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# Installation Guide

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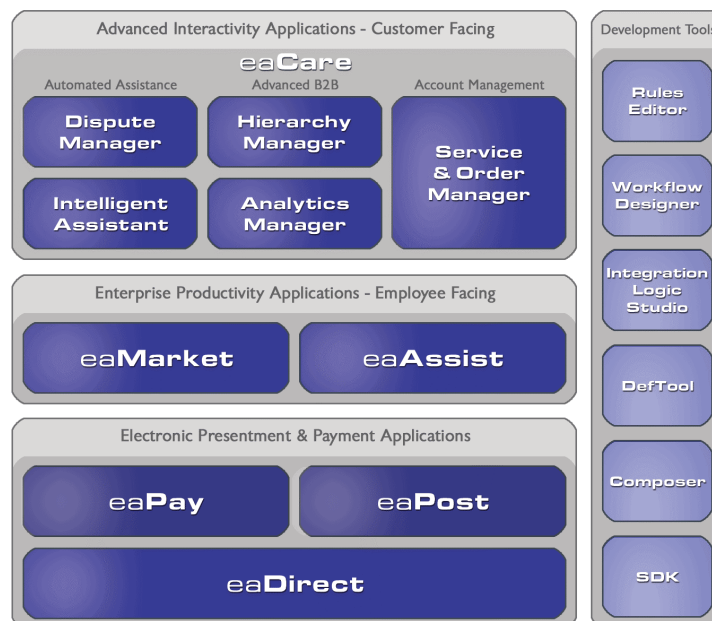
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## About Customer Self-Service and eaSuite™

edocs has developed the industry's most comprehensive software and services for deploying Customer Self-Service solutions. **eaSuite™** combines electronic presentment and payment (EPP), order management, knowledge management, personalization and application integration technologies to create an integrated, natural starting point for all customer service issues. eaSuite's unique architecture leverages and preserves existing infrastructure and data, and offers unparalleled scalability for the most demanding applications. With deployments across the healthcare, financial services, energy, retail, and communications industries, and the public sector, eaSuite powers some of the world's largest and most demanding customer self-service applications. eaSuite is a standards-based, feature rich, and highly scalable platform, that delivers the lowest total cost of ownership of any self-service solution available.



eaSuite is comprised of four product families:

- Electronic Presentment and Payment (EPP) Applications

- Advanced Interactivity Applications
- Enterprise Productivity Applications
- Development Tools

**Electronic Presentment and Payment (EPP) Applications** are the foundation of edocs' Customer Self-Service solution. They provide the core integration infrastructure between organizations' backend transactional systems and end users, as well as rich e-billing, e-invoicing, and e-statement functionality. Designed to meet the rigorous demands of the most technologically advanced organizations, these applications power Customer Self-Service by managing transactional data and by enabling payments and account distribution.

**eaDirect™** is the core infrastructure of enterprise Customer Self-Service solutions for organizations large and small with special emphasis on meeting the needs of organizations with large numbers of customers, high data volumes and extensive integration with systems and business processes across the enterprise. Organizations use eaDirect with its data access layer, composition engine, and security, enrollment and logging framework to power complex Customer Self-Service applications.

**eaPay™** is the electronic payment solution that decreases payment processing costs, accelerates receivables and improves operational efficiency. eaPay is a complete payment scheduling and warehousing system with real-time and batch connections to payment gateways for Automated Clearing House (ACH) and credit card payments, and payments via various payment processing service providers.

**eaPost®** is the account content distribution system that handles all the complexities of enrollment, authentication and secure distribution of summary account information to any endpoint, while also bringing customers back the organization's Website to manage and control their self-service experience.

**Advanced Interactivity Applications** are a comprehensive set of advanced customer-facing self-service capabilities that enable the full range of business and consumer customer service activities. These sophisticated modules have the flexibility to completely customize the Customer Self-Service solution to meet vertical industry and specific company requirements.

**eaCare™** consists of a rich set of sophisticated self-service modules – Dispute Manager, Intelligent Assistant, Hierarchy Manager, Analytics Manager, and Service and Order Manager - for automated assistance, advanced business-to-business applications and account management. These capabilities come together to create a web self-service dashboard for customers to access all service offerings from a single, easy-to-use interface. eaCare's modularity accelerates time to market with components that can be deployed incrementally in a phased approach.

**Enterprise Productivity Applications** are employee-facing solutions that empower customer service representatives, sales agents, account managers, marketing managers, broker-dealers and channel partners within an organization and external partner organizations to facilitate self-service and to support assisted service. Employees leverage edocs' Customer Self-Service solution to deliver customer service, access information, create and deploy marketing and customer service content, and perform activities for the benefit of customers.

