Oracle® Fusion Middleware

Oracle WebCenter Analytics Installation and Upgrade Guide (for Oracle WebCenter Interaction)

10*g* Release 3 (10.3.0.1)

E14438-03

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Describes how to install or upgrade Oracle WebCenter Analytics running on Oracle WebCenter Interaction.

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Oracle Fusion Middleware Oracle WebCenter Analytics Installation and Upgrade Guide (for Oracle WebCenter Interaction), 10*g* Release 3 (10.3.0.1)

E14438-03

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Preface

This book describes how to install or upgrade Oracle WebCenter Analytics 10*g* Release 3 (10.3.0.1).

Audience

This document is intended for the user responsible for installing or upgrading Oracle WebCenter Analytics. 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.

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Related Documents

For more information, see the following documents in the Oracle WebCenter Analytics 10*g* Release 3 (10.3.0.1) documentation set:

- *Oracle WebCenter Analytics Release Notes*

- *Oracle WebCenter Analytics Configuration Worksheets*

- *Oracle Fusion Middleware Administrator's Guide for Oracle WebCenter Analytics (for Oracle WebCenter Interaction)*

- *Oracle Fusion Middleware Developer's Guide for Oracle WebCenter Analytics*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Installation Prerequisites

Complete the following basic steps to prepare your network and host computers for deployment:

1. Read the product release notes for information on compatibility issues, known problems, and workarounds that might affect how you proceed with your deployment.

2. Print the configuration worksheets provided in the *Oracle WebCenter Analytics Configuration Worksheets* document in the Oracle WebCenter Analytics 10*g* Release 3 (10.3.0.1) documentation set.

3. Determine the values you have assigned for this deployment, and record these values in the Oracle WebCenter Analytics Configuration Worksheets document.

4. Provision host computers for your deployment and install prerequisite software. For details, see Section 1.1, "Hardware and Software Requirements."

1.1 Hardware and Software Requirements

The following sections list the hardware and software requirements for Oracle WebCenter Analytics.

> **Caution:** IPv6 is not supported. You should verify that IPv6 is not enabled prior to installing Oracle WebCenter Analytics.

- Section 1.1.1, "Hardware Requirements"
- Section 1.1.2, "Software Requirements for Microsoft Windows Environments"
- Section 1.1.3, "Software Requirements for RedHat Linux Environments"
- Section 1.1.4, "Software Requirements for Oracle Enterprise Linux Environments"
- Section 1.1.5, "Software Requirements for Novell SuSE Linux Environments"
- Section 1.1.6, "Software Requirements for Sun Solaris Environments"
- Section 1.1.7, "Software Requirements for IBM AIX Environments"
- Section 1.1.8, "Supported Web Browsers"
- Section 1.1.9, "Additional Software Requirements"

For the most current platform support information, see the Oracle WebCenter Analytics spreadsheet under System Requirements and Supported Platforms for Oracle WebCenter Interaction & Ensemble 10gR3 on the Oracle Fusion Middleware Certification page at

http://www.oracle.com/technology/software/products/ias/files/fusion_certification.html.

For more information on recommended configurations based on the size of your implementation, see the section about provisioning computers in the *Oracle Fusion Middleware Deployment Planning Guide for Oracle WebCenter Interaction*.

> **Caution:** IPv6 is not supported. You should verify that IPv6 is not enabled prior to upgrading this product.

1.1.1 Hardware Requirements

This section lists the hardware requirements for an Oracle WebCenter Analytics deployment.

- Oracle WebCenter Analytics Host Computer
  - 1.6 GHz^, with 2MB L2 cache
  - 1 GB memory
  - 2 GB disk space
- Database Server Host Computer
  - Dual 2.0 GHz^, with 2 MB L2 cache
  - 2 GB memory^
  - Mirrored SCSI drives (either 15K or 10K RPM)
  - Disk space to accommodate growth of the Oracle WebCenter Analytics database. Growth is directly correlated to the number of events occurring. Events include such things as page views, portlet views, user logins, and discussion posts. Estimate 100 MB of growth per 1 million events. For example, if your portal receives roughly 1 million events per day, you should anticipate growth of 36.5 GB per year.

1.1.2 Software Requirements for Microsoft Windows Environments

This section lists the software requirements for Microsoft Windows environments.

- Operating System:
  - Microsoft Windows Server 2003 SP2 (x86)
- Databases:
  - Microsoft SQL Server 2005 or 2005 SP2 with SQL Server 2000 Compatibility Level (32- and 64-bit in default or failover cluster configuration)
  - Oracle Database 10*g* (10.1.0.5 and above) or Oracle Database 10*g*R2 (10.2.0.2 and above) in default or Oracle Real Application Clusters (RAC) configuration
  - Oracle 11*g* (11.1.0.6 and above) in default or Oracle Real Application Clusters (RAC) configuration

    When running Oracle 11*g* versions prior to 11.1.0.7.0 the Oracle system parameter _optimizer_group_by_placement must be set to `false`. This can either be set in the init.ora file of the respective database instances or by by issuing an `ALTER SYSTEM` command as follows:

    ```
    SQLPLUS /nolog
    CONNECT / AS SYSDBA
    ```

```
ALTER SYSTEM SET "_optimizer_group_by_placement"=false
```

> **Note:** If you are upgrading Oracle Database from 10.1.x to 10.2.x, you should perform this upgrade before upgrading Oracle WebCenter Interaction.

1.1.3 Software Requirements for RedHat Linux Environments

This section lists the software requirements for RedHat Linux environments.

- Operating System:
  - RedHat Enterprise Linux ES 4.0 update 3 on all processors except Itanium
  - RedHat Enterprise Linux ES 5.x on all processors except Itanium
- Databases:
  - Oracle Database 10*g* (10.1.0.5 and above) or Oracle Database 10*g*R2 (10.2.0.2 and above) in default or Oracle Real Application Clusters (RAC) configuration
  - Oracle 11*g* (11.1.0.6 and above) in default or Oracle Real Application Clusters (RAC) configuration

    When running Oracle 11*g* versions prior to 11.1.0.7.0 the Oracle system parameter _optimizer_group_by_placement must be set to false. This can either be set in the init.ora file of the respective database instances or by by issuing an ALTER SYSTEM command as follows:

    ```
    SQLPLUS /nolog
    CONNECT / AS SYSDBA
    ALTER SYSTEM SET "_optimizer_group_by_placement"=false
    ```

> **Note:** If you are upgrading Oracle Database from 10.1.x to 10.2.x, you should perform this upgrade before upgrading Oracle WebCenter Interaction.

1.1.4 Software Requirements for Oracle Enterprise Linux Environments

This section lists the software requirements for Oracle Enterprise Linux environments.

- Operating System:
  - Oracle Enterprise Linux 4.x on all processors except Itanium
  - Oracle Enterprise Linux 5.x on all processors except Itanium
- Databases:
  - Oracle Database 10*g* (10.1.0.5 and above) or Oracle Database 10*g*R2 (10.2.0.2 and above) in default or Oracle Real Application Clusters (RAC) configuration
  - Oracle 11*g* (11.1.0.6 and above) in default or Oracle Real Application Clusters (RAC) configuration

    When running Oracle 11*g* versions prior to 11.1.0.7.0 the Oracle system parameter _optimizer_group_by_placement must be set to false. This can either be set in the init.ora file of the respective database instances or by by issuing an ALTER SYSTEM command as follows:

    ```
    SQLPLUS /nolog
    ```

```
CONNECT / AS SYSDBA
ALTER SYSTEM SET "_optimizer_group_by_placement"=false
```

> **Note:** If you are upgrading Oracle Database from 10.1.x to 10.2.x, you should perform this upgrade before upgrading Oracle WebCenter Interaction.

1.1.5 Software Requirements for Novell SuSE Linux Environments

This section lists the software requirements for Novell SuSE Linux environments.

- Operating System:
  - SuSE Enterprise Linux SLES 9 on all processors except Itanium
  - SuSE Enterprise Linux SLES 10 on all processors except Itanium
- Databases:
  - Oracle Database 10*g* (10.1.0.5 and above) or Oracle Database 10*g*R2 (10.2.0.2 and above) in default or Oracle Real Application Clusters (RAC) configuration
  - Oracle 11*g* (11.1.0.6 and above) in default or Oracle Real Application Clusters (RAC) configuration

    When running Oracle 11*g* versions prior to 11.1.0.7.0 the Oracle system parameter _optimizer_group_by_placement must be set to false. This can either be set in the init.ora file of the respective database instances or by by issuing an ALTER SYSTEM command as follows:

    ```
    SQLPLUS /nolog
    CONNECT / AS SYSDBA
    ALTER SYSTEM SET "_optimizer_group_by_placement"=false
    ```

> **Note:** If you are upgrading Oracle Database from 10.1.x to 10.2.x, you should perform this upgrade before upgrading Oracle WebCenter Interaction.

1.1.6 Software Requirements for Sun Solaris Environments

This section lists the software requirements for Sun Solaris environments.

- Operating System:
  - Solaris 8 on 64-bit SPARC
  - Solaris 9 on 64-bit SPARC, requires the following patch: 111711-15 (32-bit Shared library patch for C++) or 111712-15 (64-bit Shared library patch for C++)
  - Solaris 10 on 64-bit SPARC
- Databases:
  - Oracle Database 10*g* (10.1.0.5 and above) or Oracle Database 10*g*R2 (10.2.0.2 and above) in default or Oracle Real Application Clusters (RAC) configuration
  - Oracle 11*g* (11.1.0.6 and above) in default or Oracle Real Application Clusters (RAC) configuration

When running Oracle 11*g* versions prior to 11.1.0.7.0 the Oracle system parameter `_optimizer_group_by_placement` must be set to `false`. This can either be set in the init.ora file of the respective database instances or by by issuing an `ALTER SYSTEM` command as follows:

```
SQLPLUS /nolog
CONNECT / AS SYSDBA
ALTER SYSTEM SET "_optimizer_group_by_placement"=false
```

> **Note:** If you are upgrading Oracle Database from 10.1.x to 10.2.x, you should perform this upgrade before upgrading Oracle WebCenter Interaction.

1.1.7 Software Requirements for IBM AIX Environments

This section lists the software requirements for IBM AIX environments.

- Operating System:
  - IBM AIX 5.3 on 64-bit POWER, requires the following patches: AIX 5.3 Service pack 5300-05–06 and July 2007 IBM C++ Runtime Environment Component for AIX

- Databases:
  - Oracle Database 10*g* (10.1.0.5 and above) or Oracle Database 10*g*R2 (10.2.0.2 and above) in default or Oracle Real Application Clusters (RAC) configuration
  - Oracle 11*g* (11.1.0.6 and above) in default or Oracle Real Application Clusters (RAC) configuration

    When running Oracle 11*g* versions prior to 11.1.0.7.0 the Oracle system parameter `_optimizer_group_by_placement` must be set to `false`. This can either be set in the init.ora file of the respective database instances or by by issuing an `ALTER SYSTEM` command as follows:

    ```
    SQLPLUS /nolog
    CONNECT / AS SYSDBA
    ALTER SYSTEM SET "_optimizer_group_by_placement"=false
    ```

> **Note:** If you are upgrading Oracle Database from 10.1.x to 10.2.x, you should perform this upgrade before upgrading Oracle WebCenter Interaction.

1.1.8 Supported Web Browsers

This section lists web browser support.

- Mozilla Firefox 2.0 and 3.0

- Microsoft Internet Explorer 6.0, 6.0 SP1, 6.0 SP2 (on XP), 7.0 (on Vista), or 7.0 SP2 (on XP SP2)

- Apple Safari 3.0 (on Microsoft Windows)

1.1.9 Additional Software Requirements

This section describes additional products required to run Oracle WebCenter Analytics.

- Oracle WebCenter Analytics leverages Hibernate 3.0.5 for persistence. You must install Hibernate 3.0.5 before you install Oracle WebCenter Analytics. Hibernate 3.0.5 can be downloaded from `http://sourceforge.net/project/showfiles.php?group_id=40712&package_id=127784`.

- Oracle WebCenter Analytics leverages Cewolf 0.10.3 for its charting engine. You must install Cewolf 0.10.3 before you install Oracle WebCenter Analytics. Cewolf can be downloaded from `https://olex.openlogic.com/package_versions/download/5428?package_version_id=218&path=openlogic%2Fcewolf%2F0.10.3%2Fcewolf-0.10.3-all-bin.zip`.

1.2 Default Ports Used by Oracle WebCenter Analytics

The following table summarizes the default ports that are used by Oracle WebCenter Analytics:

Table 1–1   Default ports used by Oracle WebCenter Analytics

Communication	Description
Portal to Oracle WebCenter Analytics port 31314	Used for data collection.
Portal to Oracle WebCenter Analytics port 11944	Used to display reports.
Oracle WebCenter Analytics to Image Service port 80	Used to embed objects stored in the Image Service into Oracle WebCenter Analytics reports.
Oracle WebCenter Analytics to Portal DB and Oracle WebCenter Collaboration DB. Port used depends on database implementation, for example 1433 (SQLServer) or 1521 (Oracle)	Used to synchronize data from portal or Oracle WebCenter Collaboration.
Oracle WebCenter Analytics to API Services machine port 11905	Used to synchronize data from the portal.

2

Quickstart Overview

This chapter provides brief, high level instructions for the installation and upgrade of Oracle WebCenter Analytics, and is intended to quickly guide experienced administrators through the installation or upgrade procedure.

This chapter is divided into two major sections:

- Section 2.1, "Installation." This section covers installing and configuring the Oracle WebCenter Analytics components, creating and scripting the database, creating the ALUI Security database, and starting and verifying the installation. The organization of this section maps directly to detailed instructions in Chapter 3, "Installation."

- Section 2.2, "Upgrade." This section covers upgrading version of Oracle WebCenter Analytics to the latest version. The organization of this section maps directly to detailed instructions in Chapter 4, "Upgrade."

