BEA AquaLogic® Interaction Studio

Installation and Upgrade Guide

Version 2.2 MP1
Document Revised: June 1, 2008

Contents

CHAPTER 1

Welcome

This book describes how to install and deploy AquaLogic Interaction Studio 2.2. It also provides instructions for upgrading to AquaLogic Interaction Studio 2.2 (and any maintenance packs) from earlier versions.

How to Use This Book

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

Audience

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

Organization

This guide includes the following chapters:

- This chapter provides information on how to use this guide and describes other resources available to help install, deploy, upgrade, and administer Studio.
- Chapter 2, "Pre-Installation Requirements," provides hardware and software requirements, as well as environmental and third-party software prerequisites. You must read this chapter and meet the prerequisites prior to proceeding to the installation or upgrade.

- Chapter 3, "Installing Studio," provides detailed instructions for installing and configuring Studio.
- Chapter 4, "Upgrading Studio," provides detailed instructions for upgrading to the latest version of Studio.
- Chapter 5, "Post-Installation Steps," provides detailed instructions for completing post-installation steps, such as verifying your Studio deployment and registering Studio with the portal.

Typographical Conventions

This book uses the following typographical conventions.

Table 1-1 Typographical Conventions

Convention	Typeface	Examples/Notes
• File names • Folder names • Screen elements	**bold**	• Upload **Procedures.doc** to the portal. • The log files are stored in the **logs** folder. • To save your changes, click **Apply Changes**.
• 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>/`.
• New terms • Emphasis • Object example names	*italic*	• *Portlets* are Web tools embedded in your portal. • The URI *must* be a unique number. • The example Knowledge Directory displayed in Figure 5 shows the *Human Resources* folder.

BEA Documentation and Resources

This section describes other documentation and resources provided by BEA.

Table 1-2 BEA Documentation and Resources

Resource	Description
Installation Worksheet	This worksheet helps you to gather and record prerequisite information necessary for installing AquaLogic Interaction Studio. It is available on edocs.bea.com and on the application CD.
Administrator Guide	This book describes how to perform management and maintenance of Studio. It is available in electronic form (PDF) in the release package and on edocs.bea.com.
Release Notes	These files are written for Studio administrators. They include information about new features and known issues in the release. They are available in electronic form (HTML) on edocs.bea.com.
Developer Guides, Articles, API Documentation, Blogs, Newsgroups, and Sample Code	These resources are provided for developers on the BEA dev2dev site (dev2dev.bea.com). They describe how to build custom applications using AquaLogic User Interaction and how to customize AquaLogic User Interaction products and features.
Deployment Guide	This document is written for business analysts and system administrators. It describes how to plan your BEA AquaLogic User Interaction deployment. It is available in electronic form (PDF) on edocs.bea.com.
Online Help	The online help is written for all levels of Studio users. It describes the user interface for Studio and gives detailed instructions for completing tasks in Studio. To access online help, click the help icon.

Table 1-2 BEA Documentation and Resources

Resource	Description
AquaLogic User Interaction Support Center	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: **Technical Support Center** Submit and track support incidents and feature requests, search the knowledge base, access documentation, and download service packs and hotfixes. **User Group** Visit the User Group section to collaborate with peers and view upcoming meetings. **Product Center** Download products, read Release Notes, access recent product documentation, and view interoperability information. **Developer Center** Download developer tools and documentation, get help with your development project, and interact with other developers via BEA's dev2dev Newsgroups. **Education Services** Find information about available training courses, purchase training credits, and register for upcoming classes. If you do not see the Support Center when you log in to http://support.plumtree.com, contact ALUIsupport@bea.com for the appropriate access privileges.

Table 1-2 BEA Documentation and Resources

Resource	Description
dev2dev.bea.com	Download developer tools and documentation, get help with your development project, and interact with other developers via BEA's dev2dev Newsgroups.
Technical Support	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. E-mail: ALUIsupport@bea.com Phone Numbers: U.S.A. +1 866.262.PLUM (7586) or +1 415.263.1696 Europe +44 1494 559127 Australia/NZ +61 2.9923.4030 Asia Pacific +61 2.9931.7822 Singapore +1 800.1811.202

CHAPTER 2

Pre-Installation Requirements

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

1. Download the most up-to-date documentation from edocs.bea.com.
2. Read the product release notes for information on compatibility issues, known problems, and workarounds that might affect how you proceed with your deployment. Release notes are located at the top-level directory of the product package.
3. Provision host computers and configure software dependencies for your deployment. For details, see Hardware and Software Requirements
4. Organize the information needed for the installation process by completing the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1*.

