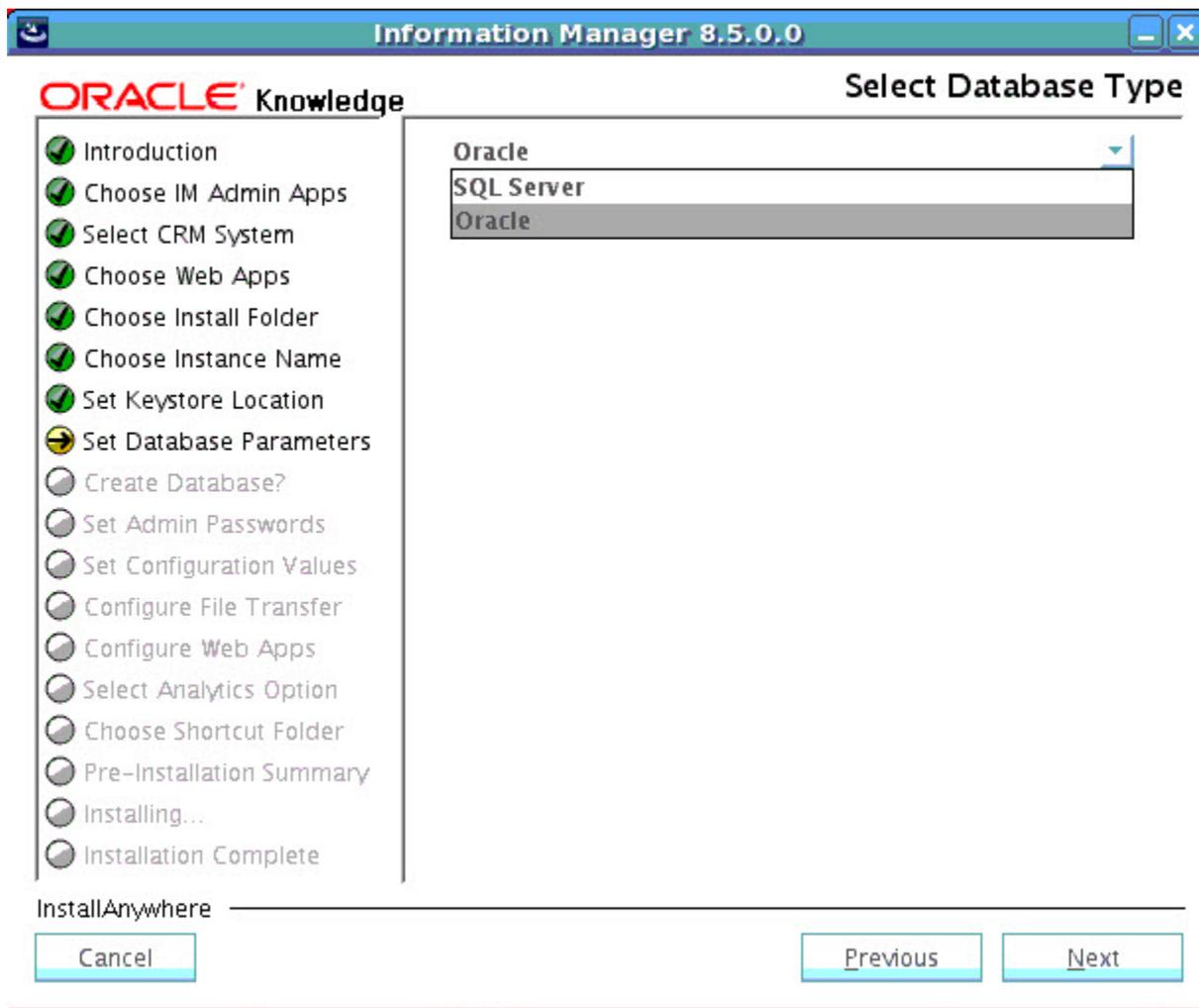
Select the appropriate database type.

Select **Next** to continue.

The installer displays the database connection properties screen.

Specify Database Connection Properties

Specify the connection properties for the Information Manager database. The database user must already exist, the installer must validate the database connection information before allowing you to proceed.
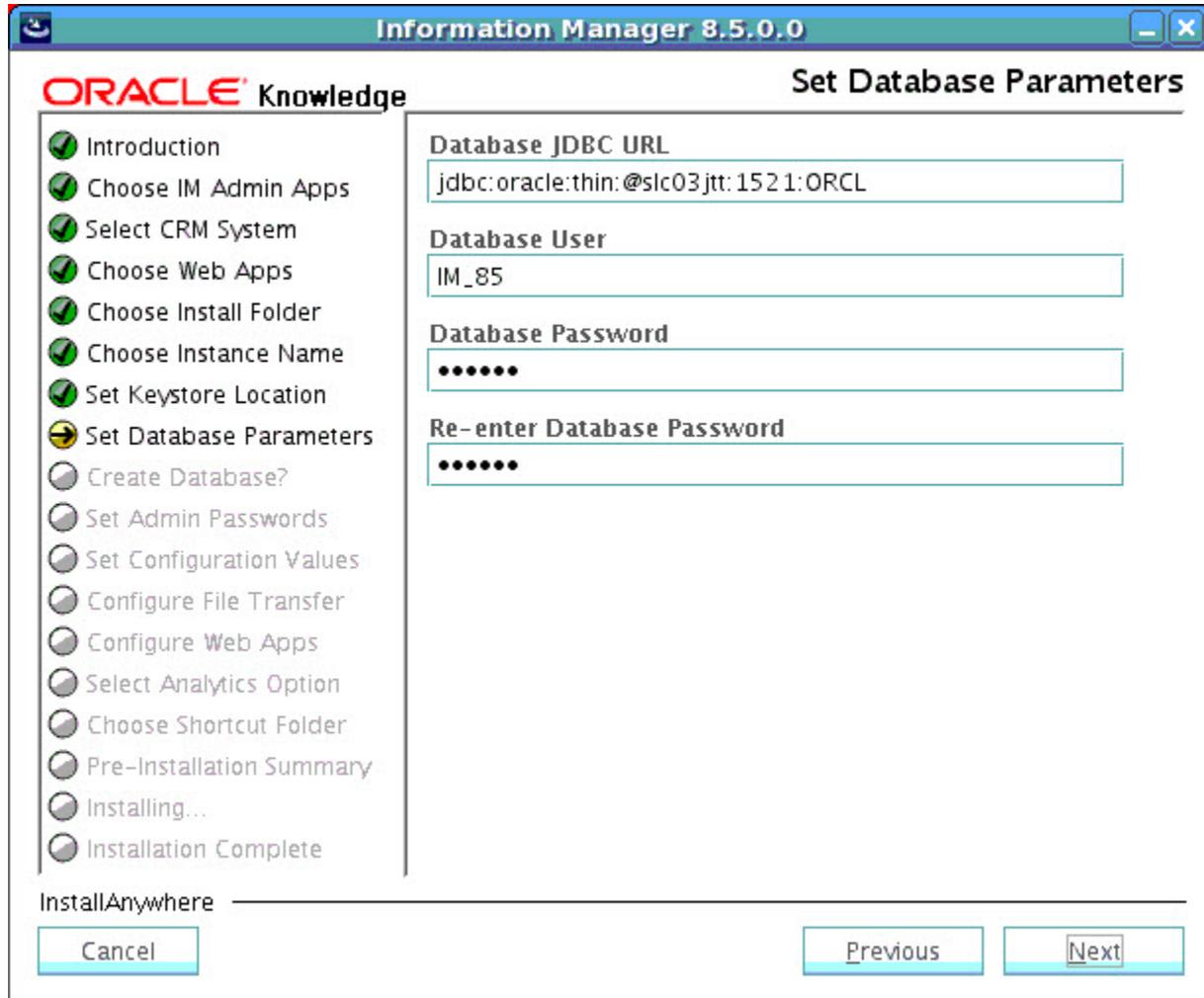
Specify the appropriate values for the following database parameters:

Database Property	Description
Database JDBC URL	Specify the connection URL for the JDBC connection. The installer populates this field with a template based on the specified database type and the local hostname. Edit the connection URL as appropriate for your RDBMS and JDBC driver.
Database User	Specify the user name to use for the specified database.
Database Password	Specify the password to use for the specified database.
Database Name	Specify the database name. (MSSQL Server only)

Select **Next** to continue.

The installer displays the database table creation screen.

Specify Database Table Creation

The installer prompts you to specify whether the installer automatically creates the Information Manager tables in the specified database. If you do not create the tables during installation, you must create the tables manually, as described in the *Oracle Knowledge Information Manager Administration Guide* prior to using Information Manager.

The database connection properties are stored in the `$Oracle Knowledge_ROOT/InfoManager/config/IMADMIN/application.properties` and `$Oracle Knowledge_ROOT/InfoManager/config/IMWEBSERVICES/application.properties` files after the installation has been completed successfully.

Select the desired option, then select Next to continue.

> **Note:** This screen is only available if no Web applications are selected to be installed.

The installer displays the administration user passwords configuration screen.

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Set the Administrator Passwords

The base administrative repository named SYSTEM includes two administrative user definitions: Super Admin and Super Support. Specify a password for each of these user definitions.
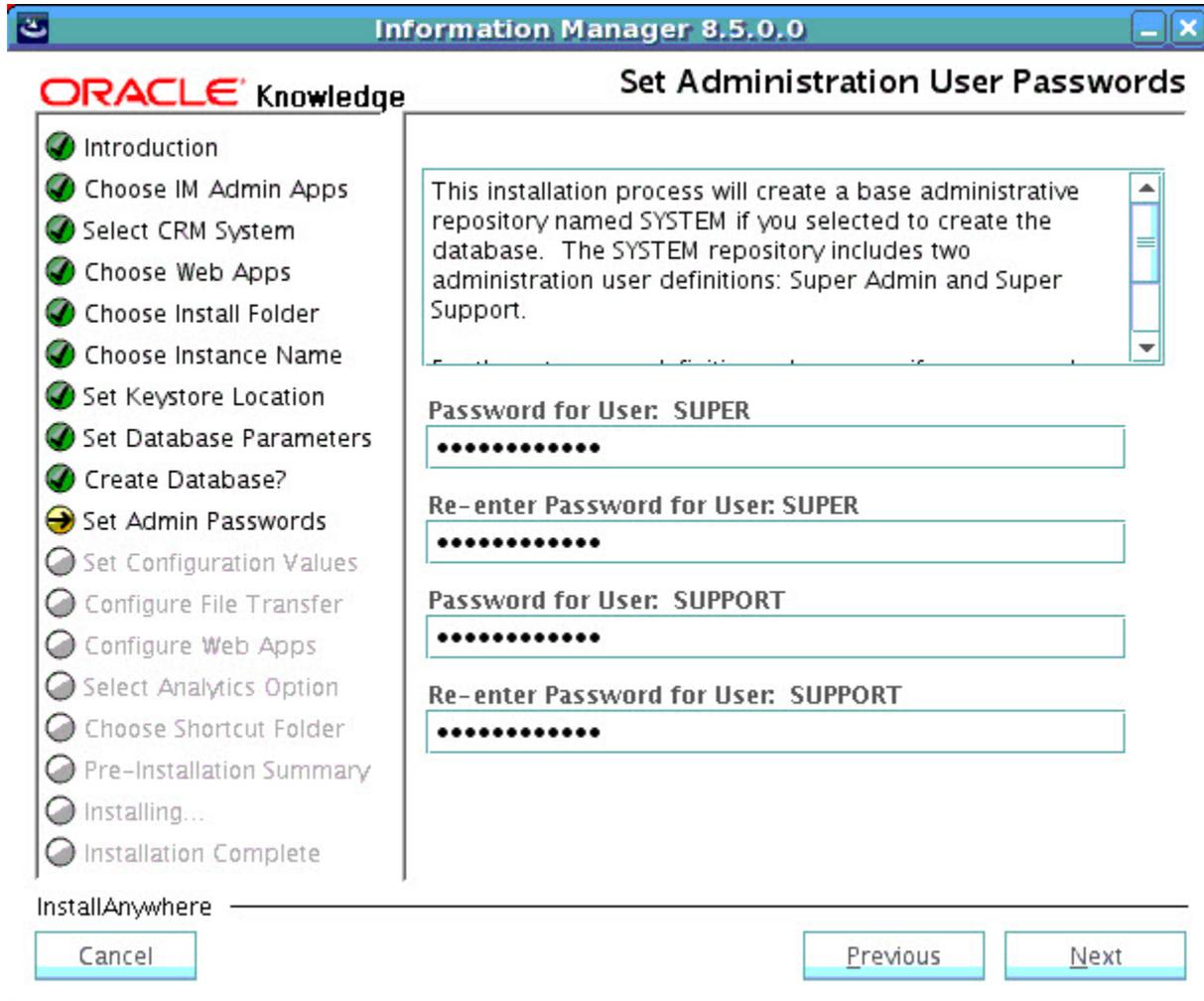
Enter passwords for SUPER and SUPPORT administrators. Note the new passwords.

Select **Next** to continue.

If you use WebLogic Server, the installer displays the screens to **Configure the WebLogic Server**.

If you use Tomcat Server, the installer displays the **Configure Access to Information Manager** screen.

Configure the WebLogic Server

The installer collects various information about your WebLogic Server environment.

Choose the WebLogic Server Installation Directory
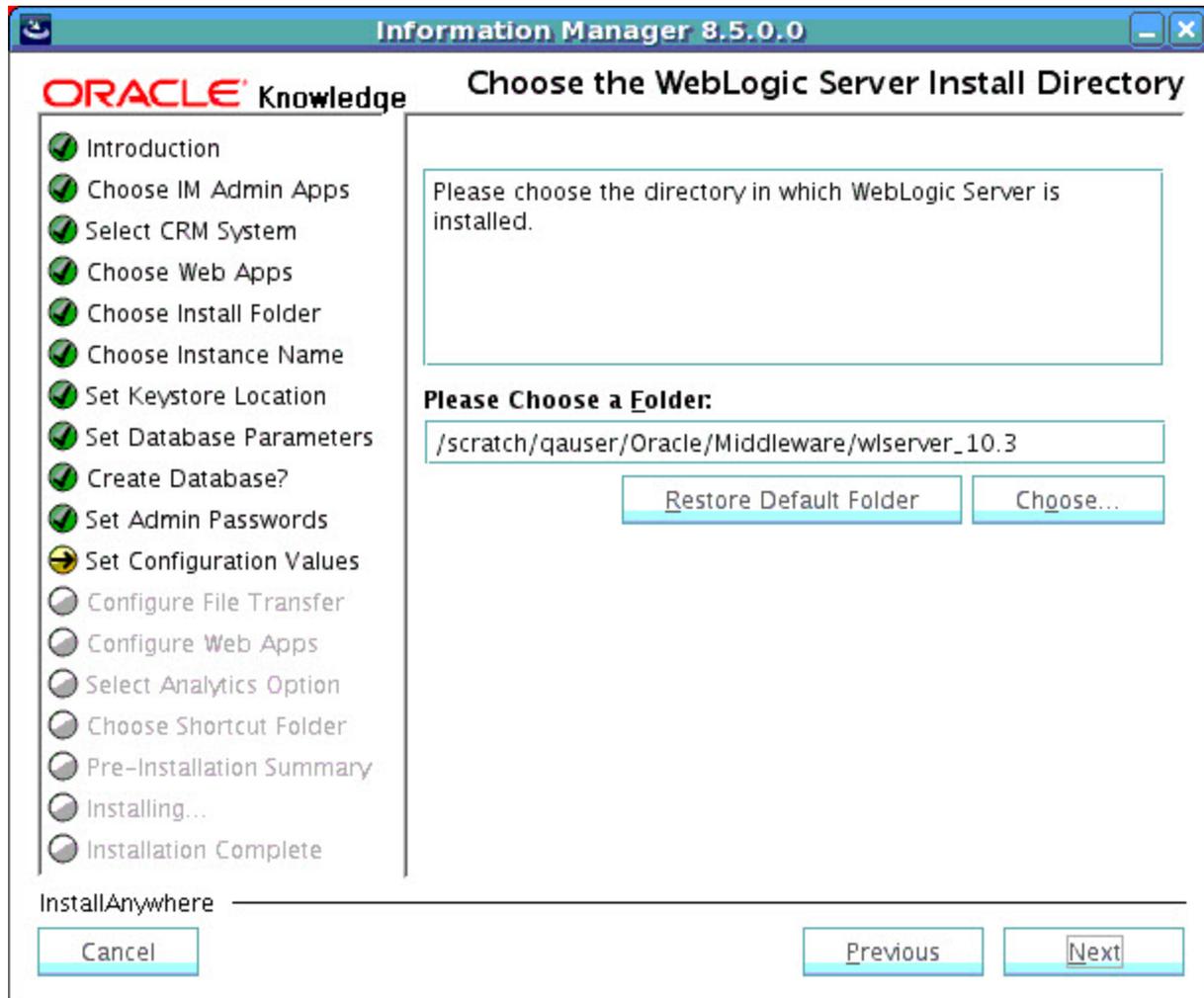
Select the directory in which WebLogic Server is installed (for example, `<weblogic_dir>/Middleware/wlserver_10.3`).

Select **Next** to continue.

The installer displays the Java Options configuration screen.

Specify the Java Options

Specify the Java Home, memory allocation arguments, and the garbage collection tuning argument.

Enter the following parameters:

Option	Description
Java Home used by WebLogic	Specify the parent directory of the JDK's bin directory (for example, /usr/lib/jvm/java-1.6.0). This must be the same `JAVA_HOME` directory used by the WebLogic server.
	If you use JRockit, designate the JRockit JDK directory. For additional instructions on JRockit, see "Using JRockit with Information Manager (JRockit only)" on page 111.
Memory Allocation Pool Initial Size	Specify the -Xms$n$M argument, where n is a number of megabytes. The default value is 2800.
Memory Allocation Pool Maximum Size	Specify the -Xmx$n$M argument, where n is a number of megabytes. The default value is 2800.
Maximum Permanent Generation Size	Specify the -XX:MaxPermSize=nM argument, where n is a number of megabytes. The default value is 256.

Select **Next** to continue.

The installer displays the WebLogic Domain configuration screen.

Choose a WebLogic Domain

Specify the name and location of your WebLogic domain where the Oracle Knowledge applications is to be installed.
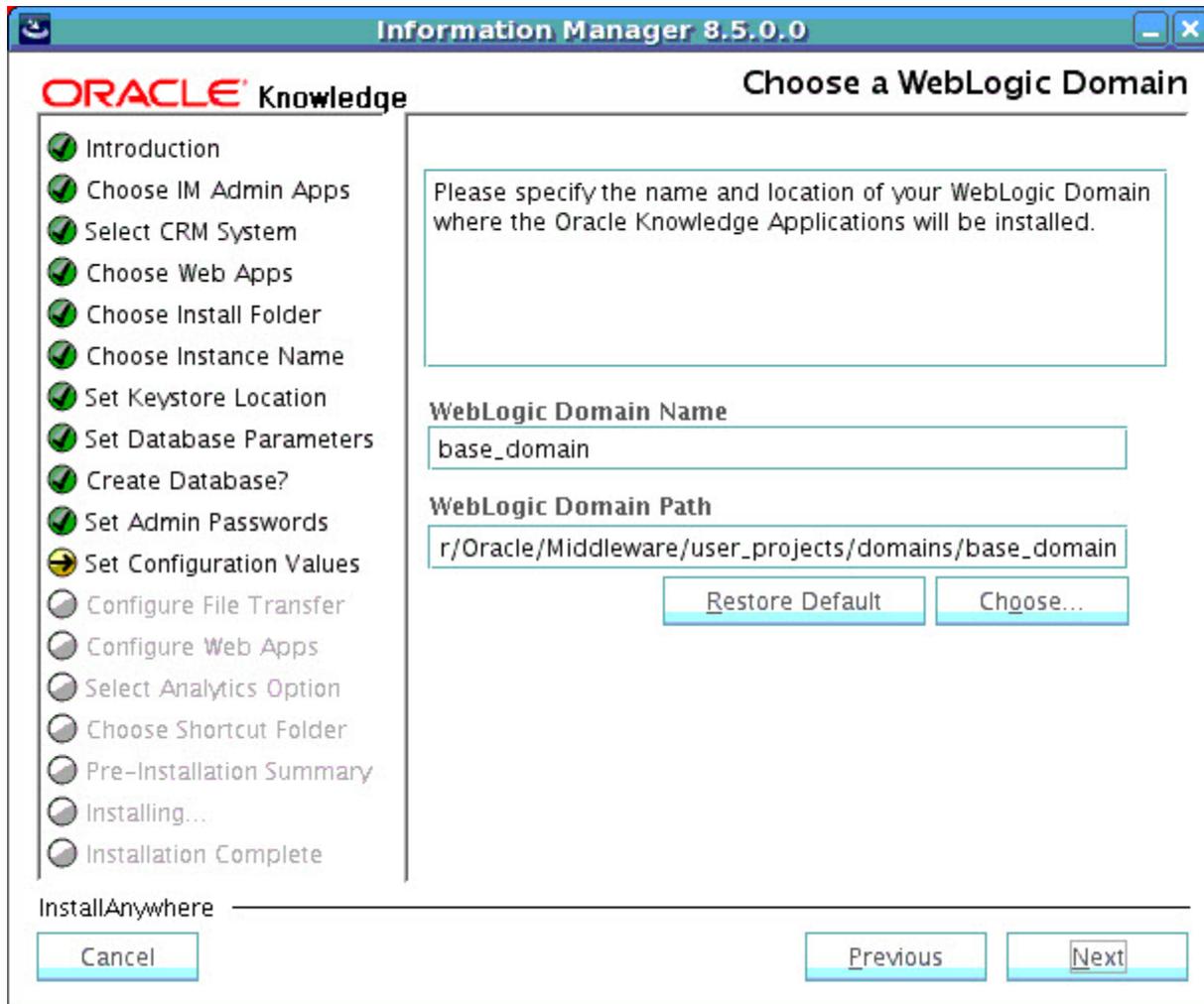
Enter the following information:

Property	Description
WebLogic Domain Name	The name of the WebLogic domain. For example, Company.
WebLogic Domain Path	The full path to the WebLogic domain. The name of the WebLogic domain is added to the domains or user_projects folder under the WebLogic installation folder. For example, `<weblogic_dir>/Middleware/user_projects/domains/<domain_name>`.

Select **Next** to continue.

The installer displays the WebLogic administrator credentials configuration screen.

Set the WebLogic Administrator Credentials

Provide the credentials to the administration server of the specified WebLogic domain.

Enter the following:

Property	Description
Administrator User Name	Specify the user name of the user used to boot the administration server.
Administrator User Password	Specify the password of the user used to boot the administration server.
Administration Server URL	Specify the `<protocol>://<listen address>:<listen port>` used to connect to the administration server. For example, `t3://localhost:7001`.

Select **Next** to continue.

The installer displays the create managed server configuration screen.

Create a New Managed Server

The installation process deploys the Information Manager application(s) to a managed server in your WebLogic domain. This can be an existing managed server or the installation process can create a new managed server. We recommend to create a new managed server for the IM application components.
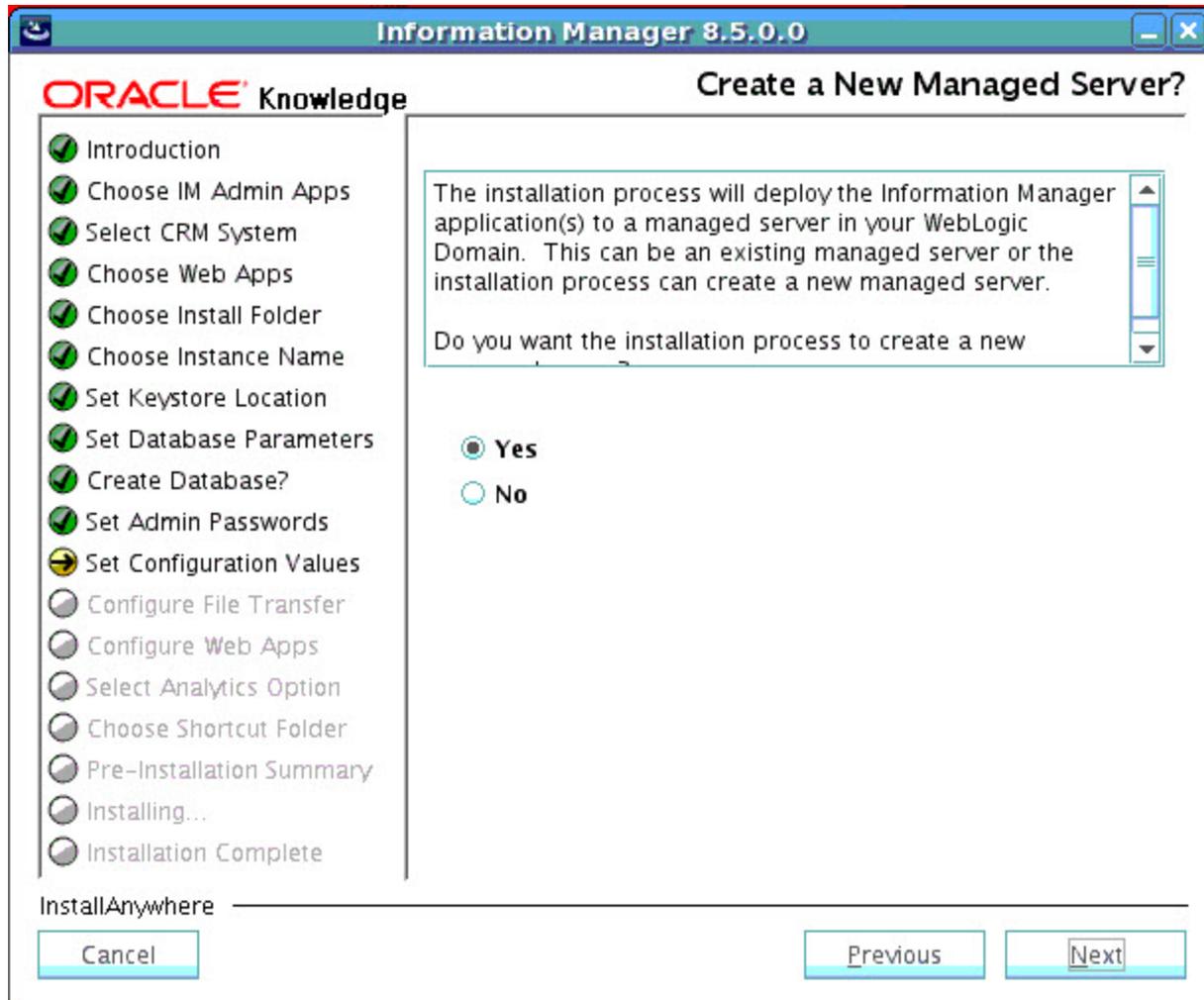
Select **Yes** if you want the installation process to create a new managed server. Select **No** if you plan to provide an existing managed server in the domain.

Select **Next** to continue.

The installer displays the managed server configuration screen.

Set Managed Server Values

If you have selected to create a new managed server, the installer uses the credentials of the administration server to boot the new managed server. The new managed server must be associated with a machine. The installation process can create a value for a new machine or you can provide the name of an existing machine in your domain.

Specify the following properties:

Property	Description
Managed Server Name	The name of the new managed server. The name must be unique to your domain.
Listen Address	The listen address of the new managed server. The default value is the local address of the machine running the installer.
Listen Port	The listen port of the new managed server. The default value is 8226.
Machine Name	The name of the machine in the domain that the new managed server is to be associated with. If this is a new machine, make sure that the name is unique to your domain.
Is this an existing machine in your domain?	Select **Yes** if you are providing the name of an existing machine in your domain. Select **No** if you want the installer to create a value for a new machine with this name.

If you select to provide an existing managed server, the installer uses the credentials provided to boot the managed server. If credentials for the managed server are not set, leave the User Name and User Password fields blank and the credentials of the administration server are used to boot the managed server.

Specify the following properties:

Property	Description
Managed Server Name	The name of the existing managed server.
Listen Address	The listen address of the existing managed server.
Listen Port	The listen port of the existing managed server.
User Name	The user name of the user used to boot this managed server.
User Password	The password of the user used to boot this managed server.

Note: Information Manager is deployed to the specified managed server. As a result the Information Manager Host is set to the managed server listen address and the Information Manager Port is set to the listen port. The Information Manager Host and Port are used to access the Information Manager applications for the WebLogic Server

Select **Next** to continue.

The installer displays the Set Managed Server Values confirmation screen, restating the IM host/port.
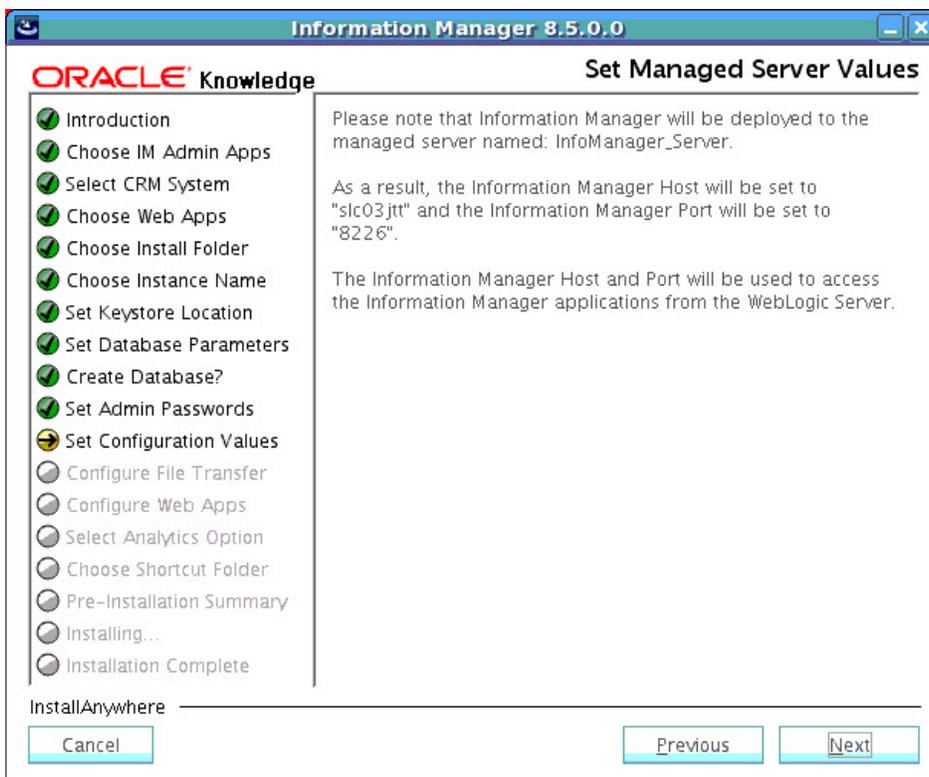
Select **Next** to continue.

