Intelligent Search Installation Guide

Installing and Configuring Intelligent Search

InQuira Version 8.1.2

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Preface About This Guide

This guide is intended for technical staff who are responsible for installing InQuira. It provides detailed information on installing InQuira and configuring a stand-alone application on a single processor using the Installation Configuration Environment facility. It also includes information about configuring distributed applications and automatically replicating installations and applications on additional processors.

This preface includes information on:

- The general organization of this guide
- The support services available from InQuira Customer Support
- The available product documentation

In This Guide

The *Intelligent Search Installation Guide* is divided into the following sections:

Chapter 1, Installation Overview	This chapter describes the general installation process, lists hardware and software requirements and dependencies, and provides product packaging and distribution information.
Chapter 2, Installing and Configuring InQuira	This chapter describes how to use the packaged installation program to install and configure the Intelligent Search software.
Chapter 3, Creating and Configuring an InQuira Application	This chapter describes how to use the Installation Configuration Environment and the Create Application program to create a stand-alone Development Application that supports the basic content-processing and request-processing operations.
Chapter 4, Configuring InQuira Instances	This chapter describes how to configure the InQuira instances to perform basic content- and request- processing.
Chapter 5, InQuira Installed Directories and Files	This chapter describes the directories and files that are installed during the InQuira installation and configuration process.
Chapter 6, Uninstall Intelligent Search	This chapter describes how to uninstall the Intelligent Search software.

Contacting InQuira

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

Address:	851 Traeger Ave. Suite 125 San Bruno, CA 94066
Telephone:	(650) 246-5000
InQuira Customer Support Hotline:	(888) 947-8324 NOTE: See *InQuira Customer Support* on page 4 for more information on reporting incidents to InQuira Customer Support.

Fax:	(650) 264-5036
Email:	For sales information, send email to sales@inquira.com. For product support, send email to support@inquira.com.
World Wide Web:	Learn more about InQuira products, solutions, services, and support on the world wide web at: www.inquira.com.

InQuira Customer Support

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

For Priority 1 incidents, such as when a production system hangs or crashes, or when continued use of the product is impossible, please use the support hotline: (888) 947-8324.

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

For Priority 2, 3, and 4 incidents, as described below, please contact InQuira Customer Support by email at: support@inquira.com.

Incident response times are determined by the following priority definitions:

Priority	Contact	Response Time	Definition
1	The InQuira Customer Support hotline: (888) 947-8324	1 business hour	A production system hangs or crashes, or continued use of the product is impossible.
2	support@inquira.com	8 business hours	The product is usable with major restrictions on functionality.
3	support@inquira.com	16 business hours	The product is usable with minor restrictions on functionality.
4	support@inquira.com	3 business days	You have a question or an enhancement request pertaining to the software or the documentation.

InQuira Product Documentation

InQuira documentation is available only to licensed users of our software products and may not be redistributed in any form without express permission from InQuira, Inc.

The InQuira documentation is available in PDF format. It is packaged in the `/docs` directory, within the `/inquira` directory, for example:

```
<InQuira_install_dir>/inquira/docs
```

NOTE: You need a PDF reader application installed on each processor on which you plan to view the InQuira product documentation. The Adobe Acrobat reader is available from Adobe Systems at: http://www.adobe.com.

Detailed information about each product document set is available in:

- *Intelligent Search Documentation* on page 6
- *Intelligent Search Analytics Documentation* on page 7
- *Information Manager Documentation* on page 8
- *Contact Center Documentation* on page 9

If you encounter a problem, need help using the documentation, or want to report an error in the content, please contact InQuira Customer Support as described in *InQuira Customer Support* on page 4.

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

Intelligent Search Documentation

Intelligent Search is distributed with the following documentation.

Document	Number	Description
Intelligent Search Installation Guide	IS80-IG-00	This guide is intended for technical staff who are responsible for installing InQuira 8.1. It provides detailed information on installing InQuira 8.1 and configuring the application on a single processor using the Installation Configuration Environment facility.
Intelligent Search Administrator's Guide and Reference	IS80-CA-00	This guide is intended for system and application administrators who need to configure an InQuira 8.1 application in an enterprise environment. It describes InQuira 8.1 integration, development, configuration, and maintenance processes and tasks.
Intelligent Search Language Administration Guide	IS80-LA-00	This guide is intended for business users and subject matter experts who need to create and maintain the language processing elements of a InQuira 8.1 application using the System Manager. This book provides usage information about the System Manager, conceptual information about the InQuira 8.1 language objects, and task information about the process of managing the user experience provided by the InQuira 8.1 application.
Intelligent Search Tuning Guide	IS80-LD-00	This guide is intended for application developers who need to create and maintain advanced InQuira 8.1 language-processing elements using the Dictionary and other InQuira Language Workbench applications.
Optimizing InQuira Intelligent Search	IS80-AG-00	This guide is intended for application developers who need to implement InQuira 8.1 advanced features, including Personalized Navigation and Process Wizards.
Intelligent Search Application Developer’s Guide	IS80-API-00	This guide provides information about integrating and customizing the InQuira 8.1 Personalized Response User Interface.

Intelligent Search Language Reference	IS80-LRG-00	This guide is for language developers implementing InQuira 8.1 applications that utilize the intent libraries and advanced language processing functions. These guides are published as separate documents that provide reference information for each industry-specific intent library. Each reference also contains complete descriptions of InQuira Match Language and Variable Instantiation Language.
Intelligent Search User Interface Guide	IS80-UI-00	This guide is intended for application developers who need to customize the InQuira 8.1 Personalized Response User Interface, and integrate it with a production web application. It contains information about the elements and features of the User Interface, and provides guidelines for integrating it into an enterprise web architecture, customizing its appearance and functionality, and implementing various special features.

Intelligent Search Analytics Documentation

Intelligent Search Analytics is distributed with the following documentation.

Document	Number	Description
InQuira Analytics Installation Guide	IA80-IG-00	This guide is intended for technical staff who are responsible for installing Intelligent Search Analytics. It provides detailed information on installing and configuring the Intelligent Search Analytics product for use with an InQuira 8.1 application.
Analytics User Guide	IA80-CA-00	This guide is intended for systems and application administrators who need to configure the Intelligent Search and Information Manager Analytics components to report on InQuira 8.1 application performance.

Information Manager Documentation

InQuira Information Manager is distributed with the following documentation.

Document	Number	Description
Information Manager Installation Guide	IM80-IG-00	This guide is intended for technical staff who are responsible for installing InQuira Information Manager. It provides detailed information on installing and configuring the Information Manager product.
Information Manager Administration Guide	IM80-CA-00	This guide is intended for systems and application administrators who need to configure and administer an InQuira Information Manager application, and integrate it with an InQuira 8.1 application. It also contains information for general business users who need to use the Information Manager to create and manage content.
Information Manager Content Authoring Guide	IM80-AG-00	This guide is intended for technical staff who are responsible for authoring content in InQuira Information Manager. It provides detailed information on creating content and managing workflow tasks in the Information Manager console.
Information Manager Developer's Guide	IM80-WSR-00	This guide is intended for application developers who need to integrate Information Manager content, content category, and user and security functions with external applications. It contains reference information and examples for all packages, classes, methods, and interfaces of the Information Manager Web Services API.

Contact Center Documentation

The InQuira 8.1 contact center products are distributed with the following documentation.

Document	Number	Description
Contact Center Advisor Integration Guide	CA80-IG-00	This guide is intended for application developers and systems administrators who need to plan for and integrate the InQuira Contact Center Advisor with an InQuira application and a supported CRM application.
Intelligent Search Siebel Integration Guide	CAS80-IG-00	This guide is intended for application developers and systems administrators who need to plan for and integrate InQuira 8.1 with Siebel 7 Enterprise Applications using the Siebel Adapter for InQuira 8.1.

Screen and Text Representations

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

References to World Wide Web Resources

For your convenience, we refer to Uniform Resource Locators (URLs) for resources published on the World Wide Web when appropriate. We attempt to provide accurate information; however, these resources are controlled by their respective owners and are therefore subject to change at any time.

Chapter 1 Installation Overview

This guide contains information about:

- *Chapter 1, Installation Overview*
  - *The Installation Process* on page 12
  - *InQuira System Requirements* on page 14
- *Chapter 2, Installing and Configuring InQuira*
  - *Starting the Installation Program* on page 20
  - *The InQuira Installation Introduction* on page 21
  - *The InQuira License Agreement* on page 22
  - *Choose the Installation Folder* on page 23
  - *Install Dictionary* on page 24
  - *Select Default Subject* on page 25
  - *Create the Application Instance* on page 26
  - *Choose the Shortcut Folder* on page 27
  - *The Pre-Installation Summary* on page 28
  - *Install the Product Files* on page 29
  - *Complete the Installation* on page 30
- *Chapter 3, Creating and Configuring an InQuira Application*
- *Chapter 4, Configuring InQuira Instances*
  - *Starting the Installation Configuration Environment* on page 51
  - *Compiling the InQuira Web Application* on page 52
  - *Deploying the InQuira Web Application* on page 53
  - *Installing and Starting InQuira Services* on page 54

- *Starting the InQuira Service* on page 55
- *Starting the System Manager* on page 57
- *Configuring the Application Data Stores* on page 60
- *Working with the Configured Application* on page 67

- *Chapter 5, InQuira Installed Directories and Files*
- *Chapter 6, Uninstall Intelligent Search*

The Installation Process

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

This section describes the recommended InQuira installation process.

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

The InQuira installation process uses a single automated installation program that installs and configures:

- The base InQuira Intelligent Search components
- The appropriate Dictionary for your environment
- The Installation Configuration Environment, a standard operational environment for InQuira applications. See *The Installation Configuration Environment* on page 82 for more information.

IMPORTANT: InQuira is designed to operate only when the entire installation and configuration process is complete. Do not install or use individual InQuira product components separately from the configured product unless specifically instructed by InQuira technical staff.

InQuira Product Distribution

InQuira is distributed as the following platform-specific CD-ROMs containing the base software components, Dictionaries, and the installation programs:

CD-ROM	Installation Program
InQuira for Microsoft Windows	`install_inquira.exe`
InQuira for Sun Solaris	`install_inquira.bin`
InQuira for Linux	`install_inquira.bin`

Recommended Installation Procedure

We strongly recommend the following installation process:

- Install and configure only the base software as described in *Installing and Configuring InQuira* on page 19
- Use the Create Application program in the Installation Configuration Environment to install and configure a distributed or Development Application (stand-alone) application as described in *Creating and Configuring an InQuira Application* on page 33

IMPORTANT: Do not use the option to create the application from within the installation program. The option to create the application during the installation process is recommended for demonstration purposes only.

- Configure local and remote instances for operation as described in Configuring the Development Application Instances

NOTE: After installing a complete InQuira application, you can replicate an InQuira installation on a separate processor as described in *Replicating an InQuira Application (Silent Install)* on page 91.

InQuira System Requirements

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

- Memory Requirements, as described in *System Requirements* on page 14
- Operating systems, as described in *Operating Systems* on page 14
- Application server integration, as described in *Application Servers* on page 14
- Databases and database drivers, as described in *Databases* on page 15
- Disk space requirements, as described in *Disk Space Requirements* on page 16
- Unstructured and structured content access and processing requirements, as described in *Application Content Support* on page 17

System Requirements

It is recommended that you have at least 4Gb of RAM on each machine to run InQuira Intelligent Search. Additionally, you should have a 2GHz CPU for each Intelligent Search instance.

Operating Systems

InQuira is certified on the following operating systems:

Operating System	Release Levels
Microsoft Windows	2000, 2003
Solaris	9
Red Hat Enterprise Server (Linux)	Version 4.0, 4.1

Application Servers

InQuira uses Apache Tomcat V as a packaged application server.

Application Server	Supported Release Levels
Apache Jakarta Tomcat V	Version 5.5

InQuira integrates with popular application servers using its packaged SOAP integration client, such as:

- BEA WebLogic
- IBM WebSphere
- Microsoft IIS

Databases

InQuira requires JDBC-compatible databases for:

- Intelligent Search application content and internal data storage
- InQuira Analytics report data storage
- Information Manager content and metadata storage

NOTE: See the *InQuira Analytics Installation Guide* and the *Information Manager Installation Guide* for additional database support information.

InQuira has been tested with the following databases:

Database	Supported Release Levels
Microsoft SQL Server	2005
Oracle	10g, Release 2

Database Properties

InQuira and its related products and modules require the following database properties:

Oracle Properties

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

Microsoft SQL Server

For Microsoft SQL Server databases, specify the following collation values:

Product or Module	Database	Collation
Intelligent Search	All	`Latin1_General_CS_AS`
Information Manager	application content	`Latin1_General_CI_AS`

Intelligent Search Analytics Information Manager Analytics	Metadata	`Latin1_General_CP1_CI_AS`
	Reporting (ODS)	`Latin1_General_CS_AS`
	Analytics (Star Schema)	`Latin1_General_CS_AS`
	where:	
	AS	indicates accent sensitivity
	CI	specifies case insensitivity
	CP1	specifies code page 1252 NOTE: For other code pages, the page number is explicit in the setting, for example, CP1251.
	CS	indicates case sensitivity

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

JDBC Drivers

The InQuira installation process installs and configures required JDBC database drivers for Microsoft SQL Server and Oracle databases.

Disk Space Requirements

InQuira disk space requirements are largely dependent on the amount of application data to be processed. For Intelligent Search, you should allocate a minimum of 15 GB for each environment (development, staging, and production). Allocations of 20 to 30 GB accommodate most applications. In addition:

- The product code requires approximately 150 MB of disk space for installation and configuration
- The application logs require up to 4 GB for each instance running under the InQuira service
- The application content space requirement ranges from six to ten times the size of the content that you intend to process

User Permissions

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

Java Virtual Machine (JVM) Allocation Requirements

You must allocate sufficient memory to the Java Virtual Machine (JVM) process for the InQuira application and the associated web or application server. The appropriate memory allocation, stack size, heap size, and garbage collection parameters vary depending on several factors, including:

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

In general, you should attempt to use the highest values supported by your environment. InQuira Customer Support can provide guidelines and advice to help determine appropriate parameters for your specific application and environment. See *InQuira Customer Support* on page 4 for information on contacting InQuira Customer Support.

Application Content Support

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

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

Supported Structured Data Access

Intelligent Search supports structured data access from any JDBC-compliant databases, including:

Structured Data Sources	Supported Release Levels
Microsoft SQL Server	2005

Oracle	10g, Release 2

Supported Unstructured Data Formats

Intelligent Search unstructured content processing supports the following document and data formats:

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

NOTE: See *Microsoft PowerPoint Processing Requirements* on page 18 for more information on processing Microsoft PowerPoint documents.

Microsoft PowerPoint Processing Requirements

Intelligent Search requires a dedicated Microsoft Windows server for the Microsoft PowerPoint preprocessor. The dedicated Windows server must have a complete installation of Microsoft Office XP. See the **Intelligent Search Administration Guide* for more information on configuring Microsoft PowerPoint content processing.

NOTE: There are no special requirements for processing other document formats.

Chapter 2 Installing and Configuring InQuira

The InQuira installation process uses an automated installation program that copies the InQuira product files from the product distribution and installs and configures InQuira in the specified location.

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

The InQuira installation program installs and configures:

- The InQuira Intelligent Search components
- The appropriate Dictionary for your environment
- The Installation Configuration Environment, a standard operational environment for InQuira applications. See *The Installation Configuration Environment* on page 82 for more information.

See *Recommended Installation Procedure* on page 13 for the recommended procedure for installing and configuring InQuira, the Development Application, and its supporting instances.

Starting the Installation Program

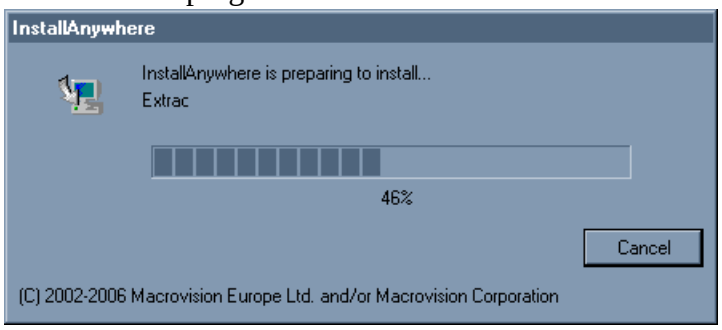
To start the installation program in Microsoft Windows environments:

- Execute `install_inquira.exe`

To start the installation program in Solaris and Linux environments:

- Execute `install_inquira.bin`

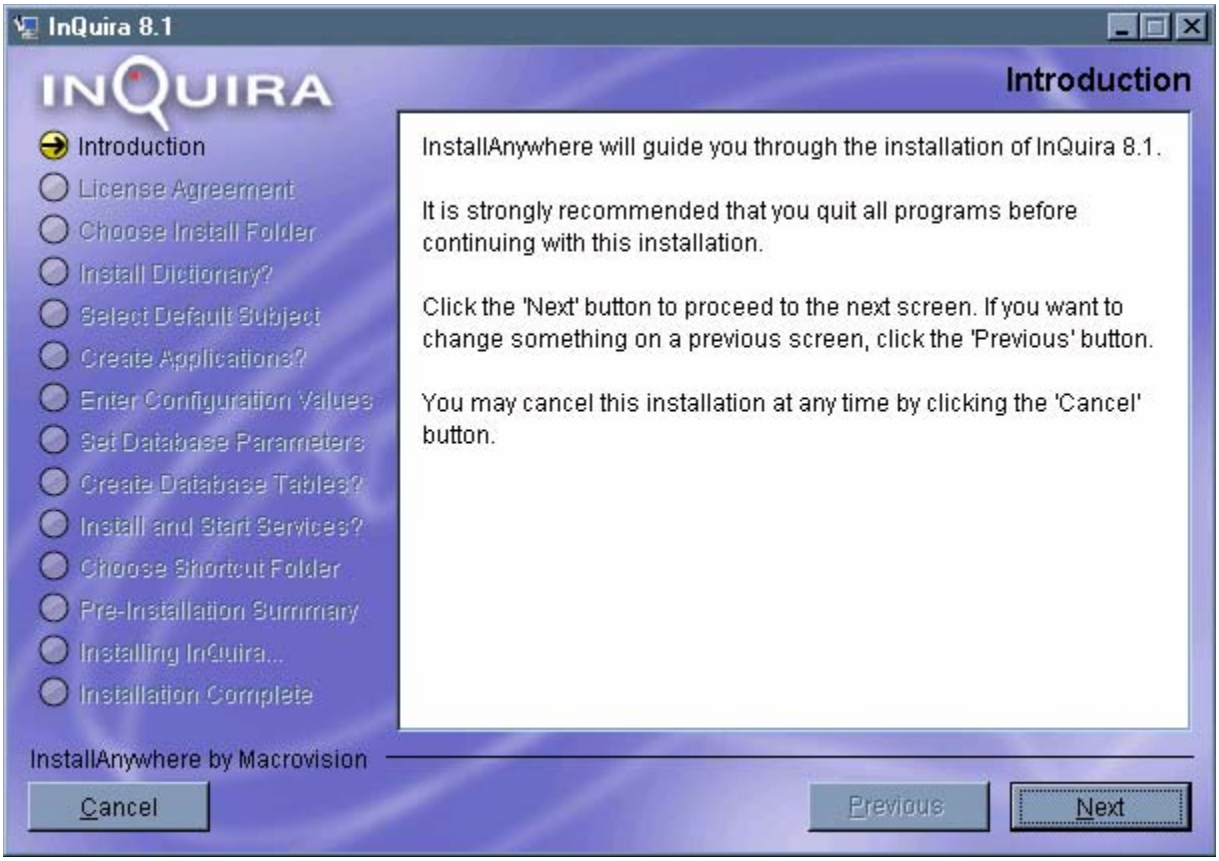
The installation program starts:



The installation program displays *The InQuira Installation Introduction* on page 21 .

The InQuira Installation Introduction

The InQuira Installation Introduction screen displays.

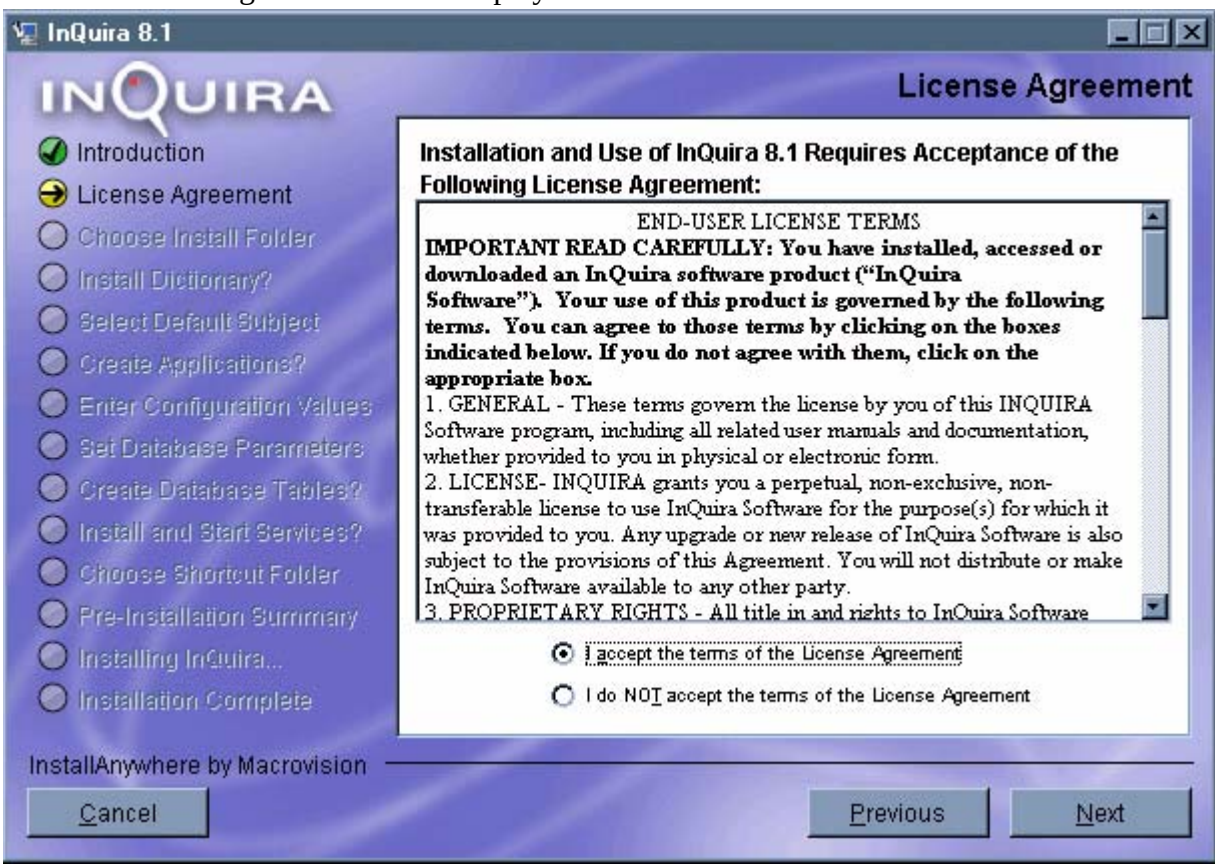


- Select **Next**.