Hardware and Software Requirements

Note: For the most up-to-date list of supported software for your deployment, refer to the Interoperability page in the AquaLogic User Interaction Support Center.

The following table summarizes the hardware, operating system, and software requirements for Studio.

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

Table 2-1 Hardware and Software Requirements

Component	Requirement
Studio Host Computer	**Hardware** • 1 GHz or higher, with 2MB L2 cache • 1 GB memory • 4 GB disk space **Operating System** • AIX 5.3, on POWER3, POWER4, POWER5 • Microsoft Windows 2003 Server SP1 or R2, on x86 • Red Hat Enterprise Linux 4 Update 3, on x86 • Solaris 8, 9, and 10, on SPARC • SUSE Enterprise Linux 9, on x86
Database Server Host Computer	• Microsoft SQL Server 2000 SP3a or SP4, Microsoft SQL Server 2005 with SQL Server 2000 compatibility level (Windows installations of Studio only) • Oracle 9i (9.2.0.4 and above) in default or Oracle RAC configuration • Oracle 10g (10.1.0.3 and above) and 10g R2 (10.2.0. and above) in default or Oracle RAC configuration
Portal Software	AquaLogic Interaction 6.1
Browser Requirements	• **Administrative Users**: Internet Explorer 6.0, 7.0 • **Browsing Users**: Internet Explorer 6.0, 7.0; Firefox 1.0, 1.5, 2.0; Netscape 7.2, 8.0; Safari 1.2

User and Group Requirements

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

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

CHAPTER 3

Installing Studio

This chapter describes how to install Studio software on Windows, UNIX, and Linux machines; it includes the following information:

Installing Studio

To install Studio:

1. Ensure you have completed pre-installation steps. For information, see Chapter 2, "Pre-Installation Requirements."
2. Back up the portal database. This standard procedure ensures that you can recover if there is a problem during installation.
3. On the host machine for the Studio deployment, log in as the local administrator (for Windows) or the user created in "User and Group Requirements" on page 2-3 (for UNIX or Linux).
4. If your Image Service is on a separate machine, map or mount a network drive to the Image Service host computer. If you are able to write files to the Image Service directory you will not need to execute the separate step "Installing the Image Service Files" on page 3-4.
5. Copy the installer (**ALIStudio_v2-2.exe** for Windows or **ALIStudio_v2-2** for UNIX or Linux) from the release media to the disc location from which you plan to launch it (for example, **C:\Temp** or **/tmp**).
6. Close all applications.
7. To launch the installer:
   - On **Windows**: double-click **ALIStudio_v2-2.exe**.
   - On **UNIX or Linux**: **$ ./ALIStudio_v2-2**.
8. Complete the installation wizard pages as described in the following table and according to the settings you planned when you completed the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1*.

Note: The installer can reference a properties file so that installation wizard entries can be made automatically. The installer does not display the wizard pages for which it has the information required or when the pages do not apply to the application server you will be

using. If you do not have a properties file, the installer will create one upon install completion for future use.

Table 3-1 Studio Installer Wizard Pages

Wizard Page	Description
Introduction	Click **Next**.
Choose Components	Select **Studio**, **Image Service Files**, or both. Then click **Next**.
Installation Folder	Accept the default: **C:\bea\alui** for Windows or **/opt/bea/alui/** for UNIX or Linux.
Install/Upgrade	If you are upgrading from 1.1, specify **Yes**; otherwise specify **No**. Then click **Next**. For more information on upgrading Studio, see Chapter 4, "Upgrading Studio."
Application Port	Choose whether to use a secure HTTP protocol for the Web service (https) or a standard Web protocol (http). Specify the port through which Studio should handle requests. The default is 11935. Then click **Next**.
Studio Database	Select **SQL Server** or **Oracle**.
Portal Database Connection Information	Specify connection information for the portal database. Required information is host computer, port, database name or service name, login, and password.
Studio Database Connection Information	Specify connection information for the Studio database. Required information is host computer, port, database name or service name, login, and password.
SMTP Notification Settings	To enable SMTP notification of Studio events, complete SMTP server and address information.
Path to Image Service Files	The default is **C:\bea\alui\ptimages** for Windows and **/opt/bea/alui/ptimages** for UNIX or Linux. If your Image Service is located in another directory, enter the location here. Then click **Next**.

9. On the Pre-Installation Summary page, click **Install** to initialize the installation process.
10. Click **Done** to exit the installer.
11. For Windows machines, reboot your computer.

