



# **BEA AquaLogic® Interaction Publisher**

## **Installation and Upgrade Guide**

Version 6.4 MP1  
Document Revised: June 1, 2008



# Contents

## 1. Welcome

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

## 2. Installation Prerequisites

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

## 3. Installation

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

Launching the Publisher Installer on Unix . . . . .	3-2
Completing the Installer Wizard Pages on Unix . . . . .	3-2
Launching the Publisher Installer on Windows . . . . .	3-5
Completing the Installer Wizard Pages on Windows. . . . .	3-5
Creating the Workflow Database Schema . . . . .	3-7
Creating the Workflow Database Schema on Microsoft SQL Server. . . . .	3-8
Creating the Workflow Database Schema on Oracle . . . . .	3-8
Importing the Publisher Migration Package. . . . .	3-8
Starting and Verifying the Installation. . . . .	3-9
Starting Publisher . . . . .	3-9
Running the Diagnostic Utilities. . . . .	3-9
Importing the Published Content Portlets Migration Package. . . . .	3-10

## 4. Upgrade

Upgrade Paths. . . . .	4-1
Upgrading from Publisher (Content Server) 6.1, 6.2 or 6.3 to Publisher 6.4 MP1 . . . .	4-2
Upgrading from Content Server 6.0 to Publisher 6.4 MP1 . . . . .	4-2
Upgrading from Content Server 5.0.x to Publisher 6.4 MP1. . . . .	4-3
Upgrading 5.0.x Portlet Templates . . . . .	4-4
Upgrading the Web Services UUIDs . . . . .	4-5
Running the Installer During Upgrade. . . . .	4-5
Upgrading the Workflow Database . . . . .	4-7
Updating Publishing Targets . . . . .	4-8
Additional Information for Content Server 5.0.x and 6.0 Upgrades . . . . .	4-9

## A. Installer Properties File

## B. Clustering

High-Availability Overview. . . . .	B-2
-------------------------------------	-----

Undeploying Published Content . . . . .	B-2
Installing the Published Content Configuration . . . . .	B-3
Starting and Verifying the Published Content Configuration. . . . .	B-3
Configuring the Publisher Redirector. . . . .	B-4

## C. Troubleshooting

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

## D. Uninstalling

## Index



# Welcome

This book describes how to install and deploy AquaLogic Interaction Publisher 6.4. It also provides instructions for upgrading to Publisher 6.4 from earlier versions.

## How to Use This Book

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

## Audience

This guide is written for the user responsible for installing or upgrading Publisher. This user must have strong knowledge of the platform operating system, database, web and application servers, and any other third-party software required for installation.

## Organization

This guide includes the following chapters:

- This chapter provides information on how to use this guide and describes other resources available to help install, deploy, upgrade, and administer Publisher.
- [Chapter 2, “Installation Prerequisites,”](#) provides hardware and software requirements, as well as environmental and third-party software prerequisites. You must read this chapter and meet the prerequisites prior to proceeding to the installation or upgrade.

- [Chapter 3, “Installation,”](#) provides detailed instructions for installing and configuring Publisher.
- [Chapter 4, “Upgrade,”](#) provides detailed instructions for upgrading versions of Plumtree Content Server and Plumtree Publisher to the latest version of AquaLogic Interaction Publisher.
- [Appendix A, “Installer Properties File,”](#) provides information on using the Publisher properties file during installation.
- [Appendix B, “Clustering,”](#) provides information on setting up Publisher to provide high availability of published content.
- [Appendix C, “Troubleshooting,”](#) provides information on troubleshooting the installation and configuration process for Publisher.
- [Appendix D, “Uninstalling,”](#) provides information on uninstalling Publisher.

## Typographical Conventions

This book uses the following typographical conventions.

**Table 1-1** Typographical Conventions

Convention	Typeface	Examples/Notes
<ul style="list-style-type: none"> <li>• File names</li> <li>• Folder names</li> <li>• Screen elements</li> </ul>	<b>bold</b>	<ul style="list-style-type: none"> <li>• Upload <b>Procedures.doc</b> to the portal.</li> <li>• The log files are stored in the <b>logs</b> folder.</li> <li>• To save your changes, click <b>Apply Changes</b>.</li> </ul>
<ul style="list-style-type: none"> <li>• Text you enter</li> </ul>	computer	Type Marketing as the name of your community.
<ul style="list-style-type: none"> <li>• Variables you enter</li> </ul>	computer with angle brackets (<>)	Enter the base URL for the Remote Server. For example, http://<my_computer>/.
<ul style="list-style-type: none"> <li>• New terms</li> <li>• Emphasis</li> <li>• Object example names</li> </ul>	<i>italic</i>	<ul style="list-style-type: none"> <li>• <i>Portlets</i> are Web tools embedded in your portal.</li> <li>• The URI <i>must</i> be a unique number.</li> <li>• The example Knowledge Directory displayed in Figure 5 shows the <i>Human Resources</i> folder.</li> </ul>



# BEA Documentation and Resources

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

**Table 1-2 Documentation**

Resource	Description
Installation Worksheet	This worksheet helps you to gather and record prerequisite information necessary for installing AquaLogic Interaction Publisher. It is available on <a href="http://edocs.bea.com/alui/publisher/docs64">edocs.bea.com/alui/publisher/docs64</a> .
Administrator Guide	This book describes how to perform management and maintenance of Publisher. It is available on <a href="http://edocs.bea.com/alui/publisher/docs64">edocs.bea.com/alui/publisher/docs64</a> .
Release Notes	These files are written for Publisher administrators. They include information about new features and known issues in the release. They are available on <a href="http://edocs.bea.com/alui/publisher/docs64">edocs.bea.com/alui/publisher/docs64</a> and on any physical media provided for delivering the application.
Deployment Guide	This document is written for business analysts and system administrators. It describes how to plan your AquaLogic User Interaction deployment. It is available on <a href="http://edocs.bea.com/alui/deployment/index.html">edocs.bea.com/alui/deployment/index.html</a> .
Online Help	The online help is written for all levels of Publisher users. It describes the user interface for Publisher and gives detailed instructions for completing tasks in Publisher. To access online help, click the help icon.

**Table 1-3 Other BEA Resources**

Resource	Description
Developer Guides, Articles, API Documentation, Blogs, Newsgroups, and Sample Code	These resources are provided for developers on the BEA dev2dev site ( <a href="http://dev2dev.bea.com">dev2dev.bea.com</a> ). They describe how to build custom applications using AquaLogic User Interaction and how to customize AquaLogic User Interaction products and features.