**eaAssist™** reduces interaction costs and increases customer satisfaction by enabling enterprise agents – customer service representatives (CSRs), sales agents, broker-dealers and others – to efficiently access critical account data and service-related information to effectively service customers. Through its browser interface designed especially for the enterprise agent, eaAssist enables agents to take advantage of customer-facing online capabilities to provide better service by more efficiently resolving customer account inquiries at the point of customer contact.

**eaMarket™** is the personalization, campaign and content management solution that enables organizations to increase revenue and improve customer satisfaction by weaving personalized marketing and customer service messages throughout the Customer Self-Service experience. The transactional account data that provides the foundation for a Customer Self-Service solution – such as transaction activity, service or usage charges, current task and prior service history – bring valuable insight into customers and can help optimize personalized marketing and customer service campaigns. eaMarket leverages that data to present relevant marketing and customer service messages to customers.

edocs' **Development Tools** are visual development environments for designing and configuring edocs' Customer Self-Service solutions. The Configuration Tools encompass data and rules management, workflow authoring, systems integration, and a software development kit that makes it easy to create customer and employee-facing self-service applications leveraging eaSuite.

## About This Guide

The Installation and Configuration Guides describe how to install eaDirect, configure the third-party platforms that support the eaDirect production environment, and deploy eaDirect J2EE web applications.

This guide describes how to *Installation Guide*. It is intended for **operating system administrators** and other technical personnel responsible for installing, configuring, and maintaining eaDirect. It assumes in-depth understanding of and practical experience with system administrator responsibilities, including:

### Operating System Administration Requirements

- Start up and shut down the system
- Log in and out of the system
- Determine software patch/pack levels
- Install software & patches/packs
- Navigate the file system
- Manipulate text files
- Create files and directories
- Change permissions of files and directories
- Use basic network commands

- Transfer files with FTP
- Monitor processes & system resource usage
- Perform system backups and recovery
- Implement system security

If you are unfamiliar with any of these tasks, please consult the related documentation for your system requirements.

## Related Documentation

A PDF version of this guide is also available.

Online	How to Access
A PDF of this guide	A PDF of this guide is available on the product CD-ROM.

This guide is part of the eaDirect documentation set. For more information about using eaDirect, see the following guides:

Print Document	Description
eaDirect Installation and Configuration Guides	How to install and configure eaDirect in a distributed environment.
<i>Deploying and Customizing J2EE Applications</i>	How to customize J2EE web applications for deployment with the eaSuite.
<i>Data Definition Guide</i>	How to create data extraction and definition rules for an eaDirect application with the DefTool.
<i>Presentation Design Guide</i>	How to design data presentment for an eaDirect application with the Composer.
<i>Data Presentation Production Guide</i>	How to set up and run a live eaDirect application in a J2EE environment.

## Obtaining edocs Software and Documentation

You can download edocs software and documentation directly from Customer Central at <https://support.edocs.com>. After you log in, click on the Downloads button on the left. When the next page appears, you will see a table displaying all of the available downloads. To search for specific items, select the Version and/or Category and click the Search Downloads button. If you download software, an email from edocs Technical Support will automatically be sent to you (the registered owner) with your license key information.



If you received an edocs product installation CD, load it on your system and navigate from its root directory to the folder where the software installer resides for your operating system. You can run the installer from that location, or you can copy it to your file system and run it from there. The product documentation included with your CD is in the Documentation folder located in the root directory. The license key information for the products on the CD is included with the package materials shipped with the CD.

## If You Need Help

Technical support is available to customers who have valid maintenance and support contracts with edocs. Technical support engineers can help you install, configure, and maintain your edocs application.

edocs provides global Technical Support services from the following Support Centers:

### **US Support Center**

Natick, MA  
Mon-Fri 8:30am – 8:00pm US EST  
Telephone: 508-652-8400

### **Europe Support Center**

London, United Kingdom  
Mon-Fri 9:00am – 5:00 GMT  
Telephone: +44 20 8956 2673

### **Asia Pac Rim Support Center**

Melbourne, Australia  
Mon-Fri 9:00am – 5:00pm AU  
Telephone: +61 3 9909 7301

### **Customer Central**

<https://support.edocs.com>

### **Email Support**

<mailto:support@edocs.com>

When you report a problem, please be prepared to provide us the following information:

- What is your name and role in your organization?
- What is your company's name?
- What is your phone number and best times to call you?
- What is your e-mail address?
- In which edocs product did a problem occur?
- What is your Operating System version?
- What were you doing when the problem occurred?
- How did the system respond to the error?
- If the system generated a screen message, please send us that screen message.

- If the system wrote information to a log file, please send us that log file.

If the system crashed or hung, please tell us.