Installing the Image Service Files

If the Studio Image Service files need to be installed on a separate machine and you were unable to map or mount a network drive, run the installer on the Image Service host computer.

To install Studio Image Service files:

1. Ensure you have completed pre-installation steps. For information, see Chapter 2, "Pre-Installation Requirements."
2. Log in to the host computer for the Image Service as the local administrator or the user created in "User and Group Requirements" on page 2-3 (for UNIX or Linux).
3. Copy the installer (**ALIStudio_v2-2.exe** for Windows or **ALIStudio_v2-2** for UNIX or Linux) from the release media to the disc location from which you plan to launch it (for example, **C:\Temp** or **/tmp**).
4. Close all applications.
5. To launch the installer:
   - On **Windows**: double-click **ALIStudio_v2-2.exe**.
   - On **UNIX or Linux**: **$ ./ALIStudio_v2-2**.
6. Complete the installation wizard pages as described in the following table.

Table 3-2 Image Service Installer Wizard Pages

Wizard Page	Description
Introduction	Click **Next**.
Choose Components	Select **Image Service Files**. Click **Next**.
Path to Image Service Files	The default is **C:\bea\alui\ptimages** for Windows and **/opt/bea/alui/ptimages** for UNIX or Linux. If your Image Service is located in another directory, enter the location here. Then click **Next**.

7. On the Pre-Installation Summary page, click **Install** to initialize the installation process.
8. Click **Done** to exit the installer.
9. For Windows machines, reboot your computer.

CHAPTER 4

Upgrading Studio

The following table summarizes possible upgrade paths and upgrade documentation.

Table 4-1 Upgrade Paths

Upgrade Path	Upgrade References
2.x to 2.2 MP1	Follow the procedures in "Upgrade Steps" on page 4-2.
1.1.x to 2.2 MP1	Follow the procedures in "Upgrade Steps" on page 4-2. Then, follow the procedure in "Upgrading from 1.1.x" on page 4-3.
1.0.x to 2.2 MP1	1. Follow the procedures in the *Installation and Upgrade Guide for Plumtree Studio Server, Version 1.1* to upgrade your Studio database to Version 1.1. 2. Follow the procedures in this chapter to upgrade from Version 1.1 to the current version.

Upgrade Steps

To upgrade Studio:

1. Read the release notes for a summary of features introduced or changed in this and all previous 2.1 releases.
2. Verify that you have completed the pre-installation steps. For details, see Chapter 2, "Pre-Installation Requirements."
3. Back up your existing Studio database and portal database.
4. If you have customized your existing **PTStudioConfig.xml** file (for example, **C:\Program Files\plumtree\ptstudio\<version>\settings\config\PTStudioConfig.xml**), save a copy in a new location. The installer overwrites previously installed files.
5. If you are running a version of Studio prior to 2.1, undeploy the **ptstudio** Web application from the application server. To do this in Tomcat, rename the **ptstudio.xml** file in the <tomcat home>/webapps folder. For Weblogic or Websphere, rename the Web application **ptstudio** in the administrative console of your application server.
6. Install Studio software as described in Chapter 3, "Installing Studio."

Note: You will not be running any scripts against your database.

7. Register Studio objects with the portal. For information, see "Registering the Studio Remote Portlet Package with the Portal" on page 5-13.
8. If applicable, modify **PTStudioConfig.xml** to configure your customized settings:
   - For Windows:
     <PT_HOME>\ptstudio\2.2\settings\config\PTStudioConfig.xml
   - For UNIX and Linux:
     <PT_HOME>/ptstudio/2.2/settings/config/PTStudioConfig.xml
9. If you are upgrading from 1.1.x, see Upgrading from 1.1.x. If you are upgrading from 2.x, you are finished.

Upgrading from 1.1.x

If you are upgrading from 1.1.x, log in to the portal as the administrator and delete the following portlets and Web services from your portal deployment:

- Plumtree Studio Gadget Manager
- Plumtree Studio Database Manager
- Plumtree Studio Gadget Administrator
- Plumtree Studio Template Administrator
- Plumtree Studio Bundle Manager
- Plumtree Studio Gadget Manager Web Service
- Plumtree Studio Database Manager Web Service
- Plumtree Studio Gadget Administrator Web Service
- Plumtree Studio Template Administrator Web Service
- Plumtree Studio Bundle Manager Web Service

Note: The naming convention for the above Web services always begins with **Plumtree Studio** followed by the Web service name. The **.pte** file imports a number of templates that have *only* **Studio** at the front of the name, *not* **Plumtree Studio**.

