



# BEA AquaLogic® User Interaction

## Deployment Overview



# Contents

## 1. Welcome

Products Covered by the Deployment Guide . . . . .	1-1
How to Use This Book . . . . .	1-2
Audience . . . . .	1-2
Organization. . . . .	1-2
Typographical Conventions . . . . .	1-3
BEA Documentation and Resources . . . . .	1-3

## 2. Documentation Overview

Deployment Documentation . . . . .	2-1
Deployment Planning Guide . . . . .	2-1
Customization and Localization Guide . . . . .	2-2
Maintenance Guide . . . . .	2-2
Networking and Authentication Guide . . . . .	2-2
Other Documentation . . . . .	2-2
Product Documentation . . . . .	2-2
Online Help . . . . .	2-2
Development Documentation . . . . .	2-2

## 3. AquaLogic User Interaction Architecture

AquaLogic Interaction . . . . .	3-1
AquaLogic Interaction Components . . . . .	3-1
Portal. . . . .	3-1

Document Repository . . . . .	3-1
Search. . . . .	3-2
Automation Service . . . . .	3-2
Image Service. . . . .	3-2
Portal Features. . . . .	3-2
Experience Definitions. . . . .	3-2
Knowledge Directory. . . . .	3-2
AquaLogic Interaction Analytics . . . . .	3-2
AquaLogic Interaction Activity Servers. . . . .	3-3
AquaLogic Interaction Collaboration . . . . .	3-3
AquaLogic Interaction Publisher . . . . .	3-3
AquaLogic BPM Workspace Extensions . . . . .	3-3
AquaLogic Interaction Studio . . . . .	3-3
Developer Tools . . . . .	3-3
AquaLogic Interaction Development Kit (IDK). . . . .	3-3
.NET Application Accelerator . . . . .	3-4
Integration Services . . . . .	3-4
Documentum. . . . .	3-4
Content Service - Documentum. . . . .	3-4
Portlet Suite - Documentum. . . . .	3-4
IBM/Lotus Notes. . . . .	3-4
Content Service - Lotus Notes . . . . .	3-4
Portlet Suite - Lotus Notes. . . . .	3-5
IMAP. . . . .	3-5
Portlet Suite - IMAP . . . . .	3-5
LDAP . . . . .	3-5
Identity Service - LDAP . . . . .	3-5
Microsoft. . . . .	3-5

Content Service - Windows Files . . . . .	3-5
Identity Service - Active Directory . . . . .	3-5
Portlet Framework - Microsoft Excel. . . . .	3-6
Content Service - Microsoft Exchange . . . . .	3-6
Portlet Suite - Microsoft Exchange . . . . .	3-6
Sharepoint Console. . . . .	3-6
PeopleSoft . . . . .	3-6
IDK Extension - PeopleSoft. . . . .	3-6
SAP . . . . .	3-6
IDK Extension - SAP. . . . .	3-6
Siebel . . . . .	3-7
IDK Extension - Siebel. . . . .	3-7



# Welcome

This book provides an overview of the AquaLogic User Interaction products and the resources to assist in deploying AquaLogic User Interaction.

## Products Covered by the Deployment Guide

This section lists the products covered by all of the Deployment Guide books. The Deployment Guide books are:

- Deployment Overview
- Deployment Planning Guide
- Customization and Localization Guide
- Maintenance Guide
- Networking and Authentication Guide

The following table lists the versions of all products covered by the Deployment Guide books:

**Table 1-1 Products Covered by the Deployment Guide**

Product	Versions
AquaLogic Interaction	6.5, 6.1 MP1, 6.1, 6.0 SP1, 6.0
Plumtree Foundation	6.0 SP1, 6.0

**Table 1-1 Products Covered by the Deployment Guide**

Product	Versions
Collaboration	4.2 MP1, 4.2, 4.1 SP2, 4.1 SP1
Publisher	6.4, 6.3, 6.2
Studio	2.2 MP1, 2.2, 2.1 SP1
Analytics	2.1, 2.0, 1.2
AquaLogic Interaction Development Kit (IDK)	6.0, 5.4, 5.3

## How to Use This Book

### Audience

This guide is written to provide guidance to people responsible for the design and deployment of the AquaLogic User Interaction system. Access to resources with strong knowledge of the platform operating system, database, web and application servers, and any other third-party software is recommended.

### Organization

This guide includes the following chapters:

- This chapter provides information on how to use this guide and describes general resources available to assist in the AquaLogic User Interaction deployment.
- [Chapter 2, “Documentation Overview,”](#) describes documentation resources available to assist in planning, implementing, and administering an AquaLogic User Interaction deployment.
- [Chapter 3, “AquaLogic User Interaction Architecture,”](#) provides an overview of the components of AquaLogic User Interaction.