The InQuira License Agreement on page 22 screen displays.

The InQuira License Agreement

The License Agreement screen displays.

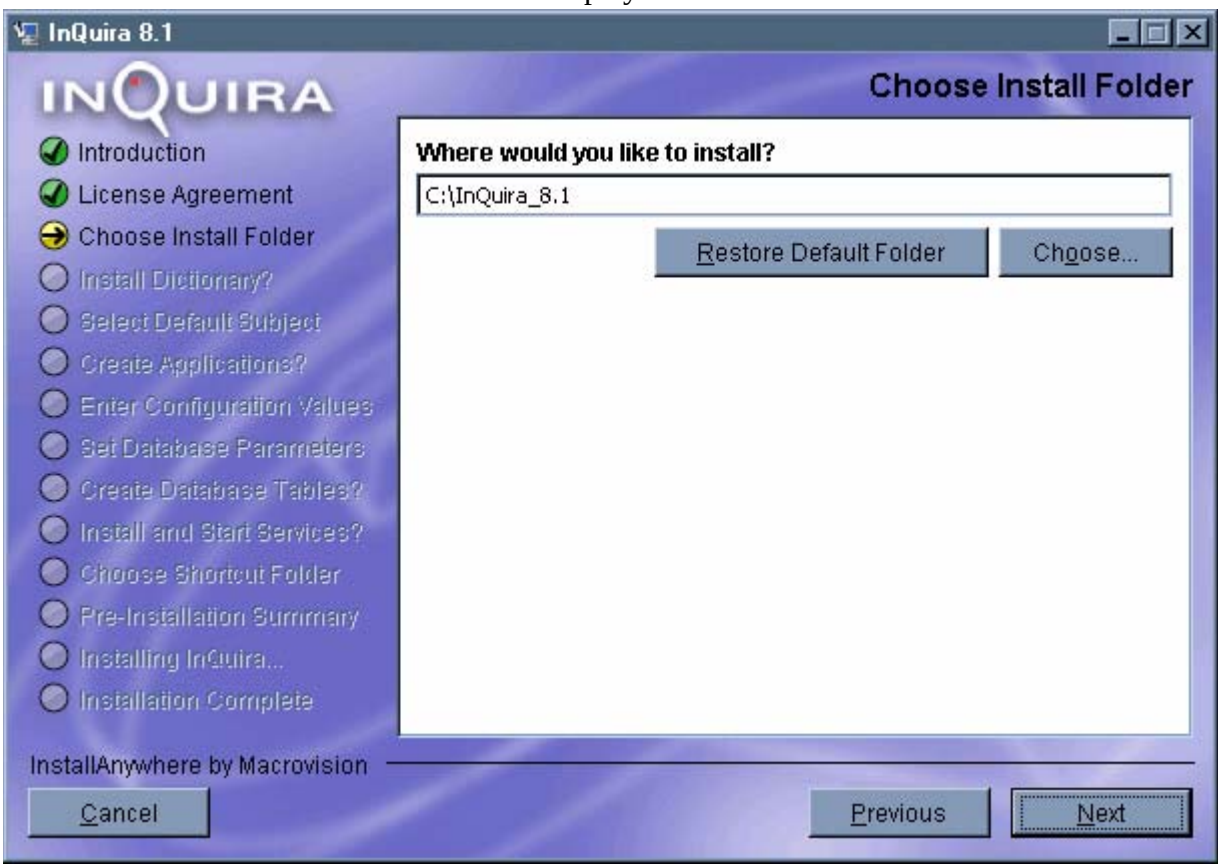


- Read the license agreement carefully as you are legally bound to its terms and conditions.
- Select **I accept the tems of the License Agreement**.
- Select **Next**.

See *Choose the Installation Folder* on page 23.

Choose the Installation Folder

The Choose Installation Folder screen displays.



- Specify the desired directory location.

  The default location is: `C:\Inquira_8.n` in Windows environments or `<user_home>/InQuira_8.n` in Solaris and Linux environments

  Use the **Choose...** option to open a file explorer and select an alternate location.

  Use the **Restore Default Folder** option to reset the default installation directory, if necessary.

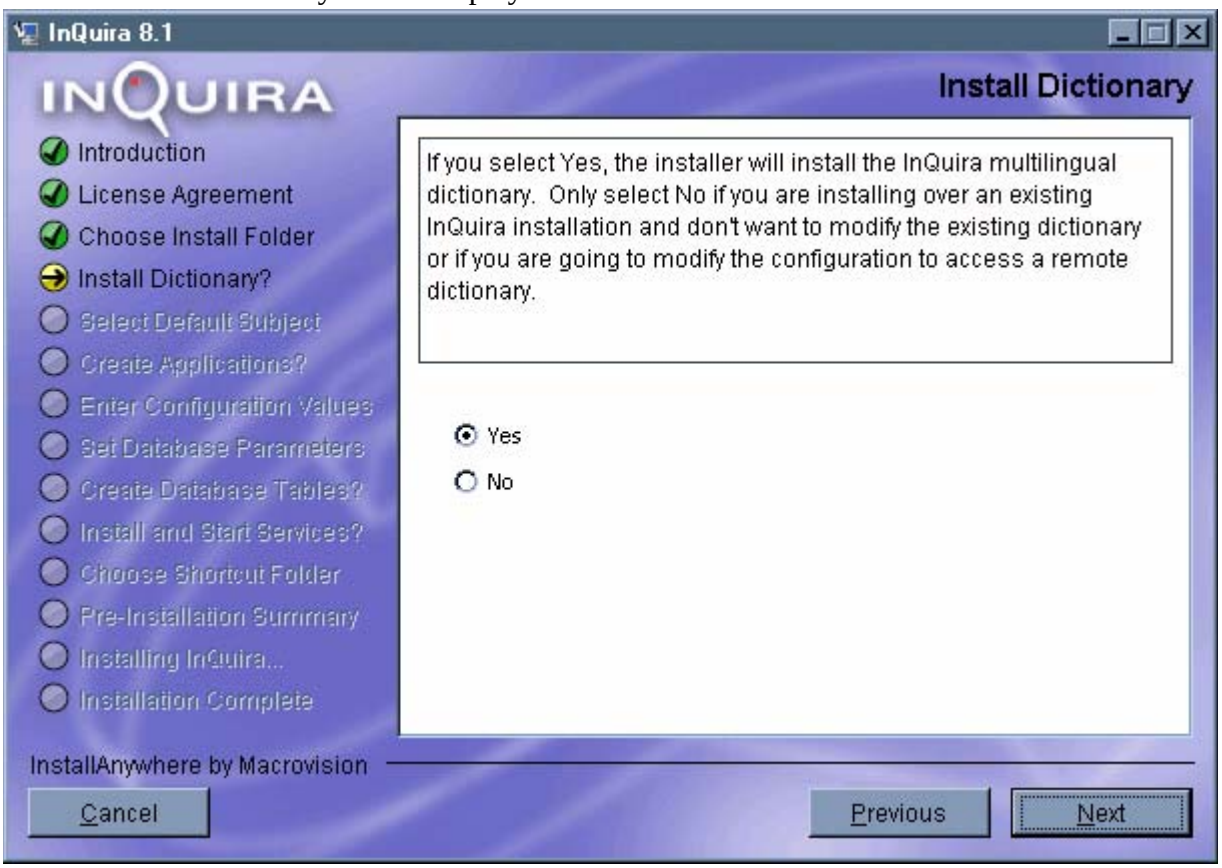
IMPORTANT: You must specify an installation directory name containing no blank spaces. The Installation Configuration Environment does not support InQuira installation directory names containing blank spaces.

- Select **Next**.

See *Install Dictionary* on page 24.

Install Dictionary

The Install Dictionary screen displays.



- Select **Yes** or **No**.

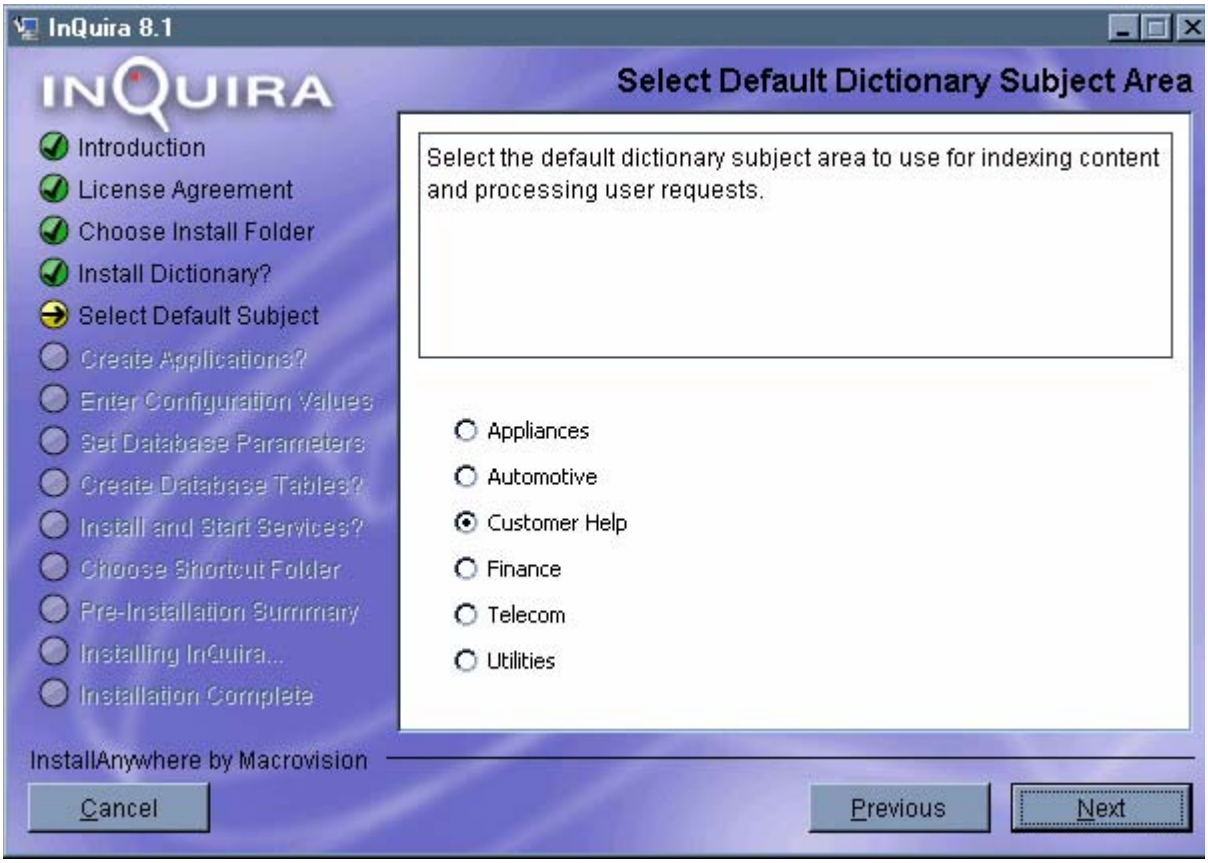
IMPORTANT: Select No *only* if you are:
- installing over an existing InQuira Installation and do not want to modify the existing dictionary
or
- going to modify the configuration to access a remote dictionary.

- Select **Next**..

See *Select Default Subject* on page 25.

Select Default Subject

The Select Default Dictionary Subject Area screen displays:



- Select the desired default dictionary subject.

  The default dictionary subject is Customer Help.

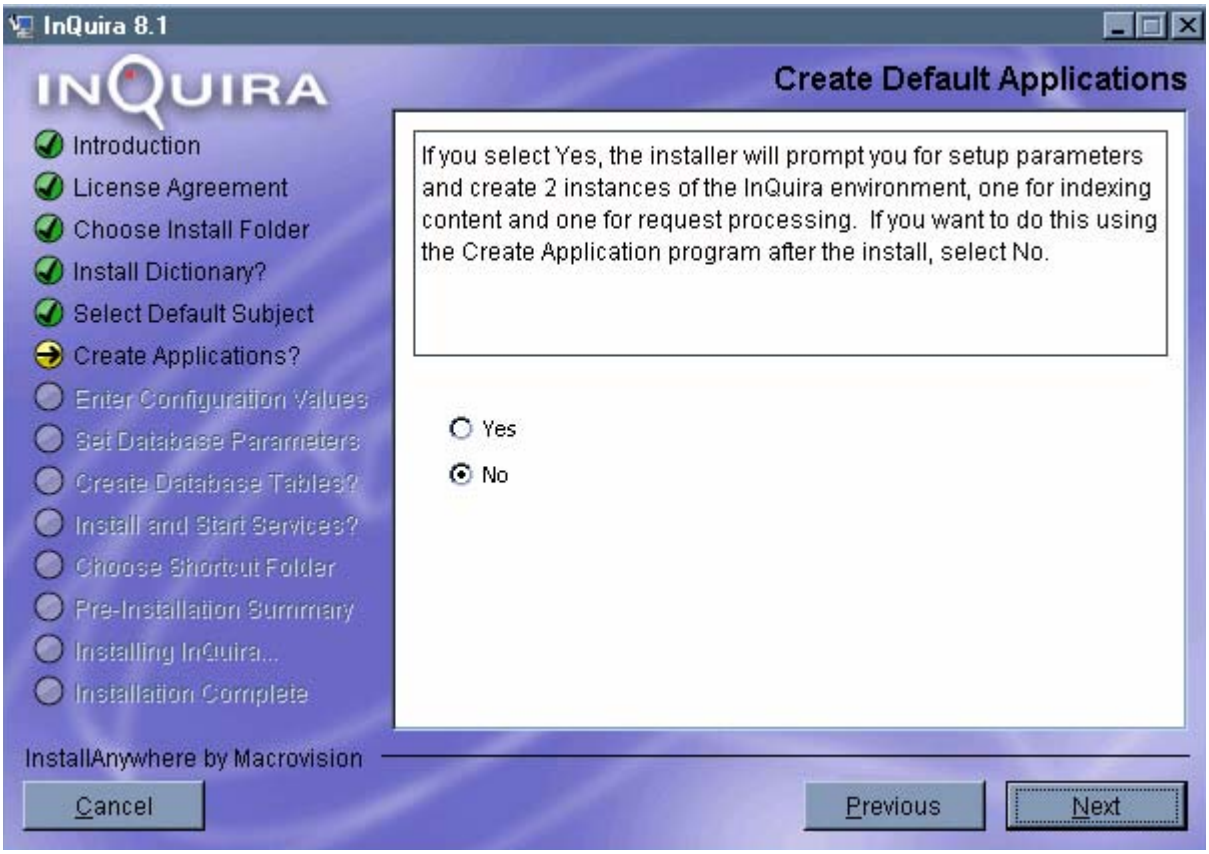
NOTE: The Customer Help Dictionary is included as a part of all other available Dictionaries.

- Select **Next**.

See *Create the Application Instance* on page 26.

Create the Application Instance

The Create Default Application screen displays.



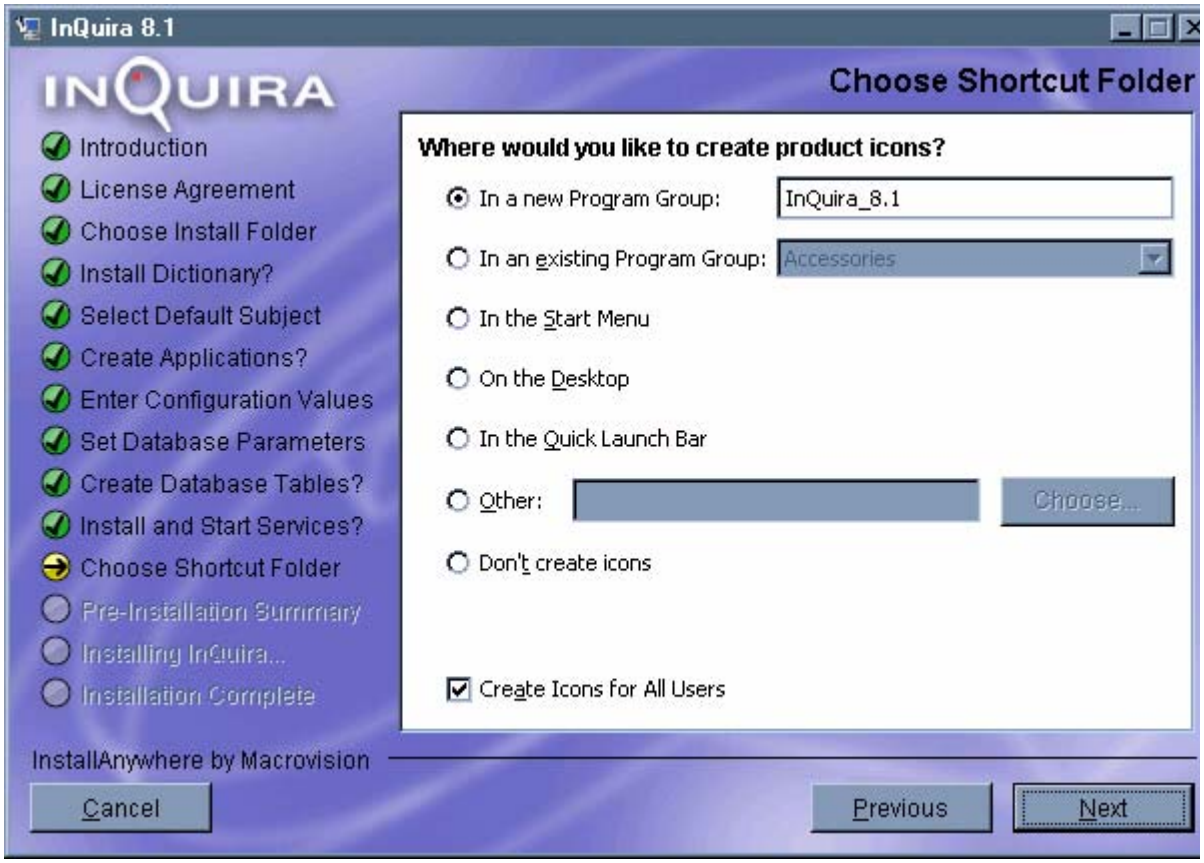
- Select **No**.
- Select **Next**.

IMPORTANT: By selecting **Yes** the installation process creates an application consisting of a content-processing and a request processing instance. This automated process is generally appropriate only for demonstration purposes. For more information on this process see *Creating the Application Instances for Demostration Only* on page 83

If you selected No, see *Choose the Shortcut Folder* on page 27.

Choose the Shortcut Folder

The Choose Shortcut Folder screen displays.

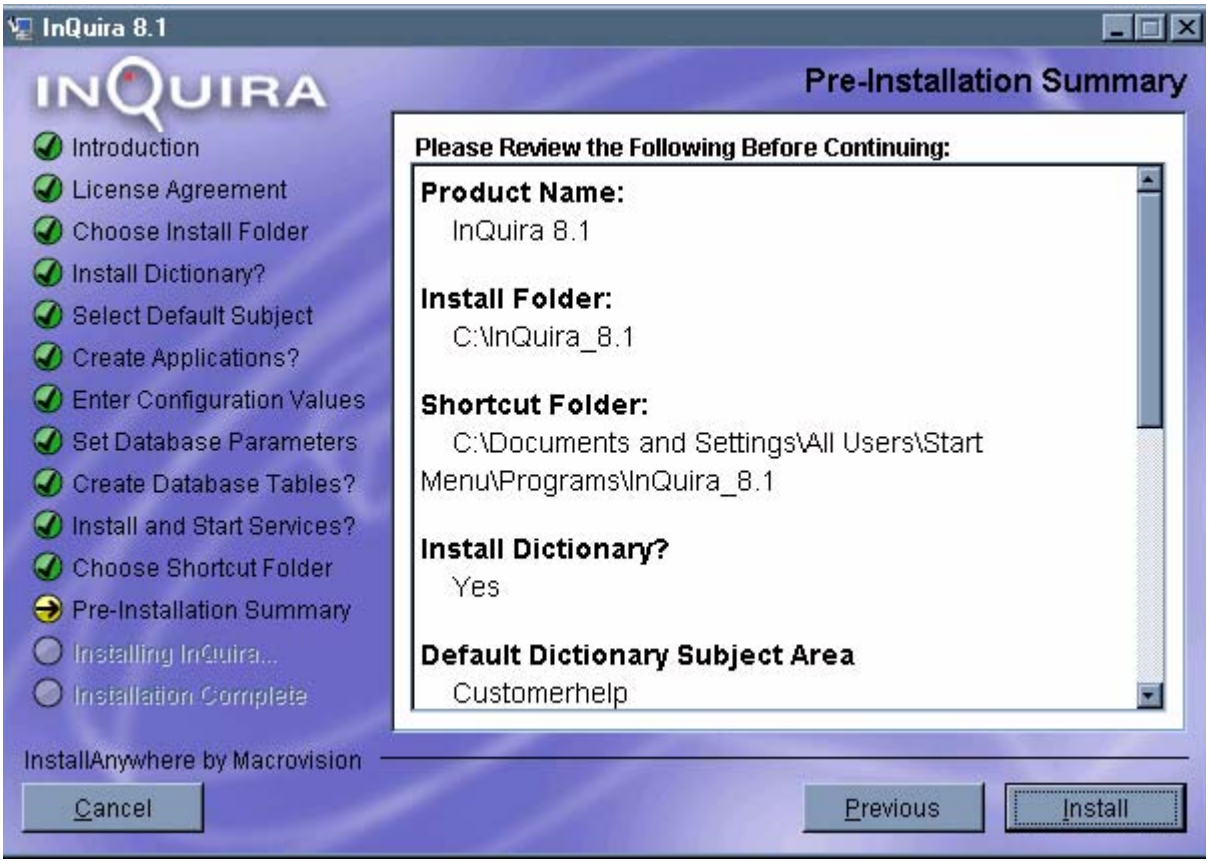


- Select the desired product icons location.
- Select **Next.**

See *The Pre-Installation Summary* on page 28.

The Pre-Installation Summary

The Pre-Installation Summary screen displays.