CHAPTER 5

Post-Installation Steps

After you run the Studio installer, complete the following steps:

1. Configure the Studio database. For information, see "Configuring the Studio Database" on page 5-1.
2. Register Studio objects with the portal. For information, see "Registering the Studio Remote Portlet Package with the Portal" on page 5-13.
3. Start the Studio service. For information, see "Starting and Stopping the Studio Service" on page 5-13.
4. Verify connectivity among Studio components. For information, see "Verifying Installation" on page 5-14.

Configuring the Studio Database

This section describes how to set up the Studio database. It includes the following topics:

Note: If installing on a Windows machine you can use a SQL Server or Oracle database; UNIX and Linux users can only configure an Oracle database.

Configuring a Microsoft SQL Server Database

To script a Microsoft SQL Server database:

1. Follow the instructions for creating and configuring the Studio database for your version of Microsoft SQL Server.
2. Script the Studio database by following the instructions in "Scripting the Studio Database" on page 5-3.

Creating and Configuring the Studio Database on Microsoft SQL Server 2000

1. Create the Studio database:
   a. Set the Studio database name to the name you specified for the Studio database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1*.
   b. Verify that the initial size of the Studio database is sufficient for your Studio deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.
2. Create the Studio database user:
   a. Create the Studio database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1*.
   b. Configure the Studio database user to use **SQL Server Authentication**.
   c. Set the Studio database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1*.
   d. Set the Studio database user's default database to the Studio database.
   e. Grant the Studio database user the **public** and **db_owner** roles for the Studio database.
   f. On the Studio database **Properties | Permissions** tab, grant the Studio database user all permissions on the Studio database.

Creating and Configuring the Studio Database on Microsoft SQL Server 2005

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

1. Configure the SQL Server instance to use **SQL Server and Windows Authentication mode**.
2. Create the Studio database:

a. Set the Studio database name to the name you specified for the Studio database when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1*.

b. Verify that the initial size of the Studio database is sufficient for your Studio deployment. For a relatively small installation, configure a database that is at least 100 MB. For a large enterprise with as many as 20,000 users, configure a database that is as large as 1 GB.

c. Configure the Studio database to use **SQL Server 2000 (80) compatibility level**.

3. Create the Studio database user:

a. Create the Studio database user with the user name you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1*.

b. Configure the Studio database user to use **SQL Server Authentication**.

c. Set the Studio database user password to the password you designated when you completed the worksheets provided in the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1*.

d. Set the Studio database user's default database to the Studio database.

e. Grant the Studio database user the **sysadmin** server role.

Scripting the Studio Database

Run the database script as the Studio database user on the Studio database created above.

1. Copy the **<PT_HOME>\ptstudio\2.2\sql\MSSQLServer\cretbl.sql** script from the Studio host machine to the Studio database host machine.

2. To delete previous tables (if they exist) and create the tables required for the new portal components, run the **<PT_HOME>\ptstudio\2.2\sql\MSSQLServer\cretbl.sql** script.

Configuring an Oracle Database

This section describes how to create and configure the Oracle database for Studio. It describes the following basic steps:

1. Set up your database environment. For details, see "Setting Up Your Database Server Environment" on page 5-4.

2. Customize the database scripts provided by the Studio installer. For details, see "Customizing the Oracle Database Scripts" on page 5-4.
3. Run the scripts to configure the Studio database. For details, see "Creating and Configuring the Studio Database" on page 5-6.

Setting Up Your Database Server Environment

You must use the same database vendor and version for your Studio database as you do for your portal database. For example, if your portal database runs on Oracle Server 9i, your Studio database must also run on Oracle Server 9i. Do not mix and match database types or versions within your system.

Before you create the Studio database:

- Run the latest Oracle patch set.
- Set up the database to archive log files. With the default configuration, you must shut down the database to get a read-consistent backup.
- Customize the Oracle database scripts, as described in the next section.

Customizing the Oracle Database Scripts

The installation wizard installs database scripts for Oracle 9i databases in the following locations:

- For Windows: **C:\bea\alui\ptstudio\2.2\sql\Oracle\oracle_nt9.2**
- For UNIX or Linux: **/opt/bea/alui/ptstudio/2.2/sql/Oracle/oracle_unix9.2**

The database scripts for Oracle 10g databases are in the following locations:

- For Windows: **C:\bea\alui\ptstudio\2.2\sql\Oracle\oracle_nt10**
- For UNIX or Linux: **/opt/bea/alui/ptstudio/2.2/sql/Oracle/oracle_unix10**

Note: You should only customize and run the scripts needed for your installation. Check the "Creating and Configuring the Studio Database" on page 5-6 section to determine if you are creating a new database or just the tablespace.