The installer displays the screen to configure access to Information Manager.

Configure Access to Information Manager

Specify the URL to access the Information Manager Management Console. The URL configuration property is stored in the `<Oracle_Knowledge_home>/InfoManager/config/SYSTEM/config.properties` after the installation has been completed successfully.

> **Note:** If you did not select to install an IM Console on this instance, provide the URL to access an existing IM Console instance.
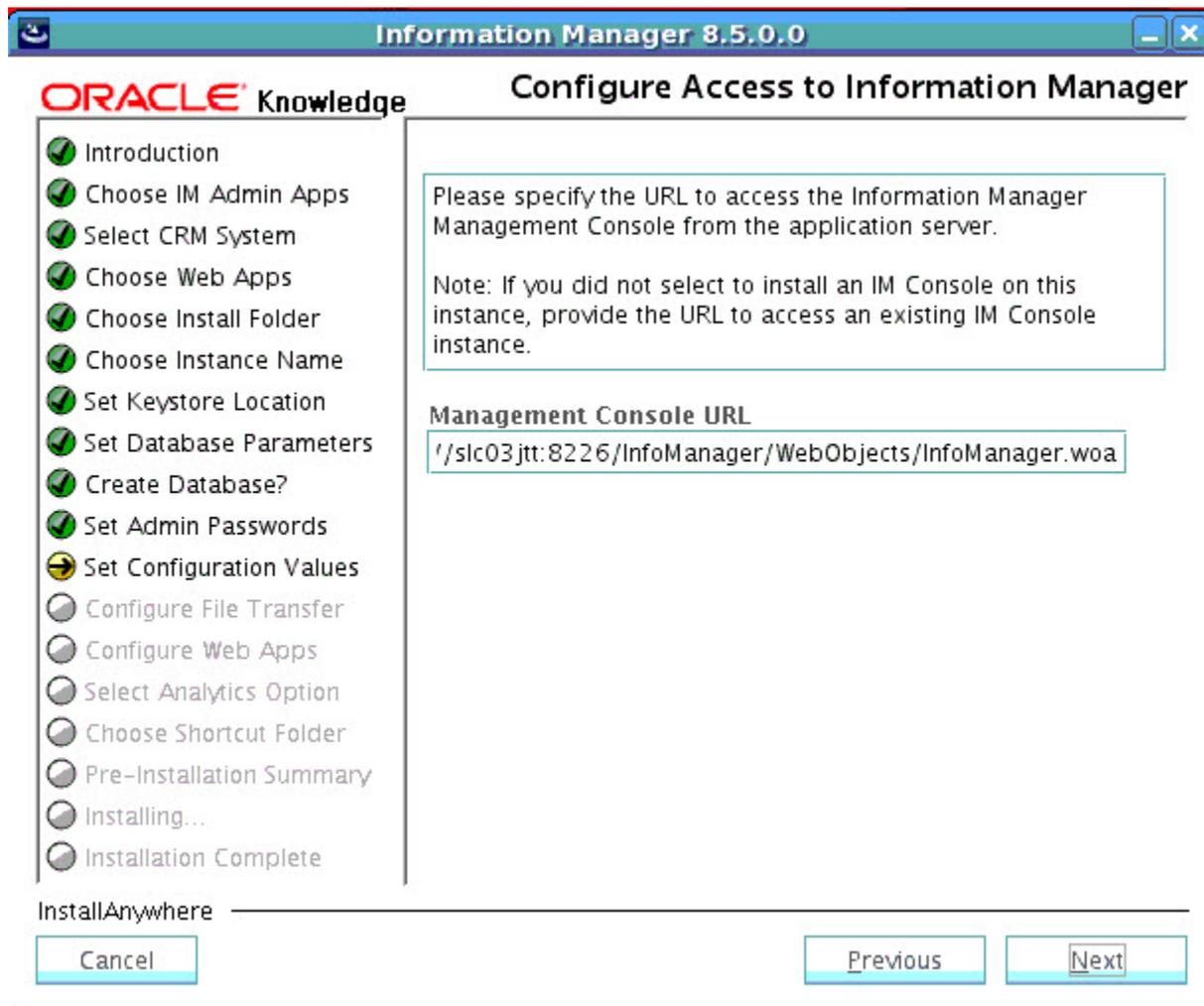
Specify the appropriate values for the following parameter:

Property	Description
Information Manger Host	(Tomcat server only) Enter the Information Manager host machine name.
Information Manger Port	(Tomcat server only) Enter the Information Manager port number.
Management Console URL	Specify the URL for the Management Console. Default is `http://<Information_Manager_Host>:<IM_Port>/InfoManager/ WebObjects/InfoManager.woa`

Select **Next** to continue.

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The installer displays the email server configuration screen.

Configure Email Properties

Specify the hostname of the email server for your organization and an Information Manager administrator email address. Specify whether or not the SMTP server requires authentication, and if so, provide the credentials Information Manager should use to send email. The email configuration properties are stored in the `<Oracle_Knowledge_home>/InfoManager/config/SYSTEM/config.properties` file after the installation has been completed successfully.

Specify the following properties:

Property	Description
SMTP Host	Specify the hostname of the email server to use for email-related functions.
Administrator Email Address	Specify the email address for the Information Manager administrator.
Requires SMTP Authentication	Specify whether or not the SMTP server requires authentication.
SMTP User Name	Specify the user name to be used when authenticating requests to the SMTP server.
SMTP Password	.Specify the password to be used when authenticating requests to the SMTP server.

Select **Next** to continue. If you use WebLogic Server, the installer displays **Configure the Resource Web Application (WebLogic)**. If you use Tomcat Server, the installer displays the **Configure a Local File System Content Resource Store** screens.

Configure the Resource Web Application (WebLogic)

The installer prompts you to choose the Web application context name that is used to serve the content resources for the production instance. These content resources include document attachments to Information Manager content records as well as image uploads to the rich text editors used for composing content records and discussion messages.
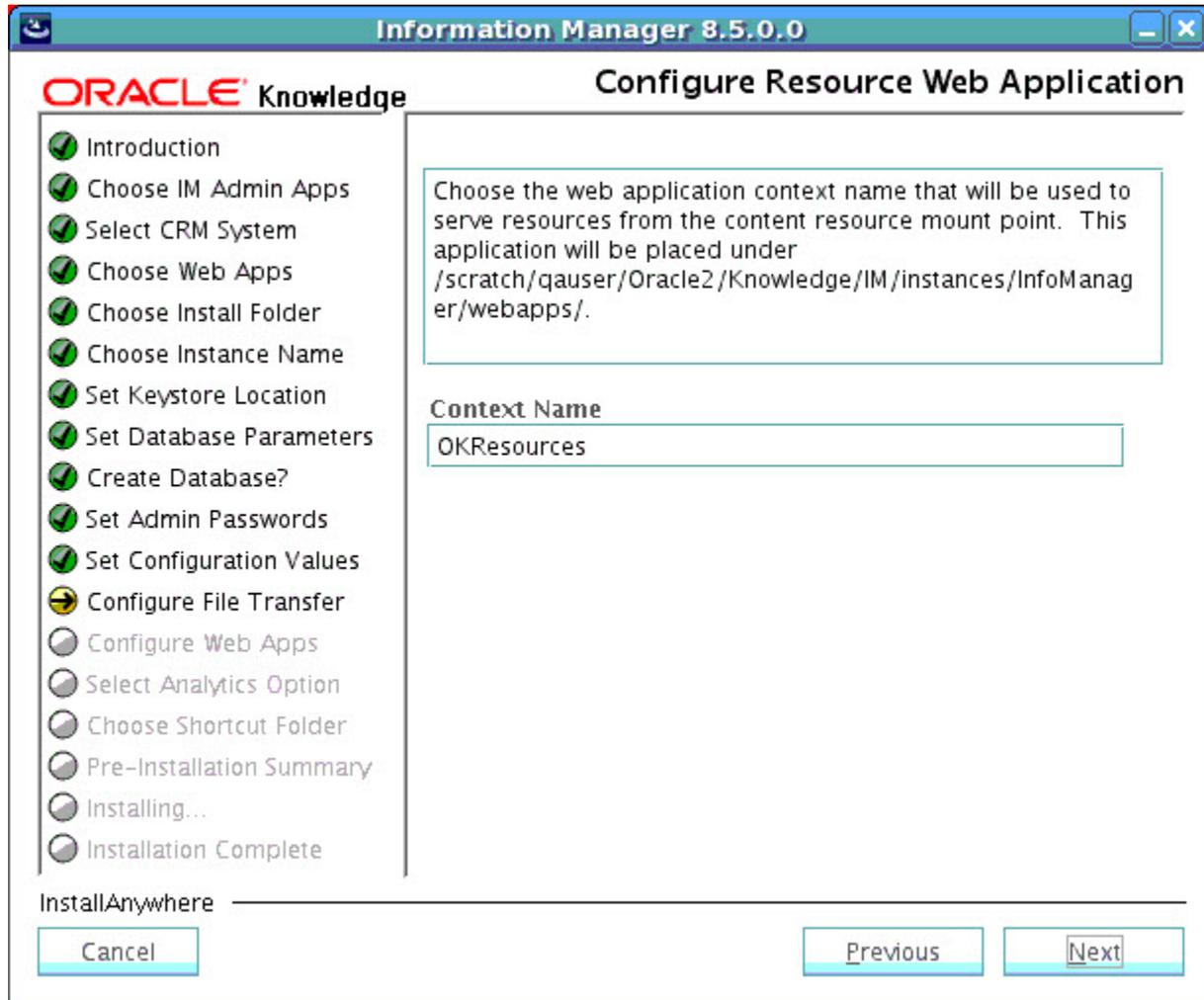
Specify the application context name.

The default name is `OKResources`. This application is placed under `<Oracle_Knowledge_home>/instances/<Instance_Name>/webapps` and deployed to the managed server in your domain.

> **Note:** Be sure that the specified context name is a unique deployment name in your domain to avoid duplicate deployment errors.

Select **Next** to continue.

The installer displays the content resource mount point directory configuration screen.

Configure a Local File System Content Resource Store

Specify the Content Resource Mount Point

The installer prompts you to configure a local directory referred to as the content resource mount point for Information Manager storage of, and access to content resources for the production instance. These content resources include document attachments to content records.

Specify the full path to a directory on the local file system for the location of file attachments.

The specified location must be accessible to the Oracle Knowledge application server, and the application server must have READ and WRITE permissions to the directory. If using a shared storage area on Linux, mapped drives need to be NFS mounted. If using a shared storage area on Windows, the application user must have permissions to login as a service and must have the appropriate network privileges. In addition, the UNC naming convention must be used when mapping the drive (e.g. \\Server_Name\Shared_Folder).

On WebLogic, the default location is `<Oracle_Knowledge_home>/instances/<Instance_Name>/webapps/<OKResource_App_Name>/apps/resources`.

On Tomcat, the default location is `<Oracle_Knowledge_home>/instances/<Instance_Name>/appserverim/webapps/ROOT/resources`

This directory also contains the content_xxxxx.xml files for the content crawler. The directory structure specified is appended to in order to create the correct path. This physical path must be available via URL in order for the IM content crawler from Search to index the IM repository.
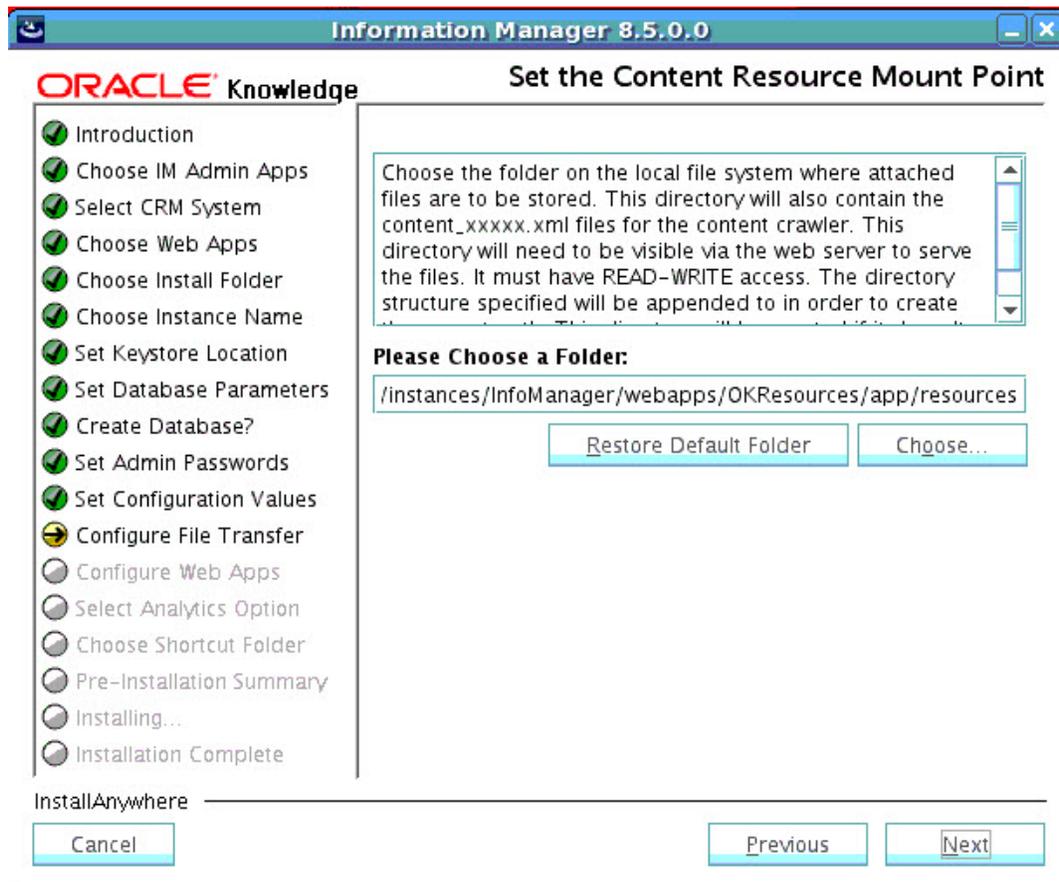
Note: If you specify a directory that does not exist, the installation process automatically creates the directory.

Select **Next** to continue.

The installer displays the content resource URL configuration screen.

Configure the Content Resource URL

Specify a URL for the local directory that you specified as the content resource store. The default URL is
`http://<Information_Manager_Host>:<Information_Manager_Port>/<Resource_Directory_Name>`.

Specify the URL that corresponds to the local directory specified as the content resource location. Information Manager uses the URL to read (retrieve) documents attached to content records in the production environment.

Select **Next** to continue.

The installer prompts you to configure any Web applications you have decided to install, as described in the topics that follow.

If you have not chosen any Web applications, then the installer prompts you to activate Oracle Knowledge Analytics logging (go to "Activate Analytics Logging" on page 107).

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Configure the Web Applications

This section describes a set of screens that allow you to configure any Web applications you have decided to install. There are three configuration steps:

1   "Configure the IM Console Instance to Run Batch Jobs" on page 103 (available only if IM Console is selected).

2   "Select the Folder Containing the CRMOD Integration Configuration Files (SSP Only)" on page 104 (available only if SSP is selected).

3   "Specify the Web Applications Information Manager Repository" on page 106.

Configure the IM Console Instance to Run Batch Jobs

If you selected to install the IM Console Web application, the installer displays the Configuring Instance to Run Batch Jobs screen. The IM Console has the ability to run jobs, or processes, that maintain the Repository's data through a scheduling service. If you select Yes, then the installed IM Console instance can run these jobs and add and remove Repositories.

Specify whether this IM Console is configured to run batch jobs.

Note: If you are installing multiple instances of the IM Console, only one should be configured to run batch jobs, in order to maintain the integrity of the job scheduler.

For the initial installation, We recommend that you maintain the preselected value of Yes and using this instance to add and remove Repositories. For subsequent installations, it is strongly recommend to select No; the ability to add and remove Repositories is disabled for these instances.
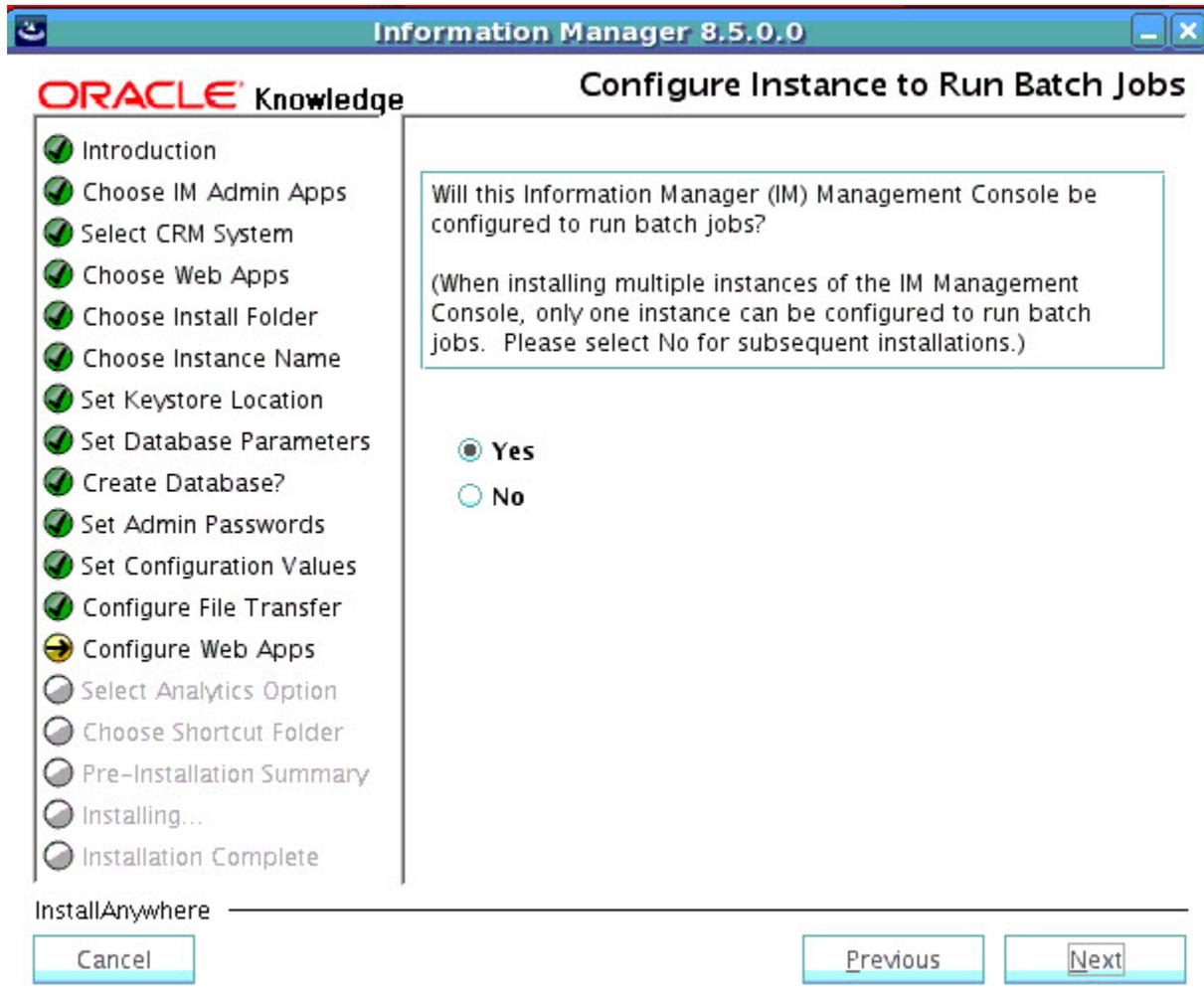
Select **Next** to continue.

If other Web applications are selected, the installer displays the Web application configuration screens. If not, the installer prompts you to activate Oracle Knowledge Analytics logging (go to "Activate Analytics Logging" on page 107).

Select the Folder Containing the CRMOD Integration Configuration Files (SSP Only)

Select the folder containing the exported CRMOD integration configuration properties files. The specified folder should contain the following:

- `appconfig.properties`   - `crmodlocalemapping.properties`
- `crmodconfig.properties`   - `mapping.properties`

Select Choose to open a file browser and select the folder containing the exported properties files. Use the Restore Default Folder option to reset the default installation directory, if necessary.

Note: This screen is available only if SSP is marked for installation.

Select **Next** to continue.

The installer displays the Web applications Information Manager repository key specification screen.

> **Note:** This screen is available only if SSP is marked for installation. If you did not select SSP for installation, the installer displays "Activate Analytics Logging" on page 107

Specify the Web Applications Information Manager Repository

Specify the reference key of the Information Manager repository for the Web applications. This repository must be created prior to installing the InfoCenter based web applications.
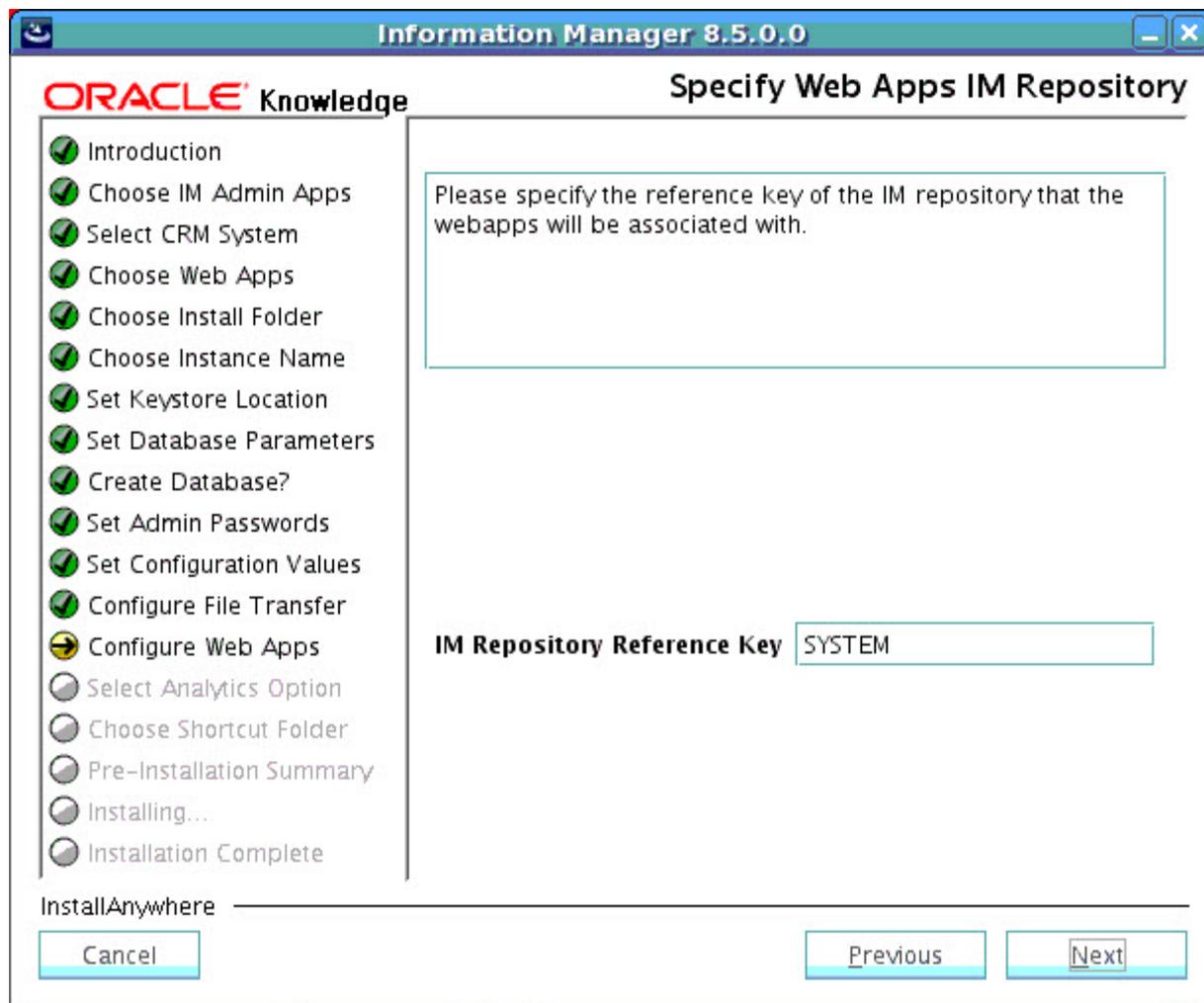
Select **Next** to continue.

The installer prompts you to **Activate Analytics Logging**.

Configure Analyitcs Logging

The installer displays:

- **Activate Analytics Logging**
- **Configure the JMS Queue for Oracle Knowledge Analytics Logging**

Activate Analytics Logging

The Select Activate Analytics logging screen prompts you to activate Oracle Knowledge Analytics logging.

Select **Yes** to display the **Configure the JMS Queue for Oracle Knowledge Analytics Logging** screen.

Select **No** only if you are not planning to install Oracle Knowledge Analytics. The installer displays **Select Shortcut Options (Windows)** or. **Review Installation Values** (Linux).

Configure the JMS Queue for Oracle Knowledge Analytics Logging

The Select Activate Analytics logging screen prompts you to activate Oracle Knowledge Analytics logging by configuring a JMS queue. Oracle Knowledge Analytics product uses this JMS queue to obtain application data for reporting purposes.
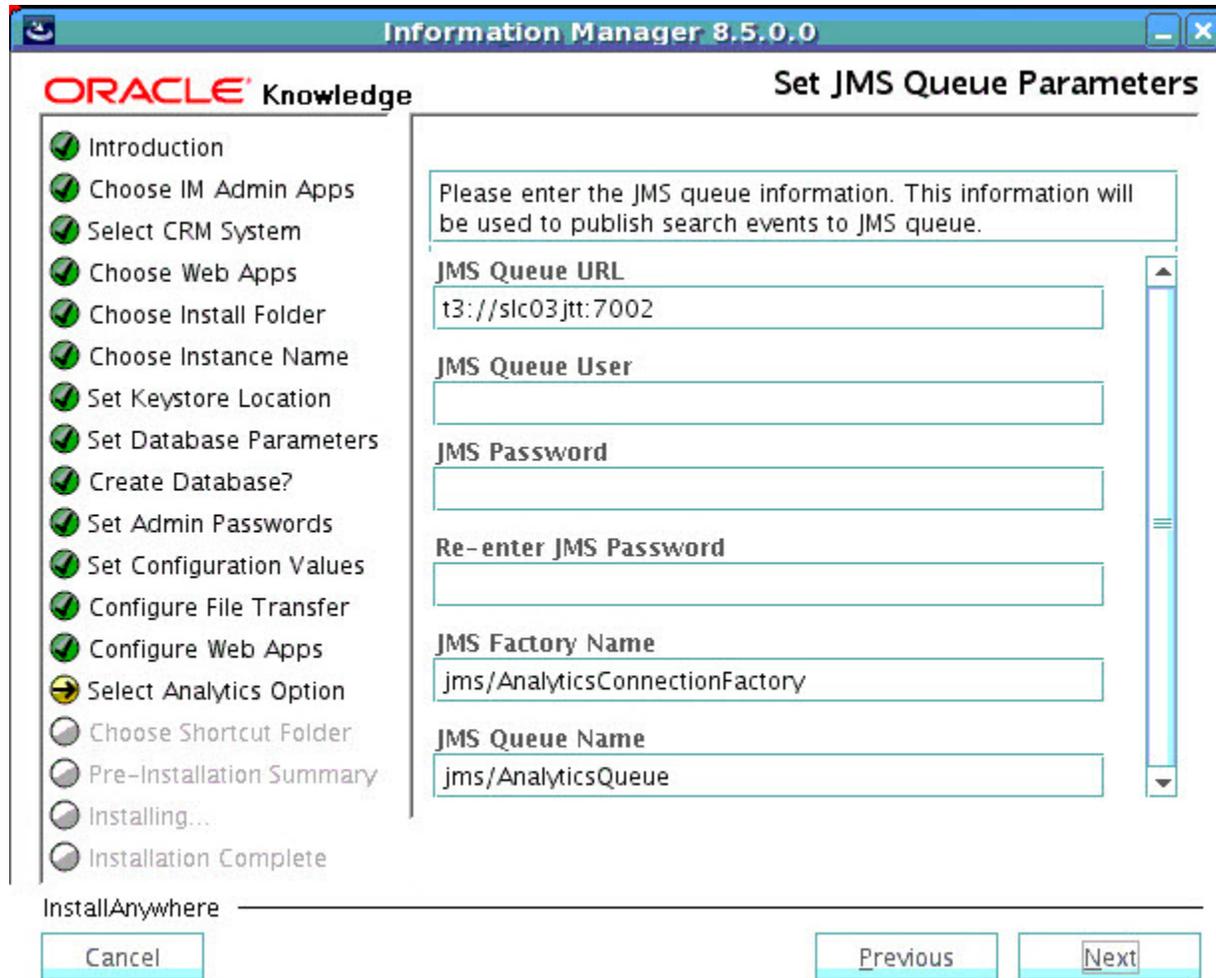
The installer prompts you for the following JMS queue values:

Property	Description
JMS Queue URL	Specify the URL to the WebLogic Server that is serving the queue.
	For example: `t3://<listen address>:<listen port>`
	Note: The URL must contain the host name of the queue server.
JMS Queue User	Specify the user ID for the WebLogic console/domain where the queue is configured.
JMS Password	Specify the password for the WebLogic console/domain where the queue is configured.
JMS Factory Name	Specify a JMS factory name or use the default name: `jms/AnalyticsConnectionFactory`.
JMS Queue Name	Specify a JMS factory name or use the default name: `jms/AnalyticsQueue`.

Select **Next** to continue. On Linux, the installer displays **Review Installation Values**.

On Windows, the installer displays **Select Shortcut Options (Windows)**.

Select Shortcut Options (Windows)

Select the location in which you want to create shortcuts or links to Oracle Knowledge. If the installer locates an existing Oracle Knowledge program group on Windows, then it uses that group as the default. If the installer does not locate an existing Oracle Knowledge program group, then it creates a new program group.

On Windows, you can specify:

- To create an alternate new program group in which the shortcuts are created
- To create no Oracle Knowledge icons
- To create shortcuts in an alternate existing program group
- To create icons for All Users
- To place Oracle Knowledge icons in the Start Menu, on the Desktop, or the Quick Launch Bar for the current user or for all users
- To create Oracle Knowledge icons in another location

Select the desired product icon locations.

Select Next to continue.

The installer displays the preinstallation summary screen.

Review Installation Values

The preinstallation summary screen displays a summary of your installation selections, as well as disk space information, prior to transferring the product files from the distribution.

Review your selections.

Select **Previous** to make any corrections.

Select **Install** to continue.

The installer begins installing Information Manager in the specified location.

Complete the Information Manager Installation

The completion screen summarizes the installation process.