**Table 1-3 Other BEA Resources**

Resource	Description
<p>AquaLogic User Interaction Support Center</p>	<p>The AquaLogic User Interaction Support Center is a comprehensive repository for technical information on AquaLogic User Interaction products. From the Support Center, you can access products and documentation, search knowledge base articles, read the latest news and information, participate in a support community, get training, and find tools to meet most of your AquaLogic User Interaction-related needs. The Support Center encompasses the following communities:</p> <p><b>Technical Support Center</b></p> <p>Submit and track support incidents and feature requests, search the knowledge base, access documentation, and download service packs and hotfixes.</p> <p><b>User Group</b></p> <p>Visit the User Group section to collaborate with peers and view upcoming meetings.</p> <p><b>Product Center</b></p> <p>Download products, read Release Notes, access recent product documentation, and view interoperability information.</p> <p><b>Developer Center</b></p> <p>Download developer tools and documentation, get help with your development project, and interact with other developers via BEA’s dev2dev Newsgroups.</p> <p><b>Education Services</b></p> <p>Find information about available training courses, purchase training credits, and register for upcoming classes.</p> <p>If you do not see the Support Center when you log in to <a href="http://one.bea.com/support">http://one.bea.com/support</a>, contact <a href="mailto:ALUISupport@bea.com">ALUISupport@bea.com</a> for the appropriate access privileges.</p>
<p>Technical Support</p>	<p>If you cannot resolve an issue using the above resources, BEA Technical Support is happy to assist. Our staff is available 24 hours a day, 7 days a week to handle all your technical support needs.</p> <p>E-mail: <a href="mailto:ALUISupport@bea.com">ALUISupport@bea.com</a></p> <p>Phone Numbers:</p> <p>U.S.A. +1 866.262.PLUM (7586) or +1 415.263.1696</p> <p>Europe +44 1494 559127</p> <p>Australia/NZ +61 2.9923.4030</p> <p>Asia Pacific +61 2.9931.7822</p> <p>Singapore +1 800.1811.202</p>

# Installation Prerequisites

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

1. Download the most up-to-date documentation from [edocs.bea.com](https://edocs.bea.com).
2. Read the release notes for additional information on compatibility issues, known problems, and workarounds that might affect how you proceed with your deployment. Release notes are located at the top-level directory of the product package and on edocs.
3. Provision host machines and configure software dependencies for your deployment. For details on software requirements, see “[Hardware and Software Requirements](#)” on page 2-1.
4. Organize the information you need for the installation process by completing the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.
5. Verify that you have administrative access to the machines where Publisher will be installed. For details, see “[User and Group Requirements](#)” on page 2-3.
6. Create and configure the databases for Publisher. For details, see “[Creating and Configuring the Databases](#)” on page 2-3.

## Hardware and Software Requirements

**Note:** For the most current platform support information, refer to the Interoperability Matrix in the Product Center at [support.plumtree.com](http://support.plumtree.com). For more information on the role of

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

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

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

**Table 2-1 Hardware and Software Requirements**

Component	Requirement
Publisher Host Machine	<p><b>Hardware</b></p> <ul style="list-style-type: none"> <li>• Dual 1.8 GHz or higher, with 2 MB L2 cache</li> <li>• 1 GB memory</li> <li>• 40 GB disk space</li> </ul> <p><b>Operating System</b></p> <ul style="list-style-type: none"> <li>• AIX 5.3, on POWER3, POWER4, POWER5</li> <li>• HP-UX 11i V2, on Itanium</li> <li>• Red Hat Enterprise Linux 4 Update 3, on x86</li> <li>• Microsoft Windows 2003 Server SP1 or R2, on x86</li> <li>• Solaris 8, 9, and 10, on SPARC</li> <li>• SUSE Enterprise Linux 9, on x86</li> </ul>
Database Server Host Machine	<ul style="list-style-type: none"> <li>• Microsoft SQL Server 2000 SP3a or SP4, Microsoft SQL Server 2005 with SQL Server 2000 compatibility level (Windows installations of Publisher only)</li> <li>• Oracle 9i (9.2.0.4 and above) in default or Oracle RAC configuration</li> <li>• Oracle 10g (10.1.0.3 and above) and 10g R2 (10.2.0.1 and above) in default or Oracle RAC configuration</li> </ul> <p><b>Note:</b> When deploying Publisher on HP-UX, only Oracle 10g R2 (10.2.0.1 and above) is supported.</p>
Browser Requirements	<ul style="list-style-type: none"> <li>• <b>Administrative Users:</b> Internet Explorer 6.0, 7.0</li> <li>• <b>Contributing Users:</b> Internet Explorer 6.0, 7.0; Firefox 1.5, 2.0; Netscape 7.2, 8.0</li> <li>• <b>Browsing Users:</b> Safari 2.0, and all of the above</li> </ul>
Portal Compatibility	AquaLogic Interaction 6.1 MP1, 6.1 MP2

## User and Group Requirements

When installing on Unix, it is recommended to use the same local user and group for all AquaLogic User Interaction services. For convenience, **preinstall.sh**, a script to create users, groups and directories, is provided in the Product Center. For details on using preinstall.sh, see *Installation and Upgrade Guide for AquaLogic Interaction 6.1 MP1*.

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

## Creating and Configuring the Databases

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

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

- To set up the Publisher databases on Microsoft SQL Server 2000, see [“Creating and Configuring Databases on Microsoft SQL Server 2000” on page 2-3](#).
- To set up the Publisher databases on Microsoft SQL Server 2005, see [“Creating and Configuring Databases on Microsoft SQL Server 2005” on page 2-5](#).
- To set up the Publisher databases on Oracle, see [“Creating and Configuring Tablespaces on Oracle” on page 2-7](#).

## Creating and Configuring Databases on Microsoft SQL Server 2000

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

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

### Creating and Configuring the Publisher Database

To set up the Publisher database on SQL Server 2000:

1. Create the Publisher database:

## Installation Prerequisites

- a. Set the Publisher database name to the name you specified for the Publisher database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
  - b. Verify that the initial size of the Publisher database is sufficient for your Publisher deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.
2. Create the Publisher database user:
- a. Create the Publisher database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
  - b. Configure the Publisher database user to use **SQL Server Authentication**.
  - c. Set the Publisher database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
  - d. Set the Publisher database user's default database to the Publisher database.
  - e. Grant the Publisher database user the **public** and **db\_owner** roles for the Publisher database.
  - f. On the Publisher database **Properties | Permissions** tab, grant the Publisher database user all permissions on the Publisher database.