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# Before You Install eaDirect

## Overview

This section outlines the workflow for installing and configuring eaDirect. In the back of this guide, you will find a [Quick Reference Appendix](#) that contains platform-specific variables and settings for eaDirect. Experienced system administrators may find this outline and appendix useful as a quick reference for configuration and troubleshooting, but they are **not intended as a standalone guide to configuration**.

Whenever you install or upgrade eaDirect, please follow the steps in **each** chapter of **each** guide in sequence, consulting your third-party documentation as needed.

## Before You Install

1. Install and test required hardware and software for your [supported platform for eaDirect](#).
2. (UNIX) [Define required user and group permissions](#) for your database server and application server.
3. Start and test your database server. For details, see your server documentation.
4. Start and test your application server. For details, see your server documentation.

## Installing eaDirect

5. [Install eaDirect with InstallAnywhere](#) on your database and application servers.
6. (UNIX) Install eaDirect composition tools on a Windows machine on your system.

## Configuring Your Database Server

7. Define database server [environment variables](#).
8. Create and configure the eaDirect database with [edx\\_admin.sh](#) (UNIX) or [DBConfigTool.jar](#) (Windows).

9. Connect to your eaDirect database before configuring your application server.

For detailed instructions, see the eaDirect *Database Configuration Guide*.

## Configuring Your Application Server



For distributed environments, ensure that you have any required database client software installed on your application server and any other client machines of your database server. See the [Quick Reference Appendix](#) for software requirements for your platform.

10. Define application server environment variables.
11. (WebSphere) Create an application server instance for eaDirect.
12. (WebSphere) Configure JVM resources for eaDirect on your application server.
13. Configure JDBC resources for eaDirect on your application server.
14. Configure JMS resources for eaDirect on your application server.
15. (Windows) Install Windows Services for your application server and the eaDirectScheduler.

For detailed instructions, see the eaDirect *Application Server Configuration Guide*.

### WebSphere Installation Directory Paths

eaDirect configuration files depend on the Windows 8.3 file naming convention. When you install WebSphere, you should change the default installation paths.

The default paths are:

IBM WebSphere Application Server	<i>C:\Program Files\WebSphere\AppServer</i>
IBM HTTP Server	<i>C:\Program Files\IBMHttpServer</i>
Embedded Messaging Server and Client	<i>C:\Program Files\IBM\WebSphere MQ</i>

During installation, change all the file names to remove spaces. For example:

IBM WebSphere Application Server	<i>C:\WebSphere\AppServer</i>
IBM HTTP Server	<i>C:\IBMHttpServer</i>
Embedded Messaging Server and Client	<i>C:\IBM\WebSphere_MQ</i>

## Customizing and Deploying J2EE Applications

16. Customize your J2EE web application(s) for eaDirect.
17. Deploy J2EE web applications for the eaSuite.

18. Deploy your custom J2EE web application.

For detailed instructions, see the eaDirect guide to *Deploying and Customizing J2EE Applications*.

## Supported Platforms for eaDirect

Use the [Quick Reference Appendix](#) to confirm that your system meets or exceeds the minimum recommended hardware and software requirements for eaDirect. **Be sure to check the Release Notes for any updates to these requirements.**

The following table lists the platform combinations supported for eaDirect. **Required JDK versions, system patches, fix packs and other updates are not listed in this section.**

Server O/S	Database	App Server	JRE
Solaris 2.6, 8	Oracle 8.1.7, 9.20	WebLogic 7.0 SP4, 8.1 SP2	Sun JDK 1.3.1, 1.4.1
Solaris 8	Oracle 8.1.7, 9.20	WebSphere 5.0.2	IBM JDK 1.3.1
AIX 4.3.3/ 5.1/ 5.2	DB2 7.2	WebSphere 5.0.2	IBM JDK 1.3.1
HP-UX 11i	Oracle 8.1.7, 9.20	WebLogic 7.0 SP4, 8.1 SP2	Sun JDK 1.3.1, 1.4.1
Windows 2000 Server SP4	SQL 2000 SP3	WebSphere 5.0.2	IBM JDK 1.3.1
Windows 2000 Server SP4	SQL 2000 SP3	WebLogic 7.0 SP4, 8.1 SP2	Sun JDK 1.3.1, 1.4.1
Windows 2000 Server SP4	Oracle 9.20	WebSphere 5.0.2	IBM JDK 1.3.1
Windows 2000 Server SP4	Oracle 9.20	WebLogic 7.0 SP4, 8.1 SP2	Sun JDK 1.3.1, 1.4.1



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## Installing eaDirect for UNIX

This chapter assumes in-depth understanding of and practical experience with [Operating System Administration](#). Consult your system documentation as necessary.