## Typographical Conventions

This book uses the following typographical conventions.

**Table 1-2 Typographical Conventions**

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

## BEA Documentation and Resources

This section describes other documentation and resources provided by BEA.

**Table 1-3 BEA Documentation and Resources**

Resource	Description
Installation and Upgrade Guides	<p>These guides describe the prerequisites (such as required software) and procedures for installing or upgrading the various AquaLogic User Interaction components.</p> <p>These guides are available under the appropriate product sections on <a href="http://edocs.bea.com">edocs.bea.com</a>.</p>
Administrator Guides	<p>These guides describe how to manage and maintain the various AquaLogic User Interaction components.</p> <p>These guides are available under the appropriate product sections on <a href="http://edocs.bea.com">edocs.bea.com</a>.</p>
Release Notes	<p>The release notes provide information about new features, issues addressed, and known issues in the release of various AquaLogic User Interaction products.</p> <p>They are available on <a href="http://edocs.bea.com">edocs.bea.com</a>.</p>

**Table 1-3 BEA Documentation and Resources**

Resource	Description
Online Help	<p>The online help is written for all levels of AquaLogic User Interaction users. It describes the user interface for AquaLogic User Interaction components and gives detailed instructions for completing tasks in AquaLogic User Interaction products.</p> <p>To access online help, click the help icon.</p>
Developer Guides, Articles, API Documentation, Blogs, Newsgroups, and Sample Code	<p>These resources are provided for developers on the BEA dev2dev site (<a href="http://dev2dev.bea.com">dev2dev.bea.com</a>). They describe how to build custom applications using AquaLogic User Interaction and how to customize AquaLogic User Interaction products and features.</p>
AquaLogic User Interaction Support Center	<p>The AquaLogic User Interaction Support Center is a comprehensive repository for technical information on AquaLogic User Interaction products. From the Support Center, you can access products and documentation, search knowledge base articles, read the latest news and information, participate in a support community, get training, and find tools to meet most of your AquaLogic User Interaction-related needs. The Support Center encompasses the following communities:</p> <p><b>Technical Support Center</b></p> <p>Submit and track support incidents and feature requests, search the knowledge base, access documentation, and download service packs and hotfixes.</p> <p><b>User Group</b></p> <p>Visit the User Group section to collaborate with peers and view upcoming meetings.</p> <p><b>Product Center</b></p> <p>Download products, read release notes, access recent product documentation, and view interoperability information.</p> <p><b>Developer Center</b></p> <p>Download developer tools and documentation, get help with your development project, and interact with other developers via BEA's dev2dev newsgroups.</p> <p><b>Education Services</b></p> <p>Find information about available training courses, purchase training credits, and register for upcoming classes.</p> <p>If you do not see the Support Center when you log in to <a href="http://support.plumtree.com">http://support.plumtree.com</a>, contact <a href="mailto:ALUISupport@bea.com">ALUISupport@bea.com</a> for the appropriate access privileges.</p>

**Table 1-3 BEA Documentation and Resources**

Resource	Description
Technical Support	<p>If you cannot resolve an issue using the above resources, BEA Technical Support is happy to assist. Our staff is available 24 hours a day, 7 days a week to handle all your technical support needs.</p> <p>E-mail: <a href="mailto:ALUISupport@bea.com">ALUISupport@bea.com</a></p> <p>Phone Numbers:</p> <p>U.S.A. +1 866.262.PLUM (7586) or +1 415.263.1696</p> <p>Europe +44 1494 559127</p> <p>Australia/NZ +61 2.9923.4030</p> <p>Korea +82 27676 888</p> <p>Singapore +1 800.1811.202</p>

Welcome

# Documentation Overview

This chapter provides an overview of documentation available to assist in planning, implementing, and maintaining an AquaLogic User Interaction deployment.

**Caution:** All users must follow all guidance documentation to ensure correct operation.

## Deployment Documentation

In addition to this guide the following documentation will assist in the deployment of AquaLogic User Interaction.

### Deployment Planning Guide

The [Deployment Planning Guide](#) provides guidance in planning an AquaLogic User Interaction deployment. This includes:

- Planning portal structure and content.
- Defining portal administrative roles.
- Planning for your security needs.
- Using migration and staging in developing and deploying an AquaLogic User Interaction system.
- Provisioning hardware for the AquaLogic User Interaction deployment.

## Customization and Localization Guide

The [Customization and Localization Guide](#) provides an overview of UI customizations and information on localizing the various AquaLogic User Interaction components.