Customize the values specified in the scripts according to the following table.

Table 5-1 Database Scripts

File Name	Function	Change
CreateService.bat (Windows only)	Creates an instance service for PTSTUDIO and sets the ORACLE_SID environment variable to ptstudio.	• Replace the default password, `welcome`, for the `sys` user with a secure password. • Make sure the location of initplum.ora is correct. The default is **C:\oracle\ora92\database\initptstudio.ora.** **Note:** You must manually copy this file to the correct location.
ShutdownPTStudio.bat (Windows only)	Shuts down Studio.	• Replace the default password, `welcome`, for the `sys` user with a secure password. • If necessary, change the SID.
create_studio_oracle.sql	Creates Studio schema and tablespaces.	• If necessary, change the location of tmp1PTSTUDIO.dbf (the temporary tablespace) and data1PTSTUDIO.dbf (the Studio tablespaces). • If necessary, replace the default user, `studioapp`, with the user that will run the Studio database. • If necessary, replace the default password, `studioapp`, for the Studio database user with a secure password.
crdb1.sql	Creates the database.	• If necessary, change the location of log1PTSTUDIO.dbf, log2PTSTUDIO.dbf, and log3PTSTUDIO.dbf (the log files) and systPTSTUDIO.dbf (the system tablespace files). • If necessary, change the SID.
crdb2.sql	Creates and configures the default Studio database tablespaces.	

Table 5-1 Database Scripts

File Name	Function	Change
initptstudio.ora	Stores the database configuration settings	• The Oracle DBA should review this script. The runtime settings default to a small database and need to be modified to fit your Studio system by a qualified Oracle DBA. • If necessary, change the SID.
RegisterSIDPTSTUDIO.reg	Registers the database	• Replace the default password, `welcome`, for the `sys` user with a secure password. • If necessary, change the SID.
StudioServerCreateTables_oracle.sql	Configures the Studio database schemas	

Creating and Configuring the Studio Database

This section describes how to create and configure an Oracle database for Studio. The topics in this section describe the following options:

- “Creating and Configuring the Studio Database on Windows” on page 5-7
- “Creating and Configuring the Studio Database on UNIX and Linux” on page 5-9
- “Creating a Studio Tablespace in an Existing Database on Windows” on page 5-11
- “Creating a Studio Tablespace in an Existing Database on UNIX and Linux” on page 5-12

You need to complete only one of these options to configure your Studio database.

Creating and Configuring the Studio Database on Windows

Complete the following steps:

1. On the computer where the database resides:
   - Create the folder **%ORACLE_HOME%\oradata\[ORACLE_SID]**, where [ORACLE_SID] is your SID, for example **%ORACLE_HOME%\oradata\PTSTUDIO.**
   - Create the folder **%ORACLE_HOME%\ptstudioscripts**.
   - Copy the Studio database scripts from the default Studio installation location into this folder. The default installation location is noted at the beginning of "Customizing the Oracle Database Scripts" on page 5-4.
2. Copy **initptstudio.ora** from the **ptstudioscripts** folder to the database folder under **%ORACLE_HOME%**.
3. From the **ptstudioscripts** folder, run **RegisterSIDPTSTUDIO.reg** to set PTSTUDIO as the default Oracle database in the registry.
4. Run the **CreateService.bat** batch file from the **ptstudioscripts** folder to create an instance service for PTSTUDIO and to set the ORACLE_SID environment variable to PTSTUDIO.
5. Use **sql*plus** to execute **crdb1.sql** within the script directory. This script creates the Studio database. Log in as the system user to execute this script.
   a. At the command prompt, type: `sqlplus /nolog`
   b. Type: `connect system/<password> as sysdba`. The default password is `manager`.
   c. Execute the script by typing: `@crdb1.sql`

      If you do not execute the script from the script directory, you must type the full pathname. For example: `@C:\oracle\ora9i\ptstudioscripts\crdb1.sql`

   The output text appears. If the script finishes with "`Statement processed with no errors`," then the crdb1.sql script succeeded. The output for this script can be found in **1-rdbms.lst**.
6. As the system user, execute **crdb2.sql** to create the required tablespaces and the Studio database user. Type: `@crdb2.sql`.