This chapter provides a step-by-step guide to installing eaDirect with the InstallAnywhere installer. Use the [Quick Reference Appendix](#) to spot check pathnames and variables for your platform.

### UNIX Permissions for Installation



Tip

This section applies to all UNIX platforms.

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You must have **root** privilege on each server to install and uninstall eaDirect components.

O/S	DEFAULT	EXAMPLE	CUSTOM
Solaris	root:other	edxadmin:edxadmin	
AIX	root:other	edxadmin:edxadmin	
HP-UX	root:other	edxadmin:edxadmin	

For your application and database servers, you will also need the owner (user) and group permissions specified during installation. For details on user and group permissions, see [UNIX Permissions for Your Database Server](#) or [UNIX Permissions for Your Application Server](#).



Caution

edocs does not recommend administering eaDirect with the user and group **nobody:nobody**.

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### Installing eaDirect with InstallAnywhere for UNIX

The InstallAnywhere installer is a graphical cross-platform wizard that will install eaDirect components for any supported platform of eaDirect.

In a distributed environment, you will need to install:

- eaDirect application server components on **each** application server
- eaDirect database server components on **each** database server
- database client software on **each** application server

To use InstallAnywhere on a **UNIX** system (Solaris/AIX/HP-UX), you will also need to:

- install Xwindows software to support the InstallAnywhere GUI
- install the Windows-based tools **DefTool** and **Composer** on a Windows machine on your network
- ask your system administrator for the user and group name of the application server owner, in this example **edxadmin:edxadmin**
- set and export the DISPLAY environment variable for your machine, for example:

```
DISPLAY=localhost:0.0
export DISPLAY
```

### To install eaDirect with InstallAnywhere (UNIX):

1. Ask your system administrator for the user and group name of the application server owner, in this example **edxadmin:edxadmin**.
2. Set and export the DISPLAY environment variable for your machine, for example **DISPLAY=localhost:0.0 export DISPLAY**.
3. Obtain and locate the InstallAnywhere installer as described in the Preface of this guide.
4. Launch InstallAnywhere by typing **Dirins.bin**.
5. INTRODUCTION: Be sure you have quit all programs.
6. LICENSE AGREEMENT: Select **Yes** to accept the License Agreement.
7. ENTER SERIAL NUMBER provided when you purchased eaDirect . If lost, contact edocs Technical Support at <http://support.edocs.com/> .
8. OWNER OF WEB APPLICATION SERVER: For example, **edxadmin**.
9. GROUP OF WEB APPLICATION SERVER: For example, **edxadmin**.
10. CHOOSE INSTALL FOLDER: Accept the default or choose another directory.
11. CHOOSE PRODUCT FEATURES: Options depend on features purchased.  
All choices install J2EE web applications, documentation, and online Help.  
**Full** (default) will install all eaDirect components on a single machine.  
**Database and App Server** are for distributed environments.  
**Custom** installs individual components you specify.



**SDK** requires a separate license.

12. **PRE-INSTALLATION SUMMARY:** Review the screen to confirm your product and version, Install folder, Product Components, and Disk Space required and available.
13. **InstallAnywhere** then sets up the directory hierarchy on each server and copies files to the appropriate directories.
14. **INSTALL COMPLETE:** If installation is successful, you will see a **Congratulations** message.
15. **COPYRIGHT NOTICE:** Please review and click **Done**. Quit **InstallAnywhere**.
16. Repeat installation for other eaDirect servers on your network as necessary.

## Installing eaDirect in Console Mode (UNIX)

You can choose one of two installation modes to install eaDirect with **InstallAnywhere**:

- GUI Mode (default)
- Console Mode

The installation procedures in this guide show eaDirect being installed using the **InstallAnywhere** GUI. Console Mode is an interactive character-based installation where you are prompted to respond to several installation questions.

### To install eaDirect in Console Mode for UNIX:

1. Navigate to the **InstallAnywhere** directory for your platform and run the command to invoke **InstallAnywhere**, using the `-i console` flag. For example:

```
./Dirins.bin -i console
```

**InstallAnywhere** displays the banner:

```
Preparing CONSOLE Mode Installation...
```

2. Respond to each prompt to proceed to the next step in the installation. If you want to change something on a previous step, type **back**.
3. A successful installation displays the message:

```
Congratulations! eaDirect 4.2 has been successfully installed
to:
/opt/EDCSbd
```

where `/opt/EDCSbd` is the edocs home directory, `$EDX_HOME`, that you specified in response to the installation prompts.

## Where to Go From Here

### Distributed Environments

If you are installing in a **distributed environment**, be sure that you have installed all eaDirect components as follows before proceeding to the *Database Configuration Guide*.