## Maintenance Guide

The [Maintenance Guide](#) provides guidance for maintaining your AquaLogic User Interaction deployment. This includes developing maintenance plans and tuning application servers.

## Networking and Authentication Guide

The [Networking and Authentication Guide](#) provides information on network considerations. This includes:

- Network security
- Load balancing and redundancy
- SSO and authentication

## Other Documentation

### Product Documentation

Installation and Upgrade guides, Administrator guides, and other documentation is available for each AquaLogic User Interaction component. These guides are located in the product specific page under <http://edocs.bea.com/alui/index.html>

### Online Help

Online help is accessible through the user interface of each of the AquaLogic User Interaction products. Online help covers context specific usage as well as procedures for performing end-user and administrative tasks.

### Development Documentation

The [AquaLogic User Interaction Developer Tools](#) documentation describes how to install and use the AquaLogic Interaction Development Kit (IDK), the AquaLogic Interaction .NET Application Accelerator, and other development tools.

In addition, the [AquaLogic User Interaction Dev2Dev](#) developer center provides articles and discussion about AquaLogic User Interaction development.

## Documentation Overview



# AquaLogic User Interaction Architecture

This chapter provides an overview of the AquaLogic User Interaction architecture.

## AquaLogic Interaction

AquaLogic Interaction provides the framework for applications, supports virtual community workspaces, and integrates them all into a cohesive Web work environment.

## AquaLogic Interaction Components

### Portal

The portal serves end user portal pages and content, and provides a gateway to backend systems.

The portal enables end users to access portal content via My Pages, community pages, the knowledge directory, and search. The portal also enables some administrative actions, such as setting preferences on portlets or managing communities.

### Document Repository

The Document Repository Service stores content uploaded into the portal, such as images or documents uploaded into Collaboration or Publisher.

## **Search**

Search provides indexing and query services for content that is in the AquaLogic User Interaction deployment. Content that is indexed in the AquaLogic User Interaction system includes documents, portlets, communities, users, and other AquaLogic User Interaction objects.

## **Automation Service**

The automation service runs jobs that perform tasks such as crawling documents into the knowledge directory, synchronizing groups and users with external authentication sources, and maintaining the search collection.

## **Image Service**

The image service serves images, javascript, and other static content for use by the AquaLogic User Interaction system.

## **Portal Features**

### **Experience Definitions**

Experience definitions allow different audiences to be presented with different branding and features in the portal.

### **Knowledge Directory**

The knowledge directory is a portal area that users can browse to discover documents that have been uploaded by users or imported by content crawlers.

## **AquaLogic Interaction Analytics**

Analytics delivers comprehensive reporting on activity and content usage within portals and composite applications, allowing you to know and meet user information needs.

# **AquaLogic Interaction Activity Servers**

## **AquaLogic Interaction Collaboration**

AquaLogic Interaction Collaboration helps people work together via the Web, supporting task management, projects, communities, calendars, discussions, and document sharing with version control.

## **AquaLogic Interaction Publisher**

Publisher allows publication and management of Web content for portals and Web applications, with forms-based publishing, branding, templates, workflow, approvals, and content expiration.

## **AquaLogic BPM Workspace Extensions**

AquaLogic BPM is used to create and manage departmental, enterprise, and inter-enterprise business processes. AquaLogic BPM Workspace Extensions is an extended version of AquaLogic BPM, designed to integrate with the AquaLogic Interaction portal to provide an enhanced set of administrative features and end user experiences.

## **AquaLogic Interaction Studio**

AquaLogic Interaction Studio lets portal managers create portlets, such as telephone lists, work order processes, calendars and surveys, without any coding.

# **Developer Tools**

## **AquaLogic Interaction Development Kit (IDK)**

The AquaLogic Interaction Development Kit (IDK) enables Java and .NET developers to rapidly build, deliver, and improve user-centric composite applications through AquaLogic Interaction. The IDK provides interfaces for Integration Web Services -- authentication, profile, crawler, and search -- that integrate enterprise systems into AquaLogic Interaction. IDK Extensions provide a framework for customized AquaLogic Interaction-based applications. Additional developer tools include AquaLogic Interaction Logging Utilities, standardized support for .NET Web Controls, WSRP and JSR-168, and the UI Customization Installer.

## **.NET Application Accelerator**

The AquaLogic Interaction .NET Application Accelerator is a collection of libraries and Visual Studio .NET integration features that support easy authoring of ASP.NET 2.0 portlets. Portlets authored using the .NET Application Accelerator can be consumed in both BEA portal environments: AquaLogic Interaction and WebLogic Portal (WLP).