## Creating and Configuring the Workflow Database

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

1. Create the Workflow database with the name you specified for the Workflow database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
2. Verify that the initial size of the Workflow database is sufficient for your Publisher deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.
3. Create the Workflow database user:

- a. Create the Workflow database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
- b. Configure the Workflow database user to use **SQL Server Authentication**.
- c. Set the Workflow database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
- d. Set the Workflow database user's default database to the Workflow database.
- e. Grant the Workflow database user the **public** and **db\_owner** roles for the Workflow database.
- f. On the Workflow database **Properties | Permissions** tab, grant the Workflow database user all permissions on the Workflow database.

## Creating and Configuring Databases on Microsoft SQL Server 2005

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

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

### Creating and Configuring the Publisher Database

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

1. Configure the SQL Server instance to use **SQL Server and Windows Authentication mode**.
2. Create the Publisher database:
  - a. Set the Publisher database name to the name you specified for the Publisher database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
  - b. Verify that the initial size of the Publisher database is sufficient for your Publisher deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.

- c. Configure the Publisher database to use **SQL Server 2000 (80) compatibility level**.
3. Create the Publisher database user:
  - a. Create the Publisher database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.
  - b. Configure the Publisher database user to use **SQL Server Authentication**.
  - c. Set the Publisher database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.
  - d. Set the Publisher database user's default database to the Publisher database.
  - e. Grant the Publisher database user the **sysadmin** server role.

## Creating and Configuring the Workflow Database

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

1. Configure the SQL Server instance to use **SQL Server and Windows Authentication mode**.
2. Create the Workflow database:
  - a. Set the Workflow database name to the name you specified for the Workflow database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.
  - b. Verify that the initial size of the Workflow database is sufficient for your Publisher deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.
  - c. Configure the Workflow database to use **SQL Server 2000 (80) compatibility level**.
3. Create the Workflow database user:
  - a. Create the Workflow database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.
  - b. Configure the Workflow database user to use **SQL Server Authentication**.



- c. Set the Workflow database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
- d. Set the Workflow database user's default database to the Workflow database.
- e. Grant the Workflow database user the **sysadmin** server.

## Creating and Configuring Tablespaces on Oracle

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

### Creating and Configuring the Publisher Tablespace

To set up the Publisher tablespace on Oracle:

1. Create the Publisher tablespace:
  - a. Create a new tablespace for Publisher in the portal database instance.
  - b. Use the name you designated for the Publisher tablespace when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
  - c. Verify that the initial size of the tablespace is sufficient for your Publisher deployment. For a relatively small installation, configure a tablespace that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a tablespace that is as large as 1 GB.
  - d. Configure the newly created Publisher tablespace to **Automatically extend data file**.
2. Create the Publisher schema user:
  - a. Use the name you designated for the Publisher schema user when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MPI*.
  - b. Grant the Publisher schema user default ownership of the newly created Publisher tablespace.
  - c. Grant the Publisher schema user the **Resource** role.

## Creating and Configuring the Workflow Tablespace

To set up the Workflow tablespace on Oracle:

1. Create the Workflow tablespace:
  - a. Create a new tablespace for Workflow in the portal database instance.
  - b. Use the name you designated for the Workflow tablespace when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.
  - c. Verify that the initial size of the tablespace is sufficient for your Publisher deployment. For a relatively small installation, configure a tablespace that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a tablespace that is as large as 1 GB.
  - d. Configure the newly created Workflow tablespace to **Automatically extend data file**.
2. Create the Workflow schema user:
  - a. Use the name you designated for the Workflow schema user when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.
  - b. Grant the Workflow schema user default ownership of the newly created Workflow tablespace.
  - c. Grant the Workflow schema user the **Resource** role.
  - d. **(Oracle 10g R2 only)** Grant the Workflow schema user the **CREATE VIEW** privilege.

# Installation

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

To install Publisher:

1. Verify that you have completed the installation prerequisites. For details, see [Chapter 2, “Installation Prerequisites.”](#)
2. Install the Publisher components. For details, see [“Installing the Publisher Components” on page 3-1.](#)
3. Create the Workflow database schema. For details, see [“Creating the Workflow Database Schema” on page 3-7.](#)
4. Import the Publisher migration package. For details, see [“Importing the Publisher Migration Package” on page 3-8.](#)
5. Start and verify the Publisher installation. For details, see [“Starting and Verifying the Installation” on page 3-9.](#)
6. Import the Published Content Portlets migration package. For details, see [“Importing the Published Content Portlets Migration Package” on page 3-10.](#)

## Installing the Publisher Components

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

- Image Service files
- Publisher

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

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

## Launching the Publisher Installer on Unix

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

To launch the Publisher installer on a Unix host:

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

```
$ ./ALIPublisher_v6-4_mp1
```

Complete the installation wizard pages according to the settings you planned when you completed the configuration worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.

## Completing the Installer Wizard Pages on Unix

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

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

**Table 3-1 Publisher Installer Wizard Pages for Unix**

Wizard Page	Description
Introduction	This installer wizard page provides a brief description of the installer.
Choose components	Select either <b>Complete</b> or <b>Custom</b> . A custom installation allows you to install Publisher and Image Service files on separate computers. Workflow and Publisher Search Libraries are automatically installed with Publisher.
Configuration	Select <b>Full Configuration</b> or <b>Published Content Configuration</b> . Full Configuration installs all Publisher functions on the current machine. If you want to load-balance published content, you can have one server host Publisher administrative functions and published content while additional servers host only published content. To do this, select Full Configuration for the administrative host machine and Published Content Configuration for each machine hosting only published content. For more information on setting up a Publisher instance for redirecting to published content, see <a href="#">Appendix B, “Clustering.”</a>
Installation Folder	Accept the default installation folder or select a different folder in which to install Publisher. Default: <code>/opt/bea/alui</code>
Application Host and Port	Enter the fully qualified domain name and port number that Publisher web components will use to handle requests. Indicate whether the components should use <b>http</b> or <b>https</b> . Example host: <code>publisher.mycompany.com</code> Example port: <code>7087</code>
Publisher Database Connection Information	Enter connection information for the Publisher database, such as host name, port, database service name, and administrative user information.
Workflow Database Connection Information	Enter connection information for the Workflow database, such as host name, port, database service name, and administrative user information.
Portal Database Connection Information	Enter connection information for the portal database. These are the database host name, port, service name, and database administrative user information that were created for the portal database when AquaLogic Interaction was installed.