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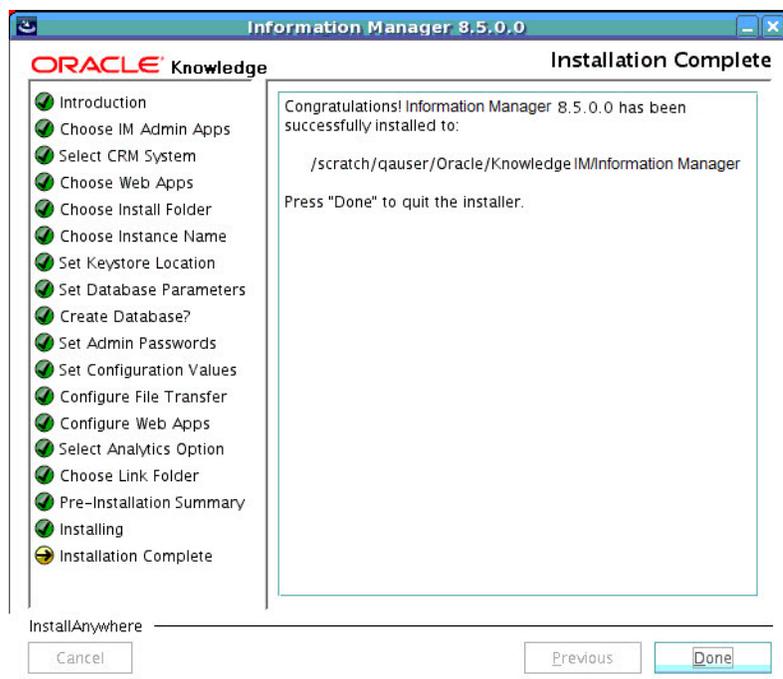
The Information Manager component directories and files are now installed in the specified location.

Select **Done** to exit the installer.

The installer executes its cleanup routines and terminates.

After completing the stand-alone installation process on Windows 2008, the user must take ownership for the Oracle Knowledge installation directory, subdirectories, and objects.

The user must also have Full control permission on this directory.

The Common Environment window must be started as an administrator in order to install, uninstall, stop, or start the Information Manager service.

If you are using WebLogic, you must first start Information Manager. (To install Information Manager as a service or daemon process, see "Restart the Information Manager Service" on page 113.)

(Windows only) The installer installs the Information Manager service for you.

If you need to deploy web applications, complete the following steps to create a repository, then run the installer again to deploy the necessary web applications.

Starting Information Manager from the WebLogic Administration Console

To start Oracle Knowledge Search from the WebLogic Administration Console, see the instructions in "Start Oracle Knowledge on WebLogic Server" on page 19

WebLogic Start-up Script

You can use a WebLogic start-up script to start the managed server.

To generate the start-up script:

1   Open a command prompt and cd into `$Oracle Knowledge_ROOT/instances/`
`<Instance_Name>`, where `<Instance_Name>` refers to the Information Manager instance name on
this installation.

2   On Linux, execute `setenv.sh` to open the Common Environment. On Windows, execute
`setenv.bat` to open the Common Environment.

3   On Linux, execute `createStartupScript.sh`. On Windows, execute `createStartupScript`.

The WebLogic start managed server script is generated to `$Oracle Knowledge_ROOT/instances/`
`<Instance_Name>`. On Linux, the script is `startManagedWebLogic.sh`. On Windows, the script is
`startManagedWebLogic.cmd`. Execute the script outside of the Common Environment to start the
managed server.

The `startManagedWeblogic.sh|cmd` script is provided to allow WebLogic users the ability to monitor the
managed servers within Oracle Process Manager and Notification Server (OPMN) or some other monitoring
service not provided with Oracle Knowledge.

Using JRockit with Information Manager (JRockit only)

FROM THE ICE WINDOW:

Remove the parameter `-XX:+PrintCommandLineFlags` from `<InfoManager_home>/bin/`
`serverStartArguments.properties`.

After restarting the ICE window, you can use "Installing the Information Manager Service (Windows)" on
page 112 and "Starting Information Manager from ICE" on page 112 to start Information Manager service.

FROM THE WEBLOGIC ADMIN CONSOLE:

1   Log on the WebLogic Admin Console.

2   Expand the Environment tree from the Deployment Structure and click **Servers**.

3   Click **Lock & Edit** from the Change Center to make changes to the domain.

4   Click the server name for the Information Manager instance.

5   Under the Server Start tab, edit the **Arguments** and remove the parameter
`-XX:+PrintCommandLineFlags`.

6   Save the changes.

7   Click **Activate Changes** from the Change Center to activate the changes to the server.

The Information Manager managed server can be started from the WebLogic Admin Console.

FROM THE WEBLOGIC START-UP SCRIPT:

1   Remove the parameter `-XX:+PrintCommandLineFlags` from `$Oracle Knowledge_ROOT/`
`instances/<Instance_Name>/startManagedWebLogic.sh|cmd`.

2   Execute the `startManagedWebLogic.sh|cmd` script outside of the Common Environment to start
the managed server.

See "WebLogic Start-up Script" on page 110 for additional information.

Using JRockit with Information Manager on Windows (JRockit Only)

If you use the Oracle JRockit JVM on Windows, you must modify the `<INSTALL DIR>/bin/InquiraimService.bat` script to include the WebLogic Native Performance Pack.

FROM THE ICE WINDOW:

After this library path line towards the bottom of the file:

```
echo wrapper.java.library.path.1=%ARCH_BIN%   >> "%WRAPPERLAUNCH_FILE%"
```

Add the following line, where `WL_HOME` is the WebLogic Server install directory (e.g. `C:\Oracle\Middleware\wlserver_10.3`):

```
echo wrapper.java.library.path.2=<WL_HOME>\server\native\win\x64>> "%WRAPPERLAUNCH_FILE%"
```

If you have already installed `InquiraimService` you must uninstall it and reinstall it.

Installing the Information Manager Service (Windows)

When you install and configure Oracle Knowledge and Information Manager, the installer places Common Environment items in the Windows Start menu for each defined instance if product icons were selected to be installed.

To install the Information Manager service on Windows:

1   Select the Common Environment item for the desired instance:

Start > All Programs >Oracle Knowledge IM > <instance_name> (default) Environment

– or –

If no product icons were installed, open a command prompt and cd into
`<Oracle_Knowledge_home>/instances/<Instance_Name>`
where `<Instance_Name>` refers to the Information Manager instance name on this installation.
Execute `setenv.bat` to open the Common Environment.

2   Install the Information Manager service by executing the following command in the Common Environment:

```
inquiraimservice -install
```
You can uninstall the Information Manager service by executing the following command in the Common Environment:

```
inquiraimservice -uninstall
```

Starting Information Manager from ICE

You can use the WebLogic Administration Console to start the managed server. See "Start Oracle Knowledge on WebLogic Server" on page 19 for more information.

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

Starting Information Manager from ICE:

1   Open a command prompt and cd into `<InfoManager_install_home>/instances/`
    `<Instance_Name>`, where `Instance_Name` refers to the Information Manager instance name on
    this installation.

2   On Linux, execute `setenv.sh` to open the Common Environment.

    On Windows, execute `setenv.bat` to open the Common Environment.

3   On Linux enter: `inquiraim.sh start`, to start the Oracle Knowledge service.

    On Windows, enter: `inquiraim start`, to start the Oracle Knowledge service.

    Note: On Windows 2008, to install, uninstall, stop, and start Oracle Knowledge services, you must
    execute the Common Environment window using the Run as Administrator option.

The Oracle Knowledge service starts.

You can use the command `inquiraim.sh stop` to stop the service on Linux or `inquiraim stop` to stop
the service on Windows.

The Information Manager managed servers can also be started and stopped from the WebLogic Management
Console. See "Start Oracle Knowledge on WebLogic Server" on page 19 for more information.

You can now access the Management Console application, as described in "Access the Management
Console" on page 115.

Restart the Information Manager Service

You must restart the Information Manager service to apply your configuration changes to the Information
Manager Web applications.

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

Restart Information Manager (Linux)

To restart the Information Manager service on Linux:

1   Open a command prompt and cd into `<Oracle_Knowledge_home>/instances/`
    `<Instance_Name>`, where `<Instance_Name>` refers to the Information Manager instance name on
    this installation. Execute `setenv.sh` to open the Common Environment.

2   Restart the Information Manager instance by executing the following commands in the Common
    Environment:

    ```
    inquiraim.sh restart
    ```

    The Oracle Knowledge service starts.

    You can use the command `inquiraim.sh stop` to stop the service.

Note: The commands `inquiraim.sh/inquiraim restart` and `inquiraim.sh/inquiraim stop`
can only be executed successfully when the application is started by executing the `inquiraim.sh start`
and `inquiraim start` commands.

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Restart Information Manager (Windows)

When you install and configure Oracle Knowledge and Information Manager, the installer places Common Environment items in the Windows Start menu for each defined instance if product icons were selected to be installed.

To restart the Information Manager service on Windows:

    1   Select the Common Environment item for the desired instance:

        Start > All Programs >Oracle Knowledge IM > <application_name> (default) Environment

        – or –

        If no product icons were installed, open a command prompt and cd into `<Oracle_Knowledge_home>/instances/<Instance_Name>` where `<Instance_Name>` refers to the Information Manager instance name on this installation.
Execute `setenv.bat` to open the Common Environment.

    2   Restart the Information Manager instance by executing the following command in the Common Environment:

```
inquiraim restart
```

        The Oracle Knowledge service starts.

        You can use the command `inquiraim stop` to stop the service.

Note: The commands `inquiraim.sh/inquiraim restart` and `inquiraim.sh/inquiraim stop` can only be executed successfully when the application is started by executing the `inquiraim.sh start` and `inquiraim start` commands.

Manage Information Manager from the Common Environment

You can manage the Information Manager application using the following Common Environment commands. You can access this environment from a Common Environment shortcut that is installed as part of the standard and stand-alone installation processes.

Command	Description
`inquiraim.sh start` (Linux)	Starts the Information Manager services.
`inquiraim start` (Windows)	
`inquiraim.sh stop` (Linux)	Stops the Information Manager services.
`inquiraim stop` (Windows)	
`inquiraim.sh restart` (Linux)	Stops and restarts the Information Manager services.
`inquiraim restart` (Windows)	

Note: The commands `inquiraim.sh/inquiraim restart` and `inquiraim.sh/inquiraim stop` can only be executed successfully when the application is started by executing the `inquiraim.sh start` and `inquiraim start` commands.

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Creating a Repository

Prior to installing any of the web applications (InfoCenter, iConnect, or SSP) it is necessary to create an IM repository. This section describes how to create an Information Manager repository by:

- "Access the Management Console" on page 115
- "Specify Repository Properties" on page 115.

After you create a repository, you can continue defining the various repository elements using the Management Console and Information Center, as described in the *Oracle Knowledge Information Manager Administration Guide*.

Access the Management Console

The installation process automatically configures the Management Console for use. You can begin working with Information Manager by accessing the Management Console.

You can access the Management Console by:

- Selecting the installed shortcut (Windows only). The default shortcut location is All Programs > Oracle Knowledge IM> Information Manager.
- Navigating to the Management Console URL at `http://<host_name>:<port>/InfoManager`.

Log onto the IM Management Console using the following credentials:

- User name: `SUPER`
- Password: <The password configured during the installation process>
- Repository: `SYSTEM`

Create a repository for your application, as described in "Specify Repository Properties" on page 115.

Specify Repository Properties

You create a repository by specifying the properties listed in this topic.

This is an optional BUT highly recommended step.

If you are creating a repository as part of the initial Information Manager configuration, you might find it convenient to complete only the required fields, then specify additional properties as needed.

Property	Description
Repository Name	Specify a name for the repository.
Reference Key	Accept the default value supplied by the Management Console or specify a string to use as an internal identifier. See the note on reference keys in the *Oracle Knowledge Information Manager Administration Guide* for more information on reference keys and how they are used in Information Manager.
Task ID Prefix	Enter a value (character string) to be used to preface task IDs in the inbox. This prefix is used only for consistency for document IDs in the channel and has no other system meaning.

Property (Continued)	Description (Continued)
Filter tasks so users are only made aware of tasks matching their skill category	Specify whether to filter tasks based on the presence of category expertise information specified in user profiles. See the information about specifying Management Console user properties in the *Oracle Knowledge Information Manager Administration Guide*.
Require at least one matching skill category from every top-level category branch	Specify whether a task is assigned to a user based on the user's skills. If there are two branches (for example, Products and Departments), the user must have a user skill in both branches for the task to be assigned to him.
Default Locale	Specify the locale (language) that is used as the default. The default locale is considered to be the base language for the repository. See the information about managing Information Manager applications in multiple languages in the *Oracle Knowledge Information Manager Administration Guide* for more information.
Supported Locales	Specify optional supported locales for the repository. The default list of supported locales is defined in the System repository. You can modify the list of supported locales using the Locale Management facility, as described in the information about managing supported locales in the *Oracle Knowledge Information Manager Administration Guide*.
Default Administrator	Define a default administrator for this repository. The Information Manager adds this user as a console user having the predefined Default Administrator security role. See the information about the Information Manager users in the *Oracle Knowledge Information Manager Administration Guide* for more information on users and security roles.
Workflow Tasks	Specify whether to auto-assign tasks based on workflow attributes to help manage the task list and prevent tasks from being left unassigned.
Translation Tasks	Specify whether to auto-assign tasks based on the previous translator of the record for the task for any new changes or modifications to the master document.
Self Administration	Check these options to allow console users to join work teams, change their own skills (categories), and change the locales they can translate records for. This is normally managed by the repository administrator.

Select **Save** Repository Properties.

The Management Console displays the new repository on the Manage Repositories page.

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CHAPTER 6

Installing Oracle Knowledge Analytics

This chapter describes the installation process for Oracle Knowledge Analytics.

The Analytics Application Overview

An Oracle Knowledge Analytics application consists of multiple components configured to extract, store, and present data collected from one or more configured Intelligent Search and/or Information Manager instances. Analytics components include:

- The data warehouse, which stores the Intelligent Search and Information Manager Analytics event data in a staging schema, and stores reporting data in a reporting schema.

- The event router, which is deployed to a WebLogic server and is sent Analytics event data through the Java Messaging Service (JMS); it processes this event data, then stores it in the staging schema.

- A configured Oracle Data Integrator (ODI) instance to convert staging data from the staging schema to reporting data in the reporting schema.

- A configured Oracle Business Intelligence Enterprise Edition (OBIEE) instance, which provides the user interface for generating, viewing, and working with reports from data in the reporting schema.

Oracle Data Integrator (ODI) and Analytics

Oracle Knowledge Analytics uses the Oracle Data Integrator (ODI), a comprehensive data integration platform that you configure to manage the extraction, load, and transformation (ELT) process that supplies the Intelligent Search and Information Manager data to the Analytics application. Oracle Knowledge provides a set of ODI interfaces designed to transform the incoming analytics events into reporting data in a near real time configuration.

See also "Oracle Data Integrator (ODI) Requirements for Oracle Knowledge Analytics" on page 17.

- See "Oracle Knowledge Analytics Overview" on page 7 for more information on how Analytics and ODI work together.

- See *Oracle Knowledge Platform and Language Requirements* for complete Analytics hardware and software requirements, including supported ODI releases.

- See http://www.oracle.com/technetwork/middleware/data-integrator/overview/index.html for more information on ODI.

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Oracle Business Intelligence Enterprise Edition (OBIEE) and Analytics

Oracle Knowledge Analytics is an application of the Oracle Business Intelligence Enterprise Edition (OBIEE) platform, which provides a comprehensive set of enterprise business intelligence tools and infrastructure.

Oracle Knowledge Analytics uses OBIEE's capabilities to collect, organize, and present Intelligent Search and Information Manager application data in powerful, flexible, and intuitive formats, such as tables and graphs.

Analytics leverages OBIEE functionality to deliver packaged dashboards, scorecards, key performance indicators, and reports that help you to quickly and easily assess the performance of your Intelligent Search and Information Manager applications. OBIEE also provides features to help you tailor Oracle Knowledge Analytics to meet the specific needs of your organization, including creating custom dashboards and reports.

See also "Oracle Business Intelligence Enterprise Edition (OBIEE) Requirements for Oracle Knowledge Analytics" on page 17.

- See "Oracle Knowledge Analytics Overview" on page 7 for more information on how OBIEE integrates with the Analytics application architecture.
- See the *Oracle Knowledge Platform and Language Requirements* for complete Analytics hardware and software requirements, including supported OBIEE releases.
- See http://www.oracle.com/technetwork/middleware/bi-enterprise-edition/documentation/bi-ee-087853.html for complete information on OBIEE components and features.

Oracle Knowledge Analytics Requirements

This section describes requirements for installing Oracle Knowledge Analytics.

Recommended Server and Processor Deployment

We recommend installing ODI and OBIEE on separate physical (or virtual) machines in the production environment. In other environments, such as Development and Staging, they can be co-located.

Analytics Server and Database Requirements

"Installation Requirements" on page 10 describes most of the hardware, software, and database requirements for Oracle Knowledge applications, including Oracle Knowledge Analytics.

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

Database	Collation
Staging	SQL_Latin1_General_CP1_CS_AS
Reporting	SQL_Latin1_General_CP1_CS_AS
ODI Work	SQL_Latin1_General_CP1_CS_AS

ODI Server Requirements

See http://docs.oracle.com/cd/E21764_01/odi.htm for ODI hardware and software requirements.

Report Server (OBIEE) Requirements

See the *Oracle Fusion Middleware Quick Installation Guide for Oracle Business Intelligence* for OBIEE hardware and software requirements, installation requirements, and instructions for installing, configuring, and uninstalling Oracle Business Intelligence products. You can access the Oracle Business Intelligence Documentation Library at: http://www.oracle.com/technetwork/middleware/bi-enterprise-edition/documentation/index.html. We strongly recommend that you familiarize yourself with the contents of the Oracle Business Intelligence Documentation Library.

The initial Analytics configuration process depends on the OBIEE Administration Tool, which runs only on Windows. Consult the OBIEE documentation for specific Administration Tool requirements.

> **Important!**   WINDOWS ONLY If you are using an SQL Server database, you must use Microsoft Data Access Components (MDAC), also known as Windows DAC, on the Report server in order to connect OBIEE to the SQL Server database. You can locate Microsoft Data Access Components (MDAC) 2.8 SP1 at http://www.microsoft.com/download/en/default.aspx.

Oracle WebLogic Requirements (Windows)

The Oracle Knowledge Analytics JMS Event Router is deployed to a WebLogic Server.

WebLogic Server must be installed before installing Oracle Knowledge Analytics. To install WebLogic Server, follow the *Oracle Fusion Middleware Installation Guide for Oracle WebLogic Server 11g*.

After WebLogic Server has been successfully installed, create a new domain where Analytics is deployed by following the instructions in *Oracle Fusion Middleware Creating Domains Using the Configuration Wizard 11g*.

- Be sure to configure the domain's WebLogic Startup Mode to Production Mode. Make certain that Tunneling is enabled on the target server.
- Be sure to select the JDK Selection as Sun SDK.
- At the end of the domain configuration wizard, select the check box to Start Admin Server.

If you've previously installed WebLogic Server and plan to use an existing domain, make sure that the Administration Server is running before starting the Analytics installer.

Installing Oracle Knowledge Analytics

.A typical Oracle Knowledge Analytics installation occurs on a number of different servers. In general, at least one server is dedicated to data transformation and another server is dedicated to reporting. The Oracle Knowledge Analytics installer is typically used on multiple servers while configuring a single environment.

To install Analytics, you must perform the following steps:

1   Create required database schemas.

2   Install WebLogic Server to support the JMS queue on a server and create a domain.Ensure that the Node Manager and Admin Servers are running.

> **Important!**   Any changes to your domain must be activated and your domain cannot be running in edit mode while running this installer.

3   Ensure that the WebLogic NodeManager and AdminServer are configured and running on the JMS queue server.

4   Install the analytics JMS event router (a message driven bean hosted by WebLogic server) on the WebLogic JMS queue server.

5   Install Oracle Data Integrator (ODI) on a server.

6   Import and configure the ODI master repository, logical topology, and work repository.

7   Install Oracle Business Intelligence, Enterprise Edition (OBIEE) on a separate server (typically).

8   Install the BI Admin tool on a Windows based machine to configure the OBIEE installation.

9   Configure and deploy the Oracle Knowledge Analytics OBIEE Repository (RPD) and the Catalog.

For instructions on starting the installer, see "Start the Analytics Installer" on page 120.

Required Schemas (Oracle Database)

Before installing Oracle Knowledge Analytics, you must create the following schemas in one database:

- Analytics reporting schema (must be named DW_REPORTING).
- Analytics staging schema (must be named DW_STAGE).
- Analytics ODI work schema (can have any name). This is not the same schema as the one installed by the Repository Creation utility that holds the ODI work repository and has the suffix ODI_REPO.

DW_REPORTING and DW_STAGE must have read, write, and truncate access on the ODI work schema.

Start the Analytics Installer

Important! It is strongly recommend that you log out of all programs before proceeding with the installation.

Start the installer by locating and executing the appropriate installer for your environment:

- To start the installer on Linux , run `install_analytics.bin`.
- To start the installer on Windows, run `install_analytics.exe`.

The Analytics installer starts and the introduction screen displays.
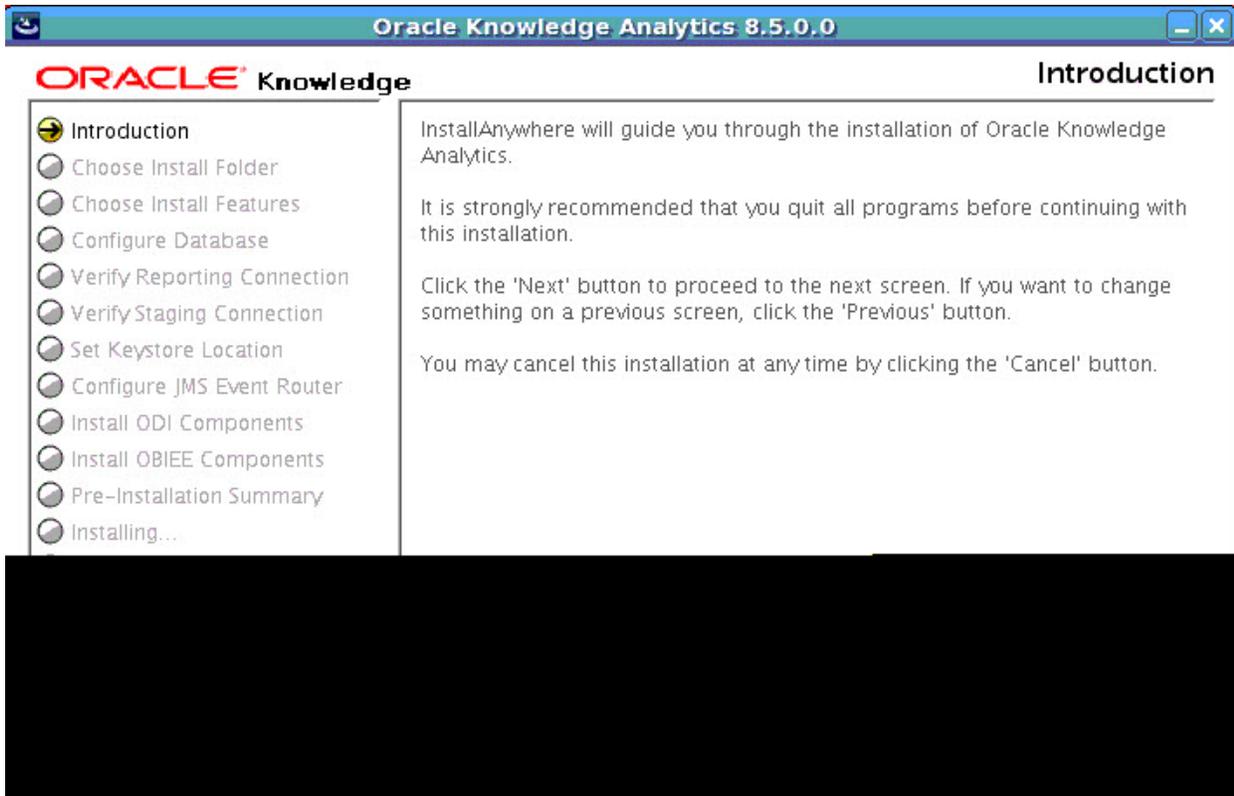
Select **Next** to continue.

Select the Analytics Installation Directory

At the Choose Install Folder screen, select or enter the directory where the selected Analytics components are to be installed. This directory holds the artifacts from the various options for the Analytics installer.
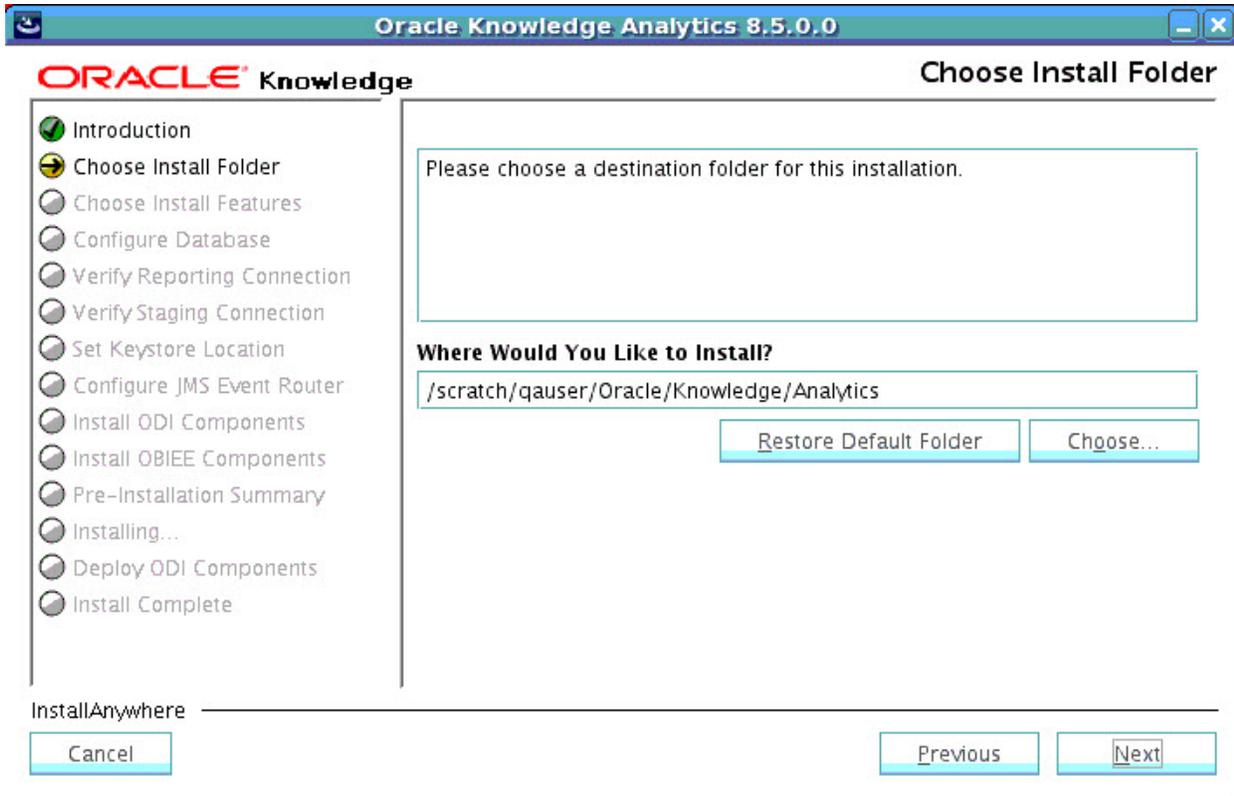
The installer selects a default location:

- `<user_home>/Oracle/Knowledge/Analytics` on Linux
- `C:\Oracle\Knowledge\Analytics` on Windows

You can install at any location. The suggested location is the base Oracle Knowledge application directory for Analytics (for example, `<user_home>/Oracle/Knowledge/Analytics` on Linux or `C:\Oracle\Knowledge\Analytics` on Windows).

You can select Choose to open a file explorer and select an alternate location. Select Restore Default Folder to reset to the default installation directory, if necessary.

Select **Next** to continue.

Choose Install Features

At the Choose Install Features screen, select the Analytics features you wish to install. The sequence of steps the installer goes through after this step is dependent upon which features are selected.

If JMS Event Router, ODI Components, or OBIEE Components is selected, the installer checks to see if the Reporting Schema is installed. The **Database Schemas** option must be selected to install the necessary database schemas for the remaining three options.

Although the features are optional for any given run of the installer, all features must eventually be installed in order to complete the Analytics installation.
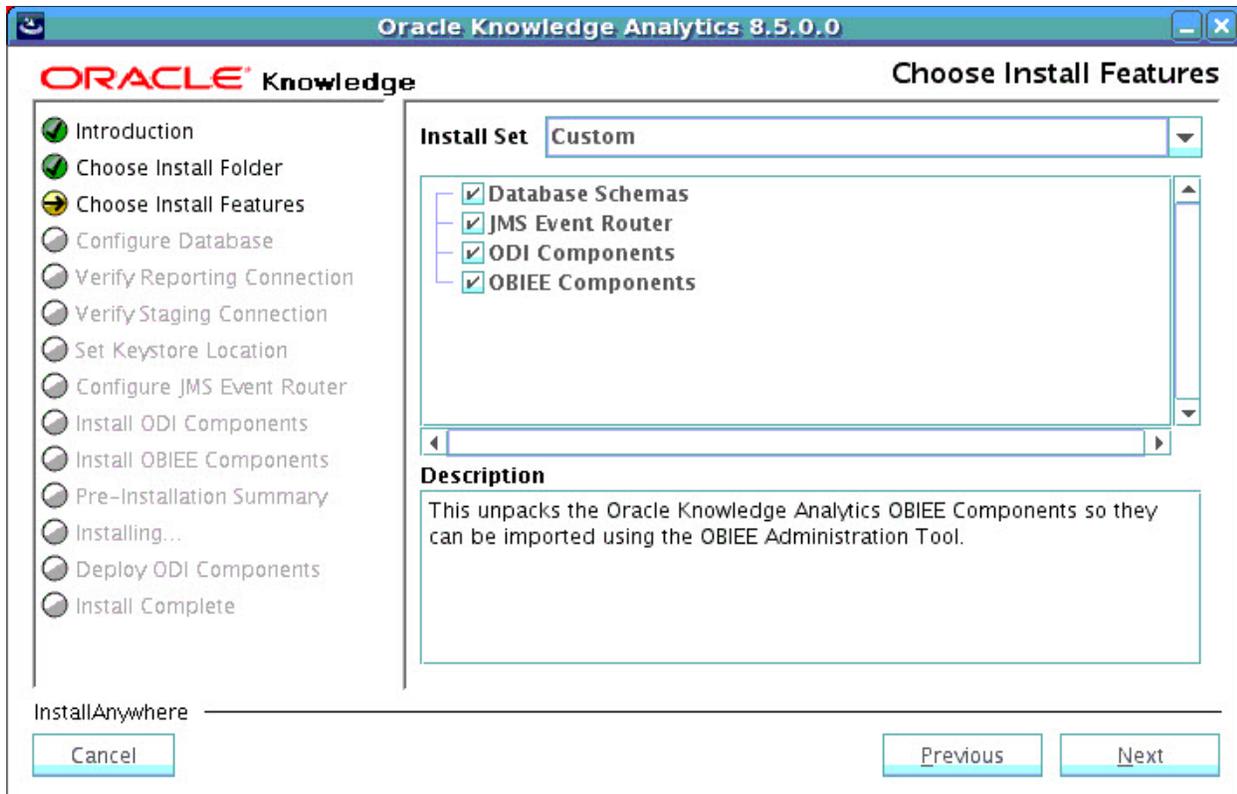
Available features include:

- **Database Schemas**: This feature creates and populates the Oracle Knowledge Analytics Reporting and Staging database tables in existing database schemas. If you select any of the following features, you must select this to install the related database schemas.