2.1 Installation

Before you install Oracle WebCenter Analytics, ensure that you have completed pre-installation steps. For details, see Chapter 1, "Installation Prerequisites."

2.1.1 Granting User and Group Access Rights to Oracle Inventory Directories

(Linux/Unix only) Oracle Inventory contains files that provide the Oracle Universal Installer with the locations of the ORACLE_HOME directories on a particular machine. For Oracle Inventory to function properly, the user that installs Oracle WebCenter Analytics must have access rights to the directories that contain Oracle Inventory's files. This section describes how to run the ouais.sh shell script, which sets user and group access rights for these directories.

> **Note:** You do not need to perform this procedure if you are installing Oracle WebCenter Analytics on Windows.

> **Note:** If you are installing Oracle WebCenter Analytics on Linux or UNIX operating systems, you do not need to perform this procedure if, *as the same user that is installing Oracle WebCenter Analytics*, you have already installed at least one of the following products *on the same machine* on which you are installing Oracle WebCenter Analytics:
>
> - Oracle WebCenter Interaction 10.3
> - Oracle WebCenter Collaboration 10.3
> - Oracle WebCenter Ensemble 10.3
> - Oracle WSRP Consumer 10.3
> - Oracle WebCenter Interaction Identity Service for LDAP 10.3
> - Oracle WebCenter Content Service for Documentum 10.3

To grant user and group access rights to Oracle Inventory directories:

1. Log in to the remote server host computer as the root user.

2. Copy the ouais.sh script to the machine onto which you will be installing Oracle WebCenter Analytics.

   This script is located in the same location as the Oracle WebCenter Analytics installer file.

3. Change the current directory (`cd`) to be the directory to which you copied the ouais.sh script.

4. Run the ouais.sh shell script.

   As arguments to the script, specify the user and group that will be running the Oracle WebCenter Analytics installer. For example, you would use the following command to run the ouais.sh script from the root shell:

   ```
   ./ouais.sh -u oracleuser -g oraclegroup
   ```

   The ouais.sh script creates the Oracle Inventory directory if it did not exist before you ran the script. Additionally, the script grants user and group ownership to the directories that contain the files that are used by Oracle Inventory.

2.1.2 Installing the Analytics Console Component

This section describes how to install the Analytics Console component and the BEA AL Analytics service. For more complete details on performing this task, see Section 3.2, "Installing the Analytics Console Component."

To install the Analytics Console Component:

1. Log in to the remote server host computer as the local administrator (on Windows) or a user with directory write privileges (on UNIX or Linux).

   > **Note:** For UNIX and Linux installations, you must run the Oracle WebCenter Analytics installer as the user that you specifed in the procedure Section 2.1.1, "Granting User and Group Access Rights to Oracle Inventory Directories." You specified the user who will run the product installer as an argument to the ouais.sh script.

2. Copy the installer to the disk location from where you plan to launch it.

3. Launch the Oracle WebCenter Analytics Installer.

   ■ Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

   ■ UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

4. Choose to install the **Analytics Console** component.

5. Complete all installation wizard pages according to the settings you planned when you completed the Analytics Console Component Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document

   After the installer has copied all files to the installation directory, the Launch Configuration Manager installation wizard page appears.

6. Do not configure Analytics Console settings in Oracle WebCenter Configuration Manager at this time. First, configure the Oracle WebCenter Analytics and ALUI Security databases. For details see Section 2.1.3, "Configuring the Oracle WebCenter Analytics Database" and Section 2.1.4, "Configuring the ALUI Security Database."

7. After configuring the Oracle WebCenter Analytics and ALUI Security databases, configure all settings for all of the Analytics Console application components using the database and connectivity settings that you provisioned when you completed the Oracle WebCenter Analytics Configuration Worksheets document.

2.1.3 Configuring the Oracle WebCenter Analytics Database

Perform one of the following procedures that is appropriate to your database platform:

■ Section 2.1.3.1, "Configuring the Oracle WebCenter Analytics Database on Microsoft SQL Server"

■ Section 2.1.3.2, "Configuring the Oracle WebCenter Analytics Database on Oracle"

2.1.3.1 Configuring the Oracle WebCenter Analytics Database on Microsoft SQL Server

For more complete details on performing this task, see Section 3.3.1, "Configuring the Oracle WebCenter Analytics Database on Microsoft SQL Server."

To set up the Oracle WebCenter Analytics database on Microsoft SQL Server:

1. On the machine to which you installed the Analytics Console component, copy the scripts from *install_dir*\ptanalytics\10.3.0.1\sql\mssql to the database host computer.

2. In SQL Server Management Studio, access the database engine's properties.

3. Configure the database engine to use **SQL Server and Windows Authentication mode**.

4. Restart the database engine.

5. Create the Oracle WebCenter Analytics database user:

   a. Create the Oracle WebCenter Analytics database user with the user name you provisioned when you completed the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

    b. Configure the Oracle WebCenter Analytics database user to use SQL Server Authentication.

    c. Set the Oracle WebCenter Analytics database user password to the password you designated when you completed the Oracle WebCenter Analytics Configuration Worksheets document.

6. Create the Oracle WebCenter Analytics database with the following properties:

- Create a database with the name you provisioned when you completed the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

- Configure the size of the database.

- Change the default database for the Oracle WebCenter Analytics database user to the Oracle WebCenter Analytics database.

7. Grant the Oracle WebCenter Analytics database user the `db_owner` role for the Oracle WebCenter Analytics database.

8. Create the Oracle WebCenter Analytics database schema. Specify the Oracle WebCenter Analytics database user as the schema owner.

9. Connect to the Oracle WebCenter Analytics database as the Oracle WebCenter Analytics database user, using SQL Server Authentication.

10. Run the setup scripts for the database, located in the *install_dir*\ptanalytics\10.3.0.1\sql\mssql\ folder, in the following order (make sure that you are running the scripts on the Oracle WebCenter Analytics database):

    a. create_analytics_schema.sql

    b. install_analytics_data.sql

2.1.3.2 Configuring the Oracle WebCenter Analytics Database on Oracle

For more complete details on performing this task, see Section 3.3.2, "Configuring the Oracle WebCenter Analytics Database on Oracle."

To create and set up an Oracle database:

1. On the machine to which you installed the Analytics Console component, copy the \oracle directory from *install_dir*\ptanalytics\10.3.0.1\sql to the Oracle WebCenter Analytics database's host computer.

2. Log on to the host computer for the Oracle WebCenter Analytics database as owner of the Oracle system files.

3. Execute the following steps as the *system* user in your Oracle database.

    a. Determine the name of the SID that you will be using for this installation. If you changed the SID from the default when you installed the portal, you need to update create_analytics_tablespaces.sql to reflect the SID that you used, substituting all occurrences of the default SID name with your SID name. The default SID name is `BEAS`.

    If you are creating a new SID, configure AL32UTF8 as the database character set and AL16UTF16 as the national character set.

    b. Run the script create_analytics_tablespaces.sql for your platform.

    c. Run the script create_analytics_user.sql.

> **Note:** If you do not want the script to use the defaults when creating the Oracle database user and password, edit the script. The default user is `analyticsdbuser`; the default password is `analyticsdbuser`.

    d. Add the Oracle database user and password values into the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document (you will enter these values into Oracle WebCenter Configuration Manager when configuring Oracle WebCenter Analytics database settings).

4. Execute the following steps as the *analytics* user that you just created.

    a. Run the script create_analytics_schema.sql.

    b. Run the script install_analytics_data.sql.

5. Run your database's analysis tool on the portal database to the efficiency of the database.

2.1.3.2.1 Configuring Oracle WebCenter Analytics to Use Oracle RAC To use Oracle RAC with Oracle WebCenter Analytics, you must edit the configuration file on all computers running Oracle WebCenter Analytics Console or Analytics Collector and on automation servers running Analytics sync jobs.

1. Back up the portal's configuration.xml file, located in the PT_HOME/settings directory.

2. Open configuration.xml.

3. Find the following component element:

- On any computer running Analytics Collector, search for:

  ```
  component name="analytics-collector:opendb"
  ```

- If you have a computer that runs Oracle WebCenter Analytics Console without Analytics Collector, search for:

  ```
  component name="analytics-console:opendb"
  ```

- On any automation server running Analytics sync jobs, search for:

  ```
  component name="analytics-jobs:opendb"
  ```

4. Within the component element add text similar to the following (this is an example for a Microsoft Windows installation:

```
<setting name="database-connection:url-override">
   <value
xsi:type="xsd:string">jdbc:plumtree:oracle:TNSNamesFile=F:\\bea\\alui\\tnsname
s\\tnsnames.ora;TNSServerName=RACDB;BatchPerformanceWorkaround=true</value>
</setting>
```

Replace *tnsnames.ora* with the name of your TNS names file. Replace *RACDB* with the name of your TNS server.

5. Repeat steps 2-4 for any other Analytics database connection that needs to be configured for RAC.

6. To configure the ALUI security connection for Oracle WebCenter Analytics, search for:

```
component name="aluisecurity:StoreServiceProperties"
```

7. Within the component element add text similar to the following (this is an example for a Microsoft Windows installation:

```
<setting name="database-connection:url-override">
    <value
xsi:type="xsd:string">jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS_LIST=(FAILOVER=O
N)(LOAD_BALANCE=ON)(ADDRESS=(PROTOCOL=TCP)(HOST=##.###.###.###)(PORT=1521))(AD
DRESS=(PROTOCOL=TCP)(HOST=##.###.###.###)(PORT=1522)))(CONNECT_DATA=(SERVICE_N
AME=RACDB)))</value>
</setting>
```

Replace *RACDB* with the name of your TNS server.

2.1.4 Configuring the ALUI Security Database

(Optional) This section describes how to set up the ALUI Security database.

Note: You do not need to perform this procedure if AquaLogic Pathways 1.5 is installed. Installing AquaLogic Pathways 1.5 requires creating the ALUI Security database.

This section contains the following sections:

- Section 2.1.4.1, "Configuring the ALUI Security Database on Microsoft SQL Server"

- Section 2.1.4.2, "Configuring the ALUI Security Database on Oracle"

2.1.4.1 Configuring the ALUI Security Database on Microsoft SQL Server

(Optional) For more complete details on performing this task, see Section 3.4.1, "Configuring the ALUI Security Database on Microsoft SQL Server."

Note: You do not need to perform this procedure if AquaLogic Pathways 1.5 is installed. Installing AquaLogic Pathways 1.5 requires creating the ALUI Security database.

To create and set up the ALUI Security database on Microsoft SQL Server:

1. On the machine to which you installed the Analytics Console component, copy the scripts from *install_dir*\ptanalytics\10.3.0.1\sql\mssql to the ALUI Security database host computer.

2. In SQL Server Management Studio, access the database engine's properties.

3. Configure the database engine to use **SQL Server and Windows Authentication mode**.

4. Restart the database engine.

5. Create the ALUI Security database user:

    a. Create the ALUI Security database user with the user name you provisioned when you completed the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

    b. Configure the ALUI Security database user to use SQL Server Authentication.

    c. Set the ALUI Security database user password to the password you designated when you completed the Oracle WebCenter Analytics Configuration Worksheets document.

6. Create the ALUI Security database with the name you provisioned when you completed the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

7. Change the default database for the ALUI Security database user to the ALUI Security database.

8. Grant the ALUI Security database user the `db_owner` role for the ALUI Security database.

9. Create the ALUI Security database schema. Specify the ALUI Security database user as the schema owner.

10. Connect to the ALUI Security database as the ALUI Security database user, using SQL Server Authentication.

11. Run the create_security_tables.sql script, located in the folder that you copied in Step 1.

2.1.4.2 Configuring the ALUI Security Database on Oracle

(Optional) For more complete details on performing this task, see Section 3.4.2, "Configuring the ALUI Security Database on Oracle."

> **Note:** You do not need to perform this procedure if AquaLogic Pathways 1.5 is installed. Installing AquaLogic Pathways 1.5 requires creating the ALUI Security database.

To create and set up the ALUI Security database on Oracle:

1. On the machine to which you installed the Analytics Console component, copy the \oracle directory from *install_dir*\ptanalytics\10.3.0.1\sql to the ALUI Security database's host computer.

2. Log on to the host computer for the ALUI Security database as owner of the Oracle system files.

3. Create the ALUI Security database tablespace.

4. Create the ALUI Security database user.

5. Add the ALUI Security database user and password values into the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document (you will enter these values into Oracle WebCenter Configuration Manager when configuring Oracle WebCenter Analytics database settings).