**Table 3-1 Publisher Installer Wizard Pages for Unix**

Wizard Page	Description
Specify Image Service Folder	Enter the path to the Image Service folder. Example location: /opt/bea/alui/ptimages
Published Content	Select whether to use <b>Defaults</b> or <b>Custom Configuration</b> for published content.
Custom Published Content Configuration	<b>Note:</b> This panel appears if you selected <b>Custom Configuration</b> in the Published Content panel.  Publisher uses the Published Content URL to access published content. The Published Content Folder stores content published by Publisher.  Default Published Content URL: http://<machine_name>:<port>/publishedcontent  Default Published Content Folder: <PT_HOME>/ptcs/publishedcontent
Document Repository Service	Enter the fully qualified domain name and port number for the portal Document Repository Service. Example host: doc-repository.mycompany.com Example port: 8020
Search Service	Enter the fully qualified domain name and port number for the Search Service. Example host: searchhost.mycompany.com Example port: 15250
SMTP Notification Settings	Enter the name of the SMTP server and the notification email address that will be used for Workflow notification emails. Example host: mail.mycorp.com Example email address: portaladmin@mycorp.com
Authentication Information	Specify the authentication ID and password for the portal to use when it connects to Publisher. Default Authentication ID: authenticationid
Default Language	Select the language for searching Publisher objects.
Pre-Installation Summary	Review the list of components to be installed. Click <b>Install</b> .
Install Complete	Choose to restart the system now or restart it manually. The system must be restarted to complete the installation. Click <b>Done</b> .

## Launching the Publisher Installer on Windows

To launch the Publisher installer on a Windows host:

1. Log in to the Windows host as the local Administrator.
2. Copy the **ALIPublisher\_v6-4\_mp1.exe** installer to a temporary location.
3. Close all unnecessary windows and applications.
4. Double-click **ALIPublisher\_v6-4\_mp1.exe** to launch the installer.

Complete the installation wizard pages according to the settings you planned when you completed the configuration worksheets provided in the *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1*.

## Completing the Installer Wizard Pages on Windows

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

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

**Table 3-2 Publisher Installer Wizard Pages for Windows**

Wizard Page	Description
Introduction	This installer wizard page provides a brief description of the installer.
Choose components	Select either <b>Complete</b> or <b>Custom</b> . A custom installation allows you to install Publisher and Image Service files separately. Workflow and Publisher Search Libraries are automatically installed with Publisher.
Configuration	Select <b>Full Configuration</b> or <b>Published Content Configuration</b> . Full Configuration installs all Publisher functions on the current machine. If you want to load-balance published content, you can host Publisher administrative functions on one server and published content on another server or servers. To do this, select Full Configuration for the administrative host machine and Published Content Configuration for each machine serving only published content. For more information on setting up a Publisher instance for redirecting to published content, see <a href="#">Appendix B, “Clustering.”</a>

**Table 3-2 Publisher Installer Wizard Pages for Windows**

Wizard Page	Description
Installation Folder	Accept the default installation folder or select a different folder in which to install Publisher. Default: C:\bea\alui
Application Host and Port	Enter the fully qualified domain name and port number that Publisher web components will use to handle requests. Indicate whether the components should use <b>http</b> or <b>https</b> . Example host: publisher.mycompany.com Example port: 7087
Publisher Database	Select either <b>SQL Server</b> or <b>Oracle</b> as the database Publisher will use.
Publisher Database Connection Information	Enter connection information for the Publisher database, such as host name, port, database service name, and administrative user information.
Workflow Database	Select either SQL Server or Oracle as the database Workflow will use.
Workflow Database Connection Information	Enter connection information for the Workflow database, such as host name, port, database service name, and administrative user information.
Portal Database	Select either SQL Server or Oracle as the database used by the portal.
Portal Database Connection Information	Enter connection information for the portal database, such as host name, port, database service name, and administrative user information.
Specify Image Service Folder	Enter the path to the Image Service folder. Example location: c:\bea\alui\ptimages
Published Content	Select whether to use <b>Defaults</b> or <b>Custom Configuration</b> for published content.
Custom Published Content Configuration	<b>Note:</b> This panel appears if you selected <b>Custom Configuration</b> in the Published Content panel.  Publisher uses the Published Content URL to access published content. The Published Content Folder stores content published by Publisher.  Default Published Content URL: http://<machine_name>:<port>/publishedcontent  Default Published Content Folder: <PT_HOME>\ptcs\publishedcontent



**Table 3-2 Publisher Installer Wizard Pages for Windows**

Wizard Page	Description
Document Repository Service	Enter the fully qualified domain name and port number for the portal Document Repository Service. Example host: <code>doc-repository.mycompany.com</code> Example port: 8020
Search Service	Enter the fully qualified domain name and port number for the Search Service. Example host: <code>searchhost.mycompany.com</code> Example port: 15250
SMTP Notification Settings	Enter the name of the SMTP server and the notification email address that will be used for Workflow notification emails. Example host: <code>mail.mycorp.com</code> Example email address: <code>portaladmin@mycorp.com</code>
Authenticaiton Information	Specify the authentication ID and password for the portal to use when it connects to Publisher. Default Authentication ID: <code>authenticationid</code>
Default Language	Select the language for searching Publisher objects.
Pre-Installation Summary	Review the list of components to be installed. Click <b>Install</b> .
Install Complete	Choose to restart the system now or restart it manually. The system must be restarted to complete the installation. Click <b>Done</b> .

## Creating the Workflow Database Schema

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

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

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

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

## Creating the Workflow Database Schema on Microsoft SQL Server

To create the Workflow schema on Microsoft SQL Server:

1. Copy the `<PT_HOME>\ptworkflow\6.4\sql\mssql\create_schema.sql` script from the Publisher host machine to the Workflow database host machine.
2. As the Workflow database user, run the `create_schema.sql` script on the Workflow database. For information on the Workflow database and database user, see the database creation section appropriate for your version of Microsoft SQL Server:

[“Creating and Configuring Databases on Microsoft SQL Server 2000” on page 2-3](#) or

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

## Creating the Workflow Database Schema on Oracle

To create the Workflow schema on Oracle:

1. Locate the appropriate version of the `create_schema.sql` script on the Publisher host machine:

```
<PT_HOME>/ptworkflow/6.4/sql/oracle9.2/create_schema.sql
```

```
<PT_HOME>/ptworkflow/6.4/sql/oracle10/create_schema.sql
```

2. Copy the `create_schema.sql` script to the Workflow database host machine.
3. As the Workflow database user, run the `create_schema.sql` script on the Workflow tablespace. For information on the Workflow database and database user, see [“Creating and Configuring Tablespaces on Oracle” on page 2-7.](#)
4. Increase the open cursors on the Workflow tablespace to 10,000.