- **Database** components on database server(s)
- **App Server** components on application server(s)
- **Tools** components on a Windows machine (accessible to UNIX servers)
- database **client software** on application server(s)

### Configure Your Database

If you have installed eaDirect **on a single machine** using the **Full** installation option, you can proceed directly to the *Database Configuration Guide*.

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## Installing eaDirect for Windows

This chapter assumes in-depth understanding of and practical experience with [Operating System Administration](#). Consult your system documentation as necessary.

This chapter provides a step-by-step guide to installing eaDirect with the InstallAnywhere installer. Use the [Quick Reference Appendix](#) to spot check pathnames and variables for your platform.

### Installing eaDirect with InstallAnywhere for Windows

The InstallAnywhere installer is a graphical cross-platform wizard that will install eaDirect components for any supported platform of eaDirect.

In a distributed environment, you will need to install:

- eaDirect application server components on **each** application server
- eaDirect database server components on **each** database server
- database client software on **each** application server

#### To install eaDirect with InstallAnywhere on Windows:

1. Obtain and locate the InstallAnywhere installer for your platform as described in the Preface of this guide.
2. Launch InstallAnywhere by double-clicking the `Dirins.exe` icon.
3. INTRODUCTION: Be sure you have quit all programs.
4. LICENSE AGREEMENT: Select **Yes** to accept the License Agreement.
5. ENTER SERIAL NUMBER stapled to your CD-ROM. If lost, contact edocs Technical Support at <http://support.edocs.com/>.
6. CHOOSE INSTALL FOLDER: Default is `c:\EDCSbd`, or choose another directory.
7. CHOOSE PRODUCT FEATURES: Options depend on features purchased.  
All choices install J2EE web applications, documentation, and online Help.

**Full** (default) will install all eaDirect components on a single machine.

**Database** and **App Server** are for distributed environments.

**Tools** installs the Windows-based tools **DefTool** and **Composer**.

**Custom** installs individual components you specify.

**SDK** requires a separate license.

8. CHOOSE SHORTCUT FOLDER: Select locations to create product icons.
9. PRE-INSTALLATION SUMMARY: Review the screen to confirm your product and version, Install folder, Product Components, and Disk Space required and available.
10. InstallAnywhere then sets up the directory hierarchy on each server and copies files to the appropriate directories. Windows installations also add program icons to the locations specified, for example to a program group or to the Windows Start menu.
11. INSTALL COMPLETE: If installation is successful, you will see a Congratulations message.
12. COPYRIGHT NOTICE: Please review and click **Done**. Quit InstallAnywhere.
13. Repeat installation for other eaDirect servers on your network as necessary.

## Where to Go From Here

### Distributed Environments

If you are installing in a **distributed environment**, be sure that you have installed all eaDirect components as follows before proceeding to the *Database Configuration Guide*.

- **Database** components on database server(s)
- **App Server** components on application server(s)
- **Tools** components on a Windows machine (accessible to UNIX servers)
- database **client software** on application server(s)

### Configure Your Database

If you have installed eaDirect **on a single machine** using the **Full** installation option, you can proceed directly to the *Database Configuration Guide*.

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## About the eaDirect Directory Structure

**Tip**

This chapter applies to all platforms. Windows paths should use a \ (backslash) in place of a / (forward slash).

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The eaDirect home directory contains all the files needed to create and configure the eaDirect production database. When you install eaDirect components, you are prompted to specify a destination directory. By default, this directory is `/EDCSbd`, which has a pre-defined hierarchical directory structure.

To designate a different destination directory, enter the pathname when prompted during installation.

**Tip**

edocs recommends that you install eaDirect in the same top-level directory on both the database server and the application server.

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### Where to Find Database Components

`EDCSbd/db` contains platform-specific subdirectories for database creation and configuration. Each `/db` subdirectory also contains the directory `migration`, which contains migration scripts. Be sure to use the correct version for your platform.

### Where to Find Application Server Components

`EDCSbd/J2EEApps` contains platform-specific subdirectories for eaSuite J2EE and web applications to be deployed to your application server. Be sure to deploy the correct version for your platform.

### Where to Find Sample Applications

`EDCSbd/samples` contains sample J2EE, Web, and eaDirect applications for use with the eaSuite. For more information on sample applications, see *Deploying and Customizing J2EE Applications*.

## Where to Find Input and Output Data

**EDCSbd/AppProfiles** stores information on each new eaDirect application created in the Command Center. **EDCSbd/Input** is the default input directory used by each Command Center job. **EDCSbd/Data** stores data processed by the Command Center. **EDCSbd/Output** stores the output of jobs.