6. Connect to the ALUI Security database as the ALUI Security database user.

7. Run the create_security_tables.sql script, located in the folder that you copied in Step 1.

8. Run your database's analysis tool on the ALUI Security database to the efficiency of the database.

2.1.5 Registering Core and Portal Events

You must register core and portal events if you want Oracle WebCenter Analytics to report on events that occur in the portal. To register core and portal events, run the following from the command line on the Oracle WebCenter Analytics host machine:

- Windows:

    1. .. PTANALYTICS_HOME\bin\AnalyticsLoadEvents.bat

        \settings\config\analytics-core-event-def.xml

    2. .. PTANALYTICS_HOME\bin\AnalyticsLoadEvents.bat

        \settings\config\analytics-ali-event-def.xml

- UNIX/Linux:

    1. .. PTANALYTICS_HOME/bin/AnalyticsLoadEvents.sh

        /settings/config/analytics-core-event-def.xml

    2. .. PTANALYTICS_HOME/bin/AnalyticsLoadEvents.sh

        /settings/config/analytics-ali-event-def.xml

2.1.6 Registering Oracle WebCenter Collaboration Events

To register Oracle WebCenter Collaboration events, perform the following:

1. Navigate to the following file on the Oracle WebCenter Analytics host machine: *install_dir*\ptcollab\4.5\settings\config\analytics-collab-event-def.xml

2. Copy the analytics-collab-event-def.xml file on the Oracle WebCenter Analytics host machine to the following location on the Analytics host machine:

    install_dir\ptanalytics\10.3.0.1\settings\config\

3. Run the following from the command line on the Oracle WebCenter Analytics host machine:

    - Windows:

        .. PTANALYTICS_HOME\bin\AnalyticsLoadEvents.bat

        ..\settings\config\analytics-collab-event-def.xml

    - UNIX/Linux:

        .. PTANALYTICS_HOME/bin/AnalyticsLoadEvents.sh

        ../settings/config/analytics-collab-event-def.xml

2.1.7 Registering Oracle WebCenter Ensemble Events

(Oracle WebCenter Ensemble integration only) To register Oracle WebCenter Ensemble events, run the following from the command line on the Oracle WebCenter Analytics host machine:

- Windows:

    - .. PTANALYTICS_HOME\bin\AnalyticsLoadEvents.bat

    - ..\settings\config\analytics-ensemble-event-def.xml

- UNIX/Linux:

    - .. PTANALYTICS_HOME/bin/AnalyticsLoadEvents.sh

    – ../settings/config/analytics-ensemble-event-def.xml

2.1.8 Installing the Analytics Collector Component and Clustering the BEA AL Analytics Collector Service

This section includes the following topics:

- Section 2.1.8.1, "Installing the Analytics Collector Component"
- Section 2.1.8.2, "Clustering the BEA AL Analytics Collector Service"

2.1.8.1 Installing the Analytics Collector Component

This section describes how to install the Analytics Collector component, which includes the BEA AL Analytics Collector service. For more complete details on performing this task, see Section 3.8.1, "Installing the Analytics Collector Component."

> **Note:** If you want to cluster the BEA AL Analytics Collector service, we recommend that you install each node in the cluster on a separate machine (one installation of the Analytics Collector component is one instance of the BEA AL Analytics Collector service). One instance of the BEA AL Analytics Collector service operates as one node in the cluster).

To install the Analytics Collector component:

1. Log in to the remote server host computer as the local administrator (on Windows) or a user with directory write privileges (on UNIX or Linux).

2. Copy the installer to the disk location from where you plan to launch it.

3. Launch the Oracle WebCenter Analytics Installer.

   - Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe
   - UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

4. Choose to install the Analytics Collector component.

5. Complete all installation wizard pages according to the settings you planned when you completed the Analytics Collector Component Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

6. After the installer has copied all files to the installation directory, the Launch Configuration Manager installation wizard page appears.

7. In Oracle WebCenter Configuration Manager, configure all settings for all of the Analytics Collector application components using the database and connectivity settings that you provisioned when you completed the Oracle WebCenter Analytics Configuration Worksheets document.

2.1.8.2 Clustering the BEA AL Analytics Collector Service

(Optional) A BEA AL Analytics Collector service cluster consists of multiple BEA AL Analytics Collector service nodes running simultaneously and working together to provide increased scalability and reliability. One instance of the BEA AL Analytics Collector service operates as one node in the cluster.

> **Note:** You do not need to perform these steps if you do not want to cluster the BEA AL Analytics Collector service.

For complete details on performing this task, see Section 3.8.2, "Clustering the BEA AL Analytics Collector Service." For information on how clustering works, see Section 3.8.2.1, "How a Cluster Works."

To cluster the BEA AL Analytics Collector service:

1. Configure Oracle Webcenter Interaction to send events to the BEA AL Analytics Collector service cluster. For details, see "Configuring Oracle Webcenter Interaction to Send Events to the Cluster".

2. Configure the nodes in the BEA AL Analytics Collector service cluster. For details, see "Configuring Nodes in a Cluster".

Configuring Oracle Webcenter Interaction to Send Events to the Cluster

To configure Oracle Webcenter Interaction to send events to the BEA AL Analytics Collector service cluster:

1. Access Oracle WebCenter Configuration Manager on the machine on which Oracle Webcenter Interaction is installed.

2. Configure the following settings in the Analytics Communication component:

   - Confirm that the **Enabled** check box is selected in the Enable area.

   - Click **Enabled** in the Use Clustering area.

   - Configure the following settings in the Cluster Communication area: **Cluster name**, **Cluster node timeout period**, **Broadcast listening port**.

   Online help for these settings is available in the Oracle WebCenter Configuration Manager application.

Configuring Nodes in a Cluster

This section discusses how to configure nodes in a BEA AL Analytics Collector service cluster.

If you are configuring nodes of the BEA AL Analytics Collector service to use broadcast mode, IP broadcast packets are not automatically forwarded from one subnet to another. For this reason, you should configure each instance of the BEA AL Analytics Collector service to be in the same subnet as the application from which it receives events. This configuration ensures that the event-generating applications can successfully receive broadcast messages from the Collector service cluster. If you use virtualization software, we recommend that you configure nodes of the BEA AL Analytics Collector service to use broadcast mode.

> **Note:** Perform this procedure for each node in the cluster.

To configure a node in a BEA AL Analytics Collector service cluster:

1. Ensure that you have installed the Analytics Collector component on each machine that will host a node in the cluster.

> **Note:** Oracle recommends that each instance of the BEA AL Analytics Collector service exist on a separate machine.

For installation instructions, see Section 2.1.8.1, "Installing the Analytics Collector Component."

2. Access Oracle WebCenter Configuration Manager on the BEA AL Analytics Collector service host.

3. Click the **+** symbol next to the **Analytics Collector**application name to view its components.

4. Configure the settings in the Analytics Database component.

5. Configure the settings in the Clustering component.

> **Note:** The value for the **Cluster name** field should match the value set for the Cluster name field in the Portal Service application, Analytics Communication component of Oracle WebCenter Configuration Manager on the portal host. You configured this setting when you performed the procedure "Configuring Oracle Webcenter Interaction to Send Events to the Cluster".

6. Configure the settings in the Logging component.

Online help for these settings is available in the Oracle WebCenter Configuration Manager application.

2.1.9 Installing the Interaction Analytics Component

The Interaction Analytics component facilitates communication between Oracle WebCenter Analytics and the portal. For more complete details on performing this task, see Section 3.9, "Installing the Interaction Analytics Component."

> **Note:** You must reinstall the Interaction Analytics component after each time you upgrade Oracle Webcenter Interaction.

To install the Interaction Analytics component:

1. Log in to the portal host computer as the same user that installed Oracle Webcenter Interaction.

2. If you are running on Java, shut down the application server.

3. Copy the installer to the disk location from where you plan to launch it. The installer file is one of the following:

   - Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

   - UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

4. Choose to install the **Interaction Analytics Component**.

5. Complete all installation wizard pages according to the settings you planned when you completed the Interaction Analytics Component Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

6. After the installer has copied all files to the installation directory, the Launch Configuration Manager installation wizard page appears.

7. In Oracle WebCenter Configuration Manager, configure all settings for all of the Analytics Communication application components using the database and

connectivity settings that you provisioned when you completed the Oracle WebCenter Analytics Configuration Worksheets document.

8. After the installation is complete, perform one of the following:

   ■ If you are running on Java, restart the application server. Then redeploy your portal.war or portal.ear file to your portal application server.

   ■ If you are running on IIS, restart the application server. For instructions, see your application server's documentation.

2.1.10 Installing the Image Service Component

For more complete details on performing this task, see Section 3.10, "Installing the Image Service Component."

To install the Image Service component:

1. Log in to the Image Service host computer as the local administrator or the Oracle WebCenter Interaction user created during installation of Oracle WebCenter Interaction.

2. Copy the installer to the disk location from where you plan to launch it.

3. Launch the Oracle WebCenter Analytics Installer.

   ■ Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

   ■ UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

4. Choose to install the **Image Service Component**.

2.1.11 Installing the Analytics Automation Jobs Component

For more complete details on performing this task, see Section 3.11, "Installing the Analytics Automation Jobs Component."

To install the Analytics Automation Jobs component:

1. Log in to the Automation Service host computer as the local administrator or the Oracle WebCenter Interaction user created during the installation of Oracle WebCenter Interaction.

2. Copy the installer to the disk location from where you plan to launch it.

3. Launch the Oracle WebCenter Analytics Installer.

   ■ Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

   ■ UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

   > **Note:** Ensure that you copy the installer for the same platform that the Automation Service runs on. For example, if the Automation Service runs on Solaris, copy the Solaris installer.

4. Choose to install the **Analytics Automation Jobs**component.

5. Complete all installation wizard pages according to the settings you planned when you completed the Analytics Automation Jobs Component Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

6. After the installer has copied all files to the installation directory, the Launch Configuration Manager installation wizard page appears.

7. In Oracle WebCenter Configuration Manager, configure all settings for all of the Analytics Jobs application components using the database and connectivity settings that you provisioned when you completed the Oracle WebCenter Analytics Configuration Worksheets document.

2.1.12 Starting the BEA AL Analytics and BEA AL Analytics Collector Services

For more complete details on performing this task, see Section 3.12, "Starting the BEA AL Analytics and BEA AL Analytics Collector Services."

To start the BEA AL Analytics and BEA AL Analytics Collector services, perform one of the following:

- On Windows, ensure the BEA AL Analytics service has been started in Windows NT Services. Then ensure the BEA AL Analytics Collector service has been started.

- On UNIX and Linux, ensure the BEA AL Analytics service has been started by using the following command: *install_dir*/ptanalytics/10.3.0.1/bin/analyticsd.sh start

  Then ensure the BEA AL Analytics Collector service has been started by using the following comment: *install_dir*/ptcollector/10.3.0.1/bin/collectord.sh start

You can also start and stop these services using Oracle WebCenter Configuration Manager. Log in to Oracle WebCenter Configuration Manager using the user name `Administrator` and the password you specified during installation. Follow the instructions in Oracle WebCenter Configuration Manager to start the Analytics Console and Analytics Collector applications.

2.1.13 Registering Oracle WebCenter Analytics with the Portal

This section describes how to register the Analytics Console, remote server, web service, and portlet objects. For more complete details on performing this task, see Section 3.13, "Registering Oracle WebCenter Analytics with the Portal."

To register the Oracle WebCenter Analytics application, remote server, web services, and portlets with the portal, use the migration utility to import the migration package analytics.pte.

2.1.14 Adding Analytics Jobs to the Automation Service

This section describes how to add all Analytics jobs to the Automation Service. Once Analytics jobs are added to the Automation Service, the Automation Service runs them automatically. For more complete details on performing this task, see Section 3.14, "Adding Analytics Jobs to the Automation Service."

To add Analytics jobs to the Automation Service:

1. Log into the portal as a user with administrative privileges.

2. In Administration, choose **Automation Service**.

3. Ensure that the Automation Service is online.

4. Under Edit Automation Services, click the name of the computer on which the Analytics Jobs component is installed.

   The Register Folders window appears.

5. Click **Add Folder**.

   The Add Job Folder window appears.

6. Expand the **Analytics** folder.

7. Select the **Analytics Jobs** folder.

8. Click **OK** to close the Register Folders window.

9. Click **Finish**.

   The Automation Service runs the Analytics jobs. If other Automation Service jobs were in queue or running when you added the Analytics jobs to the Automation Service, the Automation Service runs the Analytics jobs after these other jobs have completed.

10. At an appropriate time, ensure that the Analytics jobs have completed successfully. If any Analytics jobs failed, schedule these jobs to run again.

2.2 Upgrade

This section describes how to upgrade Oracle WebCenter Analytics.

2.2.1 Upgrade Paths

The following table summarizes the supported database upgrade paths for Oracle WebCenter Analytics.

Table 2–1   Upgrade Paths

Upgrade Path	Upgrade References
Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1	Follow the procedures in Section 2.2.2.1, "Upgrading from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1."
AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1.	Follow the procedures in Section 2.2.2.2, "Upgrading from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1."
AquaLogic Analytics 2.1 to Oracle WebCenter Analytics 10.3.0.1.	Follow the procedures in Section 2.2.2.3, "Upgrading from AquaLogic Analytics 2.0 to Oracle WebCenter Analytics 10.3.0.1."

> **Note:** We do not support upgrades from AquaLogic Analytics 1.x or 2.0 to Oracle WebCenter Analytics 10.3.0.1. To do so, you must first upgrade AquaLogic Analytics 1.0/1.1/2.0 to either 2.1 or 2.5, then perform the appropriate upgrade to Oracle WebCenter Analytics 10.3.0.1.

2.2.2 Upgrading Oracle WebCenter Analytics

This section discusses:

- Section 2.2.2.1, "Upgrading from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1"

- Section 2.2.2.2, "Upgrading from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1"

- Section 2.2.2.3, "Upgrading from AquaLogic Analytics 2.0 to Oracle WebCenter Analytics 10.3.0.1"

2.2.2.1 Upgrading from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1

This section describes how to upgrade from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1. For more complete details on performing this task, see Section 4.2, "Upgrading from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1."

To upgrade from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1:

1. Back up the installation directory of the previously-installed version of the Analytics Services component, using the tool of your choice.

2. Install the Analytics Console component. For details, see Section 3.2, "Installing the Analytics Console Component."

   > **Note:** When performing the installation process, ensure that the Oracle WebCenter Analytics database settings are correct in Oracle WebCenter Configuration Manager. However, do not configure any other Analytics Console settings in Oracle Configuration Manager at this time.

3. Install the Analytics Collector component and configure Analytics Collector settings in Oracle WebCenter Configuration Manager. For details, see Section 3.8.1, "Installing the Analytics Collector Component."

4. **(Optional)** If desired, cluster the BEA AL Analytics Collector service. For details, see Section 3.8.2, "Clustering the BEA AL Analytics Collector Service."

5. Back up the AquaLogic Analytics database using the tool of your choice.

6. Run the Analytics25Update.bat file:

   - Windows: *install_dir*\ptanalytics\10.3.0.1\bin\Analytics25Update.bat

   - UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/bin/Analytics25Update.sh

7. On the machine on which you installed the Analytics Console component, use Oracle WebCenter Configuration Manager to configure all additional settings for all Analytics Console application components.