## Importing the Publisher Migration Package

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

To import the Publisher .pte file:

1. Verify that AquaLogic Interaction Search is running.
2. From the Administration Select Utility drop-down list, use the **Migration - Import** utility to import the **publisher.pte** file, which is located in the following location on the Publisher host machine:
  - On **Unix**: <PT\_HOME>/ptcs/6.4/serverpackages/
  - On **Windows**: <PT\_HOME>\ptcs\6.4\serverpackages\

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

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

## Starting and Verifying the Installation

This section describes how to start Publisher and verify operation.

### Starting Publisher

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

To start Publisher:

- On **Unix**: From the command line, run \$ <PT\_HOME>/ptcs/6.4/bin/service.sh start.
- On **Windows**, there are two options:
  - From Services, select and start the **BEA AquaLogic Publisher** service.
  - From the command line, run <PT\_HOME>\ptcs\6.4\bin\service.bat start.

### Running the Diagnostic Utilities

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

1. Browse to the Publisher diagnostics page:  
[http://<publisher\\_host>:<port>/ptcs/console/index.jsp](http://<publisher_host>:<port>/ptcs/console/index.jsp)

Enter the authentication ID and password you created during installation in the authentication challenge box.

2. If you plan to use Workflow, browse to the Workflow diagnostics page:

`http://<publisher_host>:<port>/wfconsole`

Enter the authentication ID and password you created during installation in the authentication challenge box.

**Note:** If you are using Publisher only to support portal branding, you do not need Workflow and may disable it. For information on disabling Workflow, see Knowledge Base article DA\_222501, “Enabling and Disabling Workflow Server.”

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

## Importing the Published Content Portlets Migration Package

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

To import the Published Content Portlets migration package:

1. Verify that Publisher is running.
2. From the Administration Select Utility drop-down list, use the **Migration - Import** utility to import the **published\_content\_portlets.ptc** file, which is located in the following location on the Publisher host machine:
  - On **Unix**: `<PT_HOME>/ptcs/6.4/serverpackages/`
  - On **Windows**: `<PT_HOME>\ptcs\6.4\serverpackages\`

If necessary, adjust any import settings.

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

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

# Upgrade

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

## Upgrade Paths

This section describes the paths that are available to upgrade to Publisher 6.4 MP1.

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

Upgrade Path	Upgrade References
Content Server 6.1, Publisher 6.2, or Publisher 6.3 to Publisher 6.4 MP1	Follow the procedure described in <a href="#">“Upgrading from Publisher (Content Server) 6.1, 6.2 or 6.3 to Publisher 6.4 MP1”</a> on page 4-2.
Content Server 6.0 to Publisher 6.4 MP1	Follow the procedures in described in <a href="#">“Upgrading from Content Server 6.0 to Publisher 6.4 MP1”</a> on page 4-2
Content Server 5.0.x to Publisher 6.4 MP1	Follow the procedures in <a href="#">“Upgrading from Content Server 5.0.x to Publisher 6.4 MP1”</a> on page 4-3.

## Upgrading from Publisher (Content Server) 6.1, 6.2 or 6.3 to Publisher 6.4 MP1

To upgrade from Content Server 6.1, Publisher 6.2, or Publisher 6.3 to Publisher 6.4 MP1:

1. Run the Publisher installer. For details, see [“Running the Installer During Upgrade” on page 4-5](#).
2. If you are upgrading from Content Server 6.1, upgrade the Workflow database. For details, see [“Upgrading the Workflow Database” on page 4-7](#).
3. Import the Publisher migration package. For details, see [“Importing the Publisher Migration Package” on page 3-8](#).
4. Start Publisher and verify the installation. For details, see [“Starting and Verifying the Installation” on page 3-9](#).
5. Upgrade the default Publisher portlet templates. For details, see [“Importing the Published Content Portlets Migration Package” on page 3-10](#).

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

6. If your published content is located on the Publisher host machine and deployed by the Publisher application server, update the publishing targets to reflect any changes from your previous installation. For details, see [“Updating Publishing Targets” on page 4-8](#).

**Note:** If you are upgrading from Publisher 6.3, this step does not apply unless you install Publisher 6.4 MP1 to a directory different than that of the Publisher 6.3 installation.

## Upgrading from Content Server 6.0 to Publisher 6.4 MP1

To upgrade from Content Server 6.0 to Publisher 6.4 MP1:

1. Run the Publisher installer. For details, see [“Running the Installer During Upgrade” on page 4-5](#).
2. **(Oracle only)** Upgrade the Workflow database. For details, see [“Upgrading the Workflow Database” on page 4-7](#).

3. Import the Publisher migration package. For details, see [“Importing the Publisher Migration Package” on page 3-8.](#)
4. Start Publisher and verify the installation. For details, see [“Starting and Verifying the Installation” on page 3-9.](#)
5. Upgrade the default Publisher portlet templates. For details, see [“Importing the Published Content Portlets Migration Package” on page 3-10.](#)  
**Note:** If you have customized the object properties, such as the name or description, of the default portlet templates, make copies of the portlet templates before importing the published content portlets migration package. These customizations will be overwritten and will need to be reapplied. Customizations to the Publisher settings will not be overwritten.
6. If your published content is located on the Publisher host machine and deployed by the Publisher application server, update the publishing targets to reflect any changes from your previous installation. For details, see [“Updating Publishing Targets” on page 4-8.](#)

## Upgrading from Content Server 5.0.x to Publisher 6.4 MP1

To upgrade from Content Server 5.0.x to Publisher 6.4 MP1:

1. Run the Publisher installer. For details, see [“Running the Installer During Upgrade” on page 4-5.](#)
2. Upgrade the Workflow database. For details, see [“Upgrading the Workflow Database” on page 4-7.](#)
3. Import the Publisher migration package. For details, see [“Importing the Publisher Migration Package” on page 3-8.](#)
4. Start Publisher and verify the installation. For details, see [“Starting and Verifying the Installation” on page 3-9.](#)
5. Upgrade the default Publisher portlet templates. For details, see [“Upgrading 5.0.x Portlet Templates” on page 4-4.](#)
6. Upgrade the Web Services UUIDs. For details, see [“Upgrading the Web Services UUIDs” on page 4-5.](#)

7. If your published content is located on the Publisher host machine and deployed by the Publisher application server, update the publishing targets to reflect any changes from your previous installation. For details, see [“Updating Publishing Targets” on page 4-8](#).
8. **(Optional)** If your previous 5.0.x installation included a Branding Remote Server object, you can safely delete it from the portal after upgrading to 6.4 MP1 because it is no longer used.
  - a. Log in to the Administrative Portal.
  - b. Go to the **Administration** directory.
  - c. Browse to the **Branding** folder and delete the **Branding Remote Server**.