- Review the Pre-Installation Summary Screen and make any necessary changes using the **Previous** button.
- Select **Install**.

See *Install the Product Files* on page 29.

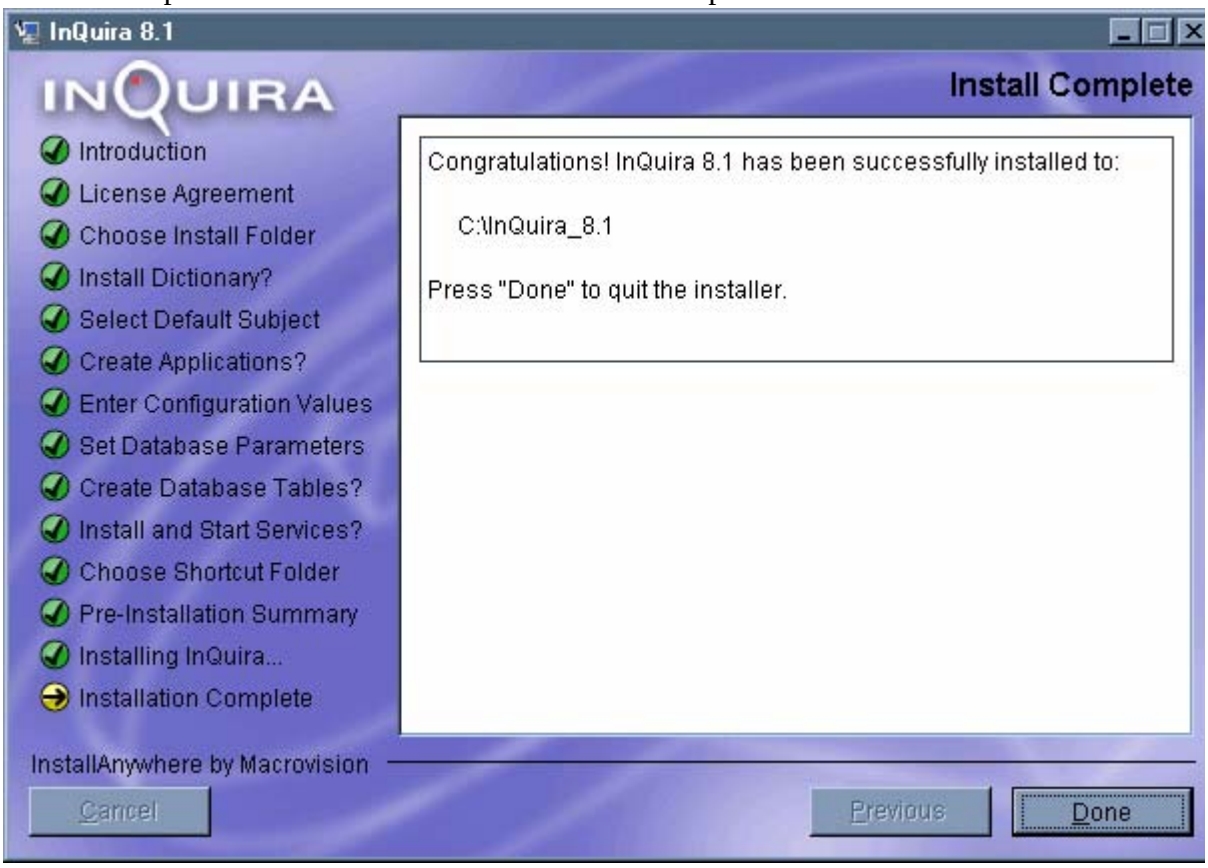
Install the Product Files

The installation program displays a progress screen during installation.

When installation is complete, the installation program displays the ***Install Complete*** screen see *Complete the Installation* on page 30.

Complete the Installation

The InQuira component directories and files are now installed in the specified location. The completion screen summarizes the installation process.



- Select **Done** to exit the installation program

The installation program executes its cleanup routines and terminates.

See *Chapter 5, InQuira Installed Directories and Files* for a description of the installed directories and files.

After the installation process is complete you must create and configure an InQuira Application. See *Chapter 3, Creating and Configuring an InQuira Application*.

IMPORTANT: You can replicate the completed software installation and configuration on additional processors using the process described in *Replicating an InQuira Application (Silent Install)* on page 91

IMPORTANT: If you have followed the recommended installation procedure as described in *Recommended Installation Procedure* on page 13, you can now create the Development Application as described in *Chapter 3, Creating and Configuring an InQuira Application*.

Chapter 3 Creating and Configuring an InQuira Application

IMPORTANT: The process described in this section applies only to installations performed according to the recommended procedure described in *Recommended Installation Procedure* on page 13 and *Chapter 2, Installing and Configuring InQuira*. We do not recommend using the automatic application creation process described in "*Creating the Application Instances for Demostration Only* on page 83.

After installing InQuira you must configure an InQuira application. Most production environments require a distributed application. A distributed application consists of multiple processors communicating over a network. These processors include:

- A local content processing instance (also referred to as the scheduler instance)
- A remote content processing instance
- A remote request processing

The following section describes how to configure a distributed InQuira application using the Create Application program.

IMPORTANT: You can install and configure InQuira as a development InQuira application. A development application is considered a stand alone application. It is used for development and testing purposes as described in *Creating the Development Application* on page 93.

Creating a Distributed Application

This section provides an example of using the Create Application program to define a basic distributed application, consisting of a scheduler instance, a remote content processing instance (workclient), and a remote request processing instance:

Instance	Description
Request Processing	a remote instance configured to support request processing
Workclient	a remote instance configured to perform content processing

NOTE: It is possible to create an InQuira application without using remote processors; however this is rare. Instructions on creating this type of InQuira application are provided in the following sections as notes.

The distributed application creation process consists of the following steps:

- Install and configure InQuira software on all remote servers, as described in *Chapter 2, Installing and Configuring InQuira*.
- Start the Installation Configuration Environment as a server on all remote servers, as described in *Starting the Installation Configuration Environment on Remote Processors* on page 35.
- Start the Installation Configuration Environment Create Application program on the local servers, as described in *Starting the Create Application Program on the Local (Scheduler) Instance* on page 36.
- Specify application creation options, as described in *Specifying Application Creation Options* on page 94.
- Specifying content processing instance parameters, as described in *Creating the Remote Content Processing (Workclient) Instance* on page 40.
- Specifying request processing instance parameters, as described in *Creating the Remote Request Processing (Runtime) Instance* on page 42.
- Create the specified applications, as described in *Creating the Specified Distributed Application* on page 45
- Configure the new instance on the remote servers, as described in *Chapter 4, Configuring InQuira Instances*.

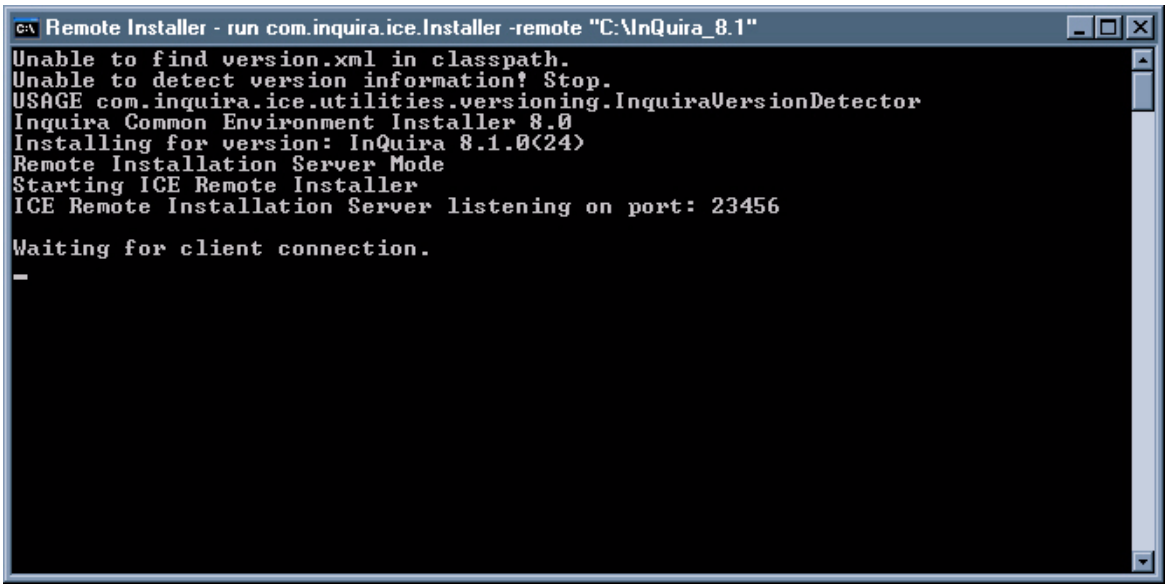
Starting the Installation Configuration Environment on Remote Processors

After installing InQuira on additional servers, following the *Replicating an InQuira Application (Silent Install)* on page 91, start the Installation Configuration Environment on each remote server by logging onto the remote server and selecting:

Start -> Programs -> InQuira_8.1 -> Remote Installer

NOTE: If you do not have remote instances of InQuira., bypass this step and go directly to *Starting the Create Application Program on the Local (Scheduler) Instance* on page 36.

The Installation Configuration Environment starts and listens for connections on port 23456:

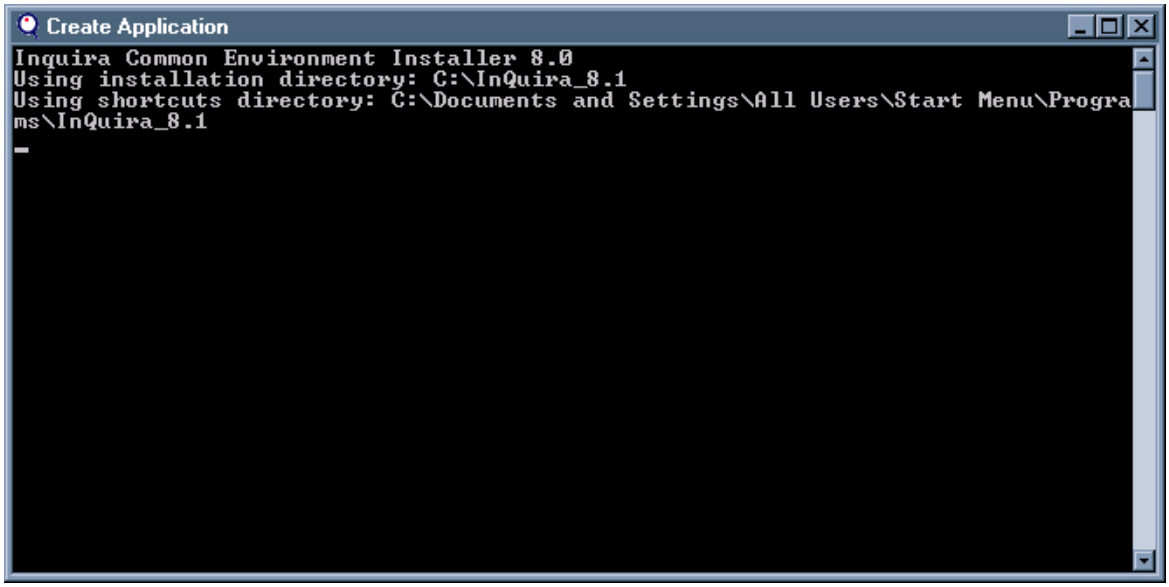


Starting the Create Application Program on the Local (Scheduler) Instance

On your local server, start the Create Application program by selecting:

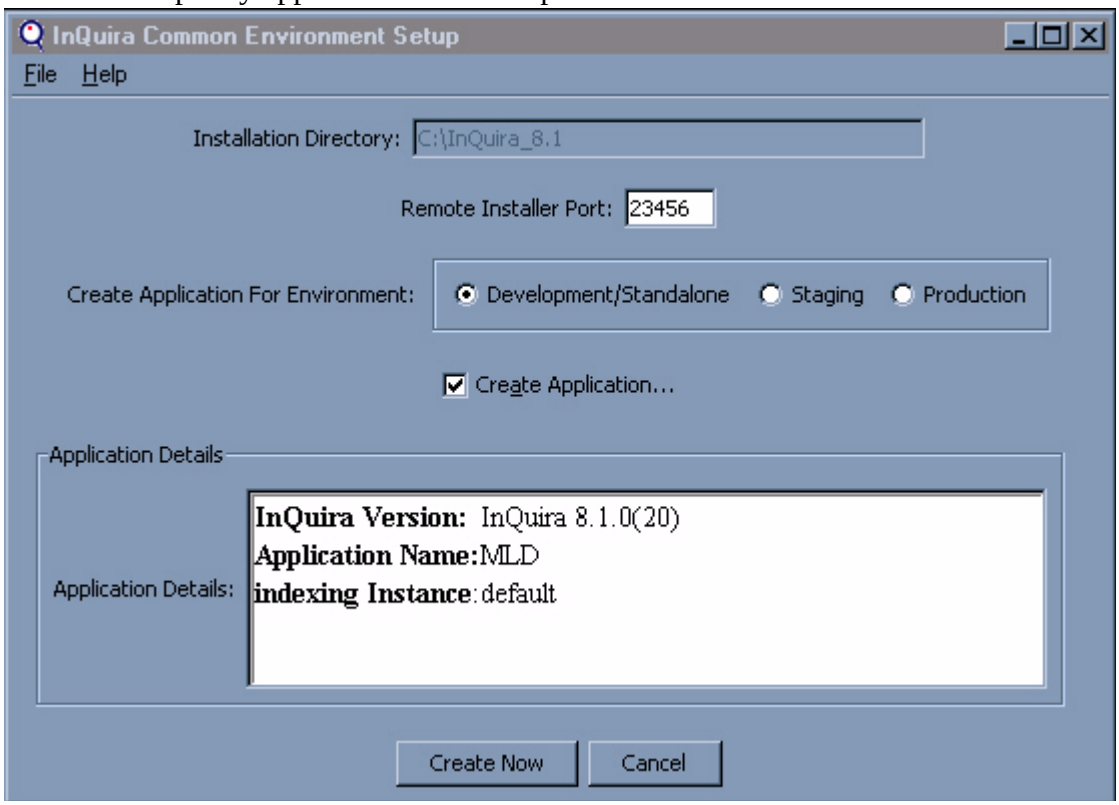
Start -> Programs -> InQuira_8.1 -> Create Application

The Installation Configuration Environment Create Application console opens, and the Installation Configuration Environment Setup dialog displays.



Specifying Distributed Application Creation Options

On your local server, the Installation Configuration Environment Setup dialog displays fields to specify application creation options:

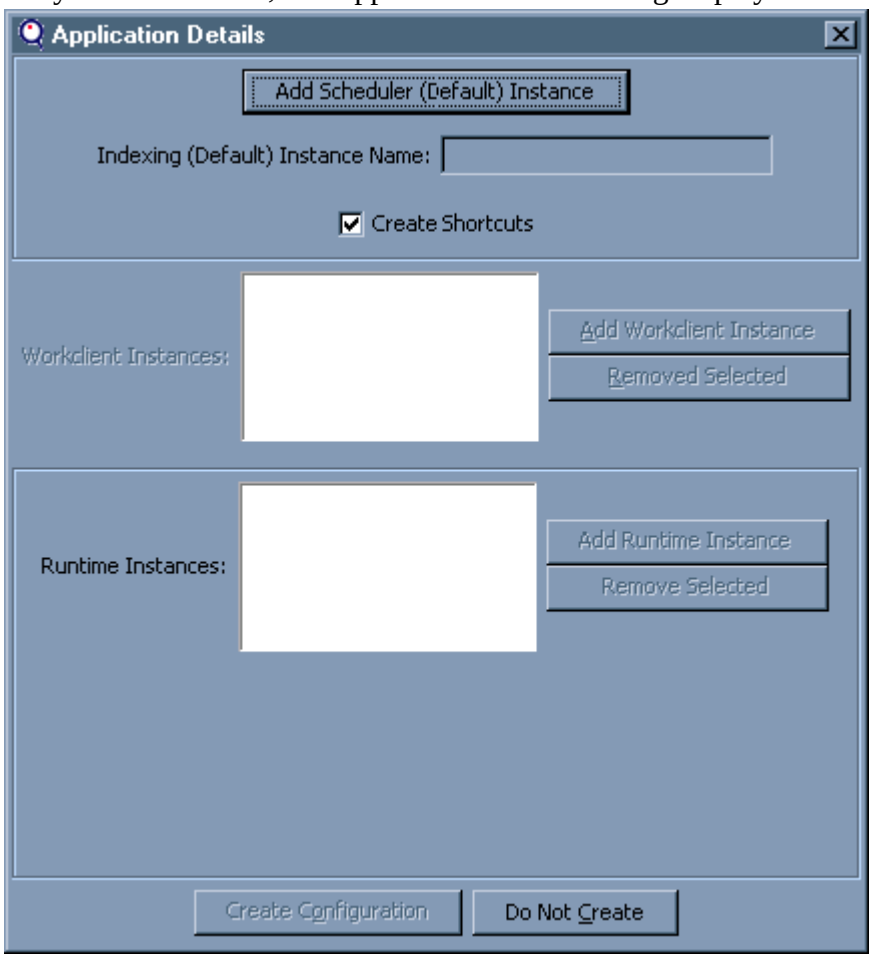


- Select **Development/Standalone.**
- Select **Create Application...**

The Application Details dialog displays.

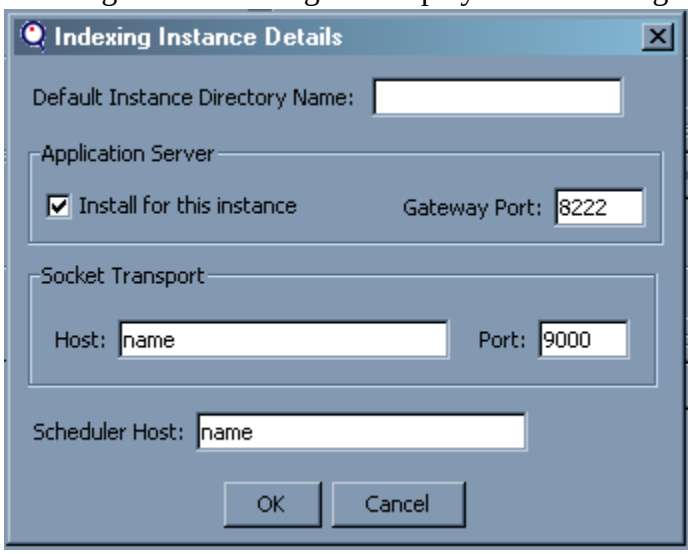
Creating the Scheduler (Default) Instance

On your local server, the Application Details dialog displays



- Select **Add Scheduler (Default) Instance**.

The Indexing Instance dialog box displays the following:



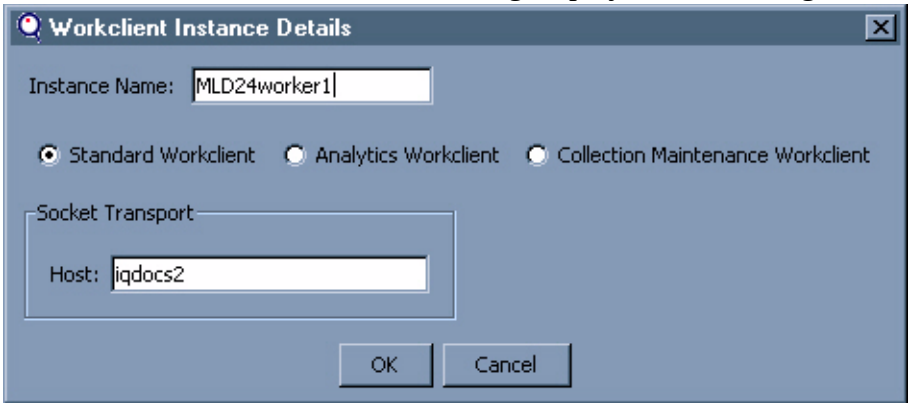
- Fill out the **Default Instance Directory Name**.
- Click **OK**

Creating the Remote Content Processing (Workclient) Instance

On your local server, the Application Details dialog displays an option to create a remote content processing (Workclient) instance:

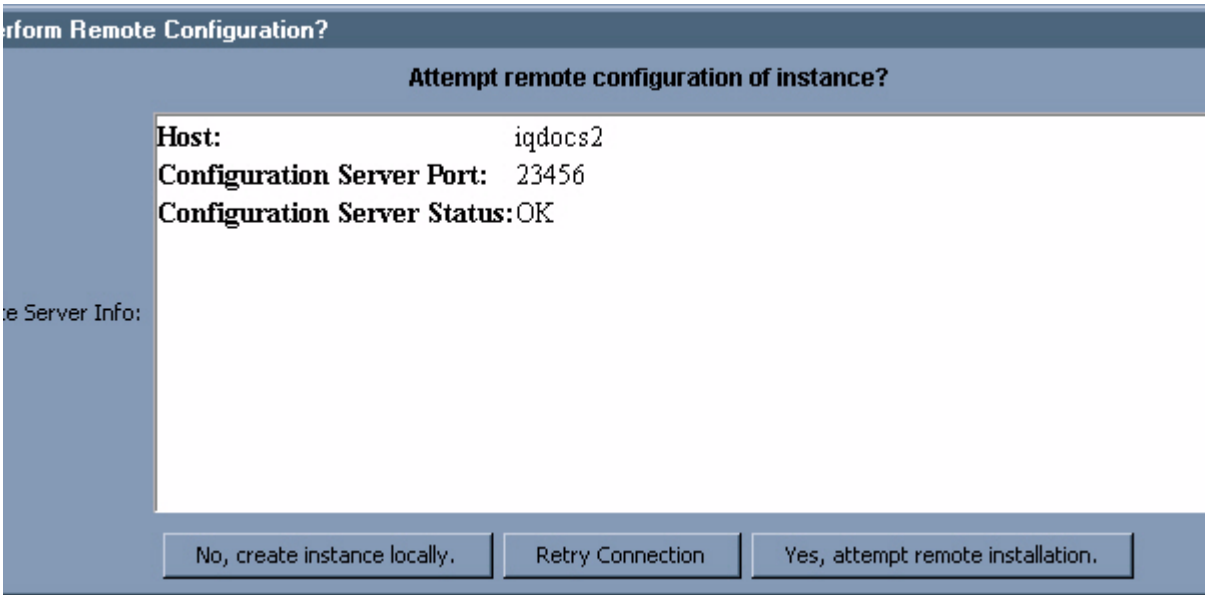
- select the **Add Workclient Instance** option

The Workclient Instance Details dialog displays the following fields:



- Select **OK**.