- **JMS Event Router**: This configures and deploys the Oracle Knowledge Analytics JMS Event Router to the specified WebLogic domain. This option should be run from the JMS queue server.

- **ODI Components**: This option connects to the ODI instance and import the Oracle Knowledge Analytics interfaces into the ODI repository. This option should be run from the server hosting the ODI installation.

- **OBIEE Components**: This unpacks the Oracle Knowledge Analytics OBIEE Components so they can be updated and imported using the OBIEE Administration Tool. This option should be run from the Windows machine being used to run the OBIEE BI Admin tool.

Select **Next** to continue.

Configure the Database

In the next steps, you configure the connection to the database that holds the reporting and staging schemas.

Specify Database Connection Information (Oracle Database)

Enter the database connection details.

Enter the database host, port, and name. The database schema must be created prior to starting the installer. The installer attempts to validate the database connection information.

Select **Next** to continue.

Verify Reporting Schema Connection (Oracle Database)

Confirm the reporting schema password.
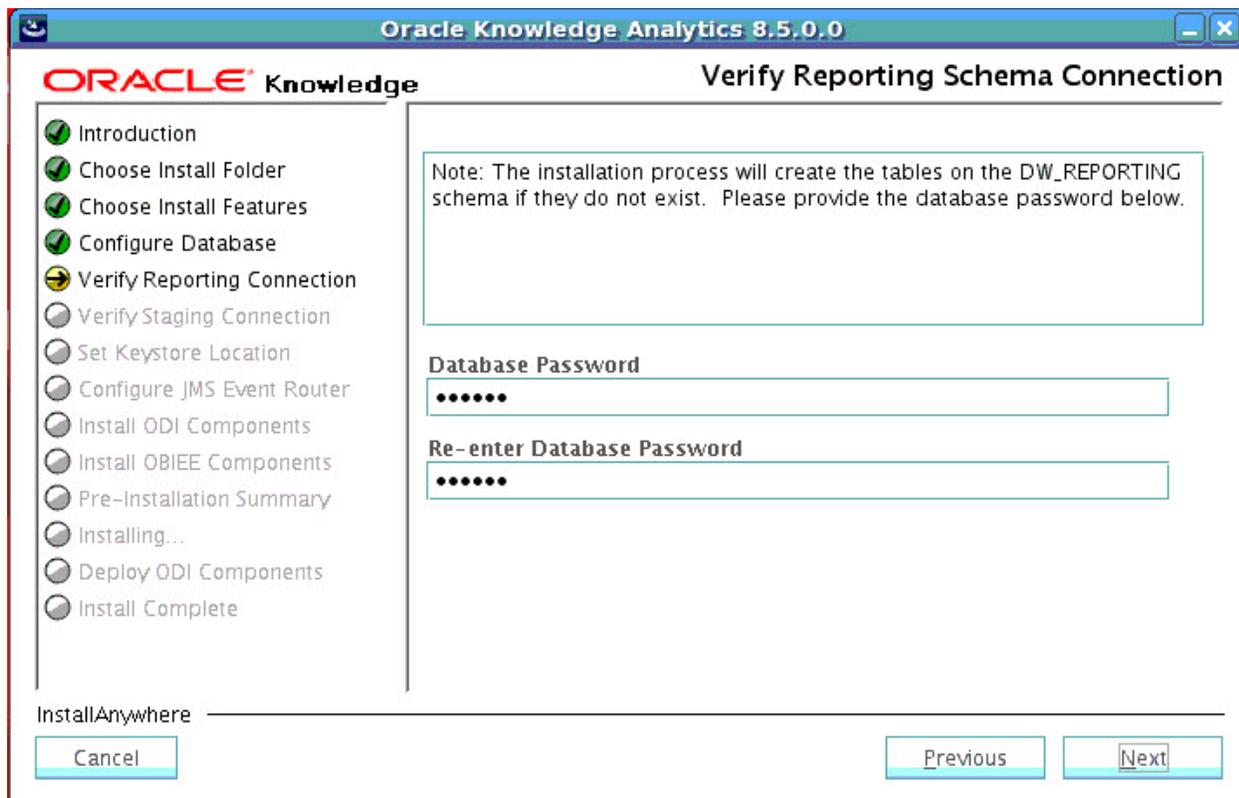
Enter the password for the reporting schema, DW_REPORTING.

Select **Next** to continue.

Verify Staging Schema Connection (Oracle Database)

Confirm the staging schema password.
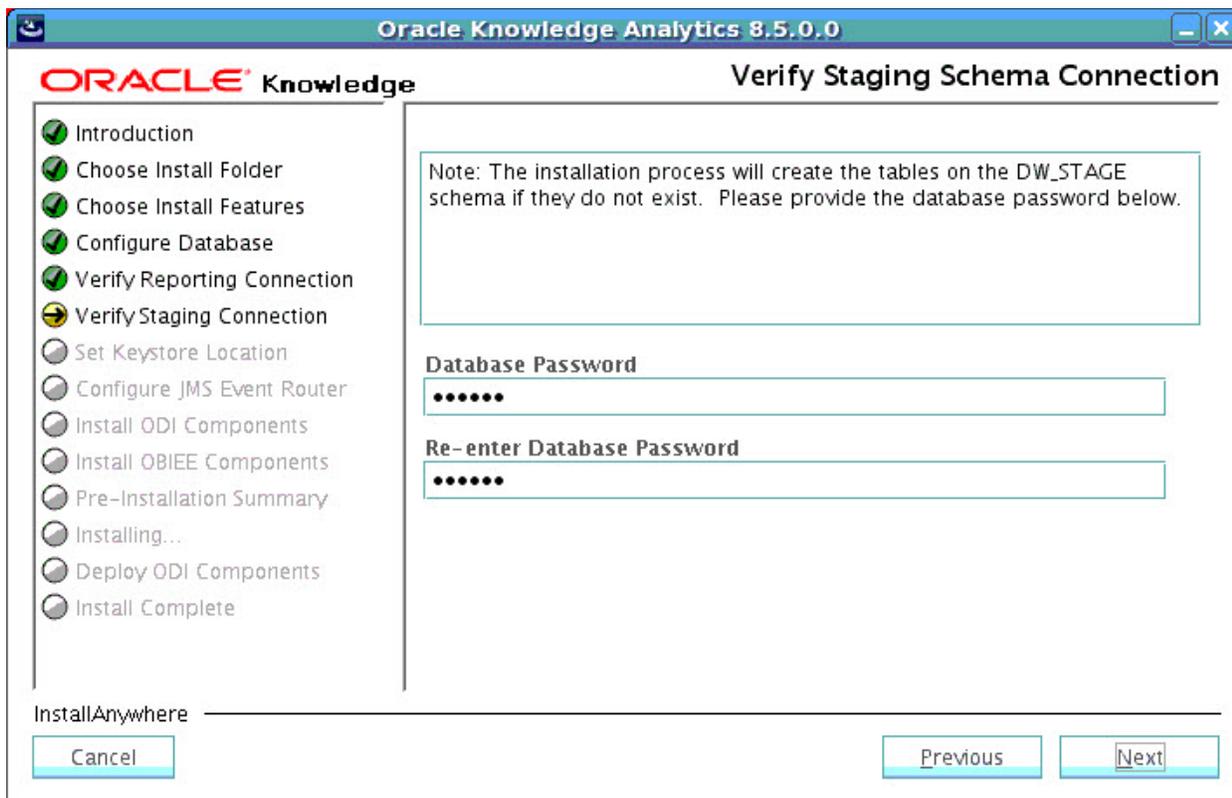
Enter the password for the staging schema, DW_STAGE.

Select **Next** to continue.

Create the Keystore

The installer prompts you to specify the location of the Oracle Knowledge keystore. If you have already installed Oracle Knowledge Search or Information Manager, use the same keystore created during that installation by selecting the location of that keystore. If you are installing Analytics before installing Search or Information Manager, create a new keystore and use this keystore for subsequent installations.

For more information about the keystore, see "Creating the Oracle Knowledge Keystore" on page 15.

Choose Keystore Location

You must configure a keystore that is used by all Oracle Knowledge products, as described in "Creating the Oracle Knowledge Keystore" on page 15.

Specify one of the following:

- the location of an existing keystore that can be shared by all Oracle Knowledge products.

- the location of a new keystore that the installation program creates.

The default key store location is:

```
<INSTALL_FOLDER_PARENT>/Keystore
```
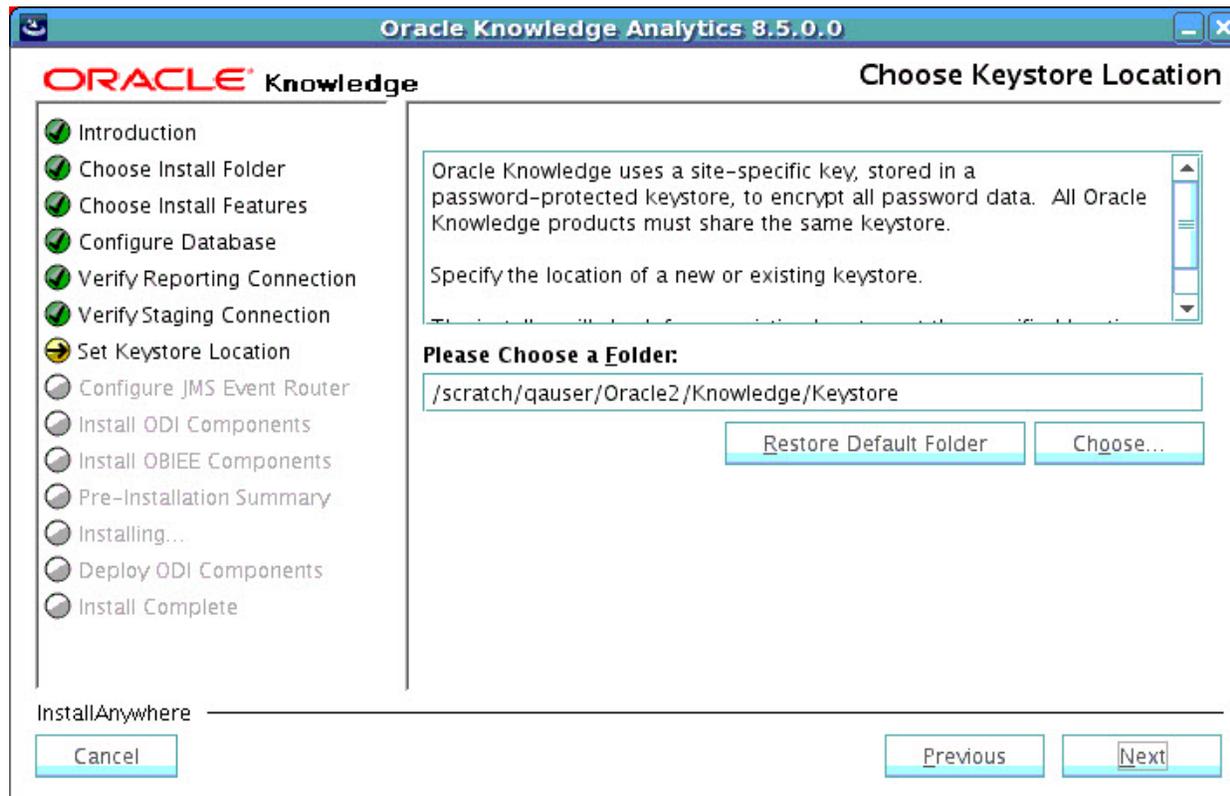
where:

`<INSTALL_FOLDER_PARENT>` is the parent folder of the top-level installation folder. For example, if you are installing in `<user_home>/Oracle/Knowledge/Analytics`, then the installer uses the default key store location: `<user_home >/Oracle/Knowledge/Keystore`.

Select **Next** to continue.

The installation program checks whether a keystore exists in the specified location.

If you specify a new keystore location, the installer prompts you to create the keystore, displaying the **Create Keystore** screen.

If you specify the location of an existing keystore, the installer uses the existing keystore files to encrypt the necessary values, as required, and displays the **Configure the JMS Event Router** screen.

Create Keystore

The installation program prompts you to create the keystore.
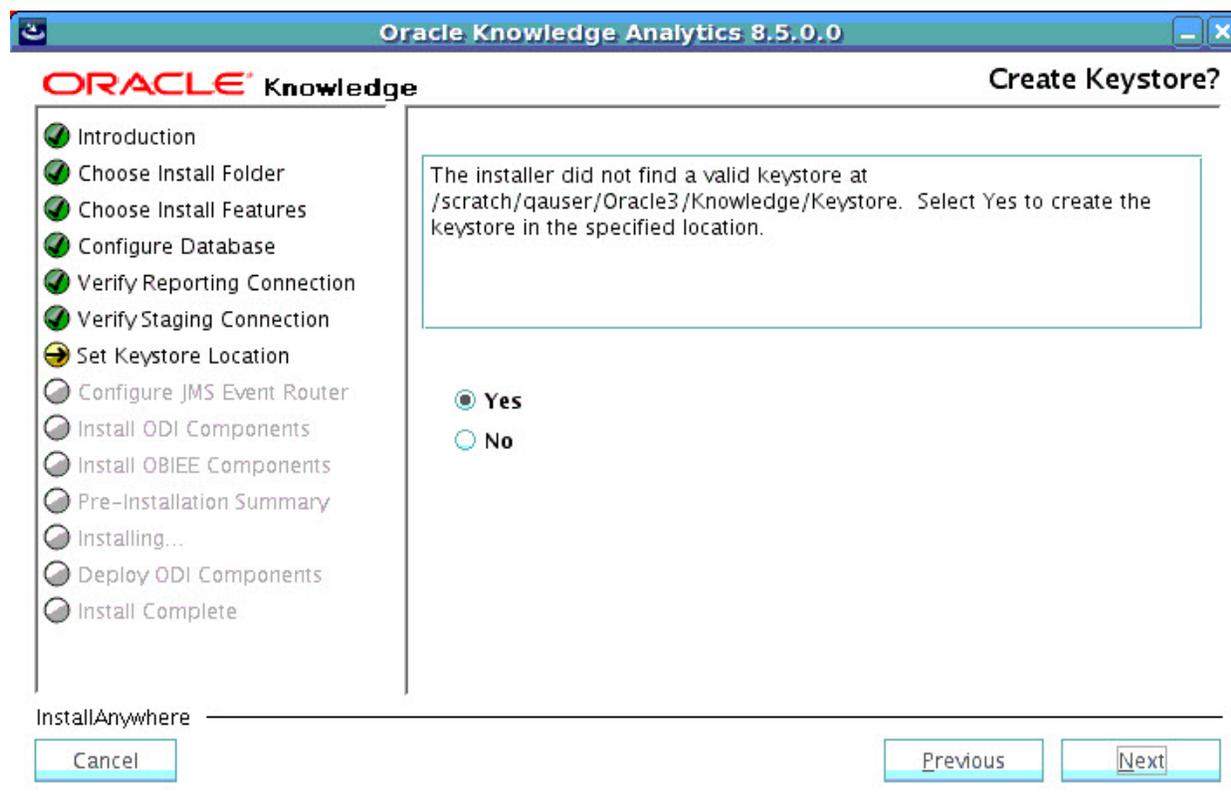
Confirm that you want to create a new keystore by selecting **Yes**,

Select **Next** to continue.

The installation program creates the keystore and prompts you to specify key store parameters, displaying the **Specify Keystore Parameters** screen.

Specify Keystore Parameters

The installer prompts you to specify keystore security parameters:

If you choose to create a new keystore, the installer prompts you to specify:

Field	Description
Keystore Password	The password used to protect the keystore.
Site Name	The unique identifier used to identify the encryption key.
Key Password	The password used to protect the encryption key in the keystore.

Important! We recommend that you record the keystore parameter values in a secure location for future reference.

Select **Next** to continue.

The installer displays the **Configure the JMS Event Router** screen.

Configure the JMS Event Router
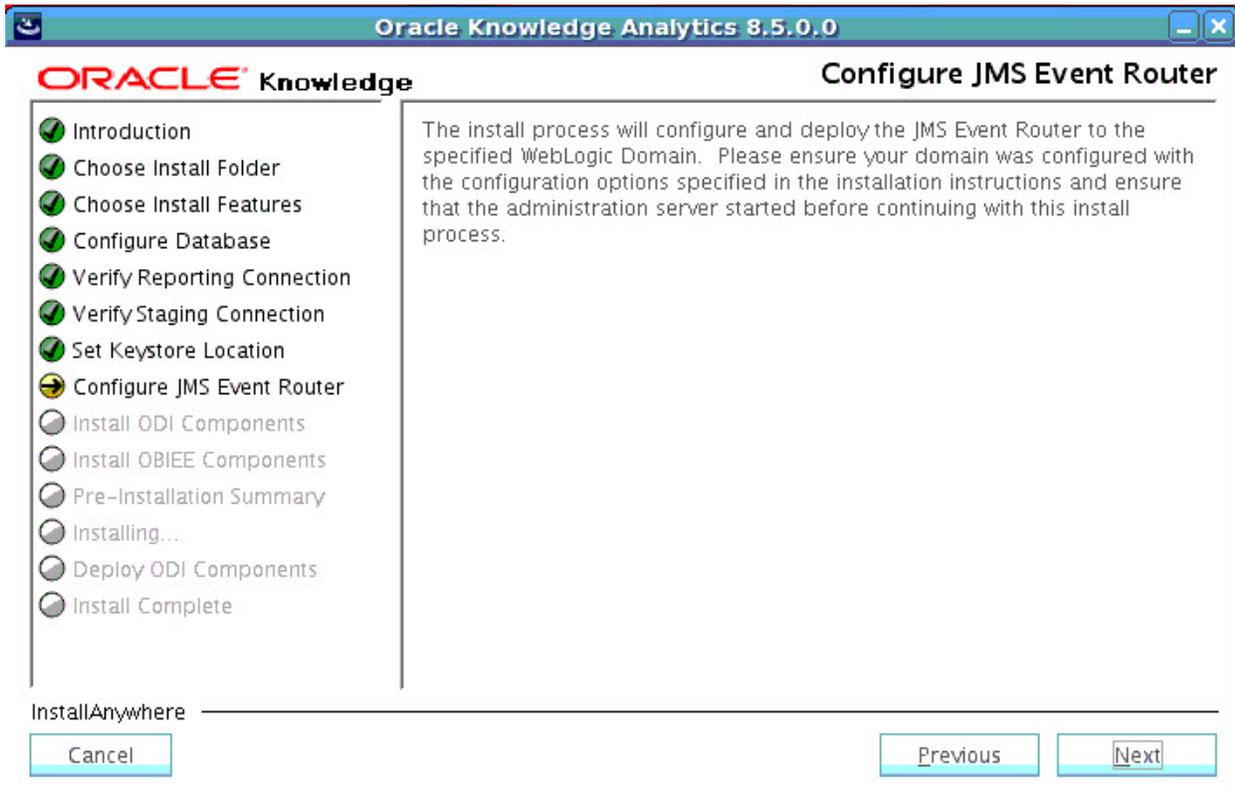
The installer configures and deploys the JMS Event Router to the specified WebLogic domain. Make sure that your target domain was configured with the configuration options specified in the installation instructions before proceeding. The Admin server and Node Manager should be running prior to executing the following steps so the installer can properly configure the JMS queue and deploy the Oracle Knowledge Event Router.

Select **Next** to continue.

Choose the Router Instance Name
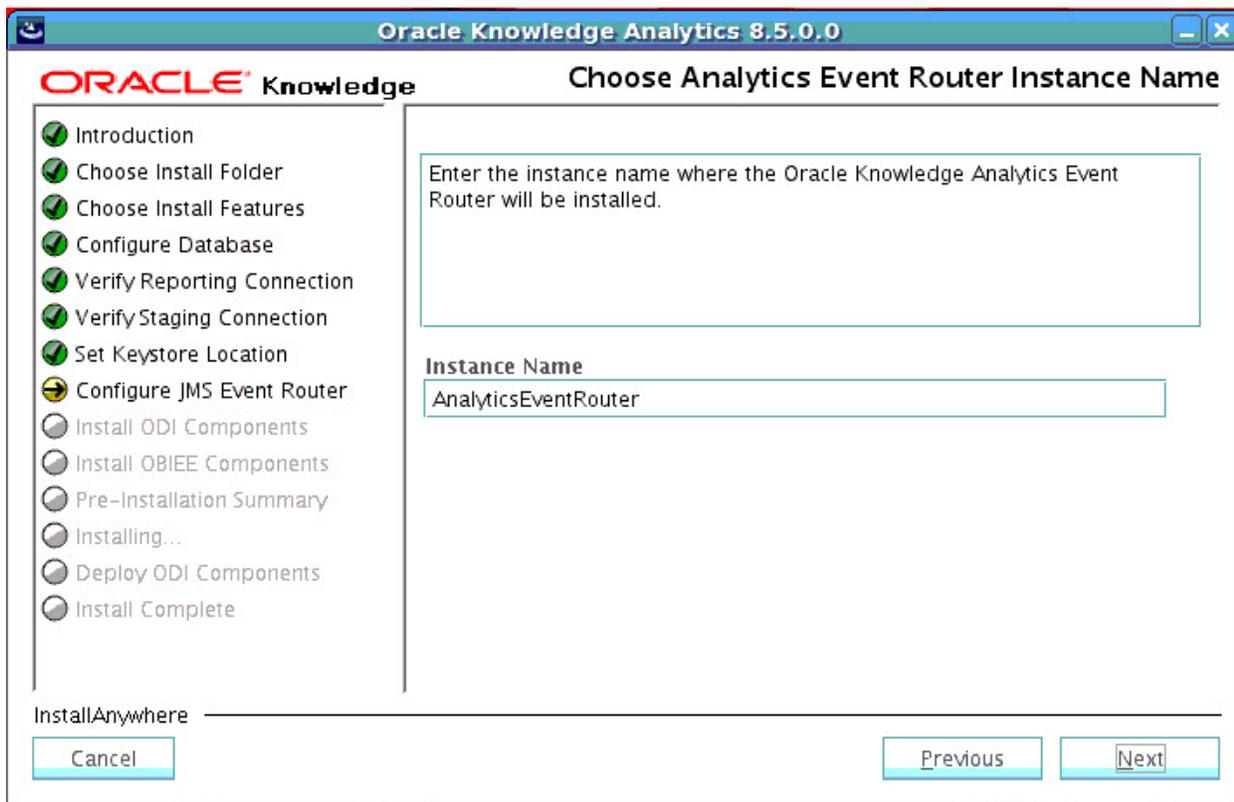
Enter the instance name where the event router is to be installed. This name is used to create the folder under the `<INSTALL_ROOT>/instances` directory.

Select **Next** to continue.

Choose the WebLogic Server Installation Directory
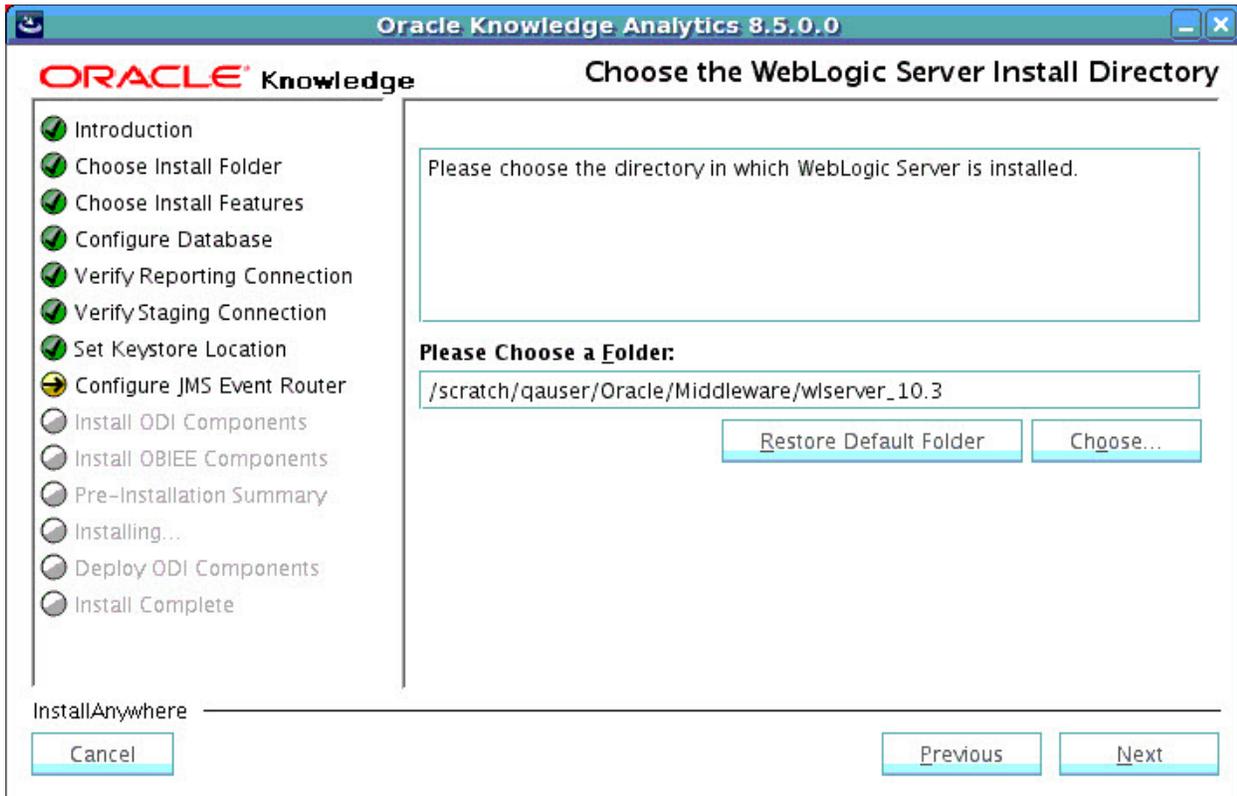
Select the directory in which WebLogic Server is installed (for example, `<weblogic_dir>/Middleware/wlserver_10.3`).

Select **Next** to continue.

Choose a WebLogic Domain
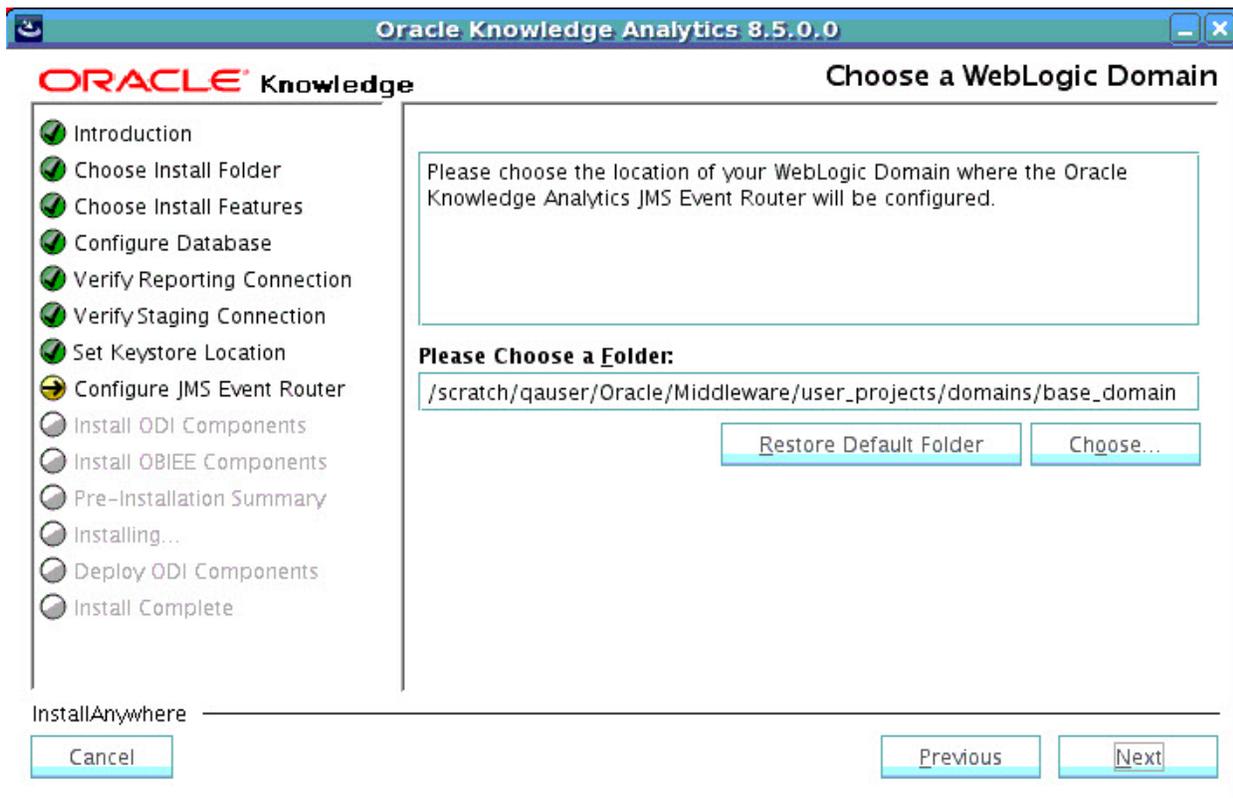
Choose the WebLogic domain directory in which you wish to install the event router. For example, `<user_home>/Oracle/Middleware/user_projects/domains/<domain_name>`. We recommend that the event router be installed in a new managed server.

Select **Next** to continue.

Set the WebLogic Administrator Credentials

Provide the credentials to the administration server of the specified domain.

Enter the following properties:

Property	Description
Administrator User Name	Specify the user name of the user used to boot the administration server.
Administrator User Password	Specify the password of the user used to boot the administration server.
Administration Server URL	Specify the `<protocol>://<listen address>:<listen port>` used to connect to the administration server.