## Upgrading 5.0.x Portlet Templates

In Publisher 6.4 MP1, the default portlet templates are installed under language subfolders: **de**, **en**, **fr**, etc. If you are upgrading from Content Server 5.0.x, your existing portlet templates are upgraded but not moved into the appropriate language folder. To make the portlet templates available under the language folder, you must delete the existing templates *before* importing the **published\_content\_portlets.pte** file.

**Note:** In 5.0.x installs of Content Server *without* Branding, all six portlet templates are under the Published Content Portlets folder. In 5.0.x installs of Content Server with Branding, the **Header**, **Footer**, and **Content Canvas** portlet templates are under the **Content Server | Branding** folder and the **News**, **Community Directory**, and **Announcement** portlet templates are under the **Content Server | Published Content Portlets** folder.

1. Delete the 5.0.x portlet templates:
  - a. Log in to the Administrative Portal.
  - b. Go to **Administration**.
  - c. Browse to the **Content Server | Published Content Portlets** folder.
  - d. Choose the existing default Content Server portlet templates and click **Delete**.
  - e. If applicable, repeat the above process for any Content Server portlet templates in **Content Server | Branding**.
2. Import the Published Content Portlets migration package. For details, see [“Importing the Published Content Portlets Migration Package” on page 3-10](#).



## Upgrading the Web Services UUIDs

If you have a preexisting 5.0.x portal and Content Server installation, it contains different Web services objects for the published content portlet templates (like the News Portlet Template) and branding portlet templates (like the Header, Footer, or Canvas template). Publisher 6.4 MP1 replaces these five distinct Web services with a single Web service.

As the final step of an upgrade from 5.0.x, you must run a script against the portal database that updates the Web service UUIDs for existing portlets to point to the newer Publisher Web service for published content. This script affects only the portal objects that relate directly to Publisher and Workflow portlets and portlet template integration.

To upgrade your Web Services UUIDs:

1. Back up the portal database.
2. As the portal database user, run the script appropriate to your portal database:

```
<PT_HOME>\ptcs\6.4\sql\mssql\portal_upgrade_5.0_to_6.0.sql
<PT_HOME>\ptcs\6.4\sql\oracle9.2\portal_upgrade_5.0_to_6.0.sql
<PT_HOME>\ptcs\6.4\sql\oracle10\portal_upgrade_5.0_to_6.0.sql
```

## Running the Installer During Upgrade

To run the installer during upgrade:

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

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

2. For Content Server 6.1 and higher:

- a. Stop the Publisher (Content Server) service, Search service, Automation Service and Document Repository Service.
- b. Clear the application server's work directory. By default, this directory is located in:

**Unix:** <PT\_HOME>/common/container/tomcat/<version>/work

**Windows:** <PT\_HOME>\common\container\tomcat\<version>\work

3. For Content Server 5.0.x or 6.0:

## Upgrade

- a. Stop the application server that hosts Content Server.
- b. Stop the Workflow Server service.
- c. If you installed the published content directory in the default location, `\plumtree\ptcs\publishedcontent`, back up your published content directory.
- d. Uninstall the existing version of Content Server. Verify that the application is removed from the application server after uninstall.  
**Note:** If you want to continue running Publisher on the same port that the legacy application server was on, change the port used by the application server to avoid a port conflict.
- e. If your published content is deployed on the same application server as Content Server and you want to deploy it to the new Publisher application server, undeploy it from the legacy application server.

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

4. Copy the installer file to the directory where you installed the previous version of Publisher. This allows the installer to use the silent properties file created by previous installations. For more information on using the silent properties file, see [Appendix A, “Installer Properties File.”](#)
5. Install the Publisher components as described in [“Installing the Publisher Components” on page 3-1.](#)
6. **(Windows only)** When the installer prompts you, reboot the machine. If you do not reboot, certain PATH environment variable changes might not take effect, and you will get errors when you try to deploy and start the applications.

You do not need to reboot a Unix machine.

# Upgrading the Workflow Database

This table describes the steps to upgrade an existing Workflow database to Publisher 6.4 MPI specifications.

**Table 4-1 Workflow Database Upgrade Instructions**

Existing Configuration	Workflow Database Upgrade Instructions
<b>Content Server 5.0.x, 6.x; no existing Workflow database.</b>	<ul style="list-style-type: none"> <li>• Create a Workflow database and user with the information you entered in the installer. Refer to “<a href="#">Creating and Configuring the Databases</a>” on page 2-3 for full details on database and user creation for the database you are using.</li> <li>• As the Workflow database user, run the script appropriate to your database:            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\mssql\create_schema.sql            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\oracle9.2\create_schema.sql            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\oracle10\create_schema.sql</li> </ul>
<b>Content Server 5.0.x; existing Workflow database.</b>	<ul style="list-style-type: none"> <li>• As the Workflow database user, run the script appropriate to your database:            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\mssql\create_schema.sql            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\oracle9.2\create_schema.sql            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\oracle10\create_schema.sql</li> <li>• Run the dbupgrade script:           <ul style="list-style-type: none"> <li>– On Windows: &lt;PT_HOME&gt;\ptworkflow\6.4\bin\dbupgrade.bat</li> <li>– On Unix: &lt;PT_HOME&gt;/ptworkflow/6.4/bin/dbupgrade.sh</li> </ul> </li> </ul>
<b>Content Server 6.0, existing Workflow database</b>	<ul style="list-style-type: none"> <li>• <b>(Oracle only)</b> Run the script appropriate to your version of Oracle:            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\oracle9.2\upgrade_schema6.1.sql            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\oracle10\upgrade_schema6.1.sql</li> </ul>
<b>Content Server 6.1; existing Workflow database</b>	<ul style="list-style-type: none"> <li>• As the Workflow database user, run the script appropriate to your database:            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\mssql\upgrade_schema6.2.sql            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\oracle9.2\upgrade_schema6.2.sql            &lt;PT_HOME&gt;\ptworkflow\6.4\sql\oracle10\upgrade_schema6.2.sql</li> </ul>
<b>Publisher 6.2 or 6.3</b>	<ul style="list-style-type: none"> <li>• No upgrade scripts are necessary.</li> </ul>