An additional directory, **EDCSbd/Store**, appears when the first Command Center job runs. The Store directory holds temporary files created during job run time. When the job completes, eaDirect automatically cleans up these temporary files.

## Where to Find Documentation

**EDCSbd/pdf** contains PDF versions of eaSuite documentation. If your license includes the eaSuite SDK, you will find SDK documentation in **EDCSbd/SDK/pdf**.

Online help may be accessed through the eaDirect Command Center, DefTool, or Composer.

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## Migrating To A New Version of eaDirect



Tip

This chapter applies to all platforms.

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### Migrating Your eaDirect Database

For detailed instructions on migrating an existing eaDirect database, see the chapter for your database server in the eaDirect *Database Configuration Guide*.

### Updating Your Application Server

Consult the *Release Notes* for any required updates to your application server configuration.

### Migrating eaDirect J2EE Applications

For detailed instructions on migrating existing eaDirect web applications, see the chapter for your application server in the eaDirect *Application Server Configuration Guide*.



Caution

If you receive error messages when starting up your application server after migration, check to make sure you have undeployed all old versions of edocs J2EE web applications and redeployed the new versions. edocs does not recommend manually editing configuration files for deployment.

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## Uninstalling eaDirect



### Tip

This chapter applies to all platforms. UNIX users do not need to uninstall Windows services unless your system uses both platforms.

## Overview

This chapter describes how to uninstall and remove eaDirect components, deployed J2EE applications, and Windows services.

Repeat the sequence used to install components: uninstall eaDirect from the **database server** first, then the **application server**.

The uninstaller will **not** delete any directories that contain files modified since installation. Instead, it will list these items, which must then be manually removed.

## Uninstalling eaDirect

Before uninstalling eaDirect components, you must:

- Stop your application server.
- Stop your database instance.
- Stop your database server.
- UNIX users should also switch user to **root**, which is the default owner of the Uninstall directory.

The Uninstaller is located in the **Uninstall** folder of your eaDirect home directory. See [Installing eaDirect](#).

### To uninstall eaDirect:

1. Navigate to the **Uninstall** folder of your eaDirect home directory, **\$EDX\_HOME**.
2. UNIX users may launch the eaDirect Uninstaller with the command **./Uninstall\_eaDirect**. The dot and slash are required, and there is no space after the slash.

```
./Uninstall_eaDirect
```

Windows users may run the command-line script `Uninstall_eaDirect.bat`, or select **Start Menu>Programs>eaDirect>Uninstall eaDirect**.

3. The Uninstall screen appears.
4. Click **Uninstall**. A second uninstall screen appears showing eaDirect components being removed from your machine.
5. When the uninstaller is finished, a screen appears listing any items that could not be removed.
6. Change directory to your eaDirect home directory and manually remove any remaining files and directories as necessary.
7. Click **Done** to close the uninstaller.
8. Repeat this procedure on your application server and any other installations.

## Undeploying eaDirect J2EE Applications

When migrating to a new version of eaDirect, you must first undeploy J2EE applications running on your application server. Once you have migrated your database, you should then redeploy the new versions of each eaSuite web applications, including eaDirect and samples.

For more information on deployment, see the *Application Server Configuration Guide* for your platform, and the eaDirect guide to *Deploying and Customizing J2EE Applications*.

## Uninstalling Windows Services



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This section applies to all Windows platforms.

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### Uninstalling WebLogic Server as a Windows Service

Uninstalling this Windows Service will require that you start and stop WebLogic Server from the command line or the administrative console.

#### To uninstall WebLogic Server as a Windows Service:

1. Open a Command Prompt window, and change directory to the **domain** directory of your application server home directory.

```
C:\> cd %WL_HOME%\config\mydomain
```

2. Uninstall WebLogic Server as a Windows Service with the `uninstallNtService` command:

```
C:\> uninstallNtService.cmd
```

You do not have to specify the WebLogic service name on the command line, because it is named in `uninstallNtService.com`.

## Uninstalling the eaDirect Scheduler as a Windows Service

Uninstalling this Windows Service will require that you start and stop the Scheduler from the command line.

### To uninstall the Scheduler as a Windows Service:

1. Open a command prompt window, and change directory to the `\bin` directory of your EDCSbd home directory.

```
C:\> cd %EDX_HOME%\bin
```

2. Uninstall the Scheduler as a Windows Service with the `-remove` command:

```
C:\> Schedulersvc -remove
```

## Uninstalling the eaDirect Logger as a Windows Service

Uninstalling this Windows Service will require that you start and stop the Logger from the command line.



### Tip

This section applies to WebSphere deployments only. WebLogic deployments do not use the eaDirect Logger.