8. **(Oracle database only)** Run your database's analysis tool on both the Oracle WebCenter Analytics and portal databases to increase the efficiency of the databases.

9. Back up the installation directory of the previously-installed version of the Interaction Analytics component, using the tool of your choice.

10. Install the Interaction Analytics component and configure Analytics Communication settings in Oracle WebCenter Configuration Manager. For details, see Section 3.9, "Installing the Interaction Analytics Component."

11. Install the Image Service component. For details, Section 3.10, "Installing the Image Service Component."

12. Stop and restart the BEA AL Analytics and BEA AL Analytics Collector services. For details, see Section 3.12, "Starting the BEA AL Analytics and BEA AL Analytics Collector Services."

13. Install the Analytics Automation Jobs component and configure Analytics Jobs settings in Oracle WebCenter Configuration Manager. For details, see Section 3.11, "Installing the Analytics Automation Jobs Component."

14. Add Analytics jobs to the Automation Service. For details, see Section 3.14, "Adding Analytics Jobs to the Automation Service."

2.2.2.2 Upgrading from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1

This section describes how to upgrade from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1. For more complete details on performing this task, see Section 4.4, "Upgrading from AquaLogic Analytics 2.1 to Oracle WebCenter Analytics 10.3.0.1."

To upgrade from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1:

1. Delete the \Analytics folder beneath the *install_dir*\common\con tainer\tomcat\5.0.28\work directory.

2. Back up the installation directory of the previously-installed version of the Analytics Services component, using the tool of your choice.

3. Grant user and group access rights to Oracle Inventory directories. For details, see Section 3.1, "Granting User and Group Access Rights to Oracle Inventory Directories."

4. Install the Analytics Console component. For details, see Section 3.2, "Installing the Analytics Console Component."

> **Note:** When performing the installation process, ensure that the Oracle WebCenter Analytics database settings are correct in Oracle WebCenter Configuration Manager. However, do not configure any other Analytics Console settings in Oracle Configuration Manager at this time.

5. Register portal events. For details, see Section 3.5, "Registering Portal Events."

6. Register Oracle WebCenter Collaboration events. For details, see Section 3.6, "Registering Oracle WebCenter Collaboration Events."

7. **(Oracle WebCenter Ensemble integration only)** Register Oracle WebCenter Ensemble events. For details, see Section 3.7, "Registering Oracle WebCenter Ensemble Events."

8. Install the Analytics Collector component and configure Analytics Collector settings in Oracle WebCenter Configuration Manager. For details, see Section 3.8.1, "Installing the Analytics Collector Component."

9. **(Optional)** If desired, cluster the BEA AL Analytics Collector service. For details, see Section 3.8.2, "Clustering the BEA AL Analytics Collector Service."

10. Back up the AquaLogic Analytics database using the tool of your choice.

11. Upgrade the Oracle WebCenter Analytics database by running the upgrade_2.1_ to_2.5.sql script:

- Windows: *install_dir*\ptanalytics\10.3.0.1\sql\database\upgrade_2.1_to_ 2.5.sql

- UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/sql*database*/upgrade_2.1_to_ 2.5.sql

12. Run the Analytics25Update.bat file:

- Windows: *install_dir*\ptanalytics\10.3.0.1\bin\Analytics25Update.bat

- UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/bin/Analytics25Update.sh

13. On the machine on which you installed the Analytics Console component, use Oracle WebCenter Configuration Manager to configure all additional settings for all Analytics Console application components.

14. **(Oracle database only)** Run your database's analysis tool on both the Oracle WebCenter Analytics and portal databases to increase the efficiency of the databases.

15. Back up the installation directory of the previously-installed version of the Interaction Analytics component, using the tool of your choice.

16. Install the Interaction Analytics component and configure Analytics Communication settings in Oracle WebCenter Configuration Manager. For details, see Section 3.9, "Installing the Interaction Analytics Component."

17. Install the Image Service component. For details, Section 3.10, "Installing the Image Service Component."

18. Stop and restart the BEA AL Analytics and BEA AL Analytics Collector services. For details, see Section 3.12, "Starting the BEA AL Analytics and BEA AL Analytics Collector Services."

19. Install the Analytics Automation Jobs component and configure Analytics Jobs settings in Oracle WebCenter Configuration Manager. For details, see Section 3.11, "Installing the Analytics Automation Jobs Component."

20. Add Analytics jobs to the Automation Service. For details, see Section 3.14, "Adding Analytics Jobs to the Automation Service."

21. **(Optional)** Create and set up the ALUI Security database and migrate data from the portal database's security tables to the ALUI Security database.

> **Note:** You do not need to perform these steps if either AquaLogic Pathways 1.5 or the Remote Portlets component of Oracle WebCenter Interaction 10.3 is installed. Performing a clean (non-upgrade) install of AquaLogic Pathways 1.5 or installing the Remote Portlets component requires creating the ALUI Security database. Additionally, upgrading from AquaLogic Pathways 1.0 to AquaLogic Pathways 1.5 requires creating the ALUI Security database and migrating data from the portal database's security tables to the ALUI Security database.

a. Create and set up the ALUI Security database. For details, see Section 3.4, "Configuring the ALUI Security Database."

b. On the machine on which the previous version of the BEA AL Analytics service is installed, run the security-upgradetool.bat or security-upgradetool.sh file, located in *install_dir*\ptanalytics\10.3.0.1\bin.

2.2.2.3 Upgrading from AquaLogic Analytics 2.0 to Oracle WebCenter Analytics 10.3.0.1

To upgrade from AquaLogic Analytics 2.0 to Oracle WebCenter Analytics 10.3.0.1:

1. Delete the \Analytics folder beneath the *install_dir*\common\container\tomcat\5.0.28\work directory.

2. Back up the installation directory of the previously-installed version of Analytics Services, using the tool of your choice.

3. Grant user and group access rights to Oracle Inventory directories. For details, see Section 3.1, "Granting User and Group Access Rights to Oracle Inventory Directories."

4. Install the Analytics Console component. For details, see Section 3.2, "Installing the Analytics Console Component."

   > **Note:** When performing the installation process, ensure that the Oracle WebCenter Analytics database settings are correct in Oracle WebCenter Configuration Manager. However, do not configure any other Analytics Console settings in Oracle Configuration Manager at this time.

5. Register portal events. For details, see Section 3.5, "Registering Portal Events."

6. Register Oracle WebCenter Analytics events. For details, see Section 3.6, "Registering Oracle WebCenter Collaboration Events."

7. **(Oracle WebCenter Ensemble integration only)** Register Oracle WebCenter Ensemble events. For details, see Section 3.7, "Registering Oracle WebCenter Ensemble Events."

8. Install the Analytics Collector component and configure Analytics Collector settings in Oracle WebCenter Configuration Manager. For details, see Section 3.8.1, "Installing the Analytics Collector Component."

9. **(Optional)** If desired, cluster the BEA AL Analytics Collector service. For details, see Section 3.8.2, "Clustering the BEA AL Analytics Collector Service."

10. Back up the AquaLogic Analytics database using the tool of your choice.

11. Upgrade the AquaLogic Analytics database by running the upgrade_2.0_to_2.1.sql script:

    - Windows: *install_dir*\ptanalytics\10.3.0.1\sql*database*\upgrade_2.0_to_2.1.sql
    - UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/sql\database/upgrade_2.0_to_2.1.sql

12. Upgrade the AquaLogic Analytics database by running the upgrade_2.1_to_2.5.sql script:

    - Windows: *install_dir*\ptanalytics\10.3.0.1\sql\database\upgrade_2.1_to_2.5.sql
    - UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/sql\database/upgrade_2.1_to_2.5.sql

13. Run the Analytics25Update.bat file:

    - Windows: *install_dir*\ptanalytics\10.3.0.1\bin\Analytics25Update.bat

- UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/bin/Analytics25Update.sh

14. On the machine on which you installed the Analytics Console component, configure all additional Analytics Console settings in Oracle WebCenter Configuration Manager.

15. **(Oracle database only)** Run your database's analysis tool on both the Oracle WebCenter Analytics and portal databases to increase the efficiency of the databases.

16. Back up the installation directory of the previously-installed version of the Interaction Analytics component, using the tool of your choice.

17. Install the Interaction Analytics component and configure Analytics Communication settings in Oracle WebCenter Configuration Manager. For details, see Section 3.9, "Installing the Interaction Analytics Component."

18. Install the Image Service component. For details, Section 3.10, "Installing the Image Service Component."

19. Stop and restart the BEA AL Analytics and BEA AL Analytics Collector services. For details, see Section 3.12, "Starting the BEA AL Analytics and BEA AL Analytics Collector Services."

20. Register the Oracle WebCenter Analytics application, remote server, Web services, and portlets with the portal by importing the migration package. For details, see Section 3.13, "Registering Oracle WebCenter Analytics with the Portal."

21. Install the Analytics Automation Jobs component and configure Analytics Jobs settings in Oracle WebCenter Configuration Manager. For details, see Section 3.11, "Installing the Analytics Automation Jobs Component."

22. Add Analytics jobs to the Automation Service. For details, see Section 3.14, "Adding Analytics Jobs to the Automation Service."

23. **(Optional)** Create and set up the ALUI Security database and migrate data from the portal database's security tables to the ALUI Security database.

> **Note:** You do not need to perform these steps if either AquaLogic Pathways 1.5 or the Remote Portlets component of Oracle Webcenter interaction 10.3 is installed. Performing a clean (non-upgrade) install of AquaLogic Pathways 1.5 or installing the Remote Portlets component requires creating the ALUI Security database. Additionally, upgrading from AquaLogic Pathways 1.0 to AquaLogic Pathways 1.5 requires creating the ALUI Security database and migrating data from the portal database's security tables to the ALUI Security database.

   a. Create and set up the ALUI Security database. For details, see Section 3.4, "Configuring the ALUI Security Database."

   b. On the machine on which the previous version of the BEA AL Analytics service is installed, run the security-upgrade.bat or security-upgrade.sh file, located in *install_dir*\ptanalytics\10.3.0.1\bin.

3

Installation

This chapter describes the steps you take to install Oracle WebCenter Analytics and its components:

1. Ensure you have completed pre-installation steps. For details, see Chapter 1, "Installation Prerequisites."

2. Grant user and group access rights to Oracle Inventory directories. For details, see Section 3.1, "Granting User and Group Access Rights to Oracle Inventory Directories."

3. Install the Analytics Console component on the remote server host computer. For details, see Section 3.2, "Installing the Analytics Console Component."

4. Configure the Oracle WebCenter Analytics database. For details, see Section 3.3, "Configuring the Oracle WebCenter Analytics Database."

5. Configure the ALUI Security database. For details, see Section 3.4, "Configuring the ALUI Security Database."

6. Register portal events. For details, see Section 3.5, "Registering Portal Events."

7. Register Oracle WebCenter Collaboration events. For details, see Section 3.6, "Registering Oracle WebCenter Collaboration Events."

8. **(Oracle WebCenter Ensemble integration only)** Register Oracle WebCenter Ensemble events. For details, see Section 3.7, "Registering Oracle WebCenter Ensemble Events."

9. Install the Analytics Collector component and cluster the BEA AL Analytics Collector service. For details, see Section 3.8, "Installing the Analytics Collector Component and Clustering the BEA AL Analytics Collector Service."

> **Note:** Installing the Analytics Collector component is required. However, clustering the BEA AL Analytics Collector service is optional.

10. Install the Interaction Analytics component on all portal servers. For details, see Section 3.9, "Installing the Interaction Analytics Component."

11. Install the Image Service component on your Image Service host. For details, see Section 3.10, "Installing the Image Service Component."

12. Install the Analytics Automation Jobs component on your Automation Service host. For details, see Section 3.11, "Installing the Analytics Automation Jobs Component."

13. Start Oracle WebCenter Analytics and portal services. For details, see Section 3.12, "Starting the BEA AL Analytics and BEA AL Analytics Collector Services."

14. Register the Oracle WebCenter Analytics application, remote server, web services, and portlets with the portal. For details, see Section 3.13, "Registering Oracle WebCenter Analytics with the Portal."

15. Add Analytics jobs to the Automation Service. For details, see Section 3.14, "Adding Analytics Jobs to the Automation Service."

3.1 Granting User and Group Access Rights to Oracle Inventory Directories

(Linux/UNIX only) Oracle Inventory contains files that provide the Oracle Universal Installer with the locations of the ORACLE_HOME directories on a particular machine. For Oracle Inventory to function properly, the user that installs Oracle WebCenter Analytics must have access rights to the directories that contain Oracle Inventory's files. This section describes how to run the ouais.sh shell script, which sets user and group access rights for these directories.

Note: You do not need to perform this procedure if you are installing Oracle WebCenter Analytics on Windows.

Note: If you are installing Oracle WebCenter Analytics on Linux or UNIX operating systems, you do not need to perform this procedure if, *as the same user that is installing Oracle WebCenter Analytics*, you have already installed at least one of the following products *on the same machine* on which you are installing Oracle WebCenter Analytics:

- Oracle WebCenter Interaction 10.3

- Oracle WebCenter Collaboration 10.3

- Oracle WebCenter Ensemble 10.3

- Oracle WSRP Consumer 10.3

- Oracle WebCenter Interaction Identity Service for LDAP 10.3

- Oracle WebCenter Interaction Content Service for Documentum 10.3

To grant user and group access rights to Oracle Inventory directories:

1. Log in to the remote server host computer as the root user.

2. Copy the ouais.sh script to the machine onto which you will be installing Oracle WebCenter Analytics.

This script is located in the same location as the Oracle WebCenter Analytics installer file.

3. Change the current directory (cd) to be the directory to which you copied the ouais.sh script.

4. Run the ouais.sh shell script.

As arguments to the script, specify the user and group that will be running the Oracle WebCenter Analytics installer. For example, you would use the following command to run the ouais.sh script from the root shell:

```
./ouais.sh -u oracleuser -g oraclegroup
```

The ouais.sh script creates the Oracle Inventory directory if it did not exist before you ran the script. Additionally, the script grants user and group ownership to the directories that contain the files that are used by Oracle Inventory.