## Updating Publishing Targets

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

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

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

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

**`\plumtree\ptcs\publishedcontent`**

and the new location is:

**`\bea\alui\ptcs\publishedcontent`**

2. Point Publisher to the new published content location. From Publisher Explorer, right-click on the root node and select **Publishing Target**.
  - a. Update the publishing target:
    - On the Publish tab, update the **Transfer Path** to point to the new published content location.
    - If your Publisher port has changed, update the **Browser Path** to reflect the new port number.
    - Click **Test Publish Target** to verify the new publishing target.
  - b. Update the preview target:
    - On the Preview tab, update the **Transfer Path** to point to the new published content location.
    - If your Publisher port has changed, update the **Browser Path** to reflect the new port number.
    - Click **Test Preview Target** to verify the new preview target.
  - c. Click **Finish** to save your changes.
3. Change the gateway URL prefixes for the Publisher Web services:

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

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

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

Example:

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

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

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

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

Example:

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

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

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

## Additional Information for Content Server 5.0.x and 6.0 Upgrades

The following are important differences between Publisher 6.4 MP1 and versions of Content Server prior to Content Server 6.1:

- **Simplified Deployment:** Publisher 6.4 MP1 contains a significant change in the deployment configuration for the product. Instead of installing the product, installing a separate application server, and deploying a WAR file to the application server, Publisher 6.4 MP1 is self-contained. It includes the runtime components needed for HTTP/HTTPS processing, and no longer requires a separate application server. This change makes the product easier to install and maintain.

- **BEA AquaLogic Publisher Service:** After you install or upgrade to 6.4 MP1, there is a single service (or daemon on Unix) that starts and stops both the Publisher and Workflow applications. The service is controlled from the Services control panel on Windows and from the command line on Unix. In versions prior to 6.1, Content Server was deployed to a separate application server, and Workflow was a standalone service. For more information on starting and stopping the Publisher Service, see [“Starting and Verifying the Installation” on page 3-9](#).
- **Single port number:** The BEA AquaLogic Publisher Service runs on a single port number. In versions prior to 6.1, the Content Server Web application ran on one port number, and the Workflow Server ran on a different port number. We recommend the use of port 7087 for the BEA AquaLogic Publisher Service. Version 6.4 MP1 includes a container.conf file containing any port number settings that need to be changed after installation.

# Installer Properties File

The Publisher installer can take a properties file as an argument to configure many Publisher deployment properties. The installer expects this file to exist in the directory in which it is run. If the installer does not use a properties file to configure portal properties, it generates a file named **AquaLogic Interaction Publisher\_v6.4\_silent.properties** in the directory in which it is run. You can copy this file to subsequent host machines before you run the installer. This ensures consistent data entry for the portal contained in the file. These properties are described in the following table.

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

The table below shows sample contents of a properties file.

**Table A-1 Sample Properties File**

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

**Table A-1 Sample Properties File**

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



# Clustering

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

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

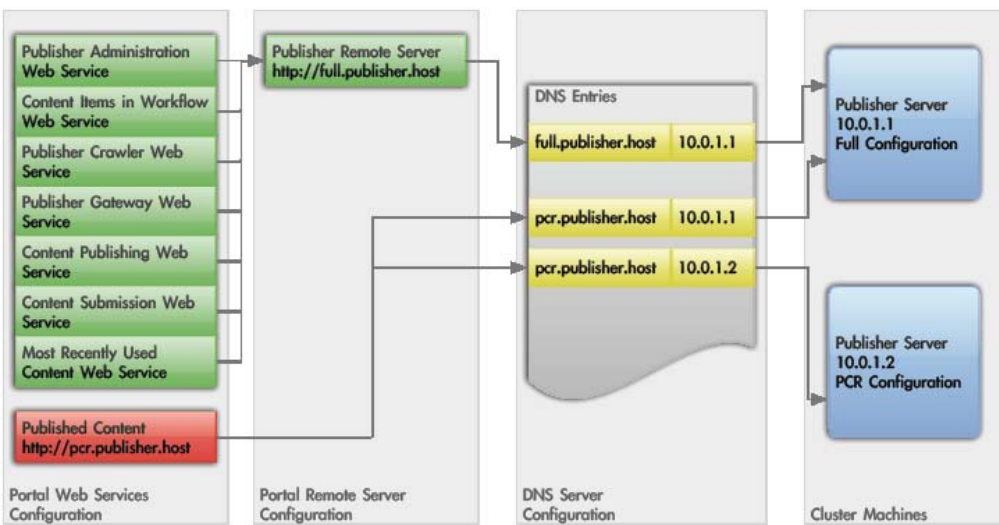
To install a clustered configuration:

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

## High-Availability Overview

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

Figure B-1 High-Availability Published Content Configuration



## Undeploying Published Content

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

To undeploy published content from the default location:

1. Delete  
`<PT_HOME>/ptcs/6.4/container/conf/jboss.web/localhost/publishedcontent.xml.`
2. Deploy the published content on another Web server.

3. Update the publishing targets in Publisher Explorer to reflect the new published content location. For more information on changing updating targets, see [“Updating Publishing Targets” on page 4-8](#).

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

## Installing the Published Content Configuration

To perform a second installation on a different machine:

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

## Starting and Verifying the Published Content Configuration

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

To start the Published Content Configuration:

- On **Unix**: From the command line, run `$ <PT_HOME>/ptcs/6.4/bin/service.sh start`.
- On **Windows**, there are two options:
  - From Services, select and start the **BEA AquaLogic Publisher Redirector** service.
  - From the command line, run `<PT_HOME>\ptcs\6.4\bin\service.bat start`.

To verify the Published Content Configuration:

Browse to the Publisher diagnostics page:

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

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

## Configuring the Publisher Redirector

To configure the Publisher Redirector for high availability:

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

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

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

Example:

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

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

3. Verify that you can still access your published content portlets by shutting down your Publisher full configuration instance. Your published content portlets should still display properly.

## Clustering

# Troubleshooting

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

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

## Reviewing Log Files

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

- AquaLogic\_Interaction\_Publisher\_InstallLog.log
- content\_register.log
- workflow\_register.log
- imageserver\_register.log (This is created only for Image Service installations).