   If you do not execute the script from the script directory, you must type the full path name. For example: `@C:\oracle\ora9i\ptstudioscripts\crdb2.sql`

The output text appears. This script may take up to 40 minutes to complete. It is not as easy to determine if this script was successful. This is especially true since some errors are acceptable, such as "`ORA-00942 table or view does not exist`" or "`ORA-1432/ORA-1434 public synonym to be dropped does not exist.`" The output for this script can be found in **2rdbms.lst.**

7. Exit **sql*plus**.
8. Log back in to **sql*plus** as the Studio user and execute **StudioServerCreateTables_oracle.sql** to create Studio schemas.
   a. At the command prompt, type:
      `sqlplus <studio_user>/<password>@<SID>`
   b. Type: `@StudioServerCreateTables_oracle.sql`.

      If you do not execute the script from the script directory, you must type the full pathname. For example: `@C:\oracle\ora9i\ptstudioscripts\StudioServerCreateTables_oracle.sql`
9. Exit **sql*plus**.

Creating and Configuring the Studio Database on UNIX and Linux

Complete the following steps:

1. Log in to the Oracle Server computer as the owner of the Oracle system files.
2. Create the folder **$ORACLE_HOME/oradata/[ORACLE_SID]**, where [ORACLE_SID] is your SID, for example **$ORACLE_HOME/oradata/PTSTUDIO.**
3. Create a .zip file called **ptstudiosql.zip** that includes all the SQL scripts in the appropriate installation directory. The installation location is noted at the beginning of "Customizing the Oracle Database Scripts" on page 5-4.
4. FTP the **ptstudiosql.zip** file to the UNIX or Linux computer on which your database resides.
5. On the UNIX or Linux computer on which the portal database resides:
   a. Log in as the Oracle user.
   b. Create the directory **$ORACLE_HOME/ptstudioscripts**.
   c. Unzip the **ptstudiosql.zip** file in the **$ORACLE_HOME/ptstudioscripts** directory.
6. Make sure that the ORACLE_HOME and ORACLE_SID variables are set.

   In all the SQL script execution steps, replace ORACLE_SID with the SID or the TNS Alias (if it differs from the SID).
7. From the **ptstudioscripts** folder, copy **initptstudio.ora** under the database directory (for example, to /opt/ora9i/database).
8. Create an entry for the database **PTSTUDIO** in the **/var/opt/oracle/oratab** file. Add the following line to the end of the file: `PTSTUDIO:$ORACLE_HOME:Y:`
9. Create an Oracle password file by executing the **orapwd** utility.
   a. Go to the **$ORACLE_HOME/bin** directory by typing the command: `cd $ORACLE_HOME/bin.`
   b. Then type: `./orapwd file=$ORACLE_HOME/dbs/orapwPTSTUDIO password=<password>`, where `<password>` is the Oracle sysuser password.
10. Use **sql*plus** to execute **crdb1.sql** within the script directory. This script creates the Studio database. Log in as the system user to execute this script.
    a. At the command prompt, type: `sqlplus /nolog`

b. Type: `connect system/<password> as sysdba`. The default password is `manager`.

c. Execute the script by typing: `@crdb1.sql`

   If you do not execute the script from the script directory, you must type the full path name. For example: `@/ora/ora9i/database/ptstudioscripts/crdb1.sql`

The output text appears. If the script finishes with "`Statement processed with no errors`," then the crdb1.sql script succeeded. The output for this script can be found in **1-rdbms.lst**.

11. As the system user, execute **crdb2.sql** to create the required tablespaces and the Studio database user. Type: `@crdb2.sql`.

    If you do not execute the script from the script directory, you must type the full pathname. For example: `@/ora/ora9i/database/ptstudioscripts/crdb2.sql`

    The output text appears. This script may take up to 40 minutes to complete. It is not as easy to determine if this script was successful. This is especially true since some errors are acceptable, such as "`ORA-00942 table`" or "`view does not exist`" or "`ORA-1432/ORA-1434 public synonym to be dropped does not exist.`" The output for this script can be found in **2rdbms.lst.**

12. Exit **sql*plus**.

13. Log back in to **sql*plus** as the Studio user and execute **StudioServerCreateTables_oracle.sql** to create Studio schemas.

    a. At the command prompt, type:
    `sqlplus <studio_user>/<password>@<SID>`

    b. Type: `@StudioServerCreateTables_oracle.sql`.