3.2 Installing the Analytics Console Component

This section describes how to install the Analytics Console component, which includes the Analytics user interface and the BEA AL Analytics service. The instructions are the same for installing on a Windows, UNIX, or Linux host, with slight exceptions as noted. To install the Analytics Console component:

1. Log in to the remote server host computer as the local administrator (on Windows) or a user with directory write privileges (on UNIX or Linux).

> **Note:**   For UNIX and Linux installations, you must run the Oracle WebCenter Analytics installer as the user that you specifed in the procedure Section 3.1, "Granting User and Group Access Rights to Oracle Inventory Directories." You specified the user who will run the product installer as an argument to the ouais.sh script.

2. Copy the installer to the disk location from where you plan to launch it. The installer file is one of the following:

    - Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

    - UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

3. Close all unnecessary applications.

4. Execute the installer file.

5. Complete the installation wizard pages as described in the following table and according to the settings you planned when you completed the BEA AL Analytics Service Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

Table 3–1   Installation Wizard Pages - Analytics Console Component

Wizard Page	Description
Choose Components	Choose **Analytics Console**.
Analytics Console - Installation Directory	The default is: - *install_dir*\ptanalytics (Windows) - *install_dir*/ptanalytics (UNIX and Linux) **Note:** By default, *install_dir* is C:\bea\alui (Windows) and /opt/bea/alui (UNIX/Linux)
Analytics Persistence Library Update	Specify the path to the file containing the Hibernate 3.0.5 distribution.
Analytics Chart Library Update	Specify the path to the file containing the Cewolf 0.10.3 distribution.

Table 3–1   (Cont.) Installation Wizard Pages - Analytics Console Component

Wizard Page	Description
Configuration Manager - Update	This page is displayed if an existing installation of Oracle WebCenter Configuration Manager is detected. Select if you want to update the password or port information for Oracle WebCenter Configuration Manager or use the existing settings.
Configuration Manager - Port and Password	This page is displayed if you chose to update Oracle WebCenter Configuration Manager's password and port information or if you are installing Oracle WebCenter Configuration Manager for the first time.
	Type the port number on which you want Oracle WebCenter Configuration Manager to service requests.
	By default, the port number is 12345. After running the installer, you will be able to access Oracle WebCenter Configuration Manager by using the following URL: https://localhost:*port_number*.
	Also type and confirm the Administrator password that you will use to log into Oracle WebCenter Configuration Manager. The password is case-sensitive.
	In Windows, the Oracle WebCenter Configuration Manager runs as the BEA AL Configuration Manager(port_number) service.
Pre-Installation Summary	Click **Install** to begin the installation. The installer copies the BEA AL Analytics service and core application files to the installation directory.
	Note: The installer writes a log file to the directory where it is installed (for example: C:\bea\alui\installlogs). If you encounter problems during installation, examine the error messages in the log file.

Table 3–1 (Cont.) Installation Wizard Pages - Analytics Console Component

Wizard Page	Description
Launch Configuration Manager	This installation wizard page lets you access Oracle WebCenter Configuration Manager to configure settings for the core Oracle WebCenter Analytics application. It is important that you perform these steps in the following order: 1. Before launching Oracle WebCenter Configuration Manager, you must configure the Oracle WebCenter Analytics and ALUI Security databases, described in: ■ Section 3.3, "Configuring the Oracle WebCenter Analytics Database" ■ Section 3.4, "Configuring the ALUI Security Database" 2. Click the link on this installation wizard page to access Oracle WebCenter Configuration Manager. The default username for logging into Oracle WebCenter Configuration Manager is *administrator*. Use the password that you typed into the Configuration Manager - Port and Password installation wizard page. 3. In Oracle WebCenter Configuration Manager, click the **+** symbol next to the **Analytics Console** application name to view its components. 4. Configure all settings for all of the Analytics Console components using the database and connectivity settings that you provisioned when you completed the Oracle WebCenter Analytics Configuration Worksheets document. Online Help for these settings is available in the Oracle WebCenter Configuration Manager application. **Note:** We recommend that you sync the clocks on the servers that run Oracle WebCenter Analytics and the portal before proceeding with configuration. If the clocks are not aligned, some events and sync jobs behave incorrectly. 5. **(Optional)** Click **LOGOUT** in Oracle WebCenter Configuration Manager.
Application Settings Confirmation	Select **Yes** if you have completed configuration of the Oracle WebCenter Analytics settings. Select **No, configure later** to complete the installer without configuring the Oracle WebCenter Analytics settings. You must run the Oracle WebCenter Configuration Manager and configure Oracle WebCenter Analytics settings before starting Oracle WebCenter Analytics.
Install Complete	Click **Done** to complete the Analytics Console component installation.

3.3 Configuring the Oracle WebCenter Analytics Database

This section describes how to set up the Oracle WebCenter Analytics database. It contains the following sections:

■ Section 3.3.1, "Configuring the Oracle WebCenter Analytics Database on Microsoft SQL Server"

■ Section 3.3.2, "Configuring the Oracle WebCenter Analytics Database on Oracle"

3.3.1 Configuring the Oracle WebCenter Analytics Database on Microsoft SQL Server

To create and set up the Oracle WebCenter Analytics database on Microsoft SQL Server:

1. On the machine to which you installed the Analytics Console component, copy the scripts from *install_dir*\ptanalytics\10.3.0.1\sql\mssql to the database host computer.

2. In SQL Server Management Studio, access database engine's properties.

3. Configure the database engine to use **SQL Server and Windows Authentication mode**.

4. Restart the database engine.

5. Create the Oracle WebCenter Analytics database user:

    a. Create the Oracle WebCenter Analytics database user with the user name you provisioned when you completed the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

    b. Configure the Oracle WebCenter Analytics database user to use SQL Server Authentication.

    c. Set the Oracle WebCenter Analytics database user password to the password you designated when you completed the Oracle WebCenter Analytics Configuration Worksheets document.

6. Create the Oracle WebCenter Analytics database with the following properties:

    ■ Create a database with the name you provisioned when you completed the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

    ■ Configure the size of the database. The growth of the database is directly correlated to the number of *events* present in the system. Events include such things as page views, portlet views, user logins, and discussion posts. Estimate 100 MB of growth per 1 million events. For example, if your portal receives roughly 1 million events per day, you should anticipate growth of 36.5 GB per year.

    ■ Change the default database for the Oracle WebCenter Analytics database user to the Oracle WebCenter Analytics database.

7. Grant the Oracle WebCenter Analytics database user the db_owner role for the Oracle WebCenter Analytics database.

8. Create the Oracle WebCenter Analytics database schema. Specify the Oracle WebCenter Analytics database user as the schema owner.

9. Connect to the Oracle WebCenter Analytics database as the Oracle WebCenter Analytics database user, using SQL Server Authentication.

10. Run the setup scripts for the database, located in the *install_dir*\ptanalytics\10.3.0.1\sql\mssql\ folder, in the following order (make sure that you are running the scripts on the Oracle WebCenter Analytics database):

    a. create_analytics_schema.sql

    b. install_analytics_data.sql

3.3.2 Configuring the Oracle WebCenter Analytics Database on Oracle

To create and set up the Oracle WebCenter Analytics database on Oracle:

1. On the machine to which you installed the Analytics Console component, copy the \oracle directory from *install_dir*\ptanalytics\10.3.0.1\sql to the Oracle WebCenter Analytics database's host computer. This folder contains the scripts that you will use to set up and configure the Oracle WebCenter Analytics Oracle database.

2. Log on to the host computer for the Oracle WebCenter Analytics database as owner of the Oracle system files.

3. Execute the following steps as the *system* user in your Oracle database.

    a. Determine the name of the SID that you will be using for this installation. If you changed the SID from the default when you installed the portal, you need to update create_analytics_tablespaces.sql to reflect the SID that you used, substituting all occurrences of the default SID name with your SID name. The default SID name is `BEAS`.

    If you are creating a new SID, configure AL32UTF8 as the database character set and AL16UTF16 as the national character set.

    b. Run the script create_analytics_tablespaces.sql for your platform. This file is located in a platform specific subdirectory within the \oracle directory that you copied in Step 1.

    c. Run the script create_analytics_user.sql.

Note: If you do not want the script to use the defaults when creating the Oracle database user and password, edit the script. The default user is `analyticsdbuser`; the default password is `analyticsdbuser`. The create_analytics_user.sql script is located in the \oracle directory that you copied in Step 1.

---

    d. Add the Oracle database user and password values into the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document (you will enter these values into Oracle WebCenter Configuration Manager when configuring Oracle WebCenter Analytics database settings).

4. Execute the following steps as the *analytics* user that you just created.

    a. Run the script create_analytics_schema.sql. This script creates all of the tables and indexes that are necessary to run Oracle WebCenter Analytics. The create_analytics_schema.sql script is located in the **oracle** directory that you copied in Step 1.

    b. Run the script install_analytics_data.sql. This script adds all of the initial seed data that are necessary to run the Oracle WebCenter Analytics product. The install_analytics_data.sql script is located in the \oracle directory that you copied in Step 1.

5. Run your database's analysis tool on the portal database to the efficiency of the database.

3.3.2.1 Configuring Oracle WebCenter Analytics to Use Oracle RAC

To use Oracle RAC with Oracle WebCenter Analytics, you must edit the configuration file on all computers running Oracle WebCenter Analytics Console or Analytics Collector and on automation servers running Analytics sync jobs.

1. Back up the portal's configuration.xml file, located in the PT_HOME/settings directory.

2. Open configuration.xml.

3. Find the following component element:

    ■ On any computer running Analytics Collector, search for:

```
component name="analytics-collector:opendb"
```

- If you have a computer that runs Oracle WebCenter Analytics Console without Analytics Collector, search for:

```
component name="analytics-console:opendb"
```

- On any automation server running Analytics sync jobs, search for:

```
component name="analytics-jobs:opendb"
```

4. Within the component element add text similar to the following (this is an example for a Microsoft Windows installation:

```
<setting name="database-connection:url-override">
    <value
xsi:type="xsd:string">jdbc:plumtree:oracle:TNSNamesFile=F:\\bea\\alui\\tnsname
s\\tnsnames.ora;TNSServerName=RACDB;BatchPerformanceWorkaround=true</value>
</setting>
```

Replace *tnsnames.ora* with the name of your TNS names file. Replace *RACDB* with the name of your TNS server.

5. Repeat steps 2-4 for any other Analytics database connection that needs to be configured for RAC.

6. To configure the ALUI security connection for Oracle WebCenter Analytics, search for:

```
component name="aluisecurity:StoreServiceProperties"
```

7. Within the component element add text similar to the following (this is an example for a Microsoft Windows installation:

```
<setting name="database-connection:url-override">
    <value
xsi:type="xsd:string">jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS_LIST=(FAILOVER=O
N)(LOAD_BALANCE=ON)(ADDRESS=(PROTOCOL=TCP)(HOST=##.###.###.###)(PORT=1521))(AD
DRESS=(PROTOCOL=TCP)(HOST=##.###.###.###)(PORT=1522)))(CONNECT_DATA=(SERVICE_N
AME=RACDB)))</value>
</setting>
```

Replace *RACDB* with the name of your TNS server.

3.4 Configuring the ALUI Security Database

(Optional) This section describes how to set up the ALUI Security database.

> **Note:**   You do not need to perform this procedure if AquaLogic Pathways 1.5 is installed. Installing AquaLogic Pathways 1.5 requires creating the ALUI Security database.

This section contains the following sections:

- Section 3.4.1, "Configuring the ALUI Security Database on Microsoft SQL Server"
- Section 3.4.2, "Configuring the ALUI Security Database on Oracle"

3.4.1 Configuring the ALUI Security Database on Microsoft SQL Server

(Optional) This section describes how to set up the ALUI Security database on Microsoft SQL Server.

> **Note:** You do not need to perform this procedure if AquaLogic Pathways 1.5 is installed. Installing AquaLogic Pathways 1.5 requires creating the ALUI Security database.

To create and set up the ALUI Security database on Microsoft SQL Server:

1. On the machine to which you installed the Analytics Console component, copy the scripts from *install_dir*\ptanalytics\10.3.0.1\sql\mssql to the ALUI Security database host computer.

   This folder contains the script that you will use to configure the ALUI Security database.

2. In SQL Server Management Studio, access the database engine's properties.

3. Configure the database engine to use **SQL Server and Windows Authentication mode**.

4. Restart the database engine.

5. Create the ALUI Security database user:

   a. Create the ALUI Security database user with the user name you provisioned when you completed the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

   b. Configure the ALUI Security database user to use SQL Server Authentication.

   c. Set the ALUI Security database user password to the password you designated when you completed the Oracle WebCenter Analytics Configuration Worksheets document.

6. Create the ALUI Security database with the name you provisioned when you completed the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

7. Change the default database for the ALUI Security database user to the ALUI Security database.

8. Grant the ALUI Security database user the `db_owner` role for the ALUI Security database.

9. Create the ALUI Security database schema. Specify the ALUI Security database user as the schema owner.

10. Connect to the ALUI Security database as the ALUI Security database user, using SQL Server Authentication.

11. Run the create_security_tables.sql script, located in the folder that you copied in Step 1.

3.4.2 Configuring the ALUI Security Database on Oracle

(Optional) This section describes how to set up the ALUI Security database on Oracle.

> **Note:** You do not need to perform this procedure if AquaLogic Pathways 1.5 is installed. Installing AquaLogic Pathways 1.5 requires creating the ALUI Security database.

To create and set up the ALUI Security database on Oracle:

1. On the machine to which you installed the Analytics Console component, copy the \oracle directory from *install_dir*\ptanalytics\10.3.0.1\sql to the ALUI Security database's host computer.