Select **Next** to continue.

ORACLE

Set the Managed Server Values

The installation process creates a new managed server and machine in the WebLogic domain. The installer uses the credentials of the administration server to boot the new managed server. The new managed server is associated with the machine.
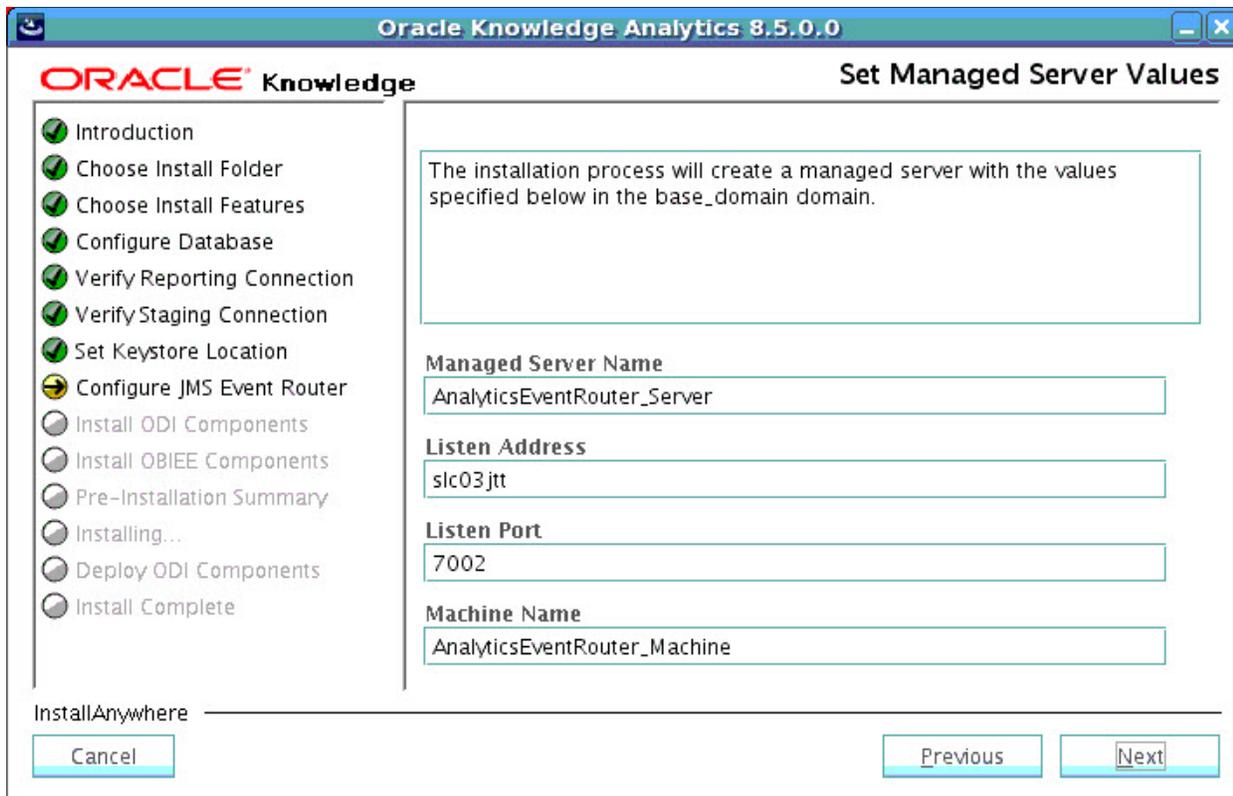
Enter the following properties:

Property	Description
Managed Server Name	Specify the name of the new managed server. Make sure that the name is unique to your domain.
Listen Address	Specify the listen address of the new managed server. The default values is the local address of the machine running the installer.
Listen Port	Specify the listen port of the new managed server. The default value is `7002`.
Machine Name	Specify the name of the new machine that the new managed server is to be associated with. Make sure the machine name is unique to your domain.

Select **Next** to continue.

ORACLE

Specify Java Options for Service

Specify the Java Home, memory allocation arguments, and the garbage collection tuning argument for the JVM that starts the managed server where the JMS Event Router is deployed.

Enter the following parameters:

Option	Description
Java Home used by WebLogic	Specify the parent directory of the JDK's bin directory. For example, `C:\Oracle\Middleware\jdk160_24` or `/usr/lib/jvm/java-1.6.0`.
	If you use JRockit, select the JRockit JDK directory. For additional instructions on JRockit, see "Using JRockit with Analytics (JRockit only)" on page 153.
Memory Allocation Pool Initial Size	Specify the -Xms*n*M argument, where *n* is a number of megabytes. The recommended value is `2048`.
Memory Allocation Pool Maximum Size	Specify the -Xmx*n*M argument, where *n* is a number of megabytes. The recommended value is `2048`.
Maximum Permanent Generation Size	Specify the -XX:MaxPermSize=*n*M argument, where *n* is a number of megabytes. The recommended value is `256`.

Select **Next** to continue.

Set JMS Queue Parameters

Set the JMS queue parameters at this step. You most likely want to use the defaults. If you are installing the Analytics Event Router on an existing WebLogic domain, you might need to change one or more WebLogic names to avoid conflicts with existing objects. Record these values if not using the default values, these values must be provided in the other component installers for their analytics logging support.
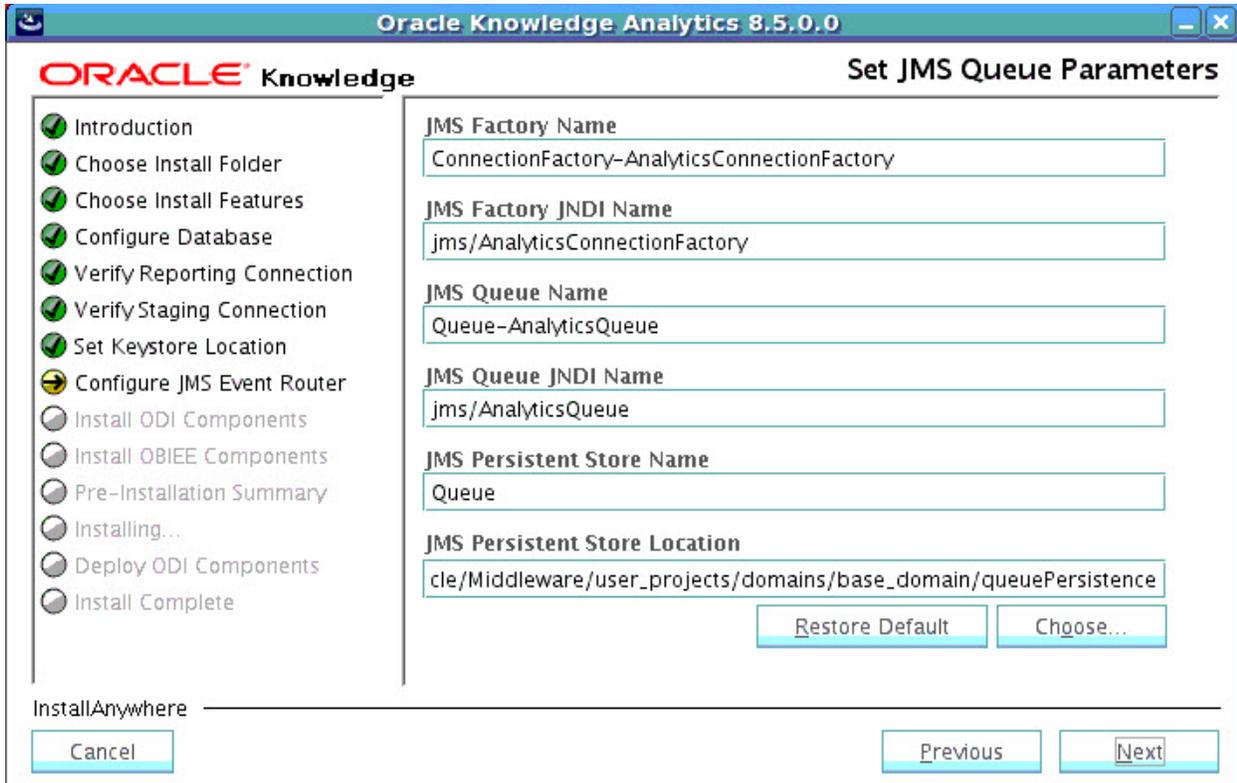
Enter the following parameters:

Parameter	Default Value	Description
JMS Factory Name	`ConnectionFactory-AnalyticsConnectionFactory`	The WebLogic name of the Analytics JMS Connection Factory.
JMS Factory JNDI Name[1]	`jms/AnalyticsConnectionFactory`	The JNDI name of the Analytics JMS Connection Factory.
JMS Queue Name	`Queue-AnalyticsQueue`	The WebLogic name of the Analytics JMS queue.
JMS Queue JNDI Name[1]	`jms/AnalyticsQueue`	The JNDI name of the Analytics JMS queue.
JMS Persistent Store Name	`Queue`	The WebLogic name of the Analytics JMS queue's file store.
JMS Persistent Store Location	`<domain path>/queuePersistence`	The directory where the Analytics JMS queue's file store is located.

1. The JNDI parameter default values must be retained. Changing these values could render Analytics unusable.

Select **Next** to continue.

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Choose the ODI Install Location

Choose the location for the ODI installation. This can be any location. The ODI components include all of the interfaces for the master repository, work repository, and logical repository. These interfaces are imported by the installer next.
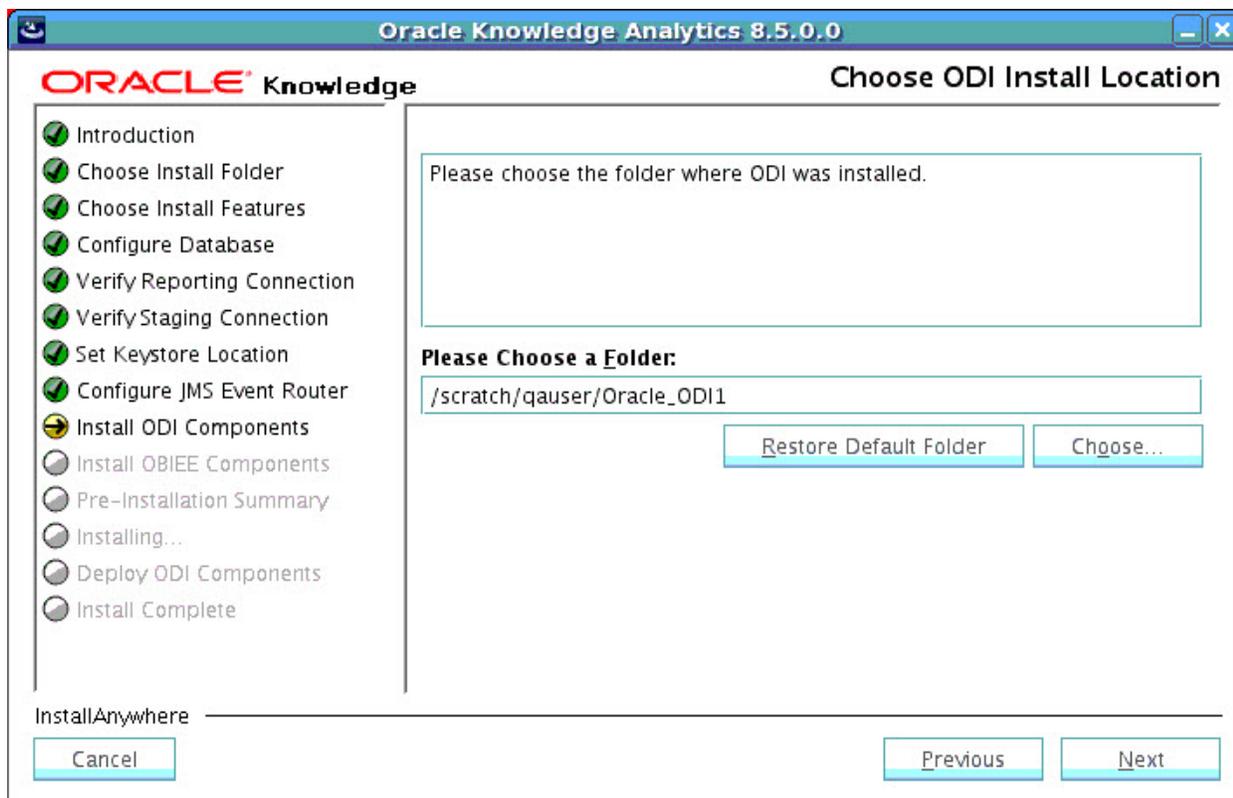
Choose the ODI installation folder.

Select **Next** to continue.

Choose the ODI Components Location

Choose the location where the ODI components are to be unpacked. This can be any location. The ODI components include all of the interfaces for the master repository, work repository, and logical repository. These interfaces are imported by the installer later.
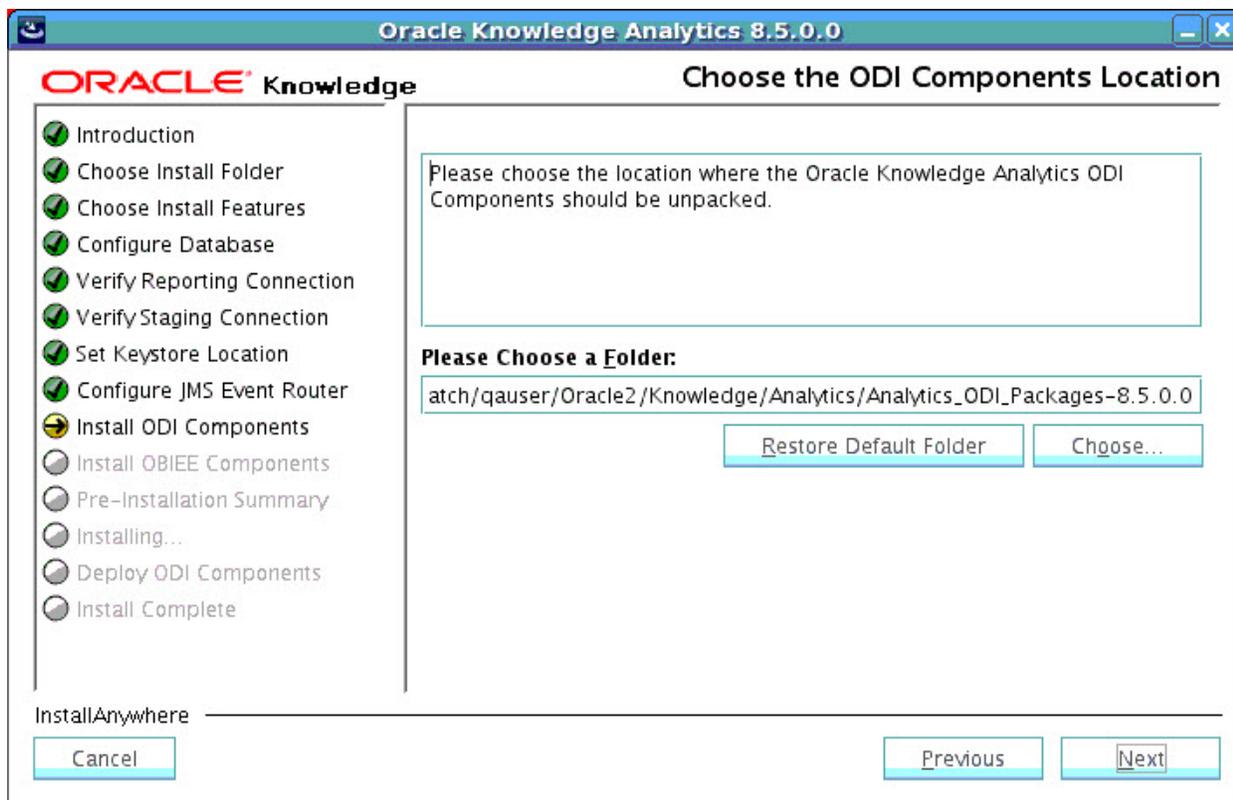
Choose the ODI components folder location.

Select **Next** to continue.

Choose the OBIEE Components Location

Choose the location where the OBIEE components are to be unpacked. This can be any location. These artifacts include the OBIEE RPD file and web catalog. These artifacts should be installed on a Windows machine for use by the BI Admin tool.
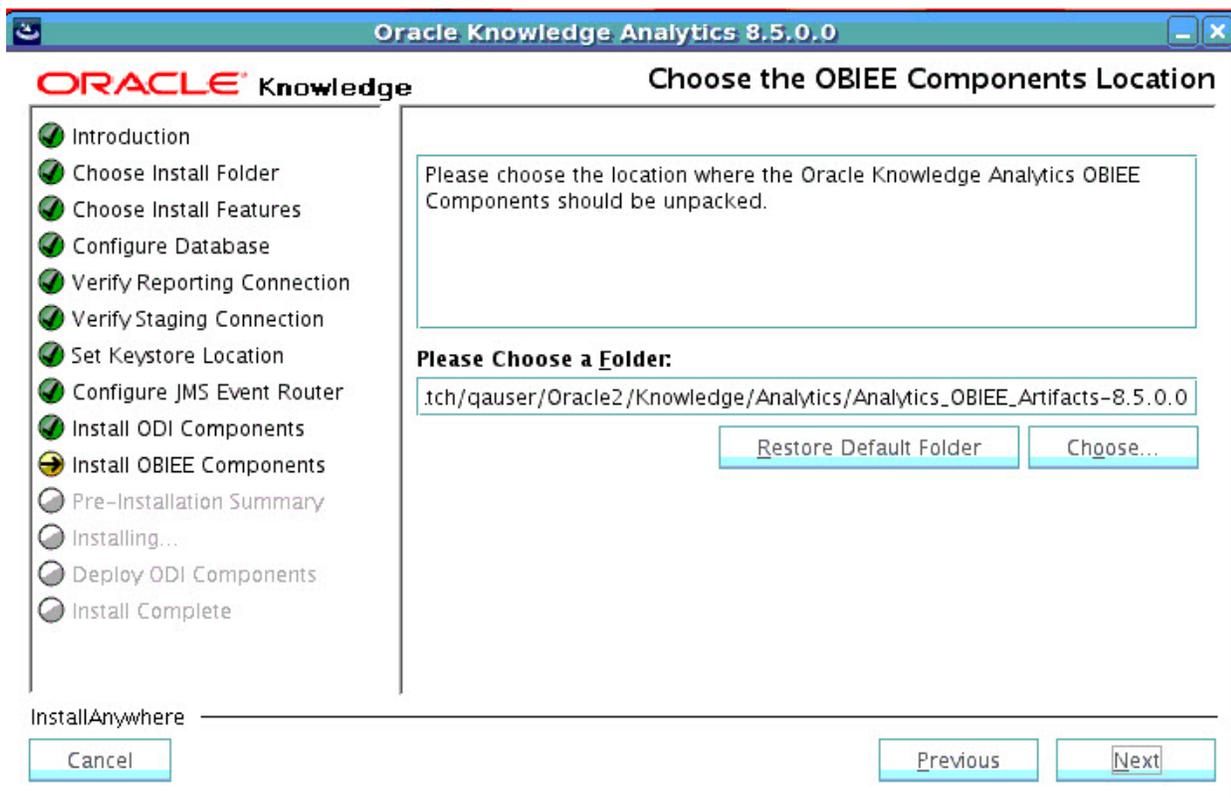
Choose the OBIEE components folder location.

Select **Next** to continue.

Verify the Installation Specifications and Begin Installing

In the Preinstallation Summary screen, check your selections. To modify, select **Previous** until you get back to the screen on which you need to make a change.
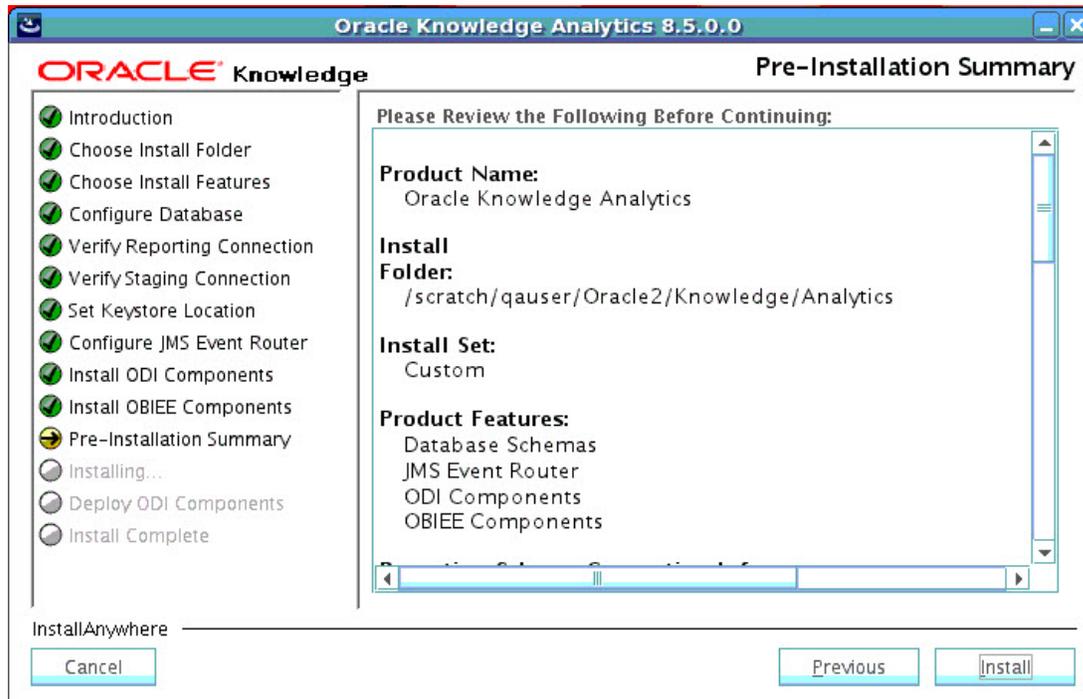
Select **Install** to start the installation process.
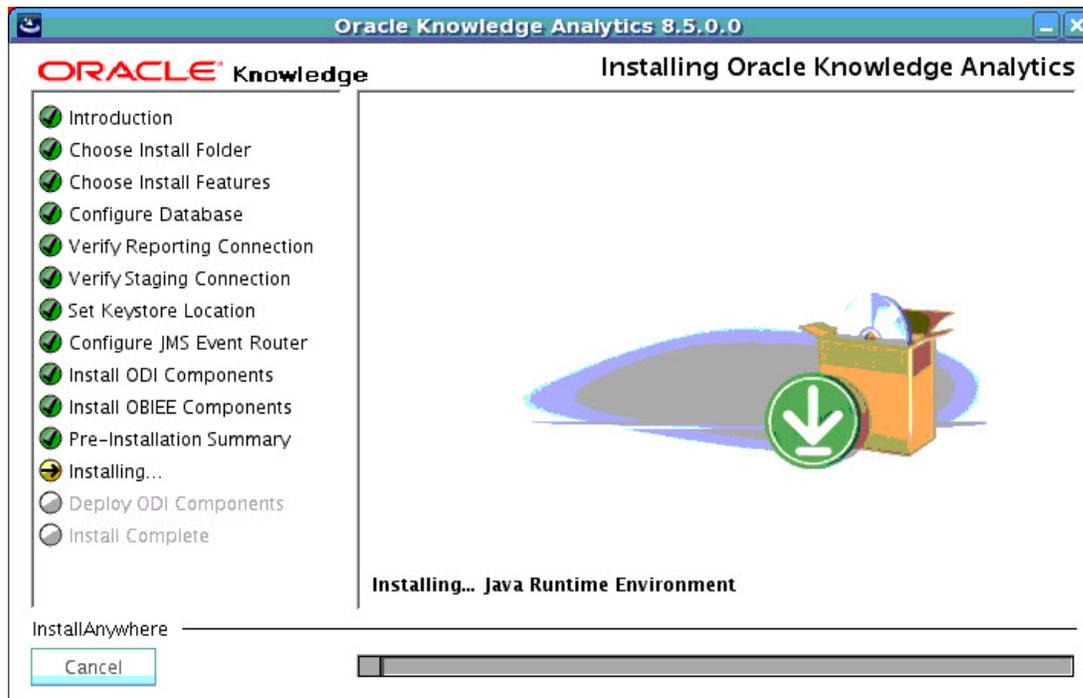
The Installing Oracle Knowledge Analytics screen displays the progress of the installation. Note that installing the reporting schema might take a substantial length of time.

Deploy the JMS Event Router and ODI Components

The installer provides a notice of the JMS event router deployment.

If the JMS Event Router feature is enabled, then the JMS Event Router is deployed to a WebLogic server in a new managed server. A new JMS queue is created and configured as well. Before continuing the installer, note the requirements shown in the installer. See also "Configure the JMS Event Router" on page 130.

Select **Next** to continue. The installer deploys the JMS Event Router into your WebLogic domain.

The installer provides a notice of the ODI components deployment.
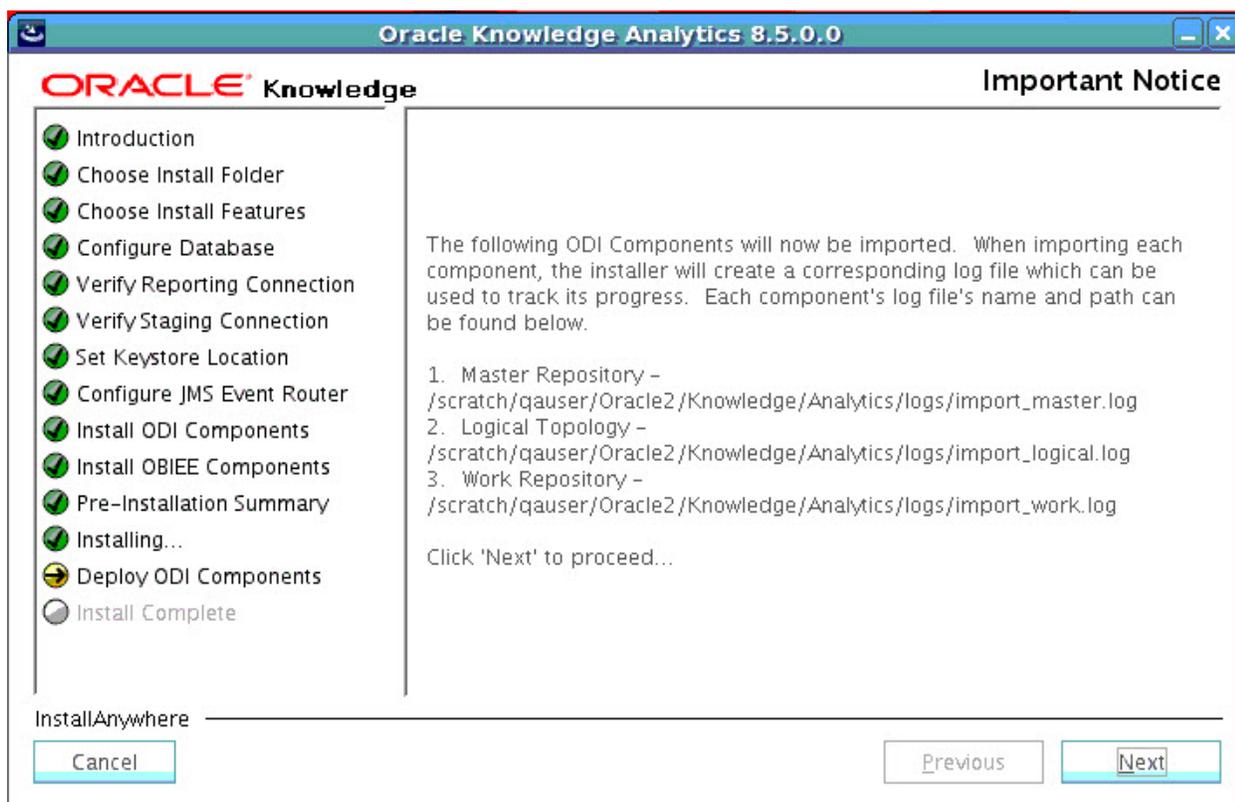
Select **Next** to continue. The installer deploys the ODI components and continues to complete the installation.

Complete the Installation Process

The completion screen summarizes the installation process. The Analytics component directories and files are now installed in the specified location. Depending on the options chosen during the installation, there maybe additional work that needs to be performed post installation.
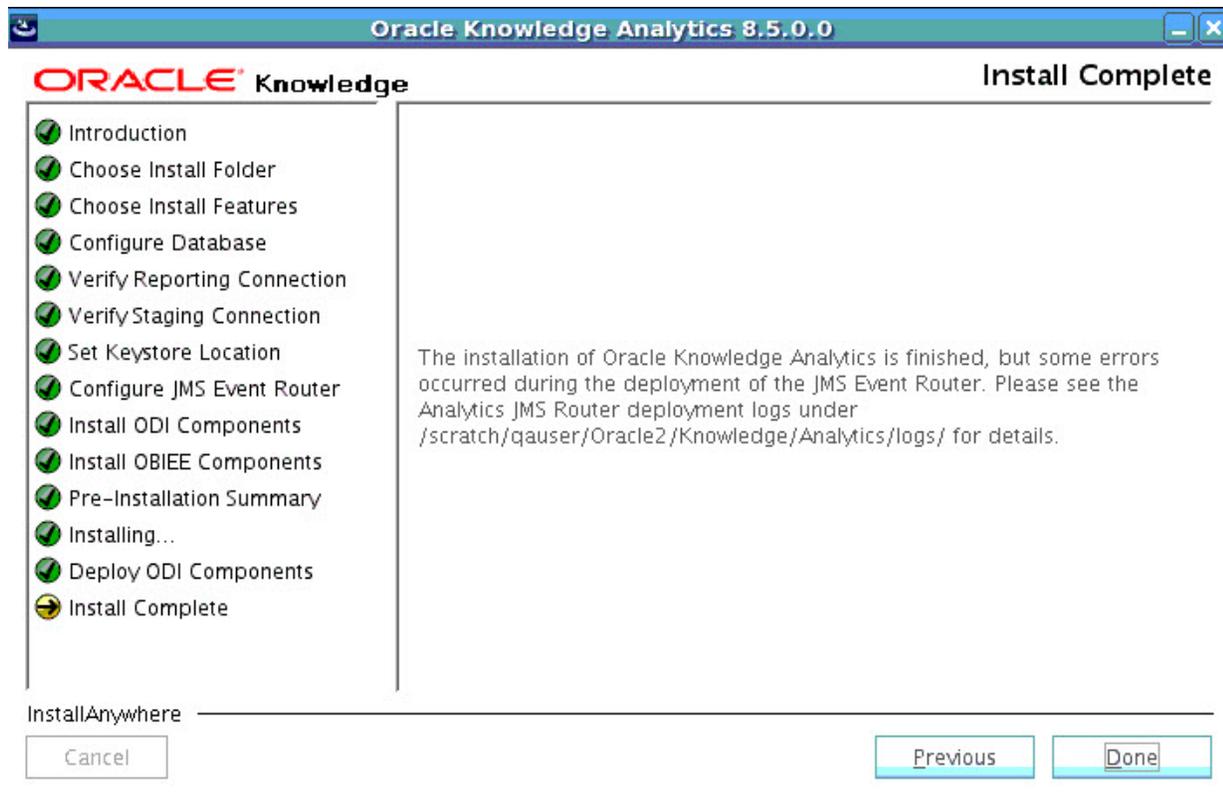
Select **Done** to exit the installer.