### To uninstall the Logger as a Windows Service:

1. Open a command prompt window, and change directory to the `\bin` directory of your EDCSbd home directory.

```
C:\> cd %EDX_HOME%\bin
```

2. Uninstall the Logger as a Windows Service with the `-remove` command:

```
C:\> Loggersvc -remove
```



---

# Appendix A: Quick Reference

## Overview

This section contains platform-specific variables and settings for eaDirect. In the front of this guide, you will find an outline of the workflow for installing and configuring eaDirect. Experienced system administrators may find this outline and appendix useful as a quick reference for configuration and troubleshooting, but they are **not intended as a standalone guide to configuration**.

Whenever you install or upgrade eaDirect, please follow the steps in each chapter of this *Installation and Configuration Guide* in sequence, consulting your third-party documentation as necessary.

## Supported Platforms

eaSuite v4.3 Platform Configurations				eaDirect	eaPay	eaPost	eaAssist	eaMarket	eaProcess	eaCare HM	TSM/ TAM
Server O/S	Database	App Server	JRE								
Solaris 8, 9	Oracle 8.1.7, 9.20	WebLogic 7.0 SP4	Sun JDK 1.3.1	Supported	Supported	Supported	Supported	Supported	Not Available	Supported	Supported
		WebLogic 8.1 SP2	Sun JDK 1.4	Supported	Supported	Supported	Supported	Not Available	Not Available	Supported	Supported
		WebSphere 5.0.2	IBM JDK 1.3.1	Supported	Supported	Supported	Supported	Not Available	Not Available	Supported	Supported
		WebSphere 5.1	IBM JDK 1.4.1	Supported	Supported	Supported	Supported	Not Available	Not Available	Supported	Supported
AIX 4.3.3, 5.1, 5.2	DB2 8.1	WebSphere 5.0.2	IBM JDK 1.3.1	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
		WebSphere 5.1	IBM JDK 1.4.1	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
HP-UX 11i	Oracle 8.1.7, 9.20	WebLogic 7.0 SP4	Sun JDK 1.3.1	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
		WebLogic 8.1 SP2	Sun JDK 1.4	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
	Oracle 9.20	WebSphere 5.1	IBM JDK 1.4.1	Supported	Supported	Supported	Supported	Not Available	Not Available	Supported	Supported
Windows 2000 Server SP4	SQL 2000 SP3	WebSphere 5.0.2	IBM JDK 1.3.1	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
		WebSphere 5.1	IBM JDK 1.4.1	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
		WebLogic 7.0 SP4	Sun JDK 1.3.1	Supported	Supported	Supported	Supported	Supported	Not Available	Supported	Supported
		WebLogic 8.1 SP2	Sun JDK 1.4	Supported	Supported	Supported	Supported	Not Available	Not Available	Supported	Supported
	Oracle 9.20	WebSphere 5.0.2	IBM JDK 1.3.1	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
		WebSphere 5.1	IBM JDK 1.4.1	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
		WebLogic 7.0 SP4	Sun JDK 1.3.1	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported
		WebLogic 8.1 SP2	Sun JDK 1.4	Supported	Supported	Not Available	Supported	Not Available	Not Available	Supported	Supported

## eaDirect System Requirements

### Solaris

#### OPERATING SYSTEM

- Sun Solaris 8 with patches 108434-09 and 108435-09 **OR** Sun Solaris 9

#### HARDWARE

- CD-ROM
- disk space (database) 2.6 GB
- disk space (software) 60 MB
- Sun SPARC platform

- Swap space 512 MB per CPU (1 GB recommended)
- RAM 512 MB per CPU (1 GB recommended)

### **JAVA/C++**

- Sun Java 2 SDK Standard Edition 1.3.1 (version shipped with WebLogic 7) or 1.4.1 (version shipped with WebLogic 8)
- IBM Java 2 SDK Standard Edition 1.3.1 (version shipped with WebSphere)
- Sun C++ runtime packages `SUNWesu` and `SUNWlibC`

### **SUPPORTED DATABASE SERVERS**

#### **Migrating from eaSuite 3.x**

- Oracle 8i (Oracle 8.1.7)
- Oracle 8i client software (for application server)
- Oracle 8i JDBC driver

#### **New installation of eaSuite 4.x**

- Oracle 9i Release 2 (Oracle 9.2.0)
- Oracle 9i client software (for application server)
- Oracle 9i JDBC driver

### **SUPPORTED APPLICATION SERVERS**

- BEA WebLogic Server 8.1 SP2
- BEA WebLogic Server 7.0 SP4
- IBM WebSphere 5.0.2
- IBM WebSphere 5.1

### **SUPPORTED BROWSERS**

- Netscape Navigator 6.2
- Microsoft Internet Explorer 5.5 SP2 or 6 (on networked PC)