The Create Application program attempts to connect to the specified processor, and displays connection status:



- select the **Yes, attempt remote installation** option

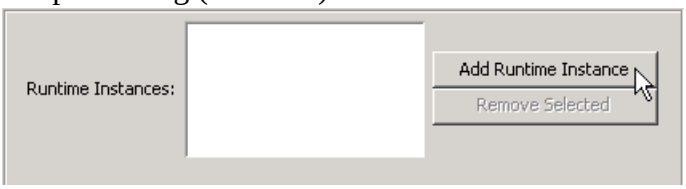
NOTE: If you are not creating a distributed InQuira application (using remote processors) select **No, create instance locally**.

The Application Details dialog displays the settings for the defined instances that are created as described in *Confirming the Distributed Application Details* on page 44.

continue the application creation process as described in *Creating the Remote Request Processing (Runtime) Instance* on page 42.

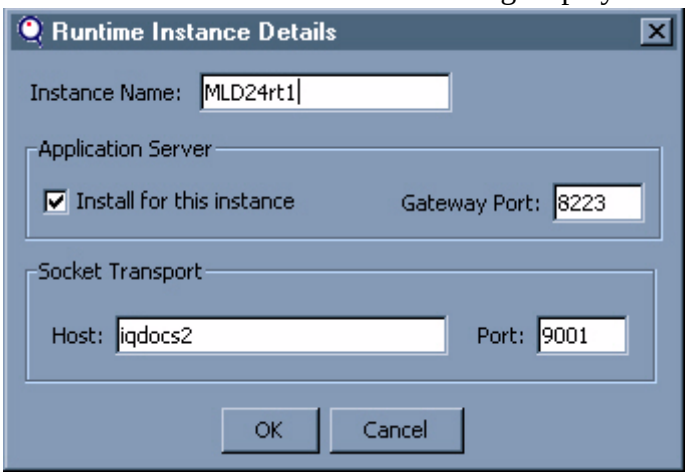
Creating the Remote Request Processing (Runtime) Instance

On your local server, the Application Details dialog displays an option to create a remote request processing (Runtime) instance:



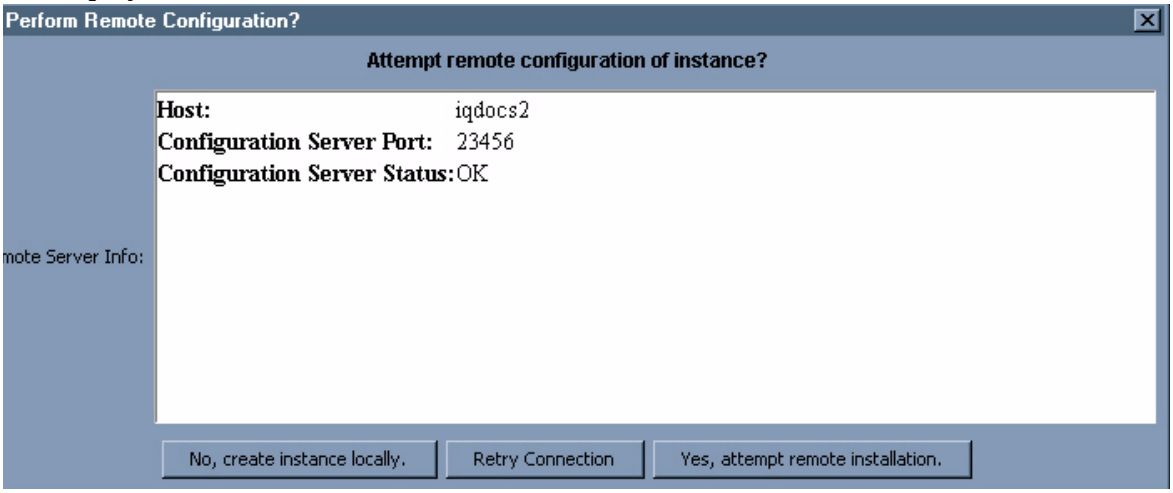
- select the **Add Runtime Instance** option

The Runtime Instance Details dialog displays the following fields:



- Select **OK**.

The Create Application program attempts to connect to the specified processor, and displays connection status:



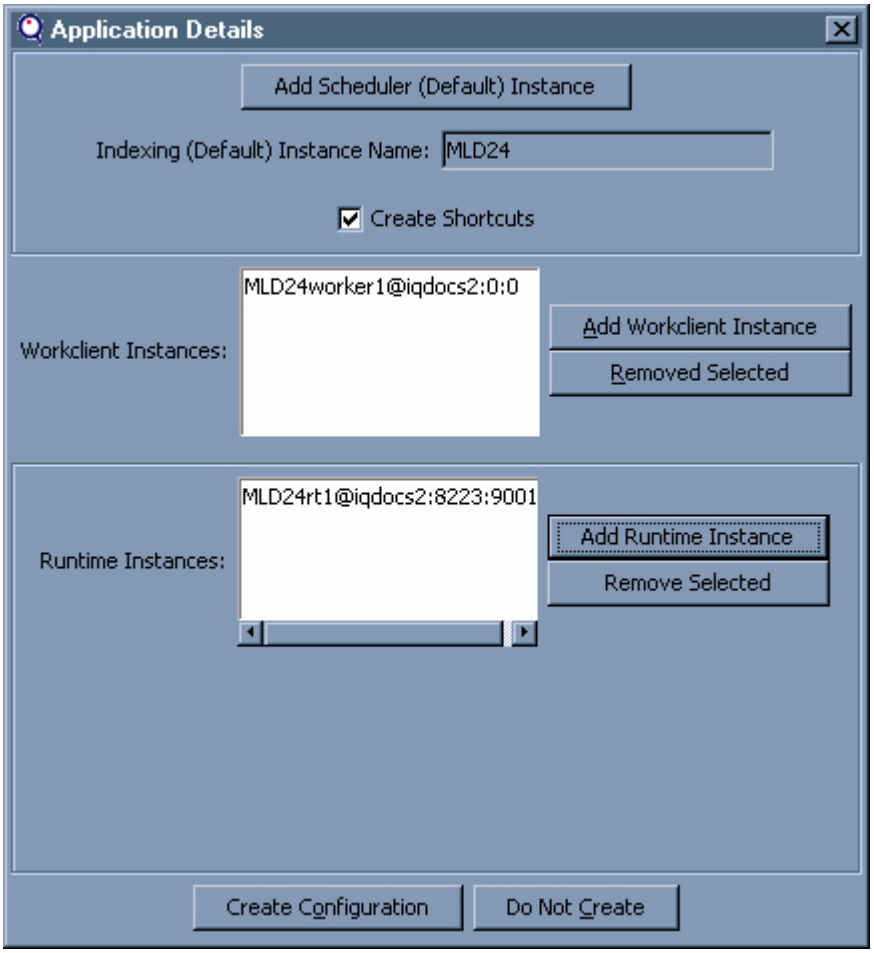
- select **Yes, attempt remote installation**.

NOTE: If you are not creating a distributed InQuira application (using remote processors), select **No, create instance locally**.

The Application Details dialog displays the settings for the defined instances that are created as described in *Confirming the Distributed Application Details* on page 44.

Confirming the Distributed Application Details

On your local server, the Application Details dialog displays the parameters of the defined instances that are created.

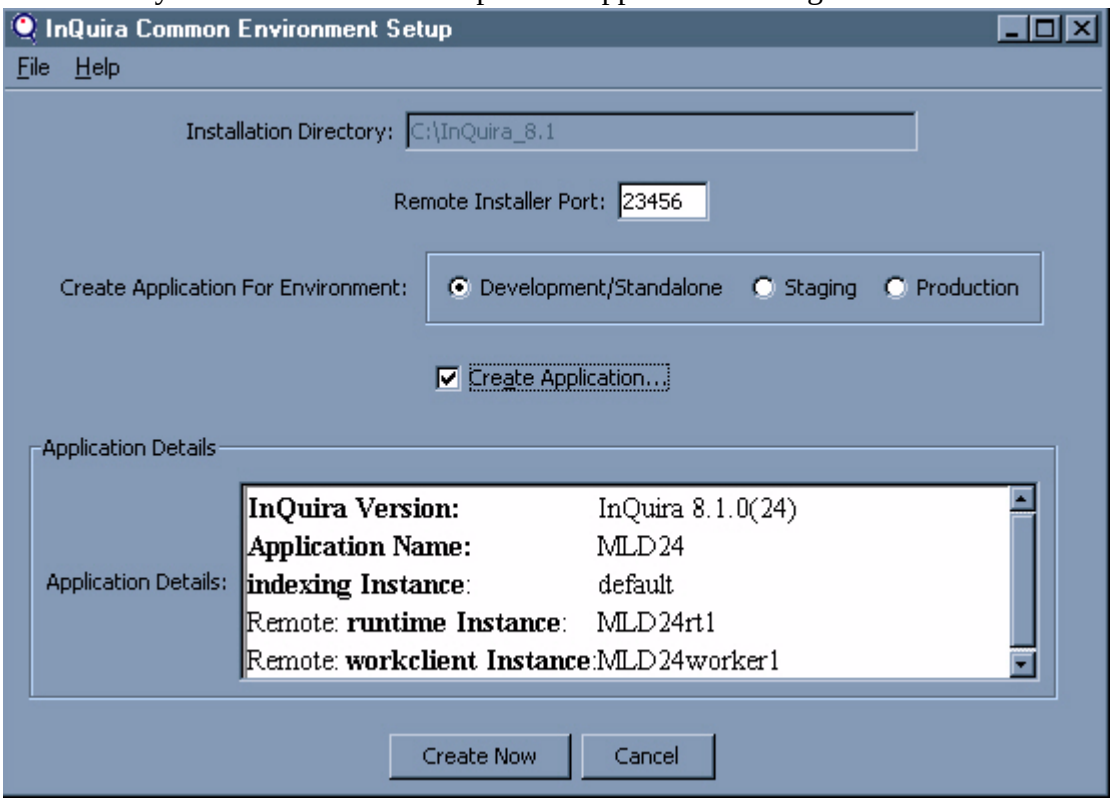


- Select **Create Configuration**.

The Installation Configuration Environment Setup dialog displays summary information about the specified application settings, as described in *Creating the Specified Distributed Application* on page 45.

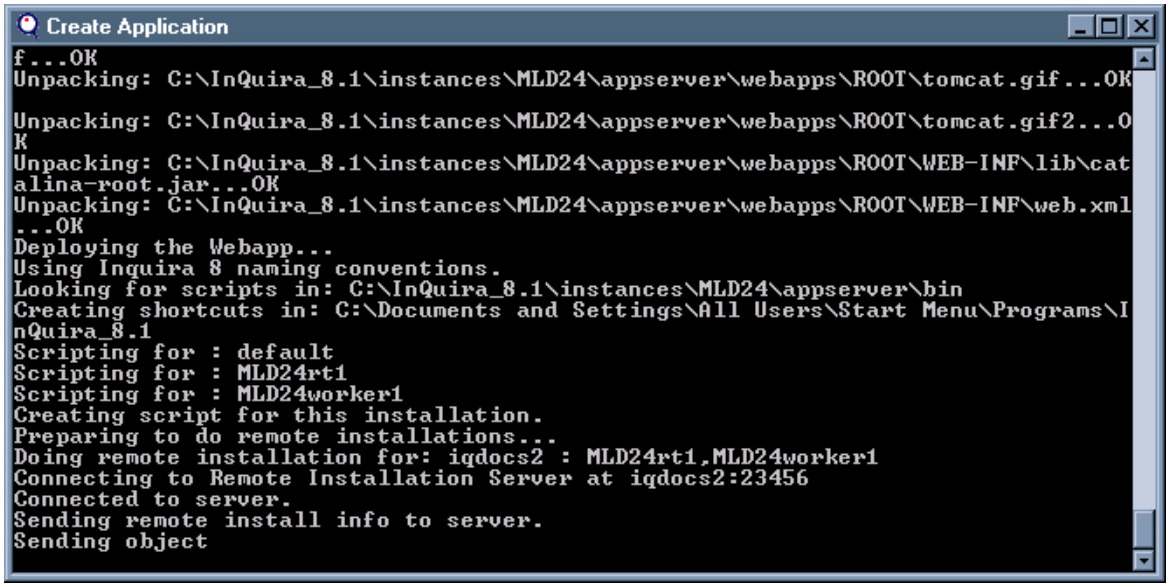
Creating the Specified Distributed Application

On your local server, the Installation Configuration Environment Setup dialog displays summary information about the specified application settings.

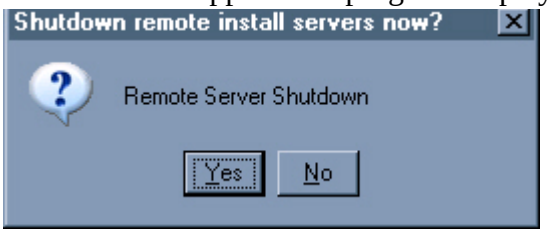


- Select the **Create Now**.

The Create Application program does not respond; you can monitor the application creation progress as described in *Creating the Specified Application and Instances* on page 101. You can monitor the application creation process by watching the console.



The Create Application program displays the message:



- Select **Yes**.

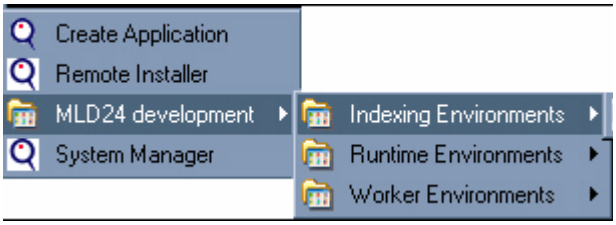
NOTE: If you are not creating a distributed InQuira application (using remote processors) his screen does not display.

The installation is now complete, and the following message displays:

- Select **OK.**

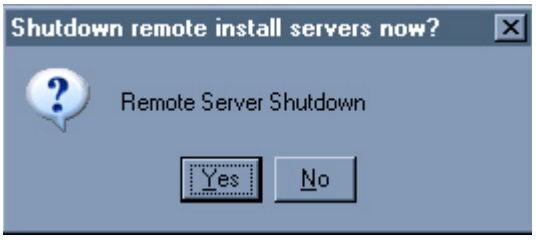
The Create Application program closes.

In Windows environments, the Create Application program creates the specified shortcuts to the setenv scripts



Completing the Remote Installation Process

On each remote server, the Create Application program displays the following completion dialog:



- select **Yes** to stop the remote Installation Configuration Environment server process

In Windows environments, the Create Application program creates the specified shortcuts to the setenv scripts:

Chapter 4 Configuring InQuira Instances

This section describes how to configure the content processing and request processing instances created in the Development Application as described in *Chapter 3, Creating and Configuring an InQuira Application* to perform basic content- and request-processing.

IMPORTANT: The configuration procedures described in this chapter must be performed for each InQuira instance. This means you must open a separate ICE prompt for your Indexing Environement, Runtime Environment, and Worker Environment and perform these configuration procedures in each.

You configure the instances by:

On this instance:	Perform these steps:
Content Processing	• Start the Installation Configuration Environment, as described in *Starting the Installation Configuration Environment* on page 51 • Build the InQuira web application, as described in *Compiling the InQuira Web Application* on page 52. • Deploy the web application, as described in *Deploying the InQuira Web Application* on page 53. • Install and start the InQuira service, as described in *Installing and Starting InQuira Services* on page 54. • Configuring the application data stores, as described in *Configuring the Content Store Datasource* on page 60. • Create the database tables, as described in *Creating the Content Store Database Tables* on page 64 and *Configuring the Quality Monitor Datasource* on page 64. • Restart the application, as desccribed in *Restarting the Application* on page 67.
Request Processing	• Start the Installation Configuration Environment as described in *Starting the Installation Configuration Environment* on page 51. • Deploy the web application as described in *Deploying the InQuira Web Application* on page 53. • Install and start the InQuira service as described in *Installing and Starting InQuira Services* on page 54.

When you have completed the configuration process, you can use the examples in Processing Sample Content to validate the Development Application by:

- Defining a content collection
- Processing the content to create an index of your content collection
- Submitting requests (questions) and receiving responses (answers) using the Development Application default Intelligent Search User Interface

Starting the Installation Configuration Environment

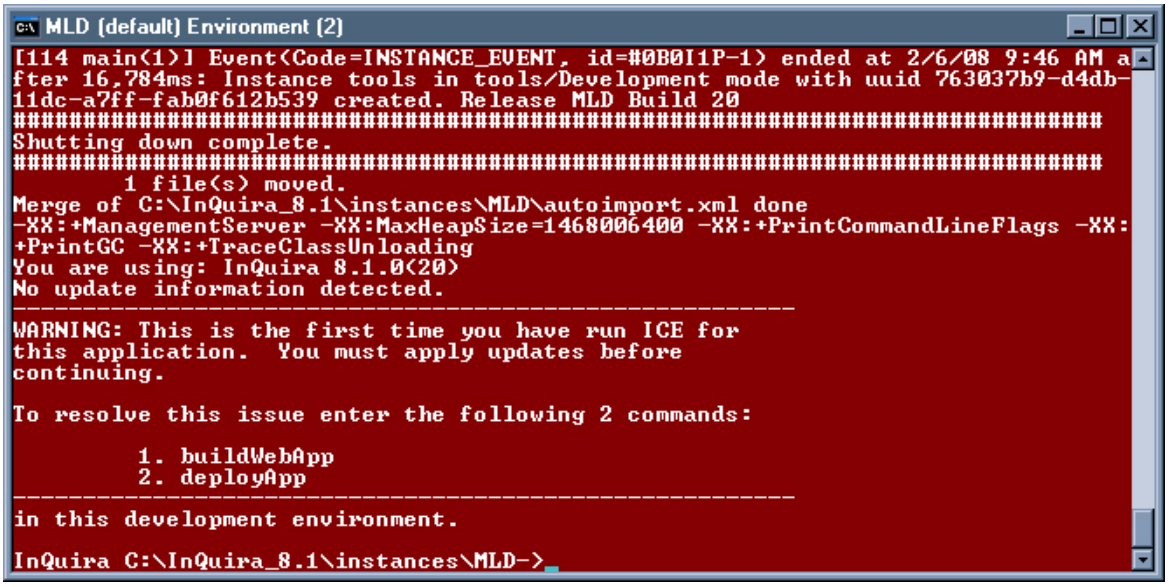
When you create the InQuira application, the Create Application program places Installation Configuration Environment items in the Microsoft Windows Start menu for each defined instance.

To start the Installation Configuration Environment:

- Select the Installation Configuration Environment item for the desired instance:

```
Start => Programs => InQuira 8.1=> <application_name>development=>
Indexing Environments => <application_name> Environment
```

The Installation Configuration Environment program displays its initial screen:



The initial Installation Configuration Environment screen advises that you must build and deploy the web application as described in *Compiling the InQuira Web Application* on page 52 and *Deploying the InQuira Web Application* on page 53.

NOTE: You must repeat these steps for all instances of InQuira.

Compiling the InQuira Web Application

The Installation Configuration Environment provides a facility to build the web application that supports the Advanced Configuration Facility, the User Experience Manager, and the default User Interface.

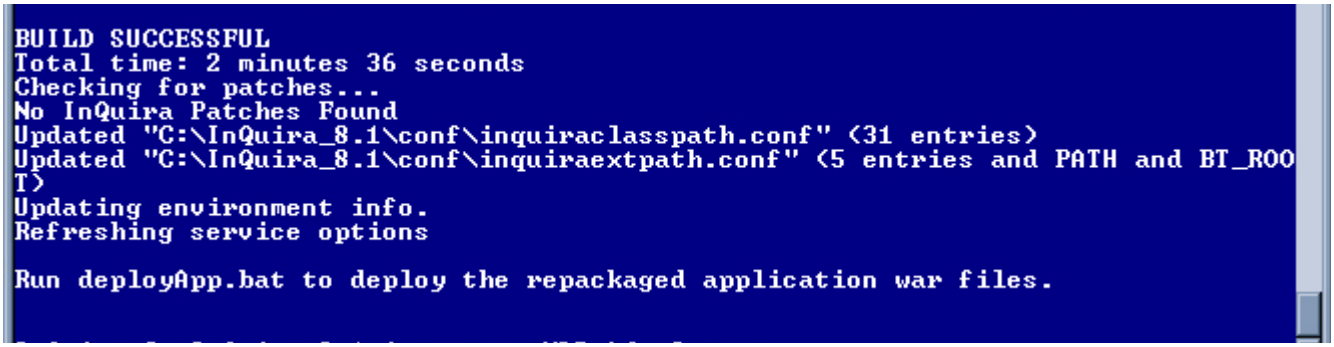
The Installation Configuration Environment web application facility supports customization of the InQuira client and server web application files by merging custom files in the appropriate locations so that they can be deployed in the web application.

IMPORTANT: For the Development Application, build and deploy the InQuira web applications on the content processing instance and deploy the web applications on the request processing instance.

To compile the InQuira web application:

- Enter the command **buildWebApp** at the Installation Configuration Environment command prompt:

The `BuildWebApp` script executes and concludes with the following information:



NOTE: The Installation Configuration Environment console window background changes from red to blue when the process completes.

The Installation Configuration Environment web application building facility includes scripts to move the compiled web application into the InQuira application server directories as described in *Deploying the InQuira Web Application* on page 53.

Deploying the InQuira Web Application

The Installation Configuration Environment web application building facility includes a script to move the compiled InQuira web application into the application server directories.

IMPORTANT: For the Development Application, deploy the InQuira web application on both the content processing and request processing instances.

To deploy the InQuira web application:

- Ensure that you have compiled the web application as described in *Compiling the InQuira Web Application* on page 52.
- Enter the command **deployApp** at the Installation Configuration Environment command prompt:

```
InQuira C:\InQuira_8.1\instances\MLD->deployapp_
```

The deployment script executes and concludes with the following information:

```
MLD24 (default) Environment
InQuira C:\InQuira_8.1\instances\MLD24->deployapp
------------------------------------------------------------

Deploying Web App...

Deploying SERVER war
Buildfile: C:\InQuira_8.1\bin\icebuild.xml

deployapp_local:
     [echo] Deploying Webapps...
     [echo] Deploying C:\InQuira_8.1\build\dist/bwb/inquirawb.war for this index
ing instance.
     [copy] Copying 1 file to C:\InQuira_8.1\instances\MLD24\appserver\webapps
     [copy] Copying C:\InQuira_8.1\build\dist\bwb\inquirawb.war to C:\InQuira_8.
1\instances\MLD24\appserver\webapps\inquirawb.war

BUILD SUCCESSFUL
Total time: 3 seconds
Checking for patches...
No InQuira Patches Found
Updated "C:\InQuira_8.1\conf\inquiraclasspath.conf" (31 entries)
Updated "C:\InQuira_8.1\conf\inquiraextpath.conf" (5 entries and PATH and BT_ROO
T)
Updating environment info.
Refreshing service options
InQuira C:\InQuira_8.1\instances\MLD24->_
```

Installing and Starting InQuira Services

The InQuira Advanced Configuration Facility application can operate as a service in all supported environments.