   This folder contains the script that you will use to configure the ALUI Security database.

2. Log on to the host computer for the ALUI Security database as owner of the Oracle system files.

3. Create the ALUI Security database tablespace.

4. Create the ALUI Security database user.

5. Add the ALUI Security database user and password values into the Configuration Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document (you will enter these values into Oracle WebCenter Configuration Manager when configuring Oracle WebCenter Analytics database settings).

6. Connect to the ALUI Security database as the ALUI Security database user.

7. Run the create_security_tables.sql script, located in the folder that you copied in Step 1.

8. Run your database's analysis tool on the ALUI Security database to the efficiency of the database.

3.5 Registering Portal Events

You must register portal events if you want Oracle WebCenter Analytics to report on events that occur in the portal. To register portal events, run the following from the command line on the Oracle WebCenter Analytics host machine:

- Windows:
  - .. PTANALYTICS_HOME\bin\AnalyticsLoadEvents.bat

    \settings\config\analytics-core-event-def.xml
  - .. PTANALYTICS_HOME\bin\AnalyticsLoadEvents.bat

    \settings\config\analytics-ali-event-def.xml
- UNIX/Linux:
  - .. PTANALYTICS_HOME/bin/AnalyticsLoadEvents.sh

    /settings/config/analytics-core-event-def.xml
  - .. PTANALYTICS_HOME/bin/AnalyticsLoadEvents.sh

    /settings/config/analytics-ali-event-def.xml

3.6 Registering Oracle WebCenter Collaboration Events

To register Oracle WebCenter Collaboration events, perform the following:

1. Navigate to the following file on the Oracle WebCenter Collaboration host machine: *install_dir*\ptcollab\4.5\settings\config\analytics-collab-event-def.xml

2. Copy the analytics-collab-event-def.xml file on the Oracle WebCenter Collaboration host machine to the following location on the Analytics host machine: *install_dir*\ptanalytics\10.3.0.1\settings\config\

3. Run the following from the command line on the Oracle WebCenter Analytics host machine:

- Windows:

  .. PTANALYTICS_HOME\bin\AnalyticsLoadEvents.bat

  ..\settings\config\analytics-collab-event-def.xml

- UNIX/Linux:

  .. PTANALYTICS_HOME/bin/AnalyticsLoadEvents.sh

  ../settings/config/analytics-collab-event-def.xml

3.7 Registering Oracle WebCenter Ensemble Events

(Oracle WebCenter Ensemble integration only) To register Oracle WebCenter Ensemble events, run the following from the command line on the Oracle WebCenter Analytics host machine:

- Windows:

  – .. PTANALYTICS_HOME\bin\AnalyticsLoadEvents.bat

  – ..\settings\config\analytics-ensemble-event-def.xml

- UNIX/Linux:

  – .. PTANALYTICS_HOME/bin/AnalyticsLoadEvents.sh

  – ../settings/config/analytics-ensemble-event-def.xml

3.8 Installing the Analytics Collector Component and Clustering the BEA AL Analytics Collector Service

This section includes the following topics:

- Section 3.8.1, "Installing the Analytics Collector Component"
- Section 3.8.2, "Clustering the BEA AL Analytics Collector Service"

3.8.1 Installing the Analytics Collector Component

This section describes how to install the Analytics Collector component, which includes the BEA AL Analytics Collector service. The instructions are the same for installing on a Windows, UNIX, or Linux host, with slight exceptions as noted.

> **Note:**   If you want to cluster the BEA AL Analytics Collector service, we recommend that you install each node in the cluster on a separate machine (one installation of the Analytics Collector component is one instance of the BEA AL Analytics Collector service. One instance of the BEA AL Analytics Collector service operates as one node in the cluster). For details on clustering the BEA AL Analytics Collector service, see Section 3.8.2, "Clustering the BEA AL Analytics Collector Service."

To install the Analytics Collector component:

1. Log in to the remote server host computer as the local administrator (on Windows) or a user with directory write privileges (on UNIX or Linux).

2. Copy the installer to the disk location from where you plan to launch it. The installer file is one of the following:

   ■ Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

   ■ UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

3. Close all unnecessary applications.

4. Execute the installer file.

5. Complete the installation wizard pages as described in the following table and according to the settings you planned when you completed the Analytics Collector Component Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

Table 3–2   Installation Wizard Pages - Analytics Collector Component

Wizard Page	Description
Choose Components	Choose **Analytics Collector**.
Analytics Collector - Installation Directory	The default is: ■ *install_dir*\ptcollector (Windows) ■ *install_dir*/ptcollector (UNIX and Linux) **Note:** By default, *install_dir* is C:\bea\alui (Windows) and /opt/bea/alui (UNIX/Linux)
Configuration Manager - Update	This page is displayed if an existing installation of Oracle WebCenter Configuration Manager is detected. Select if you want to update the password or port information for Oracle WebCenter Configuration Manager or use the existing settings.
Configuration Manager - Port and Password	This page is displayed if you chose to update Oracle WebCenter Configuration Manager's password and port information. Type the port number on which you want Oracle WebCenter Configuration Manager to service requests. By default, the port number is 12345. After running the installer, you will be able to access Oracle WebCenter Configuration Manager by using the following URL: https://localhost:*port_number*. Also type and confirm the Administrator password that you will use to log into Oracle WebCenter Configuration Manager. The password is case-sensitive.
Pre-Installation Summary	Click **Install** to begin the installation. The installer copies BEA AL Analytics Collector service files to the installation directory. **Note:** The installer writes a log file to the directory where it is installed (for example: C:\bea\alui\installlogs). If you encounter problems during installation, examine the error messages in the log file.

Table 3–2   (Cont.) Installation Wizard Pages - Analytics Collector Component

Wizard Page	Description
Launch Configuration Manager	Click the link to access Oracle WebCenter Configuration Manager. The default username for logging into Oracle WebCenter Configuration Manager is `administrator`. Use the password that you typed into the Configuration Manager - Port and Password installation wizard page. In Oracle WebCenter Configuration Manager: 1. Click the **+** symbol next to the **Analytics Collector** application name to view its components. 2. Configure all settings for all of the s. Online Help for these settings is available in the Oracle WebCenter Configuration Manager application. Use the database and connectivity settings that you provisioned when you completed the Oracle WebCenter Analytics Configuration Worksheets document.
Application Settings Confirmation	Select **Yes** if you have completed configuration of the Oracle WebCenter Analytics Collector settings. Select **No, configure later** to complete the installer without configuring the Oracle WebCenter Analytics Collector settings. You must run Oracle WebCenter Configuration Manager and configure Oracle WebCenter Analytics Collector settings before starting Oracle WebCenter Analytics.
Install Complete	Click **Done** to complete the installation.

3.8.2 Clustering the BEA AL Analytics Collector Service

(Optional) A Collector service cluster consists of multiple BEA AL Analytics Collector service nodes running simultaneously and working together to provide increased scalability and reliability. One instance of the BEA AL Analytics Collector service operates as one node in the cluster.

> **Note:** You do not need to perform these steps if you do not want to cluster the BEA AL Analytics Collector service.

To learn how clustering works, see Section 3.8.2.1, "How a Cluster Works."

To cluster the BEA AL Analytics Collector service:

1. Configure Oracle Webcenter Interaction to send events to the Oracle WebCenter Analytics Collector cluster. For details, see Section 3.8.2.2, "Configuring Oracle Webcenter Interaction to Send Events to the Cluster."

2. Configure the nodes in the BEA AL Analytics Collector service cluster. For details, see Section 3.8.2.3, "Configuring Nodes in a Cluster."
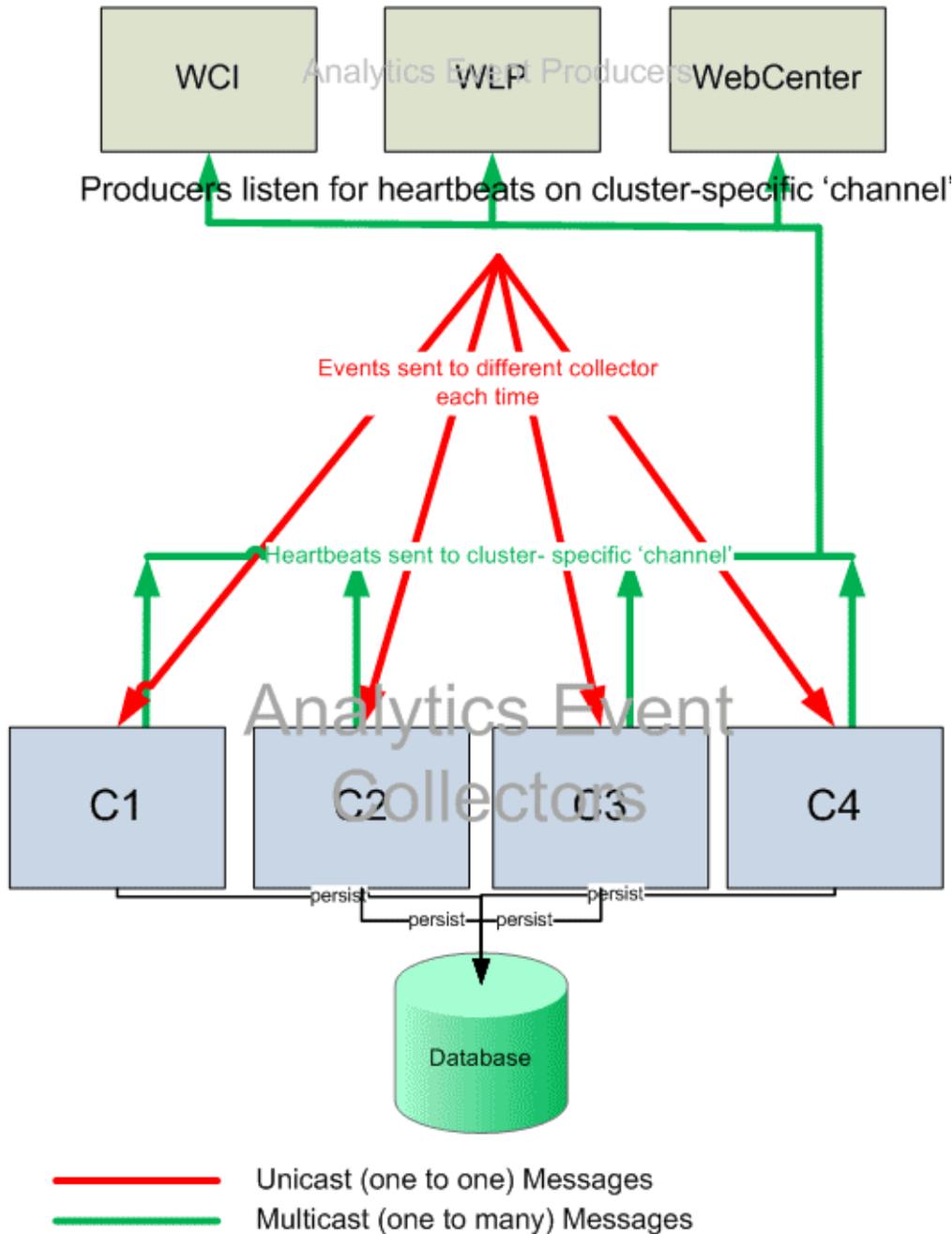
3.8.2.1 How a Cluster Works

This section describes how a BEA AL Analytics Collector service cluster works.

In an unclustered environment the producer is configured with the location of the collector, and all events are transmitted to that location. If the collector is unavailable, the producer will not be aware of this and will continue to transmit events regardless. In this configuration, multiple collectors and producers can still be set up in parallel, one collector per producer, all persisting to the same database.

Figure 3–1shows an example of a clustered Oracle WebCenter Analytics environment. In a clustered environment producers and collectors are configured with a

cluster-specific channel name. Each collector periodically broadcasts a *heartbeat* with its location to the cluster-specific channel. The producer listens to the channel for these collector heartbeats, and when it hears one, adds the collector to its list of known collectors. When the producer needs to send an event it randomly selects a collector from its list and sends the event to that collector. If a collector stops (either being stopped purposefully or failing) it stops broadcasting a heartbeat. When the producer stops hearing the heartbeat it removes the collector from its list and stops sending events to that collector. If the producer does not hear any collector heartbeats it does not send any events.

Figure 3–1   Clustered Oracle WebCenter Analytics Environment

This graphic shows the architecture of a clustered Oracle WebCenter Analytics environment. At the bottom are the Oracle WebCenter Analytics event collectors, which send out heartbeats on a cluster-specific channel. At the top are the Oracle WebCenter Analytics event producers: Oracle WebCenter Interaction, Oracle WebLogic Portal, and Oracle WebCenter. The producers listen for the heartbeats on that same cluster-specific channel and then send any events to one of the available collectors.

****

3.8.2.2 Configuring Oracle Webcenter Interaction to Send Events to the Cluster

To configure Oracle Webcenter Interaction to send events to the BEA AL Analytics Collector service cluster:

1. Access Oracle WebCenter Configuration Manager on the machine on which Oracle Webcenter Interaction is installed.

2. Click the **+** symbol next to the **Portal Service** application name to view its components.

3. Configure the following settings in the Analytics Communication component:

   ■ Confirm that the **Enabled** check box is selected in the Enable area.

   ■ Click **Enabled** in the Use Clustering area.

   ■ Configure the following settings in the Cluster Communication area: **Cluster name**, **Cluster node timeout period**, **Broadcast listening port**.

   Online help for these settings is available in the Oracle WebCenter Configuration Manager application.

3.8.2.3 Configuring Nodes in a Cluster

This section discusses how to configure nodes in a BEA AL Analytics Collector service cluster.

If you are configuring nodes of the BEA AL Analytics Collector service to use broadcast mode, IP broadcast packets are not automatically forwarded from one subnet to another. For this reason, you should configure each instance of the BEA AL Analytics Collector service to be in the same subnet as the application from which it receives events. This configuration ensures that the event-generating applications can successfully receive broadcast messages from the Collector service cluster. If you use virtualization software, we recommend that you configure nodes of the BEA AL Analytics Collector service to use broadcast mode.