Post-Installation Operations

Depending on the options chosen during the installation there are a number of additional configuration steps that may need to be performed in order to complete the analytics installation.

- **Database Schema Validation**
- **JMS Queue and Event Router Installation Validation**
- **Complete the ODI Installation**
    - Validate the ODI interfaces
    - Set the database configuration
- **Complete the OBIEE Installation**
    - Change the RPD password
    - Configure the database connection pools for DW_STAGE and DW_REPORTING
    - Import the RPD into the OBIEE server
    - Validate that the RPD can communicate with the database correctly
    - Updating the cascading stylesheets for the reports
- **Apply the Analytics Styles to the OBIEE User Interface**
- **Validate the OBIEE Installation**

Database Schema Validation

Validate that the reporting and staging schema has been created.

Reporting Schema Validation

Validate that the INSTALL_HISTORY table has a record for each of the operations performed by the installer.

Staging Schema Validation

Validate that the DW_EVENT_DEFINITION table is populated with the list of available analytics events and that the INSTALL_HISTORY table in the DW_REPORTING schema indicates that the DW_STAGE schema was populated.

JMS Queue and Event Router Installation Validation

If the JMS queue was installed. Verify the installation by inspecting the configuration of the WebLogic domain using the WebLogic administration web application. Verify the following entries in the admin app by navigating the UI tree in the left hand panel of the WebLogic domain configuration (`http://myserver:7001/console`).

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```
Environment
    Servers
        Server Name specified during install time
    Machines
        Machine Name specified during install time
Deployments
    AnalyticsEventRouterEA-8.5.0.0 - - this should be listed as a deployable that can be
        started or stopped
Services
    Messaging
        JMS Servers
            JMSServer-OracleKnowledgeAnalytics
        JMS Modules
            SystemModule-OracleKnowledgeModule
                ConnectionFactory-AnalyticsConnectionFactory (default name) - the connection
                    factory that the IM and Search applications connect to.
                Queue-AnalyticsQueue (default name) - queue that collects incoming requests.
    Data Sources
        JDBC/AnalyticsDataSource - points to the staging database host and DW_STAGE
        schema.
    Persistent Stores
        Queue (default name)
```

Complete the ODI Installation

Validate the ODI Installation

The analytics installer should connect to the ODI instance and automatically import the Oracle Knowledge Analytics interfaces into the ODI repositories. You can validate the import was successful by opening the ODI repository using the ODI admin tool.

To test the Analytics installation in ODI, select `Designer > Projects > DW_Data_Loads > DW_Data_Loads > Interfaces`. You should see a large number of Oracle Knowledge interfaces. These represent the transforms that convert the incoming analytics events into reporting data.

If you do not see the interfaces, you can import them manually using the procedure "Import the Analytics ODI Components Manually" on page 177.

Connect ODI to the Database (Oracle Database)

The following procedure configures ODI to connect to the database that holds the reporting and staging schemas.

1 In the Topology tab, select `Physical Architecture > Technologies > Oracle > ORACLE_SERVER`.

2 In the Definition tab:
   - Under (Instance / dblink (Data Server)), enter the reporting and staging schemas' database's TNS name.
   - Enter the ODI work schema name and password (as created in "Required Schemas (Oracle Database)" on page 120) under User and Password, respectively.

3 In the JDBC tab, enter the JDBC connection string
(`jdbc:oracle:thin:@<host>:<port>:<SID>`) of the database.

4 Select Test Connection to save and test the connection.

5 Expand the ORACLE_SERVER node under Topology.

6 Select ORACLE_SERVER.DW_REPORTING and enter the ODI work schema name under Schema
(Work Schema).

7 Select ORACLE_SERVER.DW_STAGING and enter the ODI work schema name under Schema
(Work Schema).

Configure the ODI Agent

The basic installation of ODI should install both the standalone agent and the Java agent. Agents are used to
execute the ODI packages to perform the transforms.

To configure ODI_AGENT:

1 In the Topology tab, select `Physical Architecture > Agents > ODI_AGENT`.

2 In the Definition tab:
   - Under Host, enter `localhost`.
   - Under Port, enter `20910`.

Complete the OBIEE Installation

The OBIEE application is installed on the designated Reports server using the process described in the OBIEE
installation documentation at http://docs.oracle.com/cd/E21764_01/bi.htm#biee. The Oracle Knowledge
Analytics installation copies an RPD (repository) file and a catalog that defines the Oracle Knowledge project,
including the dashboards and reports.

After you have installed OBIEE, there are several additional tasks that must be completed before the Oracle
Knowledge Analytics reporting components is installed properly. Perform the following tasks:

- Reset the RPD (repository) password
- Configure the connection between OBIEE and the data warehouse
- Deploy the RPD and Catalog to create the Oracle Knowledge Analytics project within OBIEE
- Validate your installation

Connect OBIEE to the Data Warehouse

You connect the OBIEE instance to the data warehouse by editing the database connection parameters in the
RPD file that was installed as part of the Analytics installation process. You edit the RPD file using the OBIEE
Administration Tool. This tool only runs on the Windows platform.

Important! If you are using an SQL Server database, you must use Microsoft Data Access Components
(MDAC), also known as Windows DAC, to define the ODBC data source and add and configure the
appropriate driver. See http://msdn.microsoft.com/en-us/library/windows/desktop/
ms692872%28v=vs.85%29.aspx for MDAC documentation resources.

Copy the Analytics OBIEE components to a temporary directory on the Windows machine where the BI
Administration Tool is installed.

OPEN THE RPD

You must open the RPD file to configure it for your installation. This operation must be performed on a Windows machine using the OBIEE BI Administration Tool.

1   Open the Oracle BI Administration Tool.

2   Select File > Open > Offline.

3   Select the Oracle Knowledge Analytics RPD file.

4   Enter the default password: `password85`

CHANGE THE RPD PASSWORD

The RPD file is shipped with a default password. It is strongly recommend that you change the RPD password prior to deploying the RPD and Catalog.

To change the RPD password:

1   Select File > Change Password.

2   Enter the current (old) password: `password85`

3   Enter the new password and confirm it.
        The repository password must be at least eight characters, with at least one numeric character. The New Password field cannot be empty.

Configure Connections to the Database

The next step is to configure the OBIEE connection to the data warehouse. This requires the creation of System ODBC data sources using the Windows Control Panel.

Set your connections using the Oracle Business Intelligence (BI) Administration tool.

CONNECT TO THE REPORTING SCHEMA

Use the following procedures to set the data source, set the reporting schema password, and check the connection to the reporting schema.

To set the database connection properties do the following:

1   In the Physical pane of the OBI Administration Tool, select Oracle Data Warehouse > Oracle Data Warehouse Connection Pool.

2   Enter the ODBC data source name for the DW_REPORTING schema.

3   Enter the password for schema DW_REPORTING under Shared Logon.

4   Repeat for Oracle Data Warehouse > Oracle Data Warehouse Repository Initblocks Connection Pool.
        To check the connection:

1   Select Oracle Data Warehouse > DW_REPORTING > DIM_REPOSITORY, then select View Data.

2   Select Oracle Data Warehouse Connection Pool, then select Select, then select OK.

3   If no data has been propagated from the staging schema to the reporting schema, the test succeeds.

   4 Repeat this test, but select Oracle Data Warehouse Repository Initblocks Connection Pool instead of Oracle Data Warehouse Connection Pool.

Save the RPD

Use this procedure to save the RPD.

   1 Select File > Save.

   2 Close the OBI Administration Tool.

Deploy the RPD and Catalog

The RPD and catalog define the Oracle Knowledge Analytics project, including the dashboards and reports, that you access using the OBIEE user interface.

To deploy the catalog:

   1 Navigate to OBIEE Enterprise Manager at http://<hostname>:7001/em, where <hostname> is the name of the server where OBIEE is installed.

   2 Log in with the user name and password you used to install OBIEE.

   3 On the left pane, select Business Intelligence/coreapplication.

   4 On the right pane, select Lock and Edit Configuration. This prevents anyone else from making configuration changes at the same time. Wait for confirmation popup.

   5 On the right pane, select Deployment/Repository.

   6 Select Upload BI Server Repository > Choose File, and select the edited RPD file.

   7 Copy the analyticsReportingModel85V2 folder to the catalog directory at:
`<OBIEE_INSTALL_DIR>\instances\instance1\bifoundation\OracleBIPresentationSe rvicesComponent\coreapplication_obips1\catalog`

   8 At BI Presentation Catalog, change the catalog location to `$ORACLE_INSTANCE/bifoundation/ OracleBIPresentationServicesComponent/$COMPONENT_NAME/catalog/ analyticsReportingModel85V2`.

   9 Enter the Repository password.

  10 Select **Apply**.

  11 Select **Activate Changes**.

  12 Select **Restart to Apply Recent Changes**.

  13 Select **Restart**.

The RPD is deployed and the catalog that defines the Oracle Knowledge Analytics project within OBIEE is added.

Apply the Analytics Styles to the OBIEE User Interface

Analytics requires a specific set of styles and formats to display the reports as they are designed to be viewed. You must configure OBIEE to use the Analytics style information. You configure and deploy the Analytics styles by:

- copying the style directories from the installation location to the deployment location
- installing and deploying the styles on the application server
- making the styles available to OBIEE
- activating and validating the configuration

Copy the Analytics Style Directories to the Deployment Location

The Analytics installation process creates the following style directories at the location that you specify in the *Choosing the OBIEE Components Location* section of the *Installation Guide*:

- S_OracleKnowledge
- SK_OracleKnowledge

To copy the Analytics style information copy these directories to the following location in the OBIEE instance:

```
<OBIEE_INSTALL_DIR>\instances\instance1\bifoundation\OracleBIPresentationSer-
vicesComponent\coreapplication_obips1\analyticsRes
```

Install and Deploy the Analytics Styles

You install and deploy the Analytics styles by installing them as an application within WebLogic Server. To install and deploy the styles:

1 Start the **WebLogic Server Administration Console** at the following URL:
`http://localhost:7001/console`

2 Select **Deployments** in the **Domain Structure** pane
WebLogic Server displays the **Summary of Deployments** page.

3 Select **Lock and Edit** in the **Change Center**

4 Select the **Install** button
WebLogic Server displays the **Install Application Assistant** page.

5 Specify the path to the location of the S_OracleKnowledge folder using the following fields:

Path:	Specify the path to the parent of the AnalyticsRes directory where you copied the S_OracleKnowledge and SK_OracleKnowledge directories, for example: `<OBIEE_INSTALL_DIR>\instances\instance1\bifoundation\OracleBIPresentationServicesComponent\coreapplication_obips1`
Current Location:	Ensure that the server name and the specified path are correct

The Install Application Assistant displays a list of eligible subdirectories.

6 Select the **AnalyticsRes** directory, which contains the **S_OracleKnowledge** and **SK_OracleKnowledge** directories.

7 Select **Next** to continue.

The **Install Application Assistant** prompts you to choose the targeting style.

8   Select **Install this deployment as an application**

9   Select **Next** to continue.

If you have server clusters defined in your environment, the **Install Application Assistant** prompts you to choose a deployment target.

10 Select the appropriate server in the Clusters section.

Important! In single-server environments, the **Install Application Assistant** does not display the Clusters section; you do not need to select a server.

11 Continue the installation process by accepting the defaults on the subsequent screens until the **Install Application Assistant** displays the following option:

```
I will make the deployment accessible from the following location
```

12 Select this option, and ensure that the Location field displays the correct path:

```
<OBIEE_INSTALL_DIR>\instances\instance1\bifoundation\OracleBIPresentationSe
rvicesComponent\coreapplication_obips1\analyticsRes
```

13 Select **Finish**.

The **Install Application Assistant** displays the deployed application, which is started with the status **OK**.

Make the Analytics Styles Available to OBIEE

You must make the styles that you have deployed available to the OBIEE presentation server by editing the OBIEE configuration.

To edit the OBIEE configuration:

1   Edit the `InstanceConfig.xml` file at the following location:

```
<OBIEE_INSTALL_DIR>\instances\instance1\config\OracleBIPresentationServices
Component\coreapplication_obips1
```

2   Add the following markup to the `InstanceConfig.xml` file:

Important! You must place the `<URL>` and `<UI>` markup with the `<ServerInstance>` and `<WebConfig>` tags.

```
<URL>

<CustomerResourcePhysicalPath><OBIEE_INSTALL_DIR>\instances\instance1\bifou
ndation\OracleBIPresentationServicesComponent\coreapplication_obips1\analyt
icsRes</CustomerResourcePhysicalPath>
<CustomerResourceVirtualPath>/analyticsRes</CustomerResourceVirtualPath>

</URL>

<UI>

<DefaultStyle>OracleKnowledge</DefaultStyle>
<DefaultSkin>OracleKnowledge</DefaultSkin>

</UI>
```

Save and Activate the Configuration

You must save and activate the new configuration by saving your WebLogic Server configuration changes and restarting the application in Enterprise Manager.

To save your WebLogic Server configuration changes:

1   Select **Activate Changes** in the **Change Center**

To restart the application:

a   Start Enterprise Manager at the following URL:

```
http://localhost:7001/em
```

b   Select **Business Intelligence** from the hierarchy in the left pane, then select **coreapplication**

Enterprise Manager displays the **coreapplication Overview** tab.

c   Select **Restart** under **Manage System** in the **System Shutdown and Startup** section.

Validate the OBIEE Installation

Until the first set of data transforms occurs you cannot validate the report installation. You can verify the RPD connection to the database by opening the RPD in online mode and browsing the data directly in the RPD. There wont be any data in most of the tables but you should be able to connect and see data in the DIM_DATE table.

You can log onto the OBIEE reporting user interface to validate the installation and configuration process. You can validate the installation process by logging onto the application at: http://<hostname>:7001/analytics using the credentials you specified during installation.

The Oracle Knowledge Analytics Home Page displays the preconfigured dashboards. You can open one, such as Search Analysis, to validate the installation. You can now perform other administrative tasks, as described in the *Oracle Knowledge Analytics Administration Guide*.

Manage the JMS Event Router for Analytics

This section describes tasks for controlling the JMS Event Router.

Manage the Analytics Event Router from the WebLogic Admin Console

The Analytics Event Router must be started by starting the specified managed server through the WebLogic Administration Console.

Managed servers can be started through the WebLogic Administration Console by using the WebLogic Server node manager. In order to start the managed server, the node manager must be running.

On Windows, the Node Manager can be installed as a service. If the Node Manager was not installed as a service as part of the installation of WebLogic Server, follow the instructions for installing and uninstalling the Node Manager Service in the post-installation section of the Oracle Fusion Middleware Installation Guide for Oracle WebLogic Server 11g.

On Linux, or if you do not want to have the node manager run as a service on Windows, the node manager can be started manually by following the instructions below:

1   Open a command prompt.

2   Navigate to the `<weblogic_dir>/Middleware/wlserver_10.3/server/bin` directory, where `<weblogic_dir>` is the installation directory of your WebLogic Server.

3   On Linux, execute `startNodeManager.sh`. On Windows, execute `startNodeManager.cmd`.

4   The node manager continues running in the command prompt.

To start or stop the managed server from the WebLogic Administration Console:

1   Start the Administration Server (if it is not running).

2   Using a Web browser, navigate to the WebLogic Administration Console URL. (This can be found at `http://<Administration Server Listen Address>:<Administration Server Listen Port>/console`.)

3   Provide the Administration Server's credentials to log in.

4   From the *Domain Structure* section, expand the **Environment**.

5   Select **Servers** to manage and control the **Managed Server**.

6   Select the *Control* tab to start and stop the **Managed Server**.

7   Select the check box of the **Managed Server** specified in the installation process.

8   Select **Start** or **Shutdown**/**Force Shutdown Now**.

The **State** of the server now reflects that the server is STARTING or FORCE_SUSPENDING.

9   Select the refresh icon above the table of servers. When the State of the server reflects that the server is running, the Analytics Event Router application can be accessed. When the State says SHUTDOWN, the server must be restarted to access the Analytics Event Router application.

Install the Analytics Event Router Service (Windows)

To install the Analytics Event Router Service on Windows:

1   Open a command prompt and cd into `$Oracle_Knowledge_Analytics_ROOT/instances/<Instance_Name>` where `<Instance_Name>` refers to the Analytics Event Router instance name on this installation. Execute setenv.bat to open the Common Environment.

2   Install the Analytics Event Router service by executing the following command in the Common Environment:

```
inquiraanservice -install
```

Uninstall the Analytics Event Router service by executing the following command in the Common Environment:

```
inquiraanservice -uninstall
```

Manage the Analytics Event Router from the Common Environment

You can manage the Analytics application using the following Common Environment commands.

Open a command prompt and cd into `$Oracle_Knowledge_ROOT/instances/<Instance_Name>`, where `<Instance_Name>` refers to the Analytics Event Router instance name on this installation. Execute `setenv.sh` on Linux or `setenv.bat` on Windows to open the Common Environment.

Command	Description
• `inquiraan.sh start` (Linux) • `inquiraan start` (Windows)	Starts the Analytics Event Router service
• `inquiraan.sh stop` (Linux) • `inquiraan stop` (Windows)	Stops the Analytics Event Router service
• `inquiraan.sh restart` (Linux) • `inquiraan restart` (Windows)	Stops and restarts the Analytics Event Router service

Note: The commands `inquiraan.sh/inquiraan restart` and `inquiraan.sh/inquiraan stop` can only be executed successfully when the application is started by executing the `inquiraan.sh start` and `inquiraan start` commands.

Using JRockit with Analytics (JRockit only)

FROM THE ICE WINDOW:

Remove the parameter `-XX:+PrintCommandLineFlags` from `<Analytics_home>/bin/serverStartArguments.properties`.

After restarting the ICE window:

1   The Analytics service must be reinstalled on Windows with command:

    `inquiraanservice -uninstall`

    `inquiraanservice -install`

2   Start Analytics service with command:

    `inquriaan.sh` on Linux

    `inquiraan start` on Windows

FROM THE WEBLOGIC ADMIN CONSOLE:

1   Log on the WebLogic Admin Console.

2   Expand the Environment tree from the Deployment Structure and click **Servers**.

3   Click **Lock & Edit** from the Change Center to make changes to the domain.

4   Click the server name for the Analytics instance.

5   Under the Server Start tab, edit the **Arguments** and remove the parameter `-XX:+PrintCommandLineFlags`.

6   Save the changes.

7   Click **Activate Changes** from the Change Center to activate the changes to the server.

The Analytics managed server can be started from the WebLogic Admin Console.

Installing Oracle Knowledge AnswerFlow

This chapter describes the installation process for Oracle Knowledge AnswerFlow.

AnswerFlow Overview

AnswerFlow for Contact Centers provides automated guidance that allows agents to increase their productivity and improve service quality. Answer Flow leverages contextual data and external systems to apply diagnostics and resolve complex service processes with guided knowledge delivery.

Before running the AnswerFlow installation program:

1 Create a dedicated AnswerFlow repository in Information Manger. You need the Repository Reference Key of this repository during the AnswerFlow installation process.

2 Ensure that WebLogic is installed and the Node Manager and Admin Servers are running.

3 A WebLogic domain must be configured.

   Important! Any changes to your domain must be activated and your domain cannot be running in edit mode while running this installer.

4 Note the Information Manager Web Services URL and the Information Manager Resources URL as you need to input these values during installation.

Start the AnswerFlow Installer

On Linux, Oracle Knowledge software must be installed using a non-root user. Before running the installer, create a standard Oracle Knowledge admin (Linux) user in the operating system. This user installs and runs the Oracle Knowledge software and must be given permission to access network shares while running as a service.

On Windows 2008, the user must be part of the Administrators group to install and operate Oracle Knowledge products.

Start the installer by locating and executing the appropriate version of the installer for your environment.

To start the installer on Linux:

- Execute `install_answerFlow.bin`

To start the installer on Windows:

- Execute `install_answerFlow.exe`

When the initialization completes, the installer displays the **AnswerFlow Installation Introduction** screen.

AnswerFlow Installation Introduction

The installer's introduction screen provides general information about the installation process and recommends that you close any other programs that are currently running.
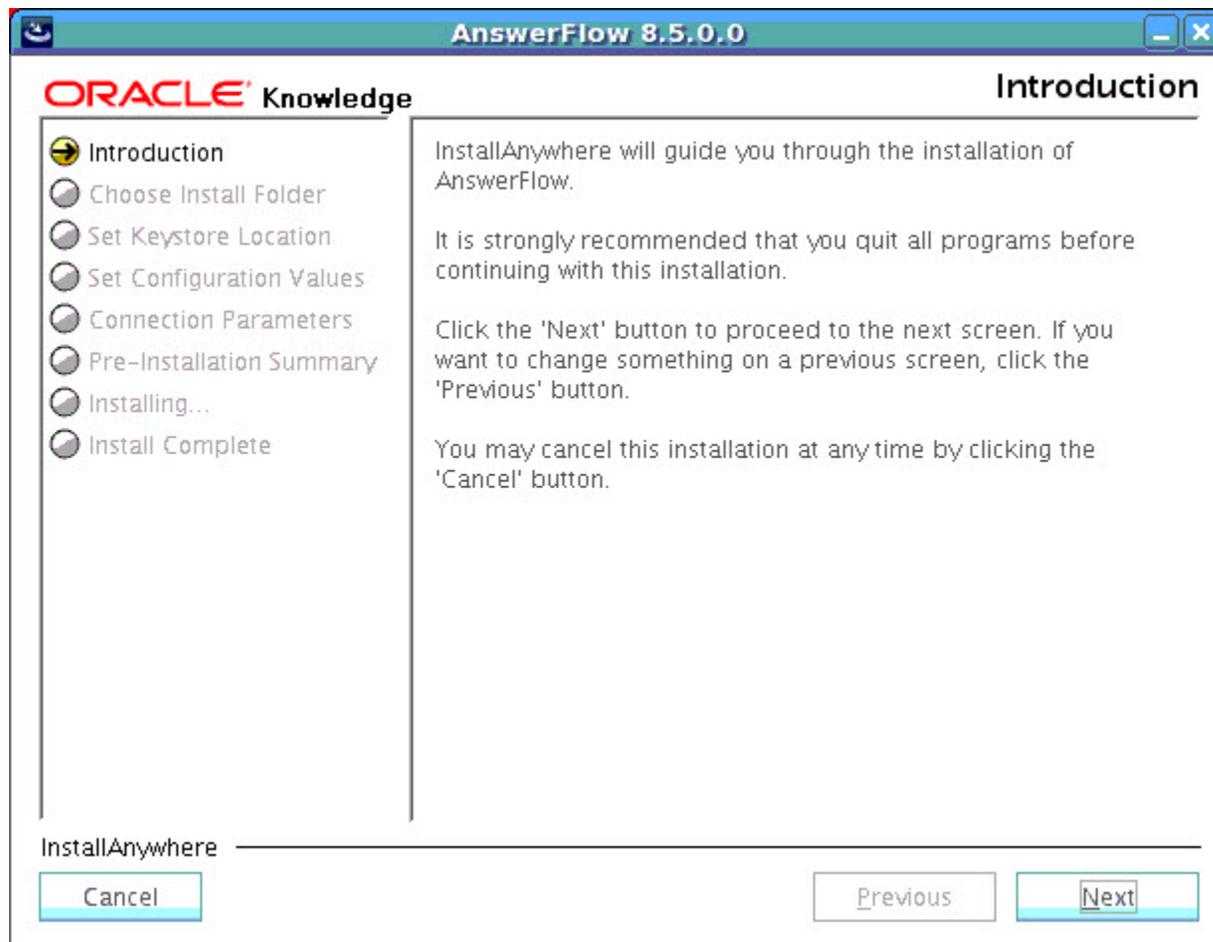
Select **Next** to continue.

The installer displays the **Choose Installation Folder** screen.

Choose Installation Folder

Select the directory location where you want to install AnswerFlow. You install AnswerFlow within an instance of Information Manager.

The installer displays the default, recommended installation directory:

- `home/<user_name>/Oracle/Knowledge/AnswerFlow` on Linux
- `C:\Oracle\Knowledge\AnswerFlow` on Windows

You can install at any location. The recommended location is the base Oracle Knowledge application directory (for example: C:\Oracle\Knowledge\AnswerFlow on Windows).
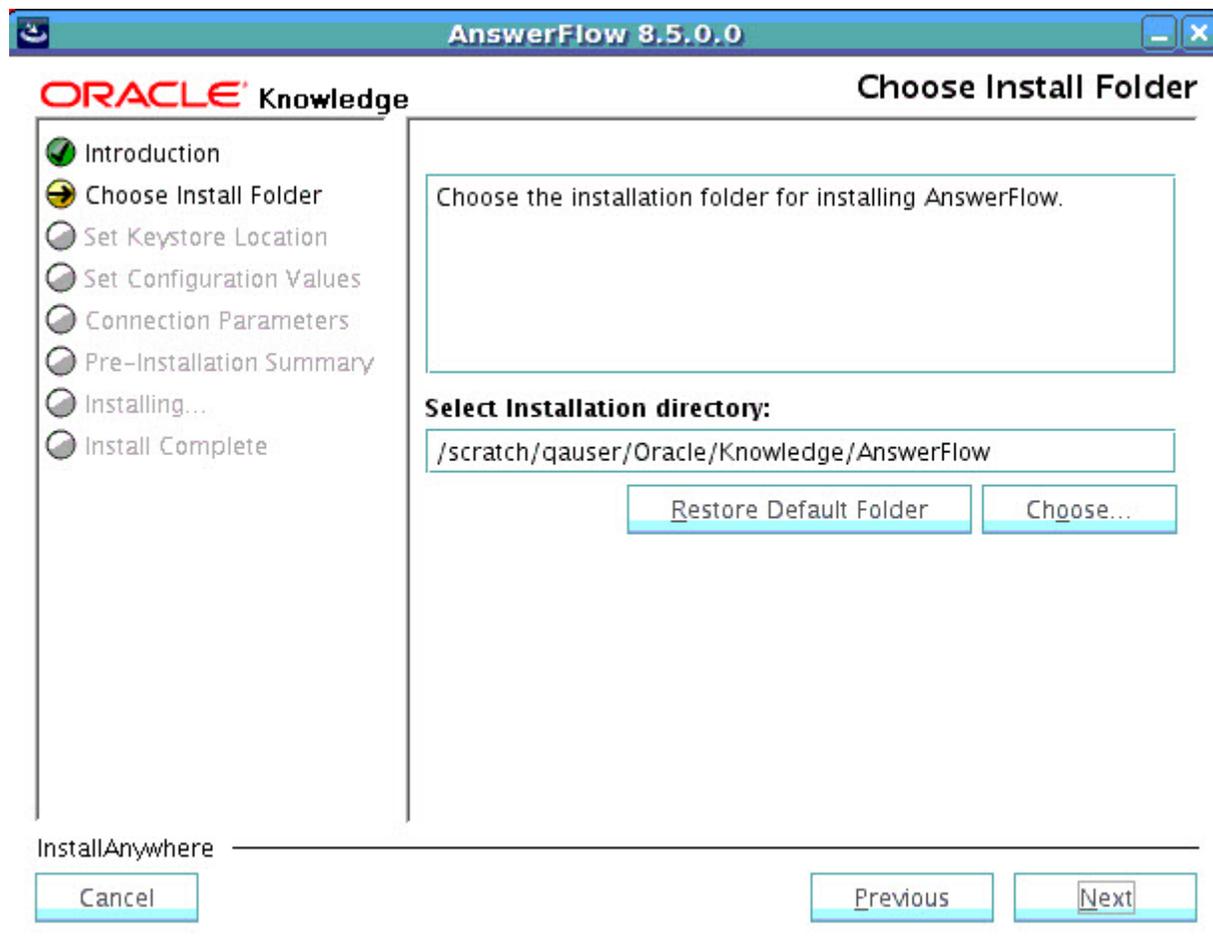
Select **Choose** to open a file browser and select an alternate Oracle Knowledge base directory.

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

Select **Next** to continue.

The installer displays the **Set Keystore Location (WebLogic)** screen.

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Set Keystore Location (WebLogic)

The installer prompts you to specify the location of the Oracle Knowledge keystore. If you have already installed Oracle Knowledge Search, Information Manager, or Analytics, use the keystore created during that installation by selecting the location of that keystore.

For more information about the keystore, see "Creating the Oracle Knowledge Keystore" on page 15.
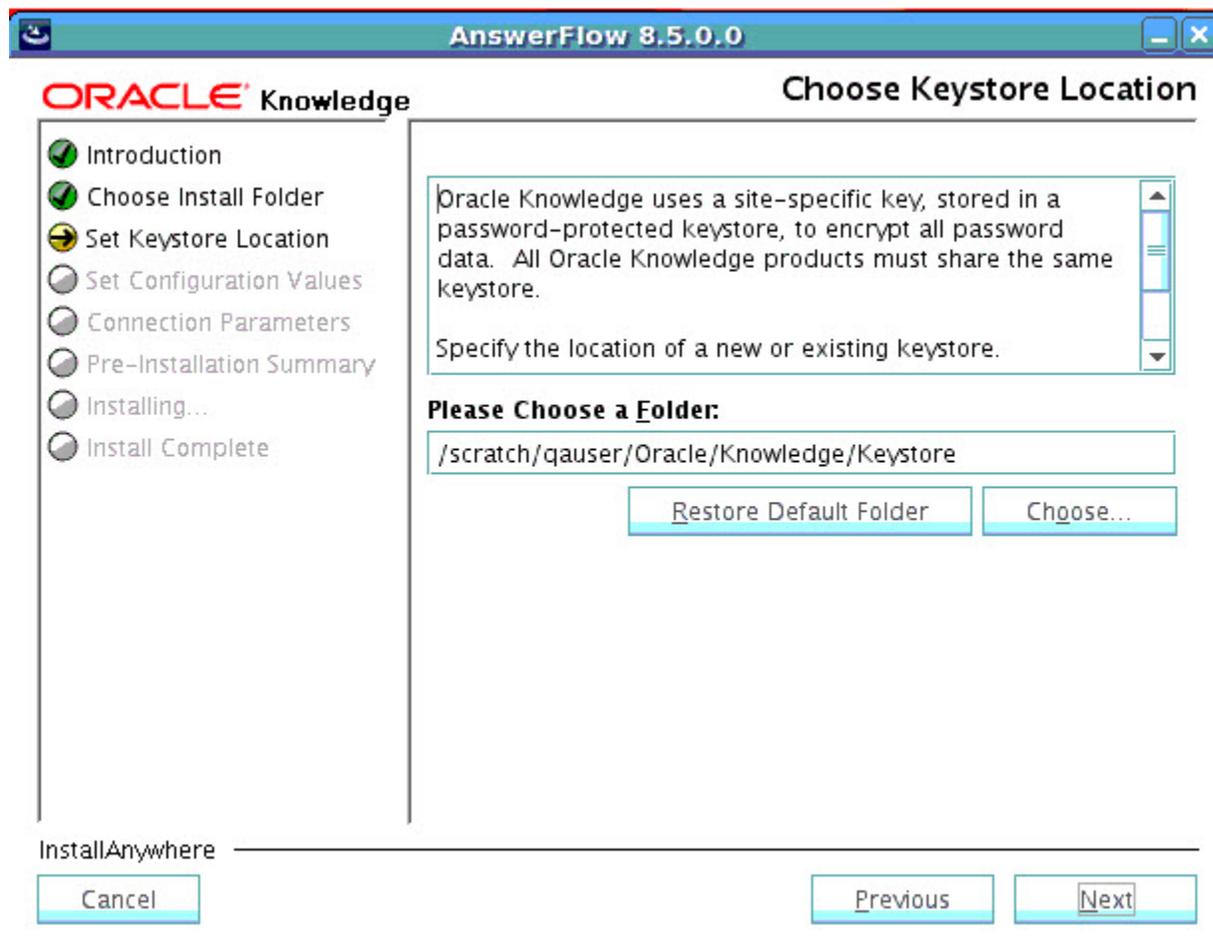
You must configure a keystore that to be used by all Oracle Knowledge products. The installation program generates a unique, site-specific encryption key used to encrypt all sensitive data. This encryption key is stored in the keystore and the keystore is password-protected. You must create the keystore in a folder that is on a shared drive that is accessible to all applications in the environment. An alternative strategy would be to install the keystore once and then copy the folder and its contents to each of the other servers as needed. This is needed to generate and access encrypted strings that are consistent across all of the servers and applications in the environment.

- Specify the location of an existing Keystore
- Select **Next** to continue.

The installer displays the **Choose the WebLogic Server Installation Directory** screen.

Choose the WebLogic Server Installation Directory

Select the directory in which WebLogic Server is installed. For example, C:\Oracle\Middleware\wlserver_10.3.
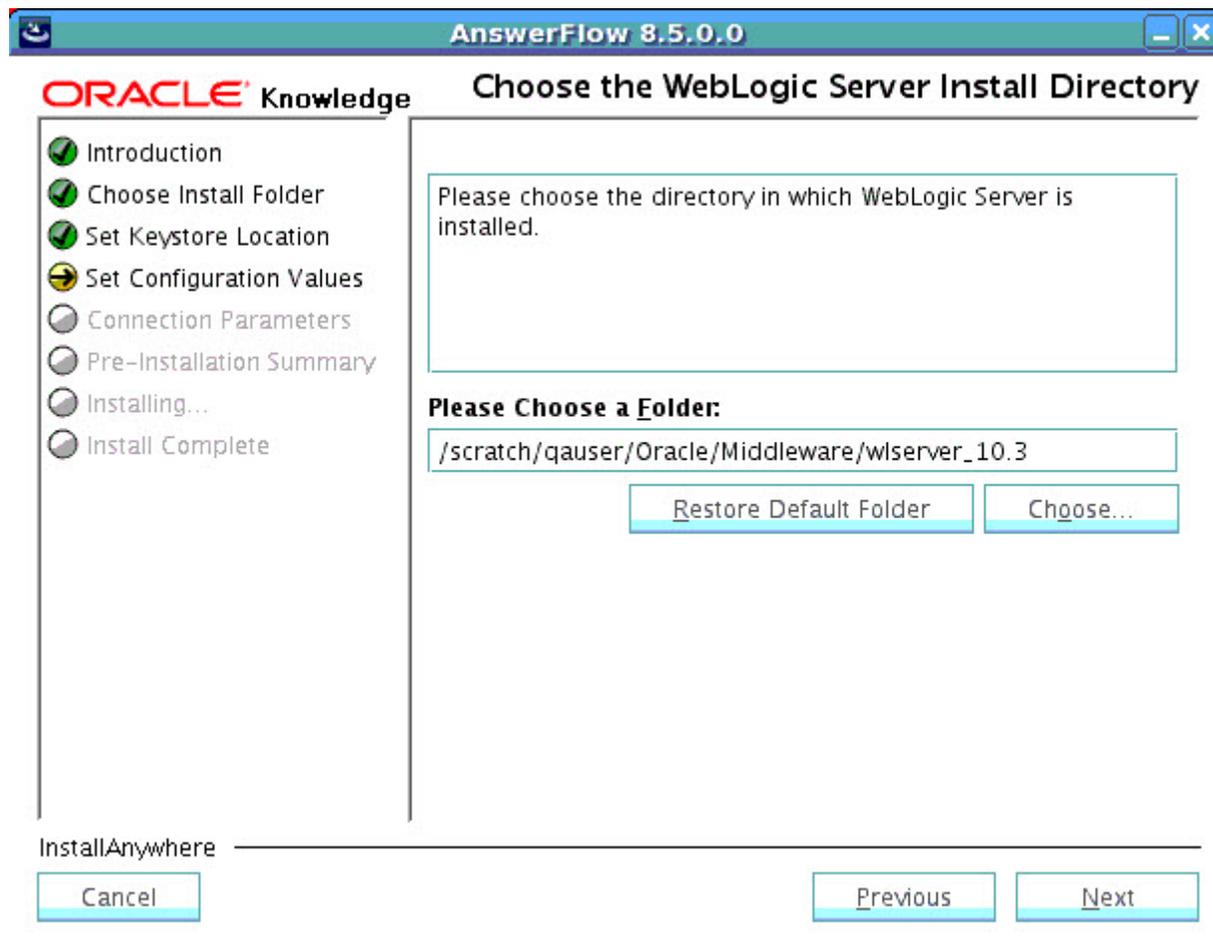
Select **Next** to continue.

The installer displays the **Choose the WebLogic Java Home Directory** screen.

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Choose the WebLogic Java Home Directory

Specify the parent directory of the bin directory for the JDK used by WebLogic. For example, `C:\Oracle\Middleware\jdk160_24` on Windows or `usr/lib/jvm/java-1.6.0` on Linux. This must be the same `JAVA_HOME` directory used by the WebLogic server.
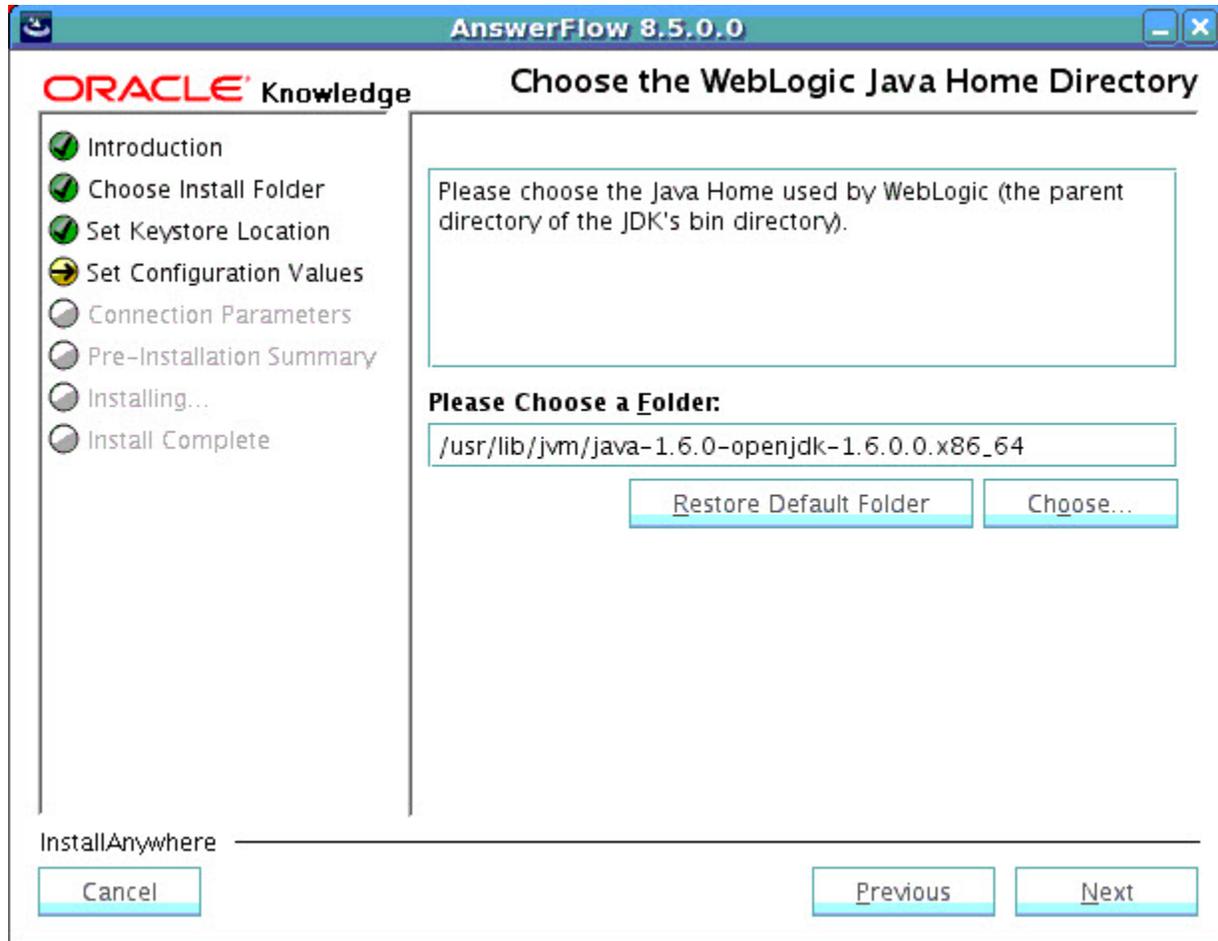
Select **Next** to continue.

The installer displays the **Choose a WebLogic Domain** screen.

Choose a WebLogic Domain

Specify the name and location of your WebLogic Domain where the Oracle Knowledge Applications are to be installed.
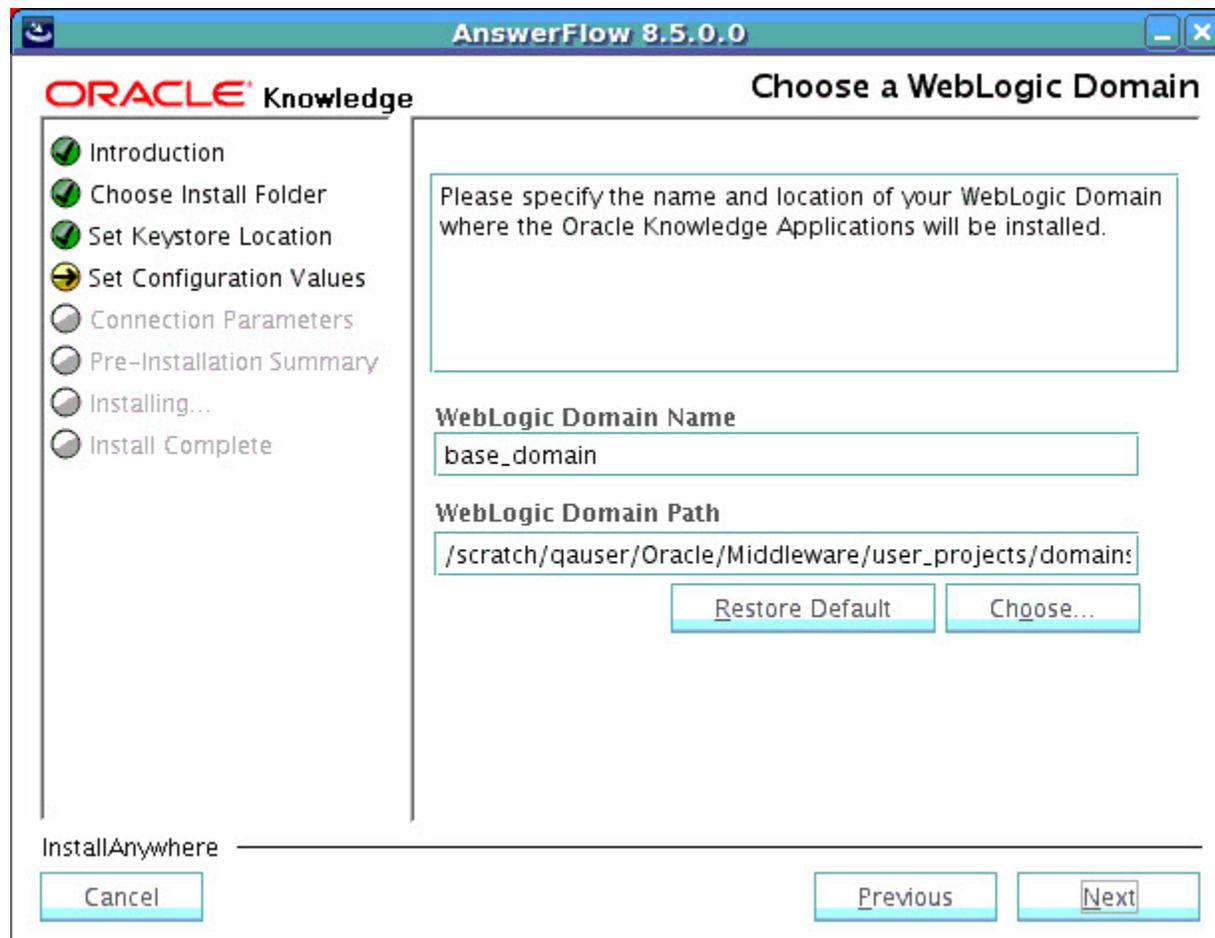
Select **Next** to continue.

The installer displays the **Set WebLogic Administrator Credentials** screen.

Set WebLogic Administrator Credentials

Provide the administrator credentials for the server of the specified domain.
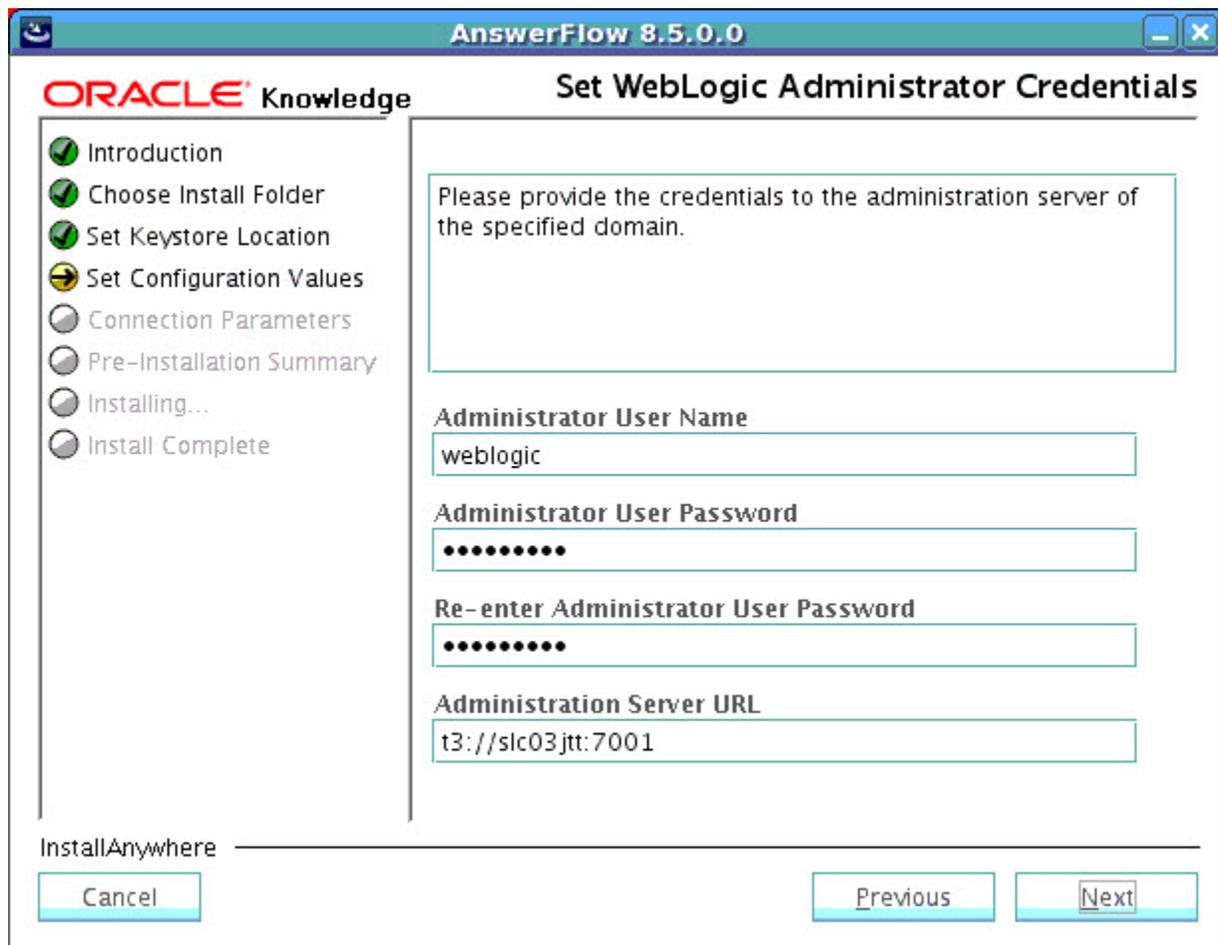
Provide the following credentials:

Property	Description
Administrator User Name	Specify the user name of the user used to boot the administration server.
Administrator User Password	Specify the password of the user used to boot the administration server.
Administration Server URL	Specify the `<protocol>://<listen address>:<listen port>` used to connect to the administration server. For example, `t3://localhost:7001`.

Select **Next** to continue.

The installer displays the **Select the Editor Web Application Managed Server** screen.

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Select the Editor Web Application Managed Server

Select whether you want to create a new managed server or use an existing managed server for the AnswerFlow Editor web application.

Select **Yes** if you want to create a new managed server for the AnswerFlow Editor webapp.

Select **No** if you want to deploy AnswerFlow Editor to an existing managed server.

If you select Yes, the installer displays the **Set Values for Editor Managed Server (New)** screen.

If you select No, the installer displays the **Set Values for Editor Managed Server (Existing)** screen.

Set Values for Editor Managed Server (New)

If you have selected to create a new managed server for the Editor web application, the installation program uses the credentials of the administration server to boot the new managed server. The new managed server must be associated with a machine. The installation process can create a new machine or you can provide the name of an existing machine in your domain.

Specify the following properties:

Property	Description
Managed Server Name	Specify the name of the new managed server. Ensure that the name is unique to your domain.
Listen Address	Specify the listen address of the new managed server. The default value is the local address of the machine running the installation program.
Listen Port	Specify the listen port of the new managed server. The default value is 8232.
Machine Name	Specify the name of the machine in the domain that the new managed server is associated with. If this is a new machine, ensure that the name is unique to your domain.
Is this an existing machine in your domain?	Select **Yes** if you are providing the name of an existing machine in your domain. Select **No** if you want the installation program to create a new machine with this name.

Select **Next** to continue.

The installer displays the **Set Java Options for Editor Web Application Server** screen.

Set Values for Editor Managed Server (Existing)

If you have selected to provide an existing managed server for the Editor web application, the installation program uses the credentials provided to boot the managed server. If credentials for the managed server are not set, leave the **User Name** and **User Password** fields blank and the credentials of the administration server are used to boot the managed server.

Specify the following properties:

Property	Description
Managed Server Name	Specify the name of the existing managed server.
Listen Address	Specify the listen address of the existing managed server.
Listen Port	Specify the listen port of the existing managed server.
User Name	Specify the user name of the user used to boot this managed server.
User Password	Specify the password of the user used to boot this managed server.

Select **Next** to continue.

The installer displays the **Set Java Options for Editor Web Application Server** screen.

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Set Java Options for Editor Web Application Server

Specify the Java memory options used to start the Editor web application server.
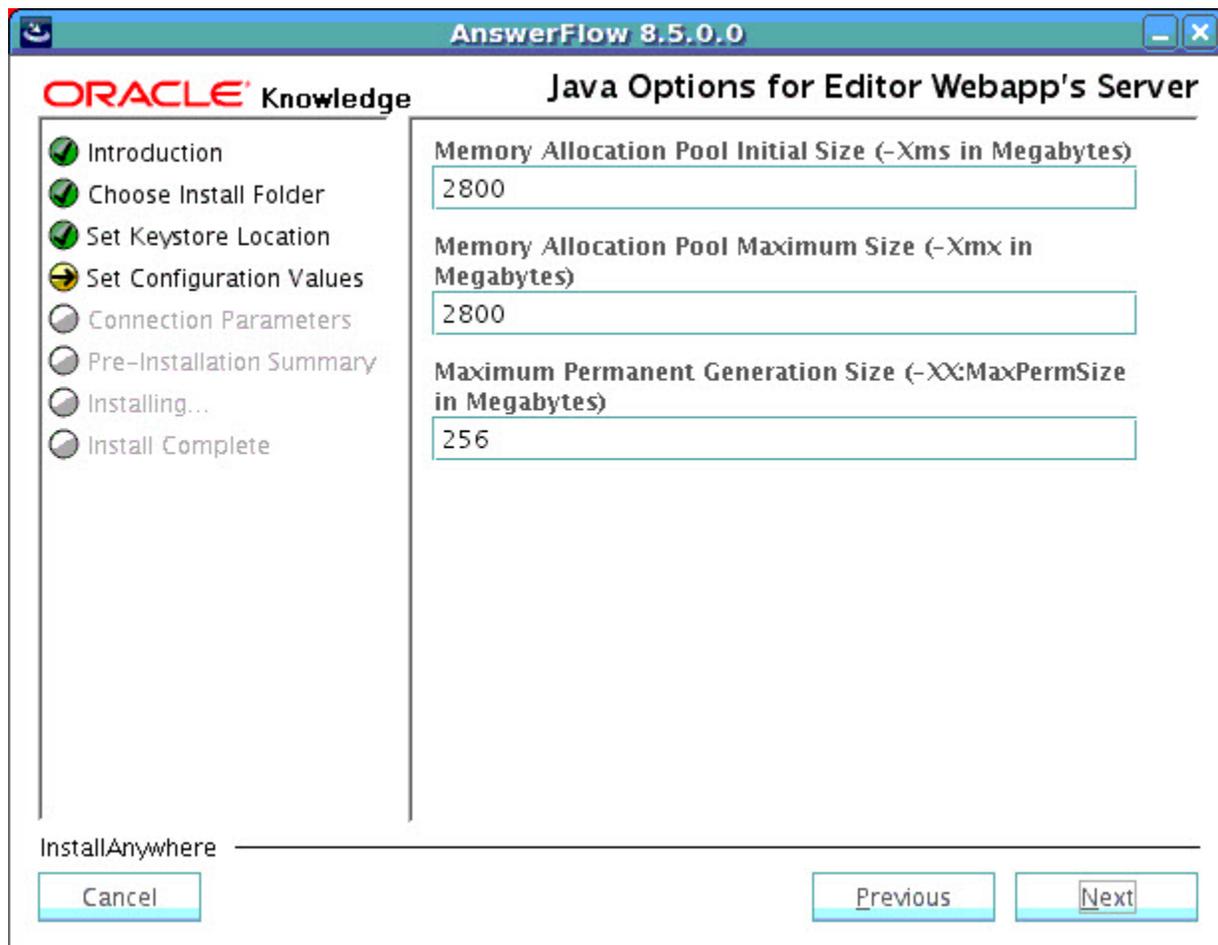
Specify the following Java memory options:

Property	Description
Memory Allocation Pool Initial Size	The initial and minimum Java heap size in megabytes.
Memory Allocation Pool Maximum Size	The maximum Java heap size in megabytes.
Maximum Permanent Generation Size	The maximum size for the permanent generation heap in megabytes.

Select **Next** to continue.

The installer displays the **Select the RuntimeUI Web Application Managed Server** screen.

Select the RuntimeUI Web Application Managed Server

Select whether you want to create a new managed server or use an existing managed server for the AnswerFlow RuntimeUI web application.
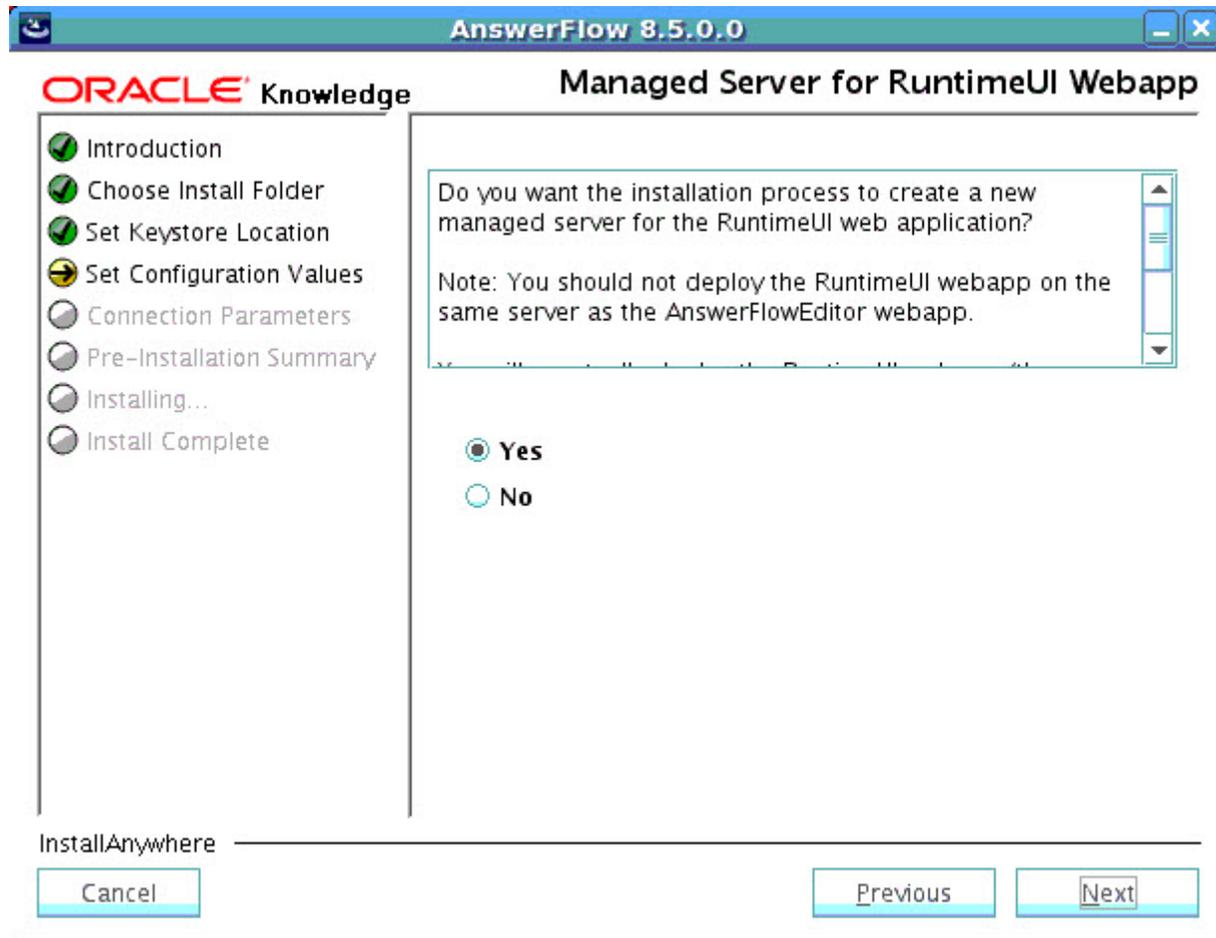
>   **Note:**   This should be different from the server that contains the AnswerFlow Editor web application.

Select **Yes** if you want to create a new managed server for the AnswerFlow RuntimeUI web application.

Select **No** if you want to deploy AnswerFlow RuntimeUI to an existing managed server.

Select **Next** to continue.

If you select **Yes**, the installer displays the **Set Values for RuntimeUI Managed Server (New)** screen.

If you select **No**, the installer displays the **Set Values for RuntimeUI Managed Server (Existing)** screen.

Set Values for RuntimeUI Managed Server (New)

If you have selected to create a new managed server for the RuntimeUI web application, the installation program uses the credentials of the administration server to boot the new managed server. The new managed server must be associated with a machine. The installation process can create a new machine or you can provide the name of an existing machine in your domain.

Specify the following properties:

Property	Description
Managed Server Name	Specify the name of the new managed server. Ensure that the name is unique to your domain.
Listen Address	Specify the listen address of the new managed server. The default value is the local address of the machine running the installation program.
Listen Port	Specify the listen port of the new managed server. The default value is 8233.
Machine Name	Specify the name of the machine in the domain that the new managed server is associated with. If this is a new machine, ensure that the name is unique to your domain.
Is this an existing machine in your domain?	Select Yes if you are providing the name of an existing machine in your domain. Select No if you want the installation program to create a new machine with this name.

Select **Next** to continue.

The installer displays the **Set Java Options for RuntimeUI Web Application Server** screen.

Set Values for RuntimeUI Managed Server (Existing)

If you have selected to provide an existing managed server for the RuntimeUI web application, the installation program uses the credentials provided to boot the managed server. If credentials for the managed server are not set, leave the **User Name** and **User Password** fields blank and the credentials of the administration server are used to boot the managed server. Please note that you should not use the same managed server that you used for Editor.

Specify the following properties:

Property	Description
Managed Server Name	Specify the name of the existing managed server.
Listen Address	Specify the listen address of the existing managed server.
Listen Port	Specify the listen port of the existing managed server.
User Name	Specify the user name of the user used to boot this managed server.
User Password	Specify the password of the user used to boot this managed server.

Select **Next** to continue.

The installer displays the **Set Java Options for RuntimeUI Web Application Server** screen.

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Set Java Options for RuntimeUI Web Application Server

Specify the Java memory options used to start the RuntimeUI web application server.
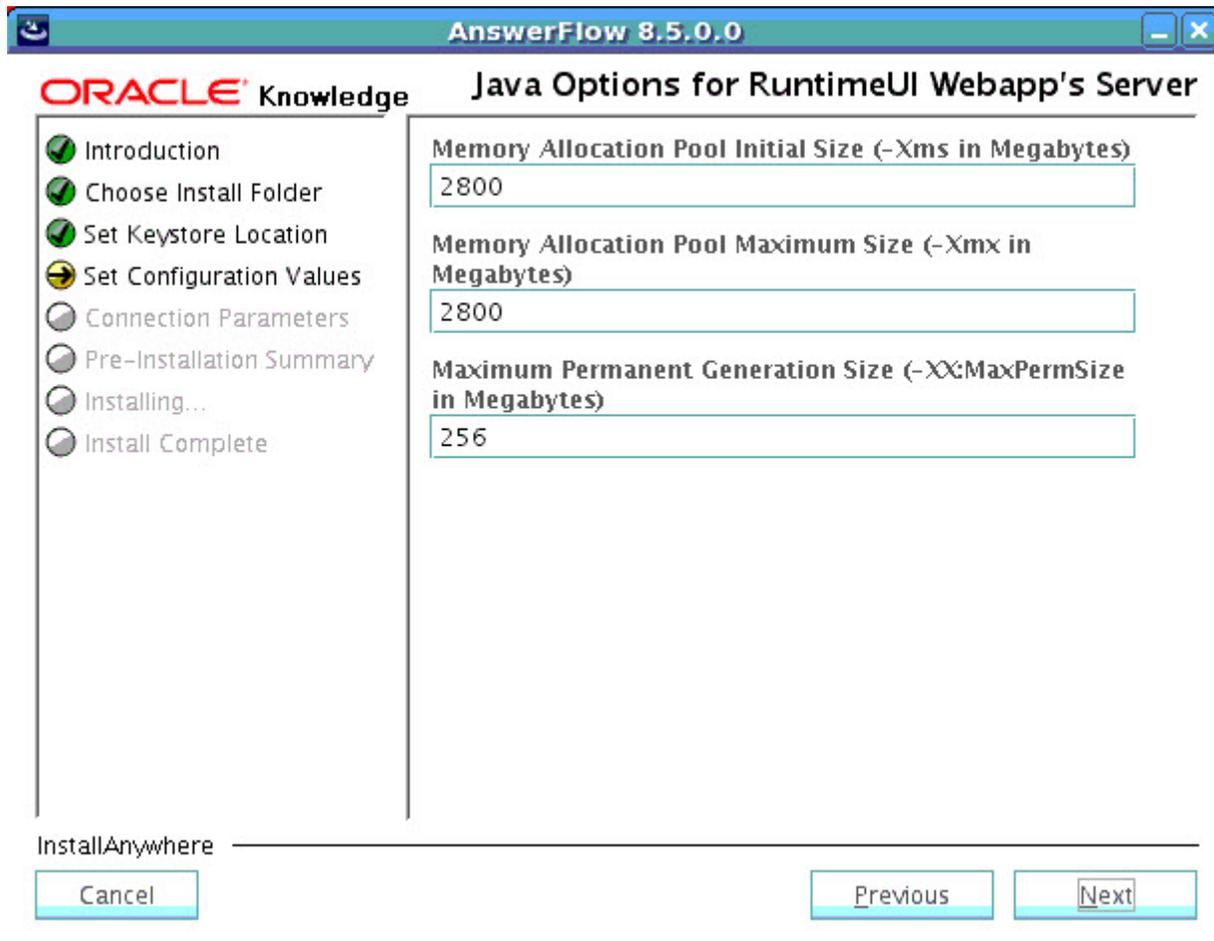
Specify the following Java memory options:

Property	Description
Memory Allocation Pool Initial Size[1]	The initial and minimum Java heap size in megabytes.
Memory Allocation Pool Maximum Size	The maximum Java heap size in megabytes.
Maximum Permanent Generation Size	The maximum size for the permanent generation heap in megabytes.

1. If you are using Oracle JRockit JVM see "Using JRockit with AnswerFlow (JRockit only)" on page 173.

Select **Next** to continue.

The installer displays the **Get Information Manager Connection Parameters** screen.

Get Information Manager Connection Parameters

Provide the connection and repository details for your Information Manager installation.
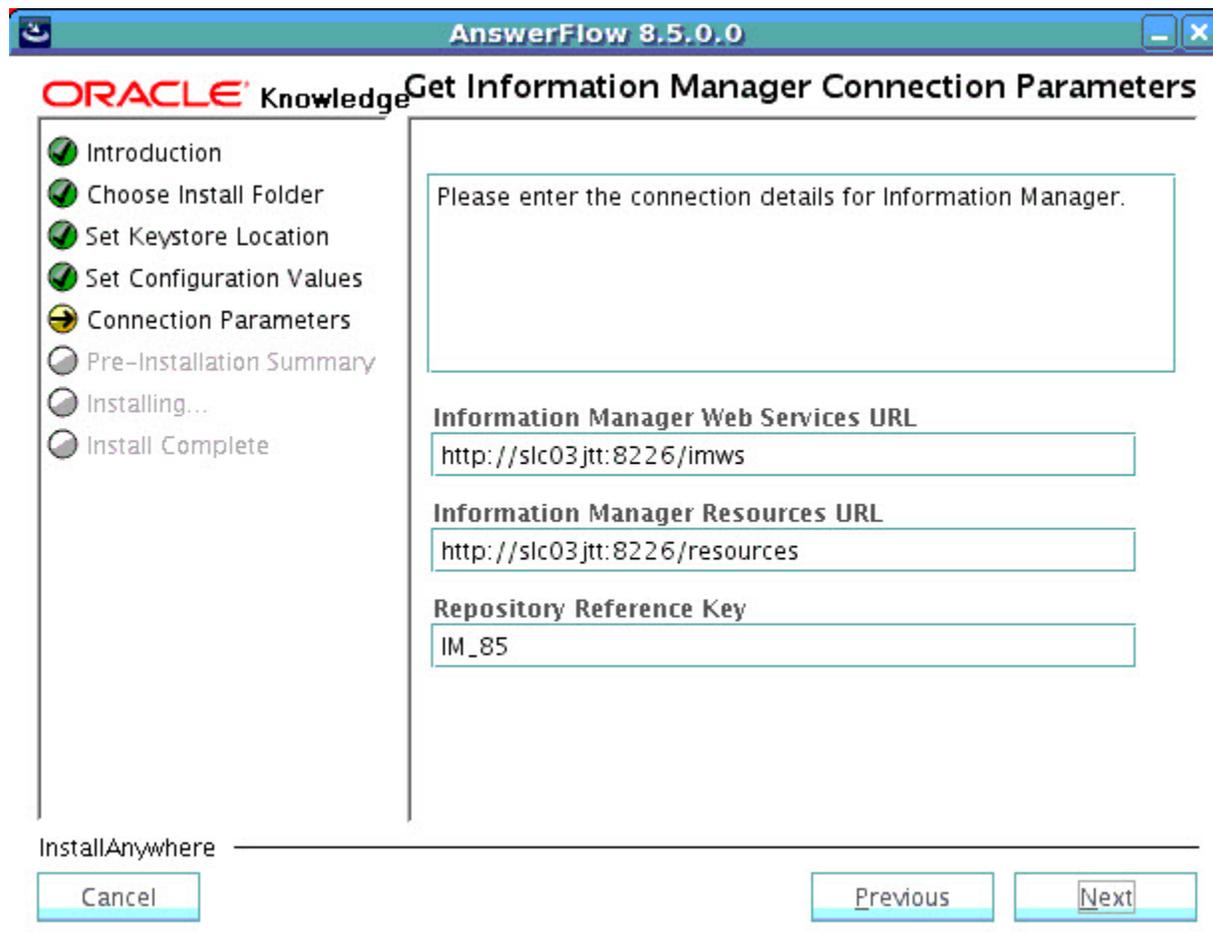
Provide the following Information Manager connection parameters:

Parameter	Description
Information Manager Web Services URL	IM Web Services URL for authentication and retrieving IM documents
Information Manager Resources URL	Resource URL for linking to files from IM documents
Repository Reference Key	This should be the IM repository containing the IM documents that are used with AnswerFlow.

Select **Next** to continue.

The installer displays the **Pre-Installation Summary** screen.

Pre-Installation Summary

The Pre-Installation Summary screen displays a summary of your installation selections, as well as disk space information, prior to transferring the product files from the distribution.
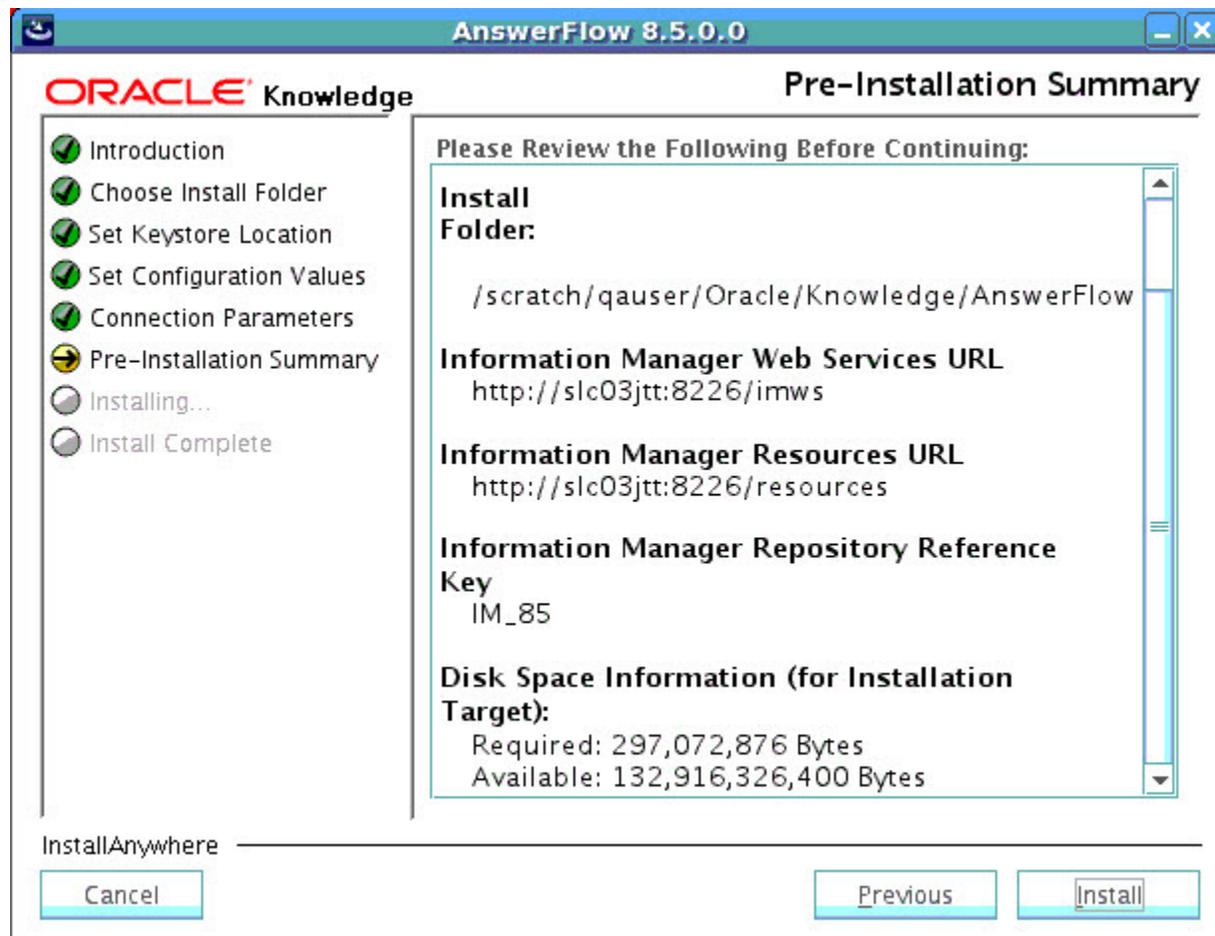
Review your selections.

Select **Previous** to make any corrections.

Select **Install** to continue.

The installer begins installing AnswerFlow in the specified location.

When the AnswerFlow installation completes, the installer presents the **Installation Complete** screen.

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Installation Complete

Make note of the access URL, default is `http://localhost:8232/AnswerFlowEditor`
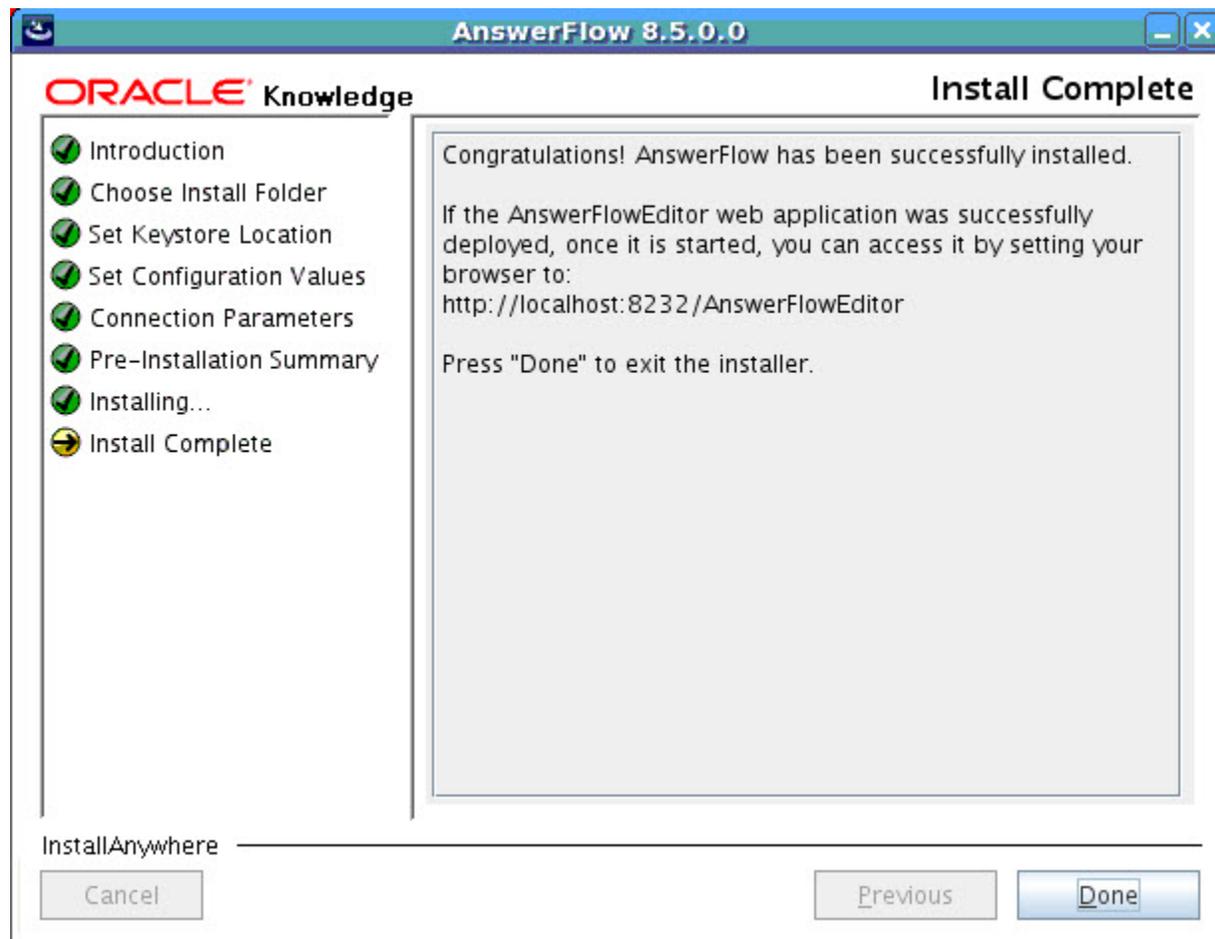
Select **Done** to exit the installation program.

After completing the installation, You can now start the application as described in "Start AnswerFlow" on page 174.

Starting AnswerFlow from the WebLogic Administration Console

To start Oracle Knowledge Search from the WebLogic Administration Console, see the instructions in "Start Oracle Knowledge on WebLogic Server" on page 19

WebLogic Start-up Script

You can use a WebLogic start-up script to start the managed server.

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To generate the start-up script:

1 Open a command prompt and cd into `$Oracle Knowledge_ROOT/instances/`
`<Instance_Name>`, where `<Instance_Name>` refers to the AnswerFlow instance name on this installation.

2 On Linux, execute `setenv.sh` to open the Common Environment. On Windows, execute
`setenv.bat` to open the Common Environment.

3 On Linux, execute `createStartupScripts.sh`. On Windows, execute `createStartupScripts.`

The WebLogic start managed server scripts are generated to `<AnswerFlow Install Dir>/instances/`
`Editor/` and `<AnswerFlow Install Dir>/instances/RuntimeUI/`. On Linux, the script is
`startManagedWebLogic.sh`. On Windows, the script is `startManagedWebLogic.cmd`. Execute the
script outside of the Common Environment to start the managed server.

The `startManagedWeblogic.sh|cmd` script is provided to allow WebLogic users the ability to monitor the
managed servers within Oracle Process Manager and Notification Server (OPMN) or some other monitoring
service not provided with Oracle Knowledge.

Using JRockit with AnswerFlow (JRockit only)

Note: For JRockit, you must designate the JRockit JDK directory for the Java home directory.

FROM THE ICE WINDOW:

Remove the parameter `-XX:+PrintCommandLineFlags` from

`<AnswerFlow_home>/bin/serverStartArgumentsEditor.properties`

 and

`<AnswerFlow_home>/bin/serverStartArgumentsRuntimeUI.properties`

After restarting the ICE window, you can use "Start AnswerFlow" on page 174 to start the AnswerFlow Editor
and RuntimeUI services.

FROM THE WEBLOGIC ADMIN CONSOLE:

1 Log on the WebLogic Admin Console.

2 Expand the Environment tree from the Deployment Structure and click **Servers**.

3 Click **Lock & Edit** from the Change Center to make changes to the domain.

4 Click the server name for the AnswerFlow Editor instance.

5 Under the Server Start tab, edit the **Arguments** and remove the parameter
`-XX:+PrintCommandLineFlags`.

6 Repeat steps 4-5 selecting the RuntimeUI instance in step 4.

7 Save the changes.

8 Click **Activate Changes** from the Change Center to activate the changes to the server.

The AnswerFlow managed server can be started from the WebLogic Admin Console.

FROM THE WEBLOGIC START-UP SCRIPT:

1   Remove the parameter `-XX:+PrintCommandLineFlags` from `<AnswerFlow Install Dir>/`
`instances/Editor/startManagedWebLogic.sh|cmd` and `<AnswerFlow Install Dir>/`
`instances/RuntimeUI/startManagedWebLogic.sh|cmd`.

2   Execute the `startManagedWebLogic.sh|cmd` script outside of the Common Environment to start
the managed server.

See "WebLogic Start-up Script" on page 172 for additional information.

Using JRockit with AnswerFlow on Windows (JRockit Only)

If you use the Oracle JRockit JVM on Windows, you must modify the `<INSTALL DIR>/bin/`
`InquiraafService.bat` script to include the WebLogic Native Performance Pack.

FROM THE ICE WINDOW:

After this library path line towards the bottom of the file:

`echo wrapper.java.library.path.1=%ARCH_BIN% >> "%WRAPPERLAUNCH_FILE%"`

Add the following line, where `WL_HOME` is the WebLogic Server install directory
(e.g. `C:\Oracle\Middleware\wlserver_10.3`):

`echo wrapper.java.library.path.2=<WL_HOME>\server\native\win\x64>> "%WRAPPERLAUNCH_FILE%"`

If you have already installed InquiraafService you must uninstall it and reinstall it.

Start AnswerFlow

On Windows, the installer installs the AnswerFlow service for you.

Install the AnswerFlow Service (Windows)

When you install and configure Oracle Knowledge and AnswerFlow, the installer places ICE items in the
Windows Start menu for each defined instance if product icons were selected to be installed.

To install the AnswerFlow service on Windows:

1   Select the ICE item for the desired instance:

   `Start > Programs >Oracle > Knowledge > <application_name> (default) Environment`

   a   If no product icons were installed, open a command prompt and cd into
   `<Oracle_Knowledge_home>/instances/<Instance_Name>`
   where `<Instance_Name>` refers to the AnswerFlow instance name on this installation.

   b   Execute `setenv.bat` to open the ICE command prompt.

2   Install the AnswerFlow service by executing the following command in the ICE:

   `inquiraafservice.bat -install` or `inquiraafservice -install`.

To uninstall, use commands:

   `inquiraafservice.bat -uninstall` or `inquiraafservice -uninstall`.

Manage AnswerFlow from the Common Environment

Use the following commands to start and stop the AnswerFlow service from the Common Environment:

Command	Description
• `inquiraaf.sh start` (Linux) • `inquiraaf start` (Windows)	Starts the Editor service when run from the Editor ICE window; starts the RuntimeUI service when run from the RuntimeUI ICE window.
• `inquiraaf.sh stop` (Linux) • `inquiraaf stop` (Windows)	Stops the Editor service when run from the Editor ICE window; stops the RuntimeUI service when run from the RuntimeUI ICE window.
• `inquiraaf.sh restart` (Linux) • `inquiraaf restart` (Windows)	Stops and restarts the Editor service when run from the Editor ICE window; stops and restarts the RuntimeUI service when run from the RuntimeUI ICE window.

Note: The commands `inquiraaf.sh/inquiraaf restart` and `inquiraaf.sh/inquiraaf stop` can only be executed successfully when the application is started by executing the `inquiraaf.sh start` or `inquiraaf start` commands.

You can use the WebLogic Administration Console to start the managed server. See "Start Oracle Knowledge on WebLogic Server" on page 19 for more information.

You can also start AnswerFlow from the ICE prompt.

To start AnswerFlow from the ICE prompt:

1   Open a command prompt and cd into `<Oracle Knowledge_home>/instances/ <Instance_Name>`, where `<Instance_Name>` refers to the AnswerFlow instance name on this installation.

2   On Linux, execute `setenv.sh` to open an ICE command prompt.
    On Windows, execute `setenv.bat` to open an ICE command prompt.

3   Execute the appropriate script from the ICE environment:
    On Linux, execute `inquiraaf.sh start`.
    On Windows, execute `inquiraaf start`.

Restart the AnswerFlow Service

You must restart the AnswerFlow service to apply any configuration changes to the AnswerFlow Web applications.

The ICE window must be started as an administrator in order to install, uninstall, stop, or start Oracle Knowledge services.

Restart AnswerFlow (Linux)

To restart the AnswerFlow service on Linux:

1   Open a command prompt and cd into `<Oracle_Knowledge_home>/instances/ <Instance_Name>` where `<Instance_Name>` refers to the AnswerFlow instance name on this installation.

2   Execute `setenv.sh` to open an ICE command prompt.

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3   Restart the AnswerFlow instance by executing the following command in the ICE command prompt:

```
inquiraaf.sh restart
```

Restart AnswerFlow (Windows)

When you install and configure Oracle Knowledge and AnswerFlow, the installer places Common Environment items in the Windows Start menu for each defined instance if product icons were selected to be installed.

To restart the AnswerFlow service on Windows:

1   Select the ICE item for the desired instance:

Start > Programs > Oracle > Knowledge > <application_name> (default) Environment

If no product icons were installed, open a command prompt and cd into `<Oracle_Knowledge_home>/instances/<Instance_Name>` where `<Instance_Name>` refers to the AnswerFlow instance name on this installation.

2   Execute `setenv.bat` to open an ICE command prompt.

3   Restart the AnswerFlow instance by executing the following command in the ICE command prompt:

```
inquiraaf restart
```

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Troubleshooting Oracle Knowledge Installations

This appendix describes troubleshooting procedures for Oracle Knowledge installations in the following sections:

- **Import the Analytics ODI Components Manually**
- **Uninstall Oracle Knowledge**

Import the Analytics ODI Components Manually

To manually import the Analytics ODI components:

1 Open ODI Studio and connect to the desired work repository.

2 For all of the following imports, use these parameters:
   - Import Mode: **Synonym Mode INSERT_UPDATE**.
   - Select **Import From a Folder**.
   - Select the directory of the ODI component (master, logical, or work).
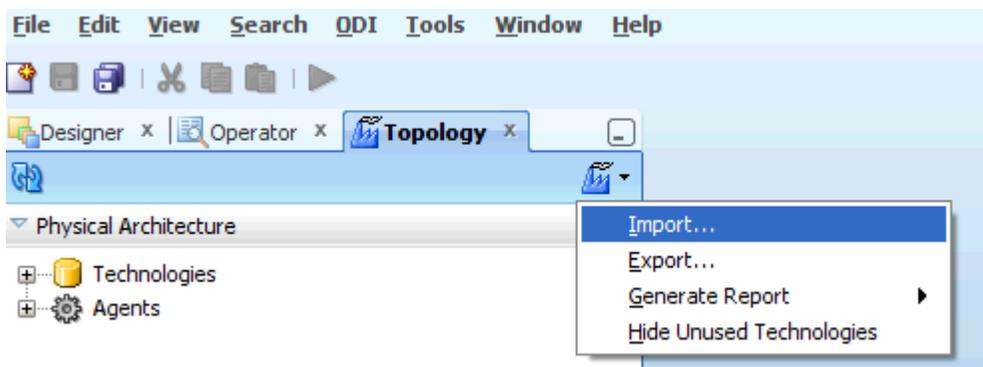
3 In the Topology tab, select **Import**, then select **Import the Master Repository**.

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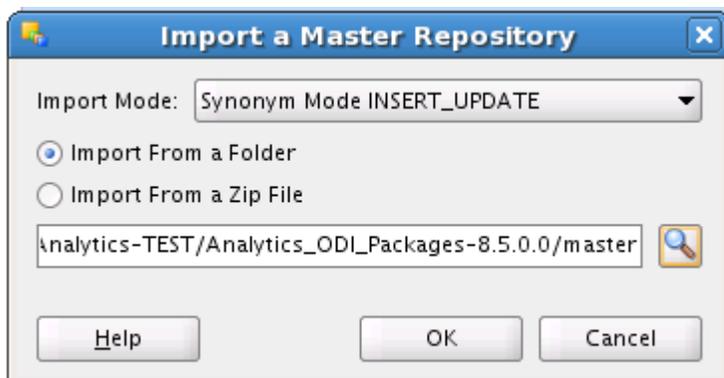
4 Select the **master** directory, and use the parameters identified in step 2.

5 Select **OK**.

6 In the Topology tab, select **Import**, then select **Import the Logical Topology**.

7 Select the **logical** directory, and use the parameters identified in step 2.

8 Select **OK**.

9 In the Designer tab, select **Import**, then select **Import the Work Repository**.

10 Select the **work** directory, and use the parameters identified in step 2.

11 Select **OK**.

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Uninstall Oracle Knowledge

Oracle Knowledge provides uninstall programs for each application. This section describes the following procedures:

- **Uninstall Intelligent Search**
- **Uninstall Information Manager**
- **Uninstall AnswerFlow**
- **Remove Oracle Knowledge WebLogic Components**

Important! You must stop all Oracle Knowledge services before you begin any of the uninstallation procedures.

Note: Screen shots appear for Intelligent Search only. The Uninstaller screens appear basically the same for all other installers. Differences are pointed out in the instructions.

Uninstall Intelligent Search

To uninstall Intelligent Search:

1 Locate the UninstallerData folder.

This folder is located at `<Oracle_Knowledge_home>/UninstallerData`.

2 Execute `Uninstall_Inquira` on Linux.

Or

Execute `Uninstall_Inquira.exe` on Windows.

The Uninstall Oracle Knowledge screen displays.

3 Select **Uninstall**.

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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. Depending upon your operating system, some items may not appear on the screen.

4   On Windows, select either **Yes, restart my system** or **No, I will restart my system myself**.

5   Select **Done**.

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Uninstall Information Manager

To uninstall Information Manager:

1   Locate the UninstallerData folder.

    This folder is located at `<Oracle_Knowledge_home>/Uninstall_Information_Manager`

2   Execute `Uninstall_Information_Manager` on Linux.

    Or

    Execute `Uninstall_Information_Manager.exe` on Windows.

    The Uninstall Oracle Knowledge screen displays.

3   Select **Uninstall**.

    The uninstall process begins.

    The Uninstall process removes the Oracle Knowledge files.

    The Uninstall Complete screen displays.

4   Select **Done**.

Uninstall AnswerFlow

Start the uninstallation program by locating and executing the appropriate uninstallation program for your environment.

1   To start the uninstallation program in Microsoft Windows environments, run `<Installation Directory>\Uninstall_AnswerFlow\Uninstall_AnswerFlow.exe`.

    or

    To start the uninstallation program in Linux environments, run `<Installation Directory>/ Uninstall_AnswerFlow/Uninstall_AnswerFlow`.

    The AnswerFlow uninstallation program starts and the Introduction screen displays.

2   Select **Next** to continue.

    The Choose Components to Uninstall screen appears.

3   Select the data you do not wish to delete during uninstallation. Your data is preserved by backing up files and folders according to the following table (the files and folders are moved from Source Path to Destination Path):

Option	Source Path	Destination Path
Process Data	`<Install_Directory>\data\ Editor\SVN\Repositories\PM`	`<Install_Directory>\savedData\ SVNRepository`
	`<Install_Directory>\data\ Editor\VERSION`	`<Install_Directory>\savedData\ VERSION`
SampleUI Project	`<Install_Directory>\Sample \SampleUI`	`<Install_Directory>\SampleUI`

4   Select **Next** to continue.

    The selected data is moved and the application components are removed.

    The Uninstall Complete screen displays.

5   Select **Done**.

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Remove Oracle Knowledge WebLogic Components

There are three types of WebLogic components that can be uninstalled: Managed Servers, Machines, and Deployments. This section discusses how to remove them.

Begin the Removal Process

Before removing these components, please ensure that the Oracle WebLogic Administration Server is running and that you are logged into the Administration Console. Once the server is running and you are logged in, click the "Lock & Edit" button. This enables you to make changes to the administration server.

Remove Oracle Knowledge Components from WebLogic

Use the following procedures to remove managed servers, machines, and deployments from WebLogic.

MANAGED SERVERS

1   Navigate to Environment > Servers.

2   Select the checkboxes for the following:
    - **IntelligentSearchServer***
    - **InformationManagerServer***
    - **AnalyticsServer***
    - **AnswerFlowEditorServer***
    - **AnswerFlowRuntimeUIServer** *

      *or the names specified during the setting of the managed server values for each product.

3   Select **Delete**.

4   When the confirmation screen appears, click **Yes**.

MACHINES

1   Navigate to Environment > Machines.

2   Select the checkboxes for any machines you created while installing Oracle Knowledge products and now wish to delete.

3   Select **Delete**.

4   When the confirmation screen appears, click **Yes**.

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DEPLOYMENTS

1 Navigate to Deployments.

2 Select the checkboxes for the following:
- **Intelligent Search Applications***
- **Information Manager Applications***
- **Analytics Applications***
- **AnswerFlowEditor***
- **SampleUI***

  *or the appropriate name for your applications, if you have any deployed.

3 Select **Delete**.

4 When the confirmation screen appears, click **Yes**.

Complete the Removal Process

When the managed servers, machines, and deployments have been removed, click the **Activate Changes** button.

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