       If you do not execute the script from the script directory, you must type the full pathname. For example:
       `@/ora/ora9i/database/ptstudioscripts/StudioServerCreateTables_oracle.sql`

14. Exit **sql*plus**.

15. Configure the listener for this database and start the listener.

Creating a Studio Tablespace in an Existing Database on Windows

Complete the following steps:

1. On the computer where the database resides create the folder **%ORACLE_HOME%\ptstudioscripts**. Copy the Studio database scripts from the default Studio installation location into the folder that you created in the previous step. The installation location is noted at the beginning of "Customizing the Oracle Database Scripts" on page 5-4.

2. Use **sql*plus** to execute **create_studio_oracle.sql** within the script directory. This script creates the Studio database. Log in as the system user to execute this script.

   a. At the command prompt, type: `sqlplus /nolog`

   b. Type: `connect system/<password> as sysdba`. The default password is `manager`.

   c. Execute the script by typing: `@create_studio_oracle.sql`

      If you do not execute the script from the script directory, you must type the full path name. For example:
      `@C:\oracle\ora9i\ptstudioscripts\create_studio_oracle.sql`

3. Exit **sql*plus**.

4. Log in to **sql*plus** as the Studio user and execute **StudioServerCreateTables_oracle.sql** to create Studio schemas.

   a. At the command prompt, type:
      `sqlplus <studio_user>/<password>@<SID>`
      SID is the database name.

   b. Type: `@StudioServerCreateTables_oracle.sql`.

      If you do not execute the script from the script directory, you must type the full path name. For example: `@C:\oracle\ora9i\ptstudioscripts\StudioServerCreateTables_oracle.sql`

5. Exit **sql*plus**.

Creating a Studio Tablespace in an Existing Database on UNIX and Linux

Complete the following steps:

1. Log back in to the Oracle Server computer as the owner of the Oracle system files.
2. Create a .zip file called **ptstudiosql.zip** that includes all the SQL scripts in the appropriate installation directory. The installation location is noted at the beginning of "Customizing the Oracle Database Scripts" on page 5-4.
3. FTP the **ptstudiosql.zip** file to the UNIX or Linux computer on which your database resides.
4. On the UNIX or Linux computer on which the portal database resides:
   a. Log in as the Oracle user.
   b. Create the directory **$ORACLE_HOME/ptstudioscripts**.
   c. Unzip the **ptstudiosql.zip** file in the **$ORACLE_HOME/ptstudioscripts** directory.
5. Use **sql*plus** to execute **create_studio_oracle.sql** within the script directory. This script creates the Studio database. Log in as the system user to execute this script.
   a. At the command prompt, type: `sqlplus /nolog`
   b. Type: `connect system/<password> as sysdba`. The default password is `manager`.
   c. Execute the script by typing: `@create_studio_oracle.sql`

      If you do not execute the script from the script directory, you must type the full pathname. For example:
      `@/ora/ora9i/database/ptstudioscripts/create_studio_oracle.sql`
6. Exit **sql*plus**.
7. Log in to **sql*plus** as the Studio user and execute **StudioServerCreateTables_oracle.sql** to create Studio schemas.
   a. At the command prompt, type: `sqlplus <studio_user>/<password>@<SID>`
   b. Type: `@StudioServerCreateTables_oracle.sql`.

      If you do not execute the script from the script directory, you must type the full pathname.
8. Exit **sql*plus**.
9. Configure the listener for this database and start the listener.

Registering the Studio Remote Portlet Package with the Portal

You register the Studio portlets with the portal by importing the Studio remote portlet package.

To import the remote portlet package into the portal:

1. Log in to the portal as an administrator.
2. Click **Administration**.
3. From the **Select Utility** menu, select **Migration - Import**.
4. Click **Browse** and locate the **ptstudio.pte** file in **<PT_HOME>\ptstudio\2.2\serverpackages**. Click **Open**.
5. Click **Load Package**.
6. Select **Overwrite Remote Servers**.
7. Click **Finish**.

Starting and Stopping the Studio Service

This section describes how to start and stop the BEA ALI Studio service.

Starting the Studio Service in Windows

From the Service Control Manager, start the BEA ALI Studio service.

Or, from the command line, run

```
$ <install base>\ptstudio\2.2\bin\service.bat start
```

Starting the Studio Service in UNIX and Linux

From the command line, run

```
$ .<PT_HOME>/pthome.sh
```

```
$ sh <PT_HOME>/ptstudio/2.2/bin/service.sh start
```

Note: If your PT_HOME is a directory other than /opt/bea/alui, you will need to edit the file <PT_HOME>/pthome.sh so that PT_HOME is set to the correct value.

Stopping the Studio Service in Windows

From the Service Control Manager, stop the BEA ALI Studio service.