Perform this procedure for each node in the cluster.

To configure a node in a BEA AL Analytics Collector service cluster:

1. Ensure that you have installed the BEA AL Analytics Collector service on each machine that will host a node in the cluster.

   > **Note:** We recommend that each instance of the BEA AL Analytics Collector service exist on a separate machine.

   For installation instructions, see Section 3.8.1, "Installing the Analytics Collector Component."

2. Access Oracle WebCenter Configuration Manager on the BEA AL Analytics Collector service host.

3. Click the **+** symbol next to the **Analytics Collector** application name to view its components.

4. Configure the settings in the Analytics Database component.

5. Configure the settings in the Clustering component.

> **Note:** The value for the **Cluster name** field should match the value set for the Cluster name field in the Portal Service application, Analytics Communication component of Oracle WebCenter Configuration Manager on the portal host. You configured this setting when you performed the procedure Section 3.8.2.2, "Configuring Oracle Webcenter Interaction to Send Events to the Cluster."

6. Configure the settings in the Logging component.

   Online help for these settings is available in the Oracle WebCenter Configuration Manager application.

3.9 Installing the Interaction Analytics Component

This section describes how to install the Interaction Analytics component. The Interaction Analytics component facilitates communication between Oracle WebCenter Analytics and the portal. The installation instructions are the same for Windows, UNIX, and Linux hosts, with slight exceptions as noted.

> **Note:** You must reinstall the Interaction Analytics component after each time you upgrade Oracle Webcenter Interaction.

To install the Interaction Analytics component:

1. Log in to the portal host computer as the same user that installed Oracle Webcenter Interaction.

2. If you are running on Java, shut down the application server.

3. Copy the installer to the disk location from where you plan to launch it. The installer file is one of the following:

   - Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

   - UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

4. Close all unnecessary applications and windows.

5. Perform one of the following:

   - If you are installing on Windows, double-click the installer file.

   - If you are installing on UNIX/Linux, run the installer file.

6. Complete the installation wizard pages as described in the following table and according to the settings you planned when you completed the Interaction Analytics Component Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

Table 3–3   Installation Wizard Pages - Interaction Analytics Component

Wizard Page	Description
Choose Components	Choose **Interaction Analytics Component**.
Configuration Manager - Update	This page is displayed if an existing installation of Oracle WebCenter Configuration Manager is detected. Select if you want to update the password or port information for Configuration Manager or use the existing settings.
Configuration Manager - Port and Password	This page is displayed if you chose to update Oracle WebCenter Configuration Manager's password and port information.
	Type the port number on which you want Oracle WebCenter Configuration Manager to service requests.
	By default, the port number is 12345. After running the installer, you will be able to access Oracle WebCenter Configuration Manager by using the following URL: https://localhost:*port_number*.
	Also type and confirm the Administrator password that you will use to log into Oracle WebCenter Configuration Manager. The password is case-sensitive.
Portal Installation Directory	Browse and select the location of the portal server installation, for example: *install_dir*\ptportal\10.3.0.1
	Note: The Interaction Analytics and Analytics Automation Jobs components require installation into the same directory. For this reason, you use the same wizard page for both installations.
Pre-Installation Summary	Click **Install** to begin the installation. The installer copies Interaction Analytics component files to the installation directory.
	The installer writes a log file to the directory where it is installed (for example: C:\bea\alui\installlogs). If you encounter problems during installation, examine the error messages in the log file.
Launch Configuration Manager	Click the link to access Oracle WebCenter Configuration Manager. The default username for logging into Oracle WebCenter Configuration Manager is administrator. Use the password that you typed into the Configuration Manager - Port and Password installation wizard page.
	In Oracle WebCenter Configuration Manager:
	1. Click the **+** symbol next to **Portal Service** application name to view its components.
	2. Click the **Analytics Communication** component.
	3. Click the **Enabled** check box, which appears in the Enable Analytics Communication area.
	Additional configuration options appear.
	4. Configure the following settings:
	■ Enable unicast
	■ Collector hostname
	■ Collector port
	Online Help for these settings is available in the Oracle WebCenter Configuration Manager application.
	Use the settings that you provisioned when you completed the Oracle WebCenter Analytics Configuration Worksheets document.
Application Settings Confirmation	Select **Yes** if you have completed configuration of the Oracle WebCenter Analytics settings.
	Select **No, configure later** to complete the installer without configuring the Oracle WebCenter Analytics settings. You must run Oracle WebCenter Configuration Manager and configure Analytics Communication settings before starting Oracle WebCenter Analytics.
Install Complete	Click **Done** to complete the Interaction Analytics Component installation.

7. After the installation is complete, perform one of the following:

   - If you are running on Java, restart the application server. Then redeploy your portal.war or portal.ear file to your portal application server.

   - If you are running on IIS, restart the application server. For instructions, see your application server's documentation.

   > **Note:** The installer writes a log file in the directory where it is installed (for example: C:\bea\alui\installlogs). If you encounter problems during installation, examine the error messages in the log file.

3.10 Installing the Image Service Component

This section describes how to install the Image Service component. The instructions are the same for installing on a Windows, UNIX, or Linux host, with minor differences as noted. To install the Image Service component:

1. Log in to the Image Service host computer as the local administrator or the Oracle WebCenter Interaction user created during installation of Oracle WebCenter Interaction.

2. Copy the installer to the disk location from where you plan to launch it. The installer file is one of the following:

   - Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

   - UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

3. Close all unnecessary applications and windows.

4. Double-click the installer file.

5. Complete the installation wizard pages as described in the following table and according to the settings you planned when you completed the Image Service Component Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

Table 3–4   Installation Wizard Pages - Image Service Component

Wizard Page	Description
Choose Components	Choose **Image Service Component**.
Image Service Component - Image Service Installation Directory	Browse and select the location where the Image Service files are installed, for example: *install_dir*\ptimages.
Pre-Installation Summary	Click **Install** to begin the installation. The installer copies Image Service component files to the installation directory.
	The installer writes a log file to the directory where it is installed (for example: C:\bea\alui\installlogs). If you encounter problems during installation, examine the error messages in the log file.
Install Complete	Click **Done** to complete the Image Service component installation.

3.11 Installing the Analytics Automation Jobs Component

This section describes how to install the Analytics Automation Jobs component. The instructions are the same for installing on a Windows, UNIX, or Linux host, with minor differences as noted.

To install the Analytics Automation Jobs component:

1. Log in to the Automation Service host computer as the local administrator or the Oracle WebCenter Interaction user created during the installation of Oracle WebCenter Interaction.

2. Copy the installer to the disk location from where you plan to launch it. The installer file is one of the following:

   - Windows: WebCenterAnalytics_WCI_10.3.0.1.0.exe

   - UNIX/Linux: WebCenterAnalytics_WCI_10.3.0.1.0

   > **Note:** Ensure that you copy the installer for the same platform that the Automation Service runs on. For example, if the Automation Service runs on Solaris, copy the Solaris installer.

3. Close all unnecessary applications and windows.

4. Double-click the installer file.

5. Complete the installation wizard pages as described in the following table and according to the settings you planned when you completed the Analytics Automation Jobs Component Installation Worksheet, which is included in the Oracle WebCenter Analytics Configuration Worksheets document.

Table 3–5 Installation Wizard Pages - Analytics Automation Jobs Component

Wizard Page	Description
Choose Components	Choose **Analytics Automation Jobs**.
Configuration Manager - Update	This page is displayed if an existing installation of Oracle WebCenter Configuration Manager is detected. Select if you want to update the password or port information for Oracle WebCenter Configuration Manager or use the existing settings.
Configuration Manager - Port and Password	This page is displayed if you chose to update Oracle WebCenter Configuration Manager's password and port information.
	Type the port number on which you want Oracle WebCenter Configuration Manager to service requests.
	By default, the port number is 12345. After running the installer, you will be able to access Oracle WebCenter Configuration Manager by using the following URL: https://localhost:*port_number*.
	Also type and confirm the Administrator password that you will use to log into Oracle WebCenter Configuration Manager. The password is case-sensitive.
Portal Installation Directory	Browse and select the location of the portal server installation, for example: *install_dir*\ptportal\10.3.0.1.
	Note: The Analytics Automation Jobs and Interaction Analytics components require installation into the same directory. For this reason, you use the same wizard page for both installations.

Table 3–5   (Cont.) Installation Wizard Pages - Analytics Automation Jobs Component

Wizard Page	Description
Pre-Installation Summary	Click **Install** to begin the installation. The installer copies Analytics jobs to the installation directory.
	The installer writes a log file to the directory where it is installed (for example: C:\bea\alui\installlogs). If you encounter problems during installation, examine the error messages in the log file.
Launch Configuration Manager	Click the link to access Oracle WebCenter Configuration Manager. The default username for logging into Oracle WebCenter Configuration Manager is administrator. Use the password that you typed into the Configuration Manager - Port and Password installation wizard page.
	In Oracle WebCenter Configuration Manager:
	1. Click the **+** symbol next to the Analytics Jobs application name to view its components.
	2. Configure all settings for all of the Analytics Jobs components.
	Online Help for these settings is available in the Oracle WebCenter Configuration Manager application.
	Use the database and connectivity settings that you provisioned when you completed the Oracle WebCenter Analytics Configuration Worksheets document.
Application Settings Confirmation	Select **Yes** if you have completed configuration of the Analytics Jobs settings.
	Select **No, configure later** to complete the installer without configuring the Analytics Jobs settings. You must run the Oracle WebCenter Configuration Manager and configure Analytics Jobs settings before starting Oracle WebCenter Analytics.
Install Complete	Click **Done** to complete the Analytics Automation Jobs component installation.

3.12 Starting the BEA AL Analytics and BEA AL Analytics Collector Services

This section provides information on starting the BEA AL Analytics and BEA AL Analytics Collector services. Perform the procedure that is appropriate to your operating system.

3.12.1 Starting the BEA AL Analytics and BEA AL Analytics Collector Services on Windows

After you have installed all Analytics components:

- Ensure that the BEA AL Analytics service has been started. From Windows NT Services, click Administrative Tools > Services; if the BEA AL Analytics service has not started, right-click it and choose **Start**.

- Ensure that the BEA AL Analytics Collector service has been started. From Windows NT Services, click Administrative Tools > Services; if the Collector service has not started, right-click it and choose **Start**.

You can also start and stop these services using Oracle WebCenter Configuration Manager. Log in to Oracle WebCenter Configuration Manager using the user name Administrator and the password you specified during installation. Follow the instructions in Oracle WebCenter Configuration Manager to start the Analytics Console and Analytics Collector applications.

3.12.2 Starting the BEA AL Analytics and BEA AL Analytics Collector Services on UNIX and Linux

After you have installed all Analytics components:

- Ensure the BEA AL Analytics service has been started: *install_dir*/ptanalytics/10.3.0.1/bin/analyticsd.sh start

- Ensure the BEA AL Analytics Collector service has been started: *install_dir*/ptcollector/10.3.0.1/bin/collectord.sh start

3.13 Registering Oracle WebCenter Analytics with the Portal

This section describes how to register the Analytics Console, remote server, web service, and portlet objects.

To register the Oracle WebCenter Analytics objects with the portal:

1. Log into the portal as a user with administrative privileges.

2. Click **Administration**.

3. From the Select Utility drop-down choose **Migration - Import**.

4. Browse to select the location of the migration package. If you accepted installation defaults, the location on the Oracle WebCenter Analytics host is: *install_dir*\ptanalytics\10.3.0.1\serverpackages\analytics.pte

5. Click **Load Package**.

6. Perform one of the following:

   - If you are importing the migration package for the first time, keep the default selections under Import Settings. The default selections are **Import ACLs** and **Remember Dependency Settings**.

   - If you have previously imported the migration package and you are importing it again, keep the default selections and check the box next to **Overwrite Remote Servers**.

7. Click **Portal Resources** on the left hand side of the Migration editor.

8. Select the objects that you want to import.

9. Click **Finish**.

3.14 Adding Analytics Jobs to the Automation Service

This section describes how to add all Analytics jobs to the Automation Service. Once these jobs are added, the Automation Service runs them automatically. To add Analytics jobs to the Automation Service:

1. Log into the portal as an administrator.

2. Click **Administration**.

3. From the Select Utility drop-down, choose **Automation Service**.

   The Automation Service Manager appears.

4. Ensure that the Automation Service is online.

5. Under Edit Automation Services, click the name of the computer on which the Analytics Jobs component is installed.

The Register Folders window appears.

6. Click **Add Folder**.

   The Add Job Folder window appears.

7. Expand the **Analytics** folder.

8. Select the **Analytics Jobs** folder.

9. Click **OK** to close the Register Folders window.

10. Click **Finish**.

    The Automation Service runs the Analytics jobs. If other Automation Service jobs were in queue or running when you added the Analytics jobs to the Automation Service, the Automation Service runs the Analytics jobs after these other jobs have completed.

11. At an appropriate time, ensure that the Analytics jobs have completed successfully. If any Analytics jobs failed, schedule these jobs to run again.

4

Upgrade

This chapter includes information on how to upgrade Oracle WebCenter Analytics. It includes the following sections:

- Section 4.1, "Upgrade Paths"

- Section 4.2, "Upgrading from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1"

- Section 4.3, "Upgrading from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1"

- Section 4.4, "Upgrading from AquaLogic Analytics 2.1 to Oracle WebCenter Analytics 10.3.0.1"

4.1 Upgrade Paths

The following table summarizes the supported database upgrade paths for Oracle WebCenter Analytics.