In Microsoft Windows environments, you must install the InQuira service as described in *Installing the InQuira Service (Microsoft Windows Only)* on page 54.

In Linux and Unix environments, the InQuira service does not require installation; you can start the service from the Installation Configuration Environment console as described in *Starting the InQuira Service* on page 55.

NOTE: We recommend using an automated process to start the InQuira service in Unix and Linux environments.

Installing the InQuira Service (Microsoft Windows Only)

To install the InQuira service:

- Enter the following command at the Installation Configuration Environment prompt: **InquiraService -install**

The Installation Configuration Environment console displays information about the service installation process:

IMPORTANT: You must uninstall and reinstall the service any time you change the JVM options (JAVA_OPTS) in the Installation Configuration Environment.

After installing the InQuira service you must start the InQuira service see *Starting the InQuira Service* on page 55 and then *Configuring the Application Data Stores* on page 60.

Starting the InQuira Service

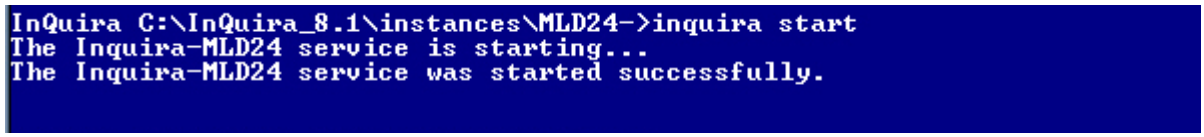
You start the InQuira service from the Installation Configuration Environment command prompt for the related instance.

To start the InQuira service:

- Enter the following command in Microsoft Windows environments:

```
inquira start
```

The InQuira service starts:



Viewing the InQuira Web Application Logs

The Installation Configuration Environment provides a facility for viewing the STDOUT and STDERR logs for the InQuira web application.

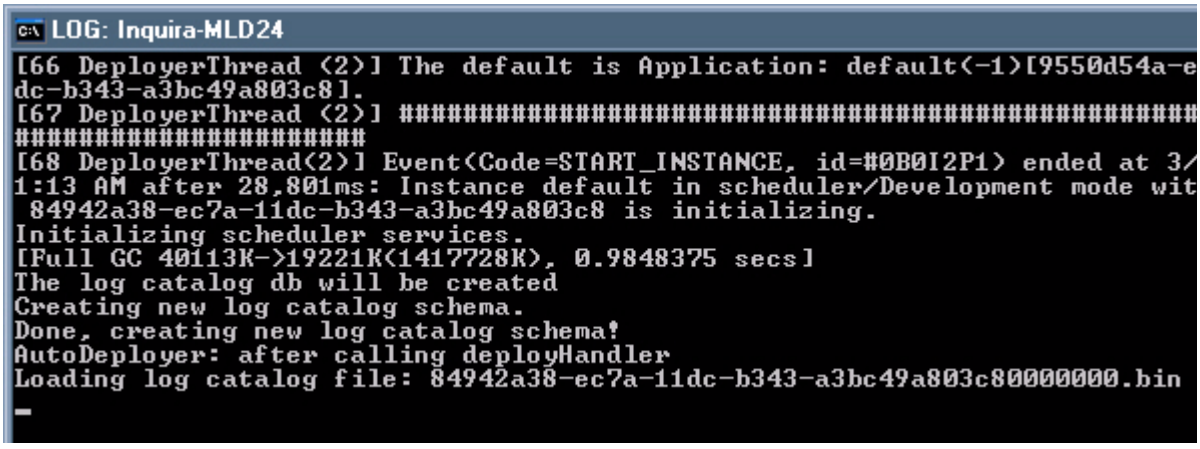
To view the application logs:

- Enter the following command at the Installation Configuration Environment command prompt:

```
tailTheLog –a
```

```
InQuira C:\InQuira_8.1\instances\MLD24->tailTheLog -a_
```

InQuira displays application log information in a separate window:



NOTE: See the *Intelligent Search Administration Guide* for more information on InQuira logs and how to access log data.

Starting the System Manager

The InQuira web application for the content processing instance supports the InQuira Business Workbench, a web-based application that includes:

- The System Manager

You configure the application using the System Manager to specify various InQuira content and data storage.

NOTE: The System Manager requires that the InQuira application server is active, as when the InQuira Service is running.

To start the System Manager:

- Use the System Manager shortcut:

or

- Open a browser and enter the following URL:

```
http://<hostname>:<port>/inquirawb/sm
```

where:

<port> :	is the application server/gateway port specified during the installation process as described in *Creating the Content Processing Instance* on page 95. The default is 8222.

The System Manager Login page displays.

Logging into System Manager

The System Manager Login page displays.

- Log onto the Advanced Configuration Facility as:

User:	Administrator
Password:	Administrator

NOTE: The System Manager Login fields are case-sensitive.

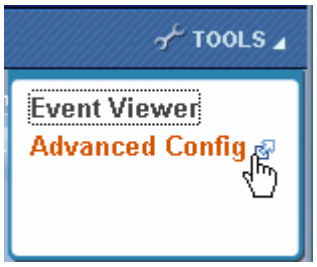
NOTE: See the *Intelligent Search Administration Guide* for more information on the System Manager and InQuira administration.

The System Manager displays the Job List.

Accessing the Advanced Configuration Facility

From the Job List Screen:

- Select the **Tools** menu in the upper-right portion of the screen
- Select **Advanced Configuration**

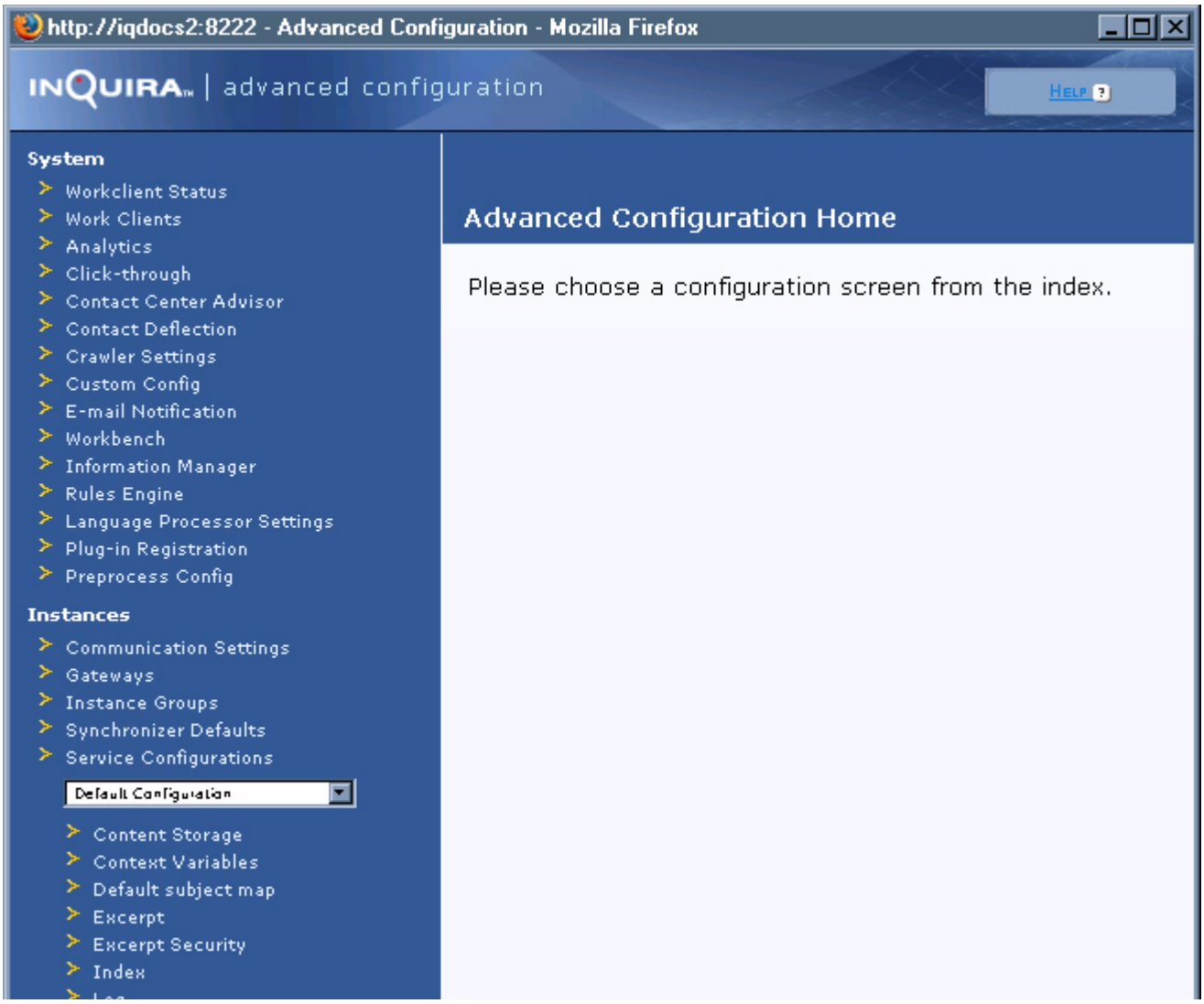


The System Manager displays the Advanced Configuration page as described in *The Advanced Configuration Facility* on page 59.

The Advanced Configuration Facility

The Advanced Configuration Facility is divided into the following functional areas:

- System
- Instances



NOTE: See the *Intelligent Search Administration Guide* for more information on the Advanced Configuration Facility and advanced InQuira administration.

Configuring the Application Data Stores

An InQuira application requires configured data sources for various types of application data. Using ***System Manager*** see *Starting the System Manager* on page 57 you can configure an application to use a single data source for the required data tables, which include:

- The Content Store, which contains the indexed documents used to answer users' questions
- The Quality Monitor data store, which stores data used for testing application request processing performance

---

IMPORTANT: You may also need to configure data sources for the optional InQuira Analytics and Information Manager products, as described in the InQuira Analytics and Information Manager product documentation.

You configure data sources for an application by:

- specifying database connection information for each component
- creating the data tables

To configure data sources for additional components, select the corresponding Advanced Configuration Facility menu items, and configure the appropriate data sources:

To Configure the Data Source for...	Select...
Content Store	**Content Storage**, in the Instances portion of the menu
Quality Monitor Store	**Workbench**, in the System portion of the menu

See *Configuring the Content Store Datasource* on page 60 for detailed content store datasource configuration information.

See *Configuring the Quality Monitor Datasource* on page 64for detailed Quality Monitor store datasource configuration information.

Configuring the Content Store Datasource

The InQuira Content Store is the database that contains the application content used in request processing.

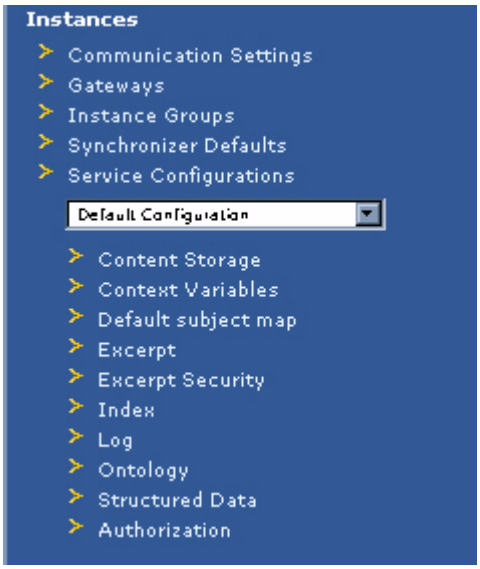
You must configure a data source for the Content Store to store content for use by the application. (See *Databases* on page 15 in the InQuira System Requirements section for more information.) You configure the data source for the Content Store by specifying

appropriate values for the fields in the Content Store Data Sources page of the Advanced Configuration Facility.

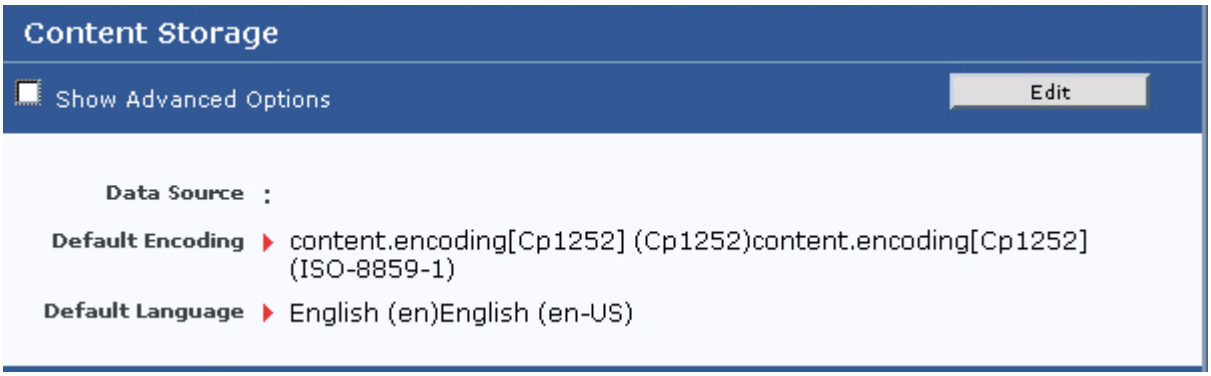
NOTE: You can use a single database as a data source for multiple InQuira components; for example you can configure the same database for the Content Store and the InQuira Analytics module.

To configure a data source for the application:

- Select **Content Storage** from the Instances section of the Advanced Configuration Facility menu:

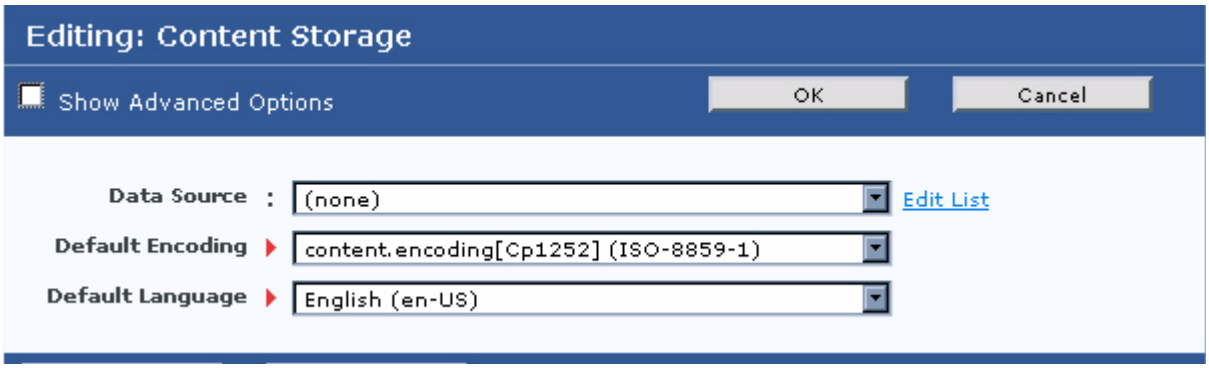


The Content Store page displays.



- Select **Edit** on the Content Store page

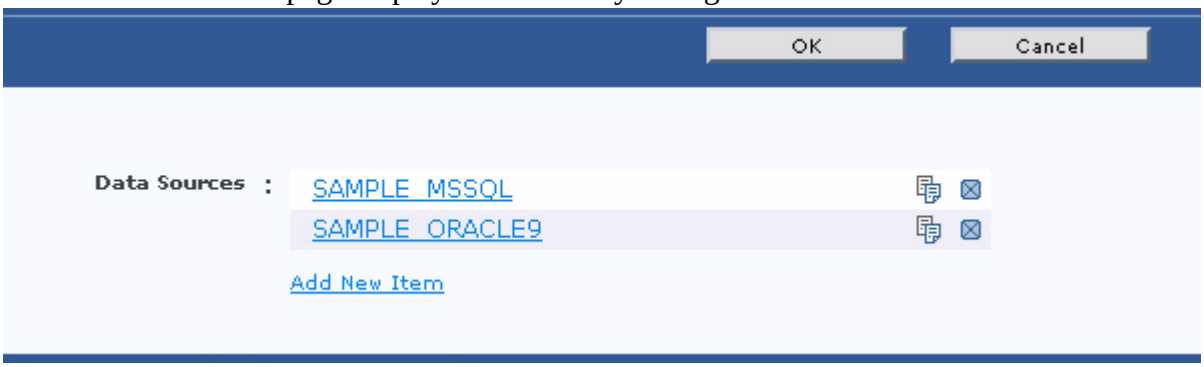
The Editing: Content Storage page displays the list of defined data sources in the Data Source field:



For initial configuration, you need to define a new data source:

- Select **Edit List** in the Data Source field

The Data Sources page displays the currently configured data sources:



NOTE: The SAMPLE MSSQL and SAMPLE ORACLE9 databases are for demonstration purposes only.

- Select **Add New Item**

  or

- Select the copy icon next to appropriate sample data source, for example, SAMPLE_MSSQL
- select the newly created copy, for example, SAMPLE_MSSQL (copy)

The Data Sources page displays fields for entering data source information:

- specify the following parameters to configure the data source:

Parameter	Description	
Item Name	specify a required name for the data source. NOTE: The name must be a single string without spaces.	
Datasource Type	specify the database type. Select the type of data source from the list of supported types (**MS SQLServer** and **Oracle 9i**)	
URL	specify the connection URL for the JDBC connection. Enter the value of the connection URL as appropriate for your RDBMS and JDBC driver, for example, YOUR_HOST_NAME and YOUR_DATABASE_NAME	
User	specify the user name to use for the specified data source	
Password	specify the password to use for the specified data source NOTE: The Advanced Configuration Facility encrypts the saved password; the contents of the field may not appear to match the specified password.	
Properties	specify any additional required connection properties. The sample data source configurations may contain additional default properties, for example:	
	TDS	specifies the Tabular Data Stream (TDS) version. TDS is the protocol that SQL Server uses to communicate with database clients. SQL Server 2000 and 2005 use Version 8.1. Newer database server versions usually understand older protocol versions.
	useCursors	specifies that the jTDS driver uses server side cursors instead of direct selects (AKA firehose cursors) for forward-only read-only result sets. For other types of result sets, server- or client-side cursors are always used. With SQL Server a so called fast forward-only cursor is created when this property is set to `true`.

- Select **OK** to save your changes while reverting to the Content Storage page.
- Select your newly created Data Source from the drop down list.
- Select **OK.**
- Select **Save.**

You can now create the tables for the InQuira content store as described in *Creating the Content Store Database Tables* on page 64.

Creating the Content Store Database Tables

The Installation Configuration Environment provides a facility to create the Content Store database tables for the configured data source.

To create the content store database tables, enter the following command from the Installation Configuration Environment prompt:

- In Microsoft Windows environments:

```
createContentStore.bat
```

- In Unix and Linux environments:

```
createContentStore.sh
```

NOTE: You can create and maintain the content store database tables using various InQuira facilities available as commands and as scheduled tasks.

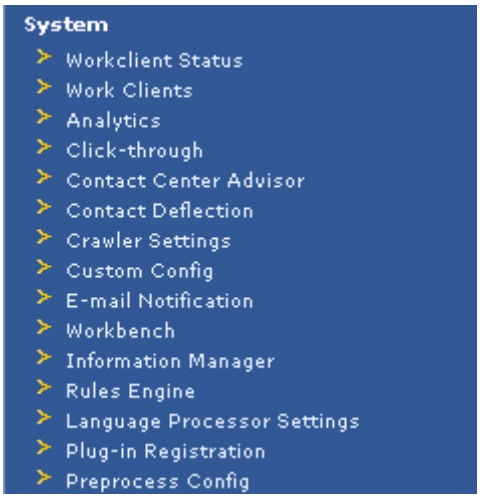
Configuring the Quality Monitor Datasource

The InQuira Quality Monitor Data Store is the database that stores data used for testing application request processing accuracy.

You must configure a data source for the Quality Monitor Data Store to store content for use by the application. (See *Databases* on page 15 in the InQuira System Requirements section for more information.) You configure the data source for the Quality Monitor by specifying appropriate values for the fields in the Workbench page of the Advanced Configuration Facility.

To configure a data source for the application:

- Select **Workbench** from the System section of the Advanced Configuration Facility menu:

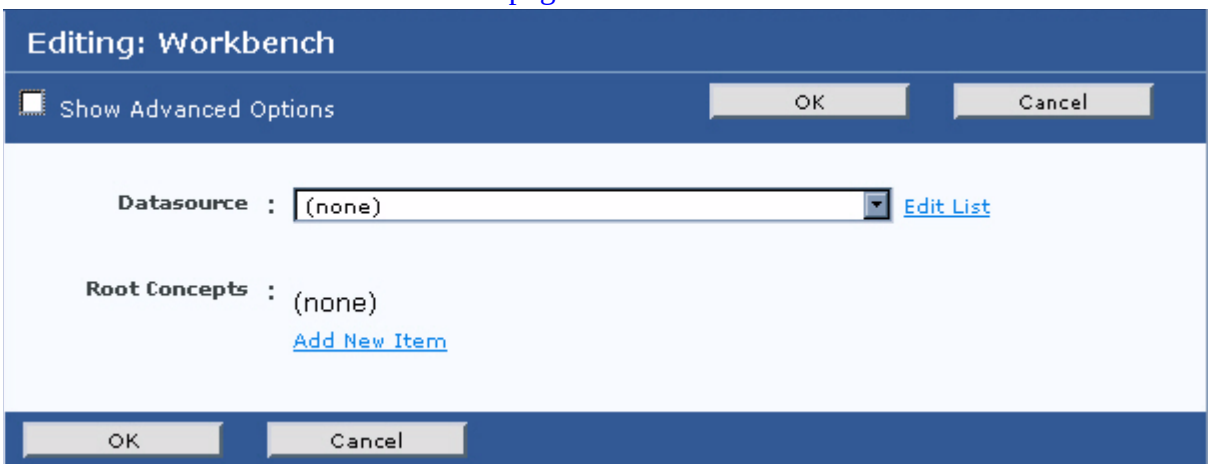


The Workbench page displays.