Or, from the command line, run

```
$ <install base>\ptstudio\2.2\bin\service.bat stop
```

Stopping the Studio Service in UNIX and Linux

From the command line, run

```
$ sh <PT_HOME>/ptstudio/2.2/bin/service.sh stop
```

Verifying Installation

To verify successful installation and initial configuration:

1. If you are working on a Windows machine and have not yet done so, reboot the Studio host computer.
2. To display a diagnostics page that enables you to verify your installation, enter the following URL in your Web browser:
   `http://<studio_host>:<port>/studio/gw?m=admin.diagnostics`

If the diagnostics page reports errors, see Chapter 6, “Troubleshooting.”

CHAPTER 6

Troubleshooting

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

Reviewing Log Files

If the installer fails and you are unable to complete the installation, follow the installer error messages to correct problems with software dependencies. You can also review the installation log file, **AquaLogic_Interaction_Studio_InstallLog.log**, that is saved in the directory from which you run the installer.

If you encounter problems after installation, review the log files to help you diagnose and correct the problem:

- For Windows the log files are located in **C:\bea\alui\ptstudio\2.2\settings\logs**
- For UNIX or Linux the log files are located in **/opt/bea/alui/ptstudio/2.2/settings/logs**

Reconfiguring Studio

If the installation verification tool reports configuration errors, review the configuration decisions you recorded in the *Installation Worksheet for AquaLogic Interaction Studio 2.2 MP1* and re-run the installer.

Advanced users can review and modify settings in **PTStudioConfig.xml**:

- For Windows: **C:\bea\alui\ptstudio\2.2\settings\config\PTStudioConfig.xml**
- For UNIX or Linux: **/opt/bea/alui/ptstudio/2.2/settings/config/PTStudioConfig.xml**

Diagnosing Unexpected Results

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

Table 6-1 Troubleshooting

Symptom	Solution
When you start Studio, the portlets time out.	If you are running Studio for the first time, you might need to refresh the page a couple of times, because the **.jsp** pages are compiled when Studio is first accessed.

When you start up Studio, the Studio portlets do not start or fail to preload on startup.	Review the log files:
	• For Windows the log files are located in **C:\bea\alui\ptstudio\2.2\settings\logs**
	• For UNIX or Linux the log files are located in **/opt/bea/alui/ptstudio/2.2/settings/logs**
	If the logs contain Java errors for connection requests:
	• Ensure that your Studio service is running in a healthy state; if it is not, restart it.
	• Ensure the portal configuration for the Studio service base URL and port are correct.
	If the logs contain database connection errors:
	• Verify that the database is up and running in a healthy state; if it is not, restart the database.
	Verify connection information configured for the Studio host database server matches the running configuration in **PTStudioConfig.xml**:
	• For Windows: **C:\bea\alui\ptstudio\2.2\settings\config\PTStudioConfig.xml**
	• For UNIX or Linux: **/opt/bea/alui/ptstudio/2.2/settings/config/PTStudioConfig.xml**
	If the Studio service and database are configured correctly, verify the **<PortalServerHost>\bea\alui\pthome.xml** (Windows) or **/opt/bea/alui/pthome.xml** (UNIX and Linux) files include the following configuration for Studio:
	`<product name="studio">`
	`<install version="2.2">`
	`<path>C:\bea\alui\ptstudio\2.2</path>`
	`<configpath>/settings/config</configpath>`
	`</install>`
	`</product>`

Table 6-1 Troubleshooting

Symptom	Solution
Port conflict, port in use, BindException	Port numbers for HTTP and HTTPS are configured in **<PT_HOME>/ptstudio/2.2/settings/config/application.xml**. Edit the http and https settings in **application.xml** to set the value to an available port. The service must be restarted to pick up changes made in the configuration file. Note that changes to a service port number require corresponding changes to any web service or remote server settings which may reference that port number.
Memory consumption, Out of Memory Errors	The maximum amount of memory, in megabytes, that the service JVM will be allowed to use is controlled by the wrapper.java.maxmemory property, configured in the file **<PT_HOME>/ptstudio/2.2/settings/config/wrapper.conf**. For example, the following line shows a maximum memory setting of 1 GB: `wrapper.java.maxmemory=1024` The setting corresponds directly to the -Xmx parameter used by the java executable. The default value of this setting in the config file will be adequate for most configurations. For large production configurations, especially those in which the service is installed on a dedicated host machine, this value should be set as high as possible (e.g. 1024 or 1536) but should always remain below the amount of physical RAM on the host machine.

Index