Table 4–1   Upgrade Paths

Upgrade Path	Upgrade References
Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1	Follow the procedures in Section 4.2, "Upgrading from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1."
AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1	Follow the procedures in Section 4.3, "Upgrading from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1."
AquaLogic Analytics 2.1 to Oracle WebCenter Analytics 10.3.0.1	Follow the procedures in Section 4.4, "Upgrading from AquaLogic Analytics 2.1 to Oracle WebCenter Analytics 10.3.0.1."

Note: We do not support upgrades from AquaLogic Analytics 1.x or 2.0 to Oracle WebCenter Analytics 10.3.0.1. To do so, you must first upgrade AquaLogic Analytics 1.0/1.1/2.0 to either 2.1 or 2.5, then perform the appropriate upgrade to Oracle WebCenter Analytics 10.3.0.1.

4.2 Upgrading from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1

To upgrade from Oracle WebCenter Analytics 10.3 to Oracle WebCenter Analytics 10.3.0.1:

1. Back up the installation directory of the previously-installed version of the Analytics Services component, using the tool of your choice.

2. Install the Analytics Console component. For details, see Section 3.2, "Installing the Analytics Console Component."

   If you are choosing the same location as the existing software, accept the default installation directory location when prompted.

   > **Note:** When performing the installation process, ensure that the Oracle WebCenter Analytics database settings are correct in Oracle WebCenter Configuration Manager. However, do not configure any other Analytics Console settings in Oracle Configuration Manager at this time.

3. Install the Analytics Collector component and configure Analytics Collector settings in Oracle WebCenter Configuration Manager. For details, see Section 3.8.1, "Installing the Analytics Collector Component."

4. **(Optional)** If desired, cluster the BEA AL Analytics Collector service. For details, see Section 3.8.2, "Clustering the BEA AL Analytics Collector Service."

5. Run the Analytics25Update.bat file:

   - Windows: *install_dir*\ptanalytics\10.3.0.1\bin\Analytics25Update.bat

   - UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/bin/Analytics25Update.sh

6. On the machine on which you installed the Analytics Console component:

   a. Access Oracle WebCenter Configuration Manager.

   b. Click the **+** symbol next to the **Analytics Console** application name to view its components.

   c. Configure all Analytics Console settings.

7. **(Oracle databases only)** Run your database's analyisis tool on both the Oracle WebCenter Analytics and portal databases to increase the efficiency of the databases.

8. Back up the installation directory of the previously-installed version of the Interaction Analytics component, using the tool of your choice.

9. Install the Interaction Analytics component and configure Analytics Communication settings in Oracle WebCenter Configuration Manager. For details, see Section 3.9, "Installing the Interaction Analytics Component."

10. Install the Image Service component. For details, Section 3.10, "Installing the Image Service Component."

11. Stop and restart BEA AL Analytics and BEA AL Analytics Collector services. For details, see Section 3.12, "Starting the BEA AL Analytics and BEA AL Analytics Collector Services."

12. Install the Analytics Automation Jobs component and configure Analytics Jobs settings in Oracle WebCenter Configuration Manager. For details, see Section 3.11, "Installing the Analytics Automation Jobs Component."

13. Add Analytics jobs to the Automation Service. For details, see Section 3.14, "Adding Analytics Jobs to the Automation Service."

4.3 Upgrading from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1

To upgrade from AquaLogic Analytics 2.5 to Oracle WebCenter Analytics 10.3.0.1:

1. Delete the \Analytics folder beneath the *install_dir*\common\container\tomcat\5.0.28\work directory.

2. Back up the installation directory of the previously-installed version of the Analytics Services component, using the tool of your choice.

3. **(Linux/UNIX only)** Grant user and group access rights to Oracle Inventory directories. For details, see Section 3.1, "Granting User and Group Access Rights to Oracle Inventory Directories."

4. Install the Analytics Console component. For details, see Section 3.2, "Installing the Analytics Console Component."

If you are choosing the same location as the existing software, accept the default installation directory location when prompted.

> **Note:** When performing the installation process, ensure that the Oracle WebCenter Analytics database settings are correct in Oracle WebCenter Configuration Manager. However, do not configure any other Analytics Console settings in Oracle Configuration Manager at this time.

5. Register portal events. For details, see Section 3.5, "Registering Portal Events."

6. Register Oracle WebCenter Collaboration events. For details, see Section 3.6, "Registering Oracle WebCenter Collaboration Events."

7. **(Oracle WebCenter Ensemble integration only)** Register Oracle WebCenter Ensemble events. For details, see Section 3.7, "Registering Oracle WebCenter Ensemble Events."

8. Install the Analytics Collector component and configure Analytics Collector settings in Oracle WebCenter Configuration Manager. For details, see Section 3.8.1, "Installing the Analytics Collector Component."

9. **(Optional)** If desired, cluster the BEA AL Analytics Collector service. For details, see Section 3.8.2, "Clustering the BEA AL Analytics Collector Service."

10. Back up the Oracle WebCenter Analytics database using the tool of your choice.

11. Upgrade the Oracle WebCenter Analytics database by running the upgrade_2.5_to_10.3.1.sql script:

- Windows: *install_dir*\ptanalytics\10.3.0.1\sql\database\upgrade_2.5_to_10.3.1.sql

- UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/sql*database*/upgrade_2.5_to_10.3.1.sql

12. Run the Analytics25Update.bat file:

   ■ Windows: *install_dir*\ptanalytics\10.3.0.1\bin\Analytics25Update.bat

   ■ UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/bin/Analytics25Update.sh

13. On the machine on which you installed the Analytics Console component:

   a. Access Oracle WebCenter Configuration Manager.

   b. Click the **+** symbol next to the **Analytics Console** application name to view its components.

   c. Configure all Analytics Console settings.

14. **(Oracle database only)** Run your database's analyisis tool on both the Oracle WebCenter Analytics and portal databases to increase the efficiency of the databases.

15. Back up the installation directory of the previously-installed version of the Interaction Analytics component, using the tool of your choice.

16. Install the Interaction Analytics component and configure Analytics Communication settings in Oracle WebCenter Configuration Manager. For details, see Section 3.9, "Installing the Interaction Analytics Component."

17. Install the Image Service component. For details, Section 3.10, "Installing the Image Service Component."

18. Stop and restart BEA AL Analytics and BEA AL Analytics Collector services. For details, see Section 3.12, "Starting the BEA AL Analytics and BEA AL Analytics Collector Services."

19. Install the Analytics Automation Jobs component and configure Analytics Jobs settings in Oracle WebCenter Configuration Manager. For details, see Section 3.11, "Installing the Analytics Automation Jobs Component."

20. Add Analytics jobs to the Automation Service. For details, see Section 3.14, "Adding Analytics Jobs to the Automation Service."

4.4 Upgrading from AquaLogic Analytics 2.1 to Oracle WebCenter Analytics 10.3.0.1

To upgrade from AquaLogic Analytics 2.1 to Oracle WebCenter Analytics 10.3.0.1:

1. Delete the \Analytics folder beneath the *install_dir*\common\container\tomcat\5.0.28\work directory.

2. Back up the installation directory of the previously-installed version of the Analytics Services component, using the tool of your choice.

> **Note:** In AquaLogic Analytics 2.1, the *Analytics Services* component installation consisted of the BEA AL Analytics service, the core Analytics application files, and the BEA AL Analytics Collector service. The default installation directory for Analytics Services was *install_dir*\ptanalytics (Windows) and *install_dir*/ptanalytics (UNIX and Linux).
>
> In 10.3.0.1, installing the Analytics Console component installs only the BEA AL Analytics service and the core Oracle WebCenter Analytics application files. Installing the Analytics Collector component installs only the BEA AL Analytics Collector service.

3. **(Linux/UNIX only)** Grant user and group access rights to Oracle Inventory directories. For details, see Section 3.1, "Granting User and Group Access Rights to Oracle Inventory Directories."

4. Install the Analytics Console component. For details, see Section 3.2, "Installing the Analytics Console Component."

   If you are choosing the same location as the existing software, accept the default installation directory location when prompted.

   > **Note:** When performing the installation process, ensure that the Oracle WebCenter Analytics database settings are correct in Oracle WebCenter Configuration Manager. However, do not configure any other Analytics Console settings in Oracle Configuration Manager at this time.

5. Register portal events. For details, see Section 3.5, "Registering Portal Events."

6. Register Oracle WebCenter Collaboration events. For details, see Section 3.6, "Registering Oracle WebCenter Collaboration Events."

7. **(Oracle WebCenter Ensemble integration only)** Register Oracle WebCenter Ensemble events. For details, see Section 3.7, "Registering Oracle WebCenter Ensemble Events."

8. Install the Analytics Collector component and configure Analytics Collector settings in Oracle WebCenter Configuration Manager. For details, see Section 3.8.1, "Installing the Analytics Collector Component."

9. **(Optional)** If desired, cluster the BEA AL Analytics Collector service. For details, see Section 3.8.2, "Clustering the BEA AL Analytics Collector Service."

10. Back up the Oracle WebCenter Analytics database using the tool of your choice.

11. Upgrade the Oracle WebCenter Analytics database by running the upgrade_2.1_to_10.3.1.sql script:

    - Windows: *install_dir*\ptanalytics\10.3.0.1\sql\database\upgrade_2.1_to_10.3.1.sql

    - UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/sql*database*/upgrade_2.1_to_10.3.1.sql

12. Run the Analytics25Update.bat file:

    - Windows: *install_dir*\ptanalytics\10.3.0.1\bin\Analytics25Update.bat

■ UNIX/Linux: *install_dir*/ptanalytics/10.3.0.1/bin/Analytics25Update.sh

13. On the machine on which you installed the Analytics Console component:

a. Access Oracle WebCenter Configuration Manager.

b. Click the **+** symbol next to the **Analytics Console** application name to view its components.

c. Configure all Analytics Console settings.

14. **(Oracle database only)** Run your database's analyisis tool on both the Oracle WebCenter Analytics and portal databases to increase the efficiency of the databases.

15. Back up the installation directory of the previously-installed version of the Interaction Analytics component, using the tool of your choice.

16. Install the Interaction Analytics component and configure Analytics Communication settings in Oracle WebCenter Configuration Manager. For details, see Section 3.9, "Installing the Interaction Analytics Component."

17. Install the Image Service component. For details, Section 3.10, "Installing the Image Service Component."

18. Stop and restart BEA AL Analytics and BEA AL Analytics Collector services. For details, see Section 3.12, "Starting the BEA AL Analytics and BEA AL Analytics Collector Services."

19. Install the Analytics Automation Jobs component and configure Analytics Jobs settings in Oracle WebCenter Configuration Manager. For details, see Section 3.11, "Installing the Analytics Automation Jobs Component."

20. Add Analytics jobs to the Automation Service. For details, see Section 3.14, "Adding Analytics Jobs to the Automation Service."

21. **(Optional)** Create and set up the ALUI Security database and migrate data from the portal database's security tables to the ALUI Security database.

Note: You do not need to perform these steps if AquaLogic Pathways 1.5 is installed. Performing a clean (non-upgrade) install of AquaLogic Pathways 1.5 requires creating the ALUI Security database. Upgrading from AquaLogic Pathways 1.0 to AquaLogic Pathways 1.5 requires creating the ALUI Security database and migrating data from the portal database's security tables to the ALUI Security database.

---

a. Create and set up the ALUI Security database. For details, see Section 3.4, "Configuring the ALUI Security Database."

b. On the machine on which the previous version of the BEA AL Analytics service is installed, run the security-upgradetool.bat or security-upgradetool.sh file, located in *install_dir*\ptanalytics\10.3.0.1\bin.

Performing this step migrates data from the portal database's security tables to the ALUI Security database.

A

Troubleshooting

This appendix provides information on Analytics' installation logs and common troubleshooting information. For details on troubleshooting Oracle WebCenter Analytics during runtime, see *Oracle Fusion Middleware Administrator's Guide for Oracle WebCenter Analytics (for Oracle WebCenter Interaction)*.

A.1 Overview of Installation and Configuration Logs

The following table provides the descriptions and locations of logs that you can use to troubleshoot the installation and configuration of Oracle WebCenter Analytics. Individual log files are generated for each day's activity.

Table A–1 Logs Used to Troubleshoot the Installation and Configuration of Oracle WebCenter Analytics

Log	Description	Location and Platform
AquaLogic_Analytics_*version*_InstallLog.log	Provides activity and error details for the installation of Oracle WebCenter Analytics.	■ Windows: *install_dir*\installlogs ■ UNIX/Linux: *install_dir*/installlogs
ptanalytics_deploy.log	Provides additional activity and error details for the installation of Oracle WebCenter Analytics.	■ Windows: *install_dir*\installlogs ■ UNIX/Linux: *install_dir*/installlogs

A.2 Common Troubleshooting Information

This section provides troubleshooting information for Oracle WebCenter Analytics.

■ If Analytics Console does not show all generated events, it is possible that the Analytics Collector is not running or is having some problem. Verify that the service is running, and review its log files for any issues.

B

Uninstalling Oracle WebCenter Analytics

This appendix discusses how to uninstall Oracle WebCenter Analytics.

B.1 Uninstalling Oracle WebCenter Analytics on Windows

To uninstall Oracle WebCenter Analytics on Windows:

1. Stop the following services:

   - BEA AL Analytics service

   - BEA AL Analytics Collector service

2. Use the Windows Control Panel Add/Remove Program utility to launch the Oracle WebCenter Analytics uninstall wizard.

   > **Note:** We recommend that you do not uninstall Logging Utilities if other components or products that use Logging Utilities are installed on the same server as Oracle WebCenter Analytics.

3. Follow the directions in the Oracle WebCenter Analytics uninstall wizard to uninstall Oracle WebCenter Analytics.

B.2 Uninstalling Oracle WebCenter Analytics on UNIX/Linux

To uninstall Oracle WebCenter Analytics on UNIX and Linux, launch the uninstaller for Oracle WebCenter Analytics 10.3.0.1. by running:
/opt/bea/userinteraction/uninstall/ptanalytics/*version*/Uninstall WebCenter Analytics

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