If you encounter problems after installation, review the `<PT_HOME>\ptcs\6.4\logs\container.log` and `<PT_HOME>\ptcs\6.4\logs\service.log` files to help diagnose and correct the problem.

## Starting Publisher as a Console Program

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

On **Unix**, run `$ <PT_HOME>/ptcs/6.4/bin/service.sh console`.

On **Windows**, run `<PT_HOME>\ptcs\6.4\bin\service.bat console`.

## Running the Diagnostic Utilities

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

1. Browse to the Publisher diagnostics page:

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

Enter the authentication ID and password you created during installation in the authentication challenge box.

2. If you plan to use Workflow, browse to the Workflow diagnostics page:

`http://<publisher_host>:<port>/wfconsole`

Enter the authentication ID and password you created during installation in the authentication challenge box.

**Note:** If you are using Publisher only to support portal branding, you do not need Workflow and may disable it. For information on disabling Workflow, see Knowledge Base article DA\_222501, “Enabling and Disabling Workflow Server.”

Use the error messages to correct any configuration problems. Review the configuration decisions you recorded on the configuration worksheets provided in *Installation Worksheet for AquaLogic Interaction Publisher 6.4 MP1* and re-run the installer.

## Reviewing the Database Configuration Files

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



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

**<PT\_HOME>\ptcs\6.4\settings\config**

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

**<PT\_HOME>\ptworkflow\6.4\settings\config**

## Diagnosing Unexpected Results

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

**Table 4-2 Troubleshooting**

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

**Table 4-2 Troubleshooting**

Symptom	Possible Solution
Port conflict, port in use, BindException	<p>Port numbers for HTTP and HTTPS are configured in <code>&lt;PT_HOME&gt;/ptcs/6.4/settings/config/service.conf</code>. Edit the HTTP and HTTPS settings in <code>service.conf</code> to set the value to an available port. The service must be restarted to pick up changes made in the configuration file. Note that changes to a service port number require corresponding changes to any Web service or remote server settings which may reference that port number.</p>
Memory consumption, Out of Memory Errors	<p>The maximum amount of memory, in megabytes, that the service JVM will be allowed to use is controlled by the <code>wrapper.java.maxmemory</code> property, configured in the file <code>&lt;PT_HOME&gt;/ptcs/6.4/settings/config/service.conf</code>. For example, the following line shows a maximum memory setting of 1 GB:</p> <pre>wrapper.java.maxmemory=1024</pre> <p>The setting corresponds directly to the <code>-Xmx</code> parameter used by the java executable. The default value of this setting in the config file will be adequate for most configurations. For large production configurations, especially those in which the service is installed on a dedicated host machine, this value should be set as high as possible (e.g. 1024 or 1536) but should always remain below the amount of physical RAM on the host machine.</p>

# Uninstalling

To uninstall Publisher:

- For Windows, use **Add/Remove Programs** to remove AquaLogic Interaction Publisher.
- For Unix, run **uninstall AquaLogic\_Interaction\_Publisher** in the folder **<install folder>/uninstall/ptcs/6.4/**.

## Uninstalling

# Index

## A

Application Host and Port page 3-3, 3-6  
application.conf file C-3  
authentication ID default 3-4, 3-7  
Authentication Information page 3-4, 3-7

## B

Branding Remote Server, note about deleting 4-4  
browser requirements 2-2

## C

Choose Component page 3-3, 3-5  
clustering B-1  
compatibility requirements for Foundation 2-2  
Configuration page 3-3, 3-5  
content publishing error C-3  
Custom Published Content Configuration page 3-4, 3-6

## D

database schema  
    creating for Workflow on Oracle 3-8  
    creating for Workflow on SQL Server 3-8  
database server  
    host computer requirements 2-2  
database users  
    creating on Oracle 2-7  
database.content.properties file C-3  
database.portal.properties file C-3  
Default Language page 3-4, 3-7

Document Repository Service Host and Port  
Number page 3-4, 3-7

## E

errors and solutions C-3

## F

Foundation  
    compatibility requirements 2-2  
    See also portal

## I

Image Service page 3-4, 3-6  
installation  
    failure instructions C-1  
Installation Folder page 3-3, 3-6  
installation steps 3-1  
installer properties file A-1

## L

log files C-1

## M

memory consumption error C-4  
Microsoft SQL Server database  
    scripting the Publisher database on SQL  
        Server 2000 2-3  
    scripting the Publisher database on SQL  
        Server 2005 2-5

- scripting the Workflow database on SQL Server 2000 2-4
- scripting the Workflow database on SQL Server 2005 2-6

## O

### Oracle

- creating tablespaces and database users 2-7
- creating Workflow database schema 3-8
- Workflow database default port connection 3-3, 3-6

- out of memory errors C-4

## P

- port conflict error C-4
- Portal Server Database Connection Information page 3-3, 3-6
- Portal Server Database page 3-6
- portlet templates
  - deleting 4-4
  - location of default templates 3-10
- portlet URL
  - updating B-4
- properties file A-1
- published content
  - undeploying B-2
- published content configuration
  - installing B-3
  - starting and verifying B-3
  - verifying B-3
- Published Content page 3-4, 3-6
- Published Content Portlets migration package, importing 3-10
- Published Content Web service
  - updating B-4
- Publisher
  - additional upgrade information 4-9
  - deploying published content separately from B-3
  - host computer requirements 2-2

- installing 3-1
- second installation B-3

- Publisher Connection Information page 3-3, 3-6

- Publisher database
  - creating on SQL Server 2000 2-3
  - creating on SQL Server 2005 2-5

- Publisher Database page 3-6

- Publisher Service
  - starting as a console program C-2
  - startup failure C-3

## S

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

- SMTP Mail Server Information page 3-4, 3-7

- SQL Server
  - creating Workflow database schema 3-8
  - Workflow database default port connection 3-3, 3-6
- startup failure C-3

## T

- tablespaces, creating 2-7

## U

- undeploying published content B-2
- uninstalling D-1
- UNIX
  - starting Publisher and Workflow 3-9

## V

- virtual host
  - configuring B-4

## W

- Windows
  - starting Publisher and Workflow 3-9

- starting Publisher Service C-2
- Workflow database
  - creating database schema on Oracle 3-8
  - creating database schema on SQL Server 3-8
  - creating on SQL Server 2000 2-4
  - creating on SQL Server 2005 2-6
- Workflow Database Connection Information
  - page 3-3, 3-6
  - Workflow Database page 3-6