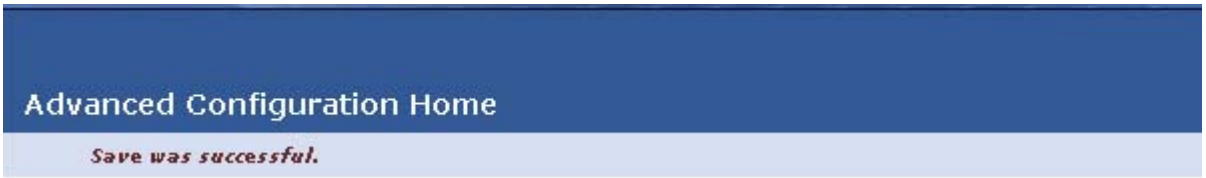
- Select **Edit** on the Workbench page

The Editing: Workbench page displays a drop down list of data sources.

You can now create the tables for the InQuira content store as described in *Creating the Content Store Database Tables* on page 64.



- Select the same data source created for the Content Store
- Select **OK** to save your changes while reverting to the Workbench page
- Select **Save** on the Workbench page



Creating the Quality Monitor Database Tables

The Installation Configuration Environment provides a facility to create the Quality Monitor database tables for the configured data source.

To create the Qulaity Monitor database tables, enter the following command from the Installation Configuration Environment prompt:

- In Microsoft Windows environments:

createQualityMonitorStore.bat

- In Unix and Linux environments:

createQualityMonitorStore.sh

Restarting the Application

You should restart the InQuira application to ensure that your configuration changes are available to the InQuira Business Workbench applications.

To restart the InQuira application, enter the following command from the Installation Configuration Environment: **inquira restart**

Working with the Configured Application

The InQuira application is now configured and ready to use. You can now begin working with the application to process content, schedule tasks, and develop language processing components using the System Manager, and additional InQuira tools and processes.

To begin working with the application by processing content and scheduling jobs, see the *Intelligent Search Administration Guide*.

To begin working with the application by developing language processing components, see the *Intelligent Search Administration Guide*, *Intelligent Search Language Tuning Guide*, and *Intelligent Search Optimization Guide*.

For more information about using additional InQuira features and products, see *InQuira Product Documentation* on page 5.

Chapter 5 InQuira Installed Directories and Files

The InQuira installation and configuration processes create and populate the standard InQuira directory structure under the specified installation directory. The default InQuira home directory is InQuira_8.1; it contains the following directories and files:

Directory	Description
archive	This directory contains supplemental directories and files that support client integration with the InQuira runtime environment, as described in *InQuira Archive Directory Contents* on page 71.
automation	This directory contains sample scripts for automating InQuira processes using automation tools such as CRON or Microsoft Windows Scheduler.
base	This directory contains the installation-specific configuration and application data that defines the InQuira instance, as described in *InQuira Base Directory Contents* on page 72.
bin	This directory contains scripts and executables used to perform various administrative and maintenance tasks. See the *Intelligent Search Administration Guide* for more information on administration and maintenance.
build	This is a working directory for the output of the web application creation process. The `inquiragw.war` archive, which provides the InQuira SOAP gateway for use with applications using SOAP to communicate between the client and the runtime environment, is located in the \dist\runtime sub-directory. You can use this archive with any SOAP client..
conf	This directory contains the configuration files used by InQuira when it is running as a service.

deploy	This directory is the recommended location for customer-specific files to be merged with the product code and deployed with the customer application.
inquira	This directory contains software the InQuira software components, as described in *InQuira Inquira Directory Contents* on page 73.
instances	This directory contains instance-specific data for each instance defined within the application.
integration	This directory is the recommended location for the virtual directory when using the ASP agent to integrate with a production web application.
jre	This directory contains the Java Runtime Environment source and license files.
lib	This directory contains shared customer libraries such as the Installation Configuration Environment java archive.
packages	This directory is the recommended location for installation files.
patches	This directory contains installed patches obtained from Customer Support.
resources	This directory is the recommended location for supporting customer-specific files, such as sample questions.
scripts	This directory is the recommended location for customer-specific scripts to be executed within the Installation Configuration Environment.
tmp	This is the Java temporary directory.
UninstallerData	This directory contains the InQuira Uninstaller application and supporting directories and files.

File	Description
ice installation. properties	This file stores the parameters specified when executing the InQuira installation (install_inquira.exe or .bin), enabling replication of the installation on remote processors, as described in *Replicating an InQuira Installation (Silent Installation)* on page 92 To replicate a InQuira application configuration with defined instances, use the iceinstallation.properties file located in <installation_dir>/resources as described in *Replicating an InQuira Application (Silent Install)* on page 91.

InQuira_8.1_ InstallLog.log	This log file contains information from the automated product installation and configuration process.
InQuira_Dictionaries _8.1_InstallLog.log	This log file contains information from the automated Dictionaries installation and configuration process.
InquiraCommon Environment.jar	This archive contains the Installation Configuration Environment components.
install_settings.txt	This file records information from the installation process for use in debugging, and for future automated upgrades.

InQuira Archive Directory Contents

The InQuira `archive` directory contains the compressed application server, web applications, and gateways:

File	Description
appserver.zip	This archive is the InQuira application server, which is installed automatically.
aspagent.zip	This agent provides an IIS/ASP-compliant web application that uses SOAP to communicate with the Java 1.4 runtime environment. NOTE: The `inquira/components` directory contains two components that are required for ASP support, and a README file that provides usage information.
htmlagent.war	This agent provides a J2SE 1.4 compliant web application that performs XSLT processing using the provided integrated (Tomcat) web server. You can use this archive to operate the User Interface and the Advanced Configuration Facility.
inquira-dev.jar	This archive contains diagnostic tools for use by InQuira Customer Support.
inquirawb.war	This archive contains the InQuira Business Workbench applications (System Manager).

j2eeagent13.war	This agent provides a J2EE compliant web application that performs XSL processing using an InQuira gateway. You can use this archive to connect a Java 1.3 web server to the Java 1.4 runtime using SOAP or RMI.
j2eeagent.war	This agent provides a J2EE compliant web application that performs XSL processing using an InQuira gateway. You can use this archive to connect a Java 1.4 web server to the Java 1.4 runtime using SOAP or RMI.
j2eeclient.jar	This archive contains the classes required to create a client for use within a Java 1.3 environment that communicates with the InQuira Java 1.4 runtime environment. Common protocols supported are RMI and SOAP, with the 1.4 environment configured for the appropriate connectivity.

InQuira Base Directory Contents

The InQuira `base` directory contains installation- and environment-related data:

Directory	Description
development	This directory contains environment-related data within various subdirectories, as well as the `env.xml` file, which is used to store environment-specific configuration.

File	Description
installation.xml	This file stores installation-specific settings to override the basic configuration settings specified at installation.

InQuira Inquira Directory Contents

The InQuira `inquira` directory contains the following directories and files:

Directory	Description
bin	This directory contains various batch files associated with InQuira functions, including `classpath.bat`, `workbench.bat`, and `scheduler.bat`. Not for use by customers.
components	This directory contains required components for an IIS web server running the InQuira ASP client.
data	This directory contains supporting directories and files for the spelling checker facility.
docs	This directory is reserved for future use.
index	This directory is a container for content index directories and files.
int	This directory contains presentation-related libraries and files, such as applets, java server pages, and style-sheets, used by the various administration tools and the User Interface.
lib	This directory contains archived InQuira, external third party, and JDBC-related libraries.
logs	This directory contains InQuira log files.
sql	This directory contains SQL commands required for various database-related application functions.
src	This directory contains files required for the Preprocessor, which translates the source application content to a standard format for use by the application.

File	Description
install_override.xml	This file records the specified InQuira home directory and the location of the default application as specified during the installation process.
version.xml	This file records the version number for use by the InQuira Language Workbench.

Chapter 6 Uninstall Intelligent Search

Information Manager provides an uninstall program. This chapter describes the uninstall procedure.

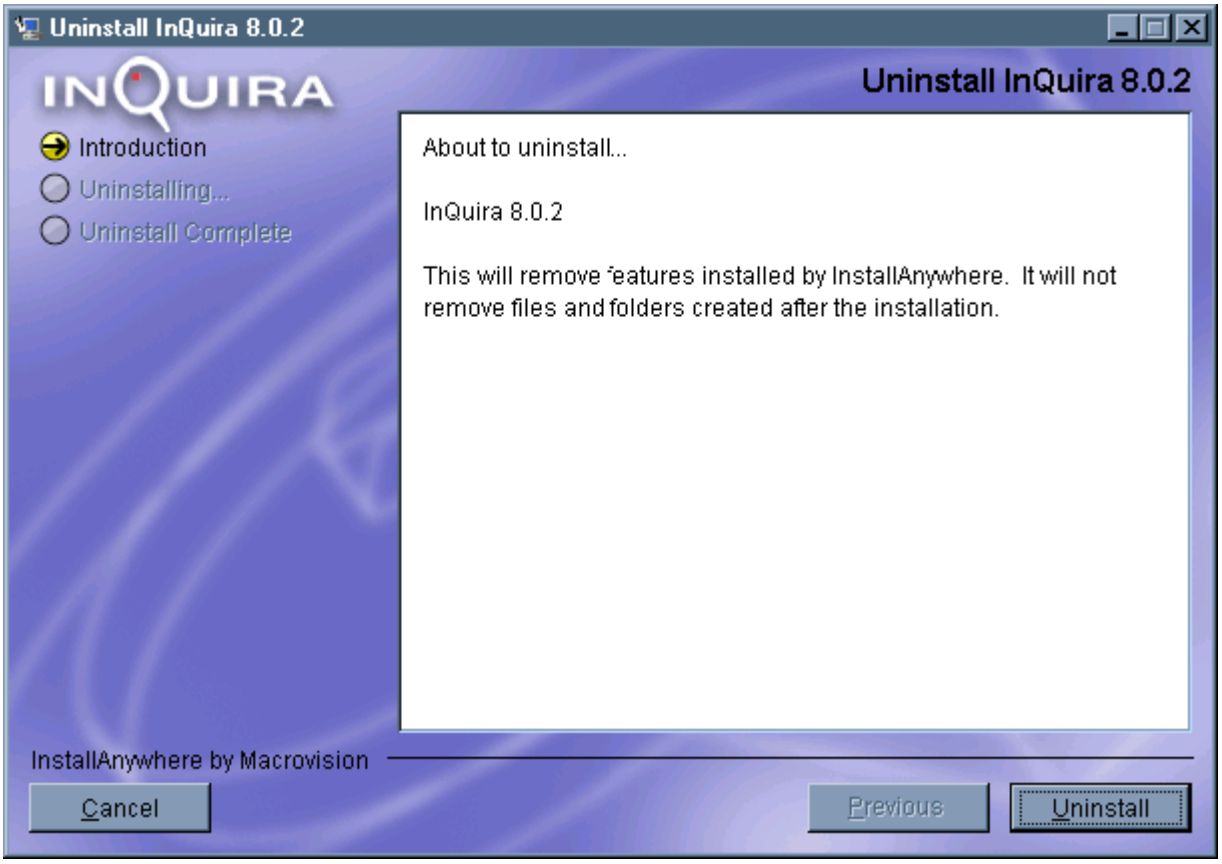
To uninstall Intelligent Search:

- Locate the UninstallerData folder.

  This folder is located in <InQuira_home>>/Uninstall_Information_Manager.

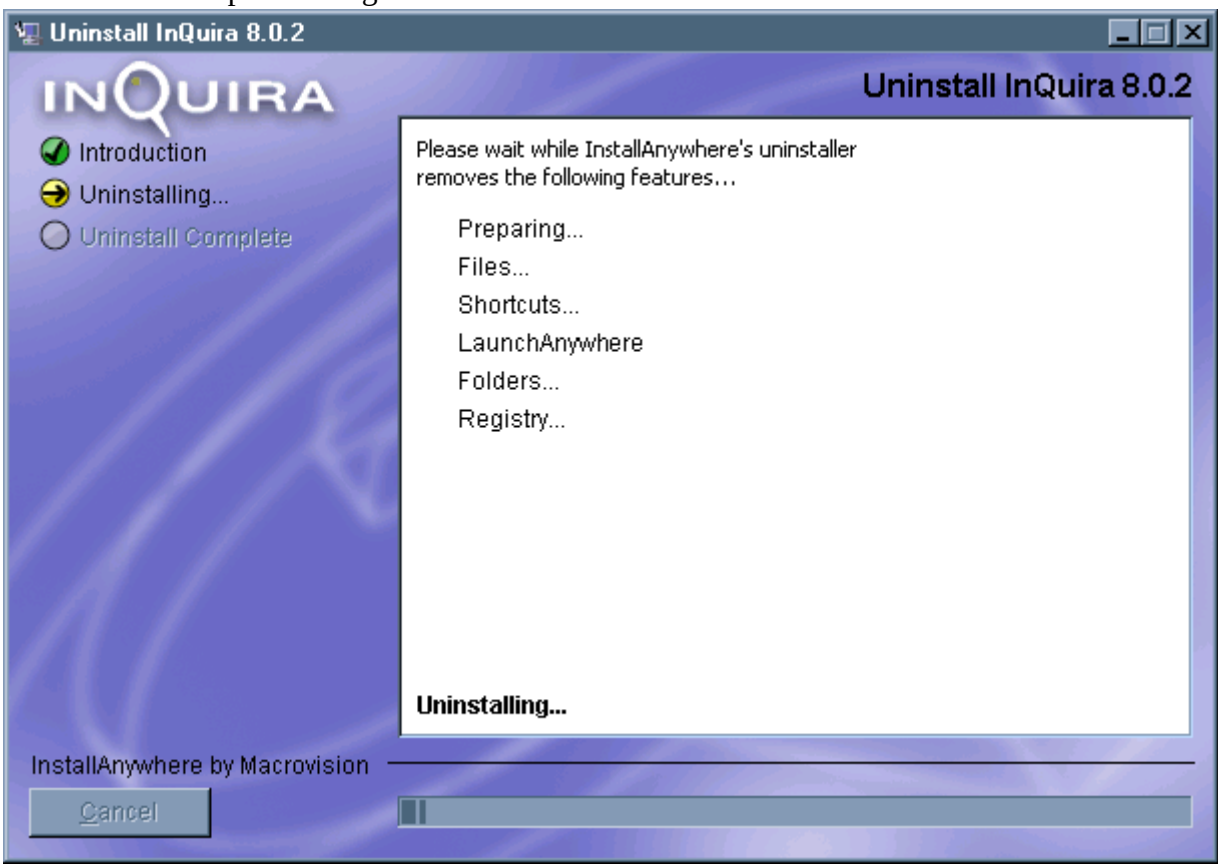
- Execute Uninstall_Information_Manager.exe.

The Uninstall InQuira screen displays.

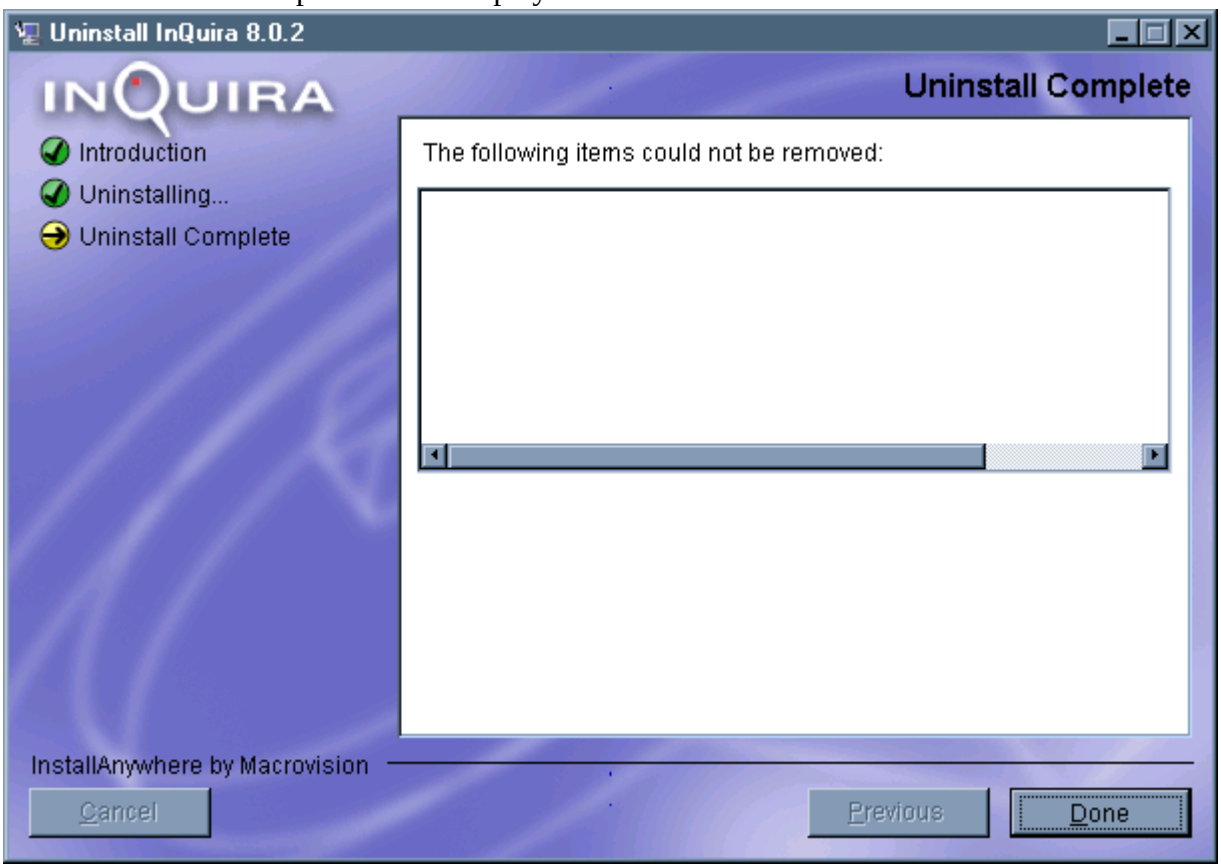


- Select **Uninstall**.

The uninstall process begins:



The Uninstall Complete screen displays.



Some items may not be removed as a part of the uninstallation process. These items appear in the **The following items could not be removed field**, and they must be removed manually.

- Select **Done**.

Chapter 7 Intelligent Search Installation Glossary

Field	Description
Gateway Port	The port that the application server uses. The default is 8223.
Installation Directory	The directory in which the InQuira product is installed.
Instance Name	The name of the request processing instance. The Create Application program displays a default value consisting of the specified content processing instance name, appended with a request processing instance suffix, for example, MyCompany_worker1. Specify a descriptive name, using no blank spaces.
Port	The port for the default instance. The default is 9002.
Remote Installer Port	The port on which Installation Configuration Environment communicates with remote instances.
Socket Transport Host	The hostname for socket communications between the content processing and request processing instances. We recommend that you plan to move your request processing instance to another host, using the process for configuring remote request processing instances.
Workclient Type	Specify whether this workclient: • performs any assigned tasks • performs only InQuira Analytics ETL tasks • performs only Collection Maintenance tasks See the *Intelligent Search Administration Guide* for more information on scheduling tasks.

Appendix A

This appendix describes:

- *The Installation Configuration Environment* on page 82
- *Creating the Application Instances for Demostration Only* on page 83
- *Replicating an InQuira Application (Silent Install)* on page 91
- *Creating the Development Application* on page 93

The Installation Configuration Environment

The Installation Configuration Environment is a common operational environment for InQuira applications that is installed and configured as part of the standard installation process. The Installation Configuration Environment contains tools and utilities that assist in creating, administering, and maintaining InQuira instances and applications, enabling you to easily:

- Create and configure applications and instances
- Apply and remove patches and updates to product code
- Build and maintain customized InQuira web applications
- Automate operations using external utilities, such as shell scripts

The Installation Configuration Environment provides system administration benefits, including:

- A single point of control for managing environment configuration
- Support for implementations using only one instance of InQuira product code
- Support for a central Dictionary repository, shared by all applications
- Separate and standard locations for InQuira product code and custom code
- Simplified integration and configuration of custom code that uses InQuira services
- Access to commonly used environment variables

Creating the Application Instances for Demostration Only

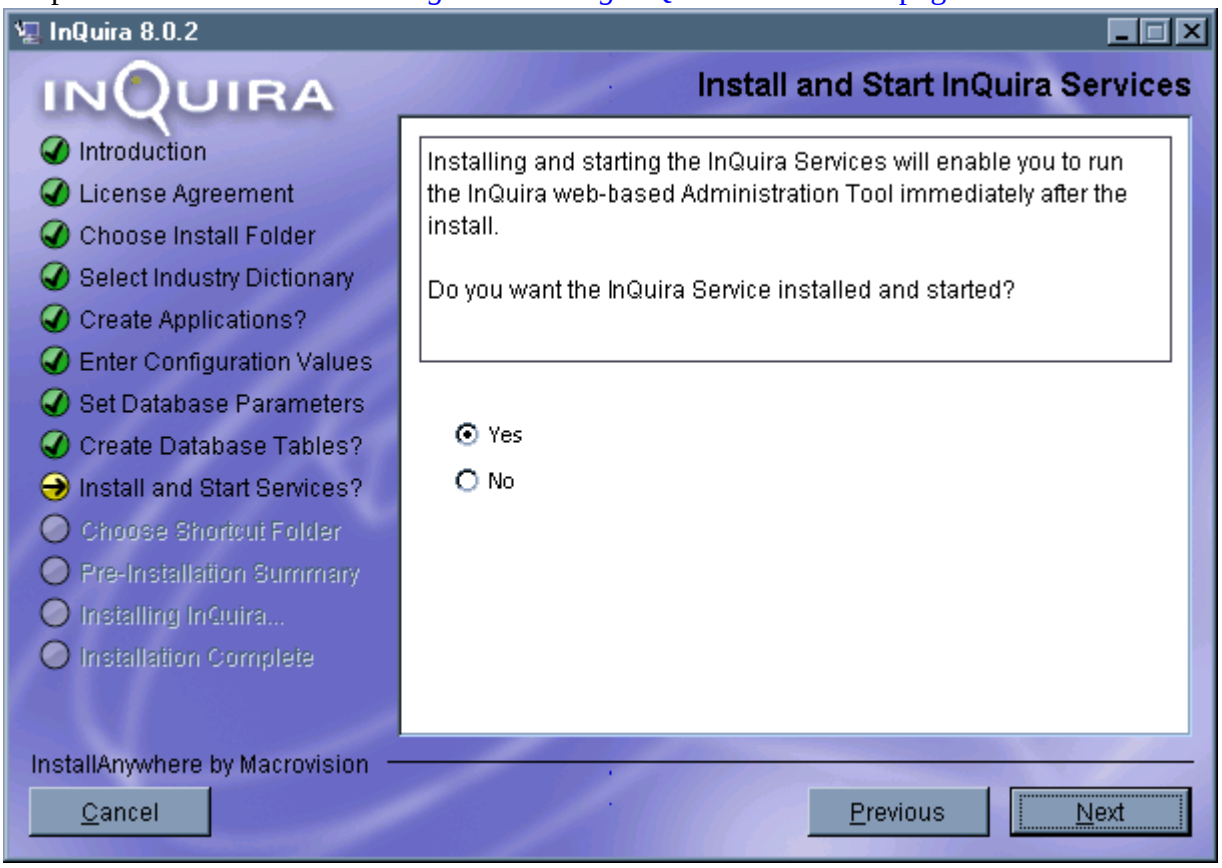
Installing and Starting the InQuira Service (Demonstration Only)

If you specify to create the application instances as part of the installation process as described in *Creating the Application Instances for Demostration Only* on page 83, the installation program prompts you to automatically install and start the InQuira Service.