## **AIX**

### **OPERATING SYSTEM**

- IBM AIX 4.3.3 Maintenance Level 10 **OR** IBM AIX 5.1 **OR** IBM AIX 5.2

### **HARDWARE**

- CD-ROM
- Disk space (database) 2.6 GB
- Disk space (software) 60 MB
- IBM RS/6000 platform
- Swap space 512 MB per CPU (1 GB recommended)
- RAM 512 MB per CPU (1 GB recommended)

### **JAVA/C++**

- IBM JDK for AIX/PPC 1.3.1 (version shipped with WebSphere)
- IBM C Set++ for AIX 3.6.3 **OR** 64-bit IBM VisualAge C++ 4

### **SUPPORTED DATABASE SERVERS**

- IBM DB2 version 8.1
- IBM DB2 8.1 client software (for application server)

### **SUPPORTED APPLICATION SERVERS**

- IBM WebSphere 5.0.2
- IBM WebSphere 5.1

### **SUPPORTED BROWSERS**

- Netscape Navigator 6.2
- Microsoft Internet Explorer 5.5 SP2 or 6 (on networked PC)

## **HP-UX**

### **OPERATING SYSTEM**

- Hewlett Packard HP-UX 11i for PA-RISC systems, December 2002 release

### **HARDWARE**

- CD-ROM
- Disk space (database) 2.6 GB
- Disk space (software) 60 MB
- Swap space 512 MB per CPU (1 GB recommended)
- RAM 512 MB per CPU (1 GB recommended)



**JAVA/C++**

- Sun Java 2 SDK Standard Edition 1.3.1 (version shipped with WebLogic 7) or 1.4.1 (version shipped with WebLogic 8)

**SUPPORTED DATABASE SERVERS****Migrating from eaSuite 3.x**

- Oracle 8i (Oracle 8.1.7)
- Oracle 8i client software (for application server)
- Oracle 8i JDBC driver

**New installation of eaSuite 4.x**

- Oracle 9i Release 2 (Oracle 9.2.0)
- Oracle 9i client software (for application server)
- Oracle 9i JDBC driver

**SUPPORTED APPLICATION SERVERS**

- BEA WebLogic Server 8.1 SP2
- BEA WebLogic Server 7.0 SP4
- IBM WebSphere 5.1

**SUPPORTED BROWSERS**

- Netscape Navigator 6.2
- Microsoft Internet Explorer 5.5 SP2 or 6 (on networked PC)

## Windows

**OPERATING SYSTEM**

- Microsoft Windows 2000 Server SP4

**HARDWARE**

- CD-ROM
- Disk space (database) 2.6 GB
- Disk space (software) 60 MB
- Pentium III or higher or compatible processor
- RAM 512 MB per CPU (1 GB recommended)

### **JAVA/C++**

- Sun Java 2 SDK Standard Edition 1.3.1 (version shipped with WebLogic 7) or 1.4.1 (version shipped with WebLogic 8)
- IBM Java 2 SDK Standard Edition 1.3.1 (version shipped with WebSphere)

### **SUPPORTED DATABASE SERVERS**

- Microsoft SQL Server 2000 SP3 with
  - SQL 2000 Client Tools (for application server)
- Oracle 9i Release 2 (Oracle 9.2.0) with
  - Oracle 9i client software (for application server)
  - Oracle 9i JDBC driver

### **SUPPORTED APPLICATION SERVERS**

- BEA WebLogic Server 8.1 SP2
- BEA WebLogic Server 7.0 SP4
- IBM WebSphere 5.0.2
- IBM WebSphere 5.1

### **SUPPORTED BROWSERS**

- Netscape Navigator 6.2
- Microsoft Internet Explorer 5.5 SP2 or 6

## **Owner and Group Privileges for eaDirect**



---

This section applies to all UNIX platforms.

---

### **Installation**

You must have **root** privilege on each server to install and uninstall eaDirect components.

O/S	DEFAULT	EXAMPLE	CUSTOM
Solaris	root:other	edxadmin:edxadmin	
AIX	root:other	edxadmin:edxadmin	
HP-UX	root:other	edxadmin:edxadmin	

## Database Server

After installation, change the user and group ownership of eaDirect database server components to that of the **database user**.

DATABASE	DEFAULT	EXAMPLE	CUSTOM
Oracle	oracle:dba	edx_dba:edx	
DB2	db2inst1:db2adm1	edx_dba:edx	

## Application Server

After installation, change the user and group ownership of eaDirect application server components to that of the **application server owner**.

APP SERVER	DEFAULT	EXAMPLE	CUSTOM
WebLogic	system:edocs	edxadmin:edxadmin	
WebSphere	<none>	edxadmin:edxadmin	



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