## **Integration Services**

Integration services provide ways to combine the functionality of commonly deployed enterprise systems into composite applications. Services connect with a range of enterprise systems, including Documentum, IBM/Lotus Notes, Siebel, SAP and most Microsoft applications, including Active Directory, Excel, Exchange, Windows, and Sharepoint.

### **Documentum**

#### **Content Service - Documentum**

AquaLogic Interaction Content Service - Documentum scans Documentum Docbases for new content, categorizing links to Documentum content in the organized, searchable structure of the AquaLogic Interaction Knowledge Directory.

#### **Portlet Suite - Documentum**

AquaLogic Interaction Portlet Suite -Documentum provides Documentum content management capabilities within the context of AquaLogic Interaction. The portlets provide personalized access to docbases, inboxes, documents, workflows, and workareas.

### **IBM/Lotus Notes**

#### **Content Service - Lotus Notes**

AquaLogic Interaction Content Service - Lotus Notes scans Notes databases for new content, categorizing links to Notes content in the organized, searchable structure of the Knowledge Directory. This allows customers to avoid the costs of replicating Notes databases by publishing Notes content in an enterprise-wide knowledge management system.

## **Portlet Suite - Lotus Notes**

AquaLogic Interaction Portlet Suite - Lotus Notes allows users to access Lotus Notes email, calendar and contacts within AquaLogic Interaction. The Portlet Suite increases productivity by providing enterprise users portal-based access to commonly used functions.

## **IMAP**

### **Portlet Suite - IMAP**

AquaLogic Interaction Portlet Suite - IMAP allows users to access email from IMAP-compliant mail servers on their My Page, Community pages or through wireless devices like mobile phones or handheld devices.

## **LDAP**

### **Identity Service - LDAP**

AquaLogic Interaction Identity Service - LDAP enables you to import and synchronize users and groups with associated profile information into AquaLogic Interaction from an external LDAP source. At the time of login, the user's username and password are passed to the LDAP source for purposes of authentication, replacing native LDAP authentication.

## **Microsoft**

### **Content Service - Windows Files**

AquaLogic Interaction Content Service - Windows Files scans Windows file systems for new content, categorizing links to content in the organized, searchable structure of the AquaLogic Interaction Knowledge Directory. Windows NT, Windows 2000, and Windows 2003 are supported.

### **Identity Service - Active Directory**

AquaLogic Interaction Identity Service - Active Directory enables the authentication and synchronization of users between Microsoft's Active Directory (AD) and AquaLogic Interaction. The Identity Service retrieves user information from AD, allowing for user information to be mapped (and leveraged) within AquaLogic Interaction.

## **Portlet Framework - Microsoft Excel**

AquaLogic Interaction Portlet Framework - Microsoft Excel lets business users create portlets that display information from Excel spreadsheets, tables and charts. Placed in a community or personalized portal page, an Excel portlet can appear as a table, a dropdown menu, or a chart, and can present virtually any kind of information.

## **Content Service - Microsoft Exchange**

AquaLogic Interaction Content Service - Microsoft Exchange scans Exchange Servers for new content, categorizing links to Microsoft Exchange content in the organized, searchable structure of the AquaLogic Interaction Knowledge Directory.

## **Portlet Suite - Microsoft Exchange**

AquaLogic Interaction Portlet Suite - Microsoft Exchange allows users to access their Exchange calendars and email inboxes from personalized portal pages, and search Microsoft Exchange Contacts.

## **Sharepoint Console**

AquaLogic Interaction Sharepoint Console imports, indexes, and returns Microsoft Windows Sharepoint Services resources via AquaLogic Interaction Search.

## **PeopleSoft**

### **IDK Extension - PeopleSoft**

AquaLogic Interaction Development Kit (IDK) Extension - PeopleSoft is a flexible and comprehensive integration solution for PeopleSoft. This solution provides customers and partners with a framework and methodology for building custom, AquaLogic Interaction-based applications that interface with PeopleSoft.

## **SAP**

### **IDK Extension - SAP**

AquaLogic Interaction Development Kit (IDK) Extension - SAP is a flexible and comprehensive integration solution for SAP. This solution provides customers and partners with a framework and methodology for building custom, AquaLogic Interaction-based applications that interface with SAP.

# Siebel

## IDK Extension - Siebel

AquaLogic Interaction Development Kit (IDK) Extension - Siebel is a flexible and comprehensive integration solution for Siebel. This solution provides customers and partners with a framework and methodology for building custom, AquaLogic Interaction-based applications that interface with Siebel.

## AquaLogic User Interaction Architecture