NOTE: This screen does not display during the recommended installation process as described in *Chapter 2, Installing and Configuring InQuira*. See *Chapter 8, Installing and Starting the InQuira Service (Demonstration Only)*. for the recommended process for installing and starting the InQuira Service.

The InQuira Service provides a standardized method of starting and stopping InQuira and managing processes associated with the application.

Select Yes to install and start the InQuira Service. Select **No** to bypass installing and starting the InQuira Service. You can install and start the service at a later time using the process described in *Installing and Starting InQuira Services* on page 54.

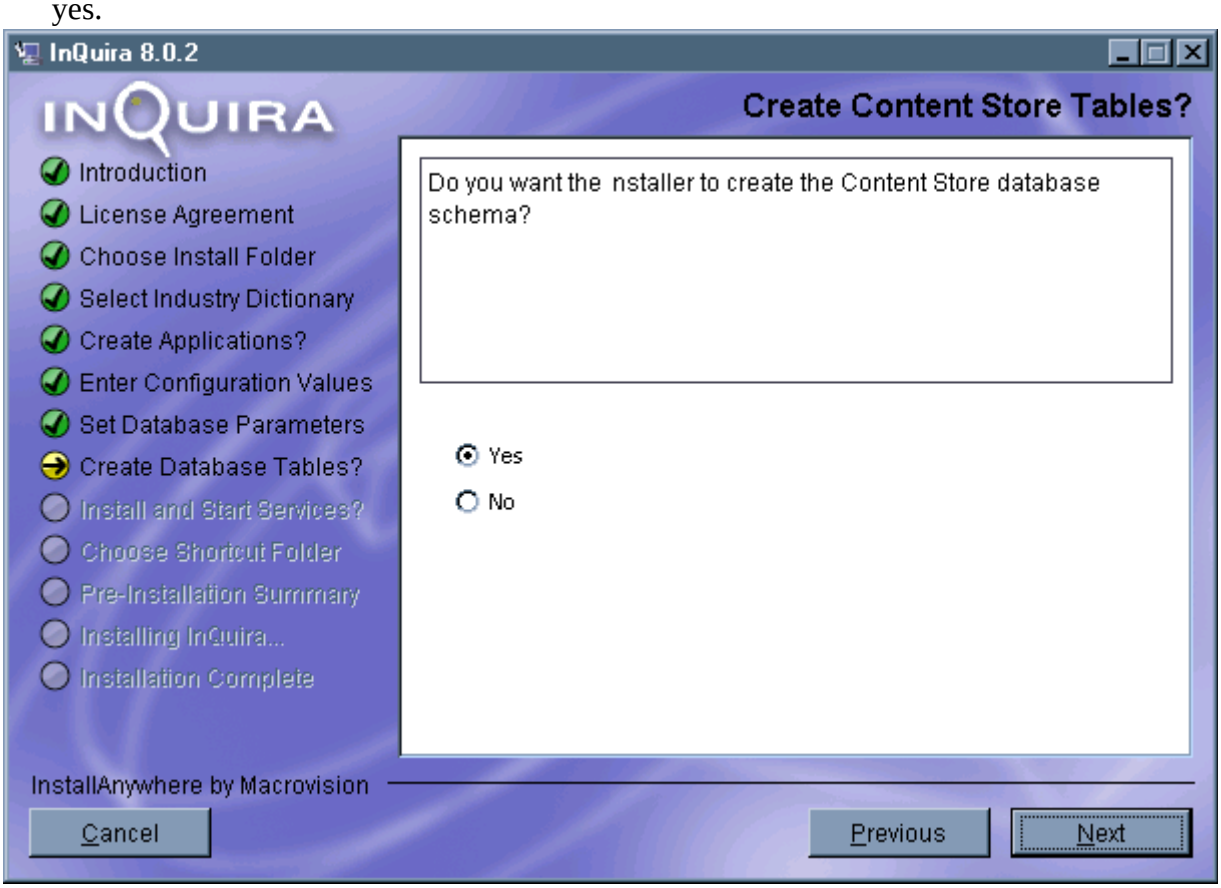


- Select **Yes** or **No**.
- Select **Next.**

The installation program displays the shortcut folder selection screen.

Create Database Tables (Demonstration Only)

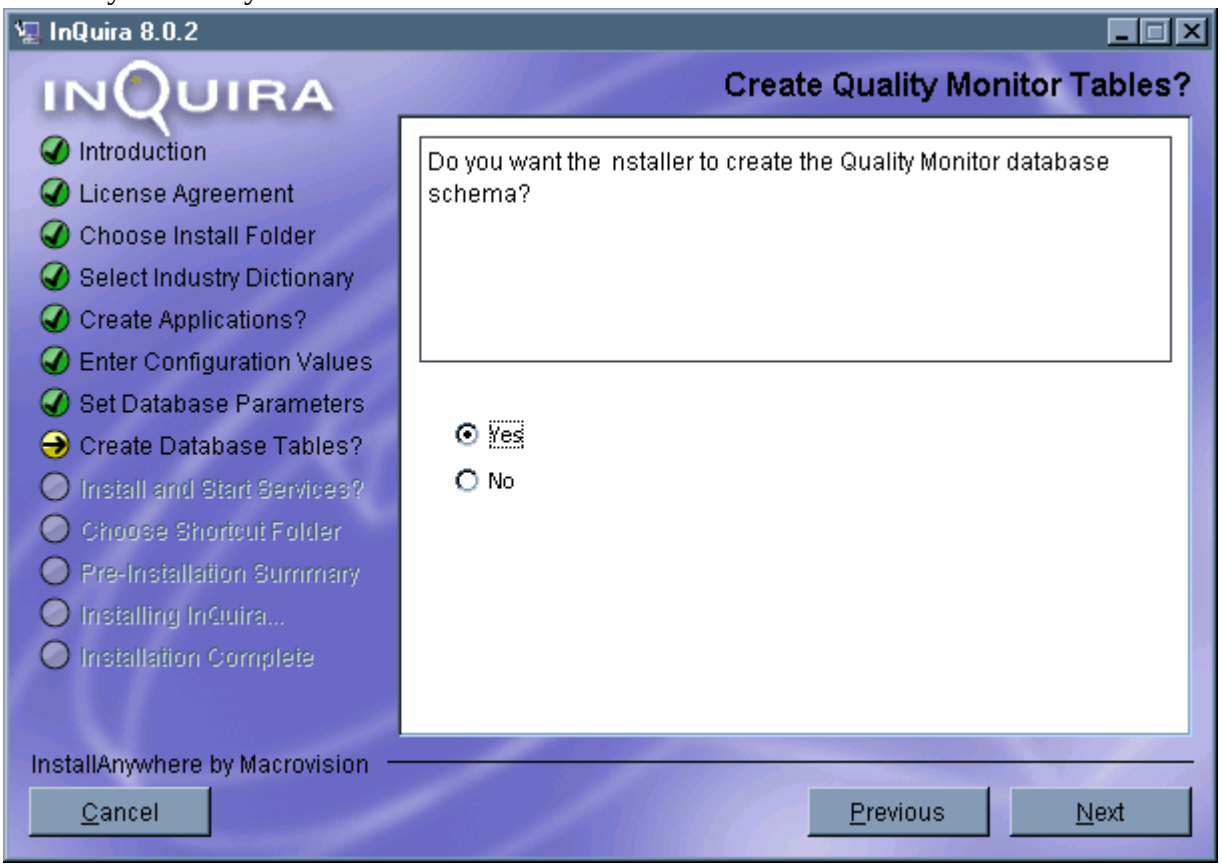
The Create Content Store Table screen allows you the option to have the installer create the Content Store database schema. The default is No. It is recommended that you select yes.



- Select **Yes**.
- Select **Next**.

The Create Quality Monitor Tables screen displays.

The Create Quality Monitor Tables screen allows you the option to have the installer create the Quality Monitor Tables database schema. The default is no. It is recommended that you select yes.

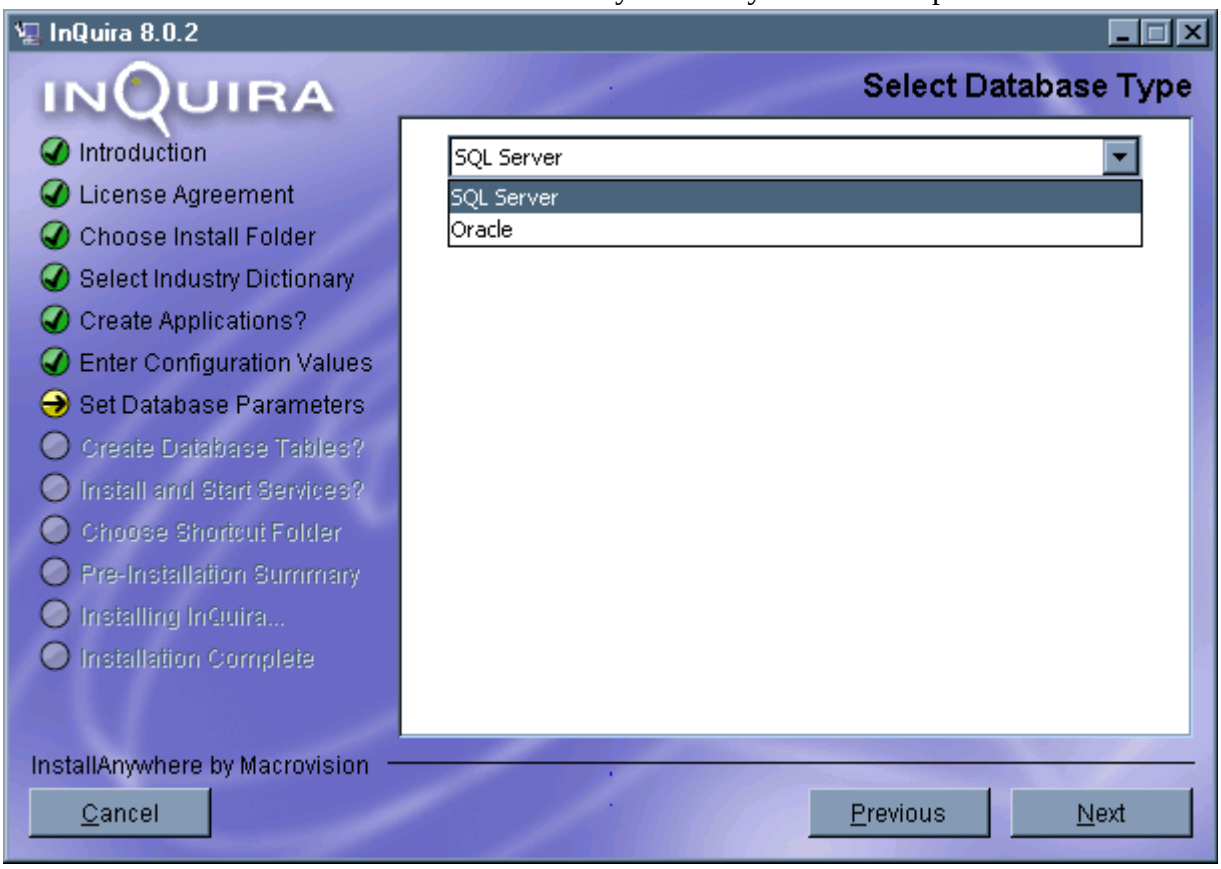


- Select **Yes**.
- Select **Next**.

The Install and Start InQuira Services Screen displays.

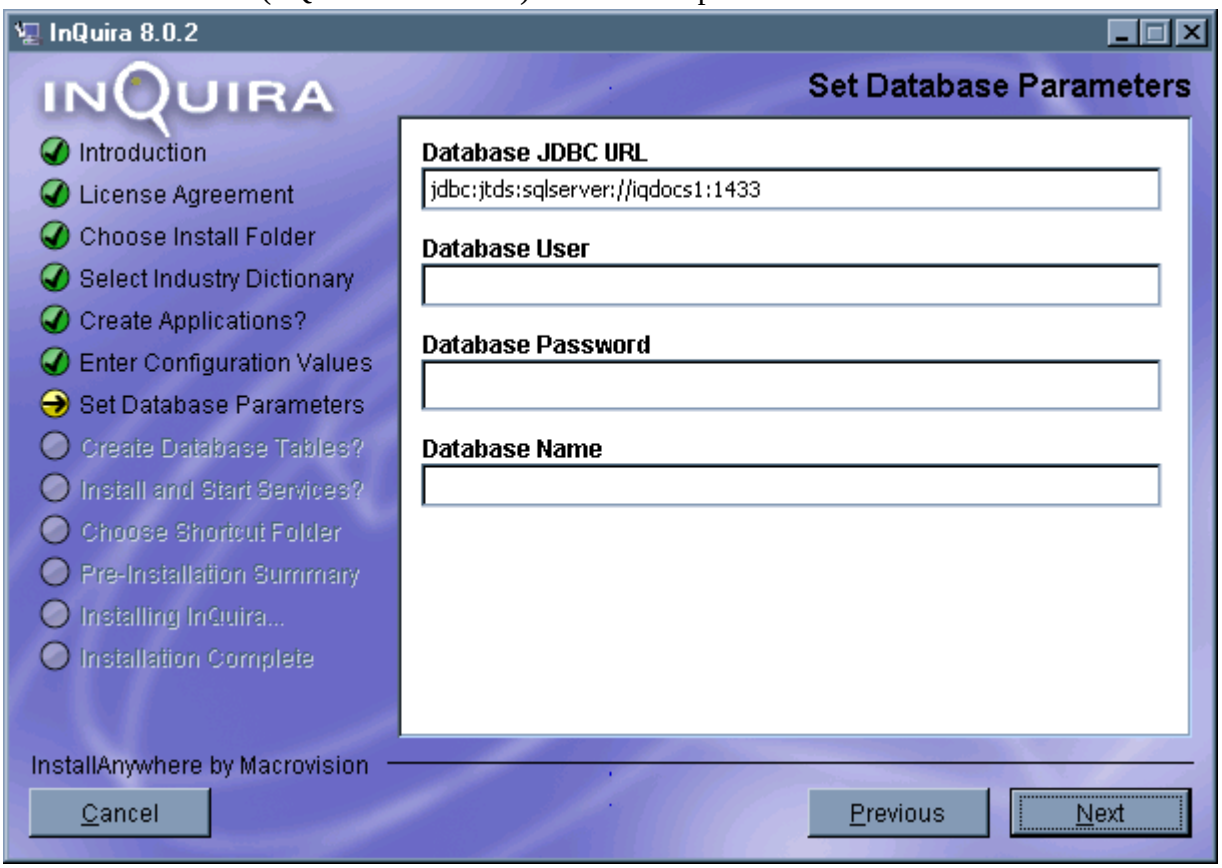
Setting Database Tables (Demonstration Only)

The Set Database Parameters screen allows you to set your database parameters.



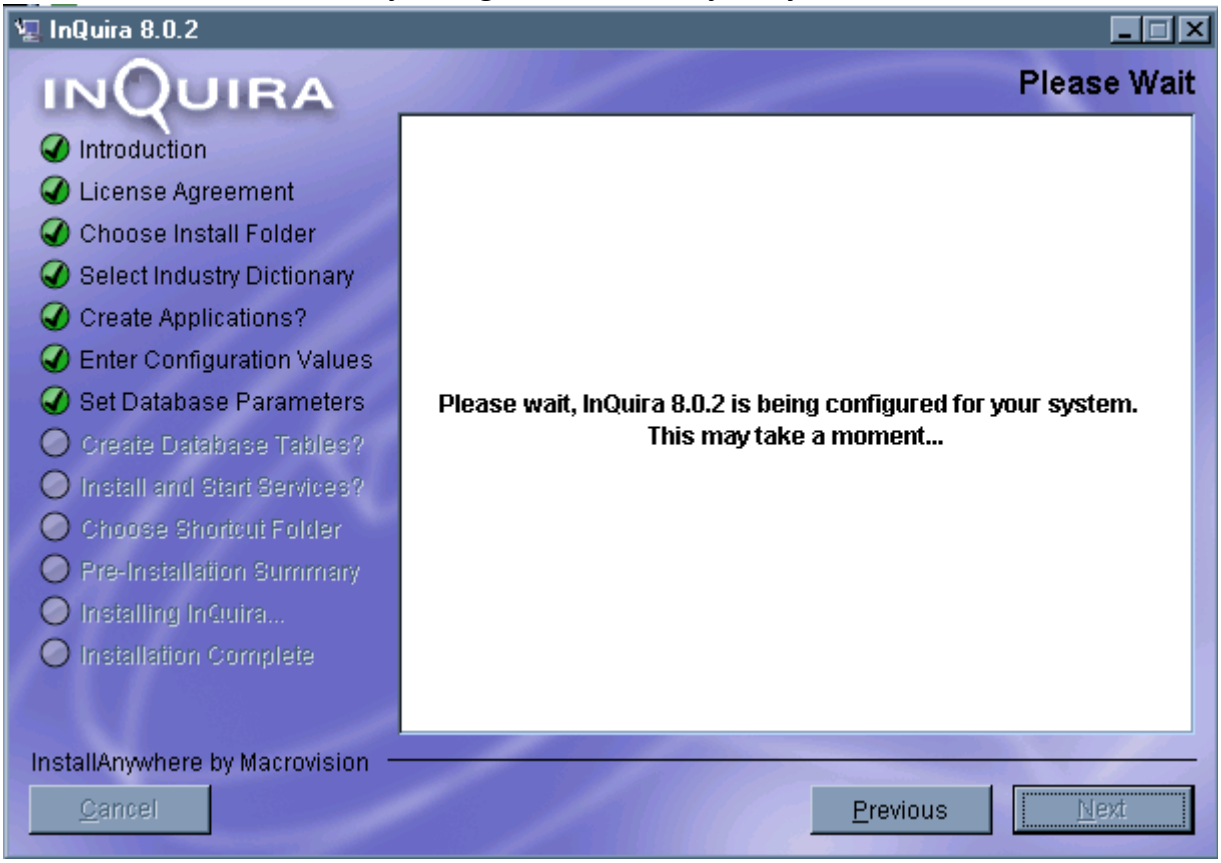
- Select your Database type: **SQL Server** or **Oracle**

After you select your Database type enter your Database User, Database Password, and Database Name (SQL Server ONLY) in the fields provided.



- Select **Next**.

The Installer automatically configures InQuira for your system.

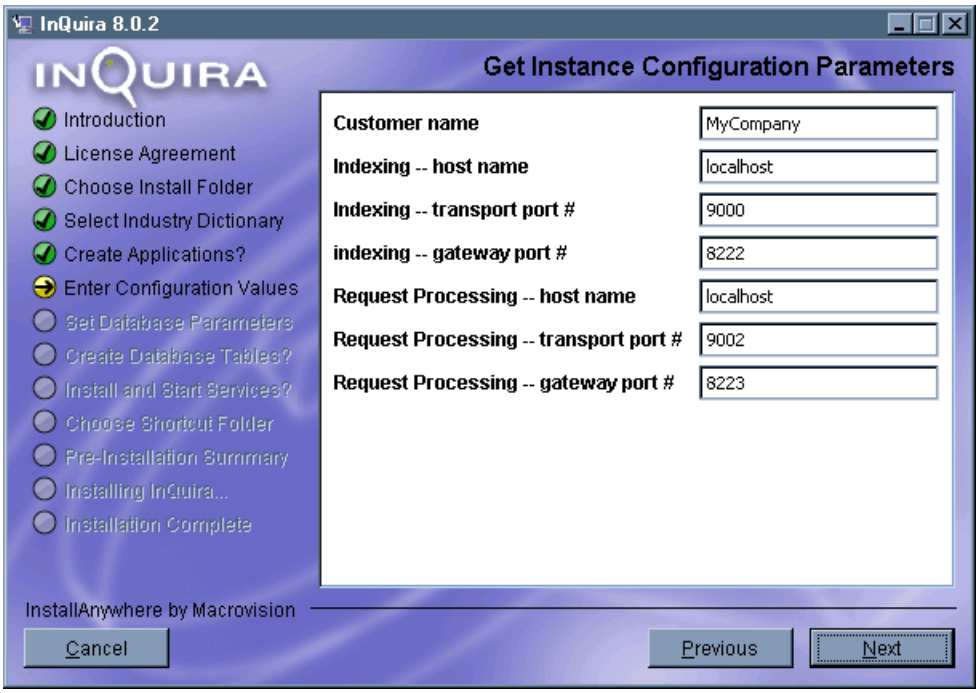


The Create Content Store screen displays

Specifying Instance Parameters (Demonstration Only)

The Instance Configuration Parameters screen contains fields in which you specify the configuration parameters for the content processing instance and request processing instance that the installation program creates.

NOTE: The installation program displays the Instance Configuration Parameters screen only if you specify to automatically create the application instances as described in *Creating the Application Instances for Demostration Only* on page 83



- Specify the following instance parameters:

Parameter	Description
Customer name	Specify the name of the default instance. The application creation process also uses this name for the instance directory within the InQuira directory structure. Specify a descriptive name, using no blank spaces within the directory name.
Indexing -- host name	Specify the host name for the default indexing instance. The default is `localhost`.
Indexing -- transport port	Specify the port for the default instance. The default is `9000`.

Indexing -- gateway port	Specify the port that the application server uses. The default is `8222`.
Request Processing -- host name	Specify the host name for the request processing (runtime) instance. The default is `localhost`.
Request Processing -- transport port	Specify the port for the request processing (runtime) instance. The default is `9002`.
Request Processing -- gateway port	Specify the port for the request processing (runtime) instance web application. The default is `8223`.

- Select **Next** to continue

The Set Database Parameters screen displays.

Replicating an InQuira Application (Silent Install)

After completing the *Recommended Installation Procedure* on page 13 , you can automatically install and configure a complete InQuira application with the same defined instances on a separate processor using the Installation Configuration Environment application creation process, using the application replication process.

NOTE: This requres that you first install the InQuira software, but do not automatically create and configure the application as part of the installation process. See *Creating the Application Instances for Demostration Only* on page 83 and *Replicating an InQuira Application (Silent Install)* on page 91 for more information.

The Installation Configuration Environment installation and configuration process generates a properties file that you can use to replicate the configured application and instances on a separate processor.

The installation properties file is located in the installation root directory:

<installation_dir>/resources/iceinstallation.properties

To replicate an InQuira application:

- Copy the InQuira installation program from the distribution media to the desired processor
- Install the InQuira software as described in *Chapter 2, Installing and Configuring InQuira* or *Replicating an InQuira Application (Silent Install)* on page 91.
- Start the Installation Configuration Environment on the target processor, and specify the location of the properties file as input, for example:

```
java-jar InquiraCommonEnvironment.jar -script=./
<path_to_iceinstallation.properties>
```

The Installation Configuration Environment application creation and configuration process replicates the installation options specified in the properties file.

Replicating an InQuira Installation (Silent Installation)

You can automatically install and configure the InQuira software using the same options as your initial installation using the replication process.

NOTE: This process installs and configures the InQuira software, but does not create and configure the application. See *Replicating an InQuira Application (Silent Install)* on page 91 for more information.

The InQuira installation and configuration process generates a properties file that you can use to replicate the installation and configuration options on a separate processor.

The installation properties file is located in the installation root directory:

```
<installation_dir>/installation.properties
```

To replicate an InQuira installation:

- Copy the InQuira installation program from the distribution media to the desired processor
- Start the InQuira installation program on the target processor, and specify:
  - The replication argument
  - The location of the properties file

  For example:

```
inquira.exe - <tbd> <path_to_installation.properties>
```

The InQuira installation and configuration process replicates the installation options as specified in the properties file.

Creating the Development Application

This section provides an example of using the Create Application program to define a Development Application, consisting of a content processing instance and a request processing instance, on the local processor:

Instance	Description
Content Processing	An instance configured to perform administration tasks, including running the web-based administration tools, and content processing. NOTE: The content processing instance is sometimes referred to as the default instance or indexing instance
Request Processing	An instance configured to support request processing using the local default User Interface.

The Development Application creation process consists of the following steps:

- Install and configure InQuira software as described in *Chapter 2, Installing and Configuring InQuira*.
- Start the Installation Configuration Environment Create Application program as described in *Starting the Create Application Program* on page 94.
- Specify application creation options as described in *Specifying Application Creation Options* on page 94.
- Specifying content processing instance parameters as described in *Creating the Content Processing Instance* on page 95
- Specifying request processing instance parameters as described in *Creating the Request Processing Instance* on page 97.
- Create the specified applications as described in *Creating the Specified Application and Instances* on page 101.

Starting the Create Application Program

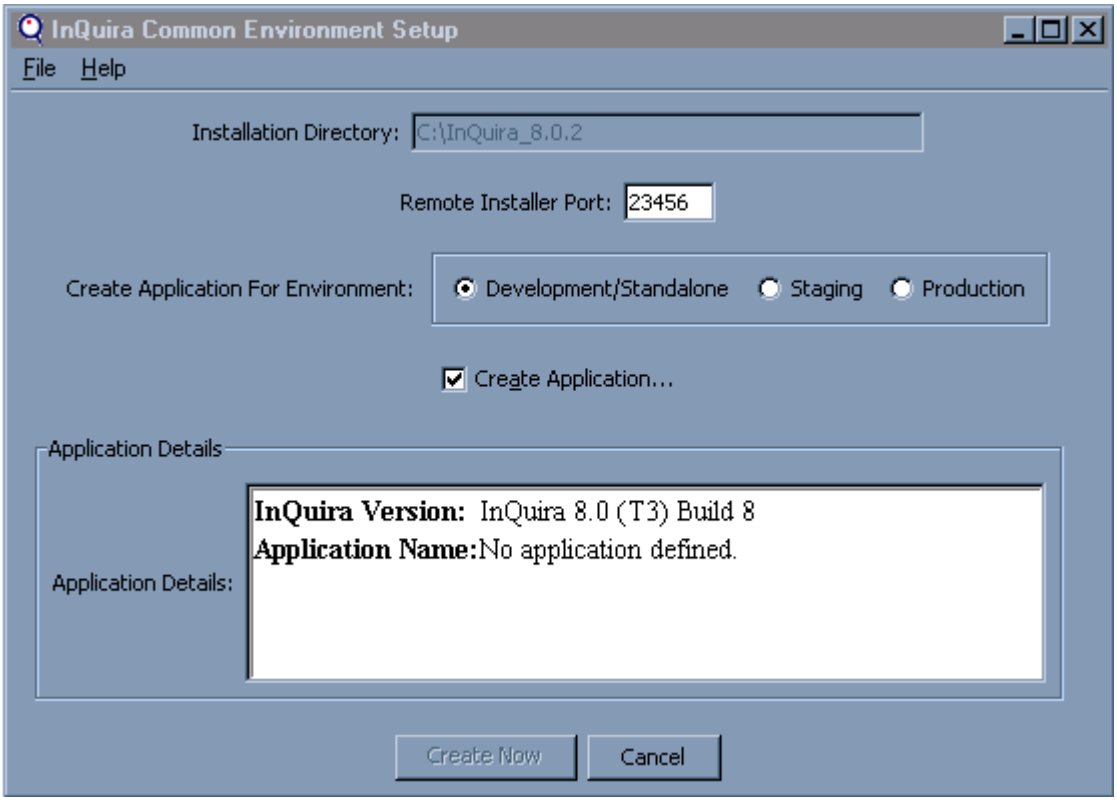
Start the Create Application program using the shortcut created by the standard installation process:

- select **Start -> Programs -> InQuira_8.1 -> Create Application**

The Installation Configuration Environment Create Application console opens, and the Installation Configuration Environment Setup dialog displays.

Specifying Application Creation Options

The Installation Configuration Environment Setup dialog displays fields to specify application creation options:

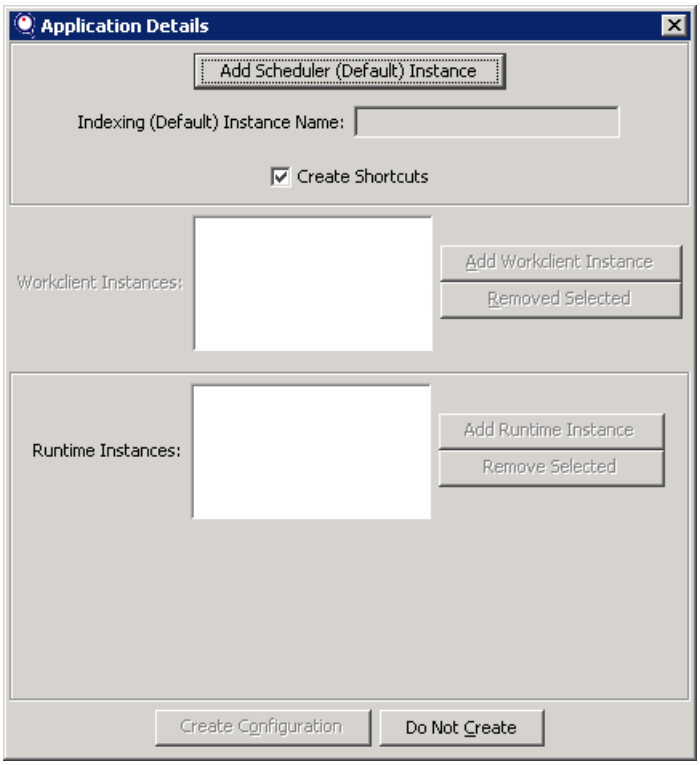


- Select **Development/Standalone**
- Select **Create Application**

The Application Details dialog displays as described in *Creating the Content Processing Instance* on page 95.

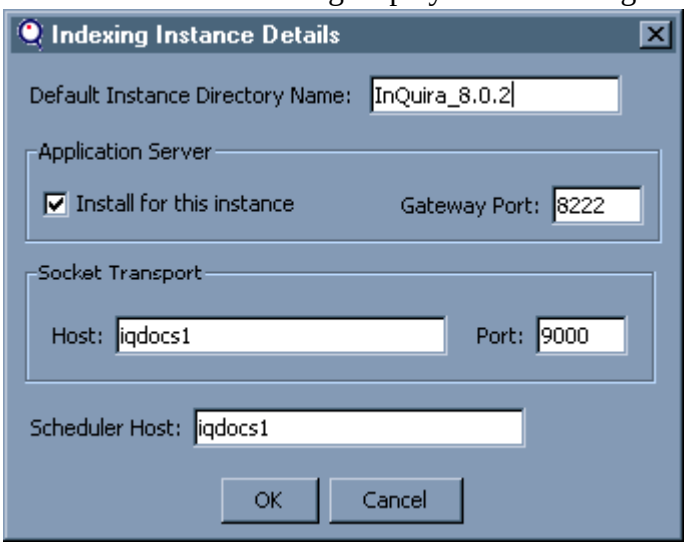
Creating the Content Processing Instance

The Application Details dialog displays an option to create the content processing and scheduling instance, as well as additional Installation Configuration Environment and InQuira Business Workbench shortcuts.



- Select the **Create Shortcuts** option if desired.
- Select the **Add Scheduler (Default) Instance** option.

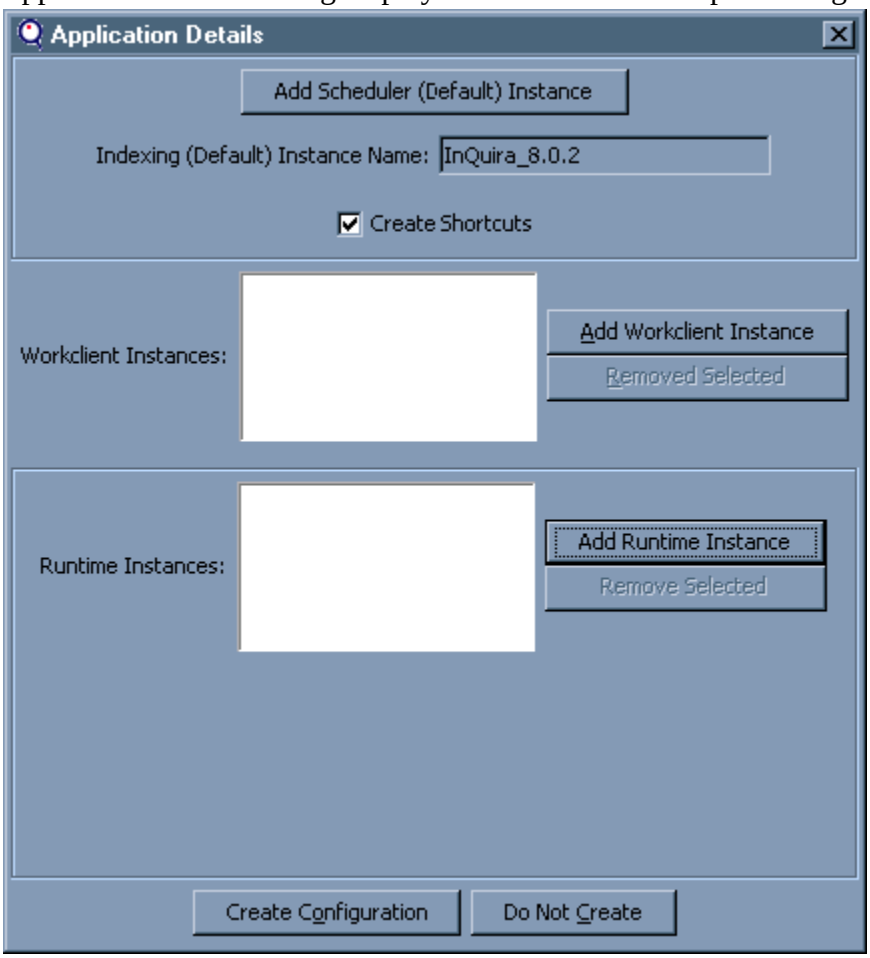
The Instance Details dialog displays the following fields:



- Specify the desired instance parameters
- Select **OK**

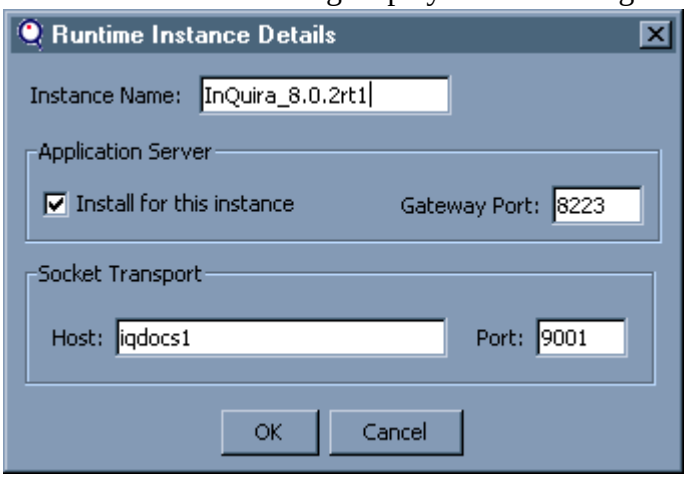
The Application Details dialog displays as described in *Creating the Request Processing Instance* on page 97.

The Application Details dialog displays the defined content processing instance:



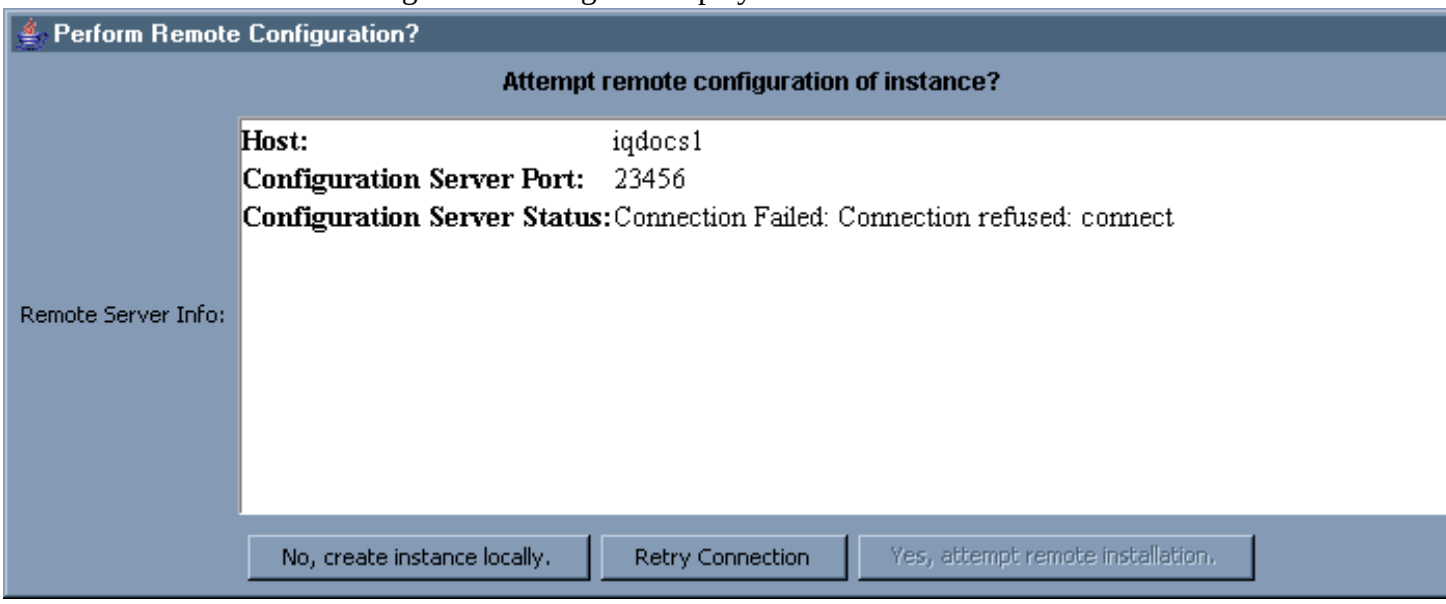
- Select the **Add Runtime Instance** option

The Instance Details dialog displays the following fields:



- Specify the desired Request Processing instance settings.
- Select **OK**.

The Perform Remote Configuration dialog box displays.

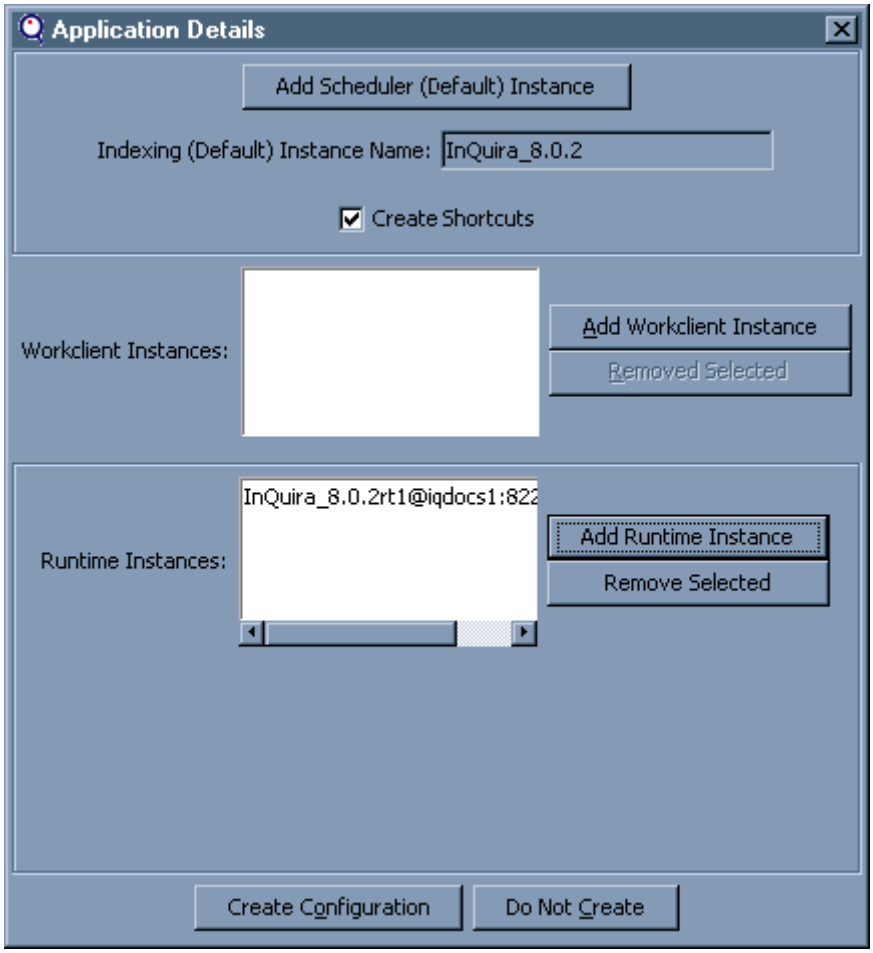


- Select **No, create instance locally.**

The Application Details dialog displays the settings for the defined instances that are created as described in *Confirming the Application Details* on page 99.

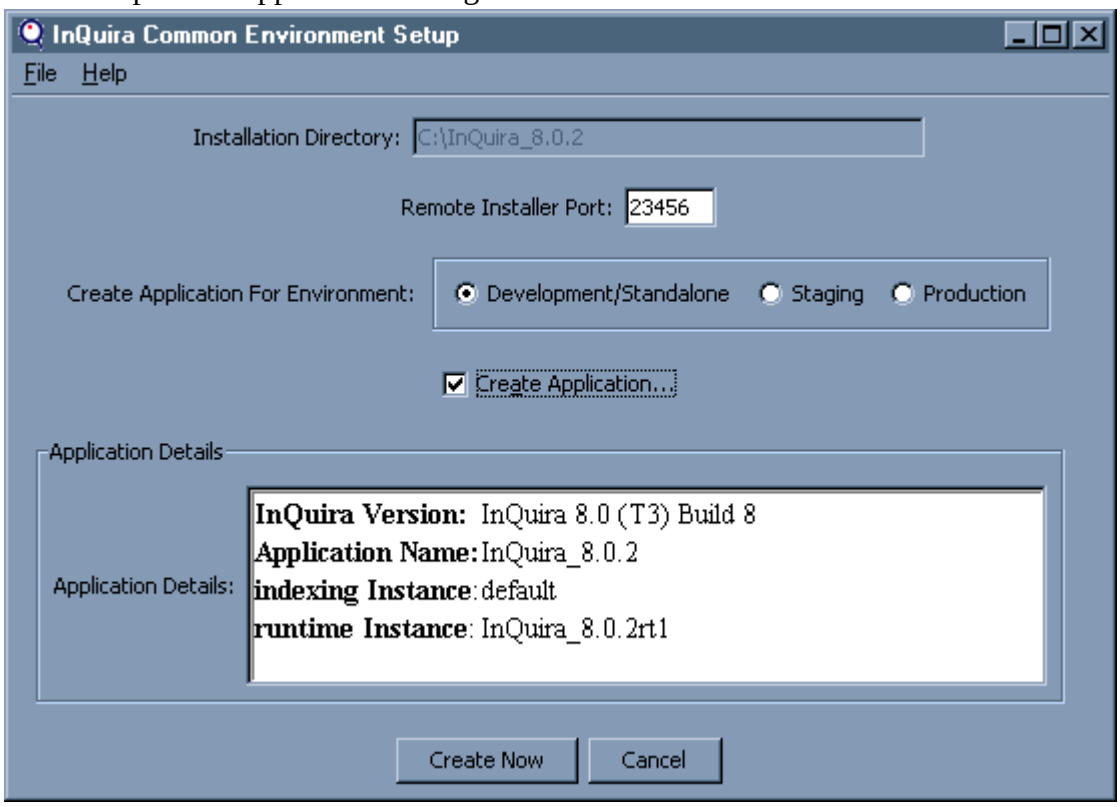
Confirming the Application Details

The Application Details dialog displays the parameters of the defined instances that are created.



- Select the **Create Configuration** option

The Installation Configuration Environment Setup dialog displays summary information about the specified application settings:



- Select the **Create Now** option.

The Create Application program does not respond; you can monitor the application creation progress as described in *Creating the Specified Application and Instances* on page 101.

Creating the Specified Application and Instances

You can monitor the application creation process by observing the Installation Configuration Environment console window.

When the application creation process completes, the Create Application program displays the message:

- Select **OK**

The Create Application program closes. You can continue configuring the content processing and request processing instances as described in *Chapter 4, Configuring InQuira Instances*.