



InQuira 6 Installation Guide

*Installing and Configuring InQuira 6
Version 6.2*

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Preface

About This Guide

This guide provides detailed instructions and supporting information for installing and configuring InQuira 6.

This guide is intended for system administrators and developers who want to install and configure InQuira 6 as a stand-alone application or as a specialized application for use within a production environment.

This preface includes information on:

- the general organization of this guide
- the support services available from InQuira Customer Support
- the available product documentation and its conventions

In This Guide

The *InQuira 6 Installation Guide* is divided into the following sections:

Installation Overview

This section describes the general installation process and lists hardware and software requirements and dependencies.

Installing and Configuring InQuira 6

This section describes installing and configuring the core InQuira 6 software components.

Installing InQuira 6 Dictionaries

This section describes installing and configuring the Dictionaries provided in the InQuira 6 distribution.

InQuira 6 Installed Directories and Files

This section describes the directories and files that result from the InQuira 6 installation and configuration process.

Configuring the InQuira 6 Application

This section describes how to configure InQuira 6 as a stand-alone application.

Installing and Configuring InQuira 6 Analytics Supplementary Software

This section describes installing the required supplementary software for use with the optional InQuira 6 Analytics business intelligence application.

Installing and Configuring InQuira 6 Analytics

This section describes installing and configuring the optional InQuira 6 Analytics business intelligence application.

Contacting InQuira

You can contact InQuira by mail, telephone, fax, and email.

Mail:	851 Traeger Ave Suite 125 San Bruno, CA 94066
Telephone:	(650) 246-5000 InQuira Customer Support Hotline: (888) 947-8324
Fax:	(650) 246-5036
Email:	For sales information, send email to sales@inquira.com . For product support, send email to support@inquira.com .

You can find out more about InQuira on the web at: **www.inquiracom**.

Note: See *InQuira Customer Support* on page viii for more information on reporting incidents to InQuira Customer Support.

InQuira Customer Support

InQuira Customer Support is available from 6:30 am to 4:30 pm PST, excluding InQuira holidays.

You can contact InQuira Customer Support by email at: **support@inquira.com**. We recommend that you use email to report all Priority 2, 3, and 4 incidents.

For Priority 1 incidents, please use the support hotline: (888) 947-8324.

Important: We accept Priority 1 requests only by telephone. We recommend that you send a follow-up email for Priority 1 requests after contacting InQuira Customer Support using the support hotline.

Call response times are determined by the following priority definitions:

<i>Priority Level</i>	<i>Response Time</i>	<i>Definition</i>
1	1 business hour	A production system hangs or crashes, or continued use of the program is impossible.
2	8 business hours	The product is usable with major restrictions on functionality.
3	16 business hours	The product is usable with minor restrictions on functionality.
4	3 business days	You have a question or an enhancement request pertaining to the software or the documentation.

InQuira 6 Documentation

InQuira 6 is shipped with the following documentation set. Each document in the set contains a specific type of information to help you use the product.

<i>Document</i>	<i>Number</i>	<i>Description</i>
InQuira 6 Installation Guide	IQ62-IG-07	This guide is intended for technical staff who are responsible for installing InQuira 6. It provides detailed information on installing and configuring InQuira 6 products and components.
InQuira 6 Application Guide	IQ62-ADG-07	This guide is intended for application developers who need to develop and deploy an InQuira 6 application. It describes InQuira 6 integration, development, configuration, and maintenance.

InQuira 6 Language Guide	IQ62-LDG-07	This guide is intended for application developers and subject matter experts who need to create, implement, and maintain aspects of the InQuira 6 Dictionary. It provides an overview of the Dictionary components, and describes customization, maintenance, and administration tasks and the tools, processes, and procedures required to perform them.
InQuira 6 User Interface Guide	IQ62-UIG-07	This guide is intended for application developers who want to integrate and customize the InQuira 6 Dynamic Portal User Interface. It contains information about the elements and features of the User Interface, and provides guidelines for integrating it into your web architecture, customizing its appearance and functionality, and implementing various special features.
InQuira 6 Analytics Guide	IQ62-AG-07	This guide is intended for application developers who want to configure, deploy, and maintain InQuira 6 Analytics, and for business analysts who want to use InQuira 6 Analytics to report on InQuira 6 performance.

Documentation Delivery

InQuira 6 documentation is distributed with the software release as a set of Portable Document Format (PDF) files. InQuira documentation is available only to licensed users of our software products and may not be redistributed in any form without express permission from InQuira, Inc.

Note: You need the Adobe Acrobat reader to view PDF documents. The Adobe Acrobat reader is available from Adobe Systems at: <http://www.adobe.com>.

If you encounter a problem, need help using the documentation, or want to report an error in the content, please contact InQuira Customer Support, as described in ***InQuira Customer Support*** on page viii.

If you need help obtaining InQuira product documentation, or want to obtain permission to redistribute a portion of the contents, contact your InQuira account representative.

Documentation Conventions

We use the following typographical conventions in our documentation:

<i>Convention</i>	<i>Definition</i>
monospace	We use monospace font to denote code examples, path and file names, parameter values, and system messages and prompts.
<i>italics</i>	<p>Italics indicate terms contained in the glossary and citations of other published sources.</p> <p>Strings of italicized text within file names or parameters indicate variable text that you must replace with an appropriate string, or that the system will replace with product- or installation-specific values.</p> <p>Product directories may use italicized <i>n</i> characters as variables to denote current product version numbers.</p>
<value>	Indicates a symbolic for which you must specify an appropriate value. For example, <section> indicates a specified section of the answer display page.
%	Indicates the Unix command-shell prompt without root privilege.
C:\	Indicates the Microsoft Windows command prompt or file system.
[item]	Indicates an optional item within a syntax description.
{item}	Indicates a required item within a syntax description, only when necessary for clarity. Otherwise, required items appear without braces.
 	Separates choices in lists of optional and required items within syntax descriptions. For example, [item1 item2] or {item1 item2}.
\$TERM or \${TERM}	<p>Indicates a variable (within Unix-type environments) for which you specify an appropriate value. For example, \$ROOT indicates the root directory of the installed product. Variables are sometimes enclosed in curved braces when necessary for clarity.</p> <p>In some instances, variables are set by and/or resolved by the system with no user intervention required.</p>
%TERM%	Indicates a variable (within Microsoft Windows environments) for which you specify an appropriate value.

Screen and Text Representations

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

World Wide Web Resources

We provide Uniform Resource Locators (URLs) for various relevant Web resources for your convenience. We attempt to provide accurate information; however, these resources are controlled by their respective owners, and are therefore subject to change at any time.

Chapter 1

Installation Overview

This section provides an overview of the installation process, the system hardware, software, space and user privilege requirements, and the product distribution media contents.

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

The Installation Process

InQuira 6 is packaged as separate components that you install and configure in several steps. The components are designed to operate only when the entire installation process is complete.

Important: Before installing InQuira 6, ensure that requirements and prerequisites are satisfied, and that appropriate personnel with access to the specified environments are available to perform the installation.

The InQuira 6 installation process consists of the following steps:

- installing and configuring the product components as described in *Installing and Configuring InQuira 6* on page 15
- installing and configuring one or more Dictionaries as described in *Installing InQuira 6 Dictionaries* on page 25
- configuring the application as described in *Configuring the InQuira 6 Application* on page 37
- (optional) installing and configuring the required InQuira 6 Analytics supplementary software as described in *Installing and Configuring InQuira 6 Analytics Supplementary Software* on page 47
- (optional) installing and configuring InQuira 6 Analytics as described in *Installing and Configuring InQuira 6 Analytics* on page 85

Important: Do not install or use individual InQuira 6 product components separately from the configured product unless specifically instructed by InQuira technical staff.

System Requirements

This section describes InQuira 6 support and requirements for system hardware and software, and data access including:

- operating systems, as described in *Supported Operating Systems* on page 2
- application and web server requirements, as described in *Supported Application Servers* on page 3 and *Supported Web Servers* on page 4
- unstructured and structured content access and processing requirements, as described in *Application Content Support* on page 4
- content database and database drivers, as described in *Supported Content Store Databases* on page 5
- disk space requirements, as described in *Space Requirements* on page 7

Supported Operating Systems

You can install and operate InQuira 6 on the following operating systems:

<i>Operating System</i>	<i>Release Levels</i>
Microsoft Windows	<ul style="list-style-type: none">• 2000• NT• XP
Solaris	<ul style="list-style-type: none">• 7• 8• 9
Linux	Kernel Version 2.4

Note: The InQuira 6 Analytics application is not supported on Linux or Solaris 7. See *InQuira 6 Analytics Requirements* on page 8 for more information on supported environments for InQuira 6 Analytics.

Required Java Software Components

You must have the following Java components installed and available for Solaris environments:

- Java2 - 1.4.1_03 SDK

You must have the following Java components installed and available for Windows and Linux environments:

- Java2 - 1.4.2 SDK

You must have the following Java components installed and available for the InQuira 6 HTML gateway, which includes the web-based Configuration and Administration Interface, and the SOAP gateway:

- Java2 Enterprise Edition Platform, with Servlet 2.3 and JSP 1.2

For more information on obtaining and using Java2 components, see the Sun Microsystems Java Technology Home Page at: <http://java.sun.com>.

Java Virtual Machine (JVM) Allocation Requirements

You must allocate sufficient memory to the Java Virtual Machine (JVM) process for the InQuira 6 application and the associated web or application server. You set the JVM options for the InQuira 6 application and the application or web server as part of the configuration process described in *Specifying Application JVM Options* on page 40 and *Specifying Web Server JVM Options* on page 41.

The appropriate memory allocation, stack size, heap size, and garbage collection parameters vary depending on several factors, including:

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

In general, you should attempt to use the highest values supported by your environment. InQuira Customer Support can provide guidelines and advice to help determine appropriate parameters for your specific application and environment. See *InQuira Customer Support* on page viii for information on contacting InQuira Customer Support.

Supported Application Servers

InQuira 6 supports the following application servers:

<i>Application Server</i>	<i>Supported Release Levels</i>
Apache Jakarta Tomcat	Version 4.1
BEA WebLogic	Version 8.1
IBM WebSphere	Version 5.1
Sun ONE	Versions 4.1, through Version 6

Supported Web Servers

InQuira 6 supports the following web servers:

<i>Web Server</i>	<i>Supported Release Levels</i>
Apache	<ul style="list-style-type: none"> • Version 1.3 • Version 2
Microsoft IIS	Version 5
Sun ONE	Versions 4.1 through Version 6
Netscape Enterprise Server	Version 3.6

Note: The InQuira 6 Configuration and Administration Interface requires a non-production web server. We provide a server for this purpose; however, you can use any web server that supports Java Server Pages (JSP). Refer to the Sun Microsystems Java Technology Home Page at: <http://java.sun.com> for more information on JSP.

Application Content Support

InQuira 6 supports information retrieval from both structured and unstructured content sources. This section describes the prerequisites and requirements for structured and unstructured content access.

Important: The unstructured information retrieval and structured information retrieval functions are separately licensed InQuira 6 components. Consult your account representative for more information about licensing InQuira 6 information retrieval functionality.

Supported Structured Data Access

InQuira 6 supports structured data access from any JDBC-compliant databases, including:

<i>Structured Data Sources</i>	<i>Supported Release Levels</i>
IBM DB2	Version 7.2
Microsoft SQL Server 2000	2000
Oracle	<ul style="list-style-type: none"> • Version 8i • Version 9i

Supported Unstructured Data Formats

InQuira 6 unstructured content processing supports the following document and data formats:

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

Note: See *Microsoft PowerPoint Processing Requirements* on page 7 for more information on processing Microsoft PowerPoint documents.

Supported Content Store Databases

InQuira 6 requires a JDBC-compatible database for application content storage. The database must have a JDBC driver.

Note: You can use the same database that you allocate for the Content Store for the optional InQuira 6 Analytics product, as described in *Supported InQuira 6 Analytics Databases* on page 9.

InQuira 6 has been tested with the following databases:

<i>Database</i>	<i>Supported Release Levels</i>
Microsoft SQL Server 2000	2000
Oracle	<ul style="list-style-type: none">• Version 8i• Version 9i

Database Properties

The following database properties are required to operate InQuira 6:

Oracle Properties

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

Microsoft SQL Server

For Microsoft SQL Server databases, enter the collocation name as:

Latin1_General_CS_AS

where:

CS indicates case sensitivity

AS indicates accent sensitivity

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

JDBC Driver Requirements

The InQuira 6 Content Store database requires a JDBC driver. The InQuira 6 installation includes a MySQL database driver for your convenience. This does not include or imply any license. For more information on obtaining and using JDBC drivers, see the Sun Microsystems Java Technology Home Page at: <http://java.sun.com>.

Microsoft SQL Server JDBC Driver Requirements

InQuira 6 requires a JDBC 2.0-compliant driver if you use it with Microsoft SQL Server databases. The JDBC-ODBC bridge drivers that Microsoft Corp. and Sun Microsystems provide are not commercial products, and have limitations that prevent the InQuira 6 software from functioning properly.

Commercial type-4 JDBC drivers are available from a variety of vendors. We have verified that the following drivers work with InQuira 6:

<i>Vendor</i>	<i>Product</i>	<i>Contact</i>
DataDirect	DataDirect Connect for JDBC, release 2.1 or later	http://www.datadirect-technologies.com
Microsoft	SQL Server 2000 JDBC Type 4 Driver (Beta or later)	http://www.microsoft.com

Important: The above statements do not provide any explicit or implied licenses for any third-party JDBC drivers.

Microsoft PowerPoint Processing Requirements

InQuira 6 requires a dedicated Microsoft Windows server for the Microsoft PowerPoint preprocessor. The dedicated Windows server must have a complete installation of Microsoft Office XP. See the *InQuira 6 Application Guide* for more information on configuring document processing.

There are no special requirements for processing other document formats.

Space Requirements

Space requirements are largely dependent on the amount of application data to be processed. You should allocate a minimum of 15 GB for each environment (development, staging, and production). Allocations of 20 to 30 GB will accommodate most applications. In addition:

- the product code requires approximately 150 MB of disk space for installation and configuration
- the Content Store requires from six to ten times the size of the content that you intend to process

User Permissions

You should install InQuira 6 in a central location that allows read and execute permissions to all the locations where the application will ultimately be installed. Create or choose a user with group permissions that allow other users and groups to have appropriate access to the InQuira 6 components.

Important: Do not install, configure, or operate other InQuira 6 or supplementary software components as a user with root privileges. The CVS functions that InQuira 6 uses to maintain data integrity will not operate properly if the user that owns the InQuira 6 processes has root permissions.

InQuira 6 Analytics Requirements

InQuira 6 Analytics is a separate business intelligence application designed specifically to provide insight into InQuira 6 application performance. InQuira 6 Analytics requires:

- an installed and configured InQuira 6 application
- an additional InQuira 6 Analytics environment that conforms to:
 - the operating system requirements as described in *Supported Operating Systems for InQuira 6 Analytics* on page 8 and *Operating System Patches for InQuira 6 Analytics* on page 9
 - the database requirements as described in *Supported InQuira 6 Analytics Databases* on page 9
 - additional supplementary software that is distributed with the product.

You install and configure the supplementary software as described in *Installing and Configuring InQuira 6 Analytics Supplementary Software* on page 47.

The supplementary software requirements and prerequisites are described in *Supplementary Software Prerequisites* on page 48.

Supported Operating Systems for InQuira 6 Analytics

You can install and operate InQuira 6 Analytics in the following environments:

<i>Operating System</i>	<i>Release Levels</i>
Microsoft Windows	<ul style="list-style-type: none">• 2000• NT• XP
Solaris	<ul style="list-style-type: none">• 8• 9

Operating System Patches for InQuira 6 Analytics

InQuira 6 Analytics uses an underlying third-party product, Cognos Series 7, which in addition to the basic InQuira 6 operating system requirements, is dependent on various operating system patches. Cognos maintains a record of the patch requirements in the customer support area of their web site. You can access this information directly at:

http://support.cognos.com/en/support/product/series71_patches.html#sun28

Note: This URL is provided for your convenience; if for some reason the URL is not accurate or is invalid, please locate the information by navigating on the Cognos web site.

To navigate to the required operating system patch information:

- open the Cognos home page, <http://www.cognos.com>
- select the following categories in sequence: Services, Support, Product Information, Software Environments, Series 7, Operating Systems
- select the required patches link for the appropriate operating system

Supported InQuira 6 Analytics Databases

InQuira 6 Analytics requires a JDBC-compatible database for report data and report storage. The database must have a JDBC driver.

Note: You can use the same database that you allocate for the InQuira 6 Content Store as described in *Supported Content Store Databases* on page 5.

InQuira 6 has been tested with the following databases:

<i>Database</i>	<i>Supported Release Levels</i>
Microsoft SQL Server 2000	2000
Oracle	<ul style="list-style-type: none"> • Version 8i • Version 9i

Note: InQuira 6 Analytics also requires a separate ObjectStore database that is installed and configured as part of process described in *Installing and Configuring InQuira 6 Analytics Supplementary Software* on page 47.

InQuira 6 Analytics User Profile for Solaris Environments

To install and use InQuira 6 Analytics in a Solaris environment, you must create a user that owns the InQuira 6 Analytics processes, including those associated with the supplementary software. Refer to ***Sample InQuira 6 Analytics Profile Settings*** on page 10 for sample InQuira 6 Analytics user profile information.

Sample InQuira 6 Analytics Profile Settings

The following table lists user profile settings for a typical InQuira 6 Analytics user. This information is provided for reference, and the values may not be correct for every application or environment.

Profile Category	Settings
General Settings	<pre>PS1='\$LOGNAME@\$HOSTNAME>' MAIL=/usr/mail/\${LOGNAME:?} PATH=/bin:/sbin:/usr/bin:/usr/sbin:/usr/local/bin:/usr/X/bin:/etc:/usr/ccs/bin:/usr/dt/bin:/usr/openwin/bin LD_LIBRARY_PATH=/lib:/usr/lib:/usr/local/lib:/usr/ccs/lib export PS1 MAIL PATH LD_LIBRARY_PATH</pre>
Java Settings	<pre>JAVA_HOME=/usr/j2sdk1.4.2 JAVA_OPTS="-Xmx1000m" PATH=\$JAVA_HOME/bin:\$PATH export JAVA_HOME JAVA_OPTS PATH</pre>
Oracle Settings	<pre>ORACLE_HOME=/home/oracle/OraHome1 ORACLE_SID=ia61 ORA_NLS33=\$ORACLE_HOME/ocommon/nls/admin/data NLS_LANG=AMERICAN_AMERICA.UTF8 PATH=\$PATH:\$ORACLE_HOME/bin LD_LIBRARY_PATH=\$LD_LIBRARY_PATH:\$ORACLE_HOME/lib32:\$ORACLE_HOME/lib export ORACLE_HOME ORACLE_SID ORA_NLS33 NLS_LANG PATH LD_LIBRARY_PATH</pre>

InQuira 6 Settings	INQUIRA_ROOT=/home/inquira/InQuira_6.1/inquira CATALINA_HOME=/home/inquira/tomcat export INQUIRA_ROOT CATALINA_HOME
ObjectStore Settings	OS_ROOTDIR=/opt/ODI/ostore PATH=\$PATH:/opt/ODI/ostore/bin LD_LIBRARY_PATH=\$LD_LIBRARY_PATH:/opt/ODI/ostore/lib export OS_ROOTDIR PATH LD_LIBRARY_PATH
InQuira 6 Analytics (Cognos) Settings	COGNOS_HOME=/home/inquira/cognos/cer3/bin LD_LIBRARY_PATH=\$LD_LIBRARY_PATH:\$COGNOS_HOME PATH=\$PATH:\$COGNOS_HOME export COGNOS_HOME PATH LD_LIBRARY_PATH
Aliases	alias ls="ls -aF" alias ll="ls -alrtF"

Ports Used by InQuira 6 Analytics Processes

InQuira 6 Analytics starts processes that use the following ports. Ensure that these ports are available prior to completing the installation and configuration process. The Recommended Alternate Port column lists recommended alternate ports for use in Solaris environments in which the InQuira 6 and InQuira 6 Analytics processes are owned by a user with lesser than root privileges.

Cognos Process	Description	Default Port
udanetd	Cognos Powergrid process of the PowerPlay Transformer	1526
xxxDAccess	Cognos PowerPrompts Data Access Server	2425
UpfSearchEngine	Cognos Upfront search engine	4455
ppserver	Cognos PowerPlay Enterprise Server	8010
iwiwrdisp	Cognos Impromptu Web Report dispatcher	8020
UpfDispatcher Service	Cognos Upfront dispatcher	8030

UpfAdmin	Cognos Upfront server administration	8031
rds	Cognos Upfront data store	8150 and 36770
TicketServerd	Cognos ticket server Note: The ticket server is installed and configured as part of the InQuira 6 Analytics installation process.	9010
iwvtxsrv	Cognos Impromptu Web virtual X server	9050

ObjectStore Process	Description	Default Port
osservr	ObjectStore Server	57952
oscmgr6	ObjectStore Server Cache Manager	57993

Process	Description	Default Port	Recommended Alternate Port
ns-slapd	Sun ONE Directory Server data directory server instance	389	1389
ns-slapd	Sun ONE Directory Server configuration directory server instance	390	1390
ns-httpd	Sun ONE Directory Server administration server	20000	N/A

Distribution Media

InQuira 6 is distributed in sets of platform-specific CD-ROMs:

- *The Microsoft Windows Platform Distribution* on page 12
- *The Solaris Platform Distribution* on page 13
- *The Linux Platform Distribution* on page 13

The Microsoft Windows Platform Distribution

The Microsoft Windows platform distribution contains the following CD-ROMs:

InQuira 6 Version 6.1 for Windows	This CD-ROM contains the InQuira 6 core software components, Dictionaries, and their installation programs. The core installation program is <code>install_inquira.exe</code> . The Dictionary installation program is <code>install_dictionaries.exe</code> .
InQuira 6 Analytics Version 6.1 for Windows	This CD-ROM contains the InQuira 6 Analytics software and installation program. The InQuira 6 Analytics installation program is <code>install_analytics.exe</code> .
InQuira 6 Analytics Version 6.1 for Windows Supporting Components	This CD-ROM contains additional required supplemental software for InQuira 6 Analytics.

The Solaris Platform Distribution

The Solaris Platform Distribution contains the following CD-ROMs:

InQuira 6 Version 6.1 for Solaris	This CD-ROM contains the InQuira 6 core software components, Dictionaries, and their installation programs. The core installation program is <code>install_inquira.bin</code> . The Dictionary installation program is <code>install_dictionaries.bin</code> .
InQuira 6 Analytics Version 6.1 for Solaris	This CD-ROM contains the InQuira 6 Analytics software and installation program. The InQuira 6 Analytics installation program is <code>install_analytics.bin</code> .
InQuira 6 Analytics Version 6.1 for Solaris Supporting Components	This CD-ROM contains additional required supplemental software for InQuira 6 Analytics.
InQuira 6 Analytics Version 6.1 for Solaris Administration Components	This CD-ROM contains additional InQuira 6 Analytics Cognos administration tools required for server validation, password administration and other installation-related functions. You can remove these tools when the InQuira 6 Analytics installation process is complete.

The Linux Platform Distribution

The Linux Platform Distribution contains the following CD-ROM:

InQuira 6 Version 6.1 for Linux	<p>This CD-ROM contains the InQuira 6 core software components, Dictionaries, and their installation programs. The core installation program is <code>install_inquira.bin</code>. The Dictionary installation program is <code>install_dictionaries.bin</code>.</p> <p>Note: The InQuira 6 InQuira 6 Analytics application is not supported on Linux.</p>
--	--

Chapter 2

Installing and Configuring InQuira 6

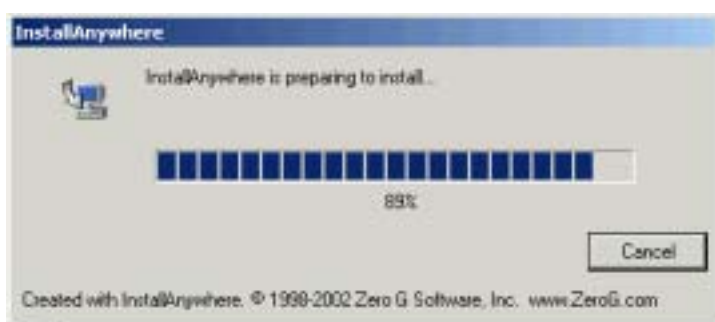
You begin the InQuira 6 installation process by copying the InQuira 6 product files from the distribution and configuring them in the selected location within your environment. InQuira 6 includes an automated installation program that guides you through the installation process.

Start the installation program by locating and executing the appropriate installation file for your environment.

To start the installation program:

- execute `install_inquira.exe` in Microsoft Windows environments
- execute `install_inquira.bin` in Solaris and Linux environments

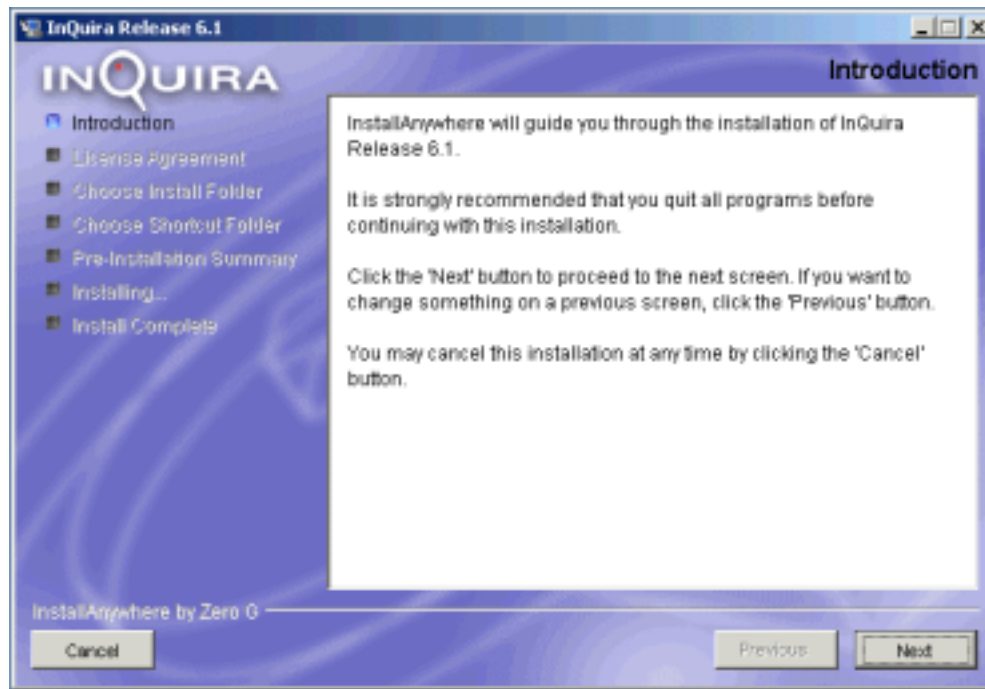
The installation program starts:



The installation program displays the introduction screen.

The InQuira 6 Installation Introduction

The installation program's introduction screen provides general information about the installation process and recommends that you close any other programs that are currently running.

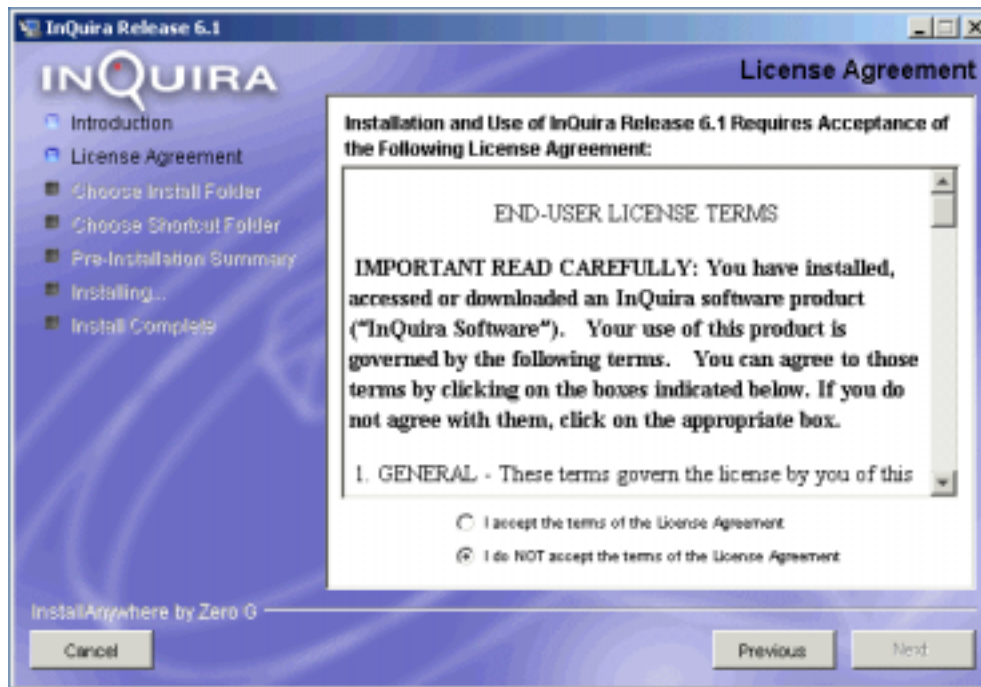


- select Next to continue

The installation program displays the InQuira 6 license agreement.

The InQuira 6 License Agreement

The InQuira 6 license agreement specifies the legal terms of use for InQuira 6. You must agree to these terms to install and use InQuira 6. Please read the agreement carefully; by agreeing, you are legally bound to its terms and conditions.



The installation program sets the license agreement to non-acceptance by default. To accept the license agreement and continue the installation:

- select the accept option

The Next button is now available.

- select Next to continue

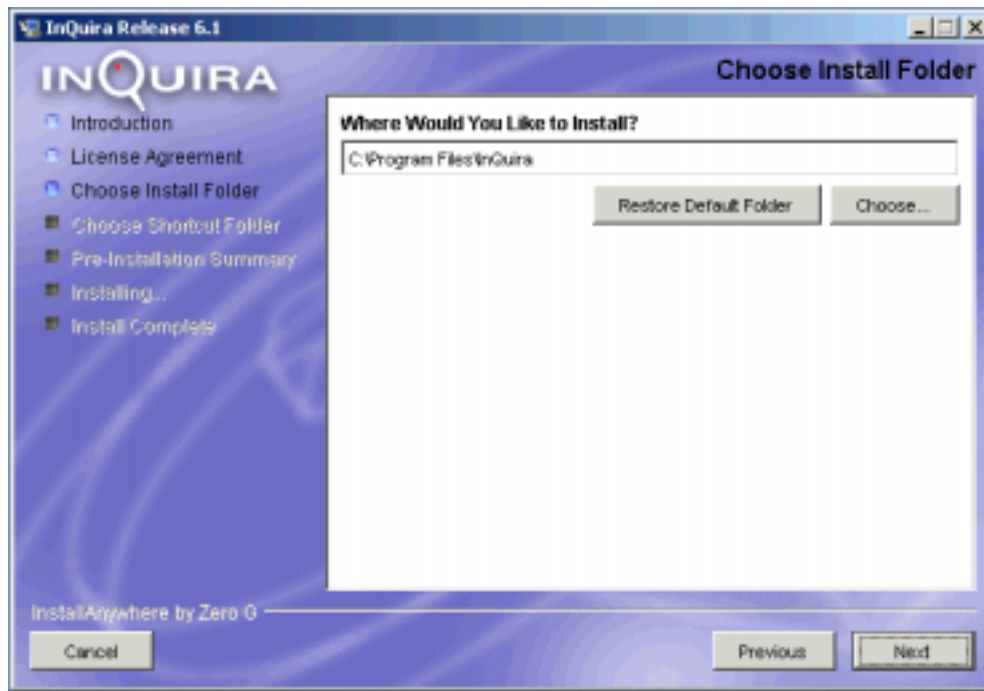
The installation program displays the installation location selection screen.

Selecting the Installation Location

Select the location in which you want to install InQuira 6. The installation program selects a default location:

- C:\Program Files\InQuira 6.1 in Windows environments
- <user_home>/InQuira_6.1 in Solaris and Linux environments

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



- specify the desired location
- select Next to continue

The installation program displays the shortcut folder selection screen.

Selecting the Shortcut Folder

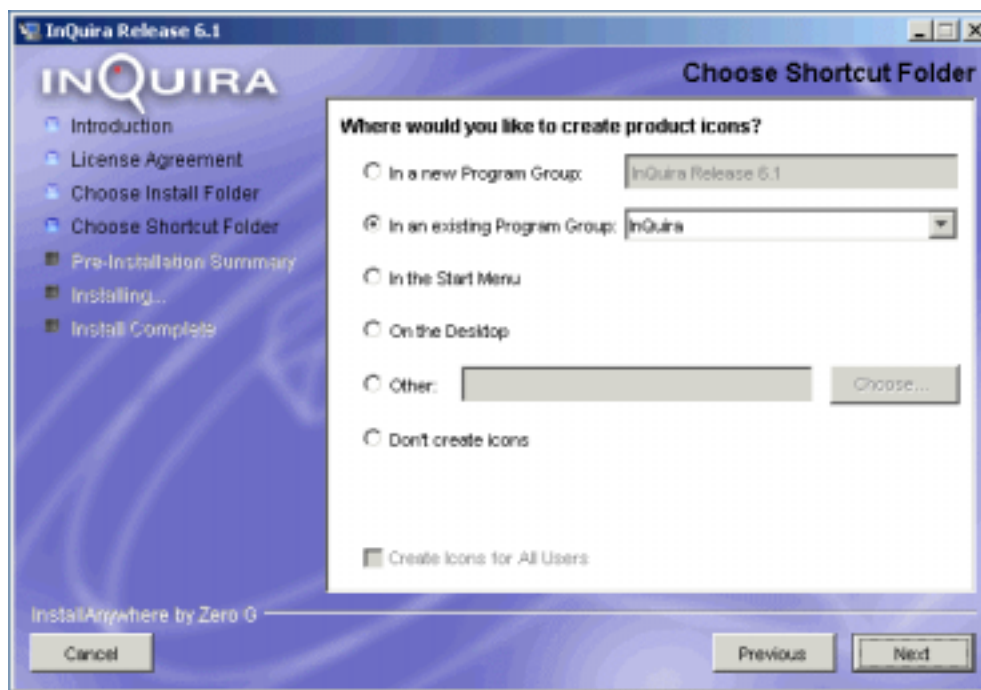
Select the locations in which you want to create shortcuts or links to InQuira 6. If the installation program locates an existing InQuira Program Group in Windows environments, it will use that group as the default. If the installation program does not locate an existing InQuira Program Group, it will create a new Program Group called InQuira 6.1.

In Windows environments, you can specify:

- an alternate new Program Group
- an alternate existing Program Group
- to place InQuira 6 icons in the Start Menu and on the Desktop, for the current user or for all users
- to create InQuira 6 icons in another location
- to not create any InQuira 6 icons
- to create icons for All Users

In Solaris and Linux environments, you can specify:

- to create links in the current user's home directory
- to create links in another directory
- to not create links



- select the desired product icon locations
- select Next to continue

The installation program displays the pre-installation summary screen.

The Pre-Installation Summary

The pre-installation summary screen displays a summary of your installation selections and disk space information prior to transferring the product files from the distribution.



- review your selections
- use the Previous button to make any corrections
- select Install to continue

The installation program begins installing InQuira 6 in the specified location.

Installing the Product Files

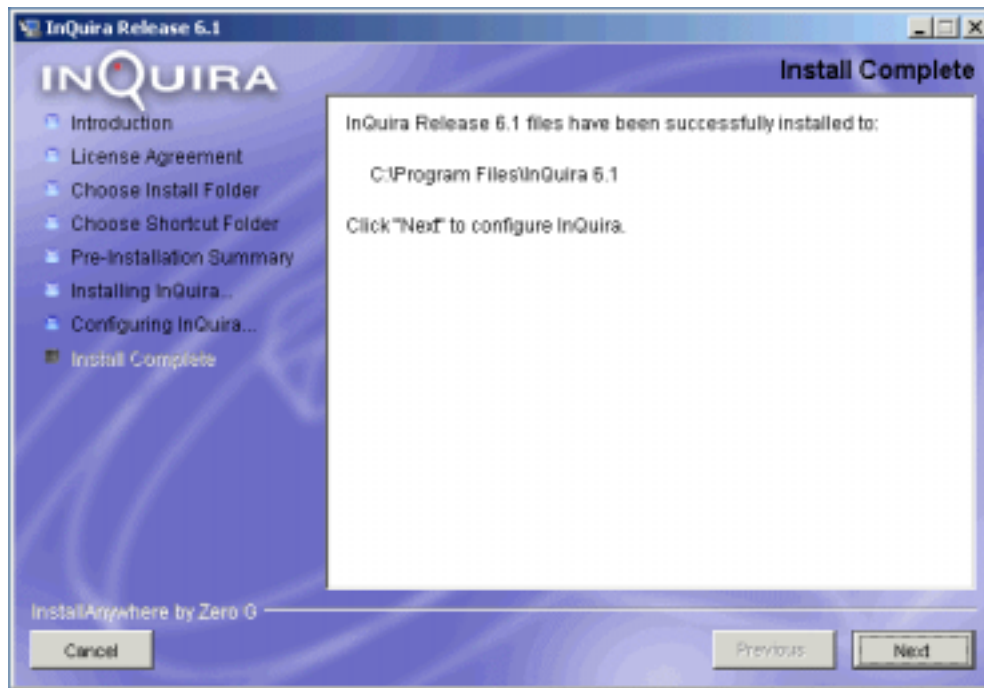
The installation program displays a progress screen during installation:



When installation is complete, the installation program displays the completion screen.

Completing the Installation

The completion screen summarizes the installation process.



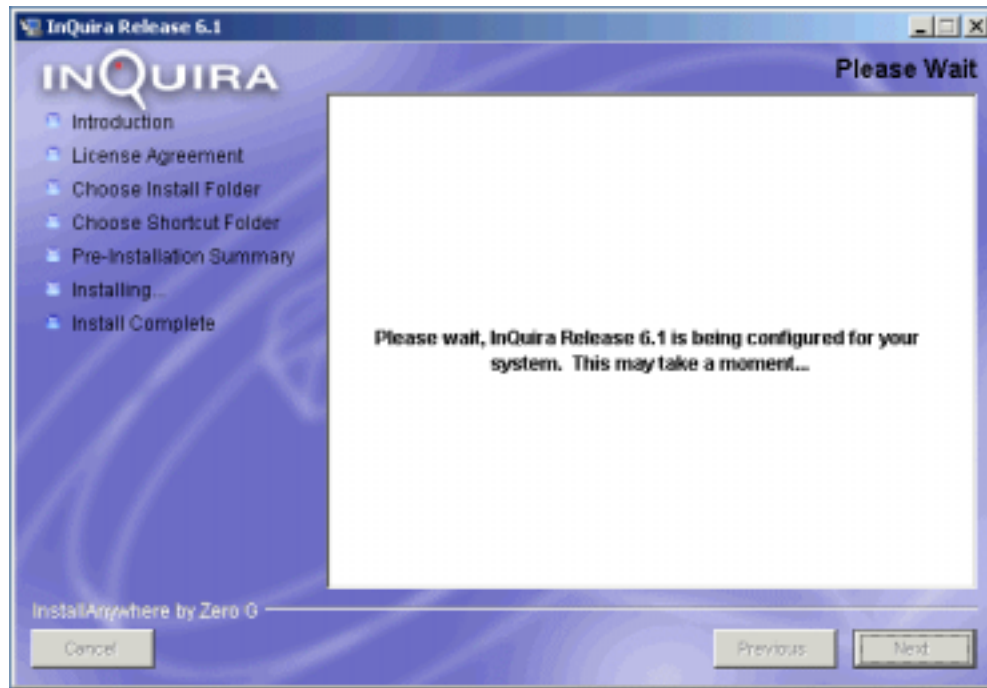
The InQuira 6 component directories and files are now installed in the specified location.

- select Next to configure the InQuira 6 components

The installation program displays the configuration screen.

Configuring InQuira 6

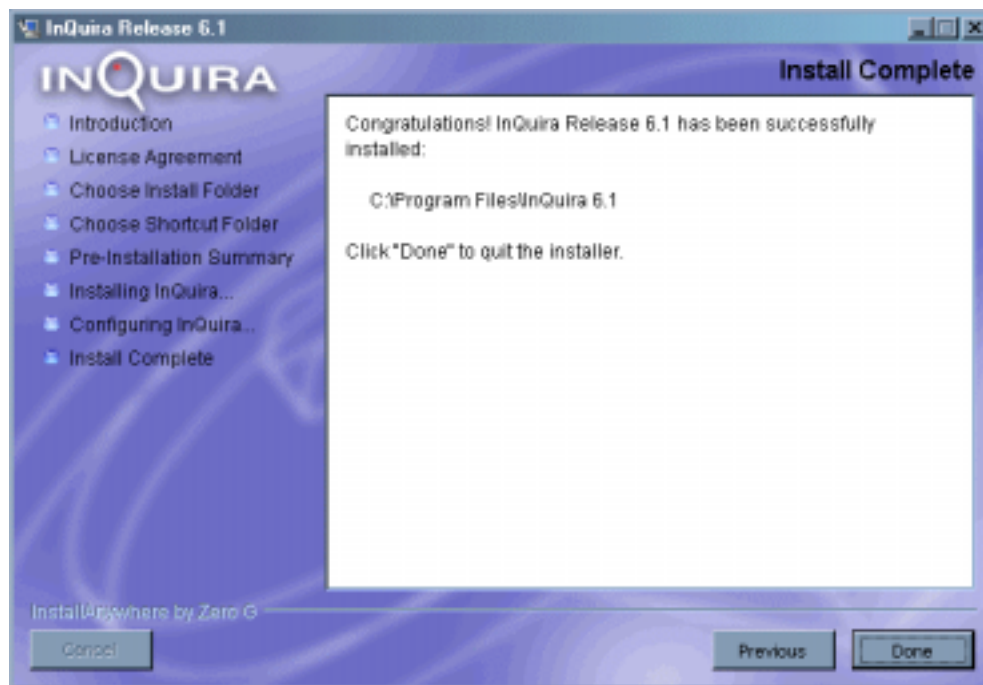
The installation program configures the installed InQuira 6 components.



When the configuration process completes, the installation program displays the Install Complete screen.

Completing the Configuration

The Install Complete screen summarizes the installation. InQuira 6 is now installed and configured in the specified location.



- select Done to exit the installation program

The installation program executes its cleanup routines and terminates.

You can continue the installation process by completing the steps described in *Installing the InQuira 6 Dictionaries* see "Installing InQuira 6 Dictionaries" on page 25.

Note: See *InQuira 6 Installed Directories and Files* on page 33 for a description of the installed directories and files.

Chapter 3

Installing InQuira 6 Dictionaries

You begin the Dictionary installation process by copying the Dictionary files from the distribution and configuring them in the selected location within your environment.

Note: If you are re-installing Dictionaries, please refer to *Re-Installing InQuira 6 Dictionaries* on page 25 and ensure that your environment is prepared for re-installation.

InQuira 6 includes an automated installation program that guides you through the installation process.

Important: You must install the InQuira 6 components, as described in *Installing and Configuring InQuira 6* on page 15 prior to installing the Dictionaries. The Dictionaries must be installed in an existing InQuira 6 root directory.

Re-Installing InQuira 6 Dictionaries

If you encounter problems installing or using a Dictionary and need to re-install, you must:

- remove the existing Dictionaries using the supplied Dictionary Uninstall program
- manually delete any modifications and additions made through the Dictionary Manager

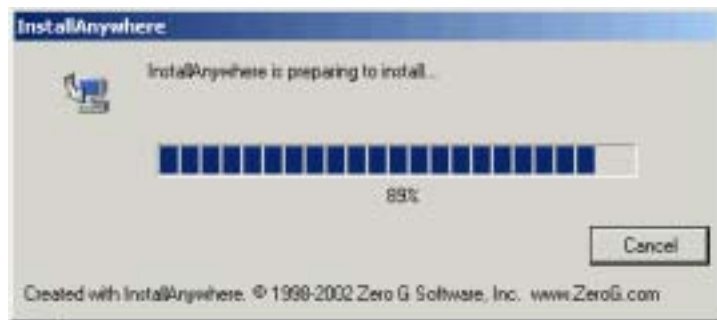
Starting the Dictionary Installation Program

Start the Dictionary installation program by locating and executing the appropriate installation file for your environment.

To start the installation program:

- execute `install_dictionaries.exe` in Microsoft Windows environments
- execute `install_dictionaries.bin` in Solaris and Linux environments

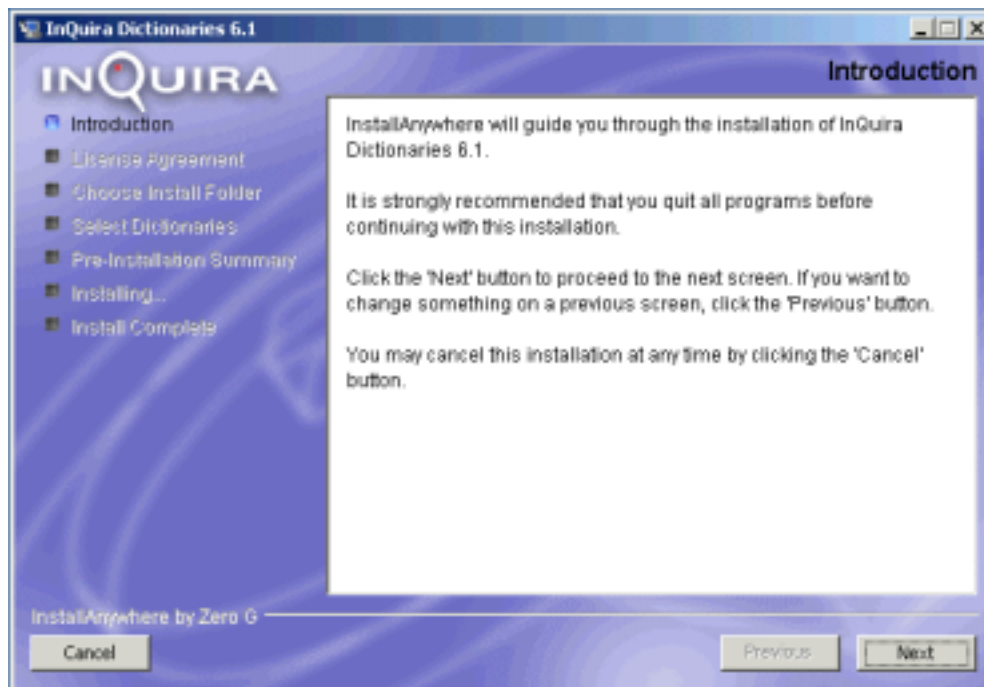
The installation program starts:



The installation program displays the introduction screen.

The Dictionary Installation Program Introduction

The installation program's introduction screen provides general information about the installation process and recommends that you close any other programs that are currently running.

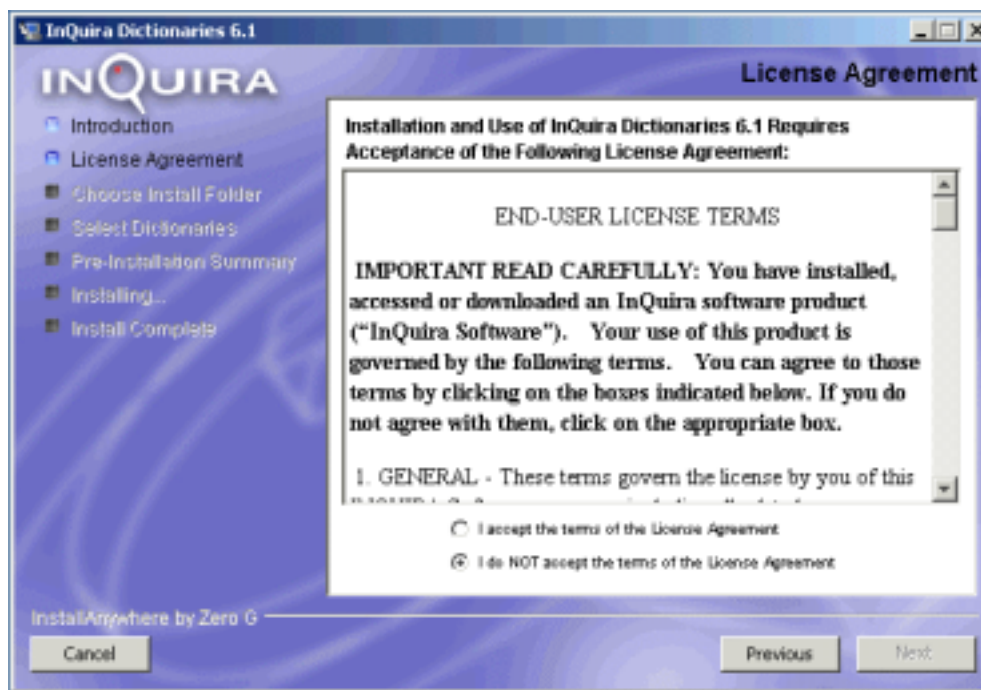


- select Next to continue

The installation program displays the InQuira 6 Dictionaries license agreement.

The InQuira 6 Dictionaries License Agreement

The InQuira 6 Dictionaries license agreement specifies the legal terms of use for InQuira 6 Dictionaries. You must agree to these terms to install and use InQuira 6 Dictionaries. Please read the agreement carefully; by agreeing, you are legally bound to its terms and conditions.



The installation program sets the license agreement to non-acceptance by default. To accept the license agreement and continue the installation:

- select the accept option

The Next button is now available

- select Next to continue

The installation program displays the installation location selection screen.

Selecting the Dictionary Installation Location

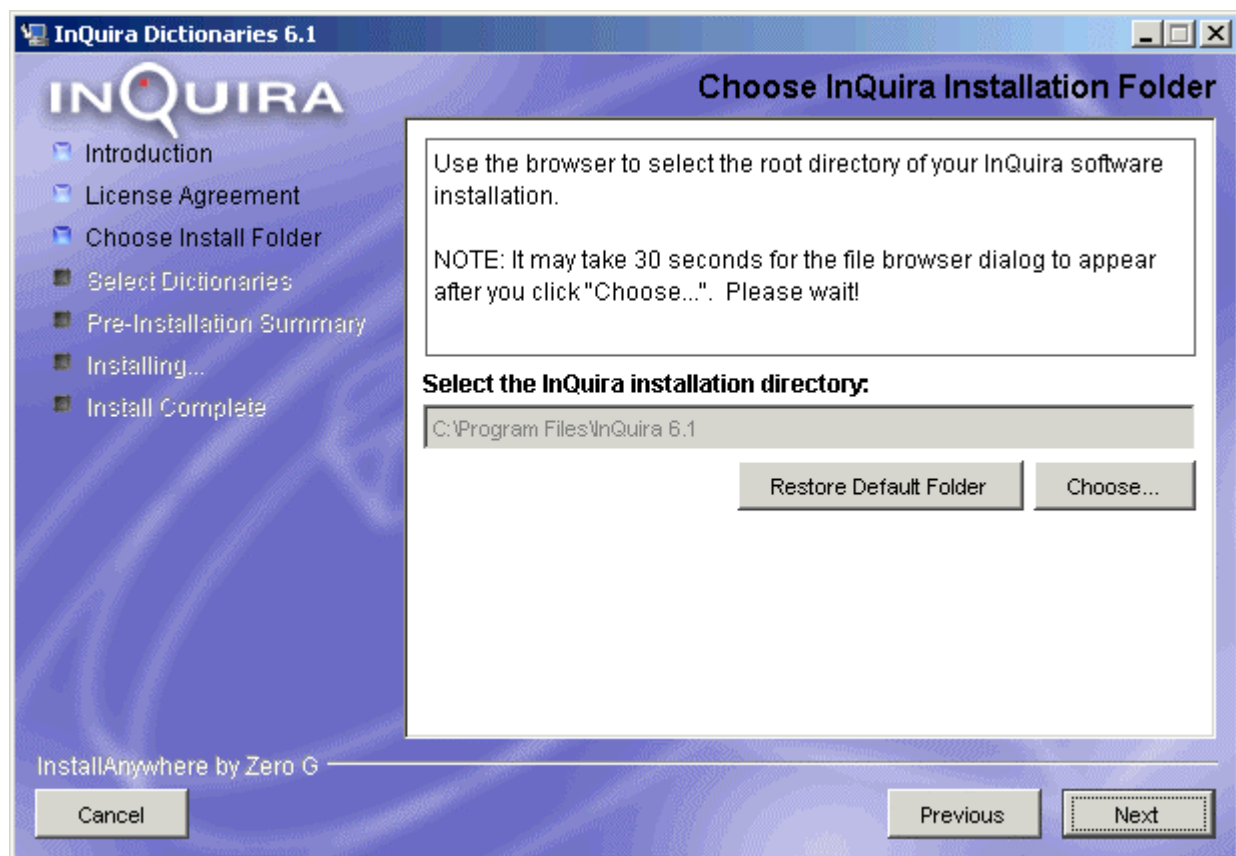
Select the location in which you want to install the Dictionaries. The installation program selects the existing InQuira 6 installation by default, for example:

- C:\Program Files\InQuira 6.1 in Windows environments
- <user_home>/InQuira 6.1 in Solaris and Linux environments

You can use the Choose... button to open a file browser and locate your InQuira product root directory if necessary.

Important: You must install the Dictionaries in an existing InQuira 6 home directory.

You can use the Restore Default Folder button to reset the default installation directory.



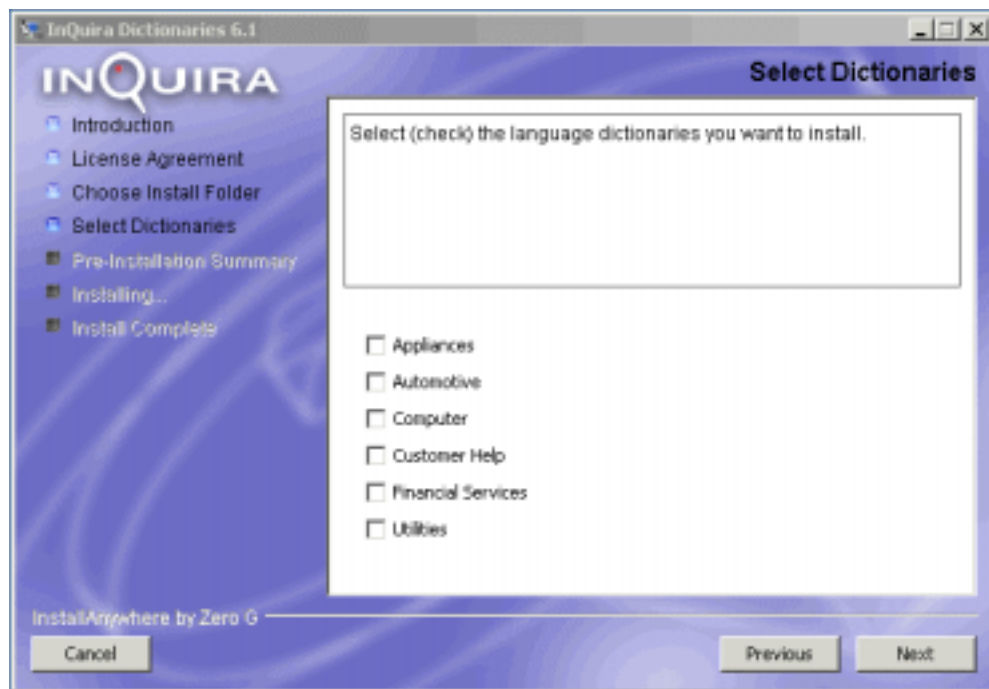
- specify the desired location
- select Next to continue

The installation program displays the Dictionary selection screen.

Selecting the Dictionaries to Install

Select one or more Dictionaries from the list of available Dictionaries, as appropriate for your environment. The available Dictionaries include:

- Appliances
- Automotive
- Computer
- Customer Help
- Financial Services
- Utilities



- select the desired Dictionaries
- select Next to continue

The installation program displays the pre-installation summary screen.

Dictionary Pre-Installation Summary

The pre-installation summary screen displays a summary of your installation selections and disk space information prior to actual installation.



- review your selections
- use the Previous button to make any corrections
- select Install to continue

The installation program begins installing the selected Dictionaries in the specified location.

Installing the Selected Dictionaries

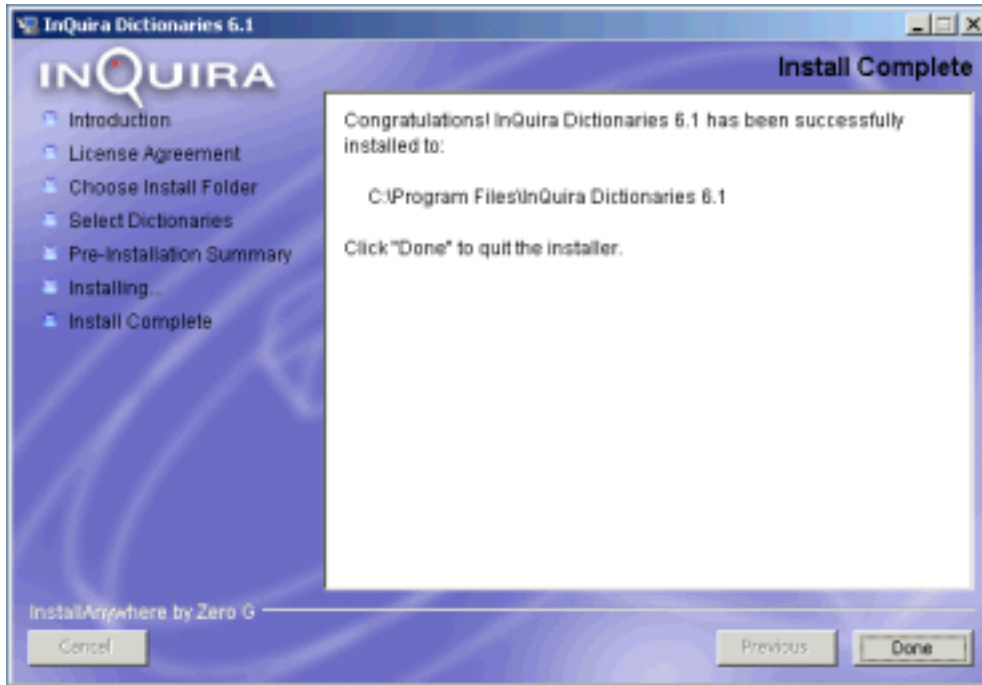
The installation program displays a progress screen during installation:



When installation is complete, the installation program displays displays the completion screen.

Completing the Dictionary Installation

The completion screen summarizes the installation process.



The InQuira 6 Dictionary directories and files are now installed in the InQuira 6 root directory.

- select Done to exit the installation program

The installation program executes its cleanup routines and terminates.

You can continue the installation process by:

- configuring the InQuira 6 application as described in *Configuring the InQuira 6 Application* on page 37
- installing and configuring InQuira 6 Analytics, beginning with the required supplementary components as described in *Installing and Configuring InQuira 6 Analytics Supplementary Software* on page 47

Note: See *InQuira 6 Installed Directories and Files* on page 33 for a description of the installed directories and files.

Chapter 4

InQuira 6 Installed Directories and Files

The core component and Dictionary installation and configuration processes create and populate the standard InQuira 6 directory structure under the specified installation directory. The InQuira 6 root directory is named InQuira 6.1, and contains the following directories and files:

<i>Directory</i>	<i>Description</i>
application	This directory contains the Dictionary data and source control directories and files.
archive	This directory contains supplemental directories and files that support client integration with the InQuira 6 runtime environment, as described in <i>InQuira 6 Archive Directory Contents</i> on page 34.
inquira	This directory contains software the InQuira 6 software components, as described in <i>InQuira 6 InQuira Directory Contents</i> on page 35.
jre	This directory contains the Java Runtime Environment source and license files.
UninstallerData	This directory contains the InQuira 6 Uninstaller application and supporting directories and files.
<i>File</i>	<i>Description</i>
InQuira_Dictionaries_6.1_InstallLog.log	This log file contains information from the automated Dictionaries installation and configuration process.
InQuira_Release_6.1_InstallLog.log	This log file contains information from the automated Dictionaries installation and configuration process.

lax.jar	This archive contains the LaunchAnywhere class files used to launch the Workbench.
Workbench.exe	This executable file launches the Workbench, which provides access to the Dictionary Manager, User Manager, Test Drive and InQuira 6 Analytics administration functions.
Workbench.ico	This file is the icon for the Workbench.
Workbench.lax	This is the properties file that supplies required information to the LaunchAnywhere application, such as the correct JVM, classpath, and command line arguments.

InQuira 6 Archive Directory Contents

The InQuira 6 archive directory contains the following files:

<i>File</i>	<i>Description</i>
aspqw.zip	<p>This archive contains the ASP (IIS) supported gateway, which use SOAP to communicate with the Java 1.4 runtime environment.</p> <div> <p>Note: The <code>inquiras/components</code> directory contains two components that are required for ASP support, and a README file that provides usage information.</p> </div>
client13.jar	<p>This archive contains the classes required to create a client for use within a Java 1.3 environment that communicates with the InQuira 6 Java 1.4 runtime environment.</p> <p>Common protocols supported are RMI and SOAP, with the 1.4 environment configured for the appropriate connectivity.</p>
htmlgw.war	<p>This archive contains InQuira 6 IIS web components, which use SOAP to communicate with the runtime environment. You can use this archive to operate the User Interface and the Configuration and Administration Interface.</p>
htmlgw13.war	<p>This archive contains the InQuira 6 web components for use in a Java 1.3 client that communicates with the InQuira 6 Java 1.4 runtime environment.</p> <p>You can use this archive to connect a Java 1.3 web server to the Java 1.4 runtime using SOAP or RMI.</p>

inquira-dev.jar	This archive contains diagnostic tools for use by InQuira Customer Support.
soapgw.jar	<p>This archive contains the InQuira 6 SOAP gateway for use with applications using SOAP to communicate between the client and the runtime environment.</p> <p>You can use this archive with any SOAP client, including the client13.jar.</p>

InQuira 6 InQuira Directory Contents

The InQuira 6 inquir directory contains the following directories and files:

<i>Directory</i>	<i>Description</i>
bin	This directory contains various batch files associated with InQuira 6 functions, including <code>classpath.bat</code> , <code>workbench.bat</code> , and <code>scheduler.bat</code> .
components	This directory contains required components for an IIS web server running the InQuira 6 ASP client.
data	This directory contains supporting directories and files for the spelling checker facility.
index	This directory is a container for content index directories and files.
int	This directory contains presentation-related libraries and files, such as applets, java server pages, and style-sheets, used by the various administration tools and the User Interface.
lib	This directory contains archived InQuira 6, external third party, and JDBC-related libraries.
logs	This directory contains InQuira 6 log files.
sql	This directory contains SQL commands required for various database-related application functions.
src	This directory contains files required for the Preprocessor, which translates the source application content to a standard format for use by the application.

<i>File</i>	<i>Description</i>
config.xml	This file stores the configuration data for the application; it is updated through the Configuration and Administration Interface.
install_override.xml	This file records the specified InQuira 6 root directory and the location of the default application as specified during the installation process.
pre_install.bat	This file is used during the installation process and has no function within the application
version.xml	This file records the version number for use by the Workbench.

Chapter 5

Configuring the InQuira 6 Application

This section describes how to configure InQuira 6 as a stand-alone application to perform content processing, dictionary management, and request processing tasks in a single environment

You can also configure InQuira 6 as a specialized application, for example, within a production environment, that sends or receives data from other configured InQuira 6 applications. See the *InQuira 6 Application Guide* for more information on configuring InQuira 6 applications.

Configuring Stand-alone Applications

To configure a stand-alone InQuira 6 application, you need to:

- configure communication between InQuira 6 services and the external data sources and web-based components, as described in *Configuring the Application Environment* on page 37
- configure services within the InQuira 6 application, as described in *Configuring Application Processes* on page 42

Configuring the Application Environment

You configure communication between external datasources and web-based components and the InQuira 6 services by:

- configuring JDBC drivers as described in *Configuring JDBC Drivers* on page 39
- installing and configuring a web server as described in *Installing a Web Server for the Application's Web Components* on page 38

- deploying the web-based application components as described in *Deploying the Web-based Application Components* on page 38
- copying the configuration override file to the web server as described in *Copying the Installation Override File to the Web Server Classpath* on page 39
- specifying application JVM options as described in *Specifying Application JVM Options* on page 40
- specifying the web server JVM options as described in *Specifying Web Server JVM Options* on page 41

Installing a Web Server for the Application's Web Components

InQuira 6 contains web-based components, such as the User Interface used to enter requests and display responses and the Configuration and Administration Interface. These components require an installed and configured web server.

The InQuira 6 distribution includes an Apache Tomcat servlet container for your convenience. The Tomcat servlet container is included in the distribution media. Refer to the Tomcat documentation for installation instructions.

Note: Examples of web server installation and configuration in this document refer to the Tomcat web server.

Deploying the Web-based Application Components

To configure the default application, you must deploy the web-based application components to the installed web server.

The `htmlgw.war` archive contains the deployed web components, including the Java code required to run an instance of the application, the User Interface, and the Configuration and Administration Interface web-based user interface. The archive is located in:

```
<InQuira_home>\archive\htmlgw.war
```

To deploy the web-based components:

- move `htmlgw.war` to the web server directory, for example:

```
<Tomcat_home>\Tomcat 4.1\webapps
```

Once you have deployed the web components, you can use the Configuration and Administration Interface to complete the application configuration process and begin working with the application.

Configuring JDBC Drivers

The InQuira 6 Content Store database requires a JDBC driver, as described in ***JDBC Driver Requirements*** on page 6. You need to place the JDBC driver in the appropriate directory for your database.

The InQuira 6 JDBC directory, <InQuira_home>\inquira\lib\jdbc contains the following subdirectories:

<i>Directory</i>	<i>Description</i>
mssql	This directory contains instructions for locating a database driver for use with Microsoft SQL Server 2000 databases.
mysql	This directory contains an archived database driver for use with MySQL databases. Note: InQuira 6 supports MySql databases for demonstration purposes only.
oracle	This directory contains instructions for locating a database driver for use with Oracle databases.

For Microsoft SQL Server 2000 and Oracle databases, install and copy the appropriate database driver to:

- the application database directory, for example:

```
<InQuira_home>\inquira\lib\jdbc\<database>
```

- the application web server directory library, for example:

```
<Tomcat_home>\common\lib
```

Copying the Installation Override File to the Web Server Classpath

The installation override file (`install_override.xml`) records the specified InQuira 6 home directory and the location of the default application as specified during the installation process. The installation override file is located in the `InQuira_home\inquira` directory.

- copy the installation override file to the web server classpath, for example:

```
<Tomcat_home>/common/classes
```

Specifying Application JVM Options

InQuira 6 requirements for the Java virtual machine (JVM) 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

Important: The examples in this section do not contain recommended values. See *Java Virtual Machine (JVM) Allocation Requirements* on page 3 for more information on setting appropriate JVM options.

In Windows environments, set JVM options by editing the `classpath.bat` located in `<InQuira_home>\inquira\bin`, for example:

```
:setjavaopts
set JAVA_OPTS=-Dswing.noxp=true -Xmx1100m -
XX:+UseCMSCompactAtFullCollection -XX:CMSFullGCsBeforeCompaction=0 -
XX:+UseConcMarkSweepGC -XX:-UseParNewGC -
XX:CMSInitiatingOccupancyFraction=80 -XX:NewSize=100m -
XX:MaxNewSize=100m
```

In Solaris environments, set JVM options for the runtime environment, the Workbench, and the scheduler by editing the following scripts located in `<InQuira_home>/inquira/bin`:

- `run.sh`
- `workbench.sh`
- `scheduler.sh`

For example:

```
java -Xmx2100m -Xmx2100m -XX:+UseCMSCompactAtFullCollection -
XX:CMSFullGCsBeforeCompaction=0 -XX:+UseConcMarkSweepGC -XX:-
UseParNewGC -XX:CMSInitiatingOccupancyFraction=80 -XX:NewSize=100m -
XX:MaxNewSize=100m $JAVA_OPTS "$@"
```

In Linux environments, set JVM options for the runtime environment, the Workbench, and the scheduler by editing the following scripts located in `<InQuira_home>/inquira/bin`:

- `run.sh`
- `workbench.sh`
- `scheduler.sh`

For example:

```
java -Xmx1500m -Xmx1500m -XX:+UseCMSCompactAtFullCollection -
```

```
XX:CMSFullGCsBeforeCompaction=0 -XX:+UseConcMarkSweepGC -XX:-
UseParNewGC -XX:CMSInitiatingOccupancyFraction=80 -XX:NewSize=100m -
XX:MaxNewSize=100m $JAVA_OPTS "$@"
```

Specifying Web Server JVM Options

InQuira 6 requirements for the Java virtual machine (JVM) 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

Important: The examples in this section do not contain recommended values. See *Java Virtual Machine (JVM) Allocation Requirements* on page 3 for more information on setting appropriate JVM options.

- open the <Tomcat_home>\bin\startup file in an editor and locate the following lines, or similar
- In Windows environments, for example:

```
@echo off
if "%OS%" == "Windows_NT" setlocal
rem -----
rem Start script for the CATALINA Server
rem
rem $Id: startup.bat,v 1.4 2002/01/15 02:55:38 patrickl Exp $
rem -----
```

- In Solaris and Linux environments, for example:

```
#!/bin/sh
# -----
# Start Script for the CATALINA Server
#
# $Id: startup.sh,v 1.2 2002/01/15 02:55:38 patrickl Exp $
# -----
```

- add the JVM options after the example lines as appropriate for your environment.
- In Windows environments, for example:

```
set JAVA_OPTS=-Dswing.noxp=true -Xmx1100m -
XX:+UseCMSCompactAtFullCollection -XX:CMSFullGCsBeforeCompaction=0 -
XX:+UseConcMarkSweepGC -XX:-UseParNewGC -
XX:CMSInitiatingOccupancyFraction=80 -XX:NewSize=100m -
```

```
XX:MaxNewSize=100m
```

- In Solaris and Linux environments, for example:

```
JAVA_OPTS=-Xmx1500m -Xmx1500m -XX:+UseCMSCompactAtFullCollection -  
XX:CMSFullGCsBeforeCompaction=0 -XX:+UseConcMarkSweepGC -XX:-  
UseParNewGC -XX:CMSInitiatingOccupancyFraction=80 -XX:NewSize=100m -  
XX:MaxNewSize=100m  
export JAVA_OPTS
```

Configuring Application Processes

You configure the services within the application by:

- starting the web server, as described in *Starting the Web Server* on page 42
- starting the Configuration and Administration Interface, as described in *Starting the Administration Workbench* on page 42
- configuring the Dictionary as described in *Configuring the Application Dictionary* on page 43
- configuring the Ontology service as described in *Configuring the Ontology Service* on page 43
- configuring the Content Store data source, as described in *Configuring the Content Store Database* on page 44

Starting the Web Server

Start the web server from a command prompt. Do not use the installation shortcuts.

- issue a command to start the web server, for example:

```
<Tomcat_home>\bin\startup.bat
```

Starting the Administration Workbench

The Configuration and Administration Interface is a web-based application that you use to configure the application. To start the Configuration and Administration Interface:

- open a browser and navigate to:

```
http://localhost:8080/htmlgw/admin.jsp
```

- log onto the Configuration and Administration Interface as:

User: Administrator

Password: Administrator

The Configuration and Administration Interface main page displays.

Configuring the Application Dictionary

You can use the application with the default Dictionary Domain, or configure the application to use a specified Domain or Domain Group. You can change the Domain for an application at any time.

The default Domain is Base. You can define additional Domains and Domain Groups for your application using the Dictionary Manager within the Workbench.

Note: The installed Dictionary may contain pre-defined Domains and Domain Groups.

To specify a Domain for the application:

- select Dictionary from the Application Instance section of the Configuration and Administration Interface menu

The Dictionary Service page displays.

- select Basic Options and Edit on the Dictionary Service page

The Dictionary Service page displays an editable Domain List field.

- enter the Domain name in the Domain List field
- select OK to save your changes

Configuring the Ontology Service

You must configure the Ontology service to use one of the installed Dictionaries. You configure the Ontology service by specifying the name of one of the installed Dictionaries in the Application field of the Ontology Service page.

Replace the default Application name (application) with the name of an installed Dictionary, as specified in *Selecting the Dictionaries to Install* on page 29.

To specify a Dictionary for the application:

- select Ontology from the Application Instance section of the Configuration and Administration Interface menu

The Ontology Service page displays.

- select Basic Options and Edit on the Ontology Service page

The Ontology Service page displays an editable Application field with the default value:

```
config.application
```

- specify an installed Dictionary in the form:

```
config.<dictionary_name>
```

- select OK to save your changes

Configuring the Content Store Database

You must configure the Content Store to use an existing database as described in *Supported Content Store Databases* on page 5. You configure the data source for the Content Store specifying appropriate values for the data source parameter fields in the Content Store Data Sources page of the Configuration and Administration Interface.

To configure a data source for the application:

- select Content Storage from the Application Instance section of the Configuration and Administration Interface menu

The Content Store page displays.

- select Edit on the Content Store page

The Editing: Content Store page displays a list of defined data sources. For initial configuration, you will need to define a new data source.

To define a new data source:

- select the Edit List link, then select the Add New Item link

The Editing: Content Store > Data Sources > Data Sources page displays fields for entering data source information.

- specify the following parameters to configure the data source:

<i>Parameter</i>	<i>Description</i>
Item Name	Enter a name for the data source connection.
URL	Enter the connection URL for the JDBC connection. The value of the connection URL depends on your RDBMS and JDBC driver.

- | | |
|--------------------------|--|
| Driver Class Name | Enter the fully qualified JDBC driver name. |
| Exception Handler | <p>The exception handler checks for known error conditions, such as unique key violations. You can specify one or more of the appropriate pre-defined exception handlers for re-use in multiple application configurations. InQuira 6 supplies the following pre-defined exception handlers:</p> <ul style="list-style-type: none"> • Oracle 9i • Microsoft SQL Server 2000 • MySQL |
| Properties | <p>Use this field to specify any required connection properties, such as user name and password:</p> <ul style="list-style-type: none"> • select Add New Item to define connection properties |
- select OK to save your changes

Note: You can use a single database as a data source for multiple InQuira 6 components; for example you can configure the same database for the Content Store and InQuira 6 Analytics.

Creating the Content Store Database Tables

You can create the Content Store database tables for the configured Content Store database by executing a command from the command line, or by scheduling a task using the Configuration and Administration Interface. See the *InQuira 6 Application Guide* for more information on scheduling tasks using the Configuration and Administration Interface.

To create Content Store tables from the command line in Windows environments:

- change to the application bin directory:

```
cd <InQuira_home>\bin
```

- execute the command:

```
run com.inquiras.util.sql.DBInterface -<keyword> content
```

where:

keyword is one of the following:

- `create` specifies to create the initial database schema
- `clear` specifies to delete any existing tables and re-create them

To create Content Store tables from the command line in Solaris and Linux environments:

- change to the application bin directory:

```
cd <InQuira_user>/bin
```

- execute the command:

```
run.sh com.inquira.util.sql.DBInterface -<keyword> content
```

where:

keyword is one of the following:

- `create` specifies to create the initial database schema
- `clear` specifies to delete any existing tables and re-create them

Restarting the Web Server

To complete the configuration process, stop and re-start the web server. You can now begin working with the InQuira 6 application as described in *InQuira 6 Application Guide* and *InQuira 6 Language Guide*.

Chapter 6

Installing and Configuring InQuira 6 Analytics Supplementary Software

This section describes installation and configuration of required supplementary software for use with the optional InQuira 6 Analytics product.

InQuira 6 Analytics is a separate business intelligence application designed specifically to provide insight into InQuira 6 application performance. InQuira 6 Analytics uses an underlying third-party product, Cognos Series 7, to aggregate and present InQuira 6 application data. The InQuira 6 Analytics installation process described in *Installing and Configuring InQuira 6 Analytics* on page 85 automatically installs and configures the required Cognos Series 7 components.

Important: If you are not installing the InQuira 6 Analytics product, you do not need to complete this portion of the installation process.

The Cognos Series 7 components used within InQuira 6 Analytics require the supplementary software described in this section:

ObjectStore database

ObjectStore is a third-party database used by the InQuira 6 Analytics data store that supports web-based report viewing. See *Installing the ObjectStore Database* on page 54 for instructions on installing an ObjectStore database.

Sun ONE Directory Server

The Sun ONE Directory Server is a lightweight directory access protocol server that InQuira 6 Analytics uses to manage user access to the application. See *Sun ONE Directory Server Software* on page 63 for information on the Sun ONE Directory Server, including additional Sun ONE Directory Server prerequisites and dependencies.

You install and configure the supplementary software using programs and components distributed with the InQuira 6 Analytics product.

Supplementary Software Prerequisites

Before installing the InQuira 6 Analytics supplementary software, ensure that your environment meets the requirements for InQuira 6 Analytics as described in *InQuira 6 Analytics Requirements* on page 8. In addition, perform the following steps:

- verify that required ports are available, as described in *Ports Used by InQuira 6 Analytics Processes* on page 11.
- ensure that you have at least 200 MB of disk space available. (The amount of disk space required increases as your directory grows.)

Supplementary Software Prerequisites for Windows Environments

If you are installing the supplementary software in a Windows environment, you must:

- create a TEMP system variable
- verify the drive format, as described in *Verifying the File System Format* on page 49
- configure Domain Name System (DNS) settings, as described in *Configuring DNS Settings* on page 50

Supplementary Software Prerequisites for Solaris Environments

If you are installing the supplementary software in a Solaris environment, you must:

- create a user account with sufficient privileges and profile settings as described in *User Permissions for InQuira 6 Analytics Supplementary Software* on page 48 and
- have the InQuira 6 Supplementary Software CD-ROMs mounted and accessible to users with the appropriate privileges
- configure Network Information Service (NIS) settings, as described in *Configuring NIS Settings* on page 50

User Permissions for InQuira 6 Analytics

Supplementary Software

The InQuira 6 Analytics supplementary software consists of two major components supplied by Cognos, which require user permission consideration:

- the ObjectStore database requires root permissions for installation and configuration in Solaris environments
- the Sun ONE Directory Server installation and configuration program supplied by Cognos assumes a user with root permissions; however, InQuira requires that you operate InQuira 6 as a user with lesser than root permissions. See ***Sun ONE Directory Server Permissions*** on page 49 for more information.

Sun ONE Directory Server Permissions

In Solaris environments, the Sun ONE Directory Server installation program assumes that you are installing the software as a user with root privileges. For example, the program configures default ports in the range assigned to well-known ports (0-1023).

However, the CVS functions that InQuira 6 uses to maintain data integrity will not operate properly if the user that owns the InQuira 6 processes has root permissions.

InQuira strongly recommends that you:

- install and configure the Sun ONE Directory Server as a user with less than root privileges
- specify alternate ports during the installation and configuration process, as described in ***Ports Used by InQuira 6 Analytics Processes*** on page 11

Verifying the File System Format

In Windows environments, you must install the Sun ONE Directory Server on a drive that is formatted as NT File System (NTFS).

To verify that the file system format is NTFS:

- open Windows Explorer and expand the My Computer tree

Explorer displays the first level of the tree under My Computer.

- right-click the drive letter for the processor, and select Properties

The Properties dialog displays.

- on the General tab of the Properties dialog, verify that the File System field displays the value NTFS

Important: If the file system on this drive is not NTFS, do one of the following before you continue with the installation:

- locate another partition that is an NTFS file system
- convert the available file system to NTFS. Consult your system administrator for more information on converting file systems.

Configuring DNS Settings

In Windows environments, you must configure Domain Name System (DNS) settings for the processor on which you are installing Sun ONE Directory Server. The DNS configuration specifies the domain that you want the server to belong to.

For example, to configure a DNS on Windows 2000:

- select Settings, then Control Panel from the Start menu

The Control Panel window displays.

- select System, then select the Network Identification tab
- select Properties on the Network Identification tab
- enter the name of your computer in the Computer name field, and select the More option

The DNS Suffix and NetBIOS Computer Name dialog displays.

- enter the name of the domain that you want the server to belong to (for example, `company_name.com`) in the Primary DNS suffix of this computer box field, and select OK
- if prompted, restart your computer to apply your changes

Configuring NIS Settings

In Solaris environments you must configure domain and host Network Information Service (NIS) settings for the processor on which you are installing Sun ONE Directory Server. The NIS setting specifies system configuration data, such as domain, user, and host names between computers on a network.

To set NIS domain and host names settings:

- logon to the Solaris environment as `root`
- enter the appropriate `domainname` and `hostname` commands:

```
domainname <domainname>.com  
hostname <hostname>
```

Accessing the Supplementary Software Distribution

The InQuira 6 Analytics supplementary software is distributed as a set of CD-ROMs. You access the distribution by mounting the appropriate CD-ROM or ISO image file.

To access the supplementary software distribution:

- log onto the processor as root
- mount the CD-ROM or image, for example:

```
cdrom/cdrom
```

or:

```
lofiadm -a /install/ia61cd1sol.iso /dev/lofi/1  
mount -F hsfs /dev/lofi/1 /cdrom/cdrom
```

Starting the Supplementary Software Installation Program

The supplementary software installation program guides you through the process of installing the supplementary software for use with InQuira 6 Analytics. Start the supplementary software installation program by locating and executing the appropriate installation file for your environment.

To start the installation program:

- in Microsoft Windows environments

Setup.exe

Note: In Windows environments in which the automatic play feature is active, the installation program will start automatically when you insert the CD-ROM.

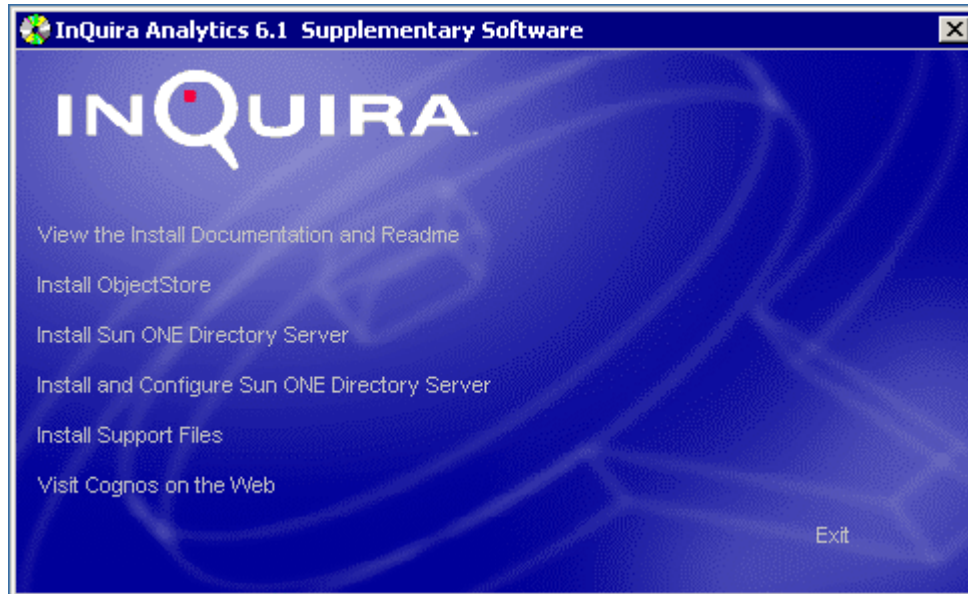
- in Solaris environments, execute:

```
./install
```

The installation program starts, and the supplementary software installation menu displays.

The Supplementary Software Installation Menu

The supplementary software installation program displays a list of installation options. In Windows environments, the installation program displays a hypertext menu of installation options:



In Solaris environments, the installation program displays a text menu of numbered options:

```
1    View the Install Documentation and Readme
2    Install and Configure Sun ONE Directory Server
3    Install Sun ONE Directory Server
.
.
.

96   View Copyright (C) 2003 Cognos Incorporated
     This product is subject to international copyright laws.
98   Visit Cognos on the Web
99   Exit
Choice:
```

Supplementary Software Installation Options on page 53 describes the available options.

Supplementary Software Installation Options

The supplementary software installation options are:

<i>Option</i>	<i>Description</i>
View the Install Documentation and Readme	<p>Select this option to view the Cognos Series 7 Installation Guide and Readme file.</p> <p>Note: The InQuira 6 Analytics installation documentation provides all of the information required to install and configure the InQuira 6 Analytics, the supporting Cognos components, and the required supplementary software. The Cognos documentation is provided for your convenience, and for reference in special cases, such as configuring an existing Sun ONE directory server for use with InQuira 6 Analytics.</p>
Install ObjectStore	<p>Select this option to execute the ObjectStore installation and configuration program as described in <i>Installing the ObjectStore Database</i> on page 54.</p> <p>Note: This option is not available in Solaris environments. See <i>Starting the ObjectStore Installation Program</i> on page 54 for information on starting the Object Store installation program in Solaris environments.</p>
Install Sun ONE Directory Server	<p>Select this option to execute the basic Sun ONE (iPlanet) installation program.</p> <p>Important: This installation program does not configure the directory server as required for use with InQuira 6 Analytics, nor does it include the Cognos configuration manager. We recommend that you use the Install and Configure Sun ONE Directory Server option.</p>
Install and Configure Sun ONE Directory Server	<p>Select this option to execute the Cognos Sun ONE installation and configuration program as described in <i>Installing the Sun ONE Directory Server</i> on page 62. We recommend that you use this option.</p> <p>Note: This option performs additional configuration steps required for the InQuira 6 Analytics application, and automatically starts the configuration manager to support the configuration steps described in <i>Configuring the Sun ONE Directory Server</i> on page 69.</p>

Install Support Files

Select this option to open the directory that contains the supplementary Adobe, eXcelon, Microsoft, and Sun ONE directories and files.

Visit Cognos on the Web

This is a link to the Cognos home page on the world wide web: <http://www.cognos.com>.

Installing the ObjectStore Database

ObjectStore is the database used by the data store that supports web access to reports within the InQuira 6 Analytics application. You can have only one data store to serve all InQuira 6 Analytics report servers.

Important: You should install ObjectStore on a processor that has a backup process in place, since this single data store will contains all of the application's reports.

You must install ObjectStore:

- on the processor on which the InQuira 6 Analytics report data store resides
- on any computer on which you install the InQuira 6 Analytics report server

You install and configure the ObjectStore components using the installation program included with the InQuira 6 Analytics supplementary software distribution. The installation process consists of the following steps:

- start the ObjectStore installation program as described in *Starting the ObjectStore Installation Program* on page 54
- specify the installation location, as described in *Selecting the ObjectStore Installation Location (Windows)* on page 57 or *Specifying the ObjectStore Installation Location (Solaris)* on page 57
- install the ObjectStore components as described in *Installing the ObjectStore Components (Windows)* on page 58 or *Installing the ObjectStore Components (Solaris)* on page 59
- in Solaris environments, configure the ObjectStore components as described in *Configuring the ObjectStore Database (Solaris)* on page 60, and verify the installation and configuration as described in *Verifying the Object Store Installation and Configuration* on page 62

Starting the ObjectStore Installation Program

To start the ObjectStore installation program in Windows environments:

- select the Install ObjectStore option from the supplementary software installation program menu

The Object Store installation program starts, and the Welcome screen displays, as described in *The ObjectStore Installation Welcome (Windows)* on page 56.

Note: You can manually start the ObjectStore installation by navigating to the Support Files\eXcelon\ObjectStore directory in the supplementary software distribution and executing Setup.exe.

To start the ObjectStore installation program in Solaris environments:

- log onto the installation environment as root
- locate and execute the installation file packaged with the InQuira 6 distribution

The installation program is located in:

<cdrom_mount>/support_files/eXcelon/ObjectStore/osinstal

- start the installation program:

./osinstal

The installation program displays its legal notice and prompts you to specify the installation location, as described in *Specifying the ObjectStore Installation Location (Solaris)* on page 57.

The ObjectStore Installation Welcome (Windows)

In Windows environments, the ObjectStore installation program displays a welcome screen that provides general information about the installation process:

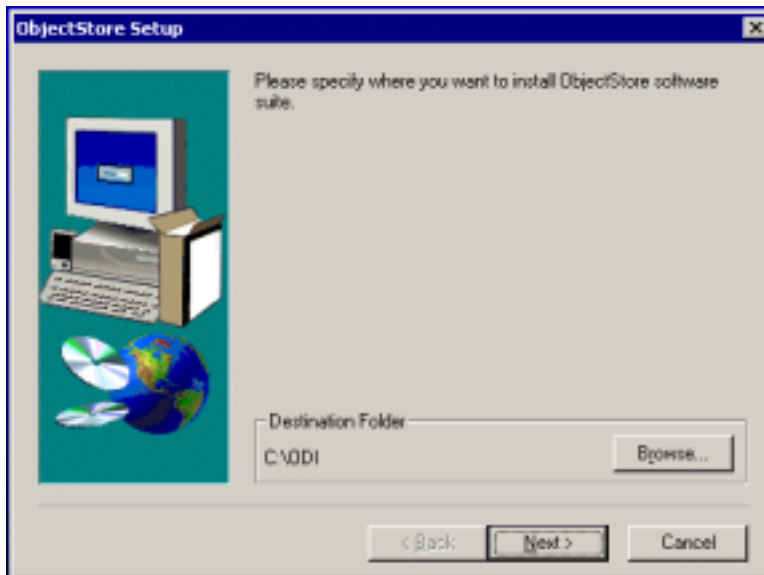


- select Next to continue

The ObjectStore installation location selection screen displays.

Selecting the ObjectStore Installation Location (Windows)

Select the location in which you want to install the ObjectStore database. The installation program selects the default location C:\ODI. You can use the Browse... button to select an alternate location.



- specify the desired location
- select Next to continue

The installation program transfers the ObjectStore files to the selected location, as described in *Installing the ObjectStore Components (Windows)* on page 58.

Specifying the ObjectStore Installation Location (Solaris)

Specify the location to install the ObjectStore database. The default location is:

/opt/ODI/ostore

- enter yes to accept the default path, or no to specify an alternate location

If you enter no, the installation program prompts you to specify an alternate location. If the location you specify does not yet exist, the installation program prompts you to authorize it to create the specified directory:

You have entered:

```
/opt/ODI/ostore
```

This load path does not exist. Do you want to create it? [yes]

- enter yes to create the specified directory

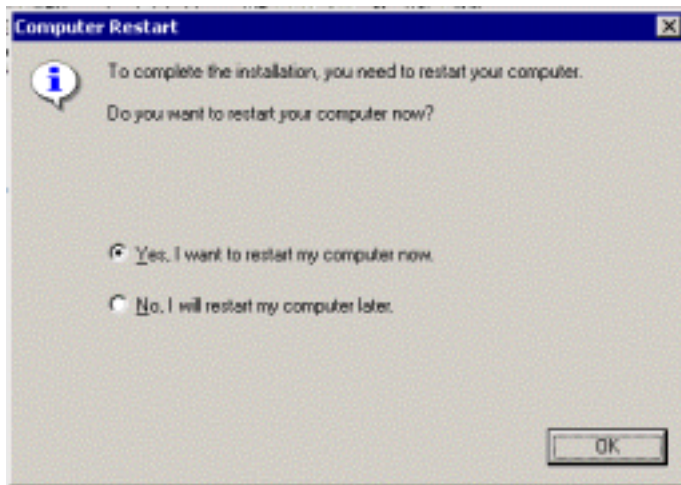
The installation program displays installation summary information, as described in *Installing the ObjectStore Components (Solaris)* on page 59.

Installing the ObjectStore Components (Windows)

The installation program displays a progress indicator as it transfers the ObjectStore files to the specified location.



The installation program may prompt you to restart your computer.



- select Yes, I want to restart my computer now

The installation program terminates (and your computer restarts, if applicable).

The ObjectStore database is now installed and configured. You can continue the supplementary software installation and configuration process by installing the Sun ONE Directory Server as described in *Installing the Sun ONE Directory Server* on page 62.

Installing the ObjectStore Components (Solaris)

The installation program states that it will install the ObjectStore runtime environment:

The ObjectStore components that you have chosen to install are:

Runtime Environment ----- Will Be Installed

Do you want to proceed with the installation? [yes]

- enter yes to begin the installation process

The installation program displays information about its file transfer and directory permissions processes:

Beginning installation...

Reading ObjectStore Native_Runtime tar file from CD...

x bin, 0 bytes, 0 tape blocks

x bin/osarchiv, 1364308 bytes, 2665 tape blocks

x bin/osrestore, 1240192 bytes, 2423 tape blocks

.

```
.
.
done.

Setting permissions on directories ...
Reading ObjectStore Single tar file from CD...
x libsngl, 0 bytes, 0 tape blocks
x libsngl/libos.so.sunc5.6.0, 10572832 bytes, 20651 tape blocks
x libsngl/libos.so symbolic link to libos.so.sunc5.6.0
done.

Setting permissions on directories ...
Reading ObjectStore Patch tar file from CD...
x bin, 0 bytes, 0 tape blocks
x bin/osversion, 475 bytes, 1 tape blocks
x lib, 0 bytes, 0 tape blocks
x lib/osserver, 4764188 bytes, 9306 tape blocks
done.

Setting permissions on directories ...
You have successfully installed ObjectStore.

The installation program displays configuration instructions as described in Configuring the
ObjectStore Database (Solaris) on page 60, and exits with the message:

osinstal done. Exiting.

Continue the installation process by configuring the ObjectStore database.
```

Configuring the ObjectStore Database (Solaris)

The ObjectStore installation program instructs you to set an environment variable, add ObjectStore entries to your search paths, and execute the configuration program:

```
Do the following to finish your installation:
-- Set your OS_ROOTDIR environment variable to
   /opt/ODI/ostore
-- Set your executable search path to include:
   /opt/ODI/ostore/bin
-- Set your library search path to include
   /opt/ODI/ostore/lib
-- Run /opt/ODI/ostore/bin/osconfig
   to configure the installation.
```

Note: Consult your system administrator for assistance in setting environment variables and updating search paths.

When you have set the environment variable and updated the search paths, complete the configuration process by executing the configuration program.

Executing the ObjectStore Configuration Program

Execute the configuration program to configure the ObjectStore client and file-database server. You execute the configuration program in the form:

```
osconfig keyword
```

where:

keyword specifies one of the following configuration options

- `server` specifies to configure the client and the file-database server
- `rawfs` specifies to configure the client and RAWFS server

Note: A RAWFS Database is an ObjectStore database that is stored in a hard disk partition and is managed by the ObjectStore directory manager.

- `client` specifies to configure the client only
- `check` specifies to verify the configuration

- enter the following to configure the client and server:

```
/opt/ODI/ostore/bin/osconfig server
```

The configuration program prompts you to verify the copy of ObjectStore that you want to configure:

```
The default copy of ObjectStore to configure is in
/opt/ODI/ostore.
```

```
Is this the copy that you want to configure? [yes]yes
```

- enter yes to confirm the copy to configure

The configuration program confirms the configuration and prompts you to continue:

```
You have configured this machine to run an ObjectStore server.
The server's transaction log is in /opt/ODI/ostore/osserver.log.
```

```
Do you want to proceed? [yes]yes
```

- enter yes to continue configuration and server initialization

The configuration program initializes the server.

Configuring Automatic Startup for the ObjectStore Server Daemon

Configure the ObjectStore server to start and stop automatically by executing the automatic server start and shutdown step:

ObjectStore includes a server daemon which must be running for any application to access an ObjectStore database. It is recommended that you auto-start the daemon via commands in your operating system startup scripts. If you do not configure automatic startup, you will have to start the server daemon by hand, or re-run this utility to configure auto-start.

```
Would you like to configure automatic server startup and shutdown?  
[yes]yes
```

- enter yes to configure automatic startup and shutdown

The configuration program creates and links the required startup and shutdown information, and displays the following confirmation messages:

```
Successfully created /etc/rc2.d/S80ostore4.  
Successfully created link from /etc/rc2.d/K80ostore4 to  
/etc/rc2.d/S80ostore4.
```

The installation program will verify the installation and configuration.

Verifying the Object Store Installation and Configuration

The configuration program verifies that the installation and configuration is complete and that the processes and components are accessible:

```
This script will now verify the installation:  
The ObjectStore Server daemon process is accessible.  
Schema databases are accessible.  
The cache manager launcher (/opt/ODI/ostore/lib/oscmnit6) has  
correct modes and ownership.  
ObjectStore configuration completed.
```

The ObjectStore installation and configuration process is now complete, and the ObjectStore processes are running.

Installing the Sun ONE Directory

Server

You install and configure the Sun ONE Directory Server components using the installation program included with the InQuira 6 Analytics supplementary software distribution. The installation process consists of the following steps:

- start the installation program as described in *Starting the Supplementary Software Installation Program* on page 51
- select the Install and Configure Sun ONE Directory Server option as described in *The Supplementary Software Installation Menu* on page 52
- specify the installation location and install the software as described in *Selecting the Cognos Component Installation Location (Windows)* on page 67 or *Specifying the Cognos Component Installation Location (Solaris)* on page 69

When the Sun ONE directory server components are installed, you must configure the components as described in *Configuring the Sun ONE Directory Server* on page 69.

Sun ONE Directory Server Software

The Sun ONE Directory Server is a lightweight directory access protocol (LDAP) database used to store and manage user access and security information.

Note: You do not have to install the Sun ONE Directory Server and the InQuira 6 Analytics products on the same platform. For example, you can install InQuira 6 Analytics products on Unix computers and install the directory server on a Windows computer.

You need only one instance of the Sun ONE Directory Server for the InQuira 6 Analytics installation.

Note: The Sun ONE Directory Server was formerly called Netscape and iPlanet. For more information about the Sun ONE Directory Server, see Sun's Products and Services pages at <http://www.sun.com>.

Sun ONE Directory Server Components

The Sun ONE Directory Server consists of three components:

Component	Description
directory server	<p>InQuira 6 Analytics requires two instances of the directory server; the configuration directory and the data directory server. The configuration directory stores configuration information. The data directory stores the user authentication information used by the InQuira 6 Analytics application.</p> <p>Note: The recommended installation process automatically installs and configures both directory server instances.</p>
iPlanet console	<p>The iPlanet Console is an administration utility that provides a user interface for managing the directory servers. Note: The recommended installation process provides a configuration manager utility that you use instead of the iPlanet Console to configure and administer the directory server instances.</p>
administration server	<p>The administration server communicates with the iPlanet Console and sends messages to the appropriate directory server.</p>

Using the Sun ONE Directory Server Installation Program

We recommend that you install the Sun ONE Directory Server using the installation program provided with the InQuira 6 Analytics supplementary software distribution.

The installation program installs the required Sun ONE Directory Server components and creates and configures an additional data directory server. It also includes a configuration manager utility that you use to configure the directory server as part of the installation process.

See *Starting the Supplementary Software Installation Program* on page 51 for information on starting the InQuira 6 Analytics supplementary software installation program.

Starting the Sun ONE Directory Server Installation Program

To start the Sun ONE Directory Server installation program in Windows environments:

- start the supplementary software installation program as described in *Starting the Supplementary Software Installation Program* on page 51
- select the Install and Configure Sun ONE Directory Server option from the supplementary software installation program menu

The Sun ONE Directory Server installation program starts, and the Welcome screen displays, as described in *The Sun ONE Installation Welcome (Windows)* on page 66.

Note: You can manually start the ObjectStore installation by navigating to the Support Files\excelon\ObjectStore directory in the supplementary software distribution and executing Setup.exe.

To start the ObjectStore installation program in Solaris environments:

- log onto the installation environment as the designated user
- start the supplementary software installation program as described in *Starting the Supplementary Software Installation Program* on page 51
- enter the selection number of the recommended option, Install and Configure Sun ONE Directory Server to execute the Sun ONE installation and configuration program:

2

The installation program displays the Size Requirements screen, as described in *The Size Requirements Screen (Solaris)* on page 65.

The Size Requirements Screen (Solaris)

The size requirements screen displays the following recommendations for the Sun ONE Directory Server components:

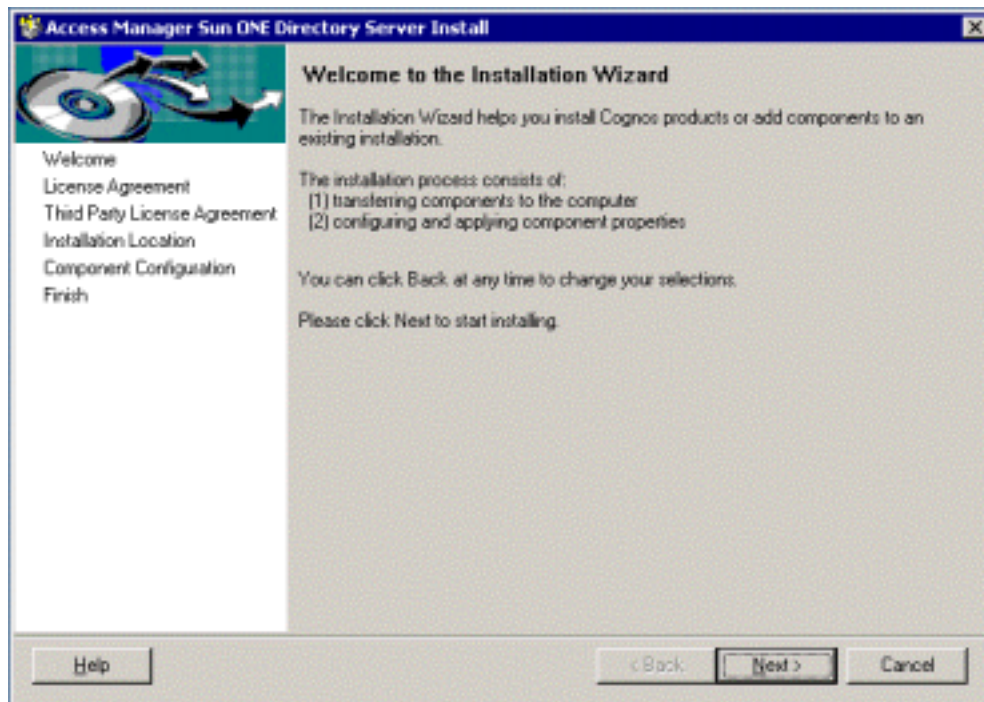
Home Directory:	1.0 KB
Temporary Directory:	14.8 MB
Installation Directory:	157.4 MB

- use the Enter or Return key to continue

The installation program displays the welcome screen as described in *The Sun ONE Installation Welcome (Solaris)* on page 66.

The Sun ONE Installation Welcome (Windows)

In Windows environments, the Sun ONE Directory Server installation program displays a welcome screen that provides general information about the installation process:



- select Next to continue the installation

The Sun ONE and Cognos license agreements display as described in *The Cognos and Sun License Agreements* on page 67.

The Sun ONE Installation Welcome (Solaris)

In Solaris environments, the Sun ONE Directory Server installation program displays a welcome screen that describes the functions of various keys that you can use to navigate through the installation program screens.

Important: To select options within the installation program screens, use the space character. For example, to accept the license agreement, tab past the (*) No option to highlight the () Yes option, then use the space bar to select Yes. The selected Yes field will display as (*) Yes.

- select Next to continue the installation

The Sun ONE and Cognos license agreements display as described in *The Cognos and Sun License Agreements* on page 67.

The Cognos and Sun License Agreements

The Cognos and Sun ONE license agreements specify the legal terms of use for the supplementary software used in InQuira 6 Analytics. You must agree to these terms to install and use the supplementary software. Please read the agreements carefully; by agreeing, you are legally bound to their terms and conditions.

In Windows environments, the installation program sets the license agreements to non-acceptance by default. To accept the license agreements and continue the installation:

- select the accept option

The Next button is now available.

- select Next to continue

The installation location selection screen displays as described in *Selecting the Cognos Component Installation Location (Windows)* on page 67 or *Specifying the Cognos Component Installation Location (Solaris)* on page 69.

Selecting the Cognos Component Installation Location (Windows)

Select the location in which you want to install the Cognos components that are included within the InQuira 6 Analytics product.

Important: This is not the installation location for the Sun ONE Directory Server. You specify the installation directory for the Sun ONE Directory Server during the configuration process described in *Configuring the Sun ONE Directory Server* on page 69.

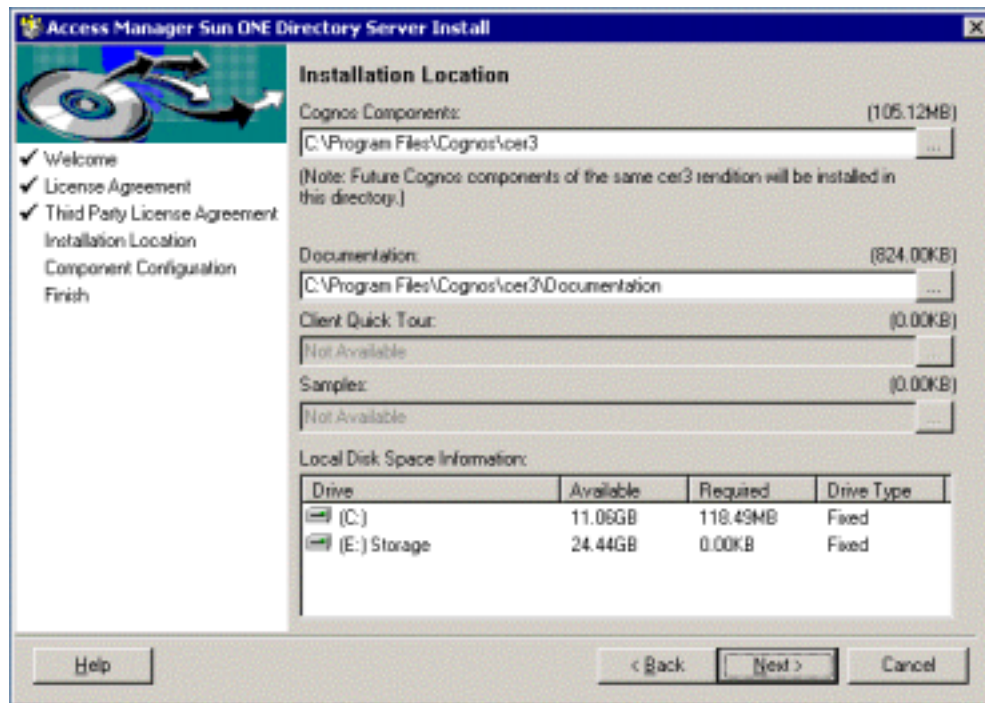
The installation program displays the default location:

- in Windows environments, the default is:

C:\Program Files\Cognos\cer3

You can use the Choose... button to select an alternate location, and use the Restore Default Folder button to reset the installation directory to the default location.

Note: If Cognos Series 7 components are already installed, the dialog will display the existing Cognos installation directory. If there are no Cognos Series 7 components installed, the location you select determines the default location for any subsequent Cognos product installations.



- specify the desired location
- select Next to continue

The installation program displays the shortcut folder selection screen.

- if the installation program prompts you to create new folders, select Yes.

The installation program transfers the Sun ONE files to the selected location.

If the installation program prompts you to restart your computer, restart your computer before proceeding with the configuration process.

The Component Configuration screen displays, as described in *Starting the Configuration Manager* on page 70.

Specifying the Cognos Component Installation Location (Solaris)

Select the location in which you want to install the Cognos components that are included within the InQuira 6 Analytics product.

Important: This is not the installation location for the Sun ONE Directory Server. You determine the installation directory for the Sun ONE Directory Server during the configuration process described in *Configuring the Sun ONE Directory Server* on page 69.

The installation program displays the default path:

```
<user_home>/Cognos/cer3
```

You can use the Browse Subdirectories facility to locate and select an alternate location.

Important: You must replace the value `usr` in the default path with a valid directory.

- specify the desired location
- select Next to continue

If the installation location you specified does not exist, the installation program will prompt you for authorization to create the directory.

- if the installation program prompts you to create a new directory, select Yes.

The installation program begins transferring the Sun ONE files to the selected location and displays the Installation Progress screen.

The Installation Progress Screen (Solaris)

The installation progress screen displays information about the file transfer process. When the process completes, the installation program starts the configuration manager program, as described in *Using the Configuration Manager (Solaris)* on page 71.

Configuring the Sun ONE Directory Server

The installation program configures default values for various Sun ONE directory server parameters. The installation program also installs and configures a configuration manager that provides an interface to the Sun ONE directory server parameters. You use the configuration manager to view and modify the configuration values for your installation.

There are two categories of directory server parameters that the installation program sets default values for:

- Sun ONE Directory Server properties as described in *Sun ONE Information Properties* on page 78
- Access Manager Directory Server properties as described in *Access Manager Directory Server Information Properties* on page 80

To view and modify default Sun ONE Directory Server values:

- start the configuration manager, if necessary, as described in *Starting the Configuration Manager* on page 70
- load the default configuration as described in *Loading the Directory Server Configuration (Windows)* on page 73 or *Loading the Directory Server Configuration (Solaris)* on page 73
- locate the desired component as described in *Locating Directory Server Properties (Windows)* on page 74 or *Locating Directory Server Properties (Solaris)* on page 75
- modify values for the selected property as described in *Modifying Directory Server Configuration Values (Windows)* on page 76 or *Modifying Directory Server Configuration Values (Solaris)* on page 77
- in Windows environments, validate the modified parameters as described in *Validating the Directory Server Configuration (Windows)* on page 83
- apply the configuration as described in *Applying the Modified Configuration (Windows)* on page 83 or *Applying the Modified Configuration (Solaris)* on page 83
- verify that the appropriate services are started in your environment as described in *Verifying Directory Server Services* on page 84

Starting the Configuration Manager

You access the configuration manager:

- from the Component Configuration screen, which displays automatically at the conclusion of the file transfer portion of the Windows installation process as described in *Selecting the Cognos Component Installation Location (Windows)* on page 67
- from configuration manager prompt (configcp), which displays automatically at the conclusion of the file transfer portion of the Solaris installation process

Note: You can start the configuration manager manually if necessary. To manually start the configuration manager:

- from the supplementary software installation directory, change to the bin directory
- execute configgui

Using the Configuration Manager (Solaris)

In Solaris environments, the configuration manager provides a text-based interface that you can use to locate and modify directory server configuration properties. The configuration manager starts by displaying its initial menu:

```
The configuration for the local computer is open. Your choices are:  
- New: to create a new configuration for this or another computer,  
- OpenFile <.css file>: to open an existing specification file,  
or,  
- Help: to view the help.  
Please type Exit to close the Configuration Manager.  
configcp ->
```

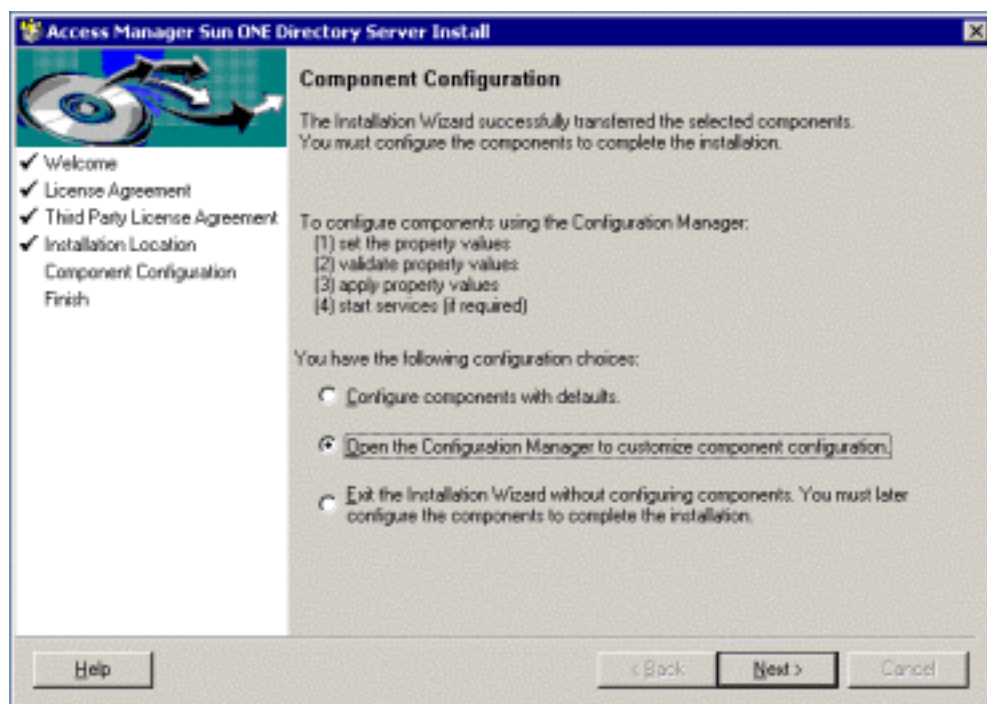
Important: Do not use the Exit option (Please type Exit...) unless you want to terminate the configuration process.

You use the configuration manager by:

- loading a configuration file as described in *Loading the Directory Server Configuration (Windows)* on page 73 or *Loading the Directory Server Configuration (Solaris)* on page 73
- traversing its object hierarchy to locate the desired parameters as described in *Locating Directory Server Properties (Windows)* on page 74 or *Locating Directory Server Properties (Solaris)* on page 75
- modifying the values associated with the desired parameters as described in *Modifying Directory Server Configuration Values (Windows)* on page 76 or *Modifying Directory Server Configuration Values (Solaris)* on page 77

The Component Configuration Screen (Windows)

In Windows environments, the Component Configuration screen on Windows provides general information about the configuration process and displays configuration options:



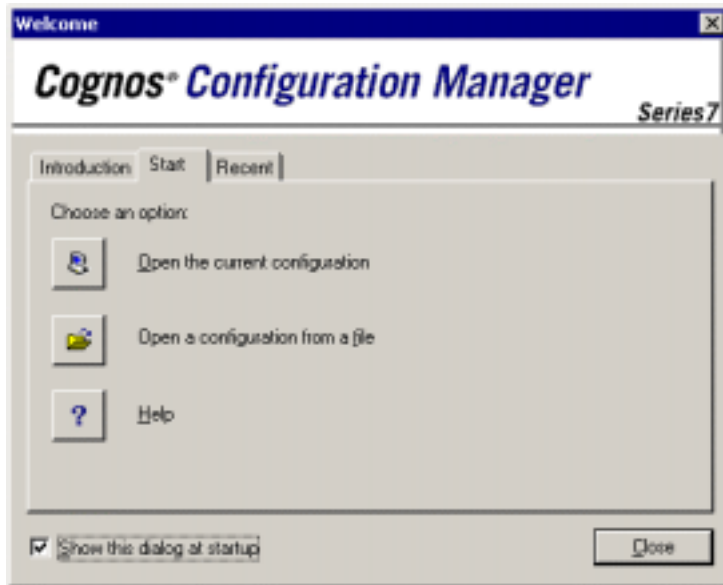
To start the configuration manager:

- select Open the Configuration Manager to customize component configuration
- select Next

The Configuration Manager Welcome screen displays as described in ***Loading the Directory Server Configuration (Windows)*** on page 73.

Loading the Directory Server Configuration (Windows)

In Windows environments, the Configuration Manager Welcome screen contains Introduction, Start, and Recent tabs. The Introduction tab displays general information, the Start tab displays available configuration options, and the Recent tab displays previously edited configuration files.



To view or modify configuration parameters, open the current configuration:

- select the Start tab, then select Open the current configuration

The Configuration Manager loads the current configuration for your processor. Locate and modify the configuration properties as described in *Locating Directory Server Properties (Windows)* on page 74 and *Modifying Directory Server Configuration Values (Windows)* on page 76.

Loading the Directory Server Configuration (Solaris)

In Solaris environments, the configuration manager presents the following options on its initial menu:

The configuration for the local computer is open. Your choices are:

- New: to create a new configuration for this or another computer,

- OpenFile <.css file>: to open an existing specification file,
or,

- Help: to view the help.

Please type Exit to close the Configuration Manager.

configcp ->

- enter New at the configcp prompt

The configuration manager creates a new configuration file using the default values provided by the installation program and displays the message:

Successfully created a specification with default configuration values.

Traverse the configuration file object hierarchy as described in *Locating Directory Server Properties (Solaris)* on page 75 to locate desired parameters, and modify them as described in *Modifying Directory Server Configuration Values (Solaris)* on page 77.

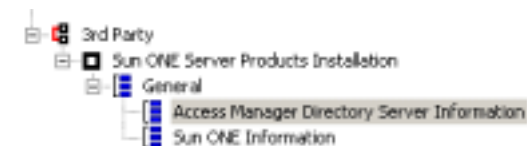
Locating Directory Server Properties (Windows)

In Windows environments, the configuration manager contains an Explorer area that displays the components of the current configuration in a hierarchy. There are two sets of relevant properties:

- *Access Manager Directory Server Information Properties* on page 80
- *Sun ONE Information Properties* on page 78

To view and modify the default configuration values for the Sun ONE Directory Server:

- expand the components until you can select the parameters you are interested in:



- select the relevant node in the Explorer area

The properties area displays properties and corresponding default values:

Access Manager Directory Server Information - Properties The information required to create and configure the Access Manager directory server.	
Property	Value
Schema Version	Current
Port	389
Unrestricted User distinguished name (DN)	cn=Directory Manager
Unrestricted user password	*****
Base distinguished name (DN)	o=Cognos, c=CA
Ticket server computer	
Ticket server port	0
Default Namespace Name	default
Default Namespace Administrator Name	Administrator
Default Namespace Administrator Signon	Administrator
Default Namespace Administrator Password	*****

Review the default values as described in *Access Manager Directory Server Information Properties* on page 80 and *Sun ONE Information Properties* on page 78, and modify the configuration values as necessary for your environment using the process described in *Modifying Directory Server Configuration Values (Windows)* on page 76.

Locating Directory Server Properties (Solaris)

In Solaris environments, you locate the directory server properties by traversing the configuration file using shell-style commands as described in *Traversing the Configuration File* on page 75.

There are two sets of relevant properties:

- *Access Manager Directory Server Information Properties* on page 80
- *Sun ONE Information Properties* on page 78

Traversing the Configuration File

In Solaris environments, you locate the directory server properties by traversing the configuration file using shell-style commands, such as `cd`, `ls`, and tab completion.

Important: The configuration manager syntax requires an escape character, `\`, to accommodate blank spaces used within object names. Object names also terminate with a period (.) character.

For example, to traverse from the current object <processor_name> to an object named 3rd Party using tab completion (as indicated by the string [tab->]):

```
Current object is <processor_name>
configcp ->ls
<processor_name> contains:
  Cognos Shared
  3rd Party
```

- enter the cd command and use tab complete to specify the desired object. The command:

```
configcp ->cd 3[tab->]
completes as:
configcp ->cd 3rd\ Party.
and the configuration manager displays the message:
Current object is 3rd Party
```

Modifying Directory Server Configuration Values (Windows)

In Windows environments, you modify configuration values by selecting the appropriate properties and editing their values. See *Sun ONE Information Properties* on page 78 and *Access Manager Directory Server Information Properties* on page 80 for required configuration property values.

To specify the correct directory server configuration values:

- select the value in the Properties area

Note: If you have followed the recommended installation procedure and are logged on as a user with adequate privileges, you will be able to edit the required properties; however, other fields displayed by the configuration manager may be read-only or linked to another property, and are therefore not editable.

- enter the new property value

Sun ONE Information - Properties The installation information required by Sun ONE.	
Property	Value
Installation Directory	C:\Program\Server
Configuration Directory Server Port	390
Administrator ID	admin
Administrator ID Password	*****
Administration Server Port	20000

To update the current configuration, you need to validate and apply the modified values as described in *Validating the Directory Server Configuration (Windows)* on page 83 and *Applying the Modified Configuration (Windows)* on page 83.

Modifying Directory Server Configuration Values (Solaris)

In Solaris environments, you modify configuration values by traversing to the appropriate properties and editing their values. See *Sun ONE Information Properties* on page 78 and *Access Manager Directory Server Information Properties* on page 80 for required configuration property values.

To specify Sun ONE Information properties:

- use the configuration manager to traverse to:

```
hostname.3rd Party.Sun ONE Server Products Installation.General.Sun ONE Information
```

- enter the `ls` command to display the properties

The configuration manager displays the properties within Sun ONE Information and their current values.

- use the `set` command as described in *Example Sun ONE Information Properties (Solaris)* on page 79 to specify values for the required properties

To specify Access Manager Directory Server Information properties:

- use the configuration manager to traverse to:

```
hostname.3rd Party.Sun ONE Server Products
Installation.General.Access Manager Directory Server Information
```

- enter the `ls` command to display the properties

The configuration manager displays the properties within Access Manager Directory Server Information and their current values.

- use the `set` command as described in *Example Access Manager Directory Server Properties* on page 82 to specify values for the required properties

Sun ONE Information Properties

The Configuration Manager Properties area displays the Sun ONE properties defined in the current configuration.

Sun ONE Information - Properties The installation information required by Sun ONE.	
Property	Value
Installation Directory	C:\Planet\Servers
Configuration Directory Server Port	390
Administrator ID	admin
Administrator ID Password	*****
Administration Server Port	20000

InQuira 6 Analytics is configured at installation to use the default values for the following properties. You can use the default values, or specify appropriate alternate values for use with InQuira 6 Analytics as required for your installation.

Property	Description
Installation Directory	This is the Sun ONE Directory Server installation directory. The default is C:\iPlanet\Servers. Ensure that the drive is formatted NTFS.
Configuration Directory Server Port	This is the port for the Sun ONE Directory Server installation directory. The Cognos default is 390. Note: The specified port must be available and accessible by the owner of the InQuira 6 Analytics processes. See <i>Sun ONE Directory Server Permissions</i> on page 49 for more information.

Administrator ID	This is the user ID that an administrator uses to log onto the iPlanet Console. The displayed default is admin. Record this value for future reference.
Administrator ID Password	The password that an administrator uses to log onto the iPlanet Console. The Cognos default is admin1234. Record this value for future reference.
Administration Server Port	The port number that the administration server uses for communication with the iPlanet Console. The Cognos default is 20000. Record this value and note the Administration URL as indicated for future reference.

Example Sun ONE Information Properties (Solaris)

Use the following example commands to set the required Sun ONE Information properties in Solaris environments.

Example Installation Directory Command:

```
configcp->set Installation\ Directory. =  
/home/inquira/iplanet/servers
```

Result:

```
Installation Directory      /home/inquira/iplanet/servers
```

Example Configuration Directory Server Port Command:

```
configcp->set Configuration\ Directory\ Server\ Port. = 1390
```

Result:

```
Configuration Directory Server Port      1390
```

Example Administration Server Port Command:

```
configcp->set Administration\ Server\ Port. = 20000
```

Result:

```
Administration Server Port      20000
```

Access Manager Directory Server Information Properties

The Configuration Manager Properties area displays the Access Manager Directory Server properties defined in the current configuration.

Access Manager Directory Server Information - Properties	
The information required to create and configure the Access Manager directory server	
Property	Value
Schema Version	Current
Port	389
Unrestricted User distinguished name (DN)	cn=Directory Manager
Unrestricted user password	XXXXXXXXXX
Base distinguished name (DN)	o=Cognos, c=CA
Ticket server computer	
Ticket server port	0
Default Namespace Name	default
Default Namespace Administrator Name	Administrator
Default Namespace Administrator Signon	Administrator
Default Namespace Administrator Password	XXXXXXXXXX

InQuira 6 Analytics is configured at installation to use the default values for the following properties. You can use the default values, or specify appropriate alternate values for use with InQuira 6 Analytics as required for your installation.

Property

Description

Schema Version

The Configuration Manager displays the schema version format used by the directory server to store Access Manager information. The default is **Current**.

If you are installing the directory server software for the first time for use with InQuira 6 Analytics, we recommend that you accept the default value.

Note: If you are upgrading directory server software used with Cognos 7.0 and earlier products, you must change the value to **Compatible with Series 7.0 and earlier versions**. This will allow you to restore the directory server data from an exported .ldif file.

(Data Directory Server) Port	<p>The Configuration Manager displays the value for the port to connect to the data directory server. The default port number is 389.</p> <p>Note: The specified port must be available and accessible by the owner of the InQuira 6 Analytics processes. See <i>Sun ONE Directory Server Permissions</i> on page 49 for more information.</p>
Unrestricted user distinguished name (DN)	<p>The Configuration Manager displays the value for the distinguished name (DN) of an administrator with unlimited privileges that manages the contents of the directory server. The default is cn=Directory Manager.</p> <p>We recommend that you use the default.</p>
Unrestricted user password	<p>The Configuration Manager displays the value for the Unrestricted User Password, which is the password for the directory manager. The default is admin1234.</p> <p>The password must have a minimum of 8 characters.</p>
Base distinguished name	<p>The Configuration Manager displays the value for the Base Distinguished Name, which is a distinguished name used as the first entry in the directory tree from which your data will branch. The defaults are:</p> <p>o=Cognos c=CA</p> <p><i>where:</i></p> <p>o specifies your organization</p> <p>c specifies an optional country code for your organization. Country codes are defined by the International Organization for Standardization (ISO).</p>
Ticket server computer	<p>The Configuration Manager displays the fully qualified name of the ticket server. If you have not yet installed a ticket server or have not yet planned its location, leave this value empty. When you install the ticket server, use the Configuration Manager to update your ticket server information.</p>

Ticket server port	<p>The Configuration Manager displays the default port number for the ticket server. The default is:</p> <p>9010</p> <p>The Cognos default is port 9010. When you install the ticket server, use the Configuration Manager to update your ticket server information.</p>
Namespace properties	<p>The Configuration Manager displays the default values for the following Namespace properties:</p> <ul style="list-style-type: none">• the default Namespace Name is default• the default Namespace Administrator Name is Administrator• the default Namespace Administrator Signon is Administrator• there is no default Namespace Administrator Password

Example Access Manager Directory Server Properties

Use the following example commands to set the required Access Manager Directory Server Information properties in Solaris environments.

Example Base Distinguished Name Command:

```
configcp->Base\ distinguished\ name\ (DN). = dc=inquiras, dc=com
```

Result:

```
Base distinguished name (DN)      dc=inquiras, dc=com
```

Example Ticket Server Command:

```
configcp->set Ticket\ server\ computer. = <hostname>.inquiras.com
```

Result:

```
Ticket server computer      <hostname>.inquiras.com
```

Example Ticket Server Port Command:

```
configcp->set Ticket\ server\ port. = 9010
```

Result:

```
Ticket server port      9010
```

Validating the Directory Server Configuration (Windows)

In Windows environments, you must update your configuration after modifying configuration values. To validate modified properties:

- select Sun ONE Server Products Installation in the Explorer area
- select Validate Selection from the Actions menu

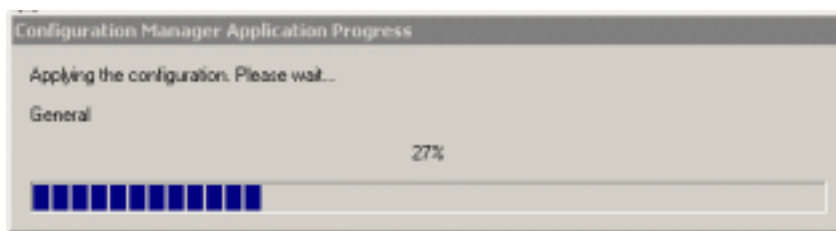
The configuration manager validates the configuration and displays a confirmation message.

Applying the Modified Configuration (Windows)

In Windows environments, you must apply the validated configuration. To apply the configuration:

- select Apply Selection from the Actions menu

This starts the configuration and activation of Sun ONE Directory Server, and may take a significant amount of time.



Note: If the Apply Selection process fails, check the Sun ONE Directory Server's log file at `<Sun_ONE_Directory_Server_location>\setup\setup.log`, or in the system temp directory.

Applying the Modified Configuration (Solaris)

In Solaris environments, you must apply the modified configuration. To apply the configuration:

- enter the `apply` command:

```
configcp->apply
```

The configuration manager applies the configuration and starts the Sun ONE directory server. The Sun ONE directory server is now installed and configured.

- enter the `exit` command to terminate the configuration manager:

```
exit
```

Verifying Directory Server Services

You can use a browser to verify that the Sun ONE Directory Server processes are operating correctly. To verify the Sun ONE Directory Server processes:

- open a browser and navigate to the Sun ONE Directory Server administration page, located on the local host using the Administration Server Port as configured in *Sun ONE Information Properties* on page 78, for example:

```
http://localhost:20000
```

The Sun ONE Directory Server Administration page displays.

- log onto the Sun ONE Directory Server administration application using the Administrator ID and password as configured in *Sun ONE Information Properties* on page 78, for example :

```
admin  
admin1234
```

- check that the following services are running:

Service	Example Port
admin	20000
data	1389
config	1390

Chapter 7

Installing and Configuring InQuira 6 Analytics

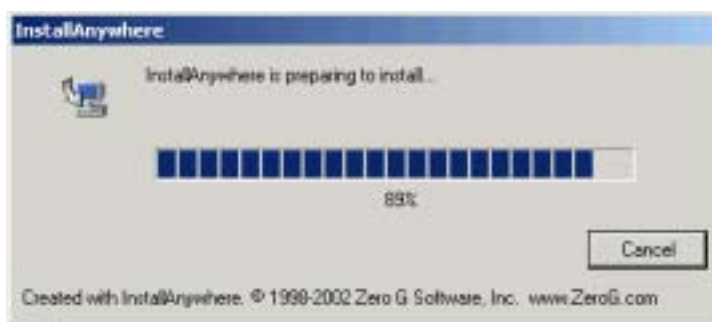
The InQuira 6 Analytics installation process consists of installing and configuring the InQuira 6 Analytics product files from the distribution medium to the selected location within your environment. InQuira 6 includes an automated installation program that guides you through this process.

Important: You must install the core product components, the Dictionary, and the required supplementary software, as described in *Installing and Configuring InQuira 6* on page 15, *Installing InQuira 6 Dictionaries* on page 25, and *Installing and Configuring InQuira 6 Analytics Supplementary Software* on page 47, prior to installing the InQuira 6 Analytics.

To start the InQuira 6 Analytics installation program:

- execute `install_analytics.exe` in Microsoft Windows environments
- execute `install_analytics.bin` in Solaris and Linux environments

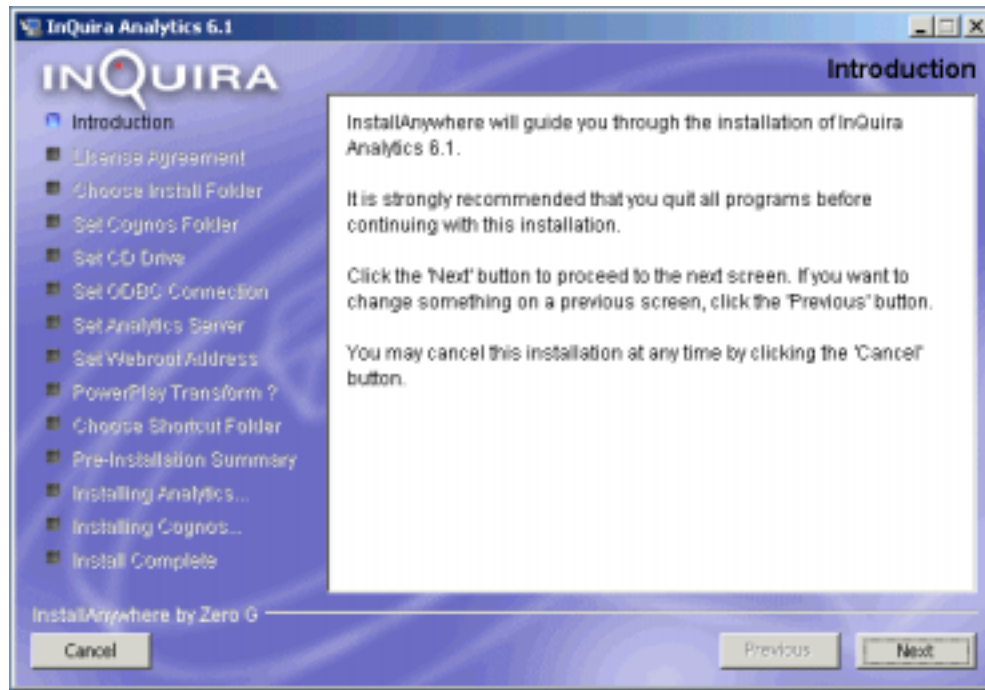
The installation program starts:



The installation program displays the introduction screen.

The InQuira 6 Analytics Installation Introduction

The installation program's introduction screen provides general information about the installation process and recommends that you close any other programs that are currently running.

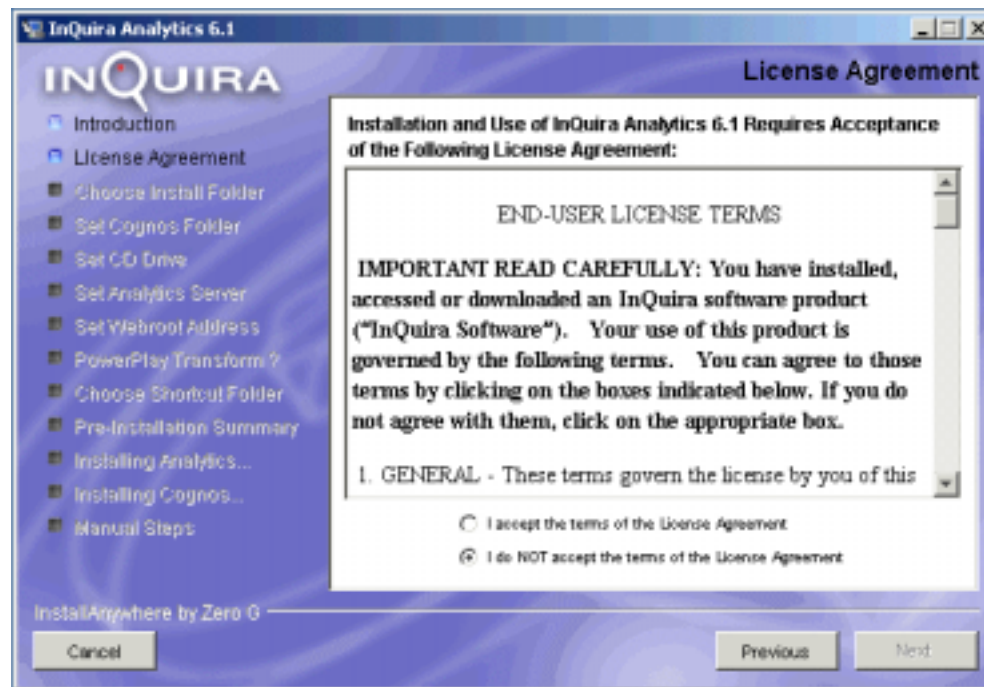


- select Next to continue

The installation program displays the InQuira 6 Analytics license agreement.

The InQuira 6 Analytics License Agreement

The InQuira 6 Analytics license agreement sets out the legal terms of use for InQuira 6 Analytics. You must agree to its terms to install and use InQuira 6 Analytics. Please read the agreement carefully; by agreeing, you are legally bound to its terms and conditions.



The installation program sets the license agreement to non-acceptance by default. To accept the license agreement and continue the installation:

- select the accept option

The Next button is now available

- select Next to continue

The installation program displays the installation location selection screen.

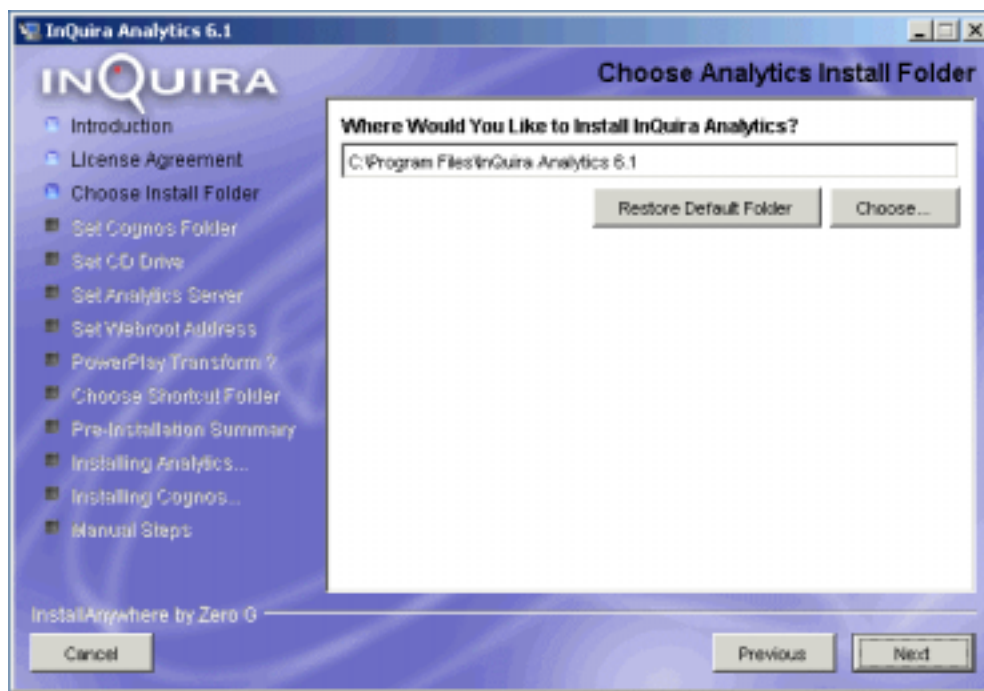
Specifying the InQuira 6 Analytics

Installation Location

Select the location in which you want to install InQuira 6 Analytics. The installation program selects a default location:

- C:\Program Files\InQuira Analytics 6.1 in Windows environments
- <user_home>/InQuira_Analytics_6.1 in Solaris and Linux environments

You can use the Choose... button to select an alternate location, and the Restore Default Folder button to reset the default installation directory.



- specify the desired location
- select Next to continue

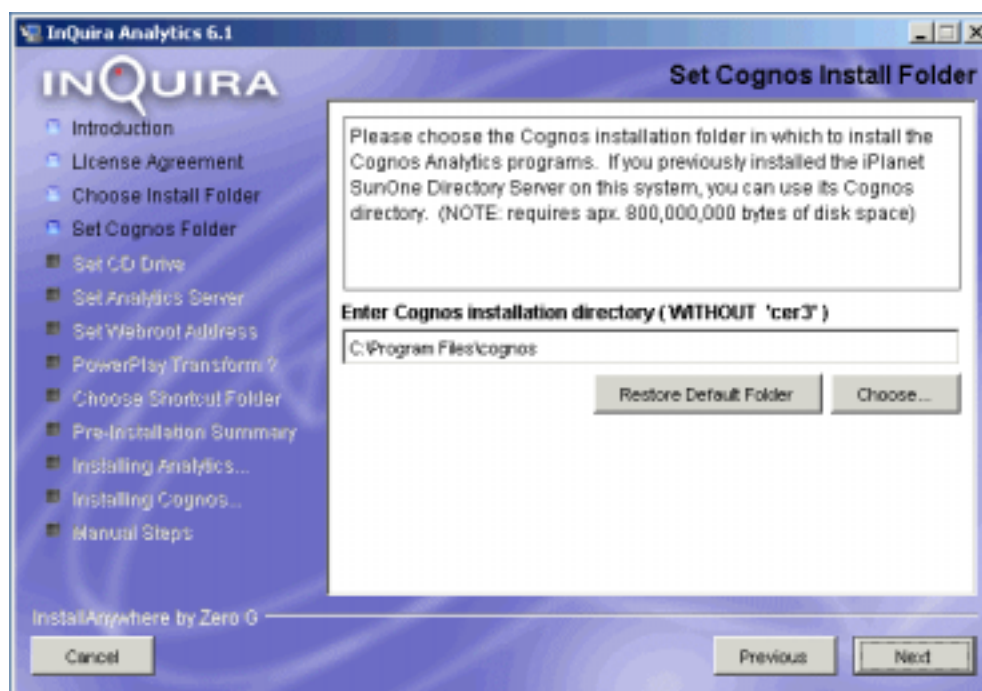
The installation program displays the Cognos component installation location selection screen.

Specifying the Cognos Installation Location

Select the location in which you want to install the Cognos components used by InQuira 6 Analytics. You must install the Cognos components in the location specified in **Selecting the Cognos Component Installation Location (Windows)** on page 67 or **Specifying the Cognos Component Installation Location (Solaris)** on page 69. The installation program selects this location as the default:

- C:\Program Files\Cognos in Windows environments
- <user_home>/Cognos in Solaris environments

You can use the Choose... button to select an alternate location, and the Restore Default Folder button to reset the default installation directory.



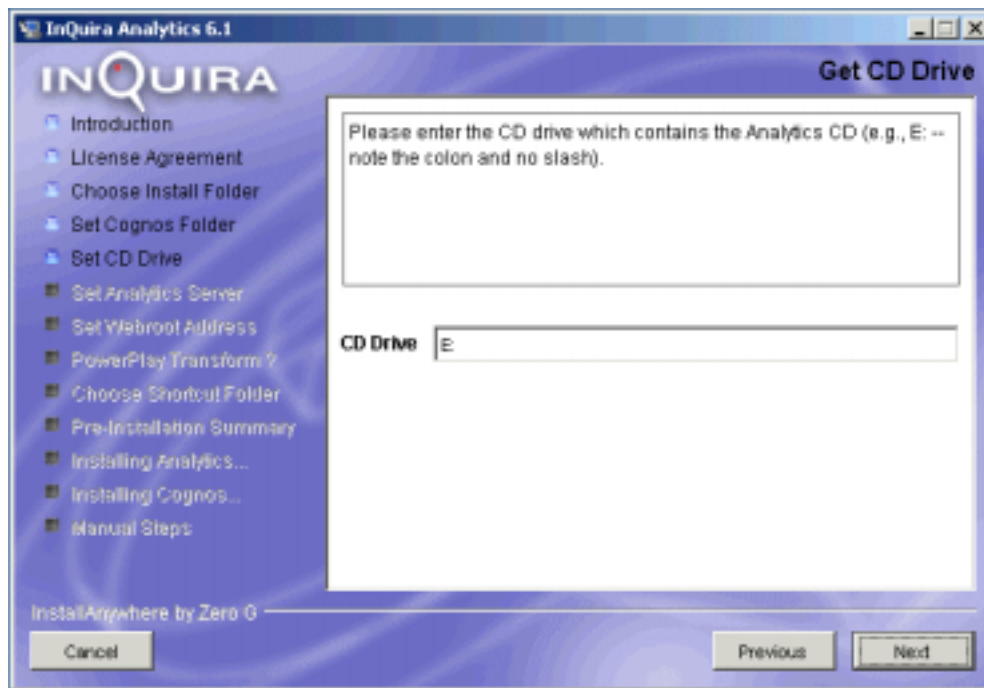
- specify the desired location
- select Next to continue

The installation program displays the InQuira 6 Analytics drive location selection screen.

Specifying the InQuira 6 Analytics Drive Location

Specify the drive or mapped directory on which the InQuira 6 Analytics distribution is located. The distribution can be located on a CD_ROM or an accessible file system. You specify the drive in the format:

<drive_id>:



- specify the drive identifier
- select Next to continue

The installation program displays the InQuira 6 Analytics server location selection screen.

Specifying the InQuira 6 Analytics Server Location

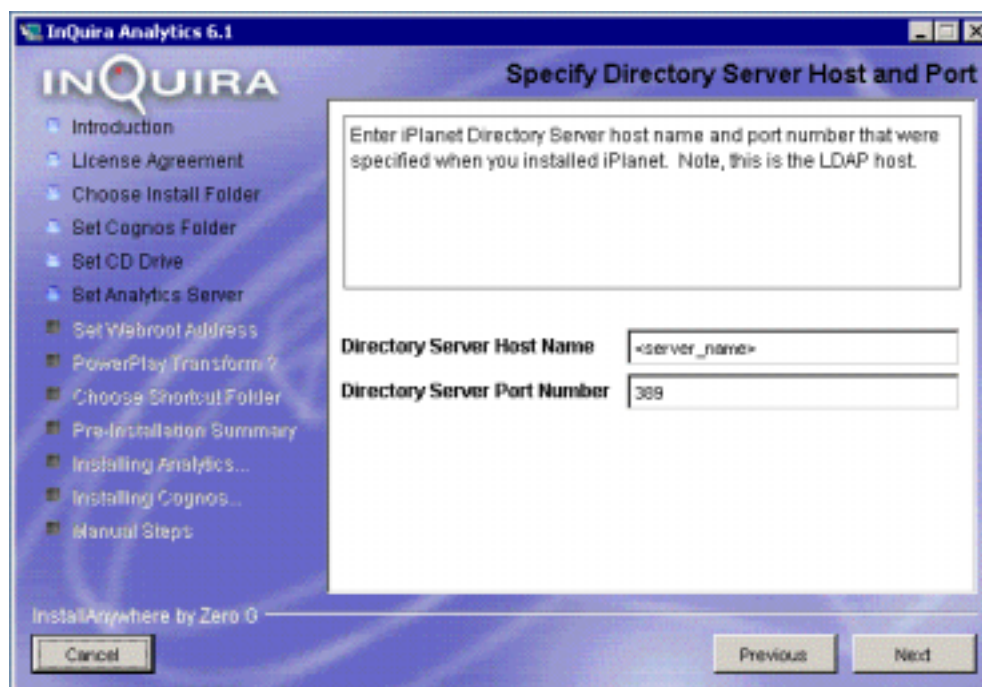
Specify the hostname and port for the processor on which the Sun ONE Directory Server is installed.

The installation program uses the host and port values from the directory server properties as specified in *Access Manager Directory Server Information Properties* on page 80. The default configuration values are:

Directory Server Host Name: <server_name>

Directory Server Port Number: 389

See *Sun ONE Directory Server Permissions* on page 49 for more information on specifying port numbers for InQuira 6 Analytics components.



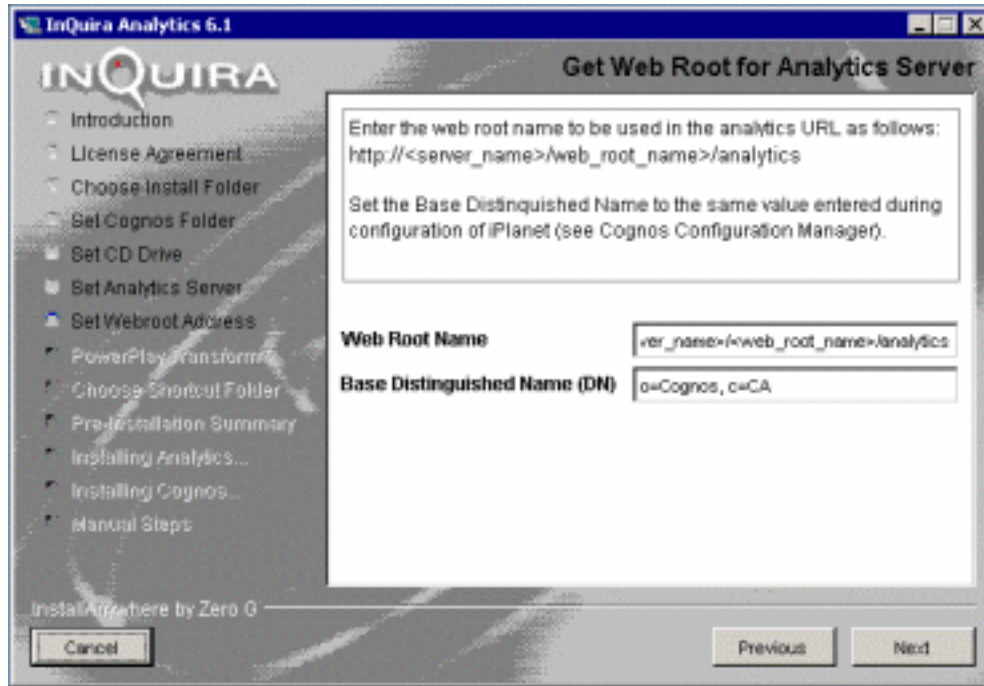
- specify the host name and port number
- select Next to continue

The installation program displays the InQuira 6 Analytics web root address selection screen.

Specifying the Web Root Address

Specify the domain for use by the InQuira 6 Analytics web-based components. You specify the web root as a single qualifier. The installation program supplies the hostname of the server as specified in *Specifying the InQuira 6 Analytics Server Location* on page 91 to create a base URL in the format:

`http://<hostname>/web_root_name>/analytics`



- specify the web root name

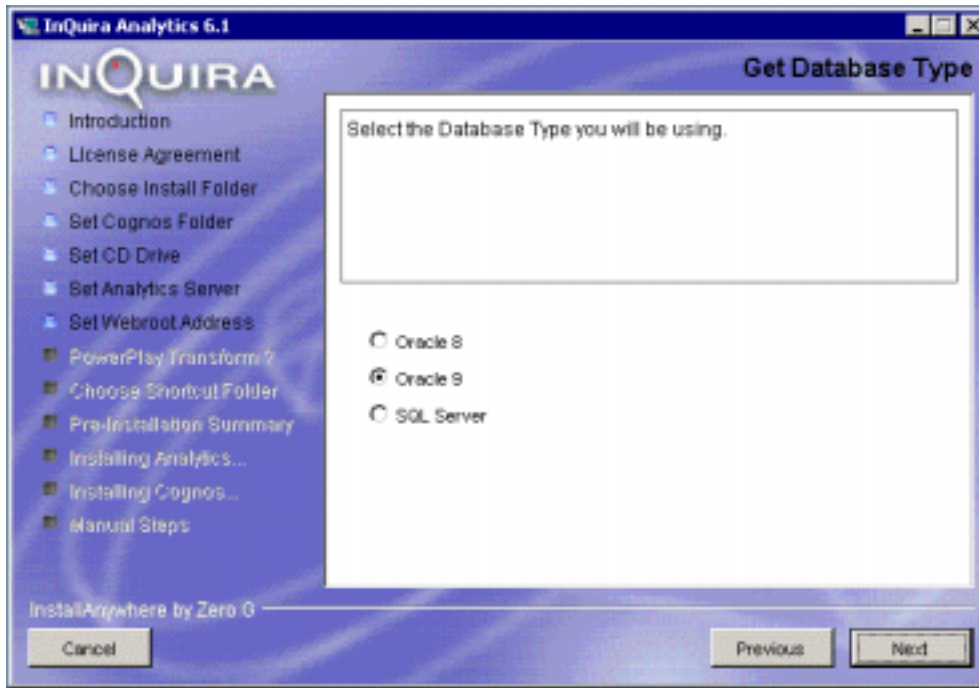
Important: Do not use the default value mycompany. This value will result in an unusable configuration.

- select Next to continue

The installation program displays the database type selection screen.

Selecting the Database Type

Specify the type of InQuira 6 Analytics database you are using. The installation program uses this information to configure the application properly for the specified database type.



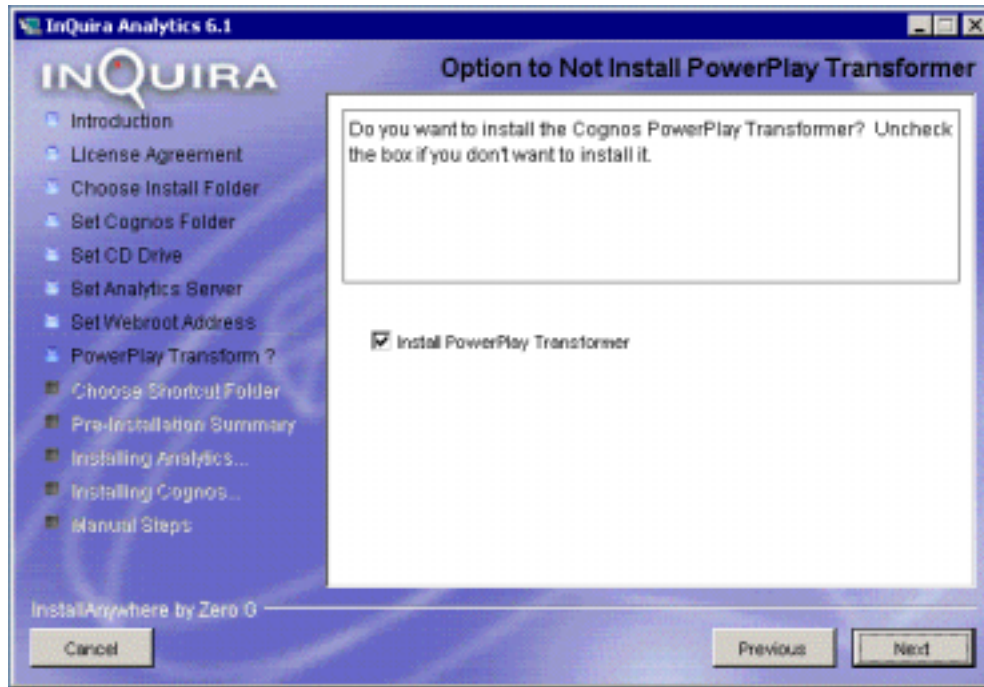
- select the appropriate database type
- select Next to continue

The installation program displays the PowerPlay Transformer option screen.

The PowerPlay Transform Installation Option

InQuira 6 Analytics uses the Cognos PowerPlay Transform component to define the report cubes used to organize and present the standard reports. You need to install the PowerPlay Transform component only if you need to design and create custom reports.

Note: You can install the PowerPlay Transform component at any time that you need to design and create custom reports.



- select the desired PowerPlay Transform option
- select Next to continue

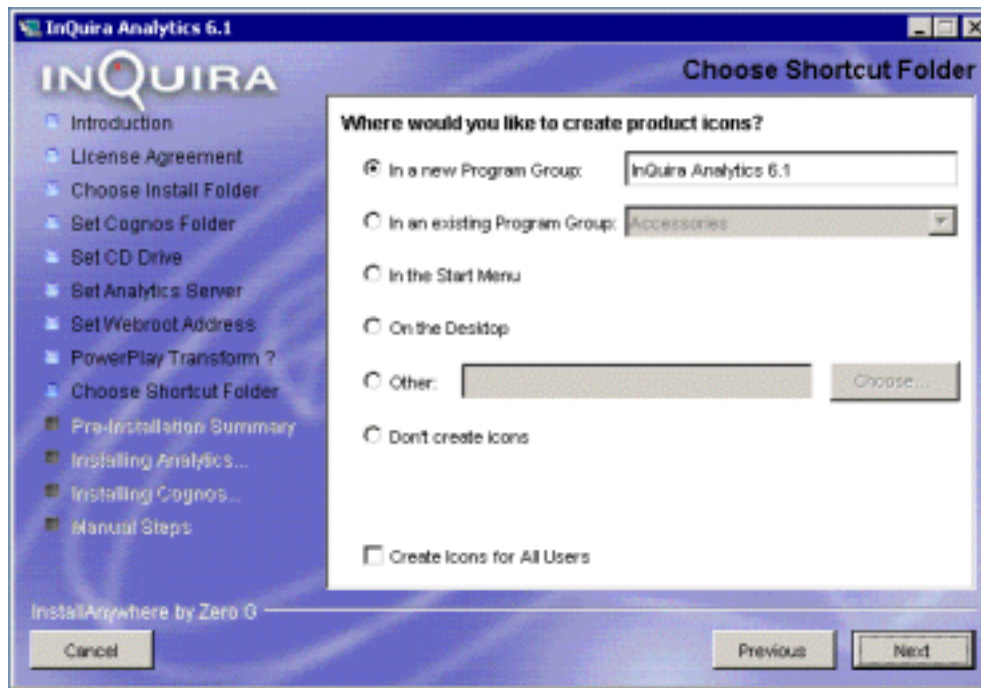
The installation program displays the shortcut options selection screen.

Specifying InQuira 6 Analytics Shortcut Options

Select the location in which you want to create a shortcut to InQuira 6 Analytics. The installation program will create a new Program Group called InQuira 6 Analytics 6.1 by default. You can use the options on this screen to:

- specify an alternate new Program Group
- select an alternate existing Program Group
- place InQuira 6 Analytics icons in the Start Menu and on the Desktop, for the current user or for all users

- create InQuira 6 Analytics icons in another location
- specify to not create any InQuira 6 Analytics icons
- specify to create icons for All Users



- select the desired product icon locations
- select Next to continue

The installation program displays the pre-installation summary screen.

InQuira 6 Analytics Pre-Installation Summary

The pre-installation summary screen displays a summary of your installation selections and disk space information prior to transferring the product files from the distribution.

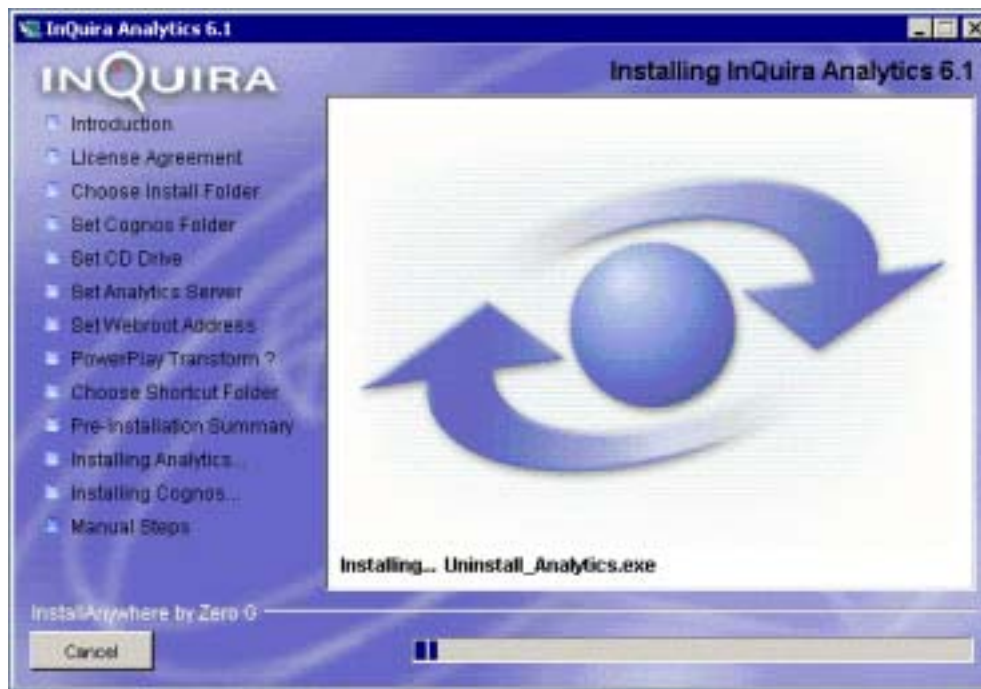


- review your selections
- use the Previous button to make any corrections
- select Install to continue

The installation program begins installing InQuira 6 Analytics in the specified location.

Installing InQuira 6 Analytics Components

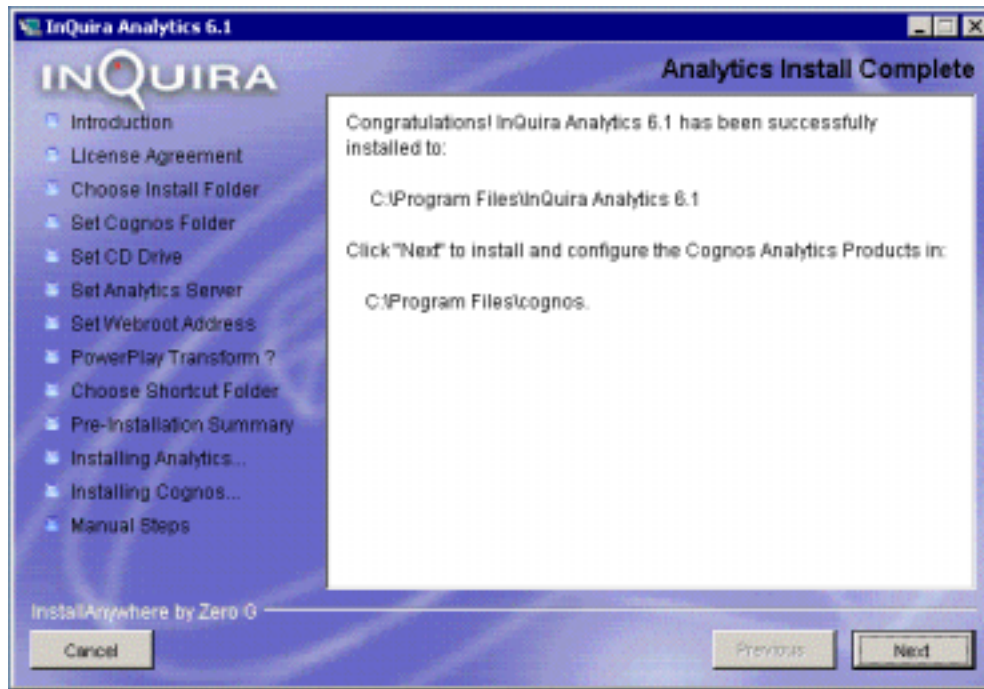
The installation program displays a progress screen during installation:



When installation is complete, the installation program displays the completion screen.

Completing the InQuira 6 Analytics Installation

The completion screen summarizes the installation process.



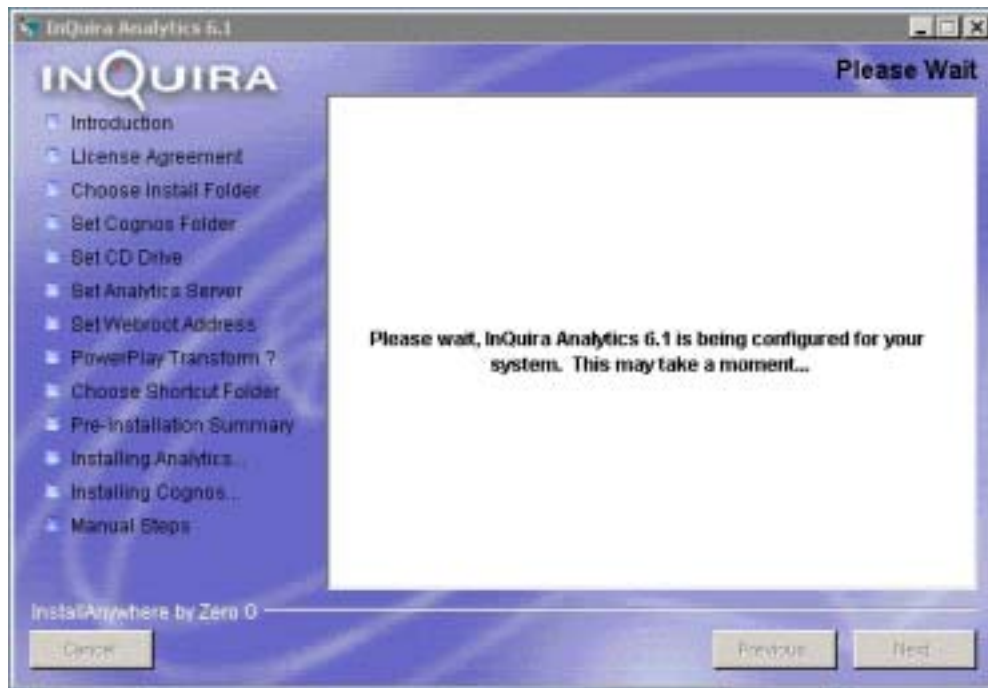
The InQuira 6 Analytics directories and files are now installed in the specified location.

- select Next to configure the InQuira 6 Analytics components

The installation program displays the configuration screen.

Configuring InQuira 6 Analytics

The installation program configures the installed InQuira 6 Analytics components.

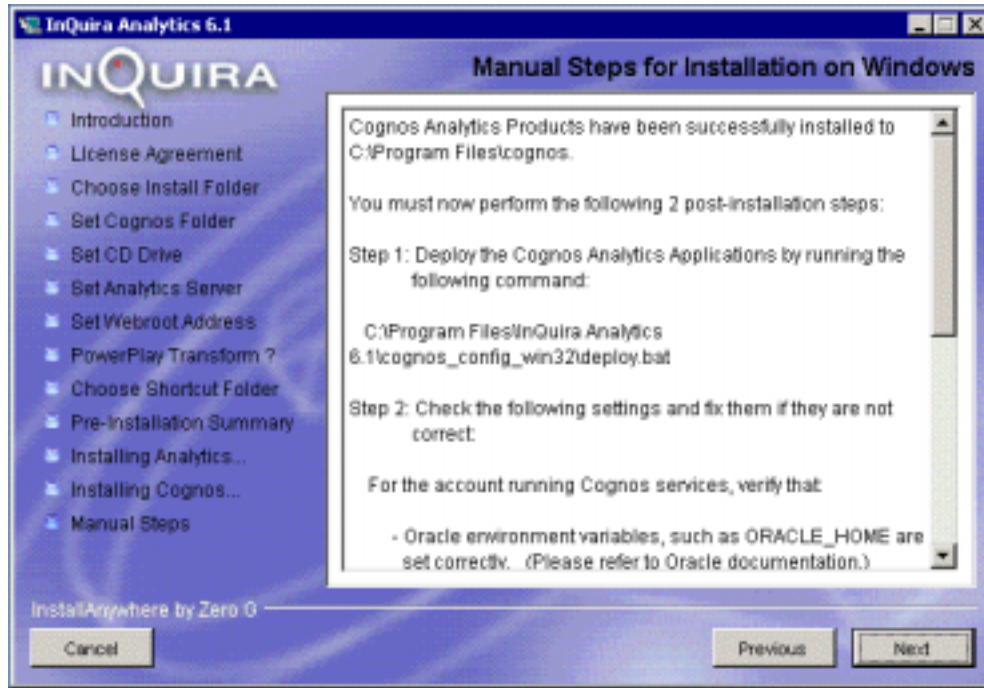


- when the configuration process completes, select Next to continue.

The installation program displays the manual installation steps screen.

Manual InQuira 6 Analytics Installation Steps

The installation program displays instructions for manual steps that you must perform to complete the InQuira 6 Analytics installation process. These steps complete the deployment of the report template and sample cubes.



The following variables represent installation-specific values recorded by the installation program that the manual steps refer to:

Variable	Description
<Analytics_install_dir>	This is the InQuira 6 Analytics installation directory as specified in <i>Specifying the InQuira 6 Analytics Installation Location</i> on page 87.
<Cognos_install_dir>	This is the Cognos installation directory as specified in <i>Specifying the Cognos Installation Location</i> on page 89
<web_root_name>	This is the web root as specified in <i>Specifying the Web Root Address</i> on page 92

- ensure that the InQuira 6 Analytics services as described in *Ports Used by InQuira 6 Analytics Processes* on page 11 are started

Note: These process can take a few minutes to start; allow sufficient time and check that they are started before executing the deployment scripts.

- execute the one of following scripts, as appropriate for your environment:

<Analytics_home>\cognos_config_win32\deploy.bat

<Analytics_home/cognos_config_solaris/deploy.sh

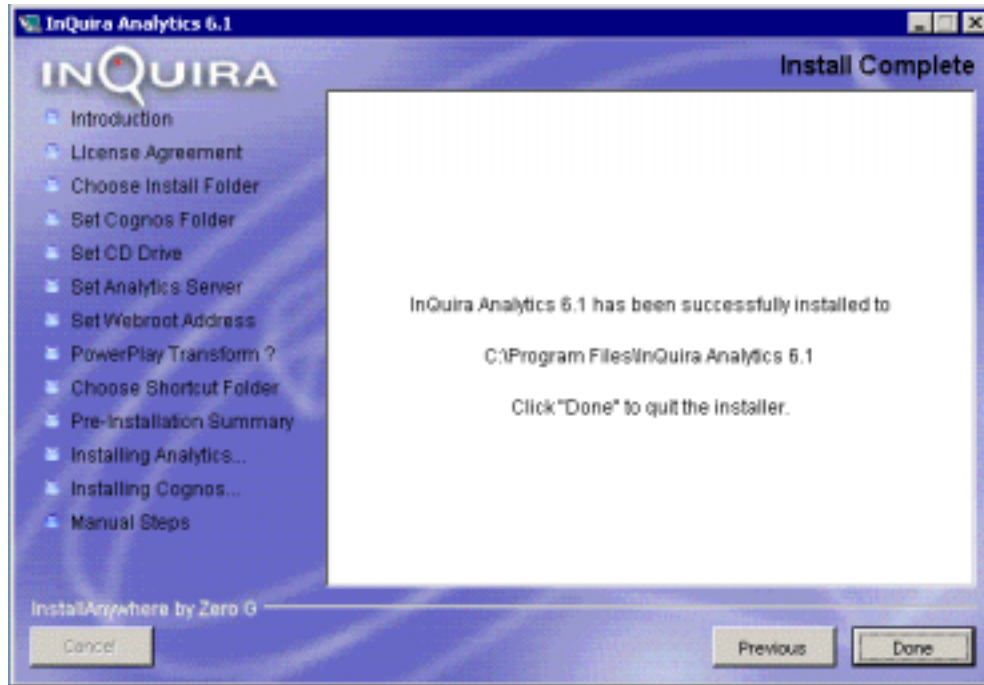
- verify that the user profile for the owner of the InQuira 6 Analytics processes contains appropriate settings for:
 - Oracle environment variables, such as ORACLE_HOME. Refer to the Oracle documentation for information on the appropriate settings for your environment.
 - the PATH environment variable. This variable should include <Cognos_install_dir>\bin
- verify that the following aliases are set properly, and in the right order, within your web server configuration:
 - /<web_root_name>/cgi-bin is set to <Cognos_install_dir>/cgi-bin
 - /<web_root_name>/docs is set to <Cognos_install_dir>/documentation
 - /<web_root_name>/webcontent is set to <Cognos_install_dir>/webcontent
- verify that master.html has been added to the Enable Default Documents list of the Document tab on the Default Web Site Properties panel within the iPlanet webserver configuration.
- select Next to continue

The installation program displays the completion screen.

Completing the InQuira 6 Analytics

Installation Process

The completion screen summarizes the installation process.



- select Done

The installation program executes its cleanup routines